



Bid Number/बोली क्रमांक (बिड संख्या): GEM/2025/

Dated/दिनांक :

**Bid Document/ बिड दस्तावेज़**

| <b>Bid Details/बिड विवरण</b>   |   |
|--|---|
| <b>Bid End Date/Time/बिड बंद होने की तारीख/समय</b>   | 27-05-2025 16:00:00   |
| <b>Bid Opening Date/Time/बिड खुलने की तारीख/समय</b>  | 27-05-2025 16:30:00   |
| <b>Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)</b>                                     | 90 (Days)   |
| <b>Ministry/State Name/मंत्रालय/राज्य का नाम</b>   | Ministry Of Labour And Employment   |
| <b>Department Name/विभाग का नाम</b>  | Employees State Insurance Corporation   |
| <b>Organisation Name/संगठन का नाम</b>  | Employees State Insurance Corporation   |
| <b>Office Name/कार्यालय का नाम</b>   | Esic Super Speciality Hospital  |
| <b>क्रेता ईमेल/Buyer Email</b>   | m.srinivas@esic.gov.in  |
| <b>Item Category/मद केटेगरी</b>  | Healthcare Kitchen and Dietary Service - General Ward; D Regular Diet; Morning Tea + Snacks, Breakfast, Lunch, Ev + Snacks, Dinner , Healthcare Kitchen and Dietary Service Ward; Diet; Diabetic Diet; Morning Tea + Snacks, Breakfast, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - General Ward; Diet; Soft Diet; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - General Ward; Diet; Burn Diet; High Protein And High Calorie Diet; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - General Ward; Diet; Low Protein Low Soc Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - General Diet; Liquid Diet; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - General Ward; Diet; RYLES TUBE FEEDING; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - General Ward; Diet; Clear Liquid Diet; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - General Diet; DIALYSIS DIET; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - General Ward; Diet; ADMISSION DIET; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner |
| <b>Contract Period/अनुबंध अवधि</b>   | 1 Year(s)   |
| <b>Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)</b> | 115 Lakh (s)  |

| Bid Details/बिड विवरण   |   |
|---|---|
| <b>Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष</b>                 | 2 Year (s)  |
| <b>Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है</b>  | Yes   |
| <b>MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट</b>   | No  |
| <b>Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट</b>   | No  |
| <b>Document required from seller/विक्रेता से मांगे गए दस्तावेज़</b>   | Experience Criteria,Bidder Turnover,Certificate (Requested ATC),Additional Doc 1 (Requested in ATC)<br>*In case any bidder is seeking exemption from Experience Turnover Criteria, the supporting documents to prove his for exemption must be uploaded for evaluation by the buy |
| <b>Do you want to show documents uploaded by bidders to all bidders participated in bid?/</b>   | No  |
| <b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>   | Yes   |
| <b>RA Qualification Rule</b>  | 50% Lowest Priced Technically Qualified Bidders   |
| <b>Type of Bid/बिड का प्रकार</b>  | Two Packet Bid  |
| <b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b> | 2 Days  |
| <b>Estimated Bid Value/अनुमानित बिड मूल्य</b>   | 11510812  |
| <b>Evaluation Method/मूल्यांकन पद्धति</b>   | Total value wise evaluation   |
| <b>Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है</b>                       | Yes   |
| <b>Arbitration Clause</b>   | No  |
| <b>Mediation Clause</b>   | No  |

#### EMD Detail/ईएमडी विवरण

|                             |                     |
|-----------------------------|---------------------|
| Advisory Bank/एडवाइजरी बैंक | State Bank of India |
| EMD Amount/ईएमडी राशि       | 230216              |

#### ePBG Detail/ईपीबीजी विवरण

|   |                     |
|---|---------------------|
| Advisory Bank/एडवाइजरी बैंक             | State Bank of India |
| ePBG Percentage(%) /ईपीबीजी प्रतिशत (%) | 3.00                |

|  |    |
|--|----|
| Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने). | 15 |
|--|----|

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

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

**Beneficiary/लाभार्थी :**

Dean

ESIC Super Speciality Hospital, Employees State Insurance Corporation, Employees State Insurance Corporation, Min Labour and Employment  
(Dr Shirishkumar G Chavan)

**MII Compliance/एमआईआई अनुपालन**

|                               |     |
|-------------------------------|-----|
| MII Compliance/एमआईआई अनुपालन | Yes |
|-------------------------------|-----|

**MSE Purchase Preference/एमएसई खरीद वरीयता**

|   |     |
|---|-----|
| MSE Purchase Preference/एमएसई खरीद वरीयता | Yes |
|---|-----|

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Org or PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during the Financial year.

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro and Small Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail 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 Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. Bidders 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 validated and approved by the Buyer after evaluation of submitted documents.

4. 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. 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.

5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over 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
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost

6. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its representative available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MII L-1, the / Make in India seller shall also be allowed to participate in the RA process.

**Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा**

**Menu and Specifications for Different Diets and Feeds:**[1746522764.pdf](#)

**List of equipments to be provided by buyer and those to be arranged by service provider to be specified:**[1746522769.pdf](#)

**Pre Bid Detail(s)**

| Pre-Bid Date and Time | Pre-Bid Venue   |
|-----------------------|---|
| 15-05-2025 11:00:00   | Conference Hall, II Floor, Admin Block, ESIC Super Speciality Hospital, Sanath Hyderabad 500038 |

**Healthcare Kitchen And Dietary Service - General Ward; Diet; Full Regular Diet; Morning Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 87 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification   | Values  |
|---|---|
| <b>Core</b>   |   |
| Type of Ward  | General Ward  |
| Type of Food  | Diet  |
| Diets & Feeds   | Full Regular Diet   |
| Meal Inclusions per diet per day  | Morning Tea + Snacks , Breakfast , Evening Tea + Snacks , Dinner              |
| Electricity charges   | To be paid by buyer   |
| Cooking gas charges   | To be paid by Service Provider  |
| Water charges   | To be paid by buyer   |
| Cooking equipment   | To be provided by buyer (list of available equipment to be uploaded by buyer) |
| <b>Addon(s)/एडऑन</b>  |   |
| <b>Additional Details/अतिरिक्त विवरण</b>  |   |
| Buyer to specify if service provider will be required to pay monthly rent for space provided by buyer. If applicable, buyer may indicate the rent | 0   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र.सं. | Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी | Address/पता                           | Estimated number of patients per day | Additional Requirement/आवश्यकता |
|---------------|--|---------------------------------------|--------------------------------------|---------------------------------|
| 1             | Madireddy Srinivasu                                    | 500038,ESIC SS Hospital,Sanath nagar, | 87                                   | N/A                             |

**Healthcare Kitchen And Dietary Service - General Ward; Diet; Diabetic Diet; Morning Tea Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 14 )****Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification   | Values  |
|---|---|
| <b>Core</b>   |   |
| Type of Ward  | General Ward  |
| Type of Food  | Diet  |
| Diets & Feeds   | Diabetic Diet   |
| Meal Inclusions per diet per day  | Morning Tea + Snacks , Breakfast , Evening Tea + Snacks , Dinner              |
| Electricity charges   | To be paid by buyer   |
| Cooking gas charges   | To be paid by Service Provider  |
| Water charges   | To be paid by buyer   |
| Cooking equipment   | To be provided by buyer (list of available equipment to be uploaded by buyer) |
| <b>Addon(s)/एडऑन</b>  |   |
| <b>Additional Details/अतिरिक्त विवरण</b>  |   |
| Buyer to specify if service provider will be required to pay monthly rent for space provided by buyer. If applicable, buyer may indicate the rent | 0   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र.सं. | Consignee Reporting/Officer/परेष िती/रिपोर्टिंग अधिकारी | Address/पता                           | Estimated number of patients per day | Additional Requirement/ आवश्यकता |
|---------------|---|---------------------------------------|--------------------------------------|----------------------------------|
| 1             | Madireddy Srinivasu                                     | 500038,ESIC SS Hospital,Sanath nagar, | 14                                   | N/A                              |

**Healthcare Kitchen And Dietary Service - General Ward; Diet; Soft Diet; Morning Tea + Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 32 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification   | Values  |
|---|---|
| <b>Core</b>   |   |
| Type of Ward  | General Ward  |
| Type of Food  | Diet  |
| Diets & Feeds   | Soft Diet   |
| Meal Inclusions per diet per day  | Morning Tea + Snacks , Breakfast , Evening Tea + Snacks , Dinner              |
| Electricity charges   | To be paid by buyer   |
| Cooking gas charges   | To be paid by Service Provider  |
| Water charges   | To be paid by buyer   |
| Cooking equipment   | To be provided by buyer (list of available equipment to be uploaded by buyer) |
| <b>Addon(s)/एडऑन</b>  |   |
| <b>Additional Details/अतिरिक्त विवरण</b>  |   |
| Buyer to specify if service provider will be required to pay monthly rent for space provided by buyer. If applicable, buyer may indicate the rent | 0   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र.सं. | Consignee Reporting/Officer/परेष िती/रिपोर्टिंग अधिकारी | Address/पता                           | Estimated number of patients per day | Additional Requirement/ आवश्यकता |
|---------------|---|---------------------------------------|--------------------------------------|----------------------------------|
| 1             | Madireddy Srinivasu                                     | 500038,ESIC SS Hospital,Sanath nagar, | 32                                   | N/A                              |

**Healthcare Kitchen And Dietary Service - General Ward; Diet; Burn Diet/ High Protein And Calorie Diet; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 8 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification   | Values  |
|---|---|
| <b>Core</b>   |   |
| Type of Ward  | General Ward  |
| Type of Food  | Diet  |
| Diets & Feeds   | Burn Diet/ High Protein And High Ca                                     |
| Meal Inclusions per diet per day  | Morning Tea + Snacks , Breakfast , Evening Tea + Snacks , Dinner        |
| Electricity charges   | To be paid by buyer   |
| Cooking gas charges   | To be paid by Service Provider  |
| Water charges   | To be paid by buyer   |
| Cooking equipment   | To be provided by buyer (list of ava equipment to be uploaded by buyer) |
| <b>Addon(s)/एडऑन</b>  |   |
| <b>Additional Details/अतिरिक्त विवरण</b>  |   |
| Buyer to specify if service provider will be required to pay monthly rent for space provided by buyer. If applicable, buyer may indicate the rent | 0   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र.सं. | Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी | Address/पता                           | Estimated number of patients per day | Additional Requirement/आवश्यकता |
|---------------|--|---------------------------------------|--------------------------------------|---------------------------------|
| 1             | Madireddy Srinivasu                                    | 500038,ESIC SS Hospital,Sanath nagar, | 8                                    | N/A                             |

**Healthcare Kitchen And Dietary Service - General Ward; Diet; Low Protein Low Sodium D Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 2 )****Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification | Values                      |
|---------------|-----------------------------|
| <b>Core</b>   |                             |
| Type of Ward  | General Ward                |
| Type of Food  | Diet                        |
| Diets & Feeds | Low Protein Low Sodium Diet |

| Specification   | Values  |
|---|---|
| Meal Inclusions per diet per day  | Morning Tea + Snacks , Breakfast , Evening Tea + Snacks , Dinner              |
| Electricity charges   | To be paid by buyer   |
| Cooking gas charges   | To be paid by Service Provider  |
| Water charges   | To be paid by buyer   |
| Cooking equipment   | To be provided by buyer (list of available equipment to be uploaded by buyer) |
| <b>Addon(s)/एडऑन</b>  |   |
| <b>Additional Details/अतिरिक्त विवरण</b>  |   |
| Buyer to specify if service provider will be required to pay monthly rent for space provided by buyer. If applicable, buyer may indicate the rent | 0   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र.सं. | Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी | Address/पता                           | Estimated number of patients per day | Additional Requirement/आवश्यकता |
|---------------|--|---------------------------------------|--------------------------------------|---------------------------------|
| 1             | Madireddy Srinivasu                                    | 500038,ESIC SS Hospital,Sanath nagar, | 2                                    | N/A                             |

**Healthcare Kitchen And Dietary Service - General Ward; Diet; Liquid Diet; Morning Tea + Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 2 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification                    | Values   |
|----------------------------------|--|
| <b>Core</b>                      |  |
| Type of Ward                     | General Ward   |
| Type of Food                     | Diet   |
| Diets & Feeds                    | Liquid Diet  |
| Meal Inclusions per diet per day | Morning Tea + Snacks , Breakfast , Evening Tea + Snacks , Dinner |
| Electricity charges              | To be paid by buyer  |
| Cooking gas charges              | To be paid by Service Provider                                   |
| Water charges                    | To be paid by buyer  |

| Specification   | Values  |
|---|---|
| Cooking equipment   | To be provided by buyer (list of available equipment to be uploaded by buyer) |
| <b>Addon(s)/एडऑन</b>  |   |
| <b>Additional Details/अतिरिक्त विवरण</b>  |   |
| Buyer to specify if service provider will be required to pay monthly rent for space provided by buyer. If applicable, buyer may indicate the rent | 0   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र.सं. | Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी | Address/पता                           | Estimated number of patients per day | Additional Requirement/आवश्यकता |
|---------------|--|---------------------------------------|--------------------------------------|---------------------------------|
| 1             | Madireddy Srinivasu                                    | 500038,ESIC SS Hospital,Sanath nagar, | 2                                    | N/A                             |

**Healthcare Kitchen And Dietary Service - General Ward; Diet; RYLES TUBE FEEDING; Morning + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 14 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification   | Values  |
|---|---|
| <b>Core</b>   |   |
| Type of Ward  | General Ward  |
| Type of Food  | Diet  |
| Diets & Feeds   | RYLES TUBE FEEDING  |
| Meal Inclusions per diet per day  | Morning Tea + Snacks , Breakfast , Evening Tea + Snacks , Dinner              |
| Electricity charges   | To be paid by buyer   |
| Cooking gas charges   | To be paid by Service Provider  |
| Water charges   | To be paid by buyer   |
| Cooking equipment   | To be provided by buyer (list of available equipment to be uploaded by buyer) |
| <b>Addon(s)/एडऑन</b>  |   |
| <b>Additional Details/अतिरिक्त विवरण</b>  |   |
| Buyer to specify if service provider will be required to pay monthly rent for space provided by buyer. If applicable, buyer may indicate the rent | 0   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र.सं. | Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी | Address/पता                           | Estimated number of patients per day | Additional Requirement/आवश्यकता |
|---------------|--|---------------------------------------|--------------------------------------|---------------------------------|
| 1             | Madireddy Srinivasu                                    | 500038,ESIC SS Hospital,Sanath nagar, | 14                                   | N/A                             |

**Healthcare Kitchen And Dietary Service - General Ward; Diet; Clear Liquid Diet; Morning Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 1 )****Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification   | Values  |
|---|---|
| <b>Core</b>   |   |
| Type of Ward  | General Ward  |
| Type of Food  | Diet  |
| Diets & Feeds   | Clear Liquid Diet   |
| Meal Inclusions per diet per day  | Morning Tea + Snacks , Breakfast , Evening Tea + Snacks , Dinner              |
| Electricity charges   | To be paid by buyer   |
| Cooking gas charges   | To be paid by Service Provider  |
| Water charges   | To be paid by buyer   |
| Cooking equipment   | To be provided by buyer (list of available equipment to be uploaded by buyer) |
| <b>Addon(s)/एडऑन</b>  |   |
| <b>Additional Details/अतिरिक्त विवरण</b>  |   |
| Buyer to specify if service provider will be required to pay monthly rent for space provided by buyer. If applicable, buyer may indicate the rent | 0   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र.सं. | Consignee Reporting/Officer/परेष िती/रिपोर्टिंग अधिकारी | Address/पता                           | Estimated number of patients per day | Additional Requirement/ आवश्यकता |
|---------------|---|---------------------------------------|--------------------------------------|----------------------------------|
| 1             | Madireddy Srinivasu                                     | 500038,ESIC SS Hospital,Sanath nagar, | 1                                    | N/A                              |

**Healthcare Kitchen And Dietary Service - General Ward; Diet; DIALYSIS DIET; Morning Tea Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 42 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification   | Values  |
|---|---|
| <b>Core</b>   |   |
| Type of Ward  | General Ward  |
| Type of Food  | Diet  |
| Diets & Feeds   | DIALYSIS DIET   |
| Meal Inclusions per diet per day  | Morning Tea + Snacks , Breakfast , Evening Tea + Snacks , Dinner        |
| Electricity charges   | To be paid by buyer   |
| Cooking gas charges   | To be paid by Service Provider  |
| Water charges   | To be paid by buyer   |
| Cooking equipment   | To be provided by buyer (list of ava equipment to be uploaded by buyer) |
| <b>Addon(s)/एडऑन</b>  |   |
| <b>Additional Details/अतिरिक्त विवरण</b>  |   |
| Buyer to specify if service provider will be required to pay monthly rent for space provided by buyer. If applicable, buyer may indicate the rent | 0   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र.सं. | Consignee Reporting/Officer/परेष िती/रिपोर्टिंग अधिकारी | Address/पता                           | Estimated number of patients per day | Additional Requirement/ आवश्यकता |
|---------------|---|---------------------------------------|--------------------------------------|----------------------------------|
| 1             | Madireddy Srinivasu                                     | 500038,ESIC SS Hospital,Sanath nagar, | 42                                   | N/A                              |

**Healthcare Kitchen And Dietary Service - General Ward; Diet; ADMISSION DIET; Morning Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 22 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

| Specification   | Values  |
|---|---|
| <b>Core</b>   |   |
| Type of Ward  | General Ward  |
| Type of Food  | Diet  |
| Diets & Feeds   | ADMISSION DIET  |
| Meal Inclusions per diet per day  | Morning Tea + Snacks , Breakfast , Evening Tea + Snacks , Dinner              |
| Electricity charges   | To be paid by buyer   |
| Cooking gas charges   | To be paid by Service Provider  |
| Water charges   | To be paid by buyer   |
| Cooking equipment   | To be provided by buyer (list of available equipment to be uploaded by buyer) |
| <b>Addon(s)/एडऑन</b>  |   |
| <b>Additional Details/अतिरिक्त विवरण</b>  |   |
| Buyer to specify if service provider will be required to pay monthly rent for space provided by buyer. If applicable, buyer may indicate the rent | 0   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़****Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

| S.No./क्र.सं. | Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी | Address/पता                           | Estimated number of patients per day | Additional Requirement/आवश्यकता |
|---------------|--|---------------------------------------|--------------------------------------|---------------------------------|
| 1             | Madireddy Srinivasu                                    | 500038,ESIC SS Hospital,Sanath nagar, | 22                                   | N/A                             |

**Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें****1. Generic**

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent of issue of the contract. However, once the contract is issued, contract quantity or contract duration can 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

of buyer.

3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of Contract and the Sellers obligations there under.

### 3. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid ATC and Corrigendum if any.

### 4. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

### 5. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

ESIC Savings Fund Account No: 1  
payable at  
Hyderabad

. Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to within 5 days of Bid End date / Bid Opening date.

### 6. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (bes which is allowed as per GeM GTC). DD should be made in favour of

ESIC Savings Fund Account No: 1  
payable at  
Hyderabad

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

### 7. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

**Bidders must quote the cost of CKD+HPD, CKD+DND, CKD+HPD+DND diets also in the Bid**

#### **1) ELIGIBILITY CRITERIA :**

- i. The bidder should have experience in providing Patient Diet Supplies in reputed hospitals of minimum bed strength of 150 beds, preferably in Govt. and Public Sector hospitals for at least 2 years last three years i.e., 01.04.2021 to 31.03.2024. Work orders and satisfactory completion certificates uploaded in GeM.
- ii. The bidder should have an average annual turnover of at least Rs 115 lakhs in the last three years i.e., 2021-22, 2022-23 & 2023-24 (i.e., Assessment years 2022-23 & 2023-24 & 2024-25).
- iii. The bidder should have audited Profit & Loss account and Balance Sheet for the last three financial years 2021-22, 2022-23 & 2023-24 i.e., Assessment years 2022-23 & 2023-24 & 2024-25 and Income Tax returns for the above years.
- iv. The bidder should have ESIC, EPF registration certificates and should be regularly contributing.
- v. The bidder should have GST registration certificate and should be regularly paying GST.
- vi. The bidder should have valid license from food department/ any other concerned department of Telangana for undertaking the work.

- vii. The bidder should have Labour licence valid in the state of Telangana.
- viii. An office of bidder must be located at Hyderabad/Secunderabad.
- ix. The Agency should upload scanned copies of the following documents:-
- Earnest Money Deposit of Rs 2,30,216/-. If claiming exemption, please upload the relevant certificate.
  - CA certificate showing annual turnover as mentioned above.
  - Income Tax returns for the latest three Years. ( financial years i.e., 2021-22, 2022-23 & 2023-24 (i.e., Assessment years 2022-23 & 2023-24 & 2024-25)).
  - Audited Profit & Loss account and Balance Sheet for the last three years (financial years 2021-22, 2022-23 & 2023-24 (i.e., Assessment years 2022-23 & 2023-24 & 2024-25)).
  - ESIC and EPF registration certificates.
  - Proof of payment of ESIC Contributions for the months of December 2024 to February 2025 upload challans and Return on Contribution for the above months.
  - Proof of payment of EPF Contributions for the months of December 2024 to February 2025 upload challans and Electronic Challan cum receipt (ECR) for the above months.
  - GST Registration Certificate.
  - Proof of payment of GST for the months of December 2024 to February 2025. Please upload Return (GST) for the above months.
  - License from food department/ any other concerned department of Govt. of Telangana for carrying the work.
  - Labour license valid in the state of Telangana.
  - Check List: The following check list (duly filled) along with Proforma A and B have to be submitted and uploaded on GeM) by the bidders along with other documents. Non-submission of check list will lead to disqualification.

**CHECK LIST**

| Description  | To be submitted  | Please mention on the submitted document |
|--|--|--|
| Earnest Money Deposit of Rs 2,30,216/-. If claiming exemption, please upload the relevant exemption certificate  | Demand Draft /Bank Guarantee or MSME certificate showing the relevant category |  |
| Minimum Average Annual Turnover of the bidder (For 3 Years) (Rs 115 lakhs)<br>Financial Year 2021-22 (Assessment year 2022-23)<br>Financial Year 2022-23 (Assessment year 2023-24)<br>Financial Year 2023-24 (Assessment year 2024-25) | Audited profit & loss a/c or CA certificate                                    |  |
| Income Tax returns for the latest three Years. ( financial years i.e., 2021-22, 2022-23 & 2023-24 (i.e., Assessment years 2022-23 & 2023-24 & 2024-25)   |  |  |

|   |  |  |
|---|--|--|
| Audited Balance Sheet and Profit & Loss Account for<br>Financial Year 2021-22 (Assessment year 2022-23)<br>Financial Year 2022-23 (Assessment year 2023-24)<br>Financial Year 2023-24 (Assessment year 2024-25)                                   |  |  |
| Documents showing experience in providing Patient Diet in reputed hospitals having minimum bed strength of 150 beds, preferably in Govt. and Public Sector hospitals for at least 2 years in the last three years i.e., 01.04.2021 to 31.03.2024. | Proforma A along with Work orders and completion certificates                      |  |
| Executed contracts (completed) YEARS PERIOD<br>One contract worth Rs.92,08,650/- i.e. 80% (or)<br>Two contracts worth Rs 57,55,406/- i.e. 50% each (or)<br>Three contracts worth Rs 46,04,325/- i.e. 40% each                                     | Proforma B along with Work orders and completion certificates                      |  |
| License from food department/ any other concerned department of Govt. of Telangana for undertaking the work   | Appropriate license  |  |
| Registration certificates / Licenses under contract Labour act of Government of India (Contract Labour Act (R&A) 1970) or Government of Telangana   | Labour Registration Certificates of Government of India or Government of Telangana |  |
| Proof of payment of ESI contribution for the months of December 2024 to February 2025   | Challans and Return on contribution  |  |
| Proof of payment of EPF Contribution for the months of December 2024 to February 2025   | Challans and Electronic Challan cum receipt (ECR)                                  |  |
| Proof of payment of GST for the months of December 2024 to February 2025  | Final Return (GST)   |  |
| Documentary evidence regarding local office at Hyderabad/Secunderabad.  | Lease/rent agreement or any other Government document showing the address          |  |
| An undertaking that the unit is not blacklisted by any Government/Semi Government/PSU   | Undertaking  |  |
| Non-conviction undertaking  | Undertaking  |  |

## Proforma A

| Name of the Organisation for which Patient Diet services were provided | Whether the Hospital is a central Government or State Government or PSU or Autonomous body or public listed company | Nature of services provided i.e., patient diet services or others | Date of commencement of service | Date of completion of service | Amount in Rs | Whether work order and satisfactory completion certificate enclosed |
|--|---|---|---------------------------------|-------------------------------|--------------|---|
|  |   |   |                                 |                               |              |   |

(Please provide the details of only completed contracts which satisfies the required eligibility criteria. Uploadments other than the above may lead to disqualification)

### Proforma B

| Name of the Organisation for which Patient Diet services were provided | Whether the Hospital is a central Government or State Government or PSU or Autonomous body or public listed company | Nature of services provided i.e., patient diet services or others | Date of commencement of service | Date of completion of service | Amount in Rs | Whether work order and satisfactory completion certificate enclosed |
|--|---|---|---------------------------------|-------------------------------|--------------|---|
|  |   |   |                                 |                               |              |   |
|  |   |   |                                 |                               |              |   |
|  |   |   |                                 |                               |              |   |

(Please provide the details of only one or two or three completed contracts which satisfy the required eligibility criteria. Uploadments of documents other than the above may lead to disqualification)

### 2) Terms and Conditions:

- 1) The bidder should have a permanent place of business in Hyderabad/Secunderabad.
- 2) The contractor must possess the requisite licence of carrying out the business and shall be responsible for complying all laws pertaining to his services as well as those pertaining to employment of personnel.
- 3) The agency would be required to submit the copies of currently valid License issued from the competent authority in connection with running his services.
- 4) Payment to the employees deployed at this site:
  - a) The Agency will be responsible for complying with payment of minimum wages (State or Central whichever is higher) and other Social Security benefits including prescribed hours of work Schedule Labour Laws in force from time to time to its employees deployed in the hospital, all laws relating to Provident Fund Security (ESI & P.F etc.) Goods & Service Tax wherever applicable & other Labour legislation control and such statutory orders from time to time as regards to treatment & disposal of waste and the contractor will be liable for any consequences resulting from violation of any such rule or regulation.
  - b) Payment to all the engaged employees will have to be made on or before 7th of the succeeding month, delay in salary wages and exploitation of engaged employees shall not be tolerated and a penalty of Rs. 1,000/- per employee per day shall be levied for delay in payment of salary to engaged employees. Said penalty shall be imposed and deducted from the total bill. "PAYMENT OF WAGES IS NOT A CONDITION FOR PAYMENT OF THE BILL BY ESIC". However, Endeavour shall be made to make payment to

in time.

- c) All the payments to the workers have to be made by the Agency through Bank transactions before 7th day of each month. Cash payment is strictly prohibited. Agreement with the Agency does not make payment to its workers through Bank shall be terminated.
- d) Payment will be made upon submission of the bill in triplicate. Payment of the bill will be by computerized print outs in standardized proforma approved by ESIC SSH Sanathnagar along with generated attendance sheet in respect of the persons deployed. Bills without relevant documents may not be processed till the submission of all the documents.
- e) While submitting the bill, the contractor shall file an undertaking as per **Annexure C** appended to ATC and the following proforma without which bill shall not be processed

| Sl No | Name of the worker | No. of days worked in the month | Wages paid and date of payment | ESI contribution paid and date of payment | EPF contribution paid and date of payment | Remarks |
|-------|--------------------|---------------------------------|--------------------------------|---|---|---------|
|-------|--------------------|---------------------------------|--------------------------------|---|---|---------|

- 5) The contractor shall also arrange to provide specified diet to the patient as and when required. If the contractor is directed to provide extra meal/meals, the cost of such meal/meals is calculated as a percentage of total daily cost of such Diet as shown below:

|                   | Normal Diet | Diabetic Diet | Soft Diet | High Protein Diet | CKD Diet | Dialysis Diet |
|-------------------|-------------|---------------|-----------|-------------------|----------|---------------|
| Breakfast         | 27%         | 26%           | 29%       | 30%               | 27%      | 28%           |
| Midmorning snacks | 6%          | 7%            | 6%        | 6%                | 7%       | 7%            |
| Lunch             | 29%         | 28%           | 28%       | 28%               | 26%      | 27%           |
| Evening Snacks    | 14%         | 10%           | 14%       | 13%               | 14%      | 13%           |
| Dinner            | 24%         | 29%           | 23%       | 23%               | 26%      | 25%           |

- 6) The utensils for cooking the food and serving the patient will have to be provided by the contractor and maintained by him as per the instructions of Hospital Authorities, if any.
- 7) The Hospital will provide suitable space for cooking and storing of raw materials.
- 8) Water will be supplied free of cost for the usage of kitchen only when available. The Contractor is directed to use the water economically. In case of water shortage contractor shall procure the water at his own cost.
- 9) Electricity will be supplied free of cost for general illumination, refrigeration and aeration of the kitchen & Stores, but no electricity will be permitted for cooking. The contractor is forbidden from using additional electrical equipment or appliances without the written permission of the Dean or Competent Authority. Maintenance of lights/fuses/chokes/motors/electrical sockets etc. that are used to supply electricity to kitchen shall be the liability of contractor till the period of contract. All such maintenance shall be undertaken by the contractor at his own cost and details of maintenance work performed shall be intimated to the Administration of the ESIC.
- 10) The hospital shall provide certain equipments and articles for kitchen. Bidders are advised to view the equipments available. Rest of the things they have to procure themselves.
- 11) In case of damage to the premises or equipments / machinery provided by ESIC SSH, the contractor shall undertake the said repair / replacement at his own risk and cost. The Hospital shall not in any

- liable for any damage caused due to incidents like theft, burn, fire, electric shock or bear any cost for damage or injury caused to its workmen while discharging their duty. The prospective bidder sit and inspect the Kitchen site for preliminary understanding of the work load and site requirements before quoting the bid for the subject tender. It is also stated that the requisite electrical, plumbing consumables / equipments (which are not made available by the ESIC Super Specialty Hospital) are provided by the contractor at his own risk and cost.
- 12) The Contractor is expected to pass on the benefit of free accommodation, electricity and water and consumption of reduced cost of food items while quoting the rates
  - 13) The fuel to be used for cooking will only be LPG (type of LPG used should be as per prevailing rates) and shall be arranged by the contractor at his cost.
  - 14) The Contractor shall ensure proper upkeep of the equipment (refrigerators, grinders etc.) available at the hospital at his own cost and also ensure that perishable items are stocked in refrigerator on minimum periods only without affecting the food value.
  - 15) The contractor will be responsible for engaging & maintaining adequate number of persons for cooking, distribution of food and housekeeping (incl. disposal of garbage and left over food). No unauthorized person except for declared staff of contractor shall be present in the Cooking area. Further the contractor shall ensure that the staff shall not reside / stay in the kitchen and hospital premises after their working hours.
  - 16) The Contractor shall arrange Biometric attendance to all of personnel deployed for subject work.
  - 17) The contractor should keep the Kitchen complex and surroundings clean.
  - 18) The contractor will be responsible for such conduct of the persons engaged by him in the Hospital which will be conducive for maintaining the harmonious atmosphere in the Hospital and will be responsible for any act of commission & Omission of such persons.
  - 19) Kitchen services shall be meant for serving & making meals only for patients admitted in the hospital.
  - 20) The kitchen services shall have to be provided on all days including Sundays & Holidays.
  - 21) The contractor selected for kitchen 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 food.
  - 22) The contractor shall employ well trained, experienced & educated staff (incl. Supervisors, bakers etc) at his own expense for the proper discharge of the responsibility entrusted to him under contract. They shall be provided with uniforms, apron, and head gear by the contractor at his own cost and they are to be maintained in neat and tidy condition while on duty. The uniform shall contain the name of the Agency and also the name of the worker. There should be atleast one Supervisor with minimum qualification of 12th standard and should be experienced. Number of staff required is Cook - 1, Cook helpers - 2, Trolley bearer - 3, Utility Cleaner - 2, Kitchen Cleaner- 2, No. of staff can be increased as per requirement of Dietary Department.
  - 23) The Kitchen area is "Zero Tolerance Zone" for hygiene and therefore, the contractor is responsible for proper pest, rodent control and stray animals in the whole Kitchen area and shall take all the measures necessary (incl. use of good quality disinfectants, floor and other cleaner agents, sprays, pesticides, Pesto-O-Flash etc).
  - 24) The quality of the raw materials to be used for preparation of food should be of highest standard and fresh. AGMARK spices and condiments, Grade -1 dhals and commodities to be used and fresh Vegetables & Fruits to be used. Rice should be fine, good quality, free from contaminants and should be of good variety. The contractor shall ensure that no stock of raw material / consumables beyond expiry are stored, used.
  - 25) Any deviation / default with respect to terms and conditions shall attract a penalty as given in subsequent paragraphs, which shall be deducted from the monthly bills of the contractor. The authority competent to record and report the said deviation / default and recommend levy of penalty is the Patient Welfare Committee as appointed by the Medical Superintendent from time to time.
  - 26) The contractor shall keep the kitchen scrupulously clean and in a sanitary condition to the satisfaction of the hospital authorities.

of the Dietary department and administration. The contractor shall ensure that all flammables, ants, cleaning agents, pesticides are stored in a separate demarcated area under lock & key at mes with restricted access.

- 27) The contractor at his cost shall provide CCTV coverage to the Cooking area and entry and exit hen.
- 28) The contractor shall not be entitled to use the premises allotted by the hospital for any other p business other than kitchen premises.
- 29) The contractor shall not use the name of the ESI Corporation in business dealing with other per ders.
- 30) FoSTaC (Food safety training and certification) certification is required for at least 2 member months of start of contract.
- 31) Typhoid Vaccination for staff shall be procured by the successful bidder and administration fc hould be done in supervision of ESIC Officials.
- 32) Albendazole tablets shall be procured by the successful bidder and shall be administered to once in six months in supervision of ESIC Official.
- 33) The workers planned to be deployed for subject work will have to be declared medically fit fro ernment/reputed hospital at the Cost of Contractor (The workers must be screened for HIV, HB CUE, STOOL for OVACYST, STOOL C/S, Blood widal test and any other test instructed by the Hos rities) and documentary proof may be submitted to the hospital authorities initially before comr of patient diet services contract. Thereafter, health check up of the workers will be done twice e. after every six months at the cost of the contractor and shall get them examined for medical al fitness by this hospital doctor. Staff afflicted with communicable disease / infectious diseases e kept away from work till he / she has recovered. Immunization of the workers for different inf ases and any other tests as per hospital recommendations shall be done by the contractor at hi .
- 34) The Contractor shall exercise adequate supervision to reasonably ensure proper performance in accordance with Schedule of Requirements.
- 35) Dean or person authorized by him may at any time examine & taste the quality of the food be d.
- 36) The food items supplied shall be contamination-free, and fresh. No left-over or balance food ite served.
- 37) The cooked material in hot/cold condition should be maintained as per requirement of the pati nt of serving food.
- 38) The contractor must supply packed food to indoor patients, as per the prescribed dietary requ r which meal plates are to be covered with clinging foil (Food Grade) before distributing to the p e steel plates are to be provided by the contractor at his own cost. It is also emphasized that cli nd hygiene is to be maintained throughout the process of preparation of meal upto serving it to ts.
  - a) Steel plates ( Food grade) small with 3 compartments for Breakfast (Covered with clinging
  - b) Steel plates (Food grade) with 4 & 5 compartments for lunch and dinner (Covered with clir
  - c) Disposable glasses (Food grade Biodegradable) 200 ML [For Breakfast, midmorning & eve s, RT feed and liquid diet] ( Covered with clinging foil)
  - b) In case of items like Sambar, daal, curry, curd etc, those are to be served in separate pac e packets must be in conformity to the norms and standards of the Government.
- 39) The list of personnel deployed for food preparation, handling and serving have to be intimated hority every calendar month along with their ESI & EPF Numbers.
- 40) There shall be no compromise on the quality of food supplied by the tenderer and if any such i

r food adulteration is found, action deemed fit, including black listing the firm, shall be taken by competent Authority and all the rules of Prevention of Food Adulteration Act (PFA Act) will apply.

- 41) A monitoring committee would check the quality of food and hygienic conditions. If the items of standard quality shall have to be replaced at bidders cost within 24 hours.
- 42) The patient has to be supplied diet from the time of admission.
- 43) The diet supply Register (DSR) or diet supply forms (or any other record as approved by the competent authority) as maintained at every ward shall be the basis for payment of diet charges to the Diet Office. The Diet charges shall be paid by the hospital every month against submission of proper invoice for due verification.
- 44) Employment of child labour (below the age of 18) is totally prohibited. Employment of child labour leads to termination of contract. It is the responsibility of the caterer to comply with all formalities laws including obtaining necessary labour license.
- 45) The contractor will be required to submit his bill month-wise by 7th of the subsequent month for verification and release of payment which will be released as per the terms & conditions less deduction of Income Tax at prevailing rates.
- 46) The successful agency shall have to enter into an agreement with the Hospital and the cost incurred in connection will be borne by the contractor.
- 47) Fire Extinguisher must be kept in the Cooking Area at the cost of the Agency with proper training staff.
- 48) The contractor shall ensure that all the raw materials in-use to be kept in clean labeled containers in the cooking area.
- 49) An Officer / committee authorized by Dean/ Medical Superintendent shall check the quality of food and hygienic condition and a fine of Rs. 1000/- would be charged for every occasion of non-compliance. The Specialty Hospital reserves the right to send the food samples served to indoor patients to the testing laboratories and take appropriate action on the contractor, if required.
- 50) Vegetables /Fruits used should be fresh and of good quality. If vegetables /Fruits kept for use is found to be rotten or of poor quality, a fine of Rs. 2000/- for each occasion will be imposed.
- 51) If poor quality of rice is used for preparation of food items, a penalty of Rs. 2000/- for each occasion will be imposed.
- 52) Oil once used should not be reused. If reuse of oil is noticed, penalty of Rs. 1000/- for each occasion will be levied.
- 53) The Dean or the competent authority shall have the right to terminate the agreement with the contractor by giving one month's notice without assigning any reason. Refund of the unutilized portion of Security Deposit paid by the contractor will be at the discretion of the Dean or Competent authority.
- 54) The Contractor will vacate the kitchen and hand over the possession of the premises on the expiry term of the contract or on termination of the contract. If the Contractor fails to vacate the kitchen on stipulated date or on direction, then damage charges for the overstay at the rate of Rs. 10000 (Ten thousand) per day will be recovered from the Contractor out of the Security Deposit. If the Security Deposit is insufficient to recover damage charges then the same will be recovered through the Contractor or otherwise if necessary.
- 55) In case of any food borne illnesses arising from food consumption the vendor is wholly responsible. Necessary action as deemed fit by the ESIC SSH will be taken against the vendor.
- 56) In case the contractor fails to commence the contract by the date mentioned in the work order, the performance security deposit shall be forfeited and the contractor shall be blacklisted for three years.
- 57) The Contractor at all times should indemnify ESIC against all claims, damages or compensation.

provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Factories Act or any modification thereof or any other law relating thereto and rules made thereunder from time to time. ESIC will not own any responsibility in this regard.

- 58) The contractor shall maintain all statutory registers/ documents required in compliance to various acts and other laws. The same shall have to be produced, on demand, to the Hospital authorities or any authority under law. Display the required certifications for information in the kitchen area.
- 59) The Contractor shall at all times have standby arrangements for carrying out the work under the contract in case of any failure of the existing arrangement. ESIC reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of the Contractor. Any loss and excess expenditure incurred on account of this will be recovered by the ESIC SSH Sanathnagar from the Contractor Security Deposit or pending bill or by raising a separate claim.
- 60) In the event of loss/damage of equipments etc. at the premises of the ESIC SSH Sanathnagar Hospital, due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall be responsible to compensate the loss to ESIC SSH Sanathnagar. The decision of the Medical Superintendent / Dean shall be final in this case and binding on the contractor. The Contractor or his representative/s shall meet Hospital authorities or representative/s regularly to take feedback regarding the services.
- 61) The Contractor will also maintain a suggestion book for comments on the services rendered by the staff. The same to be sent to administration office monthly.
- 62) The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and persons working in or visiting the ESIC SSH Sanathnagar premises and shall indemnify Hospital, if any loss or damage caused by any act of the Contractor or its employees or staff etc.
- 63) The Contractor shall not assign or sublet this Agreement or any part thereof to any third party or any service of associates for providing services / meeting contractual responsibilities if available. If the contractor, the contractor shall be fully responsible for performance & all acts of the associate as if they were as his own.
- 64) Training on behaviour aspects and ethics must be done regularly. ESIC SSH Sanathnagar's wage structure should be communicated to all contract staff. Training report of the same must be submitted monthly.
- 65) Licenses if any required for providing the manpower services at the site will be procured by the Contractor.
- 66) The monthly GST for this site has to be paid separately and shall have to be submitted along with the bill.
- 67) The Proprietor/Managing Partner/ Managing Director will present himself in person for all dealings with the Hospital. No dealing through representatives on Power of Attorney is permitted. Further, holder of Power of Attorney / representative of Proprietor / Director is not authorized to conclude the contract.
- 68) All liabilities arising out of accident or death while on duty shall be borne by the Contractor.
- 69) The Hospital shall have the right to have any person of the Contractor removed that is considered undesirable or otherwise and similarly the Contractor reserves the right to change the staff with the approval of the Hospital.
- 70) The Contractor shall be responsible to protect from theft all properties and equipments of the Hospital entrusted to him.
- 71) The contractor shall ensure that its personnel do not at any time, without the consent of the Hospital in writing, divulge or make known any trust, accounts matter or transaction undertaken or handled by the Hospital and shall not disclose any information about the affairs of the Hospital.
- 72) In the event of any breach / violation or contravention of any terms and conditions contained in this Agreement by the Contractor or the personnel deployed, the Security Deposit of the Contractor and any other amount payable by the Contractor shall be liable to be forfeited.
- 73) Any liability arising out of any litigation (including those in consumer courts) due to the Contractor shall be borne by the Contractor.

- Contractor's personnel shall be directly borne by the contractor including all expenses / fines.
- 74) The Contractor shall not engage any such sub-contractor or transfer the contract to any other in any manner.
- 75) The contractor shall indemnify and hold the Hospital harmless from and against all claims, damages and expenses arising out of, or resulting from the works / services under the contractor provided by the contractor.
- 76) If any overpayment is detected in respect of the Contractor it shall be recovered by the Hospital from the Contractor.
- 77) The contractor shall provide the copies of relevant records during the period of contract or other period after the contract is over when ever required by the Hospital etc.
- 78) The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest and penalty etc. of the contractor in respect thereof, which may arise.
- 79) **DISPUTE RESOLUTION:**  
Any dispute and or difference arising out of or relating to this contract will be resolved through negotiation of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Dean/Medical Superintendent ESIC Super Speciality Hospital Sanathnagar.  
The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act, 1996 or latest as per guidelines of government of India as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, the Contractor shall not be entitled to suspend the work / service to which the dispute relates on account of the dispute and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Hyderabad only.  
The courts at Hyderabad shall have the exclusive jurisdiction to try all disputes, if any, arising out of the agreement between the parties.
- 80) In case of repeated breaches beyond 3 instances in the entire contractual period contract will be terminated.
- 81) At the time of start of the contract vendor should submit individual training certificates of the staff employed and also submit undertaking to maintain NABH Robust Safe health guidelines.
- 82) Notwithstanding anything contained above, the following penalties shall be levied for non-compliance with the terms & conditions of GeM bid document, Contract Agreement, work order etc from the month of the contract or the performance security deposit:

| <b>SI No</b> | <b>Nature of non-compliance</b>  | <b>Penalties for non-compliance</b> |
|--------------|--|-------------------------------------|
|              | Complaints regarding diet quality.   | Rs. 500.00 for every occasion       |
|              | Supply of Diet: If diet provided to patients is incomplete as per approved menu, or provided late or not provided.                               | Rs. 500.00 for every occasion       |
|              | Deficiency of lapse in hygiene at Preparation site (incl. foreign objects and worm or insects in food, inadequate pest and rodent control etc.). | Rs. 1000.00 for every occasion      |
|              | Using the same staff and materials for canteen and diet kitchen  | Rs. 5000.00 for every occasion      |
|              | Inferior quality vegetables or fruits or raw materials   | Rs. 2000.00 for every occasion      |
|              | Reusing of oil   | Rs. 1000.00 for every occasion      |

|  |   |   |
|--|---|---|
|  | Fails to commence the contract by the date mentioned in the work order  | Performance security deposit shall be forfeited and the contractor shall be blacklisted for three years.  |
|  | If the employee is found responsible for any theft, loss of material/ articles and damages                    | Deduction in actual from the monthly bills, equivalent to the value of the article theft/lost/damaged by the employee. Replacement of the employee within 2 days/cancellation of contract by Dean/Medical Superintendent depending on the gravity of the act. |
|  | If the employee is found responsible for disobedience/ misconduct   | Warning/counselling/Immediate replacement within 2 days as decided by the Dean/Medical Superintendent depending on the gravity of the act.  |
|  | Non-provision of standard uniform, ID cards & leveries as mentioned in the Terms & Conditions of the contract | A penalty at the rate of Rs 1000/- per day per person shall be levied on the contractor.  |
|  | Staff not wearing uniform and ID cards  | Penalty at the rate of Rs 1,000/- per employee per day will be levied on the contractor   |
|  | Non-payment or underpayment of ESIC contribution  | Rs 1000/- per each employee per day till the underpayment is made good.   |
|  | Non-payment or underpayment of EPFO contribution  | Rs 1000/- per each employee per day till the underpayment is made good.   |
|  | Non-submission of bill by 20th of the succeeding month  | Rs 5000/- per each day of delay   |
|  | Non-maintenance/submission of statutory registers   | Rs 5000/- per each instance   |
|  | Non-maintenance of suggestion book  | Rs 1000/- per day   |
|  | Indulging in smoking/drinking/sleeping or any other misconduct during duty hours                              | Rs 5000/- per person and immediate removal of the offender and replacement  |
|  | If an Office is not established within 15 days of issue of work order   | Rs 5000/- per each day upto first 10 days, Rs 10000/- per each day from 11th to 20th day 15000/- per each day from 21st to last day of the month. After one month, termination of contract  |
|  | Unsatisfactory performance  | Individual Complaint: 1000/- per instance.<br>Adverse report by Committee for inspection: 5000/- per instance.<br>Adverse Monthly report: 10,000/- per report   |
|  | Unauthorised person(s) found in the kitchen area  | Rs 1000/-per instance   |

In case any public complaint is received attributable to misconduct / misbehavior of contractors personnel,

Concerned person shall be removed from the Hospital immediately and penalty of Rs 5000/- per each instance shall be levied on the contractor

The Diet menus and week day's menu and List of available equipments are attached to this report.

**Anne**

| <b>A) NORMAL DIET</b> |   |                                  |
|-----------------------|---|----------------------------------|
| TIMING                | ITEMS   | QUANTITY                         |
|                       | MILK  | 150ml                            |
|                       | SUGAR   | 1-2tsp                           |
|                       | IDLY (MONDAY,WEDNES ,FRIDAY)                                  | 3nos (each-75 grams)             |
|                       | SAMBAR ,CHUTNEY   | 200 ml, 50 gms                   |
| 7.00-8.00 AM          | WHEAT RAVVA UPMA WITH VEGETABLES (TUES DAY,THURSDAY,SATURDAY) | 300 gms (cooked)                 |
| BREAKFAST             | CHUTNEY   | 50 gms                           |
|                       | PONGAL /KICHIDI (SUNDAY)                                      | 300 gms (cooked)                 |
|                       | SAMBAR  | 200 ml                           |
|                       | EGG/PANEER  | 1 no/30 gms                      |
| 10.00-11.00AM         | RAGI PORRIDGE(MONDAY,WEDNES ,FRIDAY)                          |                                  |
| MID MORNING SNACKS    | OATS PORRIDGE(TUES DAY,THURSDAY,SATURDAY)                     | 150 ml                           |
|                       | LASSI/BUTTER MILK (SUNDAY)                                    |                                  |
| 1.00-2.00PM           | RICE/PHULKA, SALAD (50 GMS)                                   | Cooked 450 gms (Raw 0 gms)/6 NOS |
| LUNCH                 | DHAL  | cooked 150 gms (Raw-gms)         |
|                       | CURRY   | cooked 200 gms                   |

|             |   |                                  |
|-------------|---|----------------------------------|
|             | CURD  | 100 gms                          |
|             | FRUIT(BANANA/APPLE/GUAVA/ORANGE/PAPAYA)<br>(One type of fruit shall not be given more than two times in a week) | 1 NO, PAPAYA-100gms              |
| 4.00-5.00PM | TEA   | 150ml                            |
| EVENING     | SUGAR   | 1-2 tsp                          |
|             | MARIE BISCUITS  | 4 nos                            |
| 7.00-8.00PM | RICE/PHULKA   | Cooked 450 gms (Raw 0 gms)/6 NOS |
| DINNER      | SAMBAR  | 200 ml                           |
|             | CURRY   | cooked 200 gms                   |
|             | CURD  | 100 gms                          |

| <b>B) DIABETIC DIET</b> |  |                    |
|-------------------------|--|--------------------|
| TIMING                  | ITEMS  | QUANTITY           |
|                         | MILK   | 150ml              |
|                         | IDLY (MONDAY,WEDNES ,FRIDAY)                                   | 3nos (each-75 gms) |
|                         | SAMBAR ,CHUTNEY  | 200 ml, 50 gms     |
| 7.00-8.00 AM            | WHEAT RAVVA UPMA WITH VEGETABLES ( TUES DAY,THURSDAY,SATURDAY) | 300 gms (cooked)   |
| BREAKFAST               | CHUTNEY  | 50 gms             |
|                         | WHEAT KICHIDI WITH VEGETABLES                                  | 300 gms (cooked)   |
|                         | CHUTNEY  | 50 gms             |
|                         | EGG/PANEER   | 1 no/30 gms        |
| 10.00-11.00AM           | RAGI PORRIDGE(MONDAY,WEDNES ,FRIDAY)                           |                    |

|                    |   |                             |
|--------------------|---|-----------------------------|
| MID MORNING SNACKS | OATS PORRIDGE(TUES DAY,THURSDAY,SATURDAY) | 150 ml                      |
|                    | BUTTER MILK (SUNDAY)                      |                             |
|                    | FRUIT(APPLE/GUAVA/PAPAYA)                 | 1 no , (papaya 50 gms)      |
|                    |   |                             |
| 1.00-2.00PM        | RICE                                      | 100 gms(cooked)             |
| LUNCH              | PHULKA                                    | 3 nos (wheat flour -75 gms) |
|                    | DHAL                                      | cooked 150 gms (Raw-30 gms) |
|                    | CURRY                                     | cooked 200 gms              |
|                    | CURD                                      | 100 gms                     |
|                    | SALAD                                     | 50gms                       |
|                    |   |                             |
| 4.00-5.00PM        | TEA                                       | 150ml                       |
| EVENING            | OATS BISCUITS                             | 4 nos                       |
|                    |   |                             |
|                    |   |                             |
| 7.00-8.00PM        | RICE                                      | 100 gms(cooked)             |
| DINNER             | PHULKA                                    | 3 nos (wheat flour-75 gms)  |
|                    | SAMBAR                                    | 200 ml                      |
|                    | CURRY                                     | cooked 200 gms              |
|                    | CURD                                      | 100 gms                     |
|                    | SALAD                                     | 50 gms                      |

| <b>C) SOFT DIET</b> |   |                   |
|---------------------|---|-------------------|
| TIMING              | ITEMS                                   | QUANTITY          |
|                     | MILK                                    | 150ml             |
|                     | SUGAR                                   | 1-2tsp            |
|                     | IDLY (MONDAY,WEDNES ,FRIDAY)            | 3nos(75 gms each) |
|                     | SAMBAR ,CHUTNEY                         | 200 ml, 50 gms    |
|                     |   |                   |
| 7.00-8.00 AM        | SUJI UPMA(TUES DAY, THURSDAY, SATURDAY) | 300 gms (cooked)  |
| BREAKFAST           | CHUTNEY                                 | 50 gms            |
|                     |   |                   |

|                    |  |                             |
|--------------------|--|-----------------------------|
|                    | PONGAL /KICHIDI (SUNDAY)                 | 300 gms (cooked)            |
|                    | SAMBAR                                   | 200 ml                      |
|                    |  |                             |
|                    | EGG/PANEER                               | 1 no/30 gms                 |
|                    |  |                             |
| 10.00-11.00AM      | RAGI PORRIDGE(MONDAY,WEDNES ,FRIDAY)     |                             |
| MID MORNING SNACKS | OATS PORRIDGE(TUESDAY,THURSDAY,SATURDAY) | 150 ml                      |
|                    | LASSI/BUTTER MILK (SUNDAY)               |                             |
|                    |  |                             |
| 1.00-2.00PM        | SOFT COOKED RICE                         | Cooked 400 gms (Raw-100gms) |
| LUNCH              | DHAL                                     | cooked 150 gms (Raw-30gms)  |
|                    | CURRY SOFT COOKED                        | cooked 200 gms              |
|                    | CURD                                     | 100 gms                     |
|                    | FRUIT(BANANA/PAPAYA)                     | 1 NO/ PAPAYA-100gms         |
|                    |  |                             |
| 4.00-5.00PM        | TEA                                      | 150ml                       |
| EVENING            | SUGAR                                    | 1-2 tsp                     |
|                    | MARIE BISCUITS                           | 4 nos                       |
|                    |  |                             |
| 7.00-8.00PM        | SOFT COOKED RICE                         | Cooked 400 gms (Raw-100gms) |
| DINNER             | SAMBAR                                   | 200 ml                      |
|                    | CURRY SOFT COOKED                        | cooked 200 gms              |
|                    | CURD                                     | 100 gms                     |
|                    |  |                             |

| <b>D) HIGH PROTEIN DIET</b> |       |          |
|-----------------------------|-------|----------|
| TIMING                      | ITEMS | QUANTITY |
|                             | MILK  | 200ml    |

|                    |  |                             |
|--------------------|--|-----------------------------|
|                    | SUGAR  | 1-2tsp                      |
|                    | IDLY (MONDAY,WEDNES ,FRIDAY)                 | 3nos(eaach-75 gms)          |
|                    | SAMBAR ,CHUTNEY                              | 200 ml, 50 gms              |
|                    |  |                             |
| 7.00-8.00 AM       | WHEAT RAVVA UPMA(TUES DAY,THURSDAY,SATURDAY) | 300 gms (cooked)            |
| BREAKFAST          | CHUTNEY                                      | 50 gms                      |
|                    |  |                             |
|                    | PONGAL /KICHIDI (SUNDAY)                     | 300 gms (cooked)            |
|                    | SAMBAR                                       | 200 ml                      |
|                    |  |                             |
|                    | EGG/PANEER                                   | 2no/60 gms                  |
|                    |  |                             |
|                    |  |                             |
| 10.00-11.00AM      | RAGI PORRIDGE(MONDAY,WEDNES ,FRIDAY)         |                             |
| MID MORNING SNACKS | OATS PORRIDGE(TUES DAY,THURSDAY,SATURDAY)    | 150 ml                      |
|                    | LASSI/BUTTER MILK (SUNDAY)                   |                             |
|                    |  |                             |
| 1.00-2.00PM        | RICE   | Cooked 150gms (Raw-50gms)   |
|                    | PHULKA                                       | 4 nos (wheat flour-100 gms) |
| LUNCH              | DHAL   | cooked 150 gms (Raw-30gms)  |
|                    | CURRY  | cooked 200 gms              |
|                    | CURD   | 100 gms                     |
|                    | FRUIT(BANANA/APPLE/GUAVA/ORANGE/PAPAYA)      | 1 NO, PAPAYA-100gms         |
|                    | EGG  | 1 NOS                       |
| 4.00-5.00PM        | TEA  | 150ml                       |
| EVENING            | SUGAR  | 1-2 tsp                     |
|                    | BOILED RAJMA/CHANA (Alternate days)          | 1/2 cup (50gm)              |
|                    |  |                             |
| 7.00-8.00PM        | RICE   | Cooked 150gms (Raw-50gms)   |
|                    | PHULKA                                       | 3 nos (wheat flour-75gms)   |
| DINNER             | SAMBAR                                       | 200 ml                      |
|                    | CURRY  | cooked 200 gms              |
|                    | CURD   | 100 gms                     |
|                    | PANEER CURRY                                 | 1/2 cup (50 gms paneer)     |

| <b>E) (i) CKD DIET</b> |                                       |                             |
|------------------------|---------------------------------------|-----------------------------|
| <b>TIMING</b>          | <b>ITEMS</b>                          | <b>QUANTITY</b>             |
|                        | MILK                                  | 100 ml                      |
|                        | SUGAR                                 | 1tsp                        |
|                        | KICHIDI (MONDAY,WEDNES DAY,FRIDAY)    | 300 gms                     |
|                        | CHUTNEY                               | 2Tbs                        |
|                        |                                       |                             |
| 7.00-8.00 AM           | SUJI UPMA(TUES DAY,THURSDAY,SATURDAY) | 300 gms (cooked)            |
| BREAKFAST              | CHUTNEY                               | 50 gms                      |
|                        |                                       |                             |
|                        | VERMICELLI UPMA (SUNDAY)              | 300 gms (cooked)            |
|                        | CHUTNEY                               | 50 gms                      |
|                        |                                       |                             |
|                        | EGG/PANEER                            | 1 no/30 gms                 |
|                        |                                       |                             |
|                        |                                       |                             |
| 10.00-11.00AM          | SAGO KICHIDI                          | 1 CUP                       |
| MID MORNING S NACKS    |                                       |                             |
|                        |                                       |                             |
|                        |                                       |                             |
| 1.00-2.00PM            | RICE                                  | Cooked 450 gms (Raw-150 g ) |
| LUNCH                  | DHAL                                  | cooked 75 gms (Raw-15 gms   |
|                        | CURRY                                 | cooked 300gms               |
|                        | PAPAYA                                | 50 gms                      |
|                        |                                       |                             |
|                        |                                       |                             |
| 4.00-5.00PM            | SAGO PORRIDGE                         | 150ml                       |
| EVENING                | SUGAR                                 | 1-2 tsp                     |
|                        | ARROW ROOT BISCUITS                   | 2nos                        |
|                        |                                       |                             |
| 7.00-8.00PM            | RICE                                  | Cooked 450 gms (raw-150 gr  |

|        |       |         |
|--------|-------|---------|
| DINNER | CURD  | 50 gms  |
|        | CURRY | 300 gms |
|        |       |         |
|        |       |         |

| <b>E) (ii) CKD HPD</b> |  |                              |
|------------------------|--|------------------------------|
| TIMING                 | ITEMS  | QUANTITY                     |
|                        | MILK   | 100 ml                       |
|                        | SUGAR  | 1-2tsp                       |
|                        | IDLY (MONDAY,WEDNES ,FRIDAY)                     | 3nos (75 gms each)           |
|                        | CHUTNEY  | 3Tbs                         |
|                        |  |                              |
| 7.00-8.00 AM           | WHEAT RAVVA UPMA(TUES DAY,THURSDAY,SA<br>TURDAY) | 300 gms (cooked)             |
| BREAKFAST              | CHUTNEY  | 50 gms                       |
|                        |  |                              |
|                        | PONGAL /KICHIDI (SUNDAY)                         | 300 gms (cooked)             |
|                        | CHUTNEY  | 50 gms                       |
|                        |  |                              |
|                        | EGG/PANEER                                       | 2no/60 gms                   |
|                        |  |                              |
| 10.00-11.00AM          | RICE FLAKES UPMA                                 | 1 CUP (50 gms)               |
| MID MORNING SNACK<br>S |  |                              |
|                        |  |                              |
|                        |  |                              |
| 1.00-2.00PM            | RICE   | Cooked 150gms (Raw-50 gms )  |
| LUNCH                  | PHULKA   | 3 nos( wheat flour-75gms)    |
|                        | DHAL   | cooked 150 gms (Raw-30 gms ) |
|                        | VEG CURRY  | cooked 200 gms               |

|             |                     |                             |
|-------------|---------------------|-----------------------------|
|             | CURD                | 50 gms                      |
|             | PAPAYA              | 50 gms                      |
|             | EGG                 | 1 NO's                      |
| 4.00-5.00PM | BOILED RAJMA/CHENNA | 1/2 cup (50 gms)            |
| EVENING     |                     |                             |
|             |                     |                             |
| 7.00-8.00PM | RICE                | Cooked 150gms (Raw-50 gms ) |
| DINNER      | PHULKA              | 3 nos( wheat flour-75gms)   |
|             | PANEER CURRY        | 1/2 cup                     |
|             | VEG CURRY           | cooked 200 gms              |
|             | CURD                | 50 gms                      |
|             |                     |                             |

| <b>E) (iii) CKD HPD DND</b> |  |                    |
|-----------------------------|--|--------------------|
| TIMING                      | ITEMS  | QUANTITY           |
|                             | MILK   | 100ml              |
|                             |  |                    |
|                             | IDLY (MONDAY,WEDNES ,FRIDAY)                 | 3nos (75 gms each) |
|                             | CHUTNEY                                      | 3Tbs               |
|                             |  |                    |
| 7.00-8.00 AM                | WHEAT RAVVA UPMA(TUES DAY,THURSDAY,SATURDAY) | 300 gms (cooked)   |
| BREAKFAST                   | CHUTNEY                                      | 50 gms             |
|                             |  |                    |
|                             | WHEAT RAVVA KICHIDI (SUNDAY)                 | 300 gms (cooked)   |
|                             | CHUTNEY                                      | 50 gms             |
|                             |  |                    |
|                             | EGG/PANEER                                   | 2no/60 gms         |
|                             |  |                    |
| 10.00-11.00AM               | OATS BISCUITS                                | 2 nos              |

|                    |                     |                             |
|--------------------|---------------------|-----------------------------|
| MID MORNING SNACKS | PAPAYA              | 50 gms                      |
|                    |                     |                             |
|                    |                     |                             |
| 1.00-2.00PM        | RICE                | 100 gms (cooked)            |
| LUNCH              | PHULKA              | 3 nos (wheat flour-75 gms)  |
|                    | DHAL                | cooked 150 gms (Raw-30 gms) |
|                    | VEG CURRY           | cooked 200 gms              |
|                    | CURD                | 50 gms                      |
|                    | SALAD               | 50 gms                      |
|                    |                     |                             |
| 4.00-5.00PM        | BOILED RAJMA/CHENNA | 1/2 cup                     |
| EVENING            |                     |                             |
|                    |                     |                             |
|                    |                     |                             |
| 7.00-8.00PM        | RICE                | 100 gms (cooked)            |
| DINNER             | PHULKA              | 3 nos (wheat flour-75 gms)  |
|                    | PANEER CURRY        | 1/2 cup                     |
|                    | VEG CURRY           | cooked 200 gms              |
|                    | CURD                | 50 gms                      |
|                    | SALAD               | 50 gms                      |

| <b>F) LIQUID DIET</b> |   |          |
|-----------------------|---|----------|
| TIMING                | ITEMS   | QUANTITY |
| 7:00AM                | MILK (Sugar-5 gms)                                    | 200 ML   |
| 9:00AM                | SUJI PORRIDGE (Suji-20 gms, Milk =150 ml,Sugar-5 gms) | 200 ML   |
| 11:00AM               | RAGI PORRIDGE (Ragi-20 gms, Butter milk-150ml)        | 200 ML   |
| 1:00PM                | MILK (Sugar-5 gms)                                    | 200 ML   |
| 3:00PM                | OATS PORRIDGE( Oats-20 gms,Milk-150 gms,Sugar-5 gms)  | 200 ML   |

|  |   |        |
|--|---|--------|
| 5:00PM   | RAGI PORRIDGE (Ragi-20 gms, Milk -150ml, Sugar-5 gms) | 200 ML |
| 7:00PM   | MILK (Sugar-5 gms)                                    | 200 ML |
| 9:00PM   | SUJI PORRIDGE (Suji-20 gms, Milk =150 ml,Sugar-5 gms) | 200 ML |
|  |   |        |
| <p>Note1: In case of Diabetic patients Sugar should not be added in the milk and suji porridge can be replaced with oats porridge/ragi porridge.</p> |   |        |
| <p>Note2: Minor changes in routine liquid and ryles tube feeding should be done as per the instructions of the dietician.</p>                        |   |        |

| <b>G) Ryles Tubes FEEDS</b>   |   |          |
|---|---|----------|
| TIMING  | ITEMS   | QUANTITY |
| 7:00AM  | WHEAT FEED (wheat flour-20 gms,milk-150 ml,oil 1/2 tsp)             | 200 ML   |
| 9:00AM  | EGG NOUGH (milk-200 ml,egg whites-3 nos)                            | 200 ML   |
| 11:00AM   | RAGI FEED(ragi-20,milk-150,oil-5 gms)                               | 200 ML   |
| 1:00PM  | RICE DHAL FEED(raw rice-20,raw dhal-15,milk-150, oil-5 gms)         | 200 ML   |
| 3:00PM  | OATS FEED(oats-20,milk-150)   | 200 ML   |
| 5:00PM  | EGG NOUGH (milk-200 ml,egg whites-3 nos)                            | 200 ML   |
| 7:00PM  | RICE DHAL FEED(raw rice-20,raw dhal-15,carrot juice-150, oil-5 gms) | 200 ML   |
| 9:00PM  | MILK  | 200 ML   |
|   |   |          |
| <p>Note1:-wheat feed ,oats feed, three times egg nough, three times rice dhal feed will be provided in case of hiprotein ryles tube feeding</p> |   |          |
| <p>Note2: Minor changes in routine liquid and ryles tube feeding should be done as per the instructions of the dietician.</p>                   |   |          |

| <b>H) CLEAR LIQUID DIET</b> |               |          |
|-----------------------------|---------------|----------|
| TIMING                      | ITEMS         | QUANTITY |
| 7:00AM                      | COCONUT WATER | 150 ML   |
| 9:00AM                      | BARLEY WATER  | 150 ML   |
| 11:00AM                     | SAGO WATER    | 150 ML   |
| 1:00PM                      | RICE WATER    | 150 ML   |
| 3:00PM                      | DHAL WATER    | 150ML    |
| 5:00PM                      | SAGO WATER    | 150 ML   |
| 7:00PM                      | COCONUT WATER | 150 ML   |
| 9:00PM                      | RICE WATER    | 150 ML   |

| <b>I) ADMISSION DIET</b> |                    |
|--------------------------|--------------------|
| ITEM                     | QUANTITY           |
| BREAD                    | 80 gms(5-6 pieces) |
| MILK                     | 250 ML             |
| SUGAR                    | 10 gms             |

| <b>J) Dialysis Diet</b> |                              |                    |
|-------------------------|------------------------------|--------------------|
| TIMING                  | ITEMS                        | QUANTITY           |
|                         | MILK                         | 100 ml             |
|                         | SUGAR                        | 1-2tsp             |
|                         | IDLY (MONDAY,WEDNES ,FRIDAY) | 3nos (75 gms each) |
|                         | CHUTNEY                      | 3Tbs               |

|                    |  |                              |
|--------------------|--|------------------------------|
| 7.00-8.00 AM       | WHEAT RAVVA UPMA(TUES DAY,THURSDAY,SATURDAY) | 300 gms (cooked)             |
| BREAKFAST          | CHUTNEY                                      | 50 gms                       |
|                    |  |                              |
|                    | PONGAL /KICHIDI (SUNDAY)                     | 300 gms (cooked)             |
|                    | CHUTNEY                                      | 50 gms                       |
|                    |  |                              |
|                    | EGG/PANEER                                   | 2no/60 gms                   |
|                    |  |                              |
|                    |  |                              |
| 10.00-11.00AM      | RICE FLAKES UPMA                             | 1 CUP                        |
| MID MORNING SNACKS |  |                              |
|                    |  |                              |
|                    |  |                              |
| 1.00-2.00PM        | RICE   | Cooked 150gms (Raw-50 gms )  |
| LUNCH              | PHULKA                                       | 3 nos( wheat flour-75gms)    |
|                    | DHAL   | cooked 150 gms (Raw-30 gms ) |
|                    | VEG CURRY                                    | cooked 200 gms               |
|                    | CURD   | 50 gms                       |
|                    | PAPAYA                                       | 50 gms                       |
|                    |  |                              |
| 4.00-5.00PM        | BOILED RAJMA/CHENNA                          | 1/2 cup                      |
| EVENING            |  |                              |
|                    |  |                              |
|                    |  |                              |
| 7.00-8.00PM        | RICE   | Cooked 150gms (Raw-50 gms )  |
| DINNER             | PHULKA                                       | 3 nos( wheat flour-75gms)    |
|                    | PANEER CURRY                                 | 1/2 cup                      |
|                    | VEG CURRY                                    | cooked 200 gms               |
|                    | CURD   | 50 gms                       |
|                    |  |                              |

# WEEK DAY'S MENU

| DAY       | Break Fast  | Mid morning snacks  | Lunch  | Evening Snacks   | Dinner   |
|-----------|---|---|--|--|--|
| MONDAY    | Idly, Sambar, Chutney<br><br>Kichidi, Chutney -(CKD)                  | Ragi porridge<br>Sago kichidi -(CKD)<br>Rice flakes upma-(CKD HPD)<br>Oats biscuits - (CKD HPDDND)    | Ridge Gourd Curry<br>Palak Dhal<br>Veg Salad -Carrot, Keera <b>(DIABETIC DIET+ ND+HPD)</b>                 | Tea<br>biscuits<br>Sago porridge-(CKD)<br>Rajma<br><b>(HPD,CKDHPD,CKDHPDDND)</b>       | Ladies Finger Curry,<br>Sambar<br>VegSalad - Onion Tomoto<br><b>(DIABETIC DIET)</b><br>Paneer curry -(HPD, CKDHPD, CKDHPD DND)     |
| TUESDAY   | Wheat ravva upma, Chutney<br><br>Suji upma-(CKD,SOFT DIET)<br>Chutney | Oats Porridge<br>Sago kichidi - (CKD)<br>Rajma - (CKD HPD)<br>Oats biscuits -(CKD HPDDND)             | Bottle gourd curry<br>Greens Dhal<br>Veg Salad -Tomoto,Keera<br><b>(DIABETIC DIET+ ND+HPD)</b>             | Tea<br>biscuits<br>Sago porridge-(CKD)<br>Rice flakes<br><b>(HPD,CKDHPD,CKDHPDDND)</b> | Meal maker Curry<br>Sambar<br>Veg Sald -Onion rrot<br><b>(DIABETIC DIET)</b><br>Paneer curry<br><b>(HPD,CKDHPD,CKDHPDDND)</b>      |
| WEDNESDAY | Idly , Sambar, Chutney<br><br>Kichidi, -(CKD)<br>Chutney              | Ragi porridge<br><br>Sago kichidi -(CKD)<br>Rice flakes upma-(CKD HPD)<br>Oats biscuits-(CKD HPD DND) | Cauliflower /Cabbage Curry<br>Cucumber Dhal<br>Veg Salad -Carrot,Onions<br><b>(DIABETIC DIET + ND+HPD)</b> | Tea<br>biscuits<br>Sagoporridge-(CKD)<br>Chenna<br><b>(HPD,CKDHPD,CKDHPDDND)</b>       | Drumstick Curry<br>Sambar<br>Veg Salad - Tomato, Keera<br><b>(DIABETIC DIET)</b><br>Paneer curry<br><b>(HPD, CKDHPD,CKDHPDDND)</b> |

|           |  |  |  |  |  |
|-----------|--|--|--|--|--|
| THURS DAY | Wheat ravva upma, Chutney<br><br>Suji upma -( <b>CKD, SOFT DIET</b> )<br><br>Chutney | Oats porridge<br>Sago kichidi -( <b>CKD</b> )<br>Chenna<br>- ( <b>CKD HPD</b> )<br>Oats biscuits- ( <b>CKD HPDDND</b> )      | Snake Gourd/Knol- Khol /Parwar Curry<br>Methi Dhal<br>Veg Salad-Tomato,Carrot<br><br><b>(DIABETIC DIET+ND+HPD)</b> | Tea<br>biscuits<br>Sago porridge-( <b>CKD</b> )<br>Rice flakes upma<br><b>HPD,CKDHPD,CKDHPDDND</b> ) | Capsicum Curry<br>Sambar<br>Veg Salad -Onion<br>heera<br><b>(DIABETIC DIET+ND+HPD)</b><br>Meal maker curry<br><b>(HPD, CKDHPD,CKDHPDDND)</b> |
| FRIDAY    | Idly, Sambar, Chutney<br><br>Kichidi- ( <b>CKD</b> )<br>Chutney                      | Ragi porridge<br>Sago kichidi- ( <b>CKD</b> )<br>Rice flakes upma-( <b>CKD HPD</b> )<br>Oats biscuits- ( <b>CKD HPDDND</b> ) | Brinjal curry<br>Tomato Dal<br>Veg Salad- Kheera, Carrot<br><br><b>(DIABETIC DIET+ND+HPD)</b>                      | Tea<br>biscuits<br>Sago porridge-( <b>CKD</b> )<br>Rajma<br><b>(HPD,CKDHPD,CKDHPDDND)</b>            | Kovai Curry<br>Sambar<br>Veg salad -Tomato<br>Onion<br>Paneer curry ( <b>HPD,CKDHPD,CKDHPDDND</b> )  |
| SATUR DAY | Wheat ravva upma, Chutney<br><br>Suji upma -( <b>CKD, SOFT DIET</b> )<br><br>Chutney | Oats porridge<br>Sago kichidi -( <b>CKD</b> )<br>Rajma-( <b>CKD HPD</b> )<br>Oats biscuits-( <b>CKD HPDDND</b> )             | Carrot Curry<br>Gogu Dhal<br>Veg Salad -Tomato, Onion<br><br><b>(DIABETIC DIET+ND+HPD)</b>                         | Tea<br>biscuits<br>Sago porridge-( <b>CKD</b> )<br>Rice flakes upma ( <b>HPD,CKDHPD,CKDHPDDND</b> )  | Bitter gourd /Chow Chow Curry<br>Sambar<br>Veg Salad -Kheer<br>Carrot<br>Meal maker curry<br><b>(HPD, CKDHPD,CKDHPDDND)</b>                  |

|        |   |  |   |  |   |
|--------|---|--|---|--|---|
| SUNDAY | Pongal, sambar<br>Wheat kichidi, -( <b>DND &amp; CKD HP DDND</b> )<br>chutney<br>Vermicelli upma - ( <b>CKD</b> ) | Lassi/Butter milk<br>Sago kichidi -( <b>CK D</b> )<br>Rice flakes upma- ( <b>CKD HPD</b> )<br>Oats biscuits- ( <b>CKD HPDDND</b> ) | Cucumber curry<br>seasoned Dhal<br>Veg Salad -Onion,K heera<br><b>(DIABETIC DIET+ ND+HPD)</b> | Tea<br>biscuits<br>Sagoporrige- ( <b>CKD</b> )<br>chenna<br><b>(HPD,CKDHPD,CK DHPDDND)</b> | Mixed Veg Curry<br>Sambar<br>Veg Salad -Tomc Carrot<br>Paneer curry ( <b>HI CKDHPD,CKDH DND</b> ) |
|--------|---|--|---|--|---|

## **Annex**

Kitchen equipment as on 22-04-2025

| <b>S.No.</b> | <b>Equipment</b>  | <b>Quantity</b> |
|--------------|---|-----------------|
| 1            | Bain Marie  | 1               |
| 2            | Chapatti Collection Table                                       | 2               |
| 3            | Chapatti Plate cum Puffer                                       | 1               |
| 4            | Chapatti Rolling Table  | 2               |
| 5            | Chopping Block  | 1               |
| 6            | Clean Dish Table  | 1               |
| 7            | Dough Kneading Machine  | 1               |
| 8            | Dunn age Rack   | 2               |
| 9            | Food Trolley W 04 Square Pans, 1 Rice Tray & Tray Storage below | 1               |
| 10           | Low Height Support Table  | 2               |
| 11           | Low Height Table  | 4               |
| 12           | Low High Burner   | 4               |
| 13           | Masal Trolley   | 1               |
| 14           | Pick Up Counter with O.H.S                                      | 1               |
| 15           | Pot Rack  | 4               |
| 16           | Pot Rack  | 2               |

8. Buyer At Specific

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|    |   |   |
|----|---|---|
| 17 | Pot Rack                                  | 2 |
| 18 | S.S. Storage Rack                         | 1 |
| 19 | Soiled Dish Landing Table W Garbage Chute | 4 |
| 20 | Storage Cabinet                           | 2 |
| 21 | Storage Rack                              | 2 |
| 22 | Under Counter Refrigerator                | 2 |
| 23 | Wet Grinder                               | 1 |
| 24 | Work Table                                | 2 |
| 25 | Work Table                                | 2 |
| 26 | Work Table W under Shelf                  | 4 |
| 27 | Work Table with Sink                      | 2 |

### **Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to the 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 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 exemptions provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category being 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](#) 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 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 terms and conditions indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference section of 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 bunched category based items or by bunched custom catalogs or bunched 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 can raise their representation against the same by using the Representation window provided in the bid details field 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 are mandated to ensure compliance with all the applicable laws / acts including but not limited to all Labour Laws 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. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per the Contract.**

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), 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 [General Terms and Conditions/सामान्य नियम और शर्तें](#) is contradicted by the conditions stipulated in Service Level Agreement, the Service Level Agreement will over ride the conditions in the General Terms and Conditions.

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 the clause 26 and 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. **जेम की सामान्य शर्तों की क्लॉज 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 लेने के लिए बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने का अधिकार आगे की कानूनी कार्रवाई का आधार होगा।**

**---Thank You/धन्यवाद---**