

**CHITTARANJAN NATIONAL CANCER INSTITUTE (CNCI), KOLKATA, HAZRA
CAMPUS AT 37, S.P. MUKHERJEE ROAD, KOLKATA-700026, WEST BENGAL
Website: www.cnci.ac.in**

**NOTICE INVITINGE-TENDER INVITINGONLINE BIDS FROM ELIGIBLE BIDDERS
FOR ENGAGING AGENCY FOR PROVIDING AND/OR MANAGING PATIENT
DIET IN CENTRAL KITCHEN SERVICES,
IN CHITTARANJAN NATIONAL CANCER INSTITUTE (CNCI), KOLKATA, HAZRA
CAMPUS AT 37, S.P. MUKHERJEE ROAD, KOLKATA- 700026**

E-TENDER NO: CNCI/e NIT-81/2024-2025, 2nd call DATED: 12.02.2025
FILE NO: HA-163

(Online bid submission)

The Director, CHITTARANJAN NATIONAL CANCER INSTITUTE (CNCI), invites bids in Two (2) - Bid systems from Eligible Bidders holding valid experience of Minimum 05 (five) years of continuous Experience of Dietary Services in any of Government NABH accredited reputed Hospital (more than 200 beds) with dedicated Cancer Unit in India and holding all required licenses towards Providing and/or Managing PATIENT DIET IN CENTRAL KITCHEN SERVICES in CNCI, HAZRA CAMPUS. The Contract shall be for a period of Two (2) years (the rates shall be valid for initial two years) and extendable further up to Three (3) years depending on the satisfactory performance of the services provided, to be decided by the Competent Authority of CNCI KOLKATA as per the detailed Scope of Work given in this Notice Inviting Tender (NIT).

Pre-Bid Instructions:

All intending Bidders are advised to visit CPP Portal and CNCI KOLKATA website regularly before participation in the E-Tender for updated information. The Clarification issued by CNCI KOLKATA shall be treated final and Bidders are advised to submit their Bids after incorporating Pre-Bid Clarification(s) and/or Amendment(s) issued by CNCI KOLKATA before the closing date of E-Tender submission given at E-Tender Schedule.

The Bidder is expected to examine all instructions, forms, terms and specifications in the Bidding Document. The Bid should be precise, complete and in the prescribed format as per the requirement of the Bid Document. The Bid should not be conditional. Failure to furnish all information required by the Bidding Document or submission of a Bid not responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in rejection of the Bid. The Bidder shall bear all costs associated with the preparation and submission of its Bid and CNCI KOLKATA will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the Bidding process.

Scope of Work

The detailed scope of work for Providing and/or Managing Patient Diet in Central KITCHEN SERVICES, in the CNCI, HAZRA CAMPUS are required to be carried out at CNCI, HAZRA CAMPUS as per the **Annexure-I (Schedule of Requirement) given in this NIT**. All interested eligible Bidders/Agencies are requested for careful study the same before filling of their respective Bids to understand the requirements of CNCI KOLKATA clearly.

E-Tender Schedule

Sl. No.	Particulars	Date & Time
1.	Date of uploading of Documents online (Publishing Date).	12.02.2025 at 11.00 A M
2.	Documents download start date (online).	13.02.2025 at 11.00 A M
3	Bid submission Closing date (online).	27.02.2025 at 2.00 P M
4	Last date of submission of hard copy	27.02.2025 at 3.00 P M
5	Date of Opening of Technical Bids in the prescribed web portal (online).	28.02.2025 at 2.30 A M
6	Date of opening of Financial Bid	To be announced later

Place of sale of Tender Enquiry Documents	:	CNCI, HAZRA CAMPUS
Cost of the Tender Enquiry Document	:	Free
Venue of Opening of Techno Commercial Tender	:	CNCI, HAZRACAMPUS
Present Estimated Cost of Patient Diet in KITCHEN SERVICES	:	Approximately Rs. 5,00,000/- (Five Lakhs) Per month
Earnest Money Deposit (EMD)	:	Rs. 1,00,000/- (One Lakh)

Earnest Money Deposit (EMD)

Table No. 1 : EMD Amount is Rs. 100000/- (Rs. ONE LAKH) only.

E-Tender Item No.	Brief Description of required Patient Diet Services is given in the Annexure-1 of this E-Tender Document	EMD (in Rs.)
1	e-Tender for Engaging Agency for Providing and/or Managing Patient Diet in Central KITCHEN SERVICES, at CNCI, HAZRA CAMPUS, KOLKATA	1,00,000/-

Bidders need to deposit the EMD Amount of Rs.1,00,000/- (ONE LAKH) only in the Form of FDR/Bank Guarantee in favour of "Director CNCI", payable at Kolkata, with a validity period of minimum Nine Months from the date of award of Contract.

E General Terms and Conditions of Two Bid Systems

- **Validity of E-Tender & Period for Rate Contract:** The validity of the Bid shall be for 6 months after the issue of Letter of Award in the Format given at **Annexure-11 of NIT**. The rates mentioned in the Contract/Agreement shall be valid for initial Two years extendable further up to Three Years provided the services are found to be satisfactory by CNCI KOLKATA. The decision of the Director, CNCI KOLKATA will be final and binding in this regard.
- EMD (Refundable after expiry of the E-Tender)
 - No interest shall be payable by CNCI KOLKATA on the Earnest Money Deposit to any Service provider Agency and/or Bidder.

All rows & columns in prescribed format have to be filled and not left blank, it may be struck out if not applicable. Each Document should be serially numbered and duly signed by the Bidder with the rubber stamp of the Bidder on each page.

“Bidder(s)” shall mean any entity who shall submit a Proposal/Bid pursuant to this E- Tender.

The Bid(s) shall be submitted in 2 (Two) parts on Online only:

- (i) **Techno-Commercial Bid:** Techno-Commercial Bid Documents shall be opened first and read out before the Bidder as per the Eligibility Criteria; the Techno-Commercial Bid shall be evaluated as per evaluation method prescribed in this E-Tender.
- (ii) **Financial Bid:** The Financial Bids of Bidders in Annexure-VIA for Patient Diet in Central KITCHEN SERVICES at CNCI, HAZRA CAMPUS at CNCI, Hazra, who qualify at Techno-Commercial Bid Stage, will be opened thereafter and evaluated as per evaluation method prescribed in this E-Tender.

(I) Techno-Commercial Bid:

- 1. Hard copies of all the documents to be submitted on or before closing date of the Bid: In absence of any Document (hard copy), Bid may be summarily rejected.**
2. Serial Number of submitted Documents should be in sequence as mentioned below:
Hard Copies of EMD, E-Tender Document Fee and Undertakings (A, B & C below) should be submitted in a sealed envelope (superscripted with the Tender Number) in original in the E-Tender Box kept in the Office of Director, CNCI HAZRA CAMPUS on or before closing of the Bid

Complete details of the Bidder should also be mentioned on envelop.

- A. EMD as per NIT Table No. 1 of Rs. 100000/- (ONE LAKH) only in the form of FDR/BG **in the format given at “Annexure- 9 ”**from Nationalized Bank, in favor of “**Director, CNCI**” valid for Nine months period from the date of issue of Letter of Award of the Contract.
 - B. Original copy of **Undertaking for acceptance of all Terms & Conditions** mentioned in this E-Tender on Non-Judicial Stamp Paper worth of Rs. 100/- as per **Annexure–2**, duly attested by Notary Public.
 - C. Original copy of **Undertaking for Criminal Liability** on Non-Judicial Stamp Paper worth of Rs. 100/- as per **Annexure–3**, duly attested by Notary Public.
- 3. Documents needed to be uploaded in the Techno-Commercial Bid Document Slot of E-Tendering Solution of CNCI KOLKATA:**

- I. The scanned copies of the above said documents (A, B, C) shall also be submitted along with the online E-Tender document in the E-Tendering portal.
- II. Signed and Scanned copy of Covering letter on participating Bidder's Letter Head indicating the list of enclosures must be uploaded.
- III. Signed and scanned photocopy of valid Registration/Incorporation Certificate of the Bidder.
- IV. Signed and Scanned Copy of GST Registration Certificate showing clearly GST Number of the participating Bidder.
- V. Signed and scanned copy of PAN Card of the Bidder and its proprietor issued by Income Tax Department.
- VI. Signed and scanned copy of valid license under Food Safety and Standard Regulation Act 2006 issued by Food & Administration Department and all other necessary license required to operate a Food Service establishment in Kolkata, West Bengal.
- VII. Signed and Scanned copy of valid Registration of the participating Bidder with EPF and ESIC and strictly following the applicable Statutory requirements as per prevailing Labour Laws/Rules.
- VIII. Signed and scanned copy of Income Tax return of the Bidder for the last FIVE Financial Years.
- IX. Signed and attested legible copies of annual reports showing Average Turnover of Rs. 50 Lakhs for the last Five Financial Years (2019-2020, 2020-2021, 2021-2022, 2022-2023 and 2023-2024) of the participating Bidder for participating in this E-Tender must be uploaded in E-Tendering solution. Audited Balance Sheet and Profit & Loss Account for last Five Financial Years duly certified by Chartered Accountant/Company Secretary on his/her Letter Head is required to be uploaded.
- X. Participating Bidder is required to upload duly Signed and attested legible scanned copies of Work Orders//Agreements regarding providing similar nature of Patient Diet in any Government NABH accredited Hospital (more than 200 bedded) with dedicated Cancer Unit in India, where the Service Provider/Bidder / Agency discharged similar nature of Services in last Five Financial Years in Chronological Order for the Financial Years 2019-2020, 2020-2021 2021-2022, 2022-2023 and 2023-2024.
- XI. Signed and scanned copy of List of KITCHEN SERVICES Equipments//Cutleries/Utensils available with the Participating Agency/Bidder, which are needed to be placed at CNCI, HAZRA CAMPUS required for handling Patient Diet in KITCHEN SERVICES (for at least 200 IPD Patients) at CNCI, HAZRA, KOLKATA should be uploaded in the Techno-Commercial Bid Slot of E-Tendering portal. The CNCI will only provide space, water connection, electricity, electrical KITCHEN SERVICES gadgets, Gas burners. (ON CHARGEABLE BASIS)
- XII. Signed and scanned copy of List of available qualified and trained manpower with Participating Bidder including their professional Qualification (preferably in Hotel/Hospitality Management) for handling the Patient Diet in Central KITCHEN SERVICES, in CNCI, HAZRA CAMPUS should be uploaded in the Techno-Commercial Bid Slot of E- Tendering portal.
- XIII. Signed & scanned copy of the authorization form to be uploaded by the owner/proprietor in case the owner/proprietor is not signing the E-Tender document.
- XIV. Digitally Signed copy of the referenced E-Tender ID must be uploaded.
- XV. Signed and Scanned Check list of Techno-Commercial Bid documents required as per "Annexure-4" must be uploaded in the respective Techno-Commercial Bid Documents Slot

in the E-Tendering solution.

- XVI. The Bidder must have valid food/drink license issued on or before date of issuance of E-Tender.
- XVII. The annual average turnover of services provided by the Bidder should not be less than Rs. 50 lacs during the last Five years as per their audit books of accounts/Tax Returns.
- XVIII. Minimum 5 years of continuous Experience of Dietary Services in any of Government NABH accredited reputed Hospital (more than 200 beds) with dedicated Cancer Unit in India for the last Five Financial Years (2019-2020, 2020-2021, 2021-2022, 2022-2023 and 2023-2024)
- XIX. Any Bidder who has been blacklisted or has been terminated before expiry of the Contractual period by any Authority for poor services are barred from participating in this E-Tender. All the Participating Bidder have to submit an affidavit stating that the said Bidder has never blacklisted and that its Contract with any Authority has never been terminated before expiry of the Contractual period in a non-judicial stamp paper of Rs 100/-.
- XX. The Work Orders and/or copies of the Contracts/Agreements of handling similar nature of Patient Diet in KITCHEN SERVICES in any Government NABH accredited Hospital (more than 200 beds) with dedicated Cancer Unit in India continuously for the last 5 Financial Years as mentioned earlier must be uploaded.
- XXI. Signed and scanned copies of Income Tax return of the Bidder for the last 5 Financial Years.
- XXII. Signed and scanned copy of Turnover Certificate duly certified by Chartered Accountant.
- XXIII. Financial Statement for the said period clearly stating receipts for Patient Diet KITCHEN SERVICES.
- XXIV. Certificate of Satisfactory Performance from the concerned Head of Office/Institute.
- XXV. A PPT presentation of the Food service model to be adopted by the Bidder has to be submitted before the Diet Tender Techno- Committee in a pen-drive along with hard copy before submission of the Bid.
- XXVI. Original documents will be checked at the time of Technical Evaluation as and when required.**
- XXVII. Credential/Financial Certificates (with diet billing amount only) without certification as satisfactory performance is not to be treated as valid credential.
- XXVIII. For proof of dietary turnover, Bidders have to attach financial Year wise payment turnover cum Credential Certificate issued by the principal employer with seal and signature.
- XXIX. Before opening of Bids, a minimum floor price will be fixed by the Competent Authorities of CNCI KOLKATA for different Diets by collecting the prevailing commodity agricultural market rates along with considering the total number of professional staff(s) and dietitian(s) wages as per Central Minimum Wages Act required for quality and expert dietary services to the cancer patients of CNCI, HAZRA CAMPUS only to prevent arbitrary or unreasonable Bids.
- XXX. Price breakup may also be asked for, if required from the Bidders before Financial Evaluation.
- XXXI. Rejection of Bids below such minimum floor price will be decided by the Tender Selection Committee chaired by the Director., CNCI KOLKATA.
- XXXII. Bids of Bidders who have refused to accept a work order after being selected as L1 Bidder at the time of finalization of a Tender Process across any part of India are hereby liable to be rejected. Rejection of such Bidders will be decided by the Tender Selection Committee/ Techno-Commercial Bid Evaluation Committee of CNCI KOLKATA and decision taken by such Committee will be binding upon those

Bidders.

XXXIII. Amendments in Bidding Documents: At any time till 07 (seven) days before the deadline for submission of Bids, the CNCI KOLKATA may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bidding Document through amendment. The amendments, if any will be uploaded on the website regularly. CNCI KOLKATA shall not be responsible to notify the amendments to individual Bidders. All amendments by the CNCI KOLKATA till 07 (seven) days before the deadline for submission of Bids, shall be binding on the participatory Bidders.

XXXIV. CNCI does not guarantee over the occupancy ratio and distribution of diet ratio. The above proportion figure is based on common experience. The Bidder/Vendor is advised to assess on their own and quote the price. Additional plates may be asked by management in SOS condition.

XXXV. All pages of Bid Document shall be numbered, with signature and stamped by the person signing the Bid.

XXXVI. The complete Bid shall be without alterations interlining and erasures. In case any interlining or erasure is noticed, the Competent Authority at CNCI KOLKATA may accept or reject the Bid at his/her discretion. To assist in the examination, evaluation and comparison of Bids, CNCI KOLKATA may ask Bidders individually for clarification of their Bids, including break-up of unit prices. The request for clarification and the response shall be in e-mail, but no change in the price or substance of the Bid shall be sought, offered or permitted except as required to consider the correction or arithmetical errors discovered by CNCI KOLKATA during the evaluation of the Bids.

XXXVII. Services required:

(i) Operation, Maintenance of KITCHEN SERVICES including cooking and distribution of the cooked Food as per menu/diet chart to each Hospital bed of CNCI HAZRA CAMPUS and collection of dirty dishes from each bed to the KITCHEN SERVICES for cleaning and proper disposal of the KITCHEN SERVICES wastes on daily basis.

(ii) Providing good quality hygienic and qualitative food to patients from the KITCHEN SERVICES where KITCHEN SERVICES should be controlled, in such a way so that the incidence of contamination in the Hospital /CNCI HAZRA CAMPUS should NOT be taken place.

(iii) Collection of dirty plates from each patient's bed in Hospital / CNCI HAZRA CAMPUS to KITCHEN SERVICES for washing & cleaning. Testing & inspection as quality checking and delivery to each bed and maintaining record with log book/challan on daily basis or as per the satisfaction of CNCI Authority.

(iv) Co-ordination with the CNCI Authorities in arranging food/meal on day to day basis for patients.

(v) Setting up a comprehensive KITCHEN SERVICES with all facilities within the space allocated in CNCI, HAZRA CAMPUS to fulfill requirements of KITCHEN SERVICES suitable for providing hygienic & qualitative meal to patients and to avoid any spread of unforeseen contamination.

(vi) Providing good service for KITCHEN SERVICES is required under this Contract, which should be performed in the KITCHEN SERVICES at CNCI HAZRA CAMPUS.

- (vii) Keeping up In-house KITCHEN SERVICES & store at CNCI, HAZRA CAMPUS open and functional round the year, i.e.24x7 to serve the breakfast, meal etc. as per requirement of the Hospital/CNCI HAZRA CAMPUS.
- (viii) Ensuring of comprehensive Patient Dietary Services with utmost care for all equipment and resultant services during the out sourced period.
- (ix) Providing of necessary Preventive and Breakdown maintenance of KITCHEN SERVICES Room and all KITCHEN SERVICES equipment.
- (x) Operation and Maintenance of KITCHEN SERVICES with trained engineers/mechanics.
- (xi) The successful and/or selected Bidder/Agency will need to have a meeting with, CNCI Authorities once in a month and/or as and when required to review the services.
- (xii) 24 Hours Food Sample Records by the successful and/or selected Bidder/Agency: To counter any food related outbreaks, preserve major meals (Breakfast, Lunch and Dinner) for next 24 hours and discard the same after considering there would not outbreak come in the knowledge.
- (xiii) The successful and/or selected Bidder/Agency shall clean dishes in which the meals are served with clean hot water and eco-friendly branded dish washing powder/soap/liquid before and after serving of meals. The dishes should be served to patients in clean condition after hygienic transport from the KITCHEN SERVICES/wash area to the wards.

XXXVIII.

Note: All above documents shall be uploaded on E-Tender solutions portal serially with page number which should be legible. E-Bid with absence of any document will invite rejection of the Bid and no further communication in any form shall be entertained i.e. above documents are mandatory to qualify for the next stage of the Bid.

Only those Bidders will qualify who passes successfully the Techno-Commercial Bid Stage after evaluation of above mentioned Technical documents uploaded in the E-Tendering solutions and submission of the Original Hard Copies of :**(A) EMD as per NIT TableNo.1, (B) Undertaking for acceptance of all Terms & Conditions & (C) Undertaking for Criminal Liability, by the said Bidders.** Thereafter, the “Technically responsive” **Bidders’ Financial proposal shall be** considered for opening and shall be intimated separately.

Important Note:-

The original copies of first three documents i.e. EMD, Undertaking for Acceptance of Terms & Conditions and Criminal Liability undertaking shall be submitted in physical form in the E- Tender Box kept in the Office of Director, CNCI KOLKATA on or before Closing of the Bid **superscripted** with the Tender Number.

Only the above mentioned documents are to be submitted in physical form. No need to submit other documents in physical form.The scanned copies of requested documents as asked is needed to be uploaded in the E-Tendering portal’s Techno-Commercial Bid Slot. Bids shall not be accepted if the Bidder fails to upload the requested documents and submit the stated above three documents in hard copy (i.e. EMD, Undertaking for Acceptance of Terms and Conditions and Undertaking for Criminal Liability) in Techno-Commercial Bid Envelope. In case uploaded copy is not legible,Bidder shall be asked by CNCI KOLKATA (if felt appropriate) to re-submit self-attested copy of the documents.

The Bidder shall have necessary infrastructure/tie up for the training of employees for Providing and/or Managing Patient Diet in Central KITCHEN SERVICES, and enough qualified and trained manpower to cater for any additional need of CNCI, HAZRA CAMPUS on short notice (any increase in required manpower will be duly paid), if any such need arises in the tenure of the Contract.

Only those who hold valid registration with the Concerned Department shall be eligible to Bid in response to the E Tender.

Copies of the necessary valid license under Food Safety & Standard Act 2006 for Providing and Managing Patient Diet in KITCHEN SERVICES, must be submitted by the Bidders.

XXXIX. Participating Bidder is required to upload duly Signed and attested legible scanned copies of Work Orders//Agreements regarding providing services in any Government NABH accredited Hospital (more than 200 beds) with dedicated Cancer Unit in India, where the Bidder discharged similar nature of Services continuously in last Five Financial Years in Chronological Order for the Financial Years 2019-2020, 2020-2021 2021-2022, 2022-2023 and 2023-2024. However, in case of non- availability of such Documents, the decision of the CNCI, KOLKATA shall be final in this regard. Existing Contracts on the last date of the Bid will only be considered for this purpose.

All Qualified Bidders shall be required to make a Presentation (If required by Tender Selection Committee/Techno Commercial Bid Evaluation Committee duly constituted by Director)to elaborate their plan of serving Patient Diets, at CNCI HAZRA CAMPUS with their salient features before the Techno-Commercial Bid Evaluation Committee of CNCI.

The Techno-Commercial Bids shall cover following aspects namely:-

- a) Turnover of the Bidding Bidder.
- b) Past Performance in quality work and compliance of Labour Laws.
- c) Availability of Trained and Qualified Human Resource.
- d) Managerial capability.
- e) Plan of action for handling Patient Diet in KITCHEN SERVICES at CNCI, HAZRA CAMPUS.

CNCI KOLKATA's OBLIGATION:

The CNCI, KOLKATA will provide following facilities to the successful and/or selected Bidder/Agency:

- Building Complex free of rent which includes KITCHEN SERVICES, Stores (DRY AND COLD STORE)
- Annual maintenance of the public health services, electrical and relating to civil works in the building complex shall be provided by CNCI KOLKATA.
- Major equipments shall be provided to the successful and/or selected Bidder/Agency by CNCI KOLKATA **against a security of Rs. 150000/-**. The same is to be returned in good working conditions immediately after the expiry of the Contract, failing which the cost of same shall be recovered from the said successful and/or selected Bidder/Agency. If there is any damage of the said equipments found to be done by the bidder/agency during the contract period, replacement has to be made by the successful and/or selected Bidder/Agency and if any damage is detected afterwards i.e. within one month after completion of the Contractual Period, then the said Bidder/Agency has to bear the said cost of replacement of the damaged equipments.
- Fuel, gas connection with pipeline, distribution and control fixtures shall be provided to the successful and/or selected Bidder/Agency by CNCI KOLKATA against separate cash security deposit as fixed by CNCI KOLKATA. However, day to day gas consumption and its running cost shall be borne by the said Bidder/Agency.

(I) FINANCIAL BID

Complete contact details of the Bidder should be mentioned on the envelop.

(The Bidder has to submit signed & scanned copies of the above documents)

- i.** The Financial Bids must be submitted in the prescribed format in the E-Tender Module online.
- ii.** Quoted rates shall be valid for the entire period of the Contract.

a) Patient Diet Services:-

Bidder will offer his unit Rates for Patient Diet Services for each of requested Diet given in the Diet Orders in the Financial Bid format given at Annexure-6 & 7. Rates should be quoted inclusive of all State/Central/Local Government taxes, Minimum wages for all categories of staffs as per Central Government Minimum Wages Act/Rule, Labour Cess, Duties, Statutory expenses and other expenses (i.e. Service tax/GST if applicable) as applicable on date, to carry out the detailed scope of work as mentioned in this E- Tender in the Schedule of Requirement at Annexure-1, and the payment claim should be submitted after submission of Monthly Bill for claiming Number of Patient Diets supplied by him supported with Diet Order Records duly verified and forwarded by the Dietician/ ANS/ any officer directed by the Director CNCI on the completion of each month. The PFMS System is implemented at CNCI, KOLKATA and the payment to the engaged successfully Bidder to be carried out through NIFT/RTGS electronically, for this purpose Bidder is needed to fill the requisite details in the PFMS Format enclosed at **Annexure- 10**

i) Service Tax/GST Claim and Deposition Liability:-

For the Patient Diet in KITCHEN SERVICES Services, the successful and/or selected Bidder/Agency is liable to pay applicable Service Tax/GST to concerned Department on demand and it will be reimbursed to him/her after satisfying that it has been actually and genuinely paid by the said Bidder/Agency. The successful and/or selected Bidder/Agency will submit the Service Tax Claim along with each month Bill submitted for claim of his/her payment against Patient Diet KITCHEN SERVICES Services provided.

Method of Bid Evaluations

Financial Bid will be opened for the Bidders who are Technically qualified and have submitted required documents.

Overall Contract for Providing and Managing Patient Diet in Central KITCHEN SERVICES, be awarded to a Single Bidder. The Engaged Bidder is liable to run all of the services as per the Terms and Conditions mentioned in this Tender Document.

Technical Bid Evaluation Criteria

The Technical Bid Evaluation Committee will be constituted by Director, CNCI KOLKATA to evaluate the Technical Proposals on the basis of their responsiveness to the Tender terms, applying the evaluation criteria, sub- criteria and point system specified.

During the Technical Evaluation stage, each Bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

1. TECHNO – COMMERCIAL AND PRICE EVALUATION

- The constituted Technical Bid Evaluation Committee, on behalf of Director, CNCI KOLKATA shall determine the substantial responsiveness of each Bid in accordance with the terms and conditions of the Bidding Documents. For purposes of these Clauses, a substantially responsive Bid is one, which conforms to all the terms and conditions of the Bidding Documents without material deviations.
- The Technical Bid Evaluation Committee's determination as to the substantial responsiveness or otherwise on each Bid or consideration of a minor informality or non-conformity or regularity is final and conclusive.
- The price Bid of only Techno Commercially responsive Bids / items shall be evaluated by the Technical Bid Evaluation Committee after opening of the Bids.
- The Bidder will further be liable for disqualification if it does the following acts :-

- I. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required as per the Tender Document,
- II. Record of poor performance such as abandoning work, not properly completing the Contract, or financial failures/ weaknesses, unsatisfactory performance etc.
- III. If the Bidder, or any constituent partner in case of partnership, has been debarred/black listed or terminated for poor performance by any Organization at any time or ever been convicted by a Court of Law, their application will be summarily rejected.
- IV. If any Bidder is shifting from partnership business to proprietorship, . previous experience will not be counted in the continuous 5 years experience (if PAN no & GSTN differs).

- **The Tendering Evaluation shall be done on with 60% weightage to Technical Evaluation and 40% weightage to Financial Evaluation.**
- Bids not abiding with required information and documents shall be rejected out rightly. Any request for subsequent submission/ alteration/ addition/ modification/ amendment/ extension of due date etc. will not be entertained.
- Technical Bids will be opened first. After the Technical Evaluation of the Bids gets done, Bidders who qualify in Technical Bid will be considered for opening of their Price/Financial Bid.

Detailed Technical Bid Evaluation Criteria

The Technical Bid Evaluation Committee will be constituted by the Director, CNCI to evaluate the Technical Proposals on the basis of their responsiveness to the Tender terms, applying the evaluation criteria, sub-criteria and point system specified.

During the Technical Evaluation stage, each Bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

Sl. No.	Description	Submission	Points Allotted	Points obtained	Remarks
1.	Annual Average turnover for the last 5 Financial Years	> 50 lacs	20Pts.		Audited Financial Statement to be attached
2	The annual average billing in providing Dietary Services in Hospitals (Government/NABH Accredited) during last Five Financial Years.	>5 Cr	20 Pts.		Financial Statements clearly stating receipts from Dietary Services
		>2 Cr to <5 Cr.	15 Pts.		
		> 50 lacs to <2cr.	10 Pts.		
3	Bed capacity for providing Dietary Services in any one Hospital (Government/NABH Accredited) for a period of 12 months during last Five Financial Years	>400 beds	20 Pts.		The copies of each Contract/Work Order stating bed capacity should be attested by the concerned Institute
		>300 beds to <400 beds	15 Pts.		
		>200 beds to <300 beds	10 Pts.		
4	Total years of continued experience till date	>7 years	20 Pts.		Experience Certificate should be provided by concerned authority of Government NABH accredited Hospital (more than 200 bedded)with dedicated Cancer Unit
		> 5 years to < 7 years	15 Pts.		
		>3 years to < 5 years	10 Pts.		
5	Number of minimum 200 bedded Hospitals (Government/NABH Accredited) catered to continuously in the last Five Financial Years.	More than 3 Hospitals	20Pts.		The copies of each Contract/Work Order stating bed capacity should be attested by the concerned Institute
		2 Hospitals	15Pts.		
		1 Hospital	10 Pts.		

*Technical criteria and weightage matrix for Evaluation (Total: 100 marks)

*Minimum score for the Technical Bid shall be 50 marks for qualification.

The weightage for Technical and Financial Bid should be 60:40 while arriving at the final grading on the basis of technically being qualified (50% score) and financially lowest Bidder awarded 100% marks and other Bidder will be evaluated in proportionally manner.

Illustration 1 (for Technical Weightage)

If a Bidder has secured 80 marks out of the total 100 marks in Technical Evaluation, the Technical Evaluation value shall be: 48 i.e. {80 x 60%}

Financial/ Price Bid Evaluation Criteria:

The Financial Evaluation shall be carried out and Financial Bids of all the Bidders shall be given 40% of weightage. The Bidder with the lowest Bid Prices (L1) shall be assigned full 40 marks (i.e. 40% x 100).

The total marks obtained by a Bidder in the Technical Bid shall be allocated 60% of technical weightage and the Financial Bids shall be allocated 40% of the financial weightage, and thereby making a total of 100% weightage for the complete Bidding

Illustration 2

If the Bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be 88 i.e. (48 Technical Score + 40 Financial Score)

The Financial scores of the other Bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:

$40 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3.)}$

Illustration 3

If the Bidder at Illustration 1 is L2 Bidder and he/she quoted Rs.125, therefore 40% being the weighted value, the Financial scores for L2 shall be computed as under

$40 \times 100 (\text{lowest prices L1}) / 125 (\text{quoted prices L2}) = 32 (\text{Financial score})$

Therefore, L2 Bidder shall have total score of 80 (48 Technical Score + 32 Financial Score)

FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER

The Bidder meeting the minimum eligibility criteria and with the highest marks/ rank (i.e. the total of Technical Evaluation marks and Financial Evaluation marks) shall be deemed as the successful and/or selected Bidder/Agency and shall be considered eligible L1 Bidder for further process.

*In case of tie i.e. same score for two or more Bidders the L1 will be decided on the basis of the highest marks scored by the Bidder in first 3 rows of criteria of Technical Bid Evaluation Criteria.

Financial/ Price Bid Evaluation Criteria:

The Financial Evaluation shall be carried out and Financial Bids of all the Bidders shall be given 50% of weightage taking into account the average value of different categories of diet as per the approximate consumption.

Weightage assigned to different categories of Diet are:

- i. Normal Nonveg and Veg: 50%
- ii. Liquid(All types): 10%
- iii. Diabetic NonVeg and Veg: 10%
- iv. High Protein NonVeg and Veg: 10%
- v. Pediatric(All types): 10%
- vi. Private Ward: 10%

The Bidder with the lowest Bid Prices (L1) by way of the average value by approximate consumption shall be assigned full 50 marks (i.e. 50% x 100).

The total marks obtained by a Bidder in the Technical Bid shall be allocated 60% of Technical weightage and the Financial Bids shall be allocated 40% of the Financial weightage and thereby making a total of 100% weightage for the complete Bidding.

1. Authority of person signing document:

In case of any forgery or dispute in signing authority on the part of the bidder, the Director, CNCI may without prejudice to other Civil and criminal remedies cancel Contract and held the signatory liable for all cost and damages.

2. Validity:

The quoted rates must be valid for a period for 180 days from the date of closing of the Tender. The overall offer for the assignment and Bidder(s) quoted price shall remain unchanged during the period of validity. If the Bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

3. In case the Bidder withdraws, modifies or change his offer during the validity period, Bid is liable to be rejected and the Earnest Money Deposit shall be forfeited without assigning any reason thereof. The successful Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their contract.

4. Dispute Resolution

If any dispute(s) or difference(s) of any kind whatsoever arise between the parties hereto i.e. CNCI, KOLKATA and the successful and/or selected Bidder/Agency in connection with or arising out of the Contract/Agreement, executed between the parties hereto, the parties shall negotiate among themselves with a view to arrive at an amicable settlement and/or resolution. In the event no amicable settlement and/or resolution is reached within a period of 30 (thirty) days from the date on which the dispute(s) or difference(s) arose, either party shall give a notice to the other party, of its intention to invoke Arbitration within 14 (fourteen) days from the expiry of the aforesaid period of 30 (thirty) days within which amicable settlement and/or resolution could not be reached. Such dispute(s) or difference(s) shall be referred to and settled by a Sole Arbitrator to be mutually appointed by both the parties. If a Party fails to appoint the Sole Arbitrator within 30 (thirty) days from the date of receipt of a request to do so from the other Party or if the Parties fail to appoint mutually any Sole Arbitrator, then the appointment of the Sole Arbitrator will be made in accordance with the provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time and any one of the Parties will be at liberty to take steps for appointment of the Sole Arbitrator in accordance with the provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time before the Hon'ble High Court, Calcutta. The Arbitration Proceedings shall be in accordance with the Arbitration and Conciliation Act, 1996 as amended from time to time. The seat of Arbitration shall be in Kolkata in India. The language of the arbitration proceeding will be English. Each Party will bear its own expenses in the arbitration proceeding and will share equally the costs of the arbitration proceeding including the fees of the Sole Arbitrator and his/her secretarial staffs, provided, however, that the Sole Arbitrator may award costs to the Party in favour of whom the award will be passed in accordance with the provisions of the Arbitration and Conciliation Act, 1996 as amended from time to time. Any application(s) under the Arbitration and Conciliation Act, 1996 as amended from time to time to be filed by any of the Parties before the starting of the Arbitration Proceeding or during the pendency of the Arbitration Proceeding or after the Award has been passed, in any Court having jurisdiction for filing the said application in Kolkata. Any application to be filed by the Party(s) for setting aside the Award or for execution of the Award will be filed in any Court having jurisdiction over the Award or over the applicable Party or its assets.

5.Impossibility and Waiver

In the event that any further lawful performance of this Agreement or any part thereof by any Party hereto shall be rendered impossible by or as a consequence of any law or administrative ruling of any Government or political sub-division thereof having jurisdiction over such Party or for any Force Majeure event(s), which is beyond the control of the Party(s), such Party shall not be considered in default hereunder by reason of any failure to perform occasioned there by. No waiver of any term, provision or condition of this Agreement whether by conduct or otherwise in any one or more instances shall be deemed to be or construed as a further or continuing waiver of any such term, provision or condition, or of any other term, provision or condition of this Agreement.

6.Governing laws and Jurisdiction of Courts

This E Tender and subsequent Contract/Agreement shall be governed by and construed in accordance with the substantive and procedural Laws of India. The Competent Courts at Kolkata, West Bengal, India shall have exclusive jurisdiction in relation to this Work Order/Agreement executed between the parties. Any or all action(s) and proceeding(s) arising out of or in relation to the Contract/Agreement (including any arbitration in terms thereof) shall lie only in the Competent Court of Civil Jurisdiction in Kolkata, West Bengal and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and /or proceeding(s).

7.Blacklisting

For suspension/ blacklisting/ debarring, procedures as laid down under the CNCI's Policy & Procedure of Blacklisting and Debarment of Agencies from Business Dealings shall be followed. Bidder blacklisted by any Government Department/ PSU/ Government Agency shall not be allowed to participate in this E Tender process if effect of such debarment subsists at the time of submission of the

Bid.

8. Subletting of Work:

The successful and/or selected Bidder shall not assign or sublet the work/job or any part of it to any other person or party without obtaining permission in writing from CNCI, Kolkata, who will be at liberty to refuse the permission, if thinks fit. The Tender is not transferable. Only one Bid shall be submitted by one Bidder.

9. Breach of Terms and Conditions:

In case of breach of any terms and conditions as mentioned above, the Competent Authority of CNCI, will have the right to cancel the Work Order/ Job without assigning any reason/s thereof and without serving any prior notice and nothing will be payable by CNCI, Kolkata in that event and the security deposit shall also stands forfeited.

10. Insolvency etc.:

In the event the successful and/or selected Bidder/Agency being adjudged insolvent or having a receiver appointed for it by a Court or any other order under the Insolvency Act made against him/her or in the case of the successful and/or selected Bidder/Agency any resolution or any order for winding up is passed, whether voluntary or otherwise, or in the event of the successful and/or selected Bidder/Agency failing to comply with any of the conditions herein specified by CNCI, KOLKATA, then CNCI. KOLKATA shall have the power to terminate the Contract without any prior notice.

11. The CNCI KOLKATA reserves the right to review the performance of the successful and/or selected Bidder/Agency in every three (3) months or whenever a need arises and also to terminate the Contract at any point of time during the currency of the Contract in case of performance and the service rendered by the said Bidder/Agency is found to be unsatisfactory. The decision of the Competent Authority of CNCI, KOLKATA shall be binding on the successful and/or selected Bidder/Agency. CNCI, further reserves the right to renew the Contract as it may deem necessary, taking into account the satisfactory performance of the successful and/or selected Bidder/Agency during the currency of the Contract and the said Bidder/Agency will have no right of renewal and it is the sole discretion of CNCI, KOLKATA to renew the Contract/Agreement.

12. In case of pecuniary and material loss suffered by the CNCI KOLKATA on account of negligence attributable to the successful and/or selected Bidder/Agency or his employees, the CNCI, KOLKATA will have the right to forfeit the Security Deposit. If it falls short or found to be insufficient to the loss thus incurred by CNCI KOLKATA, the balance, as may be necessary shall be recovered from the contractual charges due to the said Bidder/Agency.

13. The standard of sanitation will always be kept upto the satisfaction of the authorized representative or the officer-in charge of CNCI KOLKATA, whose decision in this regard shall be final and binding on the successful and/or selected Bidder/Agency.

14. The intending Bidders may mention the rates clearly in figures as well as in words in the enclosed format. The Tenders not submitted in the specified manner or those found to be incomplete in any respect would be summarily rejected.

15. The work shall be carried out satisfactorily as per the directions of the Competent Authority of CNCI, Kolkata. Director, CNCI, KOLKATA reserves the right to impose a monetary penalty not exceeding 10% of the monthly contractual charges of the respective item, if it notices or it is brought to its notice any unsatisfactory cleaning, non-wearing of uniforms by the employees deputed by the successful and/or selected Bidder/Agency.

16. Conditional Bid will be treated as unresponsive and it may be rejected.

4 Hygiene & Other Standards for the staffs provided by the Bidder:

- The successful and/or selected Bidder/Agency shall be responsible for behavior and conduct of his/her workers. No workman with doubtful integrity of having bad record shall be engaged by the successful and/or selected Bidder/Agency.

- The employees should be in proper uniform at the time of work. The uniform provided to the workers by the successful and/or selected Bidder/Agency should be different and distinguish from other categories of the Institute/CNCI staff(s) with name plates and badges.
- The employees should be presentable in appearance i.e. well cut and groomed hair, properly combed, neatly shaved etc.
- The successful and/or selected Bidder/Service Provider/Agency shall conduct medical examination of the staff(s) deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate of every employee shall be provided from the date of start of work and at a regular interval of every 6 months.
- **The successful and/or selected Bidder/Agency shall provide its staff, a minimum of two sets of uniforms. The employees of the successful and/or selected Bidder/Agency shall also display a photo identity card on their shirts at all times.**

5. Right of CNCI:

CNCI KOLKATA reserves the right to suitably increase/reduce the scope of work put to this E Tender. In case of any ambiguity in the interpretation of any of the Clauses in Tender Document or the Contract Document arises, the interpretation of the Clauses by the Competent Authority of CNCI, shall be final and bindings on all Bidders.

6. Force Majeure: -

(i) Neither party shall be deemed to be in breach of the Agreement if failure to comply with the requirement of this Agreement is due to circumstances beyond the control of CNCI KOLKATA or Successful and/or selected Bidder.

(ii) If because of any strike or lockout either in CNCI or in the Local area, the successful and/or selected Bidder/Agency is unable to function or his business is affected, CNCI shall not be liable for any loss, which the said successful and/or selected Bidder/Agency may suffer in such an event.

OPERATIONAL PROCESSES TO BE UNDERTAKEN BY THE BIDDER FOR DIETARY SERVICES

1. Time schedule & Menu planning, preparation and cooking of normal diet, Therapeutic diet and Internal feeds in Hospital (CNCI HAZRA CAMPUS) KITCHEN SERVICES should be as per the instructions of Dietician/Concerned Officer appointed by the Competent Authority of CNCI KOLKATA. The preparation of various diets will be under direct supervision of the CNCI KOLKATA's dietician.

2. All types of Branded nutritional supplements (for all types of patients including RT feed) shall be provided by the successful and/or selected Bidder/Agency as specified by CNCI KOLKATA's dietician.

3. The successful and/or selected Bidder /Agency shall be responsible for procurement of all the raw food materials (only from laboratory tested reputed bidders and AGMARK marked where ever possible). The bills for procurement of raw materials may be checked by CNCI KOLKATA as and when required.

4. It will be the responsibility of the successful and/or Bidder/Agency for transportation of the prepared diet to the patient according to specific requirement, in a covered trolley/ already prearranged trays under hygienic conditions.

5. Stainless Steel crockery should be used for indoor patients and disposable crockery as required. Specially packaged food in good quality crockery may be served in the Private ward.

6. The successful and/or selected Bidder/Agency will be responsible for collection, washing and cleaning with safe & standard quality of cleaning material, of the serving trays/utensil/bottle etc (in case of non-disposable).

7. The successful and/or selected Bidder /Agency will be responsible for safe disposal of the leftover food/vegetables peels/and other KITCHEN SERVICES garbage as per the prevailing norms of the Calcutta Municipal Corporation.

8. The successful and/or selected Bidder/Agency shall be responsible for providing food to patients in emergency as per instruction of Dietitian at times other than specified timings in the diet scheduled including night (example when patients goes for some test or investigations).

9. The successful and/or selected Bidder/Agency will be responsible for entire cleanliness of KITCHEN SERVICES and hygiene of staffs deployed by him/her.

10. If disposables are used in any step of dietary, they should be disposed off as per requirement of the Kolkata Municipal Corporation from time to time.

11. Only LPG or electricity will be used for cooking. No Coal, wood or any other fossil fuel shall be used as fuel for cooking of food, heating of food etc.

12. The successful and/or selected Bidder/Agency will need to have a meeting with Dietician, CNCI, HAZRA

CAMPUS once in a month/on call to review the services.

TERMS & CONDITIONS (T&C)

(A) Terms and Conditions for Operating Patient Diet in KITCHEN SERVICES Services

Understanding of Terms & Conditions: It shall be presumed that the terms & conditions mentioned in the E-Tender document including amendments/corrigendum if any have been read understood and duly accepted entirely by the Bidder(s). The Bidder(s) shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in E-Tender document.

NON-TRANSFERABILITY OF THIS E-TENDER/WORK CONTRACT: E-Tender forms and Work Contract are not transferable in any circumstances during entire validity period of E- Tender/Work Contract. The successful and/or selected Bidder shall not engage any sub- agency or sublet/transfer the Contract to any other Bidder/person in any manner.

1. VALIDITY PERIOD OF BID AND CONTRACT:-

BID VALIDITY: The E-Tender shall be valid for a period of 180 days from the date of its Techno-Commercial Bid Opening and may be further be extended if CNCI KOLKATA, requested in writing for to do the same and the Bidder is willing to extend the same on the same rates mentioned in its Bid for further period if any.

PERIOD OF CONTRACT :The initial period is Two Years, which is extendable for further period of maximum Three Years at the discretion of CNCI KOLKATA on mutual consent and understanding basis, if the services of successful and/or selected Bidder/Agency is found satisfactory by CNCI KOLKATA on prevailing terms and conditions.

2. EARNEST MONEY DEPOSIT(EMD) OF RS. 100000/-(One Lakh) only:-

The Bidder shall deposit the amounts indicated as above in the E-Tender Notice as Earnest Money Deposit (EMD). The Earnest Money shall be deposited in the form of FDR/Demand Draft/Bank Guarantee (if Bidder interested to submit EMD in the form of BG, it must be submitted in the Format given at Annexure-10) in favour of "Director, CNCI" along with Techno-Commercial Bid Document. The failure or omission to deposit the Earnest Money Deposit shall disqualify the E-Tender and the CNCI KOLKATA, shall exclude from its consideration such disqualified E-Tender(s). No interest shall be payable by the CNCI, KOLKATA in respect of such deposited Earnest Money.

If CNCI KOLKATA accepts the E-Tender, the Earnest Money shall be appropriated towards Security Deposit payable by the Bidder in accordance with the Conditions of Contract. Alternatively on payment of the required amount of the Performance Security, the Earnest Money shall be returned to the Bidder.

3. FORFEITURE OF EARNEST MONEY DEPOSIT (EMD):-

The Bidder shall not revoke his Bid or vary its Terms and Conditions without the consent of the CNCI KOLKATA during the validity period of E-Tender, failing which the Earnest Money deposited by it in total shall be stand forfeited by the CNCI KOLKATA without prejudice to its other rights and remedies and the Bidder shall be blacklisted to submit a Bid to the CNCI KOLKATA for execution of any work during the next twenty-four (24) months effective from the date of such revocation.

If the successful and/or selected Bidder/Agency does not pay the Performance Security Deposit in the prescribed time limit or fails to sign the Contract/Agreement, the Earnest Money Deposited by him/her will be forfeited by the CNCI KOLKATA.

REFUND OF EARNEST MONEY DEPOSIT (EMD):-

The Earnest Money in case of all the unsuccessful Bidders shall be refunded after the issuing of Letter of Award to successful and/or selected Bidder/Agency. The EMD in case of successful Bidder will be released after receipt of Performance Security.

4. PERFORMANCE SECURITY DEPOSIT (for 26Months):-

The successful and/or selected Bidder will be liable to deposit (i.e. Rs. 150000/- One Lakh Fifty Thousand only) one time as Performance Security Deposit in favour of "Director, CNCI" payable at Kolkata by way of Fixed Demand Receipt/Performance Bank Guarantee in the format given at "Annexure-10" drawn from any nationalized/Commercial Bank refundable after expiry of the E-Tender/or after the completion of 24 Months period + 2 months (valid for i.e. 26 months). No Interest shall be paid by CNCI, KOLKATA on deposited Performance Security to any successful and/or selected Bidder/Service Provider/Agency. Performance Security Deposit/EMD is liable to be forfeited if the Bidder withdraws or impairs or derogates the Bid in any respect. If the services are extended

then the Performance Security Deposit will have to be adjusted as per requirement.

5. COST OF E-TENDER PREPARATION, REGISTRATION ON E-TENDERING PORTAL AND SUBMISSION: -

The Bidder shall bear all costs associated with the preparation of E-Tender Document, Registration on E-Tendering Portal of CNCI, KOLKATA and submission of its Bid. The CNCI KOLKATA shall in no case be responsible or liable for these costs, regardless of the conduct or the outcome of the E-Tendering Process.

6. ELIGIBLE BIDDER: -

Only those Bidders who fulfill the eligibility criteria having sufficient experience for handling Patient Diet in KITCHEN SERVICES, for last 5 years (Financial Years (2019-2020, 2020-2021, 2021-2022, 2022-2023 and 2023-2024)) are eligible to submit their E-Tenders for this work. The documents indicated against each of the eligibility criteria shall be required to be submitted along with the Techno- Commercial Bid to establish the eligibility of the Bidder. However all criteria mentioned in the Eligibility Criteria of the E-Tender Document over-rides all other criterions.

7. RELATIONSHIP WITH OFFICIAL(S):-

The Bidder shall not be associated presently or in the past with any of the office bearers of CNCI KOLKATA, either directly or indirectly. The Bidder shall furnish self-declaration on his/her letter head for the same. If any information so furnished shall be found to be untrue or false, the Bidder shall be liable to be disqualified and the Earnest Money for such Bid shall stand forfeited to the CNCI KOLKATA. If the Information so furnished shall be found to be untrue or false during the currency of the Contract, the successful and/or selected Bidder/Agency shall be held to be in default and the Contract if any awarded to it shall be liable to be terminated with its consequences.

8. INSPECTION OF PATIENT DIET in KITCHEN SERVICES SITE :-

The Bidder is expected to work out their own rates based on the detailed description of the following and others- Patient Diet in KITCHEN SERVICES, , required KITCHEN SERVICES utensils, Raw items, Qualified and Trained Manpower assessment, requested specifications and conditions, Statutory Taxes, Labour Laws compliances, Licenses. The Bidder shall be deemed to have satisfied itself before bidding as to correctness and sufficiency of its bid. The rates and prices quoted shall, except as otherwise provided, cover all its obligations under the Contract and all matters and things necessary for proper completion and maintenance of the Patient Diet in KITCHEN SERVICES . Where necessary, before submitting its Commercial Bid the Bidder should inspect and examine the site of **CNCI, HAZRA CAMPUS** and shall satisfy itself about present IPD patient load in functional wards and OPD Patient, \ materials/equipments/utensils/resources necessary for the completion of the Works/Services, means of access to the site, the accommodation it may require and in general obtain all necessary information as to risk, contingencies and other circumstances which may influence or affect its E-Tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.

9. PLACE OF SUBMISSION OF E-TENDER:-

The Complete E-Tenders in the manner specified under the Two bid System (i.e. Techno-Commercial Bid and Financial Bid in prescribed formats) needs to be submitted online in the **E-Tendering portal (CPP)** and the Hard Copies of Techno- Commercial Bid Documents in sealed Envelope clearly superscripted E-Tender ID and addressed to “**The Director, CNCI, 37, Shyama Prasad Mukherjee Rd, Kolkata-700026**” with and the name of Bidder with contact details in lower left corner of the Envelope must be dropped in the E-Tender Box kept in the Office of **the Director, CNCI HAZRA CAMPUS** in person before the closing date of submission as given in the E-Tendering portal against this E-Tender ID.

10. LAST DATE FOR SUBMISSION:-

Sealed Bids shall be dropped in the E-Tender Box kept at the address specified above not later than the time and date specified in the E-Tender Notice in the Schedule of E-Tender displayed in the E-Tendering Portal of CNCI. In the event that the specified last date for the submission of Bid is declared a holiday, the next working day will be counted as the last date. On line submission of Bids are needed to be done within the stipulated date and time in the E-Tendering portal.

The CNCI KOLKATA may at its discretion, extend this deadline for submission of Bids by amending the E-Tender Documents/uploading the Pre Bid Clarification, in which case all rights and obligations of CNCI KOLKATA and Bidder will thereafter are subjected to the deadline as extended.

Any E-Tender received by the CNCI KOLKATA after the deadline for submission of E-Tender prescribed by the CNCI KOLKATA, pursuant to the Clause above, will be rejected and /or returned unopened to the Bidder.

11. MODIFICATIONS AND WITHDRAWAL OF OFFERS:

The Bidder may modify or withdraw its E-Tender after its submission, provided that a written notice of modification or withdrawal is received by the CNCI prior to the closing date and time prescribed for submission of Bid. No Bid can be modified by the Bidder, subsequent to the closing date and time for submission of E- Tender.

12. PROCESS TO BE CONFIDENTIAL:-

Information relating to the examination, clarification, evaluation and comparison of Bids and the award of a Contract shall not be disclosed to Bidders or any other person not officially concerned with such process until the Letter of Award to the successful and/or selected Bidder/Agency has been issued.

13. PRELIMINARY SCRUTINY:-

The CNCI KOLKATA will scrutinize the Bid to determine whether they are complete, whether any errors have been made, whether required technical documentation have been furnished, whether the documents have been properly signed and whether the Bids are generally in order. The CNCI KOLKATA will also determine the substantial responsiveness of the E-Tender. For purpose of these Clauses, a substantially responsive Bid is one that satisfies to all the terms and conditions of the E-Tender Documents without material deviations. The CNCI KOLKATA determination of E- Tender's responsiveness is to be based on the contents of the E-Tender itself without recourse to extrinsic evidence.

Bid determined as not substantially responsive will be rejected by the CNCI KOLKATA and may not subsequently be made responsive by the Bidder by correction of the non-conformity. The CNCI KOLKATA may waive any minor irregularity in a E-Tender which does not constitute a material deviation. This shall be binding on all Bidders and the CNCI KOLKATA reserves the right of such waivers.

14. METHOD OF BID EVALUATION AND ITS NECESSARY COMPLIANCE:-

Method of Bid Evaluations and important note regarding its strict compliance by the Bidder is given in detail just after NIT above in the heading "Method of Bid Evaluation". All Bidders are advised to read carefully the same before Bidding against this E-Tender.

15. CLARIFICATION OF OFFERS:-

To assist in the scrutiny, evaluation and comparison of Bids, the CNCI KOLKATA may at its discretion, ask some or all Bidder for Technical Clarification of their Bid. The request for such Clarifications and the response shall be in writing. To speed up the E- Tender process, CNCI KOLKATA, at its discretion, may ask for any Technical Clarification to be submitted by means of email by the Bidder. In such cases, original copy of the document describing the Technical Clarifications must be sent to the CNCI KOLKATA by means of courier/in person. If required officials of CNCI KOKATA may visit the organisation for which experience certificate is enclosed by the Bidder for fulfilling the requisite criteria.

16. REJECTION OF BID ON ACCOUNT OF FALSE/WRONG INFORMATION:-

Furnishing of wrong information and false documents will make the Bidder ineligible for Bidding and liable to be debarred/blacklisted from participation in E-Tender enquiries/Open E-Tenders/Conventional Tenders/Annual Rate Contracts by CNCI and /or other Government's Hospitals/Departments.

17. The past performance of the Bidder and other criteria as given in the Eligibility Criteria will be taken into consideration for award of Contract.

18. The Bidder will have to furnish documents in support of the information submitted by him/her in the E-Tender. Original documents shall be checked for verification as and when required.

19. In case of any attempt for cartelization by Bidder with a view to hike up the prices, all Bids

will be rejected and the Contractor will be blacklisted and Bid security EMD will be forfeited.

20. If any required information /documents are not submitted, then the Bid of the concerned Bidder will be rejected and shall not be considered. No representation in this regard will be entertained in latter stage

21. The Bidders are expected to be present at the time of online opening of E-Tenders; however, the Bids will be processed even when no Bidder/representative is present as per declared schedule.

22. The decision of the Director CNCI KOLKATA regarding approval of Bids shall be final and binding on all Bidders.

23. A prospective Bidder requiring any clarification of the Bidding Document shall attend the pre- Bid meeting on date and time scheduled on E-Tender portal in the office of the Medical Superintendent of CNCI KOLKATA.

24.No further correspondence shall be entertained after opening of the Bids.

25. Any person who is in Government Service anywhere or an employee of CNCI KOLKATA should not be made a partner to the Contract by Bidder directly or indirectly in any manner whatsoever.

26.The personnel, whose services are provided by the Bidder, shall at least at all times and for all purposes be the employees of the Bidder and on no account personnel so appointed and recruited by the Bidder will have any claim for appointment, continuous recruitment or regularization etc. under CNCI KOLKATA.

27.The individual signing the E-Tender document/Bids or any document forming part of the Bid on behalf of the Bidder, shall be responsible to produce a proper power of attorney duly executive in his/her favour stating that he/she has authority to bind other such person of the Bidding Bidder as the case may be in all matters pertaining to the Contract including the arbitration clause. In case the Bidder, so signing, fails to provide the said power of attorney the CNCI KOLKATA may, without prejudice to other Civil and Criminal remedies cancel the Bid and hold the signatory liable to all cost and damages. In case of registered or unregistered partnership Bidder, all the partners should sign the Bid. In case of change of any person signing the Agreement on behalf of limited Bidder or Bidder, he/she will produce a letter of authority /resolution passed by the Bidder empowering him/her to sign the Agreement on behalf of the Bidder.

28. In every case in which by virtue of the Workman's Compensation Act, the CNCI KOLKATA if obliged to pay compensation to such person employed by the Bidder in execution of the work, the CNCI KOLKATA will be entitled to recover from Bidder the amount of compensation so paid.

29. The successful and/or selected Bidder will execute the Contract /Agreement on Non-Judicial Stamp Paper worth of Rs. 100/- and commence the work at the site of CNCI HAZRA CAMPUS on or before Thirty (30) days time on issuing of Letter of Award at CNCI, HAZRA CAMPUS in the specified location of Patient Diet in KITCHEN SERVICES,.

30. The Bidding Bidder shall be responsible for verifying the antecedents of its staff/employees working in CNCI KOLKATA, by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any Authority. The list containing the names/addresses of the personnel appointed by the successful and/or selected Bidder/Agency shall be made available to CNCI KOLKATAwiththeirbio-datawithin15daysfromthedataofdeputing them.The same shall also be provided in the form of CD giving out photographs and detail of the staffs within one month of commencement of work at CNCI HAZRA CAMPUS premises.

31. The successful and/or selected Bidder shall have a license under Contract Labour (R&A) Act, 1970 and also submit a copy of such license with Bidding documents. The successful and/or selected Bidder/Agency shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation and any other Laws and Rules applicable inthis regard.

32. The successful and/or selected Bidder/Agency shall have license under Food Safety and Standard Regulation Act 2006 and submit a copy of such license with bid. The successful and/or selected Bidder/Agency shall abide by all the necessary provisions of various other requirement of

this Act.

33. The successful and/or selected Bidder/Agency, himself/herself, shall be responsible for any type of statutory/ mandatory claims or penalties in light of the default with reference to the above provisions.

34. The successful and/or selected Bidder/Agency shall procure all raw material & consumables that will include all perishable, Liquid Petroleum Gas (LPG), dairy, consumables that include cleaning agents, chemicals and consumables etc to run the F& B Operations and submit the bills for the reimbursement to the client on monthly basis. The approval of authorized representative of CNCI KOLKATA shall be obtained before placing the purchase order. The CNCI KOLKATA shall have the discretion regarding the quality and quantity of the stores. The proper record of such stores shall be maintained by the store keeper of the successful and/or selected Bidder. The CNCI Authorities can carry out surprise checks of the stores without any prior intimation. The successful and/or selected Bidder shall be required to raise tax invoice, wherever applicable, to seek the reimbursement of expenditure made on procurement of the raw material and consumable from CNCI KOLKATA. The successful and/or selected Bidder/Agency would also be required to provide copies of the rate Contract for verification of the rates which could be charged on Cost plus procurement management fee basis.

35. Arrangement of LPG Cooking Gas Cylinders & compliance of Fire Safety Rules.

- a. The successful and/or selected Bidder/Agency shall be required to make himself/herself necessary arrangement for cooking and keep LPG Gas refills in sufficient quantity for cooking purposes on his/her own cost as per the prevailing Rules and Regulation of LPG Gas Agencies.
- b. The successful and/or selected Bidder/Agency shall be responsible for any loss/theft of the LPG Gas Cylinders and other Equipment provided to him by the Institute/CNCI or he himself arranged in the premises of CNCI HAZRA CAMPUS.
- c. The successful and/or selected Bidder/Agency is liable for compliance of norms of Gas Cylinder Rules, 2004 under Explosives Act 1884 (4 of 1884) for commercial activities.

36. Payment shall be reimbursed on submission of monthly payment claim against Number of Patient Diet provided during the month with all the supportive documents within One month (30) days/considerable time from the date of receipt of bill duly certified & recommended by designated officer in charge Successful Bidder/Agency should ensure timely submission of the required documents to the CNCI KOLKATA for timely release of payments and the successful bidder/agency shall be liable to make payments to its engaged manpower & buy consumable without affecting the work in case of any unavoidable delay in monthly bill payment.

37. In case any person engaged by the successful and/or selected Bidder/Agency is found to be inefficient, quarrelsome, and invalid or found indulging in unlawful or union activities, the said Bidder/Agency will have to replace such person with a suitable substitute at the direction of the Competent Authorities of CNCI KOLKATA at short notice.

38. The CNCI KOLKATA will not provide any sort of accommodation to the staff(s) or person(s) deployed by the successful and/or selected Bidder/Agency and no lodging will be allowed in the premises of the CNCI HAZRA CAMPUS at any time.

39. The CNCI KOLKATA shall not provide the free food to the staff(s) or person(s) deployed by the successful and/or selected Bidder/Agency. Provision for providing meals to the staff(s) deployed on duty, their charges and payment mode would be discussed and finalized at the time of entering into Contract/Agreement with the successful and/or selected Bidder/Agency.

40. Every Patient Diet in KITCHEN SERVICES staff(s) shall wear the prescribed neat and clean uniform according to season affixing thereon the badge mentioning on the same, his name and designation of the worker provided by the successful and/or selected Bidder/Agency at his/her own cost.

41. The successful and/or selected Bidder/Agency shall not engage any staff below the age of 18 years. All the staffs deployed by the successful and/or selected Bidder shall be medically fit and their antecedent be verified prior to the deployment in CNCI HAZRA CAMPUS.

42. Smoking cigarette, bidi, chewing, pan, Gutkha etc. is strictly prohibited inside the CNCI HAZRA CAMPUS premises. Non-Compliance may lead to suitable penalty /termination of Contract.

43. If any complaint of misbehavior and misconduct from any staff(s) of the successful and/or selected Bidder/Agency comes into the knowledge of CNCI KOLKATA, then all such responsibility shall lie on the successful and/or selected Bidder/Agency and any loss owing to negligence or mishandling by the staff(s), the successful and/or selected Bidder/Agency shall himself/herself be responsible to make good for the losses so suffered by/CNCI KOLKATA.

44. The liability of the either party against any risk other than bodily injury and statutory non-compliances shall not exceed total amount invoiced by the successful and/or selected Bidder/Agency during the preceding financial year i.e. April to March or Rs. 10 million whichever is less per occurrence.

45. The successful and/or selected Bidder/Agency shall not, at any stage, cause or permit any sort of nuisance in the premises of CNCI KOLKATA or do anything which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in the CNCI HAZRA CAMPUS premises and near to it.

46. The successful and/or selected Bidder/Agency shall for providing KITCHEN SERVICES, patient diet services, ensure the following:-

- a. That a daily report for provided Patient Diets in various wards as per the Diet Order communicated by Ward Nursing In charge/Dietician of CNCI KOLKATA properly recorded & all record shall be maintained properly.
- b. That its staff(s) does not smoke/drink/abuse drugs at the place ofwork.
- c. That any specific work related to Patient Diet in KITCHEN SERVICES, assigned to it by the CNCI KOLKATA or any Officer authorized by it is carried out by him diligently and well intime.
- d. The successful and/or selected Bidder/Agency should pay and/or distribute the salary/wages to its employee(s) and/or staff(s) as per Minimum Wages Act preferably before 7th of each month on their Bank Accounts.

47. Tax deduction at source shall be governed by the prevailing Acts/Rules.

48. The CNCI KOLKATA reserves the following Rights:

- a. To Amend the scope and value of the Contract/Agreement (i.e. Patient Diet in KITCHEN SERVICES, diet Services).
- b. To Reject or Accept any Application without assigning any reasons thereof
- c. To Reject all bids and cancel the E Tender.
- d. The CNCI Authorities shall neither be liable for any of the above mentioned actions nor be under any obligation to inform the Applicants.

49. PENALTY CLAUSES

1) In case the successful and/or selected Bidde/Agency fails to commence / execute the work as stipulated in the Agreement/Contract or there is a breach of any terms and conditions of the Agreement/Contract, the CNCI KOLKATA reserves the right to impose the penalty as detailed below: -

- a) First instance the penalty should be @5% of cost value of concerned monthly payment claim.
- b) Second instance, the CNCI KOLKATA reserve the right to cancel the Agreement/Contract or withhold the Agreement/Contract or forfeit the Performance Security Deposit/EMD as applicable

and get this job to be carried out from at the cost of the successful and/or selected Bidder/Agency. The defaulting Bidder/Agency will be blacklisted from participating in any E-Tender of CNCI KOLKATA for next five years.

- c) The amount payable for the preceding month can be partially/ fully deducted depending on the severity of default in case of non-compliance with work stipulations, post the commencement of Patient Diet in KITCHEN SERVICES, diet services Contract.
- 2) For any breach of Agreement/Contract, designated Committee or Authority or any person nominated by or on behalf of the CNCI KOLKATA shall be entitled to impose a penalty up to Rs. 5000/- on the first occasion upon the successful and/or selected Bidder/Agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the CNCI KOLKATA. If the lapse is repeated again the extent of penalty will be doubled on each such occasion. The decision of the said Officer/Committee in this regard shall be final and binding upon the said Bidder/Agency. Some of the instances in which penalty would be imposed are enumerated below. (But these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities) :-
 - a) If the personnel(s) working in KITCHEN SERVICES, are not found in proper uniform and displaying their photo identity card.
 - b) If the personnel(s) found indulging in smoking/drinking/sleeping during duty hours.
 - c) Penalty will also be imposed if the behavior of personnel(s) found is discourteous to anyone in CNCI KOLKATA including staff or patients.
 - d) If any personal(s) found performing duty by submitting a fake name and address, the services of such person shall be terminated and the successful and/or selected Bidder/Agency will be held responsible for such lapse.
 - e) If any personnel(s) found on duty other than those mentioned in the approved list supplied by the successful and/or selected Bidder/Agency to CNCI KOLKATA.
- 3) In the case of any loss/theft of CNCI property or any patient property, the Committee will consider the circumstances leading to the loss and if the responsibility is fixed on the successful and/or selected Bidder/Agency, CNCI KOLKATA will make good the losses by deducting the cost of loss from the security deposit/or next month's bill in one or more installments. In case of any foreign substance like hair, insect, worm, stones etc. are found in patient meal, the successful and/or selected Bidder/Agency shall be penalized with a penalty of Rs. 5000/- for 1st such case, Rs.10000/- in case of 2nd instance and if it occurs more than 2 times than a deduction of Rs. 15000/- in multiple of number of such complaints would be imposed in the respective month's bill.

CONTRACT TENURE (EXTENSION):

- i) The Agreement/Contract will be valid for TWO YEARS from the date of engagement of the successful and/or selected Bidder/Agency subject to annual review of the performance of the said Bidder/Agency by the CNCI Authorities on same terms and conditions on mutual consent basis. It shall be the discretion of the CNCI Authorities for extension of Agreement/Contract for further Maximum up to Three Years subject to satisfactory performance of the said Bidder/Agency.
- ii) After the completion of the assigned responsibilities across the tenure of the Agreement/Contract, the CNCI KOLKATA at its sole discretion and mutual consent, may extend the Agreement/Contract maximum for Six Months subject to satisfactory personal quality certification by Designated Inspection Committee or Authority or any person nominated by or on behalf of CNCI KOLKATA to assess the performance of the said Bidder/Agency.
- iii) In exceptionally deserving case CNCI Authorities at its sole discretion and mutual consent, may consider further extension of the period of Agreement/Contact for which independent assessment of performance could be sought.
- iv) The CNCI KOLKATA will decide the commencement of the service which will be duly notified at the time of Award of E-Tender.

50. PAYMENT TERMS:-

1. The payment to the successful and/or selected Bidder/Agency/Service Provider shall be made as per actual Diets supplied by him/her during the month on his accepted price and shall not exceed quoted price. The deployment of manpower may required to be worked out as per the current load of Patient Diet in KITCHEN SERVICES Services, Services requirement, which may vary as per need

basis and would be assessed on dynamic basis. Monthly assessment and review for deployment of manpower to handle services efficiently is needed to be done by the said Bidder/Agency along with the Nodal Officer of CNCI KOLKATA.

2. The successful and/or selected Bidder/Agency/Service Provider shall raise bill by the first week of next month (i.e. after completion of each month). The payment shall be made preferably within Thirty (30) days of submission of bill. Disputed amount or amount on which clarification is required may be held up till the time matter is sorted out. However, rest amount shall be released by due date to avoid the sustainability of services in larger public interest.
3. Bill along with all supportive documents should be submitted to the Administration Branch of CNCI KOLKATA before 5:00pm otherwise bill will be deemed to be submitted on the next working day.
4. Payments from CNCI KOLKATA shall be made by electronic fund transfer to the supplier's account by NEFT or RTGS for which purpose the said Bidder/Agency is expected to submit their complete bank details.
5. Penalty would be in terms of part of negligence, which would be deducted and reflected in month's payment.
6. Along with payment claim for providing Patient Diet Services, the details of Payment paid to the deployed manpower must be submitted with following the documents for further processing of the bill: -
 - a. ECS Statement duly verified by Bank Officer of concerned branch of Bank may be submitted where the said Bidder/Agency is having the Bank Account for monthly salary disbursement in the bank account of employees on or before 07th of every month (as a proof of compliance to ensure that monthly salary paid is not less than the statutory provision of minimum wages act as applicable in Central Government Minimum Wages Act and/or Rules for the respective category of worker, and as being charged from CNCI KOLKATA). The CNCI KOLKATA may approve acceptance of other equivalent documents if judged adequate to confirm compliance in lieu of ECS statement for salary payment on recommendation of the concerned Committee.
 - b. Monthly Statement of ESIC deposit done against the work force deployed
 - c. Monthly Statement of EPF deposit done against the work force deployed
 - d. Bonus payment to be reimbursed (as per actual subject to maximum as quoted in the price bid format) after submission of proof of credit in the bank account of employee(s).
7. The payment to the successful Bidder/Agency shall be released only after verification of the contracted service through a checking mechanism enforced by Designated Inspection Committee or Authority or any person nominated by or on behalf of the CNCI KOLKATA to assess the performance of the said Bidder/Agency, both in terms of quantity and quality.
8. The PFMS System has been implemented at CNCI KOLKATA and all the payment claims should be settled electronically through NEFT/RTGS. For this purpose the successful and/or selected Bidder/Agency is needed to submit their details in the PFMS Format enclosed at Annexure-12.

EXCLUSIVE RIGHT OF THE DIRECTOR, CNCI KOLKATA

The Director, CNCI KOLKATA shall have the full and exclusive right to accept or reject, increase or decrease order quantity, any or all the E-Tenders without assigning any reasons and also to cancel the supply at any time without assigning any reason.

**(DIRECTOR)
CNCI KOLKATA**

Schedule of Requirement

DETAILED SCOPE OF WORK

Annexure- I

DETAILED SCOPE OF WORK IN PROVIDING AND Maintaining PATIENT DIET IN KITCHEN SERVICES, AT CNCI HAZRA CAMPUS is as under:-

1.SUCCESSFUL AND/ORSELECTED BIDDER'S/AGENCY'S RESPONSIBILITIES :-

The successful and/or selected Bidder/Agency shall Provide, Supply and Manage Patient Diets through operation of fully equipped KITCHEN SERVICES and Stores comprising of procurement, preparation and serving of all Meals, Breakfast, Lunch, Dinner, Tea and Snacks etc, for patients, doctors, executives, staff, guests and attendants conforming to the specifications and the best quality standards on all days of the week round the clock for and in accordance with the requirement of the CNCI .

For supply of Patient Diet for CNCI HAZRACAMPUS, food will be prepared in CNCI HAZRA KITCHEN SERVICES safely maintaining proper hygiene as per Government food safety and standard Laws and Rules and also arrangement shall be done by the said successful and/or selected Bidder/Agency for serving hot meal to the patient (s). All the necessary arrangement will be done by the said Bidder/Agency at his/her own cost.

The said successful and/or selected Bidder/Agency should engage Qualified Staffs like Dietician, Waiters, Cooks, who would possess the applicable Certificate/Diploma/Degree etc., provide KITCHEN SERVICES utensils, crockery and cutlery and miscellaneous items required to provide efficient and uninterrupted Dietary Services. The said successful and/or selected Bidder/Agency shall Prepare and Provide food to patient(s) as per the instructions of the Dietician and/or authorized person.

The said successful and/or selected Bidder/Agency should maintain Cleanliness in the KITCHEN SERVICES, the surrounding Areas and it is his/her responsibility to Clean the KITCHEN SERVICES Maintain Proper Sanitation and Cleanliness in food preparation and use Fresh Raw Materials in preparation of foods. It is his/her responsibility to Remove all trash and garbage to waste receptacles outside the premises of the Hospital/CNCI. Hazra Campus.

The said successful and/or selected Bidder/Agency shall provide list of all the personnel scheduled to work in the premises of the. CNCI, HAZRA CAMPUS.

The said successful and/or selected Bidder/Agency shall be responsible for all its staffs uniforms and its laundry services, a minimum of 2 sets of uniforms to all its employees are to be provided with a pair of canvas shoes. The shoes are to be used only inside the Hospital premises of CNCI, HAZRA CAMPUS.

All the Raw Material, Fish, Chicken, Milk, Vegetables, Grocery, Dairy, Bakery Products, Cleaning Agents, Sanitizers and any other items etc. to run the KITCHEN SERVICES, including Cooking fuel (LPG),would be arranged and/or to procure by the said successful and/or selected Bidder/Agency and the payments and/or costs of the said items to be paid directly by him/her. All transportation and vehicle costs required for procurement and arrangement of all the items required for Providing Patient Diets and Maintaining the KITCHEN SERVICES shall be paid by the said Bidder/Agency.

All Applicable Taxes and Insurance amounts to be paid by the said successful and/or selected Bidder/Agency and has to be borne directly by him/her.

The said successful and/or selected Bidder/Agency shall maintain a daily update of the health of their staffs paying particular attention to the signs and symptoms of communicable diseases that can be transmitted by food products. If an employee is suffering from gastrointestinal illness, boils, infected wounds etc, he/she shall be temporarily removed from his/her duties till declared fit by certified Medical practitioner.

The said successful and/or selected Bidder/Agency shall ensure that all employees and workers of him/her have undergone police verification process. The said successful and/or selected Bidder/Agency shall issue photo identity cards to all its employees bearing their individual photograph within 7days from the date of the Agreement coming in operation. The identity card shall bear the name of the employing organization, deployment establishment and shall bear the period of Contract and date of issue and the said Bidder/Agency or his/her authorized representative shall sign the said photo identity cards. Any new employee shall be issued a new identity card within7 days of the deployment.

The said authorized and/or selected Bidder/Agency will ensure that the raw material being used in the preparation of food for patients KITCHEN SERVICES must meet the quality Specifications and Guidelines of FSSAI

S.No.	Items	Quality/Brand
(A) Dairy Products		
1.	Milk- [Toned/DoubleToned/Full Cream]	Amul/MotherDairy/Equivalent
2.	Butter	Amul/Britannia/MotherDairy/Equivalent
3.	Processed Cheese	Amul/Britannia/MotherDairy/Equivalent
4.	Curd	Amul/Mother Dairy/Nestle/Equivalent
5.	Fresh packaged Paneer	Amul/MotherDairy/Keventer/Equivalent
6.	Ice cream	Mother Dairy/Kwality Walls/Amul/ Equivalent
(B) Bakery Products		
1.	Bread	Modern/Britannia/Equivalent
(C) Meat Products		
1.	Egg	Best Quality (50gms each)
2.	Fish	Best Quality (minimum 11/2Kg)
3.	Chicken	Best Quality (Boneless)
(D) Provision & Stores		
1.	Atta	Nature fresh/Ganesh/Fortune/Ashirwad/Equivalent
2.	Maida	Nature fresh/Ganesh/Fortune/Ashirwad/Equivalent
3.	Baking Powder	Tops/Ajanta/Equivalent
4.	Besan	Ganesh/Nature fresh / Equivalent
5.	Biscuits	Britannia/Parle/Sunfeast/Biskfarm/Equivalent
6.	Chilli Sauce	Tops/Diamond/Golden Crown/Equivalent
7.	Coconut Powder	Peacock/Agmark/Nafed/Equivalent
8.	Coffee	Nescafe/Bru/Equivalent
9.	Tea leaves	Tata/Lipton/Tajmahal/Brookbond/Equivalent
10.	Tomato Ketchup	Kissan/Nestle/Equivalent
11.	Corn Flakes	Kellogs(Plain)/Mohan Meaken/Equivalent
12.	Cornflour	Wiekfield/Brown & Polson/Equivalent
13.	Custard Powder	Wiekfield/Brown & Polson/Equivalent
14.	Barley powder	Wiekfield/Brown & Polson/Equivalent
15.	Dalia	Nature fresh /Ganesh /Fortune /Ashirwad/Equivalent
16.	Artificial Sweetner	Sugar free Gold/ Sugar free Green/Istevia/Equivalent
17.	Gelatin	Prasuma's/Topsal/Equivalent
18.	Ghee	Amul/Mother dairy/ Equivalent
19.	Jam	Tops /Kissan/Equivalent
20.	Jelly	Rex/Wiekfield/Equivalent
21.	Fruit Juice	Real Active/Tropicana(without added sugar)/Equivalent
22.	Masalas Agmark Branded	Data/Ashirvad/Catch/MDH/Equivalent
23.	Oats	Kellogs/ Saffola/Quaker/Bagrrys/Equivalent
24.	Pasta	DelMonte/Bombino/Equivalent
25.	Pickle	Tops/Mother Receipe/Equivalent
26.	Plain Noodle	Ching's/Tops/Equivalent
27.	Poha	Fortune/Tata/MTR/ Ashirvad/Equivalent
28.	Pulses/Dal/Beans	Agmark/ Equivalent
29.	RefinedOil	Ruchi/Fortune/Imami/Equivalent
30.	Mustard oil	Fortune/Imami/Dhara/Equivalent
31.	Rice-Basmati	Fortune/Indiagate/Dawat /Equivalent
32.	Rice – Parboiled(Minikit)	Laalbaba/ Basumati/Agmark/ Equivalent
33.	Rooh afza	Hamdard/Equivalent
34.	Sabudana	Best Quality(Samavayika) /Equivalent
35.	Salt	Tata/Anapurna/Captain Cook/Equivalent
36.	Salt n Pepper Sachets	Catch/Equivalent
37.	Sevian	Lion/Superstar/Nafed/Equivalent
38.	Soft Drinks	Thumbsup/Pepsi/Coke/Frooti/Maaza/Sprite/Limca/Fanta/Equivalent
39.	Milkshake, Lassi, Chaas, Buttermilk	Amul/Cavin's/Nestle/Hershey's/BritanniaEquivalent

40.	Soya Bean Vadi/ Soya Chunks	Agmark/Equivalent
41.	Soya Nugget	Ruchi/Agmark/ Equivalent
42.	Soya Sauce	Ching's/Tops/Wiekfield /Equivalent
43.	Spice Whole	Agmark/Nafed/Catch/Equivalent
44.	Sugar Sachet	Hi Choice/Equivalent
45.	Sweetcorn	Golden Crown/Kaytis/Bhutan/Equivalent
46.	Tea Bag	BrookeBond/Tata Tetley/Equivalent
47.	Tomato Ketchup Sachet	Tops/Maggie/Heinz/Equivalent
48.	Vermicilli	Bambino/Equivalent
49.	Vinegar	Tops/Diamond/Golden Crown/Equivalent
50.	Mineral Water	Kinley/Bisleri/Aquafina/Equivalent
51.	Idli Mix	Pilsburry/MTR/Equivalent
52.	Wostershire Sauce	Solar/Bawa/Equivalent
53.	Pickle Sachets	Hi Choice/Halls/Tops/Equivalent
54.	Jam Sachets	Hi Choice/Halls/Tops/Equivalent
55.	Marmalade	Hi Choice/Halls/Tops/Equivalent
Fruits&Vegetable		
1.	Fresh Fruits & Vegetable of Good Quality	Local Market
(E)Misc		
1.	White Butter-	Agmark/Mother Dairy/Equivalent

- i. Crockery, Cutlery & Glass ware, required KITCHEN SERVICES Utensils, Equipment, Appliances shall be provided by the successful and/or selected Bidder/Agency and shall bear all cost of the breakages/losses which shall be evaluated on monthly basis by CNCI, Kolkata.
- ii. Medical checkup of all staff employed by the successful and/or selected Bidder/Agency to be done at his/her own cost every 6 months including the following tests:
 - Chest X RAY
 - CBC (Hb%, TLC, DLC)
 - Routine Urine Test
 - Routine Stool Test
- iii. The successful and/or selected Bidder/Agency shall provide vaccination to all staffs employed by him/her on the following:
 - Typhoid
 - He patitis B
 - Co vid-19
- iv. The police verification report in respect of the staffs to be deployed by the successful and/or selected Bidder/Agency for handling Patient Diet in KITCHEN SERVICES, in CNCI Hazra Campus is needed to be provided within 15 days from the deployment of any of his/her staff member at CNCI Hazra Campus premises and all deployed manpower will have to wear approved colored dress and ID Card during duty hours at CNCI Hospital.
- v. Any upgradation of Standard Operating Procedure (SOP) related to KITCHEN SERVICES, have to be approved by the Competent Authority of CNCI, Kolkata. The suggestion of the Competent Authority of CNCI, Kolkata has to be incorporated in the SOP by the said successful and/or selected Bidder/Agency.
- vi. All required Raw Material, Utensils, Appliances needed to be arranged and/or procured by the said successful and/or selected Bidder/Agency and it is needed to deploy the required number of Manpower for handling CNCI, Hazra Campus for Providing and/or Managing Patient

Diet in KITCHEN SERVICES, by the said Bidder/Agency. The Bidder/Agency must engage trained, young, smart and well-mannered adult manpower with compliance of all applicable Labour Laws with wearing proper approved colour uniform, ID Cards during discharging the services at CNCI, Kolkata

- vii. The successful and/or selected Bidder/Agency will issue I-card with signature of authorized CNCI official to its employees.
- viii. The successful and/or selected Bidder/Agency shall make available CV of the employees in hardcopy and/or soft copy giving out the details of all the employees deployed in CNCI Kolkata.
- ix. The shift to the staff (s) would be rotated periodically and a roster would be maintained.
- x. The staff(s) would be rotated with proper handing and taking over every month/week as per roster to avoid possible Contacts/collusion for better security arrangement from operational point of view.
- xi. The successful and/or selected Bidder/Agency will be liable to arrange all required Equipments/Utensils/Required Raw Materials/Garbage Disposal in the CNCI, Hazra Campus premises.
- xii. The successful and/or selected Bidder/Agency will maintain highest level of hygiene during service delivery at CNCI, Hazra Campus as per prevailing norms of Kolkata Municipal Corporation/Pollution Control Board/Any other Statutory Organization like NGT etc. and make sure the availability of all required Equipment's/Garbage Disposal Bins/Insect killing Machines should be provided by him/her and for this purpose CNCI Kolkata will not pay any extra amount to the said Bidder/Agency. It means that all the costs of the above required items are also included in the quoted rates of the said Bidder/Agency.
- xiii. The successful and/or selected Bidder/Agency shall be responsible to provide trained manpower in KITCHEN SERVICES,
- xiv. Weekly, fortnightly and monthly training of all the personnel deployed must be organized as per training program and to be intimated to CNCI, Kolkata.
- xv. During duty hours all the KITCHEN SERVICES staffs will wear cap, mask and gloves to maintain utmost hygiene standards. The successful and/or selected Bidder/Agency shall bear all costs associated with the supply of caps, masks and gloves.
- xvi. The successful and/or selected Bidder/Agency shall bear all costs associated with the preparation and submission of Bid and CNCI Kolkata will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
- xvii. The successful Bidder/Agency shall provide female staff(s) as per need of the services. The delivery of food to the female ward should be preferably done by the female staff(s).
- xviii. All the Bidders must read the prescribed terms and conditions and accept the same to proceed further to submit the Bids.
- xix. After downloading / getting the E-Tender schedules, the Bidders should go through them carefully and then submit the documents as asked, otherwise, the Bid will be rejected.
- xx. All the Bidders must unconditionally accept all terms and conditions stipulated in the original/downloaded E-Tender Document and submit/upload the entire signed and stamped Document.
- xxi. All the Bidders have to submit the E-Tender document on line well in advance before the prescribed time to avoid any delay or problem during the submission process.
- xxii. All documents submitted should be self-attested with seal of the Bidders.
- xxiii. In case the date of opening of E-Tenders is declared a holiday for unexpected reasons, the E-

Tenders shall be opened at the same time on the next workingday.

xxiv. All pages of the Bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the Bidders or his/her authorized representative. Offers received without signature and seal on all pages are liable to be rejected.

2. LIABILITIES OF CNCI

CNCI will provide space, water connection, electricity connection, KITCHEN SERVICES equipments furniture in the KITCHEN SERVICES premises and/or in any of the designated place in CNCI, Hazra Campus.

SUPERVISION & QUALITY CONTROL: The CNCI Authorities will have unfettered right to inspect the KITCHEN SERVICES premises, process of cooking and catering anytime and the successful and/or selected Bidder/Agency will cooperate with the CNCI Authorities. The CNCI Authorities will have overriding supervising power to give instructions to the successful and/or selected Bidder/Agency and it must be complied with.

DETAILS OF PATIENT DIET MENU

Details of Patient Diet Menus is given in the Diet Orders and all Bidders are advised to read carefully, understand clearly and make sure to supply Patient Diet as per the parameters indicated on the same.

Patient Diet Orders

Details of Patient Diet as per following Menus required to be prepared and provided to Patient (s) Admitted in the various Wards as per Diet Order communicated by Dietician CNCI Kolkata.

VARIOUS GENERAL AND THERAPEUTIC DIETS TO BE SERVED TO INDOOR HOSPITAL PATIENTS OF CNCI, HAZRA CAMPUS :

TABLE NO.		TYPE OF DIET
1		Normal diet(ND)
	1a	Normal Non-Veg diet(NDNV)
	1b	Normal Veg diet(NDV)
	1c	Normal Non-Veg Soft diet(NDNVS)
	1d	Normal Veg Soft diet(NDVS)
2		Diabetic diet(DD)
	2a	Diabetic Non-Veg diet(DDNV)
	2b	Diabetic Veg diet(DDV)
	2c	Diabetic Non-Veg Soft diet(DDNVS)
	2d	Diabetic Veg Soft diet(DDVS)
3		High calorie high protein diet(HCHPD)

	3a	High calorie high protein Non-Veg diet(HCHPNV)
	3b	High calorie high protein Veg diet(HCHPV)
	3c	High calorie high protein Non-Veg Soft diet(HCHPNVS)
	3d	High calorie high protein Veg Soft diet(HCHPVS)
4		Pre op /Light diet(PreOD)
5		Pediatric diet(PD)
	5a (1yr -2yrs)	Pediatric Diet A(PDA)
	5b(3yrs – 6yrs)	Pediatric Diet B(PDB)
	5c (7yrs – 12yrs)	Pediatric Diet C(PDC)
6		Liquid diet(LD)
	6a	Normal Liquid diet(NLD)
	6b	Diabetic Liquid diet(DLD)
	6c	High calorie high protein Liquid diet(HCHPLD)
7		Special Normal diet(SND)
	7a	Special Normal Non-veg diet(SNDNV)
	7b	Special Normal Veg diet(SNDV)

General Diet of a Patient on regular basis: NORMAL DIET

(All measurements in Uncooked Weight and Edible portion)

Time	Food Items	Normal Non-Veg. (Amts.) 1a	Normal Veg (Amts.) 1b	Normal Non-Veg.Soft (Amts.) 1c	Normal Veg.Soft (Amts.) 1d
Break fast	Bread/Chira/Suji/Oats/Dalia(As per menu)	50g	50g	50g (Chira/Suji/Oats/Dalia)	50g (Chira/Suji/Oats/Dalia)
	Amul Butter	10g	10g	10g	10g
	Chiplet/equivalent				
	Banana/Ripe Papaya	100g	100g	100g	100g
	Mosambi/Orange	-	-	-	-
	Egg(Whole)	1pc(50g)	-	1pc(50g)	-
	Double toned milk(Tetra pack)	200ml	200ml	200ml	200ml
	Chhenna of Double toned milk	-	250ml	-	250ml
	Tea with Milk & Sugar free Gold/ Sugar free green sachets/Equivalent	1cup with 10ml double toned milk	1cup with 10ml double toned milk	1cupwith 10ml double toned milk	1cupwith 10ml double toned milk
Lunch	Rice	100g	100g	100g(Soft rice only)	100g(Soft rice only)
	Dal	25g	25g	25g	25g
	Veg 1	200g	200g	200g	200g
	Veg 2	-	-	-	-
	Fish (75g/pc)	75g	-	75g	-
	Potato	50g	50g	50g	50g
	Curd (sealed pack)	1cup(85g)	1cup(85g)	1cup(85g)	1cup(85g)
	Pasturized Paneer (packed)	-	35g	-	35g
Tea Time	Tea with Milk & Sugar free Gold/ Sugar free green sachets/ Equivalent	1cup with 10ml double toned milk	1cup with 10ml double toned milk	1cup with 10ml double toned milk	1cup with 10ml double toned milk
	Biscuit- Sweet	10g(2pcs)	10g (2pcs)	10g (2pcs)	10g (2pcs)
	Double toned milk(Tetra pack)	200ml	200ml	200ml	200ml
	Sattu	25g	25g	25g	25g
Dinner	Rice/Atta	100g	100g	100g(Soft rice only)	100g(Soft rice only)
	No. of Roti	4pcs	4pcs	-	-
	Dal/Soya chunk	25g	25g	25g	25g
	Veg 1	200g	200g	200g	200g
	Veg 2	-	-	-	-
	Potato	50g	50g	50g	50g
	Fish(75g/pc)	75g	-	75g	-
	Pasturized Paneer (packed)	-	35g	-	35g
Oil per day		25ml	25ml	25ml	25ml

General Diet of a Patient on regular basis: DIABETIC DIET

(All measurements in Uncooked Weight and Edible portion)

Time	Food Items	Diabetic Non-Veg. (Amts.) 2a	Diabetic Veg (Amts.) 2b	Diabetic Non-Veg.Soft (Amts.) 2c	Diabetic Veg.Soft (Amts.) 2d
Break fast	Bread/Chira/Suji/Oats/Dalia(as per menu)	50g	50g	50g (Chira/Suji/Oats/Dalia)	50g (Chira/Suji/Oats/Dalia)
	Amul Butter Chiplet /Equivalent	10g	10g	10g	10g
	Ripe Papaya/Mosambi/Orange	150g	150g	150g	150g
	Egg(Whole)	1pc(50g)	-	1pc(50g)	-
	Double toned milk(Tetra pack)	200ml	200ml	200ml	200ml
	Chhenna of Double toned milk	-	250ml	-	250ml
	Tea with Milk & Sugar free Gold/ Sugar free green sachets/Equivalent	1cupwith 10ml double toned milk	1cup with 10ml double toned milk	1cupwith 10ml double toned milk	1cupwith 10ml double toned milk
Lunch	Rice	100g	100g	100g(Soft rice only)	100g(Soft rice only)
	Dal	25g	25g	25g	25g
	Veg 1	200g	200g	200g	200g
	Veg 2	100g	100g	100g	100g
	Fish (75g/pc)	75g	-	75g	-
	Curd (sealed pack)	1cup(85g)	1cup(85g)	1cup(85g)	1cup(85g)
	Pasturized Paneer (packed)	-	35g	-	35g
Tea Time	Tea with Milk & Sugar free Gold/ Sugar free green sachets/Equivalent	1cup with 10ml double toned milk	1cup with 10ml double toned milk	1cup with 10ml double toned milk	1cup with 10ml double toned milk
	Biscuit- Cream Cracker	10g(2pcs)	10g (2pcs)	10g (2pcs)	10g (2pcs)
	Double toned milk(Tetra pack)	200ml	200ml	200ml	200ml
	Sattu	25g	25g	25g	25g
Dinner	Rice/Atta	100g	100g	100g(Soft rice only)	100g(Soft rice only)
	No. of Roti	4pcs	4pcs	-	-
	Dal/Soya chunk	25g	25g	25g	25g
	Veg 1	200g	200g	200g	200g
	Veg 2	100g	100g	100g	100g
	Fish(75g/pc)	75g	-	75g	-
	Pasturized Paneer (packed)	-	35g	-	35g
Oil per day		25ml	25ml		

General Diet of a Patient on regular basis: HIGH CALORIE HIGH PROTEIN DIET

(All measurements in Uncooked Weight and Edible portion)

Time	Food Items	High calorie high protein NonVeg. (Amts) 3a	High calorie high protein Veg(Amts.) 3b	High calorie high protein Non-Veg. Soft(Amts.) 3c	High calorie high protein Veg. Soft (Amts.) 3d
Break fast	Bread/Chira/Suji/Oats/Dalia(as per menu)	50g	50g	50g (Chira/Suji/Oats/Dalia)	50g (Chira/Suji/Oats/Dalia)
	Amul Butter Chiplet/Equivalent	10g	10g	10g	10g
	Banana/Ripe Papaya	100g	150g	100g	100g
	Mosambi/Orange	50g	50g	50g	50g
	Egg(Whole)	2pc(100g)	-	2pc(100g)	-
	Double toned milk(Tetra pack)	200ml	200ml	200ml	200ml
	Chhenna of Double toned milk	-	300ml	-	300ml
	Tea with Milk & Sugar free Gold/ Sugar free green sachets/Equivalent	1cupwith 10ml double toned milk	1cup with 10ml double toned milk	1cupwith 10ml double toned milk	1cupwith 10ml double toned milk
Lunch	Rice	100g	100g	100g(Soft rice only)	100g(Soft rice only)
	Dal	25g	25g	25g	25g
	Veg 1	200g	200g	200g	200g
	Veg 2	-	-	-	-
	Fish (75g/pc)	2pcs	-	2pcs	-
	Potato	50g	50g	50g	50g
	Curd (sealed pack)	1cup(85g)	1cup(85g)	1cup(85g)	1cup(85g)
	Pasturized Paneer (packed)	-	50g	-	50g
Tea Time	Tea with Milk & Sugar free Gold/ Sugar free green sachets/Equivalent	1cup with 10ml double toned milk	1cup with 10ml double toned milk	1cup with 10ml double toned milk	1cup with 10ml double toned milk
	Biscuit- Sweet	10g(2pcs)	10g (2pcs)	10g (2pcs)	10g (2pcs)
	Double toned milk(Tetra pack)	200ml	200ml	200ml	200ml
	Sattu	25g	45g	25g	45g
Dinner	Rice/Atta	100g	100g	100g(Soft rice only)	100g(Soft rice only)
	No. of Roti	4pcs	4pcs	-	-
	Dal/Soya chunk	25g	25g	25g	25g
	Veg 1	200g	200g	200g	200g
	Veg 2	-	-	-	-
	Potato	50g	50g	50g	50g
	Fish(75g/pc)	75g	-	75g	-
	Pasturized Paneer (packed)	-	50g	-	50g
Oil per day		25ml	25ml	25ml	25ml

General Diet of a Patient on regular basis: PRE OP& PEDIATRIC
(All measurements in Uncooked Weight and Edible portion)

Time	Food Items	Pre op/light (Amts.) 4	Pediatric(Amts.)5 a (1 to 2 years)	Pediatric(Amts.) 5b (3 to 6 years)	Pediatric(Amts.) 5c (7-12 years)
Break Fast	Bread/Chira/Suji/ Oats/Dalia(as per menu)	50g.	10g	50g.	50g
	Amul Butter Chiplet/Equivalent	10g.	10g	10g.	10g
	Banana	100g.(1pc)	100g.(1pc)	100g.(1pc)	100g.(1pc)
	Egg(Whole)	1pc(50g)	1pc(50g)	1pc(50g)	1pc(50g)
	Double toned milk(Tetra pack)	200ml	200ml	200ml	200ml
Lunch	Rice	100g.	25g	50g.	60g
	Dal	25g.	10g	15g	25g
	Veg1	150g.	-	100g	100g
	Veg 2	-	-	-	100g
	Potato	50g.	-	-	-
	Potato(boiled)	-	10g	25g	25g
	Fish	75g(1pc)	50g(1pc)	50g(1pc)	75g(1pc)
	Curd(sealed pack)	1cup (85g)	-	1cup (85g)	1cup (85g)
Tea time	Tea with Milk & Sugar free Gold/ Sugar free green sachets/Equivalent	1cup with 10ml double toned milk	-	-	-
	Double toned milk(Tetra pack)	-	200ml	200ml	200ml
	Biscuit : sweet	10g(2pcs)	10g(2pcs)	10g.(2pcs)	10g(2pcs)
Dinner	Rice	60g.	25g	50g.	60g
	Dal	25g.	10g	15g	25g
	Veg 1	150g.	-	100g.	100g
	Veg 2	-	-	-	100g
	Potato	50g.	-	-	-
	Potato(boiled)	-	10g	25g.	25g
	Fish	-	-	50g(1pc)	75g
	Double toned milk(Tetra pack)	-	200ml	-	-
Oil	25ml	5ml	25ml	25ml	

NB- For Patients above 12 yrs has to be supplied with adult Diet.

Where any specific brand is mentioned any equivalent brand may be supplied in all General Diet Categories.

General instructions for Patient Diet Management:

1. Sample menu for standard normal diet to be served to patients.
2. Modifications in normal diet sample menu can be done as per patients' requirement, dietician's instructions. Some patients could be served clear liquid or liquid or semi-solid as per

the condition of the patients.

3. Diet will be served in partitioned thalis or in food grade biodegradable disposables.
4. Patient's diet thali is to be tagged according to:
 - a. Bed no,
 - b. Type of diet for example diabetic diet/ high calorie high protein diet/ soft diet etc.
 - c. Meal Type (eg breakfast / midmorning/Lunch /evening snacks /Dinner),
 - d. Mentioning day/date/month
 - e. Food habit (Veg/ NonVeg).
5. The personnel appointed should wear neat and clean uniform for their clear identification and they should wear uniform on all working days. While serving and food handling staff should wear head caps, gloves, apron etc.
6. The diet menu is suggestive and may change as per the availability of the proposed items. The concerned Dietician/ Medical Officer would be the final authority to take appropriate decision on the menu without compromising the quality.
7. The menu will be modified according to the season.
8. Individual patient changes to be amended as needed and as per instructions (a) early morning (b) breakfast (c) mid-morning (d) evening time (e) dinner (f) bedtime.
9. The quantities mentioned in the menu are in the uncooked form.
10. Serving time should be as per the following timetable:

BREAKFAST & MID MORNIN G	LUNC H	EVENIN G SNACKS	DINNE R &POST DINNER
7:00 AM - 8:00AM	12:00 PM - 1:00 PM	4:00 PM -4:30 PM	7:00 PM - 8:00 PM

11. The "milk" mentioned in the scale means **Double Toned Milk.**
12. **.Curd/ paneer from sweet shops cannot be supplied. Curd/paneer has to be supplied in sealed packs of the brands mentioned.**
13. Bland Veg/ Non Veg, means Normal Veg/Non Veg respectively without any oil and spices (boiled).
14. Soft diet means soft rice for both lunch and dinner.
15. Salt Free diet is to be served without any salt. As and when amount of salt is specified 1 g each salt packet is to be supplied e.g. if 3g salt is specified for a patient he/she will get 3 salt packets/day.

16. Special therapeutic Veg/ Non Veg would be adjusted for particular cases, taking food items and amounts from any of the above mentioned categories. Special Therapeutic Diets are :- Low Protein Diet, Fat Free Diet, low Protein Liquid Diet, High Calorie Low Protein Diet ,etc.
17. 75g. Fish=75g. Boneless Chicken. “Fish” mentioned in the diet scale is to be substituted by chicken, as mentioned in the suggested fish/chicken and Dal menu. Egg cannot be given instead of fish / chicken. Soya chunks/ nuggets (25g) may be given on two days/ week for dinner as per **Schedule B.**
18. Marie/Thin Arrowroot biscuits to be given to Non-Diabetic patients and Sugar Free Cream Cracker biscuits to be given to Diabetic patients.
19. All measurements in uncooked weight and edible portion.
20. Total amount of oil to be used in cooking for each day per patient is 25ml.
21. Branded Mustard oil and Branded White oil to be used in 1:1 ratio.

DIABETIC DIET

A diabetic diet is given to patient with high blood sugar levels, to minimize symptoms, and dangerous complications due to long time elevation of blood sugar levels. This diet should be low in sugar and refined carbohydrates, while relatively high in dietary fibre. Roasted fenugreek seeds can be included in the diet, as these have been shown to have hypoglycemic effects.

FOODS TO AVOID

- Sugar and honey
- Sweet foods like fizzy drinks, sweets, chocolate, cookies, energy drinks Ketchups, syrups, Jams, ice cream
- Salad dressing, sausages, Sweet pickles
- Fatty foods Saturated fats – ghee, cheese
- Root vegetables
- Fruits like mango, chikoo, grapes Dried fruits and nuts
- Restrict Animal meat
- Potato chips French fries, corn chips Avoid too much salt in cooking
- Reduce the amount of salt in cooking
- Whole milk and milk products (only Double toned milk to be used)
- Fruits allowed: Apple/Guava/Orange/Pear/Plum/Jamun

PATIENT DIET ORDERS

The general or routine diet must be nutritionally adequate either to maintain adequate nutrition or to improve the nutritional status. This general or full diet may be served to ambulatory patients who are not under therapeutic diet. This diet should contain minimum number of rich foods and foods that require longer time for digestion, since hospital patients are physically less active than average normal persons. Patients who need adaptations or modifications in their diet, due to illness, accident or injury, may be served a modified diet until they recover and become ambulatory patients, who can be served the general diet.

The diets are tabulated as below:- General Diets

- All general Diet Plans are in accordance with RDA 2020 (Ref.: NIN,ICMR).
- Recommended Dietary Allowances for Indians (Macronutrients and Minerals)

The Recommended Dietary Allowances (RDA) are the levels of intake of the essential nutrients that are judged to be adequate or sufficient to meet the nutrient requirement of nearly all (97 to 98 percent) healthy individuals in a particular life stage and gender group.

ENTERAL FEEDING

Enteral feeding refers to intake of food via the gastrointestinal tract.

A person on enteral feed usually has a condition or injury that prevents eating a regular diet by mouth, but their gastro intestinal tract is still able to function.

Common indications for enteral nutrition are: stroke, cancer, critical illness or injury, failure to thrive, neurological or movement disorders, gastro intestinal dysfunction or disease etc.

CLEAR FLUID DIET

This diet is given for a patient having acute illness, infections acute inflammatory conditions of the intestinal tract following operations. This diet is desirable to prevent evacuation from the bowel, to relieve thirst, removal of gas etc. This diet should be residue free, non-stimulating to peristaltic action. This diet is entirely inadequate from the nutritional stand point i.e. deficient in protein vitamins, minerals and calories; for e.g. clear strained fruit juices, rice water, black tea etc.

NOTE:

- **No milk** in clear liquid Diet.
- Fruit Juice without pulp, strained vegetable soup without corn flour, tender coconut water, barley water, dal water etc. can be given.
- Fruit juices, Mosambi /lemon juice, coconut water depending upon potassium level in case of renal patients.
- The concerned dietician / medical officer would be the final authority to take appropriate decision on the food item without compromising the quality.
- Quantities to be decided by the Medical Officer /Dietician.
- Clear Fluid Diet is suitable for the conditions such as:-
 - [1] Gastrostomy Cases
 - [2] Conditions, where patients are unable to swallow
 - [3] First 24-48 Hrs in Cardiovascular Disorders
 - [4] Post-Operative Cases

LIQUID DIET

This diet bridges the gap between clear fluid and soft diet. This diet is used in acute gastritis, acute infections and diarrhoea and for patients who are unable to eat semisolid or solid or foods. In this diet foods which are liquid and which readily become liquid on reaching the stomach are given, e.g. milk, butter milk, milk shake, lassi, eggs, ice creams, fruit juices, tea, coffee, porridges which are well blended - oats, raggi, blended soups etc. When planned carefully, this diet can be given over an extended period of time, with sufficient calories and proteins. This diet is given at 2 -4 hours intervals.

NOTE:

- The liquid diet menu is suggestive and may be changed on the recommendation of the dietitian / medical officer.
- Fruit juices & fresh fruit milkshake – Mosambi/Banana/chikoo/mango/lemon juice/coconut water depending upon potassium level in case of Renal Patient.
- Fruit juices & fresh fruit shake - Banana/chikoo/mango should be strictly avoided, Mosambi/lemon juice, coconut water depending upon Blood glucose level in case of Diabetic patients.
- Concerned dietitian / medical officer would be the final authority to take appropriate decision on the menu without compromising the quality.
- Quantities to be decided by the Medical Officer /Dietician.

General Diet of a patient on regular basis: **LIQUID DIET**

(All measurements in Uncooked Weight and Edible portion)

Time	Food Items	Liquid(Amts.) 6a	Liquid Diabetic (6b)	Liquid High Protein(Amts.)6c			
Early Morning	Double toned milk (Tetra pack)	200ml	200ml	200ml			
Break Fast	Double toned milk (Tetra pack)	200ml	200ml	200ml			
	Chiwda	25g	--	25g			
	Sattu (Chhatu)Ghol	200ml [Sattu 2 Tsp(30g)]	--	200ml [Sattu 2 Tsp(30g)]			
	Fruit Juice (Tetra pack) Sugar free	200ml	200ml	200ml			
	Tea with Milk & Sugar free Gold/ Sugar free green sachets	1cup with 10ml DTM milk	1cup with 10ml DTM milk	1cup with 10ml DTM milk			
Lunch	Soup of Dal:	200ml	200ml	200ml			
	Dal	25g	25g	25g			
	Potato	25g	-	25g			
	Vegetable Soup:	200ml	200ml	200ml			
	Cornflour	1 table spoon (15g)	1 table spoon (15g)	1 table spoon (15g)			
	Veg 1	100g	100g	100g			
	Amul Masti Dahi (sealed Pack)	200g	200g	200g			
	Chiwra	25g	-	25g			
	Amul Protein Butter Milk	-	-	200ml			
	Tea with Milk & Sugar free Gold/ Sugar free green sachets	1cup with 10ml double toned milk	1cup with 10ml double toned milk	1cup with 10ml double toned milk			
	Double toned milk (Tetra pack)	200ml	200ml	200ml			
	Chiwda	25g	25g	25g			
Dinner	Soup of Dal:	200ml	200ml	200ml			
	Dal	25g	25g	25g			
	Potato	25g	-	25g			
	Vegetable Soup:	200ml	200ml	200ml			
	Cornflour	1 table spoon (15g)	1 table spoon (15g)	1 table spoon (15g)			
	Veg 1	100g	100g	100g			
	Amul Masti Dahi (sealed Pack)	200g	200g	200g			
	Chiwra	25g	-	25g			
	Amul Protein Butter Milk	-	200ml	200ml			
	Oil /day	Oil	40ml	40ml	40ml		

General Diet of a patient on regular basis: SPECIAL

(All measurements in Uncooked Weight and Edible portion)

Time	Food Items	Special Normal Non-Veg. (Amts.) 7a	Special Normal Veg (Amts.) 7b
Break fast	Bread/Chira/Suji/ Oats/Dalia(as per menu)	50g	50g
	Amul Butter Chiplet/ Equivalent	10g	10g
	Banana/Ripe Papaya	150g	150g
	Mosambi/Orange	50g	50g
	Egg(Whole)	2pcs(100g)	-
	Double toned milk(Tetra pack)	-	200ml
	Sweet(Rasogolla)/Diabet ic Sandesh	1 pc(25g)	2 pc(25g each pc)
	Tea with Milk & Sugar free Gold/ Sugar free green sachets	1cupwith 10ml double toned milk	1cup with 10ml double toned milk
Lunch	Rice	100g	100g
	Dal	25g	25g
	Veg 1	200g	200g
	Veg 2	100g	100g
	Fish (75g/pc)	1pcs(75g)	-
	Potato	25g	25g
	Curd (sealed pack)	1cup(85g)	1cup(85g)
	Pasturized Paneer	-	35g
	Salad	50g	50g
Tea Time	Tea with Milk & Sugar free Gold/ Sugar free green sachets	1cup with 10ml double toned milk	1cup with 10ml double toned milk
	Biscuit- cookies	10g(2pcs)	10g (2pcs)
	Amul Protein Butter milk- (Tetra pack)	-	200ml
	Sprouts salad with tomato, onion, cucumber	15g(sprout)	15g(sprout)
Dinner	Rice/Atta roti	100g/4pcs(from 100 gm atta)	100g/4pcs(from 100 gm atta)
	Dal/Soya chunk	25g	25g
	Veg 1	200g	200g
	Veg 2	100g	100g
	Potato	25g	25g
	Chicken(Boneless)	50g	-
	Pasturized Paneer	-	35g
	Cereal Kheer	Cereal 10g; Double Toned Milk 200ml	Cereal 10g; Double Toned Milk 200ml
Oil per day		30ml	30ml

Cyclic Breakfast Menu

Day	Menu	Ingredients
Monday	Chiwra Poha	Chiwda -50g, Oil -1 teaspoon, Mix veg(Green beans, carrot, cabbage, peas, onion) – as required, Spices and condiments- as required, Peanuts - few
Tuesday	Suji Upma	Suji-50g, Oil -1 teaspoon, Mix veg(Green beans, carrot, cabbage, peas, onion) – as required, Spices and condiments- as required
Wednesday	Masala Dalia	Dalia -50g, Oil -1 teaspoon, Mix veg(Green beans, carrot, cabbage, peas, onion) – as required, Spices and condiments- as required
Thursday	Masala oats	Oats -50g, Oil -1 teaspoon, Mix veg(Green beans, carrot, cabbage, peas, onion) – as required, Spices and condiments- as required
Friday	Dalia Pulao	Dalia -50g, Oil -1 teaspoon, Mix veg(Green beans, carrot, cabbage, peas, onion) – as required, Spices and condiments- as required
Saturday	Rava Upma	Suji-50g, Oil -1 teaspoon, Mix veg(Green beans, carrot, cabbage, peas, onion) – as required, Spices and condiments- as required
Sunday	Toast	Bread – 50g(2slices)

Suggested Vegetable Menu

March to October

Day	Lunch			Dinner		
	Main(Veg 1)	Main(Veg 2)	Diabetic	Main(Veg 1)	Main(Veg 2)	Diabetic
Monday	Sukto– Barbati, Begun, Karala, Alu, Kanchakala, Bari	Barbati Begun bhaji	Sukto– no Alu	Kumra, Patal, Alu, Tomato.	Begun bharta	Patal, Green Kumra, Tomato
Tuesday	Lau, Alu Bori	Nateshak fry	Lau bori	Dry veg. of Chichinga, Potato, Onion	Green papaya alu curry	Dry veg. of Chichinga, Onion
Wednesday	Bhindi, Alu	Patal aludalna	Bhindi	Patal, Kumra, Alu, Tomato	Chalkumra Alu curry	Patal, Kumra, Green Kumra, Tomato
Thursday	Green papaya alu curry	Jhinge Alu Posto	Jhinge onion tomato curry	Dry veg. Of Cabbage, Alu, Tomato	Lau, Alu Bori	Dry veg. Of Cabbage, Tomato
Friday	Mixed veg. – Dry Begun, Danta, Patal, Jhinge, Kumra, Alu	Chalkumra Alu curry	Mixed veg. – Dry Patal, Danta, Jhinge, Green Kumra, Begun	Barbati, Begun, Alu	Patal aludalna	Barbati, Begun
Saturday	Puishak, Kumra, Alu	Green papaya alu curry	Puishak, Green Kumra	Chichinga, Alu, Onion	Begun bharta	Chichinga, Onion
Sunday	Sukto	Jhingealu onion tomato curry	Sukto– no Alu,	Thor, Alu, Chhola	Chalkumra Alu curry	Thor, Chhola

November to February

Day	Lunch			Dinner		
	Main(Veg 1)	Main(Veg 2)	Diabetic	Main(Veg 1)	Main(Veg 2)	Diabetic
Monday	Palak, Begun, Muli, Alu, Seem, Bori	Lau alumatarsuti	Palak, Begun, Muli, Seem, Bori	Bean, Carrot, beet Capsicum, Alu	Bean Begun Alu	Bean, Carrot, Capsicum
Tuesday	Cabbage, Alu, Tomato, Matarsuti.	Seem alu Bori	Cabbage, Tomato, Matarsuti.	Green Papaya Chhola, Alu	Begun bharta	Green Papaya Chhola
Wednesday	Palak, Begun, Muli, Alu, Seem	Bean Begun Alu	Palak, Begun, Muli, Seem	Cauliflower, Tomato, Matarsuti, Alu	Barbati alu begun kumro	Cauliflower, Tomato, Matarsuti
Thursday	Green Papaya, Potato, Matarsuti.	Nateshak fry	Green Papaya, Matarsuti.	Lau, Alu, Bari, matarsuti	Bean Begun Alu	Lau, Bori, matarsuti
Friday	Cauliflower, Alu, Tomato, Matarsuti.	Kumro Karela alu fry	Cauliflower, Tomato, Matarsuti.	Matarsuti, Alu, Green Tomato	Seem alu Bori	Matarsuti, Green Tomato
Saturday	Sukto: Alu, Karela Muli, Kanchkala, Seem, Begun, Bori	Barbati alu begun kumro	Sukto– no Alu, Karela, Muli, Kanchkala, Seem, Begun, Bori	Cabbage, Alu, Matarsuti.	Green Papaya alu curry	Cabbage, Matarsuti.
Sunday	Posto, Onion, Cauliflower, Alu	Green Papaya alu curry	Posto, Cauliflower, Onion	Cauliflower, Alu, Matarsuti, Tomato	Kumro alubharta	Cauliflower, Matarsuti, Tomato

Suggested Dal and Fish/Chicken Menu for indoor patients of CNCI (H)

Day	Lunch	Dinner
Monday	Moong / Fish	Masur / Fish
Tuesday	Moong, Masur& tomato mixed / Fish	Moong / Chicken
Wednesday	Masur with carrot & beans / Chicken	Moong, Masur& tomato Mixed / SoyaChunks
Thursday	Blackgram / Fish	Masur / Fish
Friday	Masur / Fish	Moong with patal / Chicken
Saturday	Black gram& tomato/ Fish	Masur / Fish
Sunday	Moong / Chicken	Bengal gram& tomato / Soya keema

The Nutritive content of various diets :

Sl No	Type ofDiet	Energy (Kcal)	CHO (gm)	Protein (gm)	Fat (gm)	Fluid (ml)
1.	Normal Non-Veg(1 a)	2231	299	102	67	-
	Normal Veg(1 b)	2225	307	88	75	-
	Normal Non-Veg Soft (1c)	2231	299	102	67	-
	Normal Veg Soft(1d)	2225	307	88	75	-
2.	Diabetic Non-Veg(2a)	2092	278	94	64	-
	Diabetic Veg(2b)	2082	287	82	73	-
	Diabetic Non-Veg Soft(2c)	2092	278	94	64	-
	Diabetic Veg Soft(2d)	2082	287	82	73	-
3.	High Protein Non-Veg(3a)	2411	303	123	77	-
	High Protein Veg(3b)	2451	340	101	75	-
	High Protein Non-Veg Soft(3c)	2411	303	123	77	-
	High Protein Veg Soft(3d)	2451	340	101	75	-
4.	Pre-Op/ Light(4)	1774	239	70	57	-
5.	Pediatric A(5a)	958	118	49	32	-
	Pediatric B(5b)	1556	181	66	62	-
	Pediatric C(5c)	1804	221	85	62	-
6.	Normal Liquid(6a)	1843	242	64	66	2500ml
	Liquid Diabetic(6b)	1454	154	71	60	2800ml
	High Protein Liquid(6c)	2059	258	94	68	2900ml
7.	Special Normal Non-Veg Diet(7a)	2469	323	102	80	
	Special Normal Veg Diet(7b)	2352	330	94	72	

The bidder may use any other standard/FPO approved brands only after taking approval from the Dietician or the appointed committee.

Chittaranjan National Cancer Institute (CNCI)KOLKATA

Annexure-2

Name of the E-Tender: *for Engaging Agency for providing Patient Diet in Central KITCHEN SERVICES, in CNCI, 37, Shyama Prasad Mukherjee Road, Bhowanipore, KOLKATA -700026*

UNDERTAKING

FOR COMPLIANCE OF ALL TERMS & CONDITIONS MENTIONED IN THIS TENDER DOCUMENT

(To be executed on Rs. 100/-Non-judicial Stamp Paper duly attested by Public Notary)

T
The Director,
CNCI KOLKATA -26,

1. The undersigned certify that I/we have gone through the terms and conditions mentioned in the tender document and undertake to comply with them. I have no objection for any of the content of the tender document and I undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of tender.
2. **I/We undersigned hereby bind myself/ourselves to Chittaranjan National Cancer Institute, Kolkata-700026 INDIA to Provide and Manage the Patient Diet in KITCHEN SERVICES, in the approved prices to CNCI, KOLKATA ,during the currency of Contract period under this Contract.**
3. I/We should arrange a demonstration of the preparation of Patient Diets(if required), preferably within the Hospital premises of CNCI to duly constituted Committee. Cost of such demonstration shall be borne by me.

I/We should deposit one time Performance security of 3% of the annual estimated value of Contract (i.e. Rs. 1.5 Lakh) for Providing and/or Managing Patient Diet in KITCHEN SERVICES, at CNCI KOLKATA in the form of FDR/Bank Guarantee/DD in the name of The Director, CNCI (Kolkata) in the format at Annexure IX attached herewith on award of the Contract and shall remain in the custody of the Director till the validity of the Contract plus three months.

4. I/We should provide all the assigned services and if any service being found of inferior quality, it shall be immediately improved by me/us free of cost in time to prevent inconvenience.
5. I/We hereby undertake to provide all the assigned services as per General Terms and Condition of this E Tender during the validity of Tender as per directions given in the Letter of Award/Work Order/Contract /Agreement within validity/any extension of time of this Contract period positively.
6. If I/We fail to provide the desired assigned services in stipulated period the CNCI,KOLKATA has full power to compound or forfeit the Bid Security/ Security Deposit.
7. I/We declare that no legal/financial irregularities are pending against me / us.
8. I/We undertake that the rates quoted by me/us for Providing Patient Diets as and when approved and selected by the Director, CNCI KOLKATA will be valid for Two years from the date of approval of the rate contract in the format given in Annexure-X or till extended as mutually agreed upon. I/we undertake to commence the services within 15 days time to CNCI Hajra campus on receipt of Letter of Award/ Work Commencement Letter. I/we undertake to commence and provide the contracted services within stipulated period and if fail to commence the services within stipulated period, the necessary action can be taken by the Director, CNCI KOLKATA and the same shall be accepted to me / us.
9. I/We undertake that if the patient Diet Rates are lowered due to any reason, I will charge the lower rates.
10. I/We undertake that the Patient Diet being prepared and provided to CNCI KOLKATA, I will arrange the Demonstration (if any asked by CNCI KOLKATA)and all cost for the same shall be borne by me / us.
11. I/We undertake that the quoted rates for Patient Diets are not higher than that approved in any other Government institutions in India for the similar nature of services during the current Financial Year.
12. Affidavit regarding No CBI Inquiry/FEMA/ Criminal proceeding/Black listing is pending or going on against the me/us is also enclosed. I/We undertake that I/We will not submit any irrelevant documents with the Tender and in doing so I/We will not have any objection if my/our Tenderis rejected on that ground.
13. I/we do hereby declare that the prices/rates quoted are fixed for entire validity period of this Rate Contract and any subsequent extension will be at par with the prices quoted by me/us to any other Government of India/Government Hospitals/Medical Institutions/PSUs./Limited Companies. I/we also offer to operate, Patient Diet KITCHEN SERVICES Services for CNCI, HAZRA CAMPUS and will deposit the monthly Rent, Electricity Charges and Water Charges on monthly basis.

14. I/we have necessary infrastructure for handling Patient Diet in KITCHEN SERVICES Services, at CNCI KOLKATA at HAZRA CAMPUS and will arrange and deploy all the required qualified Manpower, Raw material, Utensils, Equipments to efficiently running the Patient Diet in KITCHEN SERVICES Services, at CNCI KOLKATA at HAZRA CAMPUS.
15. I/we undertake, If as a result of post payment audit any over payment is done by CNCI at any point of time during or after the contract, it shall be recovered by the CNCI KOLKATA from me/us.
16. I/we undertake that we shall be liable to provide all the relevant records copies during the period of Contract or otherwise even after the Contract is over, whenever required by CNCI KOLKATA.

Affirmation

I/we pledge and solemnly affirm that the information submitted in Tender Document is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of CNCI during the validity of tender period The Director, CNCI, KOLKATA will have full authority to take appropriate action deem fit against me/us.

Signature of Bidder (Name of Bidder)

Place.....
Date.....

With seal of bidder

E-
TENDE
R Id:

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Rs.50/-Non-judicial Stamp Paper duly attested by Public Notary)

I.....S/oResident of
.....

..... Do solemnly pledge and afbidder:-

1. That I am the proprietor /partner/authorizedsignatoryof

M/s.

2. That I am not declared defaulter by any Government. Bidder has no case of any nature i.e. CBI/FEMA/Criminal/Income Tax/VAT/ Sales Tax/Service Tax/GST/EPF/ESIC/Labour Department or Blacklisting is pending against me.

Name & Signature

Seal of the participating Bidder

Verification

Name of E Tender: *Providing and Maintaining Patient Diet in KITCHEN SERVICES, in CNCI KOLKATA HAZRA CAMPUS, KOLKATA -700026*

TECHNO-COMMERCIAL BID

1. Providing and Maintaining Patient Diet in KITCHEN SERVICES, to CNCI HAZRA CAMPUS, KOLKATA-700026

2. Name of Bidder : _____

3. Name of Proprietor / Director of the: _____ Bidder

4. Full Address of RegisteredOffice(Acopy : _____
_____ of Bidder
registration must been closed) _____

- Telephone Nos. : _____

- Fax Nos. : _____

- E-mail Id : _____

5. Details of Banker of the Bidder with : _____
_____ full address _____

- Telephone Nos. of Banker : _____

- Fax Nos. of Banker : _____

- E-mail Id of Banker : _____

6. Bank Ac/s No. of Bidder for ECS : _____
payments

7. PAN, TIN, TAN, VAT, Service Tax, : _____
_____ GST Registration No of the Bidder
(Enclose a copy of the same) _____

8. Details of Cost of Tender : _____
9. Details of EMD (DD/FDR) : _____
10. Food Licence & Other Certificate Details (Copy of the Same must enclosed) relevant : _____
11. Labour License, EPF, ESI Registration (Copy of the Same must be enclosed) : _____
12. Affidavit duly notarized on Stamp Paper _____ Worth of Rs. 50/-) stating that no Criminal/Black listing case is pending against the bidder.

13. Financial turnover of the participating Bidder for the last five financial

years (Attach separate	: sheet if space provided is insufficient)	
Financial Year	Turnover Amount (Rs.)	Remarks, if any
2019-2020		
2020-2021		
2021-2022		
2022-2023		
2023-2024		

14. Net Profit Statement of the participating Bidder/Bidder/Bidder for the last five Financial Years
(Attach separate sheet if space provided is insufficient)

Financial Year	Net Profit/Loss Amount (Rs.)	Remarks, if any
2019-2020		
2020-2021		
2021-2022		
2022-2023		
2023-2024		

15. Give details of major Contracts handled of similar nature (i.e. Patient Diet in KITCHEN SERVICES service) by the tendering Bidder for the last Two years in the following format (enclose the self-attested copies) :(if the space provided is insufficient, a separate sheet maybe attached)

S. No.	Details of client along with address, telephone numbers and Fax numbers	Amount of Contract (Rs.)	Duration of Contract	
			From	To
1				
2				
3				
4				
5				

Signature, Name of Authorized Person of the Bidder with seal

Date:..... Place:.....

Contact Cell No. :

Email ID :

Chittaranjan National Cancer Institute (CNCI)

E-TENDER Id:

Annexure 5

TECHNO-COMMERCIAL BID DOCUMENTS CHECK LIST

(ALL REQUIRED MANDATORY DOCUMENTS NEEDS TO BE UPLOADED)

SI. NO	NAME OF DOCUMENT'S LEGIBLE SCANNED COPIES REQUIRED TO BE UPLOADED*	YES	NO	Remarks
(1)	Original Hard Copy of the following document must be kept in the "Pre-Qualification Bid" Envelope and sealed envelope must dropped in person in the Tender Box Kept in the Office of Medical Superintendent, CNCI KOLKATA Hospital, before the Closing date given in the e-Tendering Schedule against this e-Tender ID.			
A	EMD as per NIT Table No. 1 of Rs. 1,00,000/- (One Lakh only) in the form of FDR/DD/BG in the format given at "Annexure-VIII" from nationalized Bank, in favor of "Director, CNCI KOLKATA" valid for Nine months period(i.e. for 270 Days).			
C	Original copy of Undertaking for acceptance of all Terms & Conditions mentioned in this E-Tender on Non Judicial Stamp Paper worth of Rs. 100/- as per Annexure-II, duly attested by notary public.			
D	Original copy of Undertaking for Criminal Liability on Non Judicial Stamp Paper worth of Rs. 100/- as per Annexure-III, duly attested by notary public.			
(2)	Legible scanned copies of following documents along with above documents must uploaded in the E-Tendering Solution for "Pre-Qualification Bid" eligibility evaluation:-			
I.	The scanned copies of the above said documents (A, B, C, D) shall also be submitted along with the online tender document in the E- Tendering portal.			

NO.	NAME OF DOCUMENT'S LEGIBLE SCANNED COPIES REQUIRED TO BE UPLOADED*			Rs
II.	Signed and Scanned copy of Covering letter on participating Bidder's Letter Head indicating the list of enclosures must uploaded.			
III.	Signed and scanned photocopy of valid Registration/Incorporation Certificate of the Bidder.			
IV.	Signed and Scanned Copy of Service Tax/VAT/TIN/GST Registration Certificate showing clearly Service Tax/VAT/TIN/GST Number of the participating Bidder/bidder.			
V.	Signed and scanned copy of PAN Card of the Bidder / Proprietor issued by Income Tax Department.			
VI.	Signed and Scanned copy of valid license under Food Safety and Standard Regulation Act 2006 issued by Food & Administration Department must required to be uploaded.			
V.	Signed and Scanned copy of valid Registration of the participating Bidder with EPF and ESIC and strictly following the applicable Statutory requirements as per prevailing Labour Law rules.			
VI.	Signed and scanned copy of Income Tax return of the Bidder for the last Five Financial Years (i.e. Year of 2019-2020, 2020-2021, 2021-2022, 2022-2023, 2023-2024 must be uploaded.			
IX.	Signed and attested legible scanned copies of Average Turnover of Rs. 50 Lakh during last Five Financial Years (i.e. for 2019-2020 2020-2021, 2021-2022, 2022-2023, 2023-2024 of the participating Bidder for participating in this E-Tender must uploaded in E- Tendering solution. Audited Balance Sheet and Profit & Loss Account for last Five Financial years duly certified by Chartered Accountant on his Letter Head is required to be uploaded.			
X.	Participating Bidders may require to upload duly Signed and attested legible scanned copies of Work Orders/Agreements regarding providing similar nature of Services in the Government NABH accredited Hospital (with more than 200 bedded) with dedicated Cancer Unit in last Five Financial Years in Chronological Orders.			

SI. NO	NAME OF DOCUMENT'S LEGIBLE SCANNED COPIES REQUIRED TO BE UPLOADED*	YES	NO	Remarks
XI.	Signed and scanned copy of List of needed KITCHEN SERVICES Equipment/Cutlery/Utensils and available with Participating Bidder required for handling CNCI KOLKATA Patient Diet in KITCHEN SERVICES Services to be placed at CNCI KOLKATA and should be uploaded in the Techno- Commercial Bid Slot of E-Tendering portal of CNCI KOLKATA. The CNCI KOLKATA will only provide space, water connection, electricity and furniture.			
XII.	Signed and scanned copy of List of available qualified manpower with Participating Bidder including clearly mentioning each Personnel Professional Qualification for handling the Patient Diet in KITCHEN SERVICES Services at CNCI KOLKATA should be uploaded in the Techno-Commercial Bid Slot of e-Tendering portal of CNCI, KOLKATA.			
XIII.	Signed & scanned copy of the authorization from proprietor / owner to sign the documents in case the owner/proprietor is not signing the E-Tender document. In case of partnership, the copy of authorization to sign the E-Tender document should be submitted by the other partner / partners. Copy of partnership deed should also be submitted.			
XIV.	Digitally Signed copy of the referenced E- Tender Document must be uploaded			
XV.	Signed and Scanned Check list of Techno-Commercial Bid documents required as per "Annexure-4" must uploaded in the respective Techno-Commercial Bid Documents Slot inthe E-Tendering solution.			
	If legible scanned copies of above all desired document's from (1) A, B, C, &(2) 1,2,3,4,5,6,7,8,9,10,11&12 Is not uploaded by any participating Bidder, his/her bid is liable for rejection in "Pre-Qualification Bid" Stage.			

**ANNEXURE—6
FINANCIAL BID**

(Price Quote for Patient KITCHEN SERVICES)

Offer of rates to be submitted in following sub-heads and shall be inclusive of all charges, statutory obligations and any other expenses related to or incident to performance of the job under reference and with regards to terms and conditions specified herein before. In bill the bifurcation of all taxes should be shown clearly. Please read the details regarding the Specification, Quantity of each of Diet as given in the Schedule of Requirements at **Annexure- I**.

Diet Order No.	Diet to be Served at CNCI Kolkata as per following Reference Tables	Unit Rate for Break-fast (in Rs.)	Unit Rate For Lunch (in Rs.)	UnitRate For tea time (evening) (in Rs.)	UnitRate For Dinner (in Rs.)	Rate Quoted For full unit Diet (in Rs.)	GST/Service Tax + Other Expenditure Per unit (in Rs.)	Total Rate Quoted for per unit Diet (in Rs.)
Normal Non-Veg	TableNo.1a							
Normal Veg	TableNo.1b							
Normal Non- Veg Soft	TableNo.1c							
Normal Veg Soft	TableNo.1d							
Diabetic Non-Veg	TableNo.2a							
Diabetic Veg	TableNo.2b							
Diabetic Non-Veg Soft	TableNo.2c							
Diabetic Veg Soft	TableNo.2d							
High Calorie High Protein Non- Veg	TableNo.3a							
High Calorie High Protein Veg	TableNo.3b							
High Calorie High Protein Non- Veg Soft	TableNo.3c							
High Calorie High Protein Veg Soft	TableNo.3d							
Pre-op/Light	TableNo.4							
Pediatric A	TableNo.5a							
Pediatric B	TableNo.5b							
Pediatric C	TableNo.5c							
Normal Liquid	TableNo.6a							
Liquid Diabetic	Table no 6b							
Liquid High Protein	TableNo.6c							
Special Normal Nonveg	TableNo.7a							
Special Normal veg	TableNo.7b							

The Rates quoted for above diet orders as per details given in respective corresponding Tables with including of all applicable taxes like GST/Service Tax/Statutory Expenses and other Expenditure for operating Patient Diet Services at CNCI Hospital Hazra Campus through allotted earmarked Patient Diet in KITCHEN SERVICES Area basis.

Diet of a patient on regular basis in all categories (NORMAL DIET, DIABETIC DIET, HIGH CALORIE HIGH PROTEIN DIET, PRE-OP & PEDIATRIC, LIQUID DIET, SPECIAL) - Breakfast, Lunch, Tea Time, Dinner- price breakup as per menu may be asked by the committee and has to be submitted before financial evaluation. The rate should be quoted as per the prevailing commodity agricultural market rates of the tender month. If any bidder quotes below minimum floor price, the committee may reject the tender. The rates may be quoted considering the prevailing market rates with required indexation(as per Directorate of Marketing & Inspection (DMI),Ministry of Agriculture and Farmers Welfare, Government of India, West Bengal Agricultural Marketing Boarded). If any bidder quotes below market value rates, the committee will take the decision on selection/rejection of such tender.

The Engaged Bidder is liable for run the both of the services as per the Terms and Conditions mentioned in this Tender Enquiry Document.

Important Note:-

All participating Bidders are requested to please read the above conditions carefully, since these are mandatory conditions and all the participating Bidders are required to understand them properly before Bidding against the E Tender. Those Bidders who are not willing to accept the above said conditions, need not to be apply against this E Tender.

Name(s) &Signature of Authorized person of the Bidder with seal

Name of the Bidder.....Date.....Place.....

Declaration by the Bidder:

1. This is to certify that I/We before signing this E-Tender have read and fully understood all the terms and conditions contained in E-Tender document regarding terms & conditions of the Contract, Rules regarding daily functioning of the mess with penal clauses. I/we agree to abide them.

2. No other charges would be payable by Bidder and there would be no increase in rates during the term of the Contract period for Patient Diet in KITCHEN SERVICES, Services and claim the payment against number of patient diets provided to Patients as per daily Diet order receipt from CNCI KOLKATA Dietitian/Nursing In-charge of Ward on each patient wise as per approved Diet Orders Rate wise on each successive month. All record for provided diets shall be maintained by the successful bidder/agency as per the instructions/formats of Diet Orders provided by CNCI KOLKATA.

Name(s) & Signature of Authorized person of the Bidder with seal

Name of the Bidder.....Date.....Place.....

ANNEXURE-7- deleted

Chittaranjan National Cancer Institute

ANNEXURE-8

Name of the- Tender: *Engaging Agency for Providing and Maintaining Patient Diet in KITCHEN SERVICES Services in CNCI HAZRA CAMPUS, Kolkata-700026*

FINANCIAL BID DOCUMENT CHECK LIST(MANDATORY

DOCUMENTS NEEDS TO BE UPLOADED)

	NAME OF DOCUMENT REQUIRED TO BE UPLOADED*			Remarks
	Price Bid for Quoting Prices for Patient Diet in KITCHEN SERVICES inclusive of all in the E-Tendering Financial Bid Slot in the Excel Sheet Format			

MANDATORY : Diet of a patient on regular basis in all categories (NORMAL DIET, DIABETIC DIET, HIGH CALORIE HIGH PROTEIN DIET, PRE-OP & PEDIATRIC, LIQUID DIET, SPECIAL) - Breakfast, Lunch, Tea Time, Dinner- price breakup as per menu may be submitted before financial evolution. The rate should be quoted considering India Consumer Price Index (CPI)on the date of the tender month. If any bidder quotes below CPI index, the committee may reject the tender MOE

Name(s) & Signature of the Bidder with rubber seal(s)

Name _____ of _____ the Bidder.....

Date.....
.....

Place.....
.....

Chittaranjan National Cancer Institute

ANNEXURE— 9

Name of the- Tender *Engaging Agency for Providing and Maintaining Patient Diet in KITCHEN SERVICES at CNCI HAZRA CAMPUS, Kolkatal-700026*

EMD FORMAT

Whereas _____ (hereinafter called the "Bidder") has submitted its quotation dated _____ (hereinafter called the "Tender") against the Purchaser's _____ E-Tender Enquiry No. _____ Know all persons by these presents that we _____ of _____ (Hereinafter called the "Bank") having our registered office at _____ are boundun to _____ (here in after called the "Purchaser)in the sum of _____ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this day of _____ 20.

The conditions of this obligation are:

- (1) If the Bidder withdraws or amends, impairs or derogates from the Tender in any respect within the period of validity of this Tender.
- (2) If the Bidder having been notified of the acceptance of his Tender by the Purchaser during the period of its validity(180Days):-
 - a) Fails or refuses to furnish the performance security for the due performance of the Contract. or
 - b) Fails or refuses to accept/execute the Contract.
or
 - c) If it comes to notice that the information/documents furnished in its Tender is incorrect, false, misleading or forged

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

This EMD will remain in force for a period of additional 90 Days (Ninety days) after the period of tender validity (180 Days) i.e. total validity of EMD should be 270 Days from the scheduled date of submission of Bid and any demand in respect thereof should reach the Bank not later than the above date.

Signature of the authorized Office of the issuing Branch of the Bank _____

Name and designation of the Officer _____

Seal, Name & Address of the Bank _____

Address of the issuing Branch with Telephone No. &Email ID _____

Chittaranjan National Cancer Institute

ANNEXURE-10

Name of the- Tender *Engaging Agency for Providing and Maintaining Patient Diet in KITCHEN SERVICES Services in CNCI HAZRA CAMPUS, Kolkata-700026*

PERFORMANCE SECURITY BANK GUARANTEE FORMAT

To,
The “Director”,
Chittaranjan National Cancer Institute
(CNCI) KOLKATA -700026,INDIA

WHEREAS _____(Name and address of the supplier)(Here in after called “the supplier”) has undertaken, in pursuance of contract no _____dated _____to supply (Stores) (herein after called “the Contract”).

AND WHEREAS it has been stipulated by you in the said Contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognised by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, upto total of _____(Amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified there in.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid up to Thirty Three (33) months from the date of issue of Notification of Award by CNCI KOLKATA i.e.upto (indicate date).

.....
(Signature with date of the authorized officer of the Bank)

.....
.....
Name and designation of the officer

.....
.....
.....
Seal, name & address of the Bank and address of the issuing Branch, including Telephone No. & Email ID

Chittaranjan National Cancer Institute

ANNEXURE-11

CONTRACT AGREEMENT FORMAT

(Form for Entering into Rate Contract with the Qualified Tenderer on Non-Judicial Stamp Paper worth of Rs.100/-)

E-TENDER Id:

Name of the- Tender: *Engaging Bidder for Providing and/or Maintaining Patient Diet in KITCHEN SERVICES Services in CNCI HAZRA CAMPUS, Kolkata -700026*

This agreement is made at K O L K A T A on the _____ day of _____ between **Director, CNCI KOLKATA acting through _____, Chittaranjan National Cancer Institute (CNCI) KOLKATA 700026**(hereinafter called '**Client**' which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the **First Part**.

AND

M/s _____(hereinafter called the '**Bidder**' which expression unless repugnant to the context shall mean and include its successors-in-interest assigns etc.) of the **Second Part**.

WHEREAS the '**Client**' is desirous to engage the '**Bidder**' for Supply of approved _____ in response to Purchaser's e-Tender ID No. _____ and subsequent Amendment/Corrigendum/NOA (if any issued) to CNCI KOLKATA as per the terms and conditions stated below: -

THIS AGREEMENT will take effect from _____ Day of _____ **Two Thousand Twenty-One** and shall be valid for **Three Years subject to further extension of Two Years on mutual agreement and Terms and Conditions of Tender Enquiry Document**.

All Important applicable Terms and Conditions will be added here when the Contract Agreement executed by the Tender handling and Award Department of CNCIKOLKATA.

IN WITNESS WHEREOF both the parties here to have caused their respective common seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year mentioned above in KOLKATA in the presence of the witness:

<p>For and on behalf of the 'Bidder'</p> <p>Signature of the authorized Official</p> <p>Name of the Official</p> <p>Stamp / Seal of the 'Bidder'</p> <p>SIGNED, SEALED AND DELIVERED</p> <p>By the Said</p> <p>_____ Name on behalf of the 'Bidder' in presence of</p> <p>Witness1: _____</p> <p>Name: _____</p> <p>Address: _____</p> <p>Witness2: _____</p> <p>Name: _____</p> <p>Address: _____</p>	<p>For and on behalf for the "Director, CNCI KOLKATA"</p> <p>Signature of the</p> <p>authorized Officer Name</p> <p>of the Officer</p> <p>By the said</p> <p>Name</p> <p>on behalf of the "Director, CNCI KOLKATA" in presence of</p> <p>Witness1: _____</p> <p>Name: _____</p> <p>Address: _____</p> <p>Witness2: _____</p> <p>Name: _____</p> <p>Address: _____</p>
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Annexure-12**Chittaranjan National Cancer Institute**

For PUBLIC FINANCIAL MANAGEMENT SYSTEM (PFMS)

PFMS UNIQUE CODE:

(The code will be issued by CNCI KOLKATA's Finance Department, if Supply Order to be issued to your Bidder)**VENDOR PFMS REGISTRATION FORM**

	Head Name	Details
	Vendor Name	
	Father/Husband/Owner Name	
	Date of Birth	
	PAN Number (a copy of PAN Card in the name of Bidder must enclose)	
	Aadhaar Number	
	GST/TAN Number (a copy of GST/TAN Number in the name of Bidder must enclose)	
	TIN Number	
	Service Tax No.	
	Address 1	
	Address 2	
	Address 3	
	City	
	Country	
	State	
	District	
	Pin Code	
	Mobile No.	
	Phone No.	
	Email ID	
	Bank Name	
	IFSC Code	
	Account Number (a cancelled Cheque copy must enclose)	
<p>Note:Allaboverequesteddokument'scopiesdulyattestedwiththisformmustbeenclosedby the Vendor</p> <p>DATE:..... PLACE:.....</p> <p style="text-align: right;">VENDOR</p>		