

SHORT TENDER

Sealed Tenders in single bid system are invited for running Staff Canteen in Hospital Wing of Sree Chitra Tirunal Institute for Medical Sciences and Technology, Medical College. P.O, Trivandrum-11.

The tenders should be superscribed 'Tender for running- Staff Canteen' and addressed to the Director, SCTIMST, Medical College P.O, Trivandrum-11. Late tenders will not be accepted. **The tenders will be opened at 3:00 pm on 15.10.2018** 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/- plus 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 V.P.P. **Tender will be received upto 1:00 pm on 15.10.2018.** All tenders should be accompanied by EMD for Rs.50000/- (fifty thousand only) by way of DD, fixed deposit receipt or banker's Cheque favouring Director, SCTIMST. EMD should have a validity of 180 days beyond the date of opening of bids. The EMD will be waived based on the relevant certificate for tendered service on production of documents 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 demand draft drawn in favour of the Director of the Institute while submitting their offers with the bid/ tender documents. The cost of such downloaded documents should be kept along with the bid.

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/- per 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/-)
Director

TENDER CONDITIONS FOR RUNNING STAFF CANTEEN OF SREE CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES AND TECHNOLOGY IN THE HOSPITAL WING 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 3 months as trial period and on satisfactory performance, it shall be extended for further 9 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 for the staff to stay in the premises. However, staff required for the night and early morning work limited to four numbers will be permitted to stay in the canteen, if the contractor prefers that. 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 5 cleaners exclusively for dining rooms, counter and cleaning areas and sufficient number of experienced cooks and other staff. Two cleaners should be available in the main dining hall for keeping the tables and the hall clean. **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 open and the lights and fans kept on before opening the dining halls. If the number of cleaners engaged is less than five 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 years. Ladies are not permitted to work with gents between 8 p.m. and 6 a.m. 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 everyday**. Absence of supervisor for any reason will not be permitted.
5. It is the responsibility of the contractor to get all the workers of the canteen (manager/supervisor, cooks, server, cleaners, etc) medically examined before employing them to serve in the canteen. The medical examination will be done by the SCTIMST staff physician. While on work, if any worker is suffering from any infectious illness his/ her services should not be used on those days. Six monthly medical check up is mandatory for all staff employed.
6. The canteen contractor and the supervisor must report to the Canteen Committee and attend the meetings as and when required and failure to do so will be viewed seriously. 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. Contractor will provide morning tea / coffee, breakfast, mid-day tea/coffee & snacks, lunch, evening tea/coffee & snacks and dinner during the prescribed hours. The timings notified must be strictly followed. Items provided must be fresh and of good quality, tasty and well prepared. The staff canteen is expected to provide lunch to around 350 people on weekdays. The number of people who avail canteen services may increase in future.

8. Mid-day and evening tea and snacks are to be provided in the operation theatres, ICUs, Cath labs and at Achutha Menon Centre in a common place in each area as instructed by the Committee. Room service is not allowed except for official requirements 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.
9. 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. Telephonic order should be confirmed in writing. Tea must be served at correct time specified. Two persons in uniform must go and serve tea and snacks neatly to the members attending the meeting. Cups, saucers etc. must be taken back immediately after finishing the tea. Requests for the tea etc, for seminars and meetings with more than 50 members and conferences should be through the canteen committee.
10. Maintaining the **QUALITY AND QUANTITY** of food during the contract period is a must and is very important.
 - (a) Provisions, 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.
 - (b) 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**. First quality fish must be made available on all days, in addition to the second quality fish.
 - (c) 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.
 - (d) 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.
 - (e) Milk and milk products should be from MILMA. For using any other brands, written permission must be obtained from the Canteen Management committee
11. 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.**
12. **Cleanliness** is very important. Tables and chairs must be properly arranged. Dining halls, counter, kitchen, cleaning area, work area, store, cold room, 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 or the parking area just below the canteen. The canteen facility should be subjected to shutdown cleaning for one day a month as per recommendation of the canteen committee. This shall include the upkeep of dining area, counter, wash area, kitchen, store, cold room facility, etc. Washing soap and towels must always be kept clean near the washbasins.

13. **Staff Canteen is for the staff only including pensioners. Outsiders are not permitted. Service personnel etc., coming for the works in the Institute are permitted, if instructions is given by the concerned Department. Similarly, guests coming occasionally with the employees are also permitted to avail the facility of canteen. Accepted rates are applicable to all such people.**
14. 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.
15. 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.
16. No liquor, cigarette or any other intoxicating items should be used by the staff employed nor will such items be sold.
17. The contractor has to verify the stock of items supplied by the Institute once in a month and give a report to the Canteen Committee. Failure to do so may result in withholding of payment. The contractor has to show the stock to the nominee of the Committee or a representative of the Institute on any working days during office hours, as and when required.
18. The biogas plant installed near the canteen shall be maintained by the contractor. Waste generated in the canteen should be used for the functioning of the plant. Proper care shall be taken in the segregation of waste before loading into the plant. Improper use leading to malfunction/damage to the plant shall be penalised, and the expenditure incurred by the institute towards repair of the plant shall be recovered from the contractor.
19. The waste generated in the canteen which cannot be processed in the biogas plant shall be removed from the institute premises everyday by the contractor at his/her own expense. Any delay in the removal of the food waste/kitchen waste shall be penalised with a sum not less than Rs.1000/-. Canteen committee of the institute shall have the power to impose this penalty after getting the approval of the Director.
20. The Institute will provide space for canteen, utensils, furniture, electrical, cooking appliances, electricity and water 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. **A maximum amount of Rs. 50,000/- per month will be paid by the Institute to the contractor as LPG subsidy on production of appropriate documents. The contractor has to arrange for the cleaning materials necessary for maintaining clean and hygienic environment.**
21. Electrical, plumbing and cold room complaints must be informed to the Clinical Engineering 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.
22. Any untoward incidence in the canteen must be reported to the committee.

23. 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 two month's notice. In such cases, contractor is liable to pay losses, if any, incurred to the Institute.
24. The institute plans to introduce "Smart Card" for canteen services and Contractor should agree to the proper handling of the equipments made available for the purpose. He/she shall ensure that such equipments shall not be subject to damage/misuse. Contractor shall use this facility to provide cashless canteen services to the users.
25. The institute may refuse entry into the campus or order eviction of any person/worker of the canteen/contractor falling into any of the following categories: -
 - (a) Is found reportedly indulging in activities prejudicial to the interests of the institute. and /or
 - (b) Is afflicted/suspected to be afflicted with any contagious or communicable diseases.
26. The contractor must quote the rates of the items as per the format in Annexure I.
27. 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.**
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.1000 at a time or termination of contract with the approval of competent authority.
29. **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 3.30 P.M.** The bidder can inspect the institute canteen before submitting the quotation to get fully acquainted with the scope of work, as no claim whatsoever will be entertained for any alleged ignorance thereof. The inspection can be done on any working day between 3 p.m and 5 p.m. Prior approval for inspection should be obtained from the safety and security officer of the institute.
30. 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.
31. Applications will be entertained only from the contractors whose workers are registered under the Employees Provident Fund Act, ESI act or statutory rules applicable to workers.

32. The Bidder should have a minimum of three years experience in running Canteen of similar departments /Corporate Organizations /PSU/Government body. The documents submitted should clearly state that the bidder provided the service for a minimum period of three years. 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. If the prescribed experience is not met, the tender will be rejected.
33. **The canteen contractor should obtain the central license for running the canteen in the premises of central government organization and also register the workers under Labour Act, and Shops and Establishment Act.**
34. Selection of the contractor will be made after assessment of the contractor based on information given by him/her 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. Preference will be given to agencies having office in Trivandrum district. The Director reserves the right to select any contractor, who is found suitable, according to her, without assigning any reason. SCTIMST reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contracts entered into with the institute.
35. 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.
36. While awarding the contract, the Contractor will have to execute an agreement in Rs. 200/- Kerala Stamp Paper and deposit with the Institute a sum of Rs. 1,00,000/-(Rupees One lakh only) as security deposit, which shall be returned without interest on termination of the contract, after deducting any sum due to the Institute. The quotation and the terms & conditions attached to it will form part of the agreement to be executed.
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. **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 notice will be served on either side.
39. Immediately on termination of the agreement, for whatsoever reason, the contractor shall peacefully vacate the premises 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.

40. For all disputes arising out of this contract, the legal jurisdiction will be court at Trivandrum, Kerala.
41. Canteen managing committee reserve the right to change/modify the items specified in the Annexure I.
42. Incase 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.

Annexure I

Approved list of items to be served in SCTIMST staff canteen 2018-19

Sl No.	ITEM	Quantity	Unit	Price(in ₹)
1	Tea & Coffee			
a	Tea	150 ml	1 cup	
b	Special Tea	150 ml	1 cup	
c	Coffee	150 ml	1 cup	
d	Bru Coffee	150 ml	1 cup	
e	Nescafe	150 ml	1 cup	
f	Milk	200 ml	1 cup	
2	Breakfast			
a	Appam	50 gm	1 no	
b	Bread Butter (2 slice)	50 gm	1 no	
c	Bread Jam (2 slice)	50 gm	1 no	
d	Chappathi (3) & Potato Curry	75 gm	1 plate	
e	Porotta (3) & Potato curry	75 gm	1 plate	
f	Dosa	50 gm	1 no	
g	Masala Dosa	100 gm	1 no	
h	Ghee Dosa	75 gm	1 no	
i	Idiappam	50 gm	1 no	
j	Iddli	50 gm	1 no	
k	Poori Masala	25 gm	1 no	
l	Uppuma	130 gm	1 plate	
m	Puttu	100 gm	1 no	
n	Corn flakes with milk		1 bowl	
3	Snacks			

a	Banana Fry	50 gm	1 no	
b	Potato Bonda	50 gm	1 no	
c	Wheat Bonda	50 gm	1 no	
d	Modakam	20 gm	1 no	
e	Unniappam	20 gm	1 no	
f	Parippu Vada	50 gm	1 no	
g	Onion Vada	50 gm	1 no	
h	Uzhunnu Vada	50 gm	1 no	
i	Neyyappam	50 gm	1 no	
j	Cake	50 gm	1 no	
k	Valsan in rice (Ilayappam)	50 gm	1 no	
l	Tapioca (Boiled with Chutney)	150 gm	1 plate	
m	Cutlet Veg	40 gm	1 no	
n	Cutlet beef	35 gm	1 no	
o	Samosa	50 gm	1 no	
p	Boiled gram (Uncooked)	25 gm	1 plate	
q	Vattayappam	50 gm	1 plate	
4				
a	Lunch		1 plate	
b	North Indian Lunch		1 plate	
c	Special(payasam,pappadam)		1 plate	
d	Lunch with salad & fruits		1 plate	
e	Chappathi(3) with salad & fruits, Dal			
f	Biriyani- Chicken	400gm	1 plate	
g	Biriyani - Veg	400 gm	1 plate	
h	Kanji & Curry		1 plate	
i	Curd	100 ml	1 cup	
j	Pappad		1 no	

5	Vegetarian			
a	Kadala Curry	100 ml	1 plate	
b	Veg. Kuruma	125 gm	1 plate	
c	Gobi Manjuria	100 gm	1 plate	
d	Green Peas Fry	100 gm	1 plate	
e	Aloo Masala	100 gm	1 plate	
f	Bindi Masala	100 gm	1 plate	
g	Peas Masala	125 gm	1 plate	
h	Tomato Roast	100 gm	1 plate	
i	Mixed Veg. Curry	130 gm	1 plate	
j	All curries	125 gm	1 plate	
k	Dal Curry	125 gm	1 plate	
6	Non Vegetarian			
a	Chicken Curry	100 ml	1 plate	
b	Chicken Fry	75 ml	1 plate	
c	Beef curry	75 gm	1 plate	
d	Beef fry	75 gm	1 plate	
e	Fish Curry	75 ml	1 plate	
f	Fish Fry	50 ml	1 plate	
g	Neymeen Pollichath			
7	Egg			
a	Egg Boiled		1 no	
b	Bulls Eye		1 no	
c	Omlette (1 Egg)		1 no	
d	Egg Curry (1 Egg)		1 plate	
8	Salad			
a	Green Salad		1 plate	
9				
a	Banana		1 no	

b	Banana Boiled		1 no	
c	Palayamkodan		1 no	
d	Poovan		1 no	
e	Fruit Plate		1 no	
10	Soft Drinks			
a	Fresh lemon Juice	200 ml	1 no	
b	Fruit Juice	200 ml	1 no	
c	Mineral Water	1 lit		
11	Sweets			
a	Payasam		1 cup	
b	Fruit Salad with Ice Cream (1 scoop)		1 plate	
c	Ice Cream	250/500 ml	1 cup	

1) Vegetable Biriyani: (Chicken, boiled egg and egg peas masala must be made available as extra item)

2) Ordinary lunch : Rice chemba well cooked 450 gm(sufficient), Dal preparations (sambar/parippu curry/Thoran/Mezhukkuvaratti item)semi solid curries such as Avial, Theeyal, Chena curry or Erissery (One item) pappad 1no. butter milk(moru) or rasam 100 ml.

(Note: Par boiled stoneless rice in sealed bags such as Nirapara, Double Horse, ponni or Nallari must be used. Ordinary chemba rice not permitted)

3)North Indian Lunch (Rate should be equal to that of ordinary lunch)

Raw rice well cooked 200 gms (sufficient)

Poori 3 nos or chappathi 2 nos

Dal curry without coconut (Red gram)

Mixed vegetable curry or thoran(one item)

Salad -Tomato & onion, Pickle, Pappad -1 no.

butter milk(moru)100 ml

4)Special lunch with salad and fruits: Rice,3curries, salad and one piece of Apple/Orange/Grapes/Plantain/Pineapple/Papaya/Watermelon/Guava