

**TENDER DOCUMENT FOR RUNNING CANTEEN SERVICES AT
LIFECARE CENTRE MKCG MEDICAL COLLEGE & HOSPITAL
BERHAMPUR, ODISHA**

Tender No. HLL/HCS/OD/ADMIN/ TENDER - 2015/01

Dated 22-12-2015



**HLL LIFECARE CENTRE
HLL LIFECARE LIMITED
(A Govt of India Enterprise)
MULTI UTILITY BUILDING
ADJACENT TO STAFF NURSES HOSTEL
MKCG MEDICAL COLLEGE CAMPUS,
BERHAMPUR, ODISHA – 760004
Tele – 0680 - 2290067**

NOTICE INVITING TENDER

Sub: FOR RUNNING CANTEEN SERVICES at Lifecare Centre MKCG Medical College Berhampur, Odisha

Tender No. - HLL/HCS/OD/ADMIN/TENDER - 2015/01 Dated 22-12-2015

HLL Lifecare Ltd, (HLL) a Government of India Enterprise , invites sealed and super scribed bids from interested contractors having minimum three years of experience in the relevant field for running canteen services at Lifecare centre at MKCG Medical college Berhampur Odisha.

Publishing date of bid: 22 December 2015.

Last date of submission: 05 January 2016, 01.00 pm.

Opening of bid: 05 January 2016, 02.00 pm at HLL Lifecare centre, Multi utility Building, Adjacent to Staff Nurse Hostel, MKCG Medical College campus, Berhampur Odisha

Cost of Tender : Rs.3000/- (Rupees three thousand only) non-refundable, by Demand Draft in favour of HLL LIFECARE LIMITED payable at Cuttack

Interested applicants can participate in the bid.

HLL reserves the right to accept or reject any application without assigning any reason or incurring any liability whatsoever. Prospective bidders are advised to regularly scan through HLL web site as corrigendum/amendments etc., if any, will be notified on the HLL web site and separate advertisement will not be made for this regard

HLL Lifecare Ltd.

Centre Manager

I. Background

HLL Lifecare Limited (HLL) is a Government of India Enterprise under the Ministry of Health and Family Welfare. It is incorporated as a company under the Companies Act 1956. HLL is engaged in the business of manufacture and sale of contraceptives, Hospital products and pharmaceutical products apart from providing services in the areas viz. Infrastructure Development, Procurement consultancy and Healthcare Services.

HLL has signed MoU for establishing Lifecare Centre at MKCG Medical College Berhampur, Odisha. These are government run institutions under the governance of Director of Medical Education, Department of Health & Family Welfare, and Government of Odisha.

According to the MoU HLL established the canteen services through outsourcing at MKCG Medical College & Hospital Berhampur since April 2014.

The Canteen area comprises of 800 sq.ft in the ground floor which includes, place for serving food, Store, Kitchen, pantry and toilet to the contractor for operating the canteen along with Furniture. The contractor is required to supply tea, coffee, breakfast, lunch, dinner, cool drinks, snacks etc. to more than 300 people who are visiting the canteen approximately.

Hence bids are invited from all the approved contractors & service providers for providing canteen services at MKCG Medical College, Odisha.

II. Mode of submission of Bids

Documents in electronic form will not be accepted. Tender document should be submitted in two separate sealed envelopes super scribed "**Technical quote**" and "**price quote**". These two covers shall be put in one single sealed cover super scribed "**TENDER for Canteen services – Lifecare centre MKCG Medical college Berhampur**".

**THE CENTRE MANAGER
HLL LIFECARE CENTER
MULTI UTILITY BUILDING,
ADJACENT TO STAFF NURSE HOSTEL
MKCG MEDICAL COLLEGE CAMPUS,
BERHAMPUR, ODISHA – 760004
Tele – 0680 - 2290067**

The sealed quotation should reach the above address latest by 01:00 pm on 05 January 2016. The quotations will be opened on the same day in the presence of Bidders of authorized representatives.

III. Eligibility criteria

1. The Bidder should have a minimum of 3 years experience in running Cafeteria/canteen/catering in large Institutions/Industrial units. The experience of running large food outlets by reputed firms can also be considered.
3. The firm should have an average annual financial turnover of Rs.30.00 lakh from the relevant business (running canteens, catering and supplying food etc.) during the last three consecutive years ending 31st March 2015.
5. The firm should produce Health food license for catering/canteen services, issued by appropriate authority.

IV. Last date for submission of documents

Interested Bidders must submit all the above mentioned details on or before **05.01.2016 up to 01.00 pm**. Any application received after the last date & time or any correspondence in this regard will not be considered.

V. RIGHTS OF HLL

- a) HLL reserves the right to accept/reject the applications/offers received without assigning any reasons whatsoever, or may call for any additional information/clarification. If so required.
- b) HLL reserves the right to extend the last date of submission of the Tender.
- c) Upon evaluation of offers the notification on award of contract will be intimated to the successful tenderer.

VI. Date of opening of bid

The bid shall be opened in the presence of the Tenderer's, representative to be present on 05 January 2016 at 02.00 pm in the Lifecare centre, Multi utility building, Adjacent staff nurse hostel, MKCG Medical College campus, Berhampur- Odisha. In case 05 January 2016 is declared a public holiday, tender shall be opened as per above schedule on next working day.

At 2.00pm the technical bid will be opened. The financial bid of those who are successful in the technical bid evaluation will be opened at 03.00 pm on the same day (05-01-2016).

VII. Bid Evaluation Criteria

The technically qualified Bidder who submits the highest financial bid amount shall be declared as Successful bidder (H1) and communication to that effect shall be made subject to approval and as decided by the Competent Authority of HLL Lifecare Limited.

VIII. GENERAL TERMS & CONDITIONS

1. The contractor should obtain all necessary license, approval, registration, consent, which are required to be obtained for setting up and running Canteen including those licenses etc. stipulated by the FOOD SAFETY AND STANDARD ACT, 2006 and Rules there under.
2. The contractor has to execute a contract with the HLL in the format as provided by the Company, but his/her liability under the contract shall commence from the date of receipt of the written work order of the HLL. The Validity of the contract is 11 months. The contract is renewable for a further period of 11 months after its expiry subject to satisfactory performance and mutually agreed terms & conditions.
3. The contract shall be written in English language. English language version of the Contract shall govern its interpretation. All correspondence and documents pertaining to the Contract which are exchanged by the parties shall be written in the same language
4. No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties
5. The contractor has to pay -monthly a sum of Rs..... .. towards rent of the said canteen premises to HLL which they have to quote in the Financial Bid part of the tender.
6. Earnest Money Deposit (EMD) of Rs.50,000/- Rupees Fifty thousand only) is required to be submitted by Demand Draft/ Bankers Cheque by the Tenderer with the tender. The Demand Draft/Bankers Cheque must be issued in favour of HLL Lifecare Limited, payable at Cuttack. EMD deposited by the unsuccessful tenders will be refunded by way of handing over the original Demand Draft/ Bankers Cheque duly endorsed by the Competent Authority of the Company. The Earnest Money of the Successful Tenderer

will be adjusted against the Security Deposit to be recovered from the running account bills. Under no circumstance, the HLL will not be liable to pay any interest on the EMD.

7. **An amount of Rs.3,00,000/- (Rupees Three Lakhs Only) is to be deposited by the contractor through DD/RTGS in favour of HLL Lifecare Limited, payable at Cuttack as Interest Free Security Deposit** for the due performance of the contract. This deposit will be refunded after date of expiry of contract (if not renewed) subject to the condition that no losses are incurred to HLL due to damage of the premises and materials like articles, fixtures, furniture, etc supplied by HLL and that all the dues to the HLL are settled by the Contractor. Otherwise the security deposit will be refunded to the contractor after deducting or adjusting any arrears or rents, maintenance charges, repair charges. If any due to HLL.
8. HLL shall provide Furniture to the contractor and the contractor shall be responsible for proper handling and safe custody of the same. Repair and maintenance of the Furniture, electrical appliances shall be carried out by the contractor and the contractor shall not claim any reimbursement of expense on this account. At the time of expiry of the contract the contractor has to hand over these items in proper working conditions.
9. The contractor must comply and implement all the statutory provisions of the State & Central Acts relating to the employment of labour, i.e., various Acts relating to payment of Minimum Wages, ESI, PF, Bonus, etc., and all other statutory benefits, as amended from time to time. All the relevant documents/registers need to be kept at HLL premises. In the event of non-compliance, the contractor will be solely responsible for any penalty/fine imposed by the statutory bodies. Further, in the event of any loss incurred to the HLL due to non-compliance, the contractor shall indemnify HLL for the same.
10. The contractor shall defend, indemnify and hold the HLL harmless from and against all charges, suits, costs and penalties arising out of non-compliance of statutory and contractual duties, responsibilities, obligations, liabilities of the Contractor in connection with running the Canteen
11. The contractor shall obtain and maintain adequate insurance policy in respect of his staff to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
12. The Contractor shall bear taxes, rates, charges, levies or claims whatsoever as may be imposed by the State / Central Governments or any local body or authority from time to time.

13. The contractor shall be solely and fully responsible for lapses, violation and noncompliance, if any of all the statutory dues and the HLL shall in no way be a party to it.
14. The Contractor is required to nominate an official, to interact with the HLL's representative regularly for ensuring the satisfactory and smooth functioning of the services.
15. The Contractor should arrange his own staff/ personnel for cooking, serving foods and cleaning work. The contractor must employ skilled chefs for cooking all kinds of items - vegetarian, non-vegetarian, Tan door items, bakery items, etc.
16. The contractor is required to arrange at his expense for cooking materials, crockery /cutlery material or any other material required for preparation/cooking/service/storage of food items. However, damages, if any, to the existing material provided by HLL would be recovered from the Contractor. Please note that any repairs/maintenance charges incurred for various appliances such as Refrigerator/Mixer Grinder/Microwave Oven, etc. needs to be carried out by the Contractor at his own cost.
17. The contractor is required to provide packaged drinking mineral water or any other packaged food material procured from the premises outside (including soft drinks) or any other items, at the rate not exceeding the MRP of such items.
18. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. All the materials used in preparation for food items should be of reputed brands.
19. Contractor will have to supply the cleaning material and cooking materials, get the gas refilled at his own cost, maintain the gas supply bank and also pay for the electricity & water utilized in the kitchen and dining area or any other area exclusively used by Contractor.
20. The Contractor should arrange for cleaning of the Dining Hall, the kitchen area, toilets and washing area and any other area under his control regularly and also immediately after any service is rendered. The Contractor should provide clean napkins along with liquid soap hand wash near wash basin area.
21. The Contractor should ensure that the entire catering premises are kept hygienic and clean. Preventive pest control measures will have to be done by the Contractor. Cleanliness, Maintenance, garbage disposal at the service areas/production areas and the staff rest rooms shall be the responsibility of the Contractor.

22. The Contractor should provide identity cards and uniforms to all his staff at his cost and ensure that all the catering staff wears clean uniforms, as prescribed. The head gear for cooking and service staff in the catering area are also to be provided by the Contractor. Strict personal hygiene has to be observed. Separate uniforms need to be provided for different categories of staff viz. cleaners, servers, supervisors, etc.
23. Cleaning of the plates and utensils should be done with hot water, soap water and all utensils must be properly cleaned and dried.
24. The Contractor shall be solely responsible for any consequences due to food poisoning.
25. If it is found that there is laxity on the part of the contractor on maintenance of proper hygiene in canteen operations at the kitchen / dining halls in various service points / personnel handling the food items / surroundings, leaving or storing the crockery / cutleries in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, serving platforms etc, penalty shall be levied for each of such violations. The decision of the HLL in this regard shall be final and binding on the contractor.
26. The Catering Supervisor(s) provided by the Contractor should be available throughout the preparation time of food and service period at the canteen and ensure that the hospital staff and customers are served well.
27. Any staff of the Contractor, whose service is not satisfactory, would be replaced by the Contractor, in consultation with the HLL.
28. The staff deployed by the contractor should be of good conduct and behaviour towards customers, MKCG MCH staffs and HLL staffs. They should be free from any contagious disease. The medical check-up of all the catering staff should be carried/done by a registered medical practitioner every year and the relative medical reports be submitted to the Company. Staff failing the medical check-up should be removed immediately and the same is to be reported to the HLL.
29. In case, if any of the contractor's staff suffer any injury or damage or meet with an accident while discharging their duty, the entire cost of compensation should be borne by the contractor. For this purpose, the contractor may cover his staff with adequate insurance policy.
30. The Contractor or his employees shall not use the premises allotted to him / her for any purpose other than for the purposes allotted and shall not act in any manner as to cause any nuisance or annoyance to HLL or the customers at the HLL premises.
31. The contractor shall not make any alterations or partitions at the building allotted to the Contractor for running the Canteen without obtaining prior consent of HLL. If the

Contractor makes alteration etc.,if any, the contractor shall reinstate the building to the original situation on termination, expiry of the contract.

32. The Contractor or his employees shall not aid or participate or support any anti-institutional activity under any circumstances and shall strictly restrict to the work awarded under the contract.
33. The Contractor shall be deemed for all legal and contractual purposes, as the employer of the staff employed by him/her for carrying out the contract, and such persons will not have any claim for employment in the HLL now or at a future date. The number of such persons employed will be determined by the parties to this contract by exchange of letters from time to time. But in any case the Contractor shall have to engage the services of sufficient number of persons to carry out the services efficiently.
34. In the event of theft, pilferage or damage to the Company's property, and if proved that the contractor /his staff are responsible; the contractor should make good all the losses and remove the concerned person identified as responsible from the services.
35. The Contractor shall at all times during the tenure of the contract follow all directions and instructions given by the HLL and all authorized officials concerning every aspect of service and maintenance. The decision of the HLL would be final in all matters.
36. The contractor must provide the following basic menus at the rates specified by the HLL.

Sl.No.	Item	Menu	Rate
1.	Tiffins	Idly: 4 nos with chutney Puri: 2nos with curry Vada: 2 nos with chutney Singda: 2 nos with chutney	Rs 10/plate
2.	Meals	Veg Meal: Fry curry, Gravy Curry, Dal, Rice & Curd	Rs 30/plate
		Fish meal: Fish curry + Veg meal items	Rs40/plate
		Chicken meal: Chicken Curry + Veg meal items	Rs50/plate
3.	Dinner	Veg Meal: same item as above	Rs30/plate
		Roti: 4 roti with curry & curd	Rs30/plate
4.	Snacks	Samosa : 2nos with tomato sauce Vada: 2nos Pakoda:200gms	Rs8/plate
5.	Tea/Coffee	NA	Rs4/cup
6.	Drinking Water	RO treated Purified Drinking Water	Free of charge for all customers

The quantities of the above mentioned items have to be mentioned in the contract.

37. The rates mentioned above shall be valid throughout the period of contract even though the contract is renewed after 11 months.
38. The contractor shall issue electronic bills and /or receipts to the customers and display a board in conspicuous manner at the billing counter advising the Customers insist for issue of electronic bills.
39. The contract may be terminated at one month's notice by HLL if any one of the stipulated conditions agreed upon by the Contractor is not met to the satisfaction of HLL.
40. The contractor is required to run the canteen services efficiently to meet the standards set by the Hospital authorities and Company. All the expenses incurred for meeting statutory requirements including construction of additional shades, civil modifications shall be borne by the contractor.
41. The contractor shall not engage any sub-contractor or transfer the contract to other person in any manner
42. The contractor shall ensure that Child Labour is strictly prohibited in the canteen
43. The canteen shall be functioning on all seven days of the week from 06.00 am to 10.00 pm everyday

IX. The Tender will be governed in all respects by the laws of India and shall be subject to the jurisdiction of court at BERHAMPUR Odisha.

DECLARATION

1. I, Son / Daughter of Shri
.....Proprietor / Partner / Director / Authorised Signatory of ...
.....am competent to sign this declaration and execute this tender document.

2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of Authorized Person

Date:

Full Name:

Place:

Seal of the Agency:

N.B : The above declaration, duly signed and sealed by the authorized signatory of the Agency , should be enclosed with Technical tender.

TECHNICAL BID

(Technical Bid should be kept in separate sealed cover super scribing "Technical Bid" on it).

Si. no	Particulars	
1	Name of the Agency	
2	Address	
3	Tele phone/ mobile no, Fax & E-mail	
4	Month & year of establishment	
5	Name of proprietor/ partner	
6	Annual turn over during last 3 years 2012-13 2013-14 2014-15 (copies of the Audit report)	
7	Weather the firm is income tax assesses? If Yes, please give the PAN no, and copy of the last 3 years ITR supported by TDS certificate in form 26 AS	
8	Registration no	
9	Food License certificate for catering service	
10	EPF no/ Labour License	
11	VAT no / TIN no	
12	Service Tax no for catering services	

13	Name at least 2 Reference of repute with address and contact no (enclose their certificates)	
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14. PREVIOUS CONTRACTS

From	To	Name & Address of organisation	Type of contract undertaken	Number of persons serviced	Value of contract (Annual) and other details

15. Give details of current contracts, if any, of similar nature being rendered by you and which will be available for inspection by our officials

PRESENT CONTRACTS

Period of contract		Name & Address of organisation	Type of contract undertaken	Number of persons serviced	Value of contract (Annual) and other details
From	To				

(Full signature of the Tenderer with seal of the Agency)

Photocopy of the following certificate from the concerned Agency must also be attached:

1. Registration with Service and Sales Tax etc.
2. PAN card No. of the Registered firm
3. VAT Reg. No./TIN No.
4. Food License Certificate for catering services
5. EPF No./Labour License
6. IT Return (Copy of last 3 years)

(Copies of certificates attested by Notary should be submitted.)*

FINAINCIAL BID

(Financial Bid should be kept in separate sealed cover super scribing "Financial Bid" on it).

**PRICE QUOTE FOR MONTHLY AMOUNT FOR RUNNING CANTEEN at MKCG Medical College-
Berhampur .**

We are quoting the amount of Rs:- Rupees _____

Signature

(Full signature of the Tenderer with seal of the Agency)

