



ESIC MEDICAL COLLEGE & PGIMSR

(श्रम एवं रोजगार मंत्रालय, भारत सरकार)

E.S.I. CORPORATION

(Ministry of Labour & Employment, Govt. of India)

Ashok Pillar Road, K. K. Nagar, Chennai-600 078.

(आई. एस. ओ. 9001-2008 प्रमाणित/ISO 9001-2008 Certified)



PHONE NO: 044 – 24748959

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E-TENDER FOR RUNNING A MESS FOR THE STUDENTS IN POST GRADUATE AND UNDER GRADUATE HOSTELS OF ESIC MEDICAL COLLEGE & PGIMSR, KK NAGAR, CHENNAI.

E-tenders are invited from experienced Contractors/Caterers having minimum one year experience in running mess / canteen, for running a Mess initially for one year and renewable for further periods based on performance for the students of P.G and U.G Hostel of ESIC Medical College & PGIMSR and KK Nagar, Chennai – 78 under the following terms and conditions as mentioned below.

Description	No. of students	Remarks
To prepare and serve Breakfast (Unlimited) with Coffee / Tea, Lunch (Unlimited), Dinner (Unlimited), Tea and Snacks Evening (Limited), Non-Veg and Egg once a week to the Students of the P.G and U.G. Hostel as per the detailed Menu enclosed in Part – C of the Tender Document.	At present P.G. Hostel : 14 Students U.G Hostel : 301 students.	Caterer should bring his own equipments & vessels for cooking & serving including Gas Stove and Gas Cylinders specified for commercial use.

- The ESIC Medical College & PGIMSR shall provide the premises, electricity for lights and fans, water, tables and chairs free of cost. Electricity for cooking will not be provided.
- The number of students may increase or decrease in course of time.
- The detailed menu to be supplied is annexed to the Tender Document.
- The maximum amount to be quoted for Breakfast, Lunch, Dinner, Coffee/Tea and snacks as per the menu should **not exceed Rs.120/- (Rupees One Hundred and Twenty) per day per student.**
- The Mess charges will be directly paid by the students to the contractor on monthly basis or any other basis agreed mutually and approved by the Dean, ESIC Medical College.
- The interested bidders shall submit their tender(s) only through online mode at the eprocurement portal <https://esictenders.eproc.in>.
- For all practical purposes, the e-tender shall be considered for evaluation and the hard copy of tender documents would also be scrutinized.
- The tender documents can be downloaded from www.esicmcpgimrchennai.ac.in, www.eprocure.gov.in and www.esic.nic.in.
- Any corrigendum to this tender will be notified through the aforesaid websites.
- Bidder should submit along with the bids a sum of **Rs. 50,000/- (Rupees Fifty thousand only) towards EMD** by way of Demand Draft / Banker's Cheque in favour of "ESIC Fund Account no:1" payable at Chennai which will be refunded or could be adjusted against security deposit on request from the successful bidder after the finalization of the tender or within 6 months whichever is earlier. No interest will be payable on EMD.
- The successful tenderer shall furnish a Performance Guarantee/Security Deposit of **Rs.3,00,000/- (Rupees three lakh only)** by way of Demand Draft/Banker's Cheque payable at Chennai in favour of "ESIC Fund Account no:1" which will be refunded after the completion of the contract period subject to deduction / penalty mentioned in the terms and conditions.
- Last date for receipt of completed tender documents: 14.02.2018 upto 11.00 a.m. or if it happens to be holiday on next working day. In addition to e-tender which has to be filed online, the bidders are also required to submit hard copies of Tender documents duly completed along with Earnest Money Deposit (EMD), supported by requisite documents and forms super scribed as "Tender for Running a Mess for the Students in P.G and U.G Hostels of ESIC Medical College & PGIMSR, Chennai" and dropped at the tender box kept at first floor of ESI Hospital, K.K.Nagar Chennai.
- Date of opening the tender is on 14.02.2018 at 11.30 a.m. in the administrative block on the 1st Floor above OPD of the Hospital.
- The undersigned reserves the right to postpone the date of opening or accept or reject any or all the bids without assigning any reason at any stage.

Sd/-

Dated: 24.01.2018

DEAN



ESIC MEDICAL COLLEGE & PGIMSR
KK NAGAR, CHENNAI - 600078.
(MINISTRY OF LABOUR, GOVT OF INDIA)

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The successful tenderer shall provide the breakfast, lunch, dinner, coffee tea and snacks as follows:

Description	No. of students	Remarks
To prepare and serve Breakfast (Unlimited) with Coffee / Tea, Lunch (Unlimited), Dinner (Unlimited), Tea and Snacks Evening (Limited), Non-Veg and Egg once a week to the Students of the P.G and U.G. Hostel as per the detailed Menu enclosed in Part – C of the Tender Document	At present P.G. Hostel : 14 Students U.G Hostel : 301 students	Caterer should bring his own equipments & Vessels for cooking & Serving including Gas Stove and Gas Cylinders specified for commercial use.

- The ESIC Medical College & PGIMSR and Model Hospital shall provide the premises, electricity for lights and fans, water, tables and chairs free of cost.
- The number of students may increase or decrease in course of time.
- The maximum amount to be quoted for Breakfast, Lunch, Dinner, Coffee/Tea and snacks as per the above table should not exceed Rs. 120/- per day per student. The contract will be awarded to the person quoting the lowest rate.

Important Instructions for Bidders

All bidders are required to procure Class-III B Digital Signature Certificate (DSC) with Both DSC Components i.e. Signing & Encryption to participate in the E- Tenders.

Bidder should get Registered at <https://esictenders.eproc.in>.

Bidders can contact our Helpdesk at <https://esictenders.eproc.in/html/Support.asp>

Bidders should add the below mentioned sites under Internet Explorer → Tools → Internet Options → Security → Trusted Sites → Sites of Internet Explorer :
<https://esictenders.eproc.in>
<https://www.tpsl-india.in>
<https://www4.ipg-online.com>

Also, Bidders need to select “Use TLS 1.1 and Use TLS 1.2” under Internet Explorer → Tools → Internet Options → Advanced Tab → Security

Bidder needs to submit Bid Processing Fee charges of Rs. 2495/- (non-refundable) in favour of M/s. C1 India Pvt. Ltd., payable at New Delhi via Online Payment Modes such as Debit Card, Credit Card or NetBanking for participating in the Tender.

General terms and conditions:

1. The Contractor/Caterer shall cook and serve the above food items exclusively to the P.G and Under Graduate MBBS students of ESIC Medical College & PGIMSRR , KK Nagar, Chennai-78.
2. Breakfast (Unlimited) with Coffee/Tea/Milk, Unlimited Lunch, Evening snacks with Tea/Coffee/Milk and Unlimited Dinner to be served as per the detailed menu attached in Part - C of this tender document.
3. Basic menu is unlimited. Special items, vegetables, fried items, chips, fruits etc. are limited.
TENTATIVE MESS TIMINGS:
4. Breakfast with Coffee/Tea : 06.00 a.m to 09.00 a.m
Lunch : 12.00 p.m to 02.30 p.m
Evening Tea & Snacks : 04.00 p.m. to 06.30 p.m.
Dinner : 07.30 p.m. to 09.30 p.m.
5. Once a week non-vegetarian food to be served at no extra cost. On such a day one special vegetarian item (Pulav, Methibath , Gobi Manchurian, Paneer etc.) should be provided to the vegetarians.
6. Water will be provided free of cost for cooking. The caterer should adopt conservancy measures and avoid unnecessary wastage of water.
7. The College shall provide electricity free of cost for the exclusive purpose of lighting and fans and not for cooking purpose under any circumstances.
8. The College shall provide rent free premises to the Caterer with necessary tables and chairs for the Mess.
9. Providing of first quality provisions, vegetables, milk, cooking gas etc. will be the responsibility of the caterer. Procurement of provisions and vegetables should be according to the recommendations of Mess Quality Control Committee (MQCC) to be constituted by the Dean-ESI Medical College.
10. The Caterer shall use only branded and best quality raw materials for preparing the food. Brands of products will be decided by the Mess Quality Control Committee.
A Mess Quality Control Supervisor (to be nominated by MQCC) will check all materials brought to mess as well as cooking practices followed. In the event of quality of the food served being poor or not adhering to contractual conditions, the Quality Control Committee will be free to impose monetary fine as deemed fit on the caterer. If rotten and stale vegetables and onions etc are seen in the mess, the same can be seized by the Committee. Notice will be issued immediately imposing fine. Such fines imposed will be adjusted against the payments due to the caterer including the Security Deposit.
11. The Caterer should be solely responsible for the arrangements of Cooking utensils, gas stoves and cylinders and refills.
The fuel to be used for cooking will be LPG only (commercial cooking gas) and shall be arranged by the Contractor including gas cylinders.
12. The Caterer shall provide catering services as given in the menu annexed. The cost includes fuel cost, procurement of rice & provisions and vegetables of good quality and others items. Further, the cost of these raw materials shall be inclusive of loading and unloading, transportation, storage at dining hall premises, statutory taxes including Goods & Service Tax, duties and all other levies (existing and which may be imposed from time to time) for which no additional cost is payable or reimbursable by the ESIC Medical College or the P.G and U.G students.
13. Cleaning plates/washing and keeping the mess premises neat clean and hygienic is essential. Any violation on the part of caterer is liable for appropriate penal provisions, as per penalty clause attached in this tender document.
The contractor selected for mess service, will be required to maintain highest level of cleanliness and standard of hygiene with regard to the persons under his employment and utensils for serving the food.
14. The kitchens are to be well maintained, hygienic and clean including the cleanliness of staff.
15. The Contractor should take proper care of the furniture / electrical equipments provided by the college. The repairs of furniture / electrical equipments on account of mishandling/negligence of the workmen shall be carried out by the contractor at his own cost to the satisfaction of the Competent Authority. If the contractor fails to do so, the Competent Authority reserves the right to recover the cost, as may be ascertained, from the Security Deposit.
16. The rates stipulated in the contract will hold good for the agreement period, which shall be initially for one year extendable on the same terms and conditions at the sole discretion of the Medical College. Further extensions shall be considered based on the performance and review. Either party may terminate the contract by giving one month notice.
17. The caterer shall not serve food cooked in the Mess in any other place inside or outside the campus other than in mess dining area. He shall also not serve outside cooked food in the mess, unless otherwise agreed by the Medical College under certain circumstances.

18. When circumstances warrant Caterer should cater for more number of students at very short notice. Similarly, fluctuations in strength have to be accommodated, for which he should keep in close liaison with hostel warden and prepare food accordingly.
19. Authenticated certificates, testimonials and proof of experience should be produced along with the tender.
20. The caterer shall not assign, sublet or part with the possession of the premises and properties of the Medical College and hospital therein or any part thereof under any circumstances.
21. The Caterer shall vacate the leased premises and hand over the all fixtures, furniture etc. which are Medical College property in good condition on the termination of the contract.
22. The caterer shall not make or permit any construction or structural alteration or additional fittings inside the premises or the work place.
23. The Medical College will not provide any advance payment and the bill for catering service will be settled by the students directly. Bill has to be provided for each and every student separately.
24. The successful bidder shall deposit ` 3,00,000/- (R u p e e s T h r e e l a k h) as Performance Guarantee/Security Deposit (Non-interest bearing) which shall be refunded after the expiry of the agreement after adjusting applicable deductions, if any.
25. The caterer will submit two or three brands (Agmark / ISI) for each item and the Quality Control Committee will select the appropriate brands for cooking.
26. The selected Caterer shall commence the Mess from the date to be notified through a written order. The present contract shall be valid initially for a period of one year from the notified date. Further extensions shall be considered based on the review of performance.
27. Staff strength in each category of cooks, helpers should be optimum and finalized in consultation with MQCC. Female staffs have to be placed in the Ladies Hostel Mess Premises. Minimum number of service personnel as required should alone be in the dining hall.
28. Employment of child labour (below the age of 18) is totally prohibited. It is the responsibility of the Caterer to comply with all formalities of labour laws including obtaining necessary labour license.
29. Necessary Permission in writing should be obtained by the caterer for overnight stay of its employees in the campus than the permissible strength, which will be decided by Quality Control Committee.
30. The canteen staff shall be issued with Identity Cards bearing photographs and provided with sufficient sets of Uniforms and pair of shoes by the contractor so that they wear them at all times and maintain them properly. Washing of cloths in the college premises is not allowed.
31. The Caterer shall be responsible for the proper conduct and behavior of the employees engaged. The employees cannot reside in the place of work except to the extent necessary for their duty in respect of the functioning of the Mess.
32. Smoking and consumption/distribution of Alcohol is strictly prohibited.
33. The Caterer should ensure that all the employees are free from communicable diseases. Medical Certificates to this effect should be made available for inspection by the authorities. Medical Examination of employees of the canteen will be done periodically by the ESIC Medical College.
34. The Contractor must possess the requisite valid trade license issued by the Competent Authority for carrying out the business and shall be responsible for complying with all laws pertaining to the services in question as well as those pertaining to employment of persons under him. Suitable documentary evidence in this regard should be submitted along with the tender documents. Bids not complying with this condition will be summarily rejected.
35. The Contractor will obtain and submit to the licence under Food Safety and Standards Act, 2006 for running the canteen within 21 days of award of work or commencement of work, whichever is earlier to ESIC MC.
The Successful Bidder shall execute an agreement on Rs.100/-(Rs. One Hundred Only) Stamp Paper with the ESIC MEDICAL COLLEGE & PGIMSR, KK Nagar, Chennai – 600 078 within one week from the date of intimation of his selection.
36. All statutory payments related to the engagement of the employees like PF, ESI etc shall be made by the caterer. Proof for remittance of salary shall be provided to the College Authorities when demanded.

37. The Caterer is solely responsible for the payment of minimum wages for their employees as per the Central minimum wages Act and deductions towards P.F., E.S.I, Goods and Service Tax etc. The record of duty hours and pay structure should be maintained as per rules for inspection by the Competent Authority of ESIC MC, for meeting other statutory and non – statutory benefits/obligations. The Contractor shall be responsible for timely payment of wages to his employees.
38. The contractor shall not appoint any sub-contractor to carry out his contract.
The employees engaged by the Contractor shall for all purpose be considered as the employee of the Contractor and shall not be considered as ESIC Staff under any circumstances.
39. All the members of the MQCC shall have the Right to Visit the Hostel and the Mess at any time and if required, to taste the food.
40. The Dean reserves the right to review and modify the terms and conditions.
41. The items of food served will be checked by the Members of the MQCC. In case of dispute on quality between caterer and the MQCC, the Dean of ESIC Medical College & PGIMSR, KK Nagar, Chennai - 78 will be the sole arbitrator and his/her decision shall be final and binding on both the parties.
42. Any other relevant matter for better functioning of mess will be included at a later date.
43. The decision of the Dean, Medical College is final in awarding the contract.

DEAN

PENALTY

Failure to supply food in terms of quality, quantity and as per the menu indicated in Part-C will attract penalty. For not adhering to contractual conditions, Dean- ESIC Medical College & PGIMSR, KK Nagar, Chennai – 78 shall be free to impose monetary fine as deemed fit on the caterer. Fines imposed shall be adjusted against payment due to the caterer / security deposit of the caterer.

- a. Vegetables used should be fresh and of good quality. If vegetables kept for use is found to be rotten or of poor quality, then a fine of Rs. 2,000/- for each occasion will be imposed.
- b. If poor quality of rice is used for preparation of food items, a penalty of Rs. 2,000/- for each occasion will be imposed.
- c. Oil once used should not be reused. If reuse of oil is noticed, penalty of Rs. 1,000/- for each occasion would be levied.
- d. Items like Aji-no-moto, coloring items etc which are banned should not be used. If any banned items are found in the kitchen premises, penalty of Rs. 2,000/- for each occasion will be imposed.
- e. Kitchen should be kept clean. If it is not kept clean, a fine of Rs. 1,000/- for each occasion will be imposed.
- f. If there is any deviation in the approved Menu as per Part - C, a fine of Rs. 2,000/- for each occasion will be imposed.
- g. If more than 50% of students complain regarding bad quality of food in writing directed to the Wardens, penalty of Rs. 2000/- to be levied and will be adjusted from the mess charges.
- h. For damages caused by the Caterer to the kitchen Premises, Tables, Chairs, Electricity, Water & sanitary fittings other items supplied by the ESIC Medical College, value of the damage as determined by the competent authority will be recovered from the caterer.

The authority nominated by the Dean of ESIC Medical College & PGIMSR, KK Nagar, Chennai – 78 shall be the competent Authority with regard to imposition of penalty.

DEAN

DETAILS TO BE FURNISHED

PART – A

TENDER FOR RUNNING THE MESS FOR P.G AND U.G HOSTEL STUDENTS AT
ESIC MEDICAL COLLEGE & PGIMSR, KK NAGAR, CHENNAI – 78.

1. Name and address of the caterer with
Phone No. and E-Mail ID, if any :
2. License No. :
3. No. of years experience of running canteen
(provide all supporting documents)
4. No. of Mess/Canteen Run in Academic
Institutions* (provide all supporting
documents) :
5. No. of Mess/Canteen Run in other
Establishments* (provide all supporting
documents) :
6. Whether Quality Certification obtained for
any of the Mess / Canteen (Provide all
supporting documents) :
7. No. of Employees (As on) :
8. Any other information :

Date:

Signature of the Caterer/Contractor

* List to be enclosed with full address and phone numbers

Note:

- Part A & B duly signed in each page and sealed in a single cover have to be dropped at the tender box kept at first floor of ESIC Hospital, K.K.Nagar before 1100hrs on
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PART – B

Caterer should provide rates in the following pattern:.

Description	Rate per day per student	Remarks
Supply of Unlimited Breakfast, Lunch and Dinner and Limited Evening Snacks, Tea/Coffee as per the Menu under Part-C	Rs...../- (Inclusive of all Taxes and levies)	

The above rates will be all inclusive rate which he will charge from each student.

Signature of the Caterer/Contractor.

PART-C

BREAKFAST (UNLIMITED)

Sunday	4 Slices of Bread with Butter Toast /Omlette & Tea/Coffee/Milk
Monday	Masala Dosa, Sambar, Coconut Chutney & Tea/Coffee/Milk
Tuesday	Idly, Vada, Sambar, Groudnut Chutney & Tea/Coffee/Milk
Wednesday	Upma, Vada(1), Coconut Chutney/Bread Omlette & Tea/Coffee/Milk
Thursday	Set Dosa with Veg Saagu with tomato Chutney & Tea/Coffee/Milk
Friday	Poori, Aloo Sabji, Coconut Chutney, Pickle & Tea/Coffee/Milk
Saturday	Pongal, Vada(1), Sambar, Coconut Chutney & Tea/Coffee/Milk

LUNCH (UNLIMITED)

Chapathi(1) + 2 Curries + Salad + Plain Rice + Sambar + 1 Pappad + Pickle + Rasam +
Curd (1 Cup) + 1 Banana on six days a week

The list of two curries (One dry and One wet Gravy) are as follows:

- Beans Curry, Palak Panner
- Beet Root, Channa Masala
- Ridge Gourd, Whole Brinjal Gravy
- Beans + Green Gram Soaked, Capsicum Masala.
- Ladies Finger, Capsicum + Brinjal + Potato Masala Gravy.
- Cauliflower, Snake Gourd Gravy
- Cabbage + Green Gram, Mixed Vegetable Gravy.
- Panner Manchuri/Baby corn Manchuri/Mushroom Manchuri, Mixed Vegetable Gravy

The list of Sambar are as follows:

Greens
Grains with vegetables
Snakegourd
Beans + Carrot + Potato
Drumstick + Brinjal
Mixed Veg
Buttermilk Curry

DINNER (UNLIMITED)

Chapatti (1) + 2 types of sabji, one of which is gravy + Salad + Plain Rice + Sambar + 1 Pappad + Pickle + Rasam + 1 Cup Curd on all days

CURRIES	DHALS
Buttermilk Curry	Greengram dhal
Alucurry	Dhal Palak
Mutter Paneer	Dhal Makhani
Snake Gourd Curry	Dhal Makhani – Veg
Aloo Gobi Masala	Soya Beans Dhal
Mixed Vegetable Curry	Mixed Vegetable

The list of Sambar are as follows:

- Greens
- Grains with vegetables
- Grains (Sprouted)
- Beans + Carrot + Potato
- Drumstick
- Mixed Veg
- Buttermilk Curry

SNACKS (LIMITED)

- Channa sundal (1 Cup) + Tea/Coffee/Milk
- Bajji (2 Nos) + Coconut Chutney + Tea/Coffee/Milk
- Special Mixture (45 gm) + Tea/Coffee/Milk
- Mysore Bonda (01 No) + Coconut Chutney + Tea/Coffee/Milk
- Vada (2 Nos) + Coconut Chutney + Tea/Coffee/Milk
- Samosa (1 No) Tomato Sauce, + Tea/Coffee/Milk
- Veg-Cutlet (1 No) Tomato Sauce, + Tea/Coffee/Milk

NON-VEG

- Non-Veg once a week (Sunday- Chicken) for dinner to be provide at no extra cost
- Egg/Omlette once a week to be served (Wednesday) at no extra cost
- Special vegetarian items like Gobi Manchurian/Pulav/Methibath/ Paneer/ Fried Rice etc to be served to vegetarians when non-veg food is served.

OTHER CLAUSES

- Days on which the items to be served will be decided by the Mess Quality Control Committee.
- The same vegetable/sambar preparations should not be repeated within 3 days period.
- The leftover food should not be served for the next meals.
- Any other items as suggested by Mess Quality Control Committee.
- The Menu items should be strictly adhered. If some vegetables are not available in a particular season, alternate vegetable/fruits/dish should be provided.

DEAN.