



INDIRA GANDHI INSTITUTE OF MEDICAL SCIENCES,

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Sl. No:1657/HA1/MS1/2020

Date:17/08/2020

Only through E -tendering process on website www.eproc.bihar.gov.in

TENDER FOR KITCHEN & DIETARY SERVICES

Tender Notice No:-02/dietaryservices/MS/IGIMS/2020

The rate for Kitchen & Dietary Services for IGIMS Hospital in two bid system (Technical and Price bid) are invited through the e-tendering process from eligible and qualified contractors for the following work. Intending bidders must be registered with e-procurement cell on www.eproc.bihar.gov.in. After registration, bidders will get User Id, password and digital signature, which will provide an opportunity and eligibility to take part in the e-tendering process.

1. Name of work: to provide Diet and Kitchen Services at IGIMS Hospital
2. Tenure of the tender: 2 years
3. Earnest Money Deposit: Rs 10,00,000/= (rupees ten lakhs only)
4. Cost of tender bid document :Rs. 2000/= (rupees two thousand only)
5. Date of publishing & downloading BOQ/ Tender Document (only on www.eproc.bihar.gov.in): 19/08/2020
6. Pre bid meeting: 31/08/2020 at 3 pm at Director Board Room
7. Pre bid minutes can be downloaded from 02/09/2020, 4 pm onwards
8. Last date and time of submission/ uploading of Tender Document at www.eproc.bihar.gov.in:23/09/2020, 4pm
9. Last date and time of submission of Hard Copy of Tender Document: 26/09/2020, 4pm
10. Date and time of Opening (Presentation in PPT format) of Technical Bid: 28/09/2020, 3 pm at Director Board Room.

Work	Cost of tender document (NON REFUNDABLE)	Earnest money deposit	Bid processing fees (NON REFUNDABLE)	Tenure of the tender
Tender invited for provision of In-patient diet and dietary services at IGIMS, Hospital Patna	Rs. 2000/= (rupees two thousand only)	Rs. 10,00,000/= (rupees ten lakhs only)	Rs. 1800/= (rupees eighteen hundred only)	2 years

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I. NOTICE INVITING TENDER

1. Online bids are invited on single stage two bid system from Reputed, Eligible and Qualified Tenderer agencies to enter into Annual rate contract for Outsourcing of Food Services for IPD & other Staff. **Manual bids shall not be accepted.**
2. Tender documents may be downloaded from the IGIMS website, <http://www.igims.org/> (for reference only), and intending bidders must be registered with e-procurement cell on www.eproc.bihar.gov.in. After registration, bidders will get User Id, password and digital signature, which will provide an opportunity and eligibility to take part in the e-tendering process.
3. The Bid shall be submitted online at the e-procurement cell website: www.eproc.bihar.gov.in on following the instructions.
4. Bid documents may be scanned with 100 dpi with the black and white option, which helps in reducing the size of the scanned document.
5. Tenderer who has downloaded the Tender from the **IGIMS web site www.igims.org/ and e-procurement cell on www.eproc.bihar.gov.in, shall not tamper/modify the tender form including downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any way, Tender shall be wholly rejected, EMD would be forfeited and Tenderer is liable to be banned from doing Business with IGIMS, PATNA.

General Terms and Conditions:-

1. **Manual Bid shall not be accepted in any circumstance.**
2. The complete bidding process in online bidding, Bidder, should possess a valid Digital Signature Certificate (DSC) for online submission of bids. Before bidding, DSC needs to be registered on the website mentioned above.
3. **Tenderers are advised to follow the instructions provided for the e-submission of the bids online through** at the e-procurement cell website: www.eproc.bihar.gov.in
4. **Quotations/Bid should be valid for 180 days** from the Tender due date, i.e., tender opening date. The bidder should carefully indicate the period of delivery & warranty terms etc. whichever is applicable
6. The Tender/Bid will be opened online at the e-procurement cell website: www.eproc.bihar.gov.in on following the instructions at the office at IGIMS Premises at the time of bid opening.
5. **IGIMS Patna reserves the right to accept/reject any bid in full or in part or accept any bid other than the lowest Bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
6. Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the scrutiny of the Tender.
7. No separate information shall be given to individual bidders. In in-comparable situations, the committee may negotiate a price with the technically and financially qualified bidder before awarding the Bid.

8. Tenderer to submit the scanned copies of original documents (with technical Bid) defining the constitution or legal status, place of registered Business and principal place of business of the company or firm or partnership, etc.
9. The competent authority reserves all rights to reject the service if the same is not found in accordance with the required description/quality.
10. Rates quoted should be inclusive of all applicable taxes etc. at for IGIMS, Patna. The tenderer must mention taxes/duties clearly. The rate should be quoted by the firm taking into consideration of all exemptions of taxes and duties provided by the government under different acts to medical institutions.
11. The supplier will arrange loading or unloading of any material.
12. The tender document must be accompanied by a copy of PAN, Certificate of firm/company registration and GST.
13. The quotations should be given for the items in the same order as in the tender document.
14. It is the Rate Contract; hence actual quantity may vary as per the demand of the Institute at the time of placement of order.
15. The Vendor must be able to provide the services within the specified period as prescribed, failing which the EMD will be forfeited. Furthermore, on completion of the stipulated time period, the award may be given to another qualified bidder in negotiated terms & conditions.
16. All disputes shall be subject to Patna Jurisdiction only.
17. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
18. In the event of any dispute or difference(s) between the IGIMS Patna and the Vendor (s) arising out of non-provision of services or that not found according to the provided specifications or any other cause whatsoever relating to the supply or purchase order before or after the supply has been executed, shall be referred to the concerned authority of IGIMS Patna who may decide the matter himself or may appoint the arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both parties.
19. Full description & complied with given specifications, make/brand, and name of the manufacturing firm must be mentioned in the Tender, failing which the Tender will not be considered.
20. **IGIMS, Patna reserves the right to accept/reject any offer in full or in part or accept any offer other than the lowest offer without assigning any reason thereof. Any offer containing incorrect and incomplete information shall be liable for rejection.**
21. In case the contractor requires any elucidation regarding the tender documents, they are requested to contact to the MS Office, IGIMS, Patna through **e-mail ranjanraahul2703@gmail.com** on or before 01/09/2020(date) at 4 pm (time). and Earnest Money Deposit (EMD) in form of **Demand Draft** of ₹10,00,000/- towards refundable EMD from a Schedule bank in favour of **“Director, IGIMS, Patna”** payable at Patna and scanned image to be uploaded with technical Bid. The Demand Draft should be valid for 90 days (Demand Drafts must be complied with CTS 2010 standards prescribed by Reserve Bank of India). Without the EMD the Bid will not be considered. The EMD of the successful bidder will be returned to them without any interest after completing the successful completion of the

Contract. The earnest money of unsuccessful bidders will be returned to them without any interest after awarding the offer.

II. OTHER TERMS AND CONDITIONS

1. Earnest money:

EMD of ₹ 10, 00,000 should be paid using a **Bank Demand Draft** only. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD may be prepared in the name of "**Director IGIMS, Patna.**" The EMD cost must reach The **Director Office, First Floor, New Administrative Block, IGIMS, Sheikhpura, Bailey Road, Patna - 14** before the opening of Tender.

i) No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the IGIMS Patna in respect of any previous supply will be entertained. The Tenderer shall not be permitted to withdraw his Bid or modify the terms and conditions thereof. In case the Bidder fails to observe and comply with stipulations made herein or backs out after quoting the rates, the amount mentioned above of earnest money will be forfeited.

ii) Tenders without Earnest Money or Tender cost will be summarily rejected.

iii) No claim shall lie against the IGIMS Patna, in respect of erosion in the value of interest on the amount of EMD.

iv) If MSE firm is registered with the following agencies for the tendered item, then they are exempted for submission of EMD.

- i. District Industries Centers.
- ii. Khadi & Village Industries Commission.
- iii. Khadi & Village Industries Board.
- iv. Coir Board.
- v. Small Industries Corporation (NSIC).
- vi. Directorate of handicraft & Handlooms.
- vii. Any other body specified by Ministry of MSME (Ministry of Micro, Small & Medium Enterprises).

If MSE's who are interested in availing these benefits will have to attach with their offer the proof of their being MSE's registered with any of the agencies as mentioned above

v) The earnest money will be returned/refund to the unsuccessful tenderers after the Tender is decided.

vi) EMD should remain valid for 45 days beyond the final bid validity period. When the bidder agrees to extend the validity of the Bid, it shall also extend the validity of EMD suitably.

2. Experience:

Tenderer must provide evidence of having similar services experience in a government hospital / reputed private hospital organizations in India for similar nature of services. Minimum ₹3Crore Item for minimum experience is completed in one year in the last three years i.e. **2017-18, 2018-19, 2019-20.**

Note: - The Tenderer should have been in such a Business in hospital (**Minimum 500 bedded hospital, preferably from Govt sector**) for a period of at least **3(three) years** in the country in a rotation of the dietary service for the experience which the quotation/tenders are submitted. The Vendor should give a declaration to this effect on a non-judicial stamp paper.

3. Turnover:

The firm should be registered, and the bidder should have the average annual turnover of minimum ₹5Crore for in the last three financial years, i.e., **2017-18, 2018-19, 2019-**

20. Copies of the authenticated balance sheet for the previous Three Financial years should be submitted.

4.A) To meet the Eligibility and Essential Qualification Criteria, the Bidders should possess and furnish the following documents:-

- 1) License Food Safety and Standards Authority of India (FSSAI)
- 2) Accredited ISO: 22000 (Food Safety Management System) Certificate
- 3) Accredited ISO: 9001: 2008 Certificate
- 4) GST Registration Certificate.

B) To meet the Eligibility and Essential Qualification Criteria, the Bidders should furnish the following as per the Bidding Document:-

- 1) Required Bid Security (Amount, validity etc.)/ Exemption documents uploaded and hard copy of original furnished by due date & time.
- 2) Tender Acceptance Form (signed & stamped).

C) The Bidders are required to have uploaded the above documents as mentioned in Para 2 to 4 them along with the Techno-commercial Bid, to meet the Eligibility and Essential Qualification Criteria, failing which their bids shall be summarily rejected and will not be considered further for evaluation

5. The Signing of Tender:

All the duly filled/completed pages of the Tender should be given serial /page numbers on each page and signed. The individual signing the Tender or other documents connected with the contract must specify whether he signs as:

- a) A sole proprietor of the concern or constituted attorney of such sole proprietor; or
- b) A partner of the firm, if it is a partnership firm in which case he must have authority to execute the contracts on behalf of the firm and to refer to arbitration disputes concerning the Business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm, or
- c) Director or a principal officer duly authorized by the Board of Directors of the Company, if it is a company.

7. N.B.

In case of **partnership firms**, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of the firm should also be enclosed along with the Tender.

- i. In the case of partnerships firm, where no authority to refer disputes concerning the Business of partnership firm has been conferred on any partner, the Tender and all other related documents must be signed by all partners of the firm.
- ii. A person signing the tender form or any document forming part of the Tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the person so signing had no authority to do so, IGIMS, PATNA may without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
- iii. The Tenderer should sign and affix his firm's stamp at

each Annexure of the Tender and all its annexure as the acceptance of the offer made by Tenderer will be deemed as a contract and no separate formal contract will be drawn. NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS NOTICE INVITING TENDER.

8. Pre-Qualification Criteria:

Bidders should be the manufacturer / authorized dealer. Letter of Authorization from Manufacturer on the same and specific to the Tender should be enclosed.

9. Performance Bank Guarantee Bond:

- a) The successful bidder shall have to submit a Performance Guarantee (PBG) in the form of **BANK GUARANTEE only** within 30 days from the date of issue of Letter of Award (LOA) – [**10% (ten percent) of the purchase value**]. Extension of time for submission of PBG beyond 30 days and up to 60 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement. However, a penal interest of 15% per annum shall be charged for the delay beyond 30 days. i.e., 31st day after the date of issue of LOA. In case the contractor fails to submit the requisite PBG even after 60 days from the date of issue of LOA, the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Guarantee Bond is mandatory.
- b) Successful supplier/firm should submit Performance Guarantee, as prescribed in favour of **“Director IGIMS, Patna.”** It needs to be received to the Accounts Department, New Administrative Block, IGIMS, PATNA before the date of commencement of supply or 30 days from the date of acceptance of the purchase order, whichever is earlier. The performance guarantee bond to be furnished in the form (as per form C) of Bank Guarantee as per given Proforma of the tender documents, for an amount covering 10% of the contract value (Annual).
- c) The Performance Guarantee should be established in favour of **“Director, IGIMS PATNA”** through any Schedule Bank with a clause to enBranch the same on their local branch at PATNA.
- d) Validity of the performance guarantee bond shall be for a period of 60 days beyond entire contract period.
- e) **Performance Bank Guarantee along with agreement be submitted at MEDICAL SUPERINTENDENT OFFICE, 1ST FLOOR, OLD ADMIN BLOCK, IGIMS.**

10. Validity of the bids:

The bids shall be valid for a period of 180 days from the date of opening of the Tender. This has to be so specified by the Tenderer in the commercial Bid, which may be extended if required.

11. Right of Acceptance:

IGIMS, PATNA reserves the right to accept or reject any or all tenders/quotations without assigning any reason thereof and also does not bind itself to accept the lowest quotation or any tender. IGIMS, PATNA also reserves the right to accept all the items in the given Tender or only part of it in any given schedule without assigning any reason.

12. Communication of Acceptance:

IGIMS, PATNA reserves all right to reject any tender, including of those tenderers who fails to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of this Institute in this regard will be final and binding.

13. Duration/ Tenure of Contract:

The duration of Rate Contract for Catering Services shall be 3(THREE) years, which may be extendable for each 1+1=2(TWO) year by mutually agreed demand by Director IGIMS, Patna

14. Force Majeure:

If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, the act of a public enemy, civil commotion, sabotage, fire, floods, exception, epidemics, quarantine restriction, strikers lockout or act of God (hereinafter referred to as events) provided notice of happening of any such eventuality is given by the party to other within 21 days from the date of occurrence thereof, neither party shall because of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance and deliveries have been so resumed or not shall be final and conclusive.

Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, IGIMS, Patna may at last option to terminate the contract.

15. Insolvency etc.:

In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other under the Insolvency Act made against them or in the case of a company by passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified, IGIMS PATNA shall have the power to terminate the contract without any prior notice.

16. Breach of Terms and Conditions

In case of breach of any terms and conditions as mentioned above, the Competent Authority will have the right to cancel the work order/job without assigning any reasons thereof, and nothing will be payable by IGIMS, PATNA. In that event, the security deposit shall also stand forfeited.

17. Arbitration:

If any difference arises concerning this agreement, its interpretation on payment to the made there under, the same shall be settled out by mutual consultation and negotiation. If attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the Director, IGIMS, PATNA to settle the dispute by Sole Arbitrator. Sole arbitrator will be appointed by the Director, IGIMS, PATNA. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provision of Arbitration and Conciliation Act, 1996 and the rule framed there under and in force shall be applicable to such proceedings.

18. Right to call upon information regarding the status of work:

IGIMS, PATNA will have the right to call upon information regarding the status of work/job at any point in time.

19. Quality cum Cost Based Selection (QCBS)

The **final tender evaluation** shall be done on weightage with 70% to Technical Evaluation and 30% in Financial Evaluation. Only bidders who meet the pre-qualification criteria shall be eligible for technical and financial evaluation.

Technical Proposals shall be evaluated based on their responsiveness to the tender terms, applying the evaluation criteria and point system specified. During the Technical Evaluation stage, each Bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

<u>Technical Criteria(MaxScore)</u>				
1. Total yearsofexperience inthe fieldof Dietary Services(DeterminedfromdetailssubmittedbythebidderunderClause2in OtherTerms&conditions)(25marks)	u p t o	> 5 u p	>1 0u pt o	>1 5y ear s
	5ma rks	10 m ar	15 m ar	2 5 m
2. TotalAverageAnnualTurnover intheBusinessofprovidingDietaryServicesforthe pasttwoyears.(DeterminedfromdetailssubmittedbythebidderunderClause3in OtherTerms&conditions)(25marks)	U p t o	>5 Cr.t o	>10 Cr.t o	> 15 Cr
	5ma rks	10 m ar	15 m ar	2 5 m
3. Performanceevaluationscore be givenbyDietician/Medicalsuperintendent/Director/CEO/anyauthorizedpersonofthefirm/OrganizationwherethebidderhasbeenprovidingorprovidedDietaryservicescateringtomimum500personalsfor3yearsinthelast6years – onsite visit of the committee or video and pictures of the kitchen services to be added in presentation (Tobedeterminedfromdetailsprovidedbythebidderasperproformaenclosedin Annexure)(25marks)	0- 20Sc ore	2 -	4 -	6 1 -
	5ma rks	10 m ar ks	15 m ar ks	2 5 m ar ks

<p>4. Qualification and relevant experience of key person (At Manager & Supervisor post) who will be posted in IGIMS, PATNA on full-time basis. (25 marks)</p> <p>(Note: The key person cannot be changed during the currency of the contract.</p> <p><i>In unavoidable circumstances if, to be replaced by a qualified or better person with the prior consent of IGIMS, PATNA.</i></p>	<p>Education qualification of Key Person – Manager</p> <p>Number of staff: 2, 1 morning and 1 evening)+1 (reliever)</p> <p>1. Post Graduate in hotel management/ Food science & MBA – 10 marks</p> <p>2. Graduate in Hotel Management/ Food science (or relevant field</p>	<p>Education qualification of key person – Supervisor</p> <p>Number of staff: 4, (2 mornings and 2 evenings)+1 (reliever)</p> <p>1. Post Graduate in hotel management/ Food science & MBA – 10 marks</p> <p>2. Graduate in Hotel Management/ Food science (or relevant field</p>	<p>Experience of key person in managing catering services, counted as calendar days 1st Jan to 31st Dec, for each year 0.5 point).</p> <p>1. 8-10 years or more – 5 Marks</p> <p>2. 6 to 8 years – 4 Marks</p> <p>3. 4 to 6 years – 3 Marks</p> <p>4. 2 to 4 years – 2 Marks</p> <p>5. 2 or 0 yrs – 1 marks</p>
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	d) or MB A – 08 ma rks	d) or MB A – 08 ma rks	
	3. Pos tgra dua te but in rela ted fiel d – 06 ma rks	3. Pos tgra dua te but in rela ted fiel d – 06 ma rks	
	4. Gra dua te but in the rele van t are a – 04 ma rks	4. Gra dua te but in the rele van t are a – 04 ma rks	
	Max 10 marks	Max 10 marks	Max 5 marks

Note: The performance evaluation score provided by the bidder can be cross verified by the technical evaluation committee.

Illustration 1 (for Technical Weightage)

If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation, the Technical evaluation score shall be: 56 i.e. {80 x 70%}

Financial/ Price Bid Evaluation Criteria:

The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage. The Bidder with the lowest bid Prices (L1) shall be assigned full 30 marks(i.e. 30% x 100).

Total Score of Bid Evaluation**Illustration 2**

If, the bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be 86 i.e. (56 Technical Score + 30 Financial Score). The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:

$30 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3...)}$

Illustration 3

If the Bidder at Illustration 1 is L2 Bidder and he quoted Rs.125, therefore 30% being the weighted value, the financial scores for L2 shall be computed as under

$30 \times 100 \text{ (lowest prices L1)} / 125 \text{ (quoted prices - L2)} = 24 \text{ (financial score)}$ Therefore L2 Bidder shall have total value of 80 (56 Technical Value + 24 Financial Value)

Selection of Bidders

The following formula will be applied for determine the successful bidder:

$$Q = [(L1/L) \times 0.30 + T \times 0.70]$$

L1 = price bid lowest bidder

L = bid value for evaluation or current price bid

T = technical bid score out of 100

Q = Final score

The Bidder meeting the minimum eligibility criteria and with the highest marks/rank(i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the Successful Bidder for respective units as determined by QCBS.

If there are more than three participating bidders, Minimum Technical score will be taken as 70%. Those bidders whose technical score is less than 70%, financial bids of those vendors will not be opened. If none of the bidders have a technical evaluation score of 70% and more, then the financial Bid of the Vendor who has scored highest technical score only shall be opened.

Bidders are required to give write-up in view of above along with relevant documents for doing Technical Evaluation and giving them Quality points and upload along with their Bid as mentioned in other terms and conditions as mentioned above.

For Points 1 (a) to (c) of above table, the Bidders can give details in "Past Performance Statement" Format as per Other terms and conditions as mentioned above. the following supporting documents relating to all contracts above Rs. 3Crores held by them during financial years **2017-18, 2018-19, 2019-20**

a) Scanned Contract copies,

b) Scanned colored satisfactory Performance Certificates

c) Annual Turnover of years **2017-18, 2018-19, 2019-20** against each contract to be certified by CA. In cases where the period of the contract is less than a Financial Year, the Average Annual Turnover of that contract may be calculated by annual turnover divided by the period of the contract.

Bidders have to certify in “Past Performance Statement” that all contracts Above Rs. 3Crores held during financial years **2017-18, 2018-19, 2019-20**has been included “Performance Statement“ Format.

For point no. 2(a) & (b), if Purchase can ask Bidder to give presentations. IGIMS, PATNA reserves the right to visit any of its premises where he is executing the Catering Services Contract.

20. IMPORTANT POINTS FOR QUOTING RATES and TIE BREAK:-

Bidder will quote rates inclusive of all Taxes & expenditure up to F.O.R. to IGIMS, Patna,Bihar. The tenderer must mention taxes/duties clearly. The rate should be quoted by the firm taking into consideration of all exemptions of taxes and duties provided by the government under different acts to medical institutions.

Rates should be quoted as **per patient per day for Regular Diet 2000 Kcal**. The lowest bidder will have to provide with breakup split rate for breakfast, lunch,snacks, dinner cost per day into it.

Quoting of rates in variation to the prescribed unit will authorize the Competent Authority to cancel the quotation without any information to the bidder.

Note:

In case of tie, these will be conditions for tie-break and the contractor passing the following criteria will be selected by:-

- The **Highest Marks** in: **Performance evaluation score, as per 19. Quality cum Cost Based Selection (QCBS), Criteria No. 3**
- The **Highest Marks** in: **Total years of experience, as per 19. Quality cum Cost Based Selection (QCBS), Criteria No. 1**
- The **Highest Marks** in: **Total average annual turnover, as per 19. Quality cum Cost Based Selection (QCBS), Criteria No. 2**
- The **Highest Marks** in: **Qualification and relevant experience of Key Person (At Manager & Supervisor post)whowillbepostedinIGIMS, PATNA onfulltimebasis,As per 19. Quality cum Cost Based Selection (QCBS), Criteria No. 4**
- **Highest experience: The Vendor having more experience in minimum 500 bedded Government Hospital Kitchen services**
- **Most Numbers of Bedded Hospital handled Ccumulatively in the Last 3 Financial years: The Vendor having experience in the highest number of bedded hospital, cumulatively.**

21. Evaluation of services and Termination for Default

IGIMS, PATNA reserves the right to appraise and evaluate the operations of the Contractor/Service Provider, inspect and evaluate the operations and condition of the food service facilities with respect to the quantity and quality of food served, the methods of service, the freshness of food and raw material, the hours of meal service and the safety, sanitation, and maintenance of the areas where the services are provided.

IGIMS, PATNA reserves the right to check the food quality of items prepared in the kitchen at any time and to take the samples in the presence of representatives of Contractor/Service Provider and get it tested from Government approved Laboratories for Microbiology/Adulterant testing of raw food, cooked food, etc. regularly to maintain hygiene standards. In case the quality is found unsatisfactory and after repeated warnings, the Service Provider / Contractor is not providing good quality hygienic food as per contract, the contract will be terminated and Performance Security shall be forfeited.

22. Timely starting of Catering Services, Penalty and Termination for Default

- a) The Catering Services at each of the locations as per Scope of Work is given in Section IV, should start within 30 days from the date of award of contract or handing over, whichever is later.
- b) CCTV installation, minor engineering civil works, Refrigeration and AC installation for RT feed area for laminar flow cabinet need to be completed within 30 days of tender acceptance by the Vendor. In case of delay, a penalty of Rs. 100/ per day may be levied
- c) In case it is found that despite repeated warnings, the Service Provider/ Contractor is not providing good quality hygienic food, are not abiding any of the clauses of the contract, the contract will be terminated and Performance Security shall be forfeited.

23. Subletting of Work:

The firm shall not assign or sublet the work/job or any part of it to any other person or party without having first obtained permission in writing of IGIMS, PATNA, which will be at liberty to refuse if thinks fit. The Tender is not transferable. One Tenderer shall submit only one Tender.

24. Fall Clause:

If at any time during the said period of the contract, the supplier reduces the said prices of such stores/ equipment or sales such stores to any other person/ organization/ institution at a price lower than the chargeable, he shall forthwith notify such reduction of sale to the Director, IGIMS, Patna and the amount payable to the stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.

25. Legal Jurisdiction:

The agreement shall be deemed to have been concluded in Patna, Bihar and all obligations hereunder shall be deemed to be located at Patna, Bihar and Court within Patna, Bihar will have Jurisdiction to the exclusion of other courts.

III. **ADDITIONAL GENERAL CONDITIONS OF CONTRACT**

1. Tenderer to quote the price for the Basic Regular diet in Rupees per patient per day with breakup split rate for breakfast, lunch, snacks, dinner cost per day into it.

The rate quoted by the Vendor for the Regular diets shall be considered in proportion for the other diets as under:-

Sr. No.	Diet	Rate Proportion
1	Regular Diet 2000 Kcal, Diabetic diet, Hypertension diet, Renal Diet or any other Therapeutic diet	100%
2	Regular Diet 2500 Kcal, Enteral Feeds(1500-2000ml)	125%
3.	Regular Diet 3000Kcal, Enteral feeds (2001-2500ml)	150%
4.	Liquid diet (Full strength/Volume 1800ml), Semi Solid/Soft Diet	75%
5.	Liquid Diet (Half Strength/ clear liquid-1800ml)	50%

Illustration:

Let's assume that the price quoted by the Vendor for the regular diet is Rs. 200/- (incl. of all taxes), then

the price considered for Regular diet 2000Kcal shall be reckoned as $\text{Rs.}200 \times 100\% = \text{Rs.}200/-$ incl. of all taxes

the price considered for Liquid diet (clear liquid) shall be reckoned as $\text{Rs.}200 \times 50\% = \text{Rs.}100/-$ incl. of all taxes

the price considered for Regular diet 2500Kcal shall be reckoned as $\text{Rs.}200 \times 125\% = \text{Rs.}250/-$ incl. of all taxes

the price considered for Semisolid diet shall be reckoned as $\text{Rs.}200 \times 75\% = \text{Rs.}150/-$ incl. of all taxes... and so on.

The no. of beds in IGIMS is 1055 Beds that includes Total No. of ICU Beds is around 129 Beds

Note: IGIMS does not guarantee over the occupancy ratio and distribution of diet ratio. The above proportion figure is based on common experience. The Vendor is advised to assess over on their own and quote the price. IGIMS does not assure payment of any minimum cost.

2. The menu of Regular Diet 2000 Kcal & other diets is given at Annexure.
3. Additional plates may be asked by management in the SOS condition.
4. The surprise visit to the premises where it is running the dietary services with Kitchen and Cafeteria, by the representatives of the institute (or committee) shall be made to assess vendor capacity and standing.
5. The Vendor should give a certificate that the listed firm has not been blacklisted in the past by any Government/Semi-

govt./SemiGovt. / privateinstitution.

6. The Vendor has to give an affidavit on a Non-judicial paper that there is no vigilance / CBI case pending against the firm / supplier.
7. If the Tenderer gives a false statement on any of the above information, the firm / supplier will not be considered and their quotations shall be deemed to be rejected and the security deposit will be forfeited. Administrative action will be initiated.
8. Rates quoted should be valid for 180 days from the date of opening of Tender for its finalization.
9. The IGIMS shall be the final authority to reject full or any part of the supply which is not conforming to the specification and other terms and conditions.
10. The IGIMS reserves the right to cancel / reject full or any part of the Tender which do not fulfill the conditions stipulated in the Tender.
11. Tenderers submitting tenders would be considered and accepted all the terms and conditions. No inquiries, verbal or written, shall be entertained in respect of acceptance or rejection of the Tender.
12. The quantity shown in the Tender can be increased or decreased to any extent depending upon the actual requirement.
13. Any action on the part of the Tenderer to influence anybody in the said State / Institute will be taken as an offense, he will not be allowed to participate in the tender inquiry, and his offer will not be considered.
14. The vendor should have food license FSSAI approved and other legal, statutory requirements.

IV. PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICES

1. OPERATIONAL

1. Time Schedule & Menu Planning, preparation and cooking of the Normal diet, Therapeutic diet and Enteral feeds in hospital IGIMS Kitchen as per the instructions and under the direct supervision of the Institute's Dietician.
2. Tenderers are requested to visit the kitchen area and contact MS or his authorized representatives for the details of the equipment and facility to be provided by them at the kitchen before submitting the Tender. A list of proposed equipment and accessories to be installed are mentioned in the document. The list is indicative and it is proposed that the successful bidder will install and make operational all types of appliances required for setting up of modern kitchen at IGIMS Patna.

Note: The list of appliances and other equipment/ instruments/ utensils etc. are to be mentioned by the bidder in technical Bid.

3. The Vendor shall be responsible for procurement of all the raw materials only from lab tested Quality Products like AGMARK, ISI Marked used in the preparation of food, like
 - Cooking Oil (Saffola, Dhara, Fortune or company approved under FSSAI Guidelines or by MS and Committee Member)
 - Flour (Ashirwad, Pillsbury or company approved under FSSAI Guidelines or by MS and Committee Member)
 - Rice (HMT, Dubraaj or company approved under FSSAI Guidelines or by MS and Committee Member)
 - Dal (Packed polished Dal only or approved under FSSAI Guidelines or by MS and Committee Member)
 - Masala (MDH, Everest, Ramdev or company approved under FSSAI Guidelines or by MS and Committee Member)
 - Salt (Tata, ITC or company approved under FSSAI Guidelines or by MS and Committee Member)

The perishable foods like milk or milk products or raw foods that are available in packed units should be provided as such.

Any other products or raw product which the successful Vendor wants to use needs to take prior approval for Medical Superintendent or appropriate authority.

4. The water used in the food items be RO water and the Vendor should have provisions for RO set up and only RO water be used for the preparation and cooking of the food.
5. All types of nutrition (for all types of patients including RT feed) be provided by the Vendor and adequate provisions for RT feed like RT feed Liquid Preparation area with laminar flow cabinet with Split AC be installed by Vendor at its own cost.
6. It is the vendors' responsibility to rectify the breakdowns in RO water supply, CCTV, Refrigeration and Split AC for RT feed area for laminar flow cabinet or any other minor engineering works within the kitchen premises. **(Note: Penalties & Recoveries - 11)**
7. It will be the responsibility of the Vendor for transportation of the prepared diet to the patient according to the specific requirement, in a covered hot trolley and sufficient numbers of carts should be arranged by the Vendor
8. Stainless steel/ Microwave resistant utensils, preferably food-grade plastic covered by sheets, should be used for the inpatient. In the case of COVID Crisis or any other Pandemic, food will be distributed in proper disposal plates after consultation with MS and Dietician **(Note: Penalties & Recoveries - 5)**
9. The Vendor shall be responsible for providing food to all patients in wards and all areas specified or instructed by Dietician or MS throughout the year, even on all

- holidays without any miss. In Emergency or any ward as per Dietician's instructions other than specified timings, the diet be scheduled even including night (e.g. when patients go for some test or investigations). **(Note: Penalties & Recoveries - 1)**
10. The Vendor shall be responsible for providing enteral feed and liquid diet in the night also as per instructions given by Dietician (24x7 days) **(Note: Penalties & Recoveries - 1)**
 11. The food prepared by Contractor will be checked by Dietician for its Freshness (no stale food, **(Note: Penalties & Recoveries - 2)**; its Kilocalories and adequate Consistency in food and beverages, **(Note: Penalties & Recoveries - 3)** and its adequately cooked **(Note: Penalties & Recoveries - 4)**.
 12. Contractor will be responsible for the collection, washing and cleaning with safe & standard quality of cleaning material, of the serving trays /utensil/ bottles etc. (in case of non-disposable). Utensils be adequately washed with no left with food, detergent or having a foul smell of previous food or soap. Food cooked, prepared till into the hands of the patient, be intact and be without any foreign substance – like hair, insects, worm, stone, metals etc. **(Note: Penalties & Recoveries - 6)**
 13. The Vendor will be responsible for the entire cleanliness of kitchen and hygiene of staff deployed by the Vendor. Any staff deployed contracting illness or disease should be kept away or put on leave. Staff deployed be in properly groomed and be in determined designated uniform. **(Note: Penalties & Recoveries - 7, 8)**.
 14. If disposables are used in any step of dietary service, they should be disposed off, as per Patna Municipal Corporation and IGIMS Rules and Regulations.
 15. Fuel gas connection with pipeline, distribution and control fixtures shall be provided by Contractor along with day to day gas consumption and its running cost. He shall procure the gas at his own level. Only LPG or Electric oven will be used for cooking. No Coal, wood or any other fossil fuel shall be used as fuel for cooking of food, heating of food etc.
 16. The vendor should install Computer, Dietary Management services Software and CCTV in the kitchen premises and provide its access to Dietician and Hospital administration.
 17. The Vendor will need to have a meeting with Dietician, IGIMS once in a month / on call to review the services.
 18. Timing of meals serving :
 - a. Breakfast 07.00 hrs. to 07.30 Hrs.
 - b. Lunch 11.00 Hrs. to 13.00 Hrs.
 - c. Evening Tea/snacks 16.00 Hrs. to 17.00 Hrs.
 - d. Dinner 19.00 Hrs. to 20.00 Hrs.
 19. The Vendor shall maintain the drainage system, water pipeline, gas pipeline, exhaust, air-conditioning, liquid section (RT feed liquid prepare with a laminar flow cabinet, Split AC be installed). The Gas bank should be located outside of the kitchen area.
 20. The Vendor will be responsible for safe disposal of the left-over food/vegetable peels and other kitchen garbage as per the prevailing norms of the Patna Municipal Corporation and IGIMS Rules and Regulations. It should install Dry and Wet dustbins and ensure proper segregation and disposal of waste as per Patna Municipal Corporation and IGIMS Rules and Regulations. **(Note: Penalties & Recoveries - 9)**
 21. The Vendor should raise the bills in the format as mentioned by the institute by the end of each month **(as per point no. 14. PAYMENT)**
 22. The Vendor should ensure that staff/ employees should educate themselves and comply with the detailed Scope of work as drafted in point no. **V. SCOPE OF WORK.**
 23. The Vendor should comply with instructions and modifications done on a timely manner by Dietician.

The staff and employees will undergo Health check-up every six months should cover the following points.

1. Stool and Urine test
2. Tuberculosis
3. Eye Site
4. Immunization – Hepatitis
5. Any other disease as notified.

The reports should be submitted to Dietician. **(Note: Penalties & Recoveries - 13)**

24. The whitewashing of the Kitchen premises be done every year as a mode of cleanliness drive. Along with that, maintaining hygiene, disinfection, clean and sanitized will be vendors' responsibility. **(Note: Penalties & Recoveries - 10)**

2. CLEANLINESS

The Vendor shall keep the kitchen scrupulously clean and in a proper sanitary condition to the satisfaction of the dietary department and administration. The Vendor shall not damage the said kitchen premises and equipment if any provided to them by the institute or allow the above to be damaged. In case of damage of property movable/ immovable, the Vendor shall be responsible for the repair/ replacement. The kitchen premises be cleaned by the staff, cleaners or sweepers by the vendors at its own cost and provide them with adequate equipment, machine, washing and cleaning items and chemicals required for it.

The whitewashing of the Kitchen premises be done every year as a mode of cleanliness drive.

Anti-rodents and Pest control measures be strictly followed and do not bear any foul smell. The kitchen should have separate areas for washing of utensils not mixed with cooking or vegetable cutting areas. The kitchen premises be cleaned by the staff, cleaners or sweepers by the vendors at its own cost.

Gutkha, pan masala, chewing tobacco, alcohols and smoking is strictly prohibited in the kitchen area.

(Note: Penalties & Recoveries - 10)

3. MANPOWER

The Vendor shall employ an

adequate number of well trained & educated staff (bearers and cooks) at his own expense for the proper discharge of the responsibility entrusted to him under the Agreement, and such employees shall be qualified persons with enough experience.

Sl. No	Post	Educational qualification	Number of staff (minimum)
1.	Key Manpower – Manager	MBA/ Management experience – preferably Hotel management or related minimum 3 yrs experience	2 + 1 (reliever)
2.	Key Manpower – Supervisor	Administration/ management experience of Kitchen services	4 (2 morning, 2 evening) + 1 (reliever)
3.	Head cook	Std 12, Experience of Kitchen services	3 + 1 (reliever), (2 for general food, 1 for RT feed area experience)
4.	Cook helper	Std 12, Experience of Kitchen services	2
5.	Stewards	Std 12, Experience of Kitchen services	10

6.	Utensil cleaner	Std 10, Experience of Kitchen services	2
7.	Kitchen cleaner	Std 10, Experience of Kitchen services	2

Note: The key person cannot be changed during the currency of the contract. In unavoidable circumstances, it to be replaced by a n equivalent or better person with the prior consent of IGIMS, PATNA.

No. of staff can be increased as per requirements and consultation of dietician and hospital administration

They shall be provided with

- uniforms,
- apron,
- hand-gloves (single use ones),
- mask (single use ones),
- shield
- headgear

, by the Vendor at his own cost and they are to be maintained in neat and tidy condition while on duty. The vendor shall provide an agreement copy of the workforce engaged by them for the contract and ensure their daily attendanceto the Dietician and Hospital Administration. **(Note: Penalties & Recoveries - 12)**

4. **EQUIPMENT AND MAINTENANCE**

The Vendor should procure and install all the equipment / machines of different capacities / types , including cooking utensils, crockery and cutlery and serving dishes according to the **Annexure** attached. All machines must be cleaned daily after use at regular intervals.

RT feed area with uniform laminar flow cabinet (Split AC installed) should be ensured that no contamination to the area occurs.

Preventive maintenance is a must.

5. **WAGES TO EMPLOYEES AND INSURANCE**

The Vendor shall comply with the laws applicable to employees working in the kitchen regarding working hours, minimum wages, safety, cleanliness, leave, overtime allowances, provident fund, retirement benefit, medical benefit etc. If on account of non-compliance with the provisions of any such laws, IGIMS PATNA

is called upon to make any payment to or in respect of his employees, the Vendor shall fully reimburse to Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security

Deposit, in which case, the Vendor shall immediately pay to the Institute such amount as may be necessary to make up the required Security Deposit, or from the dues which may be payable by Institute to the Vendor.

The Vendor will sign an Indemnity Bond in favor of IGIMS to this effect. Wages to be paid should be as per the Bihar Government Minimum wages act, EPF, ESI contribution to be made as per labour act.

6. **SECURITY AND SAFETY**

IGIMS

shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that may be kept in the said Kitchen store by the Vendor. The premises provided to the Vendor should only be used for the purpose, as mentioned in the contract (i.e., Dietary Services). Under no circumstances should the premises be used for any other purpose, than what has been mentioned in the contract. No female workers shall stay in kitchen premises after 6

pm and the Vendor shall assure safety of female workers.
A provision of Fire extinguishers should be available at the kitchen cooking area.

7. PAYMENT TOWARDS ELECTRICITY, WATER RENTS

Electricity Rental - The Vendor will incur all bills towards electricity and water expenses. Charges on account of power consumed for fans, lights, refrigerators, coolers, AC, sterilization equipment or any other electrical equipment shall be metered, and the Vendor will have to pay the electricity charges for availing of this facility on demand.

Alternatively, a successful Vendor will get the metered connection from PESU (Patna Electrical Supply Undertaking) and deposit the energy charges towards the consumption of the electricity to PESU every month. The copy of the receipt of the same should be submitted to the office of MS of the institute for record purpose.

Water Rental - The Vendor will install a water meter at its own cost and the bill incurred through a meter installed will have to be paid. The information of which has to be submitted to the Engineering Section along with the monthly bill.

8. IGIMS MANAGEMENT SHALL HAVE THE RIGHT.

- a) To stop the supply of or to destroy any article of food or drink provided if found adulterated, contaminated or of unsatisfactory quality.
- b) To stop the service rendered by the Vendor in the Dietary Service, which is not of the requisite standard.
- c) IGIMS Hospital Administration shall demand and be supplied with a sample of any article of food or drinks for inspection and analysis.
- d) The Vendor shall allow the official of the IGIMS to enter the kitchen to inspect and execute any Structural additions and alterations or repairs to the said kitchen premises, repairs to electric, water and sanitary installations, which may be found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both parties.

9. COMMITMENTS BY THE HOSPITAL

Space and accommodation requirements:

Closed space of approximately 4500 sq. Ft. for the establishment of the kitchen will be provided by IGIMS, Patna to the Tenderer for a period specified in the contract. At the time of termination, the Vendor will have the liberty to remove all its equipment or hand over it to the next Vendor. On the expiry or earlier termination of the agreement contract, the said kitchen premises should be vacated peacefully and handed over in the condition as they had received. In case during the contract, the Vendor decides to terminate the agreement, a notice for a period of not less than 3 months must be given to IGIMS, Patna administration.

Place and accommodation for the kitchen staff will not be provided by IGIMS, Patna. In case of any breach during the period of the contract, a notice for a period of 2 months may be given to the Vendor and vice-versa.

Dieticians from the Institute:

Her/ His Scope of work includes supervision and controlling - purchasing, processing, cooking and serving of the quality food and therapeutic diets provided to all indoor patients. The machines utilized for preparation, cooking and serving will be checked and verified. Random inspection of the kitchen store, RT feed area, refrigerated items will be done by Dietician. In conciliation with nation-wide Swachata Abhiyaan, white-washing of the Kitchen premises should be done every year; the Dietician will also ensure cleanliness, segregation of dry and wet waste of kitchen waste and its proper disposal as per Patna Municipal council.

The Dietician will prepare the menu of the diet plan for the hospital and the Vendor will comply with them. **The sample menu is annexed.**

The number of daily diets for indoor patients shall be as per the occupancy of beds in the wards of IGIMS, Patna, on an actual basis except those on NPO. No payment will be done for NPO patients as certified by respective nursing officers of the ward, which will be supervised by Dietician.

At the end of the month, Dietician will be providing a monthly feedback report regarding the quality and quantity of the food served as per the terms and conditions of the contract and accordingly the payment will be disbursed.

Every 6 monthly its **mandatory** for the Vendor to inform the Dietician about the details of Health check-up of staff/ employees. It should cover the following points.

1. Stool and Urine test
2. Tuberculosis
3. Eye Site
4. Immunization – Hepatitis
5. Any other related disease, as notified

On failing to comply with dieticians instructions, penalty be imposed **(Note: Penalties & Recoveries - 13)**

The total no. of beds in IGIMS is 1055 Beds that includes No. of ICU Beds 129 Beds.

10. CONTRACTOR ON HIS PART SHALL BE RESPONSIBLE FOR

To arrange quality ration items from the market at his own cost required for contract services. The contractor will prepare and make supplies as per specifications given. Rations so procured will have to meet the optimum quality and be to the satisfaction of vis-à-vis. Concerned Dietician/Chief Dietician/any other officers so deputed for the purpose.

- a) To prepare and process the cooking of food and to ensure that the same is supplied/ distributed and served at fixed timing as per the diet schedule in the requisite area
 - i) To make arrangements for the deployment of staff and supervise their work.
 - ii) All the workers to be deployed will get declared medically fit from any Government hospital at his own Cost. After that, their health checkup will be got done twice in a year, i.e., after every six months at the cost of the contractor. Immunization of the workers for different infective diseases shall be got done by the contractor at his own cost
 - iii) All workers of the contractor shall wear the prescribed uniform at the time of duty and shall display identity cards so supplied by the contractor.
 - iv) The contractor shall supply a list of all the workers so deployed to the office of the Medical Superintendent/Dietician before they are put to work. Similarly, he/she will also inform immediately in case any worker has been changed.
 - v) All the workers shall be paid the wages by the contractor as per the Labor Laws, and he/she shall submit a certificate every month in this regard.
 - vi) All workers deployed shall primarily be the workers of the contractor. The Institute will have no obligation; they will have no right to claim any job from IGIMS on this account.
 - vii) The contractor will ensure to provide bed to bed meals services in stacked plate fashion within the prescribed timings. The Stacked plate will be arranged in pantry and be distributed to patients on their respective beds. The contractor will ensure that the food/therapeutic diet is served to the patient on their beds in each ward at all levels.
- b) The contractor shall be liable to obtain any license under the Food Act at his own cost from the competent authority as required under the relevant rules and submit a copy of the same to the Institute.
- c) Routine day to day maintenance of the areas relating to Public Health, Civil & Electrical services will be the responsibility of the contractor.

- d) The cleanliness of the area is the entire responsibility of the contractor. He will engage a firm at his own cost. He shall ensure that all wastes generated in the area are transported in an appropriate manner to the designated disposal points in the IGIMS.
- e) Catering activities will be carried out on all days of work all year round, including Sundays and holidays.

INSTITUTE OBLIGATIONS:

The institute will provide the following facilities to the contractor:

Building complex free of rent which includes kitchen, stores, ward pantries as per drawings

11. TENURE OF CONTRACT

Tenure of the contract shall expire before 2 (two) years in the first go. The same can be extended for further on mutually agreed 1 year if so requested and assessment of the satisfactory performance of the work. No claims whatsoever on account of increase in the rate of materials to be used and other factors such as statutory payments etc. shall be entertained and it will be the responsibility of the contractor to bear such additional expenses.

12. REPORTS AND INSTRUCTIONS:

- a) The Contractor/his representatives shall take daily instructions/orders regarding diets/feeds changes on daily basis as per the patients' Annexure mentioned in the given annexure for the work to be undertaken or relating to the contract from the Dietician/any other officer assigned for the job that shall be officer-in-charge to supervise the work of the contractor and verify the bill accordingly.
- b) The Dieticians shall be entitled to deviate either by addition or by deletion of items of work in the said specifications.
- c) Routine notices/instructions/orders shall be given by the Dietician/any other officer so deputed by the Institute.

13. PENALTIES AND RECOVERIES:

<u>Sl. No</u>	<u>Contractor's Failure</u>	<u>Penalty Levied</u>
1.	-to supply meals to patients -in ward or emergency example when a patient goes for some test or investigation (As per, <u>PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICE</u> <u>A. OPERATIONAL</u> <u>Sl. No 9, 10)</u>	Double the Plate charge per patient per missed meal/ drink supply
2.	- in Providing fresh food to patients (stale food: food prepared and neither refrigerated nor consumed for more than 3 hrs with foul smell), determined by Dietician <u>PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICE</u> <u>A. OPERATIONAL</u> <u>Sl. No 11)</u>	Double the plate charge per patient for stale food
3.	- to provide Nutritious diet with adequate Kilocalories with adequate consistency in food or beverages (soups, tea/ coffee etc), determined by Dietician <u>PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICE</u>	Double the plate charge per patient for diluted food/ drinks

	<u>A. OPERATIONAL Sl. No 11)</u>	
4.	- in the process of Cooking food- Half-Cooked – raw taste or smell or Over Cooked – burnt carbon taste or smell, determined by Dietician <u>PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICE A. OPERATIONAL Sl. No 11)</u>	Double the plate charge per patient for half-cooked or over-cooked food/beverages
5.	- to provide food to indoor patients in Stainless steel/ Microwave resistant utensils, preferably food-grade plastic covered by a sheet. In the case of COVID Crisis or any other Pandemic, food will be distributed in proper disposal plates after consultation with MS and Dietician. As per, <u>PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICE A. OPERATIONAL Sl. No 8)</u>	Rs.500/ per patient per plate
6.	- washing utensils and left with food, detergent or having a foul smell of previous food or soap in them - to provide intact food without any foreign substance – like hair, insects, worm, stone, metals etc. As per, <u>PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICE A. OPERATIONAL Sl. No 12)</u>	Rs.2,000/ per patient for improper washing per occurrence of any foreign substance at Kitchen after assessment penalty of Rs.5,000/ On 1st complaints Rs 10,000/ on 2 nd complaints, and Rs 50,000/ on 3rd complaints. The committee may, however, penalize an amount of 1% upto 5% of the monthly bill raise on subsequent complaints, and In the case of mass food poisoning due to hospital food,forfeit the bank guarantee, or any portion thereof deposited as securityand termination of the contract
7.	- in providing Proper uniform <ul style="list-style-type: none"> • Apron/ Gown half sleeves mandatorily with vendor agency name/logo • Sweater/ jacket in winters mandatorily with vendor agency name/logo • ID card mandatorily with vendor agency name/logo 	From 2 days upto 7 days daily salary per staff category to be determined & deducted from the Contractor's Gross monthly bill

	<ul style="list-style-type: none"> • Head Cover • Face shield • Face mask, • hand gloves <p>As per, <u>PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICE</u> <u>A. OPERATIONAL</u> <u>Sl. No 14)</u></p>	
8.	<ul style="list-style-type: none"> - In providing Groomed staff • Properly bathed • without beard, • short hairs, • clipped nails <p>As per, <u>PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICE</u> <u>A. OPERATIONAL</u> <u>Sl. No 14)</u></p>	From 2 days upto 7 days daily salary per staff category to be determined & deducted from the Contractor's Gross monthly bill
9.	<ul style="list-style-type: none"> - in Kitchen waste segregation and disposal (Dry waste – Blue Dustbin and wet waste – Green Dustbin) <p>(As per, <u>PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICE</u> <u>A. OPERATIONAL</u> <u>Sl. No 20)</u></p>	Per episode faults- Rs 300 for non-segregation and Rs 500 in non-disposal more than a day
10.	<ul style="list-style-type: none"> - In Kitchen premises cleaning – <p>The whitewashing of the Kitchen every year Anti-rodent and pest control measure, manpower deployed for cleaning and providing them with equipment and chemical for cleaning. No chewing and throwing of tobacco</p> <p>As per <u>PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICE</u> <u>B.CLEANING</u></p>	Whitewashing Information be received to Dietician yearly, a penalty will be levied as per non-compliance to Dietician Instructions. Rs 500 per day of uncleaned or untidy, cluttered or foul-smelling, filth or non-compliance of rodent or pest control measure or tobacco stains spotted
11.@	<ul style="list-style-type: none"> - In RO water supply - RO water for preparation and cooking of food - in RT feed area with laminar flow cabinet, Split AC- RT feed area preparation - Computer, Dietary Management services Software & CCTV camera and its access to Dietician, Hospital Administration, or - to maintain any refrigeration equipment installed <p>(As per, <u>PROCESSES TO BE UNDERTAKEN BY THE</u></p>	Breakdown be rectified within 2 days, Rs 100 per day be levied after that

	<u>VENDOR FOR DIETARY SERVICE</u> <u>A. OPERATIONAL</u> <u>Sl. No 6)</u>	
12.	- to provide adequate Manpower Attendance in kitchen (As per, <u>PROCESSES TO BE UNDERTAKEN BY THE</u> <u>VENDOR FOR DIETARY SERVICE</u> <u>C. MANPOWER)</u>	From 2 days upto 7 days daily salary per staff category to be determined & deducted from the Contractor's Gross monthly bill
13.	- in complying with Dieticians instructions. - in getting proper feedback in the monthly report from Dietician. - in rectification of issues/ complains and persistent/consistent complains from patients, ward in charges, doctors despite warnings (As per, <u>PROCESSES TO BE UNDERTAKEN BY THE</u> <u>VENDOR FOR DIETARY SERVICE</u> <u>A. OPERATIONAL</u> <u>Sl. No 23)</u>	on failed to get a good/ proper feedback from Dietician and comply with instructions of Dietician a penalty of 1% of the monthly bill raised be imposed, and On subsequent lapses, persistent complaints for 7 days may amount to maximum penalty upto 10% of the monthly bill raised and on further repetitive complaints forfeit the bank guarantee, or any portion thereof deposited as security and the termination of the contract.

@. RO water supply installation, CCTV installation, minor engineering civil works, Refrigeration and AC installation for RT feed area for laminar flow cabinet need to be completed within 30 days of tender acceptance by the Vendor or else a penalty of Rs 100/ per day may be levied
Instructions passed on to Vendor by The Director, Medical Superintendent, Dept. of Hospital Administration, Dieticians pertaining to kitchen services should be complied upon.

In the event of the contractor's failure to comply with those mentioned above, the Contractor will have to pay back the penalty levied within one week and will make up the deficiencies, failing which the same shall be recovered from the next bill.

Recovery of the penalty, as mentioned above, shall continue to be imposed upto 7 days consecutively. Thereafter the contract shall be terminated without any notice and the bank guarantee will be forfeited.

14. **PAYMENT:**

Bills are to be submitted to the Medical superintendent, IGIMS, by the **end of each month**. The Vendor should **mandatorily** provide the invoices in the following format:

- 1. Bank Salary Statement of each employee employed, reflecting the wages**

- salary added to it, as per Contract Labor laws**
- 2. EPF and ESIC contribution of each employee, as per EPF scheme & ESIC act**
 - 3. actual numbers of diet provided to the patients duly verified by the ward I/c,**
 - 4. Feedback report of Dietician**
 - 5. Paid Receipt of Monthly Electricity and Water Bills**

All Payment will be released after applicable statutory deductions, if any

Note: The Vendor is not allowed to submit the bills in any other format other than prescribed above.

Payment to the contractor against the dietary services shall be made month wise as per actual numbers of diet provided to the patients duly verified by the ward I/c, after submitting the bills along with other relevant supporting documents. Bills are to be submitted to Medical superintendent, IGIMS.

15. ADDITIONAL TERMS AND CONDITIONS

- a) The successful bidder should deposit Performance Bank Guarantee Money of Rs _____ either in the form of Bank Guarantee Security or DD/FDR valid upto 3 months in addition to the validity of contract period in favor of "The Director, IGIMS, Patna" before signing the agreement.
- b) The Contractor shall deploy the required personnel to provide the said service and immediately communicate the names and residential address, age etc. of the persons as and when deployed or changed from time to time.
- c) For proper identification of the employee of the contractor deployed at various points, the Contractor shall himself issue them the Identity cards/identification document to his employees and they shall be duty-bound to display the identity cards at the time of duty. The employees deployed by the contractor would be required to wear a uniform supplied by him during cooking and service meals on duty.
- d) The competent authority or any their representative (or committee) so authorized shall be at liberty to carry out any surprise check on the working of the contractor.
- e) The competent authority of the institute or any authorized representative can check the food qualities prepared in the Hospital Kitchen at any time and can also take samples of the same to be tested in the Institute. In case, on checking the quality of food is not found up to the mark, action as deemed fit will be taken against the contractor. Any decision made by the competent authority in this regard shall be final. The contractor shall take daily orders for the work to be undertaken regarding quality and verify of food to be served from the schedule given.
- f) The persons deployed by the contractor for the work shall be the employees of the contractor for all intents and purposes. In no case, there shall be any relationship of employer and employee between the said persons and the Institution.
- g) The persons so deployed shall be under the overall control and supervision of the contractor and the contractor shall be liable for payment of their wages etc. and all other dues which the contractor is liable to pay under the various Labor Regulation and other statutory provisions. The Institute shall be absolved of any such liability at its own level.
- h) The uniforms will be supplied by the contractor at this own cost, to the persons deployed for this work, as per this Institute instructions.

- i) The contractor shall take all reasonable precautions to prevent any unlawful riots or disorderly conduct or acts of his employees so deployed and for the preservations of peace and protection of persons and property for the Institution.
- j) In case any of the persons so deployed by the contractor indulge in any unlawful activity or disorderly conduct, the contractor shall take suitable action against such an employee.
- k) In case of any complaint/defect pointed out by the Institute/Authorities, the contractor shall immediately replace the particular person so deployed without further arguments.
- l) The contractor shall keep the Institution indemnified against all the loss caused to the Institute property by way of theft, mishandling or otherwise and the claims whatsoever in respect of the employees deployed by the contractor so deployed enters in dispute of any nature whatsoever, it will be the sole responsibility of the contractor concerned to contest the same. In case the institution is also made a party and is supposed to contest the claim, the cost if any of the actual expenses incurred towards counsel fee and other expenses shall be paid to the Institute by the contractor in advance on demand. Further, the contractor shall ensure that no financial or any other legal liability comes on the Institution in respect of any nature whatsoever for the act done by the person of the contractor and shall keep the institution indemnified in this respect.
- m) The Institution shall have further right to adjust or readjust or deduct any of the amounts as aforesaid from the payments to be made to the Contractor under this Contract or out of the bank guarantee of the Contractor.
- n) The Contractor shall furnish an indemnity bond from Insurance Company at its own cost of indemnifying Institute against any claim arising out of or connected with this agreement.
- o) A Hospital Food Safety Committee, as constituted by the competent authority, shall observe matters related to the Kitchen, Cafeteria and Dietary services on SOS conditions. However, if required, annual/biannual meetings may be organized to sort out the issues pertaining to the kitchen, dietary and cafeteria services.
- p) In the event of exigencies arising due to the death, infirmity, insolvency of the contractor or/for any other reason or circumstances liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Director/Medical Superintendent, IGIMS, PATNA may further think proper in Public Interest on revoking the contract, namely:
 - (a) Legal heirs in the case or sole proprietor;
 - (b)The next partners in the case of Company or Institution; otherwise, the competent authority of the institute shall reserve the right to settle the matter according to the circumstances of the case as he may think proper.

V. SCOPE OF WORK

To provide entire kitchen & Dietary services by designing, developing and installing fully equipped modern kitchen; procuring raw material, cooking and serving Meals - Breakfast, Lunch, Dinner, Snacks, Beverage etc., for INDOOR

Patients atwards, ICU, emergency of IGIMS Patna for a period of 2 years, extendable for a period of each year upto 1 year based on mutual consent and the certificate issued by Director, IGIMS, Patna.

Location: Near Laundry Services

IGIMSPatna reserves the right to reallocate the location if required

Details about the Scope of work:

1. The locations, as mentioned in the Bidding Document, will be handed over on as-is-where-is basis. At the time of termination, the Vendor will have the liberty to remove all its equipment or hand over it to the next Vendor. On the expiry or earlier termination of the agreement contract, the said kitchen premises should be vacated peacefully and handed over in the condition as they had received. In case during the contract, the Vendor decides to terminate the contract, a notice for a period of not less than 3 months must be given to IGIMS, Patna administration.
2. Required Repair works such as repair, plaster, and whitewashing will be done every year.
3. No permanent civil structure will be permitted, however, minor works and installations inside the premises are allowed.
4. The prospective bidders are free to visit the site of above locations where services are to be provided, for visualizing the facilities available, assessing the facilities to be developed, investment required, scale of operation, expected footfall, manpower requirement etc. For site visit of Kitchen & Dietary Services, Please contact Medical Superintendent or Senior Dietician, IGIMS, Patna. The prospective bidders may do the site visit of various locations before coming for pre-bid meeting.
5. Rent free space will be provided by IGIMS, Patna
6. The Contractor/Service Provider has to incur all costs relating to all food, cooking, fuel, labor, serving, furniture, amenities, machineries (like dishwashing, laminar hood, deep freezers, refrigerators, boilers, milk coolers, drying machine, Split AC for RT Feed and all other modern machines etc.), storage, preparation, service, equipments, maintenance, disposables, air curtains, air filters in every doors, Insectocutors, etc. and all such equipment should be latest and state-of-art.
7. Cleaning and security of Kitchen to be done by the contractor/ service provider.

The Contractor/Service Provider shall:

1. **Ensure compliance of Schedule 4 (Part 2) and (Part 5) of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011 of FSSAI and to any revision issued by FSSAI from time to time.**
2. Ensure to have valid FSSAI License during currency of contract and also submit a copy of same to the Institute & renew periodically on its own.
3. Ensure Trained and Certified Food Safety Supervisor and Manager as per FSSAI norms.
4. Ensure proper sanitation/hygienic conditions in food preparation, service and Service.
5. Ensure that food is served in a neat and clean utensil.
6. Ensure to use fresh raw materials.
7. Ensure to deploy persons free from infectious diseases/ contractor should get his employers with Health card with Health authority.
8. Segregate and remove all trash and garbage as separate dry and wet waste receptacles close to the premises of the kitchen. The Contractor shall be

- responsible to make arrangements for disposal of the garbage. The management will not provide any facilities to store/dispose/incinerate the garbage.
9. Provide list of all its' personnel scheduled to work in the premises of the hospital. Bidder shall be responsible for statutory compliances, payment of ESI, PF & Bonus as per current state laws.
 10. The contractor should agree that it is liable and responsible for and undertakes to pay wages not less than the minimum wages, allowances, and other benefits due and payable under the various applicable statutes/ regulations to the personnel employed by the Bidder on the said services.
 11. Ensure to have valid license under Contract Labour (R&A) Act, 1970 and also submit a copy of such license to the Institute & renew periodically on its own cost.
 12. Ensure to have valid Trade license and also submit a copy of same to the Institute & renew it periodically on its own cost.
 13. Shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation and any other laws and rules applicable in this regard.
 14. Be responsible for verifying antecedents of the persons deployed by him by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority.
 15. Ensure that he provides its employees prescribed neat and clean uniform according to season, give ID card/badges to its employees with their name and designation at his own cost and ensure that they wear the same.
 16. Make arrangements for serving of food for patients only for Paying Ward Rooms on payment basis.
 17. Make arrangements for service of tea/coffee, cold drinks, snacks, breakfast/lunch etc. in Conference Rooms for meetings on payment basis.
 18. Ensure that food material used in canteen should conform to the latest FSSAI standards.
 19. Install Fire Safety equipment at the contracted location and obtain NOC from Fire Department.
 20. Ensure that the staff is not below the age of 18 years and are medically fit.
 21. Ensure the regulations of Government regarding non-smoking in public place.
 22. Maintenance of locations handed over for cafeteria services for sanitation, conservancy services of the kitchen, serving area, facades glasses and the common/entrance areas.
 23. Ensure that no advertisements of any brand, firm etc. will be displayed in the contracted locations.
 24. Ensure use of RO Water Quality as per Government Norms and get it checked on half yearly basis from IGIMS, Patna.
 25. No subletting of contract or/and sub-contracting is allowed. Accommodation for the workers has to be provided by the Contractor at his own cost.
 26. Separate provision for inpatient cooking area and cafeteria cooking has to be maintained by contractor to avoid cross contamination.

Special Condition

Health check-up in every six month should cover in following points.

1. Stool and Urine test
2. Tuberculosis
3. Eye Site
4. Immunization – Hepatitis
5. Any other disease as notified

The deployed staff shall collect dietary indent sheet from the wards at scheduled time from nursing staff.

Vendor should maintain food safety check list on daily basis at the kitchen site as per FSSAI guidelines.

The staff supplying food to the patients should be literate and be able to read and act upon diet order/requisition slip.

Inventory register shall be maintained which will include checking, receiving & storing of the food material done by Vendor.

Vendor shall maintain indoor patient diet register in the format prescribed as follow;

	Date	Indoor Patient ward Name	IP NO /Bed number	Category of diet	Tray lining layout	Filling	Packaging	loading

During execution of work the Vendor should follow all standard norms of safety measures to avoid accident/ occupational hazards/ damage manpower, kitchen tool (Material safety Data Sheet) and building etc.

24 Hours Food Sample Records by Vendor: To counter any food related outbreaks. Preserve major meals (Breakfast, Lunch and Dinner) for next 24 hours and discard the same after confirming there would not outbreak come in the knowledge.

Vendor shall clean dishes in which the meals are served with clean hot water and eco-friendly branded dish washing powder/soap/liquid before and after serving of meals. The dishes should be served to patients in clean condition after hygienic transport from the kitchen/wash area to the wards. For hospital setting dishwasher should be installed by Vendor at his on cost. The cost of running and maintenance of the dish washers shall be borne by the Vendor himself.

The Vendor will ensure to provide bed to bed meal services within the prescribed timings. The contractor will ensure that the food / the therapeutic diet is served to the patients on their beds in each ward at all levels in trays as required and the empty trays are collected back one and half hours after meals for cleaning.

A. Types of diet

1. Regular diet, Therapeutic diets, soft, semisolid etc. in 2000 K Cal Normal diet, 2500 kcal high protein and high calorie and 3000kcal (high protein and high calorie)

2. Liquid Diet : Enteral feeds (Blende rised and Commercial formula feeds) and oral liquid diet (clear liquid diet, liquid diet in full strength and half strength)

B. Commercial formula feeds of all reputed companies

- a. Normal feeds
- b. Diabetic feeds
- c. Renal feeds
- d. Peptides-semi elemental diet

C. Types of services

1. Centralized tray service for the patients.
2. Glass/ Steel Bottles for enteral feeds – autoclaved each of capacity of 500 ml
3. Cling foil for trays cover and chapatti should be wrapped.

4. Disposable food grade certified compartmental food trays and disposable cutlery; disposable cups/glass will be used.

D. Quality Control

All raw foods products to be purchased from the reputed Govt, laboratory tested certified agencies. Bread, Curds (packed) & Milk (3% fat) toned will be purchased from the reputed company and be served packed.

For Cooked foods:

1. Management can check these products at any point of time for quality control in terms of adulteration, freshness, colour, portion control, weight, taste, temperature, appearance and palatability.
2. Standardization of the recipe will be done from time to time in presence of the Dietician.
3. The preparation of menu will be set by the Dietician from time to time as per the season and seasonal fruits and vegetables available from the market.
4. Condiments I to be used in food – Turmeric Powder, Red Chilli Powder, Dhania Powder. Condiments II – Methi, Mustard, Zeera, Elaichi, Ceramic Seeds, etc.

E. Sanitation and Hygiene

All kitchen area and store rooms should be kept clean and washed at all given time. All foods and feeds to be prepared hygienically and kept in covered vessels and which is to be distributed at right temperature in clean utensils at specified timings.

VI. ANNEXURES

Form A
PARTICULARS TO BE FILLED BY THE BIDDER

1. Name of the Supplier: _____
2. Complete Address of the Supplier: _____
3. Availability for demonstration of items at IGIMS, Patna. Yes/No [Please√]
4. Earnest Money Deposit enclosed: Yes/No [Please√] if yes,
 - a.) Name of the Bank: _____
 - b.) Amount in (Rs.): _____
 - c.) Demand Draft No. : _____
 - d.) Validity date of the enclosed DD/FDR: _____
5. Communication details of the concerned contact person to whom all references shall be made regarding this tender enquiry.

[NOTE: Any changes after submission of Tender documents kindly update IGIMS, Patna]

- a.) Full Name: _____
- b.) Complete Postal Address: _____
- c.) Telephone No. : _____
- d.) Fax No. : _____
- e.) Mobile No. : _____
- f.) E-mail: _____
- g.) Website Address: _____

Note: - Demand Drafts must be complied with CTS 2010 standards prescribed by Reserve Bank of India.

Form B
PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER
RTGS / National Electronic Fund Transfer (NEFT) Mandate Form

Sl. No.	Details	Particulars
1.	Name of the Bidder	
2.	Permanent Account No(PAN)	
	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
	k) Account No.	
3.	Email id of the bidder	

Form C

Past Performance Statement

The Bidders are required to give details of all catering services contracts of last 5 years (April 2015- March 2020) where average annual turnover of each contract is Rs. 3 Crore and above

Sl no	contract		Client		Nature of service	Period of contract		Satisfactory performance certificate (dated 01.07.2015 onwards)	Annual turnover against each contract in Rupees					
	No.	Date	name	Govt/PSU/private		From	to		2015-16	2016-17	2017-18	2018-19	2019-20	Average Annual Turnover of 5 Fiancial Years
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1														
2														
3														
4														
5														
6														
7														

Note:- Bidder has to furnish the following for the above furnished details:

1. Self attested copy of Contract (Column-2 & 3),
2. Original satisfactory Performance Certificates (Column -9)
3. Annual Turnover of years 2015-16, 2016-17, 2017-18,2018-19, 2019-20 against each contract to be certified by CA. In cases where the period of contract is less than a Financial Year, the Average Annual Turnover of that contract may be calculated by annual turnover divided by period of the contract (Column-10to 15)

It is certified that all contracts above Rs. Three Crore held during financial years 2015-16, 2016-17, 2017-18,2018-19 & 2019-20has been included and the above information furnished is correct.

Signature of the Tenderer:

Name & Address with stamp:

Place and Date:

Form-D**CHECKLIST**

Checklist-Technical Offer		
S. No.	Particulars	Required Scanned copy to be attached with online Technical Bid
1.	a) Details as required in the tender document (i.e. Supplier/firm is manufacturer/ authorized dealer/ sole distributor certificate.	
	b) Authorization certificate from the manufacturer in case of dealer / distributor.	
	c) Copy of PAN	
	d) Certificate of firm/company registration	
	e) GST registration certificate and Form 26 AS	
	f) Income Tax Return of last three financial years i.e. 2015-16, 2016-17, 2017-2018	
	g) Tenderer must provide experience/ supplied as per the clause 2.(Chapter-II) and Page 9- 10	
	h) Annual Turnover & balance sheet of last three years i.e. 2015-16, 2016-17, 2017-2018 duly certified by C.A. as per the clause 3.(Chapter-II)	
	i) Tenderer must provide a certificate on letterhead that proprietor/firm has never been black-listed by any organization.	
	j) Tenderer must provide an affirmation on Letterhead that they have not quoted the price higher than previously supplied to any government Institute / Organisation / reputed Private Organisation or DGS&D rate in recent past.	
2.	Technical Specifications Compliance Report (if applicable)	
3.	Duly filled Form – A, Form –B & Form –C, Form – D with required documents with proper page numbering and indexing of required Documents.	
4.	Financial Bid (Price Bid) Submitted	

Note: In case of non-fulfilment of any of the above information/ document(s), the Tender will be summarily rejected without giving any notice.

(Dated Signature of the Tenderer with stamp of firm)

MANUFACTURER'S / PRINCIPAL'S AUTHORIZATION FORM**(Annexures, Form D- Point No. 1 (b) of the Tender)**

To
 The Director,
 Indira Gandhi Institute of Medical Sciences, Patna

Dear Sir,

TENDER: _____.

We, _____, who are established and reputable manufacturers of _____, having factories at _____ and _____, hereby authorize M/s _____ (name and address of agents) to bid, negotiate and conclude the contract with you against Tender No. _____ for the above services provided by us. No company or firm or individual other than M/s _____ are authorized to bid, negotiate and conclude the contract in regard to this business against this specific tender.

We hereby extend our full guarantee and warranty as per the conditions of Tender for the goods offered for supply against this Tender by the above firm.

The authorization is valid up to _____

Yours faithfully,

(Name)

For and on behalf of M/s. _____

(Name of manufacturers)/Principal.

ANNEXURE
BANK GUARANTEE FORM FOR EMD

Whereas _____ (hereinafter called the "Bidder") has submitted its quotation dated _____ for the supply of _____ (hereinafter called the "tender") against the purchaser's tender enquiry No _____.

Know all persons by these presents that we of _____ (Hereinafter called the "Bank") having our registered office at _____ are bound unto _____ (hereinafter called the "Purchaser) in the sum of _____ in words _____ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this day of _____ 20____ .

The conditions of this obligation are:

- 1) If the Bidder withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- 2) If the Bidder having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
 - a) Fails or refuses to furnish the performance security for the due performance of the contract, or,
 - b) fails or refuses to accept/execute the contract, or
 - c) If it comes to notice that the information/documents furnished in its tender is incorrect, false, misleading or forged.

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition(s).

This guarantee will remain in force for a period of 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the authorized officer of the Bank)

Name and designation of the officer Seal,

Name & Address of the Bank and

Address of the Branch

TECHNICAL BID

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document:

- 1) Scanned Copy of EMD Cost must be uploaded.
- 2) Please mention that the bidder is Manufacturer /Distributor /Dealer / Trader/Supplier relevant document should be uploaded.
- 3) In the case of distributor/dealer/trader/supplier must be upload tender specific authorization certificate from OEM/ manufacturer (Form D) should be uploaded.
- 4) Copy of PAN Card should be uploaded.
- 5) Firm/Company registration certificate should be uploaded.
- 6) **The GST registration details may please be furnished.**
- 7) **In the event of an increase in price, detailed justification and supporting evidence may be submitted for our consideration.**
- 8) Income Tax Return of the last 3 years should be uploaded.
- 9) Tenderer must provide evidence of experience/supplied materials as mentioned in tender document should be uploaded
- 10) Annual turnover & balance sheet of last 3 year duly certified by CA as mentioned in tender document should be uploaded.
- 11) "Declaration by the Bidder "(Form B) should be uploaded, as mentioned in the tender document should be uploaded.
- 12) Relevant brochure/catalogue pertaining to the items quoted with full specifications etc.
- 13) Tenderer must provide a certificate on letterhead that proprietor/firm has never been black-listed by any organization that should be uploaded.
- 14) Form A with duly filled by the bidder should be uploaded.
- 15) Technical Specifications Compliance Report.
- 16) Have you previously supplied these items to any government/ reputed private organization? If yes, attach the relevant poof. Please provide a certificate on letterhead that you have not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in the recent past. If you don't fulfil these criteria, your Tender will be out rightly rejected.

Declaration by the Bidder:

1. This is to certify that I/We before signing this Tender have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract. I/we agree to abide them.

2. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

(Signature of Bidder with seal)

Place:

Date:

Name:

Seal:

Address:

FINANCIAL BID

To,
The Director
IGIMS
Patna
Bihar

Dear Sir,

Our quoted rate for provisioning Dietary services to IGIMS, Patna will be as follows:

I/We M/s _____ hereby quote for the provision of dietary services in accordance with the terms and conditions of the tender.

S/No	Description of Diet	Charges in figures	Charges in words
1	Regular Diet 2000 Kcal, Diabetic diet, Hypertension diet, Renal Diet or any other Therapeutic diet		

NOTE:-

1. Please refer to **III. ADDITIONAL GENERAL CONDITIONS OF CONTRACT**, point no. 1
2. The comparison will be made based on the QCBS score
3. Please refer points for quoting rates and tie break on pt no 20, II. Other terms and conditions

VAT/any other tax/levies/charges if payable shall be indicated in Performance in voice/invoice otherwise, no sale tax/any other tax/levies/charges will be payable.

In order to ensure regular supply in case of any exigency at the discretion of the Director, the orders may also be placed to the other firms, in the ascending order, L2, L3. provided the firm is willing to supply at L1 rates.

Declaration by the Bidder:-

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note:

- (i) No other charges would be payable by the Client.
- (ii) There would be no increase in rates during the Contract period.

Place:
Date:
Seal:

(Signature of Bidder with seal)

Name:

Address: Phone No.(0): Fax No.(0):

E-mail:

ANNEXURE

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY

(To be executed by any scheduled bank, on a non-judicial stamp paper under bank's covering letter mentioning address of the bank)

To,
Indira Gandhi Institute of Medical Sciences,
Sheikhpura,
Patna- 800014

In consideration of Indira Gandhi Institute of Medical Sciences, Patna (here in after referred to as IGIMS, which expression unless repugnant to the context and meaning thereof shall include its successors and assigns) having agreed to exempt M/s (hereinafter

referred to as 'supplier/contractor' which expression unless repugnant to the context and meaning thereof shall include its successors and assigns) from depositing with IGIMS a sum of Rs. _____ (in

words) _____ towards security/performance guarantee in lieu of the said contractor having agreed to furnish a bank guarantee for the said sum of Rs. _____ (in Rupees _____) as required under the terms and conditions of contract/work order no

_____ dated _____ [hereinafter referred as the order'] placed by IGIMS on the said Supplier/Contractor. We, the bank [hereinafter referred to as 'the bank' which expressions shall include its successors and assigns] do hereby undertake to pay IGIMS an amount not exceeding Rs. _____ (in Rupees _____) on the demand made by IGIMS on us due to a breach committed by the said supplier/contractor of the terms and conditions of the contract/order.

1. We _____ the bank hereby undertake to pay the amount under the guarantee without any demur merely on a demand from IGIMS stating that there is a breach by the supplier/contractor of any of the terms and conditions contained in the order or by the reason of the supplier's/contractor's failure to comply with the terms and conditions as stipulated in the order or amendment(s) thereto. The demand made on the bank shall be conclusive as to the breach of the terms and conditions of the order and as regard to the amount due and payable by the bank under this guarantee, notwithstanding any dispute or disputes raised by the said supplier/contractor regarding the validity of such breach and we agree to pay the amounts so demanded by IGIMS without any demur. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____ (in Rupees _____).
2. We, the bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order and that it shall continue to be enforceable till the dues of IGIMS under or by virtue of the said order have been fully paid and its claims satisfied or discharged or till IGIMS certifies that the terms and conditions of the order have been fully and properly carried out by the

- supplier/contractor and accordingly discharge the guarantee.
3. We _____ the bank, undertake _____ to pay to IGIMS any money so demanded notwithstanding any dispute or disputes raised by the said supplier/contractor in any suit or proceedings pending before any court or tribunal relating thereto as our liability under this present being absolute and unequivocal. The payments made by us under this bond shall be a valid discharge of our liability for payment thereunder and the said supplier/contractor shall have no claim against us for making such payment.
 4. We _____ the bank further agree that IGIMS shall have full liberty, without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the order/contractor to extend time of performance by the said supplier/contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the IGIMS against the said supplier/contractor and to forbear or enforce any of the terms and conditions relating to the order and shall not be relieved from our liability by reason of any such variation or extension being granted to the said supplier/contractor or for any forbearance, act or omission on the part of IGIMS or any indulgence by IGIMS to the supplier/contractor or by any such matter or thing whatsoever which under the law relating to sureties would but for this provision have effect of so relieving us.
 5. Our liability under this guarantee is restricted to Rs. _____ (in words, Rupees _____) and shall remain in force upto _____ unless demand or claim under this guarantee is made on us in writing within 6 months from the date of expiry viz. _____. We shall be discharged from all liabilities under this guarantee thereafter.
 6. This guarantee will not be discharged due to change in the constitution in the bank or the said supplier/contractor.
 7. The bank hereby agrees to address all the future correspondence in regard to this bank guarantee to The Medical Superintendent, All India Institute of Medical Sciences, Patna.
 8. We, _____ the bank lastly undertake not to revoke this guarantee during its term except with the previous consent of the IGIMS in writing

Signed on the _____ day of _____

Signature for the bank:

Witness:

Name(s) and designation(s):

Name & Address: