

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	29-12-2025 15:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	29-12-2025 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Science And Technology
विभाग का नाम / Department Name	Department Of Science And Technology (dst)
संगठन का नाम / Organisation Name	Sree Chitra Tirunal Institute For Medical Sciences And Technology (sctimst)
कार्यालय का नाम / Office Name	Thiruvananthapuram
वस्तु श्रेणी / Item Category	Canteen Service - Employee Welfare Model - Vegetarian, Non-Vegetarian; Breakfast, Lunch, Dinner, Snacks, Beverages; Outside Building Premises (inclusive for employees, visitors)
अनुबंध अवधि / Contract Period	1 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है / Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	1000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	50000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	2

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

DIRECTOR

Thiruvananthapuram, Department of Science and Technology (DST), Sree Chitra Tirunal Institute for Medical Sciences and Technology (SCTIMST), Ministry of Science and Technology
(Director)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within $L1+X\%$	15

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
6. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within $L-1+15\%$ of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM_No.1_4_2021_PPD_dated_18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

7. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Specifications of Food Consumables (Brand, specific mandi, supplier store, Vegetables, Cooking Essentials, Packaged foods, food ingredients, etc):[1766134679.pdf](https://www.gem.gov.in/attachment/1766134679.pdf)

Menu Items:[1766134701.pdf](https://www.gem.gov.in/attachment/1766134701.pdf)

Scope of Work:[1766134721.pdf](https://www.gem.gov.in/attachment/1766134721.pdf)

Canteen Service - Employee Welfare Model - Vegetarian, Non-Vegetarian; Breakfast, Lunch, Dinner, Snacks, Beverages; Outside Building Premises (inclusive For Employees, Visitors (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Diet	Vegetarian , Non-Vegetarian
Type of Meal	Breakfast , Lunch , Dinner , Snacks , Beverages
Type of Canteen Space	Outside Building Premises (inclusive for employees, visitors
Electricity Charges	To be provided by Buyer
Cooking Gas Charges	To be provided by Buyer
Water Charges	To be provided by Buyer
Basic Furniture	To be provided by Buyer
Canteen's Operational Days in a week	7 days a week
Cooking Equipments	To be provided by Buyer
Essential Crockery	To be provided by Buyer
Canteen Staff	To be provided by Buyer
Distribution/ Serving Style	From single point - (canteen establishment)
Uniform for Canteen Staff	To be provided by Service Provider

विवरण/ Specification	मूल्य/ Values
Display Shelves Required	Yes
Raw Material	To be provided by Service Provider
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Canteen Start Time	7.00 AM
Canteen End Time	10.30 PM

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Lumpsum/Project Based Service	अतिरिक्त आवश्यकता /Additional Requirement
1	Shiju V S	695011,Sree Chitra Tirunal Institute For Medical Science and Technology,Medical College PO, Trivandrum	1	<ul style="list-style-type: none"> Total Canteen Space (in Sqft) : 3000 Total No of Employees/ Individuals/ Footfall to be served per day : 350 Duration in Months : 12 Working Days in a Month : 30

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

3. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

TENDER CONDITIONS FOR THE CONTRACT TO RUN THE STAFF CANTEEN IN THE HOSPITAL WING OF SREE CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES AND TECHNOLOGY (SCTIMST)

- FOR A PERIOD OF ONE YEAR

1. The contract will be **for a period of ONE year** from the date of commencement.
2. The contract shall initially be awarded for duration of 3 months as a trial period. Upon satisfactory performance, the contract may be extended by SCTIMST for the remaining period of nine months of the one-year term. If the work is not carried out satisfactorily during the trial period or any time during the term of the contract, SCTIMST reserves the right to terminate the contract.
3. The contractor shall engage and deploy its own staff for the execution of this contract.
4. No residential accommodation will be provided by SCTIMST to the Contractor's staff within the canteen/institute premises. However, staff required for night and early morning work, limited to a maximum of six personnel, may be permitted to temporarily rest within the designated canteen area, subject to a formal written request for this arrangement and approved by the canteen committee.
5. The Contractor must ensure that the following minimum numbers of trained personnel are deployed to manage all the operational shifts:

Sl no	Category	Minimum requirement	Specific details
1	Cooks	A minimum of four cooks in order to manage all shifts	A minimum of four cooks are required. Each cook must possess a minimum of five years' experience in similar canteens.
2	Assistants for the cooks	A minimum of three in each shift	A minimum of three assistants must be available to support the cooks in each shift

3	Servers at the counter	A minimum of three servers exclusively at the serving counter in each shift	A minimum of three servers must be exclusively posted at the counters for serving food in each shift.
4	Dining hall staff	A minimum of two staff members in each shift should be available in the main dining hall.	A minimum of two staff should be available in the main dining hall in each shift one staff member for cleaning tables & one staff member for providing water and serving additional servings of food.
5	Cleaning staff	A minimum of three staff in each shift should be available for cleaning of utensils, equipment, floors, and surfaces in the kitchen, store and dining hall.	Staff designated for cleaning duties shall not be engaged for the serving or handling of food at any time. Responsible for the cleaning of utensils, equipment, floors, and surfaces in the kitchen, store and dining hall.
6	Internal delivery staff	Approximately two persons .	Contractor shall deploy sufficient staff to meet the timely supply and delivery requirements for different departments within the hospital wing and meet all internal delivery deadlines.
7	Billing Clerk	A minimum of one competent billing clerk in all operational shifts.	To manage the necessary billing activities in all operational shifts
8	Manager/Supervisor	One staff member in each shift should be available in the main dining hall.	Manage/supervise the day-to-day operations in the canteen, including resolving service-related and customer-related issues.

6. If the number of staff falls below the minimum requirement specified in Clause no. 5 for a continuous period of one week, the contract is liable to be terminated.

7. Pre- and Post-Service Arrangements

Before the dining hall is opened for service, the Contractor must ensure that

- o Dining hall, including all tables and counters, is clean.
- o Tables and chairs in the dining hall are arranged as approved.
- o The dining hall windows are open and all necessary lights and fans are switched on.
- o Food and beverages are ready for serving and properly displayed to minimise queuing.
- o After the dining hall is closed following each service period, the Contractor must ensure that
- o The dining hall, counters, wash basin area, waste bins and kitchen are th

- oroughly cleaned and fully prepared for the next service
 - o All lights and fans that are no longer in use are switched off in order to prevent energy wastage
8. The Contractor shall ensure that no person under 18 years is deployed for any work inside the canteen or its premises.
9. The contractor must submit the following information and documentation **within two weeks** of the contract commencement
- o A complete list of all employees engaged in the canteen, clearly indicating their designation (role), age and address.
 - o The Police Verification Certificate for each employee.
 - o A copy of the Aadhar card of each employee.
10. The Contractor must strictly adhere to the medical and health compliance requirements prescribed by the FSSAI.
- o All canteen employees (manager/supervisor, cooks, servers, cleaners, etc.) must undergo a medical examination by a Registered Medical Practitioner (RMP) before commencing work in the canteen.
 - o The Contractor must submit the Medical Fitness Certificate, in the prescribed Food Safety and Standards Authority of India (FSSAI) format (downloadable from their official website: <https://www.fssai.gov.in>) bearing the RMP's seal and signature, for all the employees at the time of joining
 - o As per the FSSAI regulations, annual medical examination and inoculation against the enteric group of diseases (as per the recommended vaccine schedule) are required for all food handlers to ensure they are free from any infectious and communicable diseases. The Contractor must maintain and update a record of these examinations and vaccinations for all its employees.
 - o No employee known or suspected to be suffering from, or to be a carrier of, a disease or illness likely to be transmitted through food, or those with open wounds or burns, must be immediately excluded from handling food or any materials that may come into contact with food.
11. The Contractor must ensure that any employee presenting with symptoms such as jaundice, diarrhoea, vomiting, fever, or sore throat with fever; boils, cuts, sores, or any other open wounds or burns; discharges from the ear, eye, or nose or any other condition that falls within the scope of Clause 10, is i

Immediately excluded from handling food or any materials that may come into contact with food.

12. The Chairperson/Convener of the Canteen Committee must be informed immediately of any worker suffering from an illness or injury. The employee's services in the canteen may only be continued as per their explicit direction.
13. The Contractor must ensure the continuous presence of a Canteen Manager or Supervisor in the main dining hall for overall supervision during every operational shift, every day. The person must be capable of managing the day-to-day operations in the canteen, including resolving service-related and customer-related issues.
14. In the event of the designated Manager/Supervisor's absence, the supervisory responsibility must be delegated to a competent alternative person, and the Canteen Committee Chairperson/Convener must be immediately informed of the identity of the alternative person.
15. The Contractor shall ensure that all sales of food and beverages to staff are mandatorily billed using an Electronic Billing Machine/Point of Sale (POS) system provided by the agency.
16. The Contractor shall provide a non-cash payment option of the Unified Payments Interface (UPI) facility for digital transactions at the canteen. Invoices/bills must be clear and complete in all respects, and issued to all customers for every transaction. Each bill must clearly and separately state the Goods and Services Tax (GST) amount as applicable. Compliance with all billing, tax, and payment regulations is mandatory.
17. The Contractor shall ensure that a competent billing clerk is posted to manage the necessary billing activities in all operational shifts.
18. The Contractor shall be responsible for carrying out the instructions issued by the Canteen Committee. Failure to comply with such instructions will be treated as a serious breach, and may result in termination of the contract with shorter notice. In such cases, the agency shall be liable to compensate the Institute for any losses incurred.
19. The Contractor and the Supervisor shall report to the Chairperson/Convener of the Canteen Committee.
20. The Contractor shall attend the meetings convened by the Canteen Committee as and when required. Chairperson/Convener of the Canteen Committee.
21. Any untoward incident in the canteen must be reported immediately to the

Chairperson/Convener of the Canteen Committee with necessary supporting documents like photograph/video.

22. The Contractor shall provide food services on all days of the week, including Saturdays, Sundays, and all declared holidays. Food items provided must be fresh and of good quality, hygienically prepared, healthy and tasty.
23. The Contractor shall maintain the highest standards of food safety and hygiene.
24. The Canteen is currently estimated to serve lunch to approximately 350 people on average on weekdays. The volume of services required may increase when the new block of the hospital becomes operational during the contract period, and the Contractor shall have the capacity to handle this potential increase.
25. The Contractor shall provide morning tea/coffee, breakfast, mid-day tea/coffee & snacks, lunch, evening tea/coffee & snacks and dinner during the prescribed hours. The notified timings of the services (provided in **Annexure II**) must be strictly followed.
26. The Contractor shall provide early morning and late-night tea/coffee for staff on night duty in the hospital (details in **Annexure II**). In addition, the Contractor shall provide mid-morning and evening tea and snacks in the Operation Theatres (OTs), ICUs, and Cath Labs in a common, designated place within each area, as instructed by the Committee. The Contractor is authorized to charge only for regular tea/coffee for these services; claims for special tea/coffee charges shall not be entertained.
27. Room service is not allowed except for departmental requirements for which payment will be made from the Institute against a valid invoice.
28. Tea, lunch, and other refreshment services required during seminars, meetings, and other official events shall be provided by the Contractor based on advance requests from the concerned departments. Requests for tea, coffee, and other items for seminars, meetings, or conferences with more than 50 participants must be routed through the Canteen Committee for approval. Bills for such special requests shall be submitted to the concerned departments/sections within forty-eight hours of the event. The Institute will not be liable for any disputes or delays resulting from the Contractor's failure to adhere to this submission timeline.
29. The Contractor shall provide refreshments for all official meetings, interviews, training programs, conferences and other official events in the in

stitute, as needed.

- o Order confirmation: Telephonic orders shall be confirmed in writing.
- o Timeliness: Orders shall be served at the specified time.
- o The Contractor shall provide up to two persons in neat uniforms to serve food items to the meeting attendees, if requested by the department /committee prior to the meeting.
- o All utensils shall be removed from the venue immediately following the conclusion of the food service.

30. The staff members on duty shall be provided with a traditional Onam Sadya for lunch in the staff canteen. The contractor shall arrange and serve the Sadya at a mutually negotiated and agreed-upon rate with the Canteen Management Committee, subject to approval by the Director.

31. The Contractor shall strictly adhere to the following food quality, storage and preparation standards throughout the contract period:

- o Maintenance of specified food quality and quantity of food shall be mandatory throughout the contract period.
- o Quality of the ingredients: Provisions, vegetables, fish, meat, and other ingredients must be fresh and of the best quality available in the market.
- o Fish and Meat: Fish and meat shall be procured daily from the market and shall not be served in any form after 24 hours of procurement.
- o Rice: For meals, parboiled or raw, stone-less rice in sealed bags of reputed brands that comply with FSSAI standards must be used.
- o Storage: Vegetables, fruits, eggs, and milk products must be stored securely in the cold room available in the kitchen. Fish and meat shall not be stored in the cold room.
- o Strictly prohibited: The Contractor shall not use, store, or permit the presence of spoiled vegetables, fruits, eggs, or any old food in any form (raw, cooked or semi-cooked) inside the kitchen premises.
- o Food Preparation: All cooked items served in the canteen shall be prepared in the SCTIMST staff canteen itself. Cooked or semi-cooked items (e.g., half-cooked chapatis) shall not be brought from elsewhere and used for cooking or serving in the canteen.

- o The Canteen Committee may, in specific cases, grant an exception for the use of cooked or semi-cooked items from an external source. Such exceptions are strictly contingent on the Contractor: a) providing certified proof of FSSAI certification of the external source; and b) agreeing to supply the items at the rates pre-approved by the Committee. The Canteen Committee reserves the unconditional right to withdraw this permission for the use of externally sourced items at any time and without cause. Upon receiving notice of such withdrawal, the Contractor shall immediately cease using the items in question.

- o **Specific product specifications:**

Permitted Cooking Oils: The Contractor shall use only fresh and filtered coconut oil or double-refined sunflower oil that is compliant with FSSAI standards and carries the ISI /Agmark certification for cooking.

Prohibited Oils: The use of Palm olein, hydrogenated vegetable oils (such as Vanaspati), and the reuse of any oil are strictly prohibited.

Substitution: For using any oil other than those specified, prior written permission must be obtained from the Canteen Committee.

Milk and Milk Products: Milk and milk products shall be procured exclusively from MILMA. For using any brand other than MILMA, prior written permission must be obtained from the Canteen Committee.

32. The Contractor shall strictly adhere to the following: Taking cooked food from the canteen for use outside the Institute, including excess or leftover food, is strictly prohibited. Leftover food should be disposed of safely and as per standard guidelines.
33. **Food waste disposal:** Food waste, including food scraps and leftover food, shall be disposed of safely and immediately in strict accordance with the Institute's established waste disposal guidelines.
34. **Menu Management:** The Contractor shall ensure that all food items are supplied on a rotational basis with daily variation and as per the approved menu (**Annexure I**). Any proposed changes to the menu, ingredients, or portion sizes must receive prior written approval from the Canteen Committee. The Contractor must also provide all vegetarian and non-vegetarian items, including curd at the standard quality and specified quantity. (**Annexure I**)
 - o The provision of mid-morning and evening canteen snacks shall include, as a minimum, one boiled item and one salad or fruit platter option.

35. The Canteen Committee reserves the right to modify the list of menu items as and when required. The Canteen Contractor shall be expected to comply with the Canteen Committee recommendations regarding the supply of additional items, if needed. The Contractor must be prepared to serve any additional items suggested by the Committee. Similarly, the Contractor must seek prior written approval from the Canteen Committee to supply new items it proposes.

In both instances, for any items not included in the menu in Annexure I, the final rate will be fixed and mutually agreed upon in consultation with the Canteen Committee before being added to the menu. The Contractor shall ensure that the rates of such new approved items are clearly displayed in the canteen.

36. **Display of prices:** The Contractor shall prominently display the approved rates of all food items in the canteen.

37. The realization of prices higher than the approved subsidised and displayed rates from staff, students or service personnel of the institute is strictly prohibited. The Contract shall be liable to termination upon short notice if it is established that excessive pricing has been realized from any user from SCTIMST including its staff, students or service personnel.

38. The Staff Canteen is intended solely for use by SCTIMST staff (including pensioners temporary /outsourced staff) apprentices and students. The general public and external individuals are not allowed to enter the canteen premises. Exceptions are made for service personnel or contractors performing work within the Institute, who may be permitted access upon receiving specific instructions from the concerned department. Similarly, guests occasionally accompanying employees are also permitted to use the canteen facility. The approved rates for all services apply to all of the above.

39. The Contractor must keep a Complaints and Suggestions Book in the canteen. This book must be accessible to users for writing submissions and available to the committee members for periodic inspection.

40. The Contractor must ensure strict compliance with the following prohibited conduct and habits by all employees as mandated by the FSSAI:

- o The staff employed by the Contractor are strictly prohibited from using / consuming tobacco, alcohol or any other intoxicating items while on duty. In addition, the sale of any such items within the canteen premises is expressly forbidden.

- o Employees of the Contractor must refrain from smoking, spitting, chewing (gum or tobacco), eating, or drinking in all food preparation and food service areas, or in any room where raw materials and food products are handled or stored.
41. The Contractor must ensure strict compliance with the following mandatory personal hygiene and conduct standards prescribed by the FSSAI for all employees (food handlers) in the canteen:
- o Work Attire and Personal Cleanliness: The Contractor must ensure that employees maintain a high degree of personal cleanliness, including wearing clean uniforms, keeping nails trimmed and clean, and covering any cuts or abrasions with a waterproof bandage. Any lost dressing must be reported to supervisors immediately.
 - o All employees must be provided with adequate and clean protective clothing, headgear (caps/nets), face masks, gloves, and suitable non-slip footwear. All items must be in good condition (e.g., free from tears or fraying material) and worn wherever necessary to prevent food contamination.
 - o Footwear worn outside the food handling area shall not be allowed to enter the food handling area.
 - o Where gloves are used for product contact, they shall be clean and in good condition. Protective clothing (e.g., gloves, aprons, hairnets) used for food handling and hygiene purposes shall not be worn or used for any tasks outside of designated food preparation and serving areas.
 - o Mandatory Hand Hygiene Procedures: All personnel, including visitors, entering the food handling area shall follow the prescribed hand hygiene procedures. Ensure that food handlers always wash their hands with soap and clean potable water, then disinfect their hands, and dry them (using a hand dryer, clean cloth towel, or disposable paper).
 - o This is required at the beginning of all food handling activities and immediately after:
 - § Handling raw food or any contaminated material, tools, equipment, chemicals, unhygienic work surfaces or upon returning from any break or non-food handling task.
 - § Using the toilet, coughing/sneezing, blowing their nose, handling money, or using the telephone.

§ Must avoid unhygienic hand habits that could transfer bacteria to food products (e.g., scratching the nose, rubbing eyes, or running fingers through hair). When such actions are unavoidable, hands must be effectively washed before immediately resuming food handling duties.

§ Hand Hygiene procedures must be followed after any action where contamination of hands may have occurred during work.

42. The contractor must ensure that all servers adhere to strict hygiene protocols during service avoiding direct hand contact with food-contact surfaces, including the following: holding plates in the palm of the hand with all fingers underneath the rim, holding cups/tumblers by the handle or base and holding spoons solely by the handle.
43. The Contractor must ensure that staff do not wear or bring any loose or personal effects—including jewellery, watches, pins, bangles, or false nails—into food handling or preparation areas to eliminate the risk of food contamination.
44. The Contractor shall ensure that unauthorized access to food handling areas is strictly prohibited and discouraged. Authorized visitors to the food preparation, processing, or handling areas must, where appropriate, wear specified protective clothing and footwear and strictly adhere to all applicable personal hygiene provisions.
45. All articles stored or intended for sale must be fit for human consumption and kept properly covered to prevent any risk of contamination. Utensils and containers used for food preparation or sale must not be kept in any area susceptible to contamination from impure air, dust, or harmful emanations that could render the food unfit for consumption.
46. All chemicals including insecticides, disinfectants, cleaning chemicals, etc.; must be clearly identified, labelled, and stored separately and away from all food preparation, storing, and handling areas to prevent malicious or accidental contamination.
47. Operational Cleanliness and Maintenance of canteen premises: Dining halls, counter, kitchen, cleaning area, work area, and store/cold room must be kept clean and dry at all times.

The Contractor shall ensure that the canteen premises are kept clean, sanitary, and fully maintained according to the requirements below:

- Regular cleaning of the kitchen, storeroom, cold room, and dining area

shall be implemented by the Contractor according to the following schedule:

- o Cold Room and Store: Once every week
- o Refrigerators and deep freezers: Once every week
- o Kitchen: Daily - after lunch and dinner
- o Dining Hall/Tables/Chairs:

§ Tables must be cleaned immediately after the table is vacated by users and at any time they are found dirty during service.

§ The entire dining hall, including all tables and chairs, and the wash basin areas must be thoroughly cleaned and sanitized after every meal service.

Wash Basin Areas: Wash basins and the surrounding area must be kept clean, sanitized, and dry, continuously spot-cleaned, and maintained throughout the day. Large food particles and solid waste that could cause blockages in the wash basins and drains must be removed regularly by the Contractor's staff to prevent plumbing issues.

Hand washing supplies: Liquid soap must always be kept available near the washbasins.

All containers and utensils must be thoroughly cleaned, washed, and dried at the close of services to prevent the growth of mold/fungi and infestation.

Refrigerators and deep freezers must be maintained with their respective internal operating temperature at the optimal standard for food safety.

48. The Institute will provide cleaning materials required for cleaning utensils, floor, washbasins, tables, and hand washing, free of charge, based on usage.
49. The Contractor shall make a daily checklist/log available for verification of the cleaning schedule compliance.
50. The Contractor is responsible for maintaining all drainage and waste collection systems in the kitchen:
 - The Contractor shall provide and maintain suitable bins for the disposal of food waste and general refuse by users. The bins must be kept clean, fly-proof, and positioned to maintain a neat environment and prevent littering.
 - All wastewater pipe lines leading from the canteen must be kept clean a

nd free-flowing at all times to ensure proper sanitation and prevent back flow.

- The Contractor must ensure that their staff carry out a daily routine of thorough collection and removal of all visible debris - food and solid waste (by pre-cleaning dishes and utensils) before they enter the drain in the washing area. This pre-cleaning is mandatory at all sinks and wash points to prevent any large debris from entering the plumbing and drainage system.
- In the washing area where gratings are present, the Contractor must ensure that the gratings are regularly inspected and cleared of debris to prevent blockages, particularly in areas prone to frequent clogging. If repeated drain or pipe blockages occur due to the Contractor's failure to comply with the waste management protocols, the Contractor shall be charged for all associated maintenance and repair costs, as per actuals. The Institute reserves the sole right to assess and impose the related maintenance and repair costs.

51. The Contractor shall be responsible for using and maintaining the biogas plant installed near the canteen, as per established standards. All biodegradable waste generated within the canteen must be utilized for the functioning of the plant. The Contractor must ensure proper segregation of waste and its subsequent processing through the waste grinder prior to loading into the plant. Any operational issues, damage, or malfunction of the biogas plant must be immediately reported to the Convenor/Chairperson of the Canteen Committee. Improper use, negligence, or failure to report issues leading to the malfunction or damage of the plant shall result in a penalty, and the expenditure incurred by the Institute towards the repair and restoration of the plant shall be fully recovered from the Contractor as per actual cost. SCTIMST reserves the final decision on this matter.
52. The waste generated in the canteen that cannot be processed in the biogas plant shall be removed from the Institute premises on a daily basis by the Contractor, through the process instituted by the Institute for this purpose. Any improper disposal of waste or delay in the removal of food/kitchen waste shall be subject to a penalty of not less than Rs. 5,000/- (Rupees Five Thousand Only) per instance. The decision of the Institute on this matter will be final.
53. The Institute will provide the Contractor with the canteen space, furniture, electricity, water, crockery, basic utensils and cooking appliances, all free of charge. The Contractor must ensure that Institute property is maintained properly and ensure that no fittings, fixtures, furniture or equipment are damaged.

ed. The Contractor is fully responsible for the maintenance and safety of all the equipment, appliances, utensils, furniture etc. handed over for canteen operations. If any property is lost or damaged, the cost of repair or replacement will be fully charged to and recovered from the Contractor. The Institute's decision regarding any loss, damage, or recovery of costs shall be final and binding on the Contractor.

54. The Institute shall pay the Contractor a maximum subsidy of Rs. 50,000/- (Rupees Fifty Thousand Only) per month for LPG, payable only upon the production of necessary invoices through proper channel. Upon the award of the contract, the Contractor shall mandatorily register and maintain an LPG connection in the name and address of 'Staff Canteen, SCTIMST'. This connection must be procured exclusively from a Public Sector Undertaking agency such as HP, Indane, or Bharat Gas. This connection and the subsidized LPG shall be used solely for cooking purposes within the staff canteen.
55. If any equipment becomes non-operational, it should be immediately reported to the Canteen Committee Convener/ Security Officer. Non-repairable damaged utensils (including small items like spoons and glasses) must be stored separately and reported to the Canteen Committee Convener or the Security Officer without delay.
56. All complaints related to electrical systems, plumbing and cold room, must be informed to the Canteen Committee/Security officer immediately.
57. Requirements for new utensils or any other items must be submitted by the Contractor in writing to the Canteen Committee Convener/Chairperson, detailing the quantity of the item originally taken over by them, the quantity currently available in stock, and the justification for the extra requirement.
58. Stock verification for all Institute-owned items shall be performed once in a year. The date and time of this verification exercise shall be notified to the Contractor in advance, and the Contractor must arrange the necessary personnel to facilitate the accurate reconciliation of each item against the official stock list during the verification process.
59. The Institute reserves the unconditional right to refuse entry to the campus or order the immediate eviction of any of the Contractor's personnel based on the following established criteria:
- a) If the individual is found to be indulging in activities detrimental or prejudicial to the interests of the Institute and/or
 - b) If the individual is afflicted or reasonably suspected of being afflicted with any contagious/ communicable disease.

The Institute's decision to refuse entry or order eviction shall be final and binding on the Contractor.

60. The Service Provider shall not use the canteen premises for any activity other than the express purpose for which it has been provided.

61. Instructions for quoting fixed, all-inclusive rates:

- Bidders must quote all rates strictly as per the format specified in **Annexure I**.
- All quoted rates must be inclusive of Goods and Services Tax (GST), requiring a clear breakdown showing the base rate, the percentage of GST, and the final quoted rate inclusive of GST.
- The final rate for each item must be rounded to the nearest whole rupee.
- The rates submitted will be deemed the final, fixed rates, and no change or revision will be entertained subsequently during the contract period.
- Bidders must quote rates for all the individual items without any modification; failure to do so will result in the rejection of the quotation.
- The quoted rates must be calculated to factor in potential price hikes for all raw materials (e.g., provisions, vegetables, meat, oil etc.) and the cost of maintaining high-quality food standards throughout the entire contract period.
- While quoting the rates, the Bidder must fully take into consideration all financial and operational obligations required for maintaining the conditions of the contract. These costs include, but are not limited to, personnel costs (for cooking, cleaning, serving, for supply/ services within the institute etc.) and the provision of mandatory staff attire (e.g., aprons, caps, etc.) as detailed in the tender document.
- The bidder is solely responsible for anticipating, factoring in and managing all costs related to worker salary increases and bonuses.
- The rates quoted will be applicable for the whole period for which the contract is made. No price increase for any food item will be permitted under any circumstances, including an exorbitant rise in market prices.
- The Bidder must read and be fully aware of all the conditions, menu, specifications, and list of food items before quoting the rates.
- If the prices quoted are unreasonable and unjustifiable, the bid shall

be rejected.

- The Bidder is strongly advised to inspect the Institute Canteen premises to become fully acquainted with the scope of work, as no claim whatsoever will be entertained for any alleged ignorance thereof.
 - o Prior inspection appointments must be obtained by contacting the Convener of the Canteen Committee/Security Officer on any working day between 10:00 A.M. and 12:00 P.M.
 - o The physical inspection can then be conducted on any working day between 1:00 P.M. and 5:00 P.M., provided the necessary permission has been obtained from the Convener of the Canteen Committee/Security Officer.
- The bidder is free to quote what it considers reasonable rates in its tender submission, and for the purposes of evaluation, price will not be the only criterion for the final selection of a Contractor.

62. The canteen agency should obtain the license for running the canteen as per the specified rules of the government and also register the workers under Labour Act, and Shops and Establishment Act. The selected bidder shall, at all times, duly observe, abide by, and comply with the provisions of all relevant Central, State, and local statutes currently in force, or those brought into force during the contract term, including all associated rules, regulations, and directions in the matter of running the canteen services from the canteen premises. The Institute shall not be liable for any breach of any statutory provisions, and the Selected Bidder shall indemnify and hold the Institute harmless against any claims, damages, or costs arising from such non-compliance.

63. The bidder must have a fully operational workspace/office within the Thiruvananthapuram district.

64. The bidder must clearly establish a minimum of three years of successful experience in operating a canteen within any of the following categories of organizations to qualify for the technical bid evaluation: Similar institutions (e.g., Government research or medical institutes), Corporate Organizations, Public Sector Undertakings, or Government bodies. The documents submitted as proof of experience must clearly establish that the bidder has satisfactorily provided the service for the specified minimum period of three years.

The minimum three years of successful experience required must have been acquired by the Bidder under the same legal name and with the same core ownership structure as the entity submitting this tender.

65. While not mandatory, bidders who offer a functional web-based application platform with features such as daily menu display, online ordering, and order confirmation may be given preference during evaluation, subject to assessment of the platform's functionality. It must be ensured that confirmed orders are available for pickup when users arrive to collect them, within the prescribed service timings of the canteen.

66. The Bidder must clearly furnish the following details as part of its technical submission to substantiate the minimum three years of required experience:

1. A detailed list of the Bidder's relevant experience in chronological order
2. The complete address and contact details of the canteens currently and previously operated by the Bidder and
3. Copies of satisfactory work completion/performance certificates and relevant work orders/contracts to substantiate the claimed experience

Failure to meet the prescribed minimum experience requirement shall result in the tender

being summarily rejected.

67. Bidders who have been blacklisted or debarred by the tender inviting authority or by any State or Central Government department/Organization shall not be allowed to participate in the tender process at the time of submission or at any point during the period of blacklisting/debarment. The Bidder must submit a mandatory declaration affirming that it has never been involved in criminal/illegal activity, fraud, or contract irregularities, nor has it been terminated from a contract for unsatisfactory performance or refused to continue catering services after a contract was awarded by any agency. The discovery of a false declaration at any stage will lead to the immediate rejection of the bid, termination of the contract, and forfeiture of all deposits.

68. Addenda/Corrigenda to the tender documents may be issued prior to the date of tender opening for the purpose of clarifying existing documents or effecting necessary modifications in the design or tender terms. All issued addenda/corrigenda shall automatically become an integral part of the tender document.

69. Food Services Operation in PMSSY Block

Notwithstanding any provisions regarding room service or service locations menti

oned elsewhere in this contract:

- 1.The Agency shall provide room service to patient bystanders in the private rooms of the PMSSY Block as and when they become operational. Orders for such room service shall be strictly limited to items from the approved menu (or items approved by the Institute) and must be fulfilled during the standard canteen service hours.
 2. The Agency shall be willing and prepared to operate coffee kiosks and provide refreshments in the designated spaces within the PMSSY Block as and when the respective floors become functional or as required by the Institute.
 3. The Agency shall supply such items at rates duly approved by the Institute. The approved rates and service timings must be prominently displayed at all outlets, and menu cards containing this information must be provided in all private rooms. All financial transactions for these services shall be directly between the Agency and the respective customers (patients/bystanders); the Institute acts solely as a facilitator and shall not be held responsible for any payment disputes, non-payment, or recovery of dues.
 - 4.The Agency must ensure that all such operations are conducted in strict compliance with the Institute's prevailing rules and regulations. The authorization to provide these specific services shall remain valid only for the duration of the term specified in this tender. The Director of the Institute shall be the final authority regarding the termination, modification, or resolution of any disputes related to these services.
70. Selection of the bidder will be based on a comprehensive assessment of the bidders using the information provided in the tender submission and/or gathered by contacting the concerned persons. SCTIMST reserves the right to conduct site visits to canteens currently operated by the bidding agency, assess the service including the operational quality and quality of food and gather feedback pertinent to the bidder's performance and service quality from related parties.
71. SCTIMST reserves the absolute right to select any agency it deems most suitable, based on the totality of the evaluation. SCTIMST reserves the right to disqualify any bidder at any stage of the process that has a record of unsatisfactory performance or not meeting contractual obligations on previous contracts entered into with the Institute.
72. The successful bidder shall execute an Agreement in Kerala Stamp Paper of the value of Rs. 200/- (Rupees Two Hundred only), agreeing to abide by all the terms and conditions mentioned therein and deposit with the institute a sum of Rs 1,00,000/- (Rupees One lakh only) as security deposit. The expenses incident

tal to the execution of the agreement shall be borne by the successful bidder.

73. The successful bidder shall strictly comply with all conditions stipulated in the tender and the contractual agreement. Any violation of these conditions may result in termination of the contract, with or without prejudice to the right of the institute to recover any consequential loss incurred due to such breach.

74. Upon satisfactory performance as assessed by the canteen committee, the period of contract mentioned in this tender can be extended by the institute under the prevailing terms and conditions and on mutual consent for two additional successive terms of one year each.

75. The Contract may be terminated by either party upon serving three months' clear written notice to the other party. The Institute shall be at liberty to terminate the Contract immediately, or with a reduced notice period, if the Contractor violates any of the conditions of this Contract, with or without prejudice to the Institute's right to claim damages or impose penalties. If the Contractor terminates the contract on its own accord without a valid reason, during the contract period, fifty percent of the Security Deposit shall be forfeited by the Institute. The Institute reserves the right to recover any additional costs or losses incurred.

76. In the event that the Contractor terminates the contract on its own accord, with or without a valid reason, during the contract period, the Contractor shall remain liable to continue providing services as per the terms of the contract for a period of three months from the date of termination notice or until a new Contractor assumes charge, whichever is earlier.

77. Immediately on completion/termination of the contract, howsoever arising, the Contractor shall forthwith peacefully vacate the premises and handover to the institute all articles, equipment, furniture and other fixtures etc. belonging to the institute and entrusted in their custody, which shall be in a good and serviceable condition. The Contractor shall remove all his stores and effects on termination of the contract. Failure to comply with these conditions shall result in the forfeiture of the security deposit and further penal action as may be deemed fit. In case of failure to remove the stores and effects by the Contractor, the Institute shall be entitled to enter into and take possession of the canteen or any area which was given to the agency and deal with the situation, as it may deem fit.

78. In the case of decisions concerning items or areas for which clear written guidelines are not available, the decision of the Director, SCTIMST, shall be final and binding on all parties.

79. The courts in Thiruvananthapuram City (Kerala State) alone shall have jurisdiction in respect of all disputes arising out of this Contract.

PART 1

TECHNICAL BID

Details to be submitted

Sl.No	Particulars	Details
1	Name and address of the agency (In block letters)	
2	Telephone number(s)	
3	e-mail id	
4	GST Number (Copy of GST registration Certificate to be attached)	
5	Number of employees in agency	

Date:.....
.....

Signature:.....

Place:.....

Name of agency a

nd stamp

TECHNICAL BID

<u>Sl.No</u>	<u>Particulars</u>	<u>Details attached</u>
1	Registration details of the agency (Copy of registration certificate to be attached)	
2	Permanent Account Number(PAN) (Copy to be attached)	
3	Total experience in providing canteen services to public sector undertakings/government organisations/corporate entities (experience certificates to be attached)	

Date:.....
.....

Signature:.....

Place:.....

stamp

Name of agency and

Accountdetails

TECHNICALBID

Sl.No	Accountdetails	
1	Copy of pass book Canceled cheque to be attached	Attached/Not attached
2	Account number	
3	Bank Name &Address	
4	IFSC Code	

Date:.....
.....

Signature:.....

Place:.....

Name of agency and stamp

TECHNICALBID

DECLARATION

I/We,have carefully gone through and understood the tender requirements along with the terms and conditions.I/We shall abide byall the terms and conditions mentioned as part of the tender.

Date:.....
.....

Signature:.....

Place:.....

Name of agency and stamp

PART-2 F INANCIAL BID AnnexureI

SI No .	ITEM	Quantity	Unit	Bas e R ate	% of GS T	Rate (in clusive of GST)
Hot Beverages						
1	Tea	250 ml	1cup			
2	Coffee	250 ml	1cup			

3	Milk	250 ml	1cup			
4	SpecialTea	250 ml	1cup			
5	BlackTea	250 ml	1cup			
6	BlackCoffee	250 ml	1cup			
7	Greentea	250 ml	1cup			
8	Cereal malt-based health drinks (Eg. Boost, Horlicks, Bournvita a etc	250 ml	1cup			
Breakfast&Dinner						
1	Appam	60gm	1no			
2	Bread and Butter (2slices)	50gm	2slices			
3	Bread and Jam (2slices)	50gm	2slices			
4	Wheat Chappathi (2No.) & Veg curry	350gm	1plate			
5	Wheat Chappati only	60gm	1no			
6	Dosa	60gm	1no			
7	Masala Dosa	110gm	1no			
8	Ghee Dosa	85gm	1no			
9	Idiyappam	60gm	1no			
10	Idli	60gm	1no			
11	Poori (2No.) & Masala	250gm	1plate			
12	Poori only	60gm	1no			

13	Upma	300gm	1plate			
14	Puttu(cylinder type)Full	300gm	1no			
15	Puttu(cylinder type)Half	150 gm	1no			
16	Corn flakes with milk	250 ml	1bowl			
17	Kanji with payar thoran	400gm	1plate			
Snacks						
1	BananaFry	60gm	1no			
2	PotatoBonda	60gm	1no			
3	WheatBonda(Undapori)	60gm	1no			
4	Modakam	25gm	1no			
5	ParippuVada	60gm	1 no			
6	OnionVada	60gm	1 no			
7	UzhunnuVada	60gm	1 no			
8	Vettu cake	60gm	1no			
9	Valsaninrice (Elayappam)	60gm	1 no			
10	Tapioca(BoiledwithChutney)	160gm	1plate			
11	Cutlet(Veg)	60gm	1no			
12	Cutlet(Chicken)	60gm	1no			
13	Samosa(Veg)	60gm	1no			
14	Eggbhaji(halfegg)	60gms	1no			
15	Veg Sandwich(2slicesofbread and vegetables)	2slices	1no			

16	Chicken Sandwich(2slices of bread and chicken pieces in masala)	2slices	1no			
17	Cheese Toast(2slices)	2slices	1no			
18	Veg Burger	300gm	1no			
19	Boiled gram	60gm	1plate			
20	Vattayappam	60gm	1portion			
21	Boiled sweet potato with chutney	160gm	1plate			
22	Momos Veg steamed	60gm	1no			
23	Momos Chicken steamed	60gm	1no			
24	Fruit platter	250gms	1plate			
25	Greensalad	160gms	1plate			

Lunch						
1	Meals*	525gm	1plate			
2	Combo meals**(Half white rice, 2 chapathis)	325gm	1plate			
3	Biriyani-Chicken***	425gm	1plate			
4	Biriyani-Veg***	425gm	1plate			
5	Ghee rice	425gm	1plate			
6	Vegetable Fried Rice	425gm	1plate			
7	Curd	100 ml	1cup			
8	Pappad	20gm	1no			
9	Chappathi(2No.and veg.curry)	300gm	1plate			
10	Chappathionly	60gm	1no			

Vegetariandishes						
1	KadalaCurry	225gm	1plate			
2	Cheera/leafy vegetable thoran	150gm	1plate			
3	Veg.Kuruma	225gm	1plate			
4	Cauliflower Manchurian	200gm	1plate			
5	Green Peascurry	225gm	1plate			
6	Aloo Masala	225gm	1plate			
7	BhindiMasala	225gm	1plate			
8	Peas Masala	225gm	1plate			
9	TomatoRoast	225gm	1plate			
10	MixedVeg.Curry	225gm	1plate			
11	Any other vegetable curry	225gm	1plate			
12	Dal Curry	225gm	1plate			
13	Paneer Masala	225gm	1plate			
14	MutterPaneer	225gm	1plate			
15	Aloo Mutter	225gm	1plate			
16	Aloofry	200gm	1plate			
17	Cauliflowerfry	200gm	1plate			
Non Vegetarian dishes						
1	ChickenCurry	200gm	1plate			
2	ChickenFry	100gm	1plate			
3	Fish Curry	200gm	1plate			

4	Fish Fry	100gm	1plate			
5	NeymeenPollichath	125gm	1fish			
6	ChickenThoran	150gm	1plate			
7	Chilli Chicken	200gm	1plate			
Egg dishes						
1	Egg Boiled	50gm	1no			
2	Bulls Eye	50gm	1no			
3	Omlette(1Egg)	50gm	1no			
4	EggCurry(1Eggplusmasala)	200gm	1bowl			
Salad						
1	Green Salad (Tomato, C ucumber,Onion,Carrot)	125gm	1plate			
2	Sprouts Salad	125gm	1plate			
3	Special Vegetable Salad (Caesar,Coleslaw,Quinoae tc)	125gm	1plate			
Fruits						
1	Banana	50gm	1no			
2	BananaBoiled	50gm	1no			
3	FruitPlate	250gm	1plate			
SoftDrinks						
1	FreshlemonJuice	250 ml	1glass			
2	FruitJuice	250 ml	1glass			
Sweets						
1	Payasam	250 ml	1cup			
2	Ice Cream	100 ml	1cup			
3	Ice Cream	60 ml	1cup			
4	Fruit salad	250gm	1bowl			

Special						
1	Aloo Paratha	200gm	1no			
2	Bhatura with curry	250gm	1no			
3	VegNoodles	250gm	1plate			
4	EggNoodles	250gm	1plate			

* Meals include the following items:

- a. Rice (chemba and white/raw rice) 400gm – both types of rice must be available every day
- b. Curry preparation (sambar and parippu curry)
- c. Semi-solid preparation (Avial/Theeyal/Channa curry/Erissery)
- d. Thoran/mezhukkuvaratti
- e. Additional preparation (Rasam/Moru/pulissery) f. Pickle, pappad

** Combomeals include the following items (should be served in pre-set plates)

- a. Rice (chemba / white/raw rice) 200 gm
- b. Chappathi-2 Nos
- c. Dal curry without coconut/mixed vegetable curry/other vegetable curry
- d. Thoran/Mezhukkuvaratti
- e. Salad - tomato and onion

*** Biryani should include pappad, pickle and salad

Annexure II

Timing of the various meals and snacks to be served and the menu

Breakfast-6.30am to 8.45am				
	Mandatory items			Optional items
Sunday	<ul style="list-style-type: none"> • Idli, dosa, sambar, chutney • Upma, banana 	Poori	Masala curry	Omelette
Monday		Appam	Kadalacurry	Bread butter
Tuesday		Idiyappam	Stew	Masala dosa
Wednesday		Puttu	Kadalacurry	Corn flakes

				Fruits
Thursday		Poori	Masalacurry	
Friday		Appam	Kadalacurry	
Saturday		Idiyappam	Stew	

Lunch-12.30pmt02.00pm				
	Mandatoryitems			
Sunday	Meals	Combomeals	Chappathiandvegetablecurry	
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				

Dinner(7to10pm)				
	Mandatoryitems			
Sunday	Chappathi, curry (potato/mixedveg curry)	Dosa,sambar	Kanji,payar	
Monday				
Tuesday				
Wednesday				
Thursday				

Friday			
Saturday			

Tea and snacks - 10am to 10.45am, 4 to 5pm			
	Mandatory items (both items are required)		
Sunday	Fried item (Banana fry, uzhunnu vada, onion vada, etc.)	Steamed item (Elayada, kozhukkatta, kappa, etc.)	Veg/Fruit platter
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			

Tea/coffee for night duty staff (10pm and 4am) #		
	Mandatory items	
Sunday	Tea	Coffee
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

To be served inside the hospital building at the designated place.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall

continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---