

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	12-01-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	12-01-2026 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Labour And Employment
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	Employees State Insurance Corporation (esic)
कार्यालय का नाम/Office Name	Esic Hospital, Udyogamandal
वस्तु श्रेणी /Item Category	Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian, Non-Vegetarian; Breakfast, Lunch, Dinner, Snacks, Beverages; Inside Building Premises (exclusive for employees/ patients/ in house personnel)
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	20 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	5
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	3
बिड से रिवर्स नीलामी सक्रिय किया जाना है। / Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	2000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है। / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	60000

#### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

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

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

#### लाभार्थी /Beneficiary :

Medical Superintendent  
Esic Hospital, Udyogamandal, Pathalam Ernakulam Kerala  
(Medical Superintendent)

#### UIN Number NCTGC2415P

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

#### एमआईआई अनुपालन/MII Compliance

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

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

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1\\_4\\_2021\\_PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated online in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
4. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase

preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

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

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

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

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

**Canteen Staff:**<1767334486.pdf>

**Scope of Work:**<1767334535.pdf>

#### **Pre Bid Detail(s)**

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
06-01-2026 11:00:00	ESIC Hospital Udyogamndal Pathalam Ernakulam

#### **Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian, Non-Vegetarian; Breakfast, Lunch, Dinner, Snacks, Beverages; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) ( 1 )**

#### **तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Diet	Vegetarian , Non-Vegetarian
Type of Meal	Breakfast , Lunch , Dinner , Snacks , Beverages
Type of Canteen Space	Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Electricity Charges	To be provided by Buyer
Cooking Gas Charges	To be provided by Service Provider
Water Charges	To be provided by Buyer
Basic Furniture	To be provided by Buyer
Canteen's Operational Days in a week	7 days a week
Cooking Equipments	To be provided by Buyer
Essential Crockery	To be provided by Buyer

विवरण/ Specification	मूल्य/ Values
Canteen Staff	To be provided by Service Provider
Distribution/ Serving Style	From single point – (canteen establishment)
Uniform for Canteen Staff	To be provided by Service Provider
Display Shelf	Not Required
Smart Vending Machines	To be provided by Service Provider
Raw Material	To be provided by Service Provider
<b>एडऑन /Addon(s)</b>	
<b>अतिरिक्त विवरण /Additional Details</b>	
Canteen Start Time	7 am
Canteen End Time	8 pm

#### केता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

केता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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#### अतिरिक्त विशिष्ट दस्तावेज /Additional Specification Documents

#### प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Lumpsum/Pr oject Based	अतिरिक्त आवश्यकता /Additional Requirement
1	Somayajula Venkata Shastry	683501,ESIC HOSPITAL, PATHALAM JUNCTION, UDYOGAMANDAL P.O., ERNAKULAM	1	<ul style="list-style-type: none"> <li>• Total Canteen Space (In Sqft) : 750</li> <li>• Total No of Employees/ Individuals/ Footfall to be served per day : 900</li> <li>• Monthly License Fee : 0</li> <li>• Duration in Months : 12</li> <li>• Working Days in a Month : 31</li> </ul>

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

## 1. **Generic**

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

## 2. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of  
ESIC Fund Account no 1

payable at  
Kalamassery

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

## 3. **Certificates**

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

## 4. **Buyer Added Bid Specific Scope Of Work(SOW)**

File Attachment [Click here to view the file.](#)

## 5. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

## 6. **Payment**

**PAYMENT OF SALARIES AND WAGES:** Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

## अस्वीकरण/Disclaimer

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

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)

9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

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

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

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

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

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

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

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

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

**---धन्यवाद/Thank You---**



क.स.बी.नि.  
ESIC



ഇ.എസ്.ഐ.സി. ആർക്കുപത്രി (ഉദ്യോഗമണ്ഡലം)  
എംപ്ലോയീസ് സ്കൂൾ ഇൻഷുറൻസ് കോർപ്പറേഷൻ  
(തൊഴിൽ മന്ത്രാലയം, ഇന്ത്യാ ഗവൺമെന്റ്)  
എലൂർ റോഡ്, പാതലാം, എറണാകുളം - 683501

ക. ര. ബി. നി. അസ്പതാല (ഉദ്യോഗമംഗലം)  
കർമ്മചാരി രാജ്യ ബീമാ നിഗമ  
(ശ്രമ എവ് രോജ്ഗാര മന്ത്രാലയ, ഭാരത സർക്കാർ)  
എലൂർ റോഡ്, പഥലാം, എറണാകുളം - 683501

**ESIC HOSPITAL (UDYOGMANDAL)**  
**EMPLOYEES' STATE INSURANCE CORPORATION**  
 (Ministry of Labour & Employment, Govt. of India)  
 ELOOR ROAD, PATHALAM, ERNAKULAM - 683501

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വൈബസായിറ്റ് /Website: [www.udyogmandalhospital.esic.gov.in](http://www.udyogmandalhospital.esic.gov.in) ഈ-മെല് / e-mail : ms-udyogmandal.ke@esic.nic.in  
 ടൂരഭാവ/Phone No: : 0484 - 2545164 / 2545632

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*ADDITIONAL BID DOCUMENT FOR  
RUNNING THE HOSPITAL CANTEEN  
IN THE PREMISES OF  
ESIC HOSPITAL - UGYOGMANDAL  
 (through GeM portal)*

*E Comp No. 180275 (File No. 543-B-15/11/01/2022-Genl/Vol-III)*

**ADDITIONAL BID DOCUMENT FOR RUNNING THE HOSPITAL CANTEEN  
IN THE PREMISES OF ESIC HOSPITAL - UGYOGMANDAL**

This **additional bid document** is issued in connection with the tender floated on GeM inviting bids from Experienced agencies/individual contractors for Running the Hospital Canteen in the premises of the ESIC Hospital, Udyogmandal, Ernakulam for a period of 01 year from the date of signing of Agreement.

The contents of this document are in addition to the Conditions of the tender floated on GeM. If any clause of the tender on GeM is similar or resembles a clause in this additional document, **the clause in the additional document shall prevail.**

**I. PERIOD OF CONTRACT:** - The contract will be initially for a period of **one year** which may be extended for one year at a time for maximum of another two years on the same agreed terms & conditions and at the sole discretion of the Corporation.

**II. SCOPE OF WORK:** -

- 1) This contract is to run the Canteen in the premises of ESIC Hospital, Udyogmandal on all days including Sundays and Holidays. The canteen shall remain open and provide all services (*Tea/Coffee, Breakfast, Meals, Snacks etc.*) **from 7 AM to 8 PM** on all days .
- 2) Preparation of food items in the Canteen kitchen and serving the same to the Insured Persons, Patients & By-standers and the Staff of ESIC.
- 3) The tenderer is wholly responsible for executing the job to the satisfaction of the hospital administration.
- 4) The contractor shall operate the canteen solely for ESIC hospital Staff, Insured Persons, Patient bystanders and individuals accompanying any of the above. The premises must not be used for any other purpose or business.
- 5) The "Minimum Quantity" of each item must be served/provided as specified in this document.
- 6) Proper removal and disposal of the Canteen waste (food & non-food waste generated due to the canteen operations/sale) in accordance with the waste management policy in force and related amendments effected from time to time.
- 7) The estimated annual bid value for the canteen has been calculated at **₹20,00,000/-**.
- 8) Interested bidders may visit the canteen during office hours prior to submitting their bids. For any clarification, they may contact the office at **Phone No. 0484-2545632**.

**III. ELIGIBILITY CRITERIA:** -

- (i) The bidder (s) must have at least **03 years**' experience in running a canteen, preferably in a Govt/PSU institution and/or Hospital (Govt or Pvt). If no bidder has the requisite experience of 03 years, the bids with experience of 02 years shall be accepted and processed. No further reduction of experience below 02 years shall be entertained.
- (ii) The bidder must have a valid **PAN** Number.
- (iii) The bidder should have a **registered office in Kerala**.
- (iv) The bidder must have a valid **GST** Number
- (v) The prospective bidder should have a **minimum turnover of Rs.20,00,000/-** (Rupees Twenty Lakhs Only) from similar work in the last three financial years. Certificate from CA is to be submitted.
- (vi) The prospective bidder should have a Registration Certificate under FSS Act (FSSAI license).
- (vii) The bidder must not have been **blacklisted** by any competent authority on account of serious offenses, nor **terminated prematurely** by any previous contracting authority. Further, the bidder must not have been declared invalid for submitting **forged or false documents**. Only those bidders

with a clean contractual record and proven integrity shall be considered eligible for participation in the tender process.

**IV. MANDATORY DOCUMENTS TO BE UPLOADED:** Interested bidder/firm(s) which fulfills the above eligibility conditions may upload bid documents, as per the proforma provided, duly self-attested, failing which their bids will be rejected summarily.

- (i) All the annexures ( annexures A to F including forms A to C of annexure A) mentioned in this bid document duly filled and signed.
- (ii) Satisfactory performance letter from previous clients.
- (iii) PAN card.
- (iv) GSTN Registration.
- (v) Certificate from CA for last 03 financial years with minimum 20 lakhs turnover. (2022-23, 2023-24 & 2024-25).
- (vi) Latest Labour registration Certificate (Shop and Commercial Establishment registration certificate).
- (vii) Latest FSSAI Certificate.
- (viii) Documentary proof of Proprietorship / Memorandum of Association / Certificate of Incorporation / Deed of Partnership / Deed of Trust etc:-
- (ix) Proof of coverage under ESI and EPFO if applicable
- (x) Proof of EMD/exemption if applicable
- (xi) Proof of registered office in Kerala

**NOTE:** - *Bidders may note that Financial bid details must not be included in any of the Technical bid documents being uploaded. If any of the Financial details are mentioned in the Technical bid, the Bid will be rejected outright.*

**V. EARNEST MONEY DEPOSIT (EMD) - Rs.60,000/- (Rupees Sixty Thousand Only)** to be deposited along with tender, through demand draft/ pay order drawn in favour of 'ESI Fund a/c no. 1' payable at Kalamassery.

**VI. PERFORMANCE DEPOSIT/PERFORMANCE BANK GUARANTEE (PBG) -** The selected tenderer should deposit a sum of **Rs. 1,50,000/- (Rupees One Lakh Fifty Thousand Only)** or 5% of the quoted bid value whichever is higher as security deposit within 7 working days from the date of receipt of intimation of acceptance of his bid/work order, failing of which ESI Corporation reserves the right to cancel the acceptance of the tender and EMD will be forfeited. The amount (PBG) will be refunded after 02 months of satisfactory completion of contract, without interest. EMD amount is adjustable towards the Security Deposit in case of successful tenderer/bidder.

**VII. TERMS AND CONDITIONS -**

**A) GENERAL**

1. The successful bidder must execute a stamped agreement (₹200 stamp paper) with the Medical Superintendent, ESIC Hospital Udyogmandal, within one week of selection.
2. The contractor shall not sub-contract the canteen services. Any breach will lead to immediate termination and forfeiture of the security deposit.
3. Protocol Ensure continuous canteen operations throughout the contract term. Obtain prior approval for any closure (e.g., natural calamities). Unauthorized closures incur a ₹2,000/day penalty; a three-day continuous closure triggers contract cancellation and forfeiture of the performance security, with vacate notice within 48 hours.

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4. There is no minimum guarantee on turnover in the canteen.
5. The contractor must obtain all statutory licenses (local authorities, FSSAI, etc.) on his own within one month of signing of the contract and submit the documentary evidence. The licenses have to be displayed at appropriate place in the canteen at all times.
6. Proper cleaning of work areas and wash basins, continuous supply of hand-washing solution must be provided by the contractor. The contractor is responsible for keeping the canteen and its surroundings clean and failure will invite necessary action.
7. Use of government-banned plastic products (bags, cups, plates) is prohibited. Food parcels must be served on well-cleaned banana leaves; if plates are disallowed, only banana leaves may be used.
8. The hospital campus is a no-smoking zone. Sale or use of tobacco, alcohol, or related products is strictly prohibited, as is consumption of alcohol on the premises.
9. Only the listed/approved items may be sold in the Canteen. Prior approval with proper justification may be obtained for selling items out of the list. **Food items prepared outside the canteen premises are not permitted for sale within the canteen and viceversa.**
10. The mandatory food item specified in Table 1 shall be made available in adequate quantity on a daily basis. Failure to comply may result in a penalty as mentioned in point 26 and/or termination of the contract..
11. Only genuine raw materials may be brought into the canteen for on-site preparation in a clean atmosphere; ready-to-serve or half-cooked items are prohibited without prior approval. Grains, pulses, and groceries must be stored in closed containers.
12. Use only AGMARK/FSSAI/FPO-certified food articles and a government cooperative-society milk brand (e.g., Milma). No expired packaged foods may be sold/used.
13. Only certified coconut oil, vegetable oil, and ghee may be used. The use of vanaspati, animal fat and any forms of other oil reuse is strictly prohibited.
14. Variety Side curries served with meals must feature different vegetable each time.
15. Cooked items must not be carried forward between meals (same or next day)
16. The quantity/weight and quality of each food item must meet or exceed the prescribed limits.
17. The contractor has to provide dinner with curry, regularly to staff and bystanders. Arrange a pre-ordering system for both groups.
18. The daily snacks offered must include sweet, spicy and steamed items as mentioned in Table 2. Tea, coffee, snacks, and meals must be available every day. Different varieties of snacks may be maintained turn wise as per Table 2.
19. A daily Menu register must be maintained and the register shall be presented to the Canteen Management/Monitoring Committee on request. Non-compliance incurs fine as mentioned in point 26
20. The Medical Superintendent (or authorized representative) may inspect food quality, portion size, and hygiene at any time. Violations carry fine as mentioned in point 26.
21. Vegetarian and Non-vegetarian dishes must be prepared separately in separate utensils and should be served in the utensils kept separately.
22. Fixed Pricing Food items must be sold at rates quoted in the financial bid or subsequently approved by the Medical Superintendent.
23. A printed price list and menu for staff and bystanders must be displayed prominently. A legible writing board should show the "Daily Menu" and any special items.
24. If ESIC directs the operation of a tea/snacks kiosk, the contractor must comply under the same rates and terms. Subletting or assignment of the contract (in whole or part) is prohibited without ESIC's written approval.
25. The contractor must issue computer generated/printed bill to each customer. If excess charges are detected, fine mentioned in point 26 per incident shall be imposed. Monthly bills for hospital staff must be provided upon request.

26. In the event of non-payment of fines within the stipulated period, the corresponding amount shall be deducted from the security deposit without further notice. All fines must be remitted to the office within three working days from the date of issuance of the notice. Failure to comply may result in termination of the contract. Additionally, recurrence of the same offence more than three times shall attract contract termination without further warning.

**Fines corresponding to each offence are outlined in the table below.**

Offence	Fine – First Instance	Fine – Second Instance	Fine – Third Instance
Non-maintenance of cleanliness and hygiene standards	₹1000/-	₹2000/-	₹3000
Failure to provide mandatory menu items & non-maintenance of menu register, Failure to Maintain Complaint/Suggestion Book	₹500/-	₹1000/-	₹1500/-
*Closure of canteen without prior written intimation	₹2000/-	₹2000/-	₹2000/-
Delay in opening the canteen beyond stipulated hours	₹500/-	₹1000/-	₹1500/-
Non-issuance of computer-generated bills to customers	₹500/-	₹1000/-	₹1500/-
Failure to deploy dedicated staff for cleaning and table service	₹500/-	₹1000/-	₹1500/-
Adulteration, Compromise in food quality and/or portion size	₹500/-	₹1000/-	₹1500/-
Misbehavior of canteen staff with public/hospital staff	₹500/-	₹1000/-	₹1500/-
Non-compliance with hygiene protocol by canteen staff, including failure to wear masks, head caps, gloves, aprons, or maintain personal hygiene and neat attire .	₹500/-	₹1000/-	₹1500/-
Unauthorized continuation of operations post termination notice	₹500/-	₹1000/-	₹1500/-

\*Unauthorized closures incur a ₹2,000/day penalty; a three-day continuous closure triggers contract cancellation and forfeiture of the performance security, with vacate notice within 48 hours.

27. Digital Payments & Tokens The contractor must arrange digital/online payment methods (e.g., e-payment, G-Pay, BHIM/UPI, card). Monthly or weekly tokens, if necessary, shall be issued to hospital staff upon pre-payment of face value, at the contractor's cost.

28. Food quality must never be compromised. Any adulteration or substandard incident will attract penalties(as mentioned in point no: 26), blacklisting, and application of all relevant laws.

29. Medical Superintendent or authorized inspectors may conduct surprise checks. Violations or hygiene lapses will incur a fine as mentioned in point number 26.
30. A committee (Canteen Monitoring Committee) nominated by administrative authorities will visit canteen to verify menu compliance, hygiene standards, and other contractual obligations.
31. A complaint/suggestion book must be kept in the canteen and displayed prominently. It should be submitted for inspection on request, and the contractor must make reasonable efforts to resolve all entries to ESIC's satisfaction.

**B) CANTEEN SERVICES**

32. Table service is mandatory and dedicated staff for serving on table. At least two dedicated staff must be deployed for table service in each side of the dining area i.e., Staff side and patient/bystander side (total of four dedicated servers). Separate staff may be posted for table cleaning on both areas. Supply of food items by the table cleaning staff may incur a penalty as mentioned in point number 26.
33. The contractor and his staff must ensure staff and bystanders do not share the same utensils/cups.
34. Snacks and eatables must be served using forceps and tissue paper—never with bare hands.
35. Canteen staff must wear masks, head caps, gloves, and aprons; maintain personal hygiene and neat attire. Violations incur fine as mentioned in point no: 26
36. The contractor shall provide all necessary Personal Protective Equipment PPE (e.g., masks, gloves) to canteen employees at his expense.

**C) INFRASTRUCTURE AND FACILITIES**

37. ESIC will provide suitable on-campus space for the kitchen and dining area, along with necessary furniture.
38. ESIC will supply free water for utensil washing and free electricity for illumination, refrigeration, grinding, and aeration. Electricity for cooking is not provided.
39. The contractor shall report required repairs and, with prior permission, undertake minor civil/electrical works at his own expense. No reimbursement claims will be entertained.
40. On completion or termination of this Contract the contractor shall handover the infrastructure provided/issued to him alongwith the assets and equipment in the same condition as was issued to him. Failure will result in deductions from the security deposit/performance guarantee held.
41. Prior approval is necessary to bring any additional equipment into the canteen. ESIC disclaims liability for damage to or by such equipment and may revoke permission at any time.
42. The contractor must care for furniture, electrical equipment, utensils, cutlery, etc. Penalties shall be imposed for damage at the Medical Superintendent's discretion. Repairs due to mishandling / negligence must be carried out by the contractor at his own cost. Failure to repair allows recovery of costs from the security deposit.
43. Premises Vacation & Asset Handover On contract expiry or termination, vacate the canteen and return all assets in good working condition. Overstays incur a ₹2,000-per-day penalty, recoverable from the security deposit or by legal means if necessary.

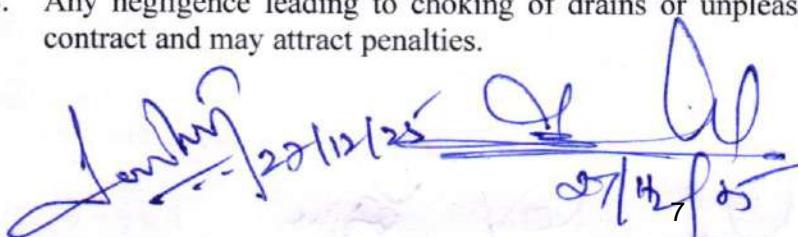
**D) STAFFING**

44. Adequate staffing in the canteen must be maintained at all times. Frequent staff changes are discouraged; any changes must be notified well in advance.
45. Regular medical examinations are required for the canteen manager, kitchen and serving staff, and any other personnel employed by the contractor.
46. Recruitment Standards & Conduct: Employment of child labour is prohibited. All workers' antecedents—including character and police verification—must be thoroughly vetted. The contractor is fully responsible for his staff's conduct.

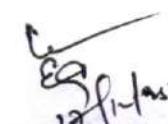
47. Industrial Relations: Any display of agitation or work stoppage/strike by the contractor or his employees will incur penalties, assessed by hospital administration, and deducted from the security deposit or by other means.
48. Periodic Medical Examinations: Food-handling personnel must undergo regular medical check-ups or as directed by ESIC. A health card for each employee is to be maintained and presented within 30 days of appointment. Infected staff must be replaced until fully recovered and certified fit.
49. The contractor shall submit the list of all kitchen and service personnel in advance to the Competent Authority; any changes must likewise be communicated promptly.
50. The contractor shall pay salaries to all the engaged employees on time, clearing dues monthly. The contractor retains full responsibility for statutory compliance; ESIC holds no liability for any non-compliance.
51. Employment Status & Worker Removal: Contractor's staff are not ESIC employees. Upon contract termination, remove all personnel immediately, with no entitlement to permanence or retention. Replace any worker at ESIC's request, without recourse.
52. Barring for Misconduct- ESIC may bar any worker for proven misconduct. The contractor must replace barred personnel at his own cost and risk, upon written notice.
53. The contractor is responsible for staff behavior that maintains a harmonious hospital atmosphere, compliance with current food hygiene regulations, strict discipline, and absolute integrity. He is personally and financially liable for any acts or omissions of his personnel, including accidents.
54. Employees engaged by the contractor must behave courteously and decently on ESIC premises. Any act of indiscipline, misbehavior, or violence must be met with immediate removal of the offender upon written notice. Workers shall receive fire- and electrical-safety training before deployment. The contractor must safeguard ESIC assets and not lend them to third parties.
55. The contractor shall ensure full compliance with all applicable statutory obligations concerning the canteen staff, including Minimum Wages, ESI, EPF, and other labor welfare provisions. Any grievance or complaint arising from the engagement or service conditions of the canteen staff shall be addressed and resolved solely by the contractor. ESIC shall bear no responsibility or liability in this regard.

#### **VIII. Contractor Responsibility for Waste Management**

1. The canteen operator shall bear full responsibility for all waste generated within the canteen premises.
2. Canteen operator to engage a certified waste disposal agency for the daily collection, segregation, and safe disposal of all waste, in accordance with local municipal and hospital guidelines.
3. Under no circumstances shall waste be allowed to accumulate within or around the hospital compound
4. The hospital shall not be held liable for any waste-related issues arising from the canteen's operations.
5. Failure to comply with these waste management obligations may result in penalties or termination of contract.
6. The canteen operator shall ensure that wastewater is properly filtered and discharged through designated drainage systems to prevent clogging, foul odors, and contamination.
7. Regular maintenance and cleaning of grease traps, filters, and drainage lines must be carried out to avoid blockages and ensure hygienic conditions.
8. Any negligence leading to choking of drains or unpleasant smells will be considered a breach of contract and may attract penalties.



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## **IX. AMENDMENTS OF TERMS AND INTERPRETATION**

Amendment of Terms & Interpretation ESIC reserves the right to modify any terms or conditions as warranted. In case of interpretive disputes, the Medical Superintendent's ruling is final.

The Medical Superintendent, ESIC Hospital, Udyogmandal, Ernakulam reserves the right to terminate the contract at any time, before the expiry of one year, by giving one month's notice. However, the Service Provider needs to give 3 months advance notice in case of premature termination of contract. The service provider agrees to provide their services during the notice period or till successful replacement of a new firm/agency by means of e-tender, whichever is later. During the notice period, both the parties will maintain the status quo.

The Medical Superintendent, ESIC Hospital, Udyogmandal, Ernakulam reserves the right to accept or reject any or all the tender without assigning any reason whatsoever. The Medical Superintendent reserves the right to amend/add/delete/relax any condition without notice at any stage. Selected bidder should sign an agreement with the Superintendent specifying all the terms and conditions of contract before commencement of the contract.

**X. AWARD CRITERIA** The contract shall be awarded with the approval of the competent authority to the bidder whose bid has been determined to be eligible and to be substantially responsive to the bid documents and who has offered the lowest rate for which bids are called provided further that the bidder has the capability and resources effectively to carry out the contract works.

**XI. CANVASSING:** Canvassing in connection with tender is strictly prohibited. No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, till final decision is conveyed to the successful bidder.

**XII. BREACH OF CONTRACT:** In case of breach of any terms and conditions attached to the contract, the Performance Security Deposit of the Contractor will be liable to be forfeited by ESIC besides annulment of the contract.

**XIII. TERMINATION OF CONTRACT:** - ESIC may terminate the agreement with 01 months' notice, with or without assigning reasons. The Contractor has to give 03 months' notice if he desires to terminate the contract. **If the contract is terminated at any stage due to any reasons thereof, the contractor is liable to provide the services till finalization of the new contract.**

## **XIV. LIQUIDATED DAMAGES:**

- a)** Liquidated Damages (LD) shall be levied where reasons are attributable to the contractor for delays in execution of the canteen services to the IPs, By-standers, ESIC Staff and individuals accompanying them. LD shall be levied @ Rs. 200/- for the delay per hour and a maximum of Rs. 2,000/- per day.
- b)** Any excess expenditure incurred or to be incurred by the Corporation in completing the works or part of the works or the excess loss or damages suffered or may be suffered by the Corporation due to the default action of the contractor, the same shall be recovered from any moneys due to the Contractor on any account, and if such moneys are not sufficient the Contractor shall be called upon in writing to pay same within 30 days. The decision of ESIC shall be final in this regard.

## **XV. RISK CLAUSE**

1. The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement.
2. The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the ESIC's premises and shall indemnify ESIC for any loss or damage caused by any act of the Contractor or his staff.
3. Contractor and its staff shall take proper and reasonable precautions to protect ESIC from loss, destructions, wastage or misuse of areas of responsibility given to them by ESIC and shall not

knowingly lend to any person or company any of the effects or assets of the ESIC under its control.

4. In the event of loss/damage of equipment or any other assets etc., at the premises of the ESIC due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to ESIC.
5. Contractor's Liability & Insurance: The contractor bears all expenses and liabilities (theft, fire, electric shock, etc.) for staff and customers. He must obtain appropriate insurance to cover such risks. ESIC disclaims any liability.
6. All necessary information and details including CCTV footage, whenever required, shall be supplied by the Contractor.
7. The Contractor shall not assign or sublet this Agreement or any part thereof. However, he may use the services of associates for providing the services in which case the contractor shall be responsible for the performance and all acts of the associates as though they were his own.

**XVI. INDEMNITY:** The Contractor shall at all times indemnify ESIC against all claims, viz., damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Payment of Bonus Act-1965; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Shops & Establishment Act, or any modification thereof or any other Labour laws relating thereto and rules made hereunder from time to time. ESIC will not own any responsibility in this regard. It shall be the liability of the Contractor to pay statutory minimum wages, ESI, EPF, Bonus, etc., and comply all other labour laws with report to the workers engaged / deputed to ESIC.

ESIC is a Central Statutory body under the Ministry of Labour & Employment, Govt. of India and accordingly all notifications order/guidelines of govt of India/ESIC as applicable, shall also be a part of this tender /Contract.

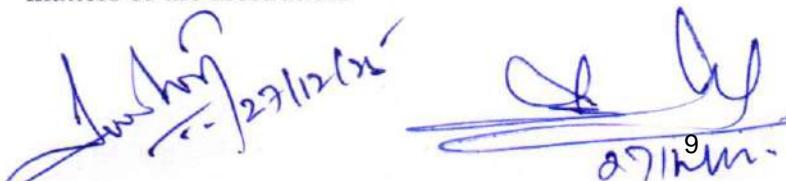
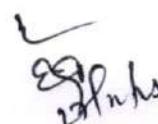
**The decision of the ESIC in regard to termination of contract, levy of liquidated damages and forfeiting any Security Deposit, shall be final.**

**XVII. FORCE MAJEURE:** ESIC may consider relaxing the requirements, as specified in this document, if and to the extent that, the performance or other failure to perform its obligations under the contract is the result of an Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states / state agencies, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises or any other act beyond control of the bidder.

ESIC shall not be liable for any delay/inability in delivering its obligations of this contract due to Strike, lock-down, labour problems, transportation embargo or any state of emergency declared in the region or any measures taken by the Government which are beyond the control of ESIC.

**XVIII. ARBITRATION:** In the event of dispute or differences arising between the parties here to pertaining or relating to this agreement, the same shall be referred to an Arbitrator to be appointed by ESIC. The arbitration proceedings shall be held in accordance with the Arbitration and conciliation Act, 1996 or any amendments/re-enactment thereof. The venue of such arbitration shall be in Ernakulam.

Work under the Contract shall be continued by the Contractor during the arbitration proceedings, unless otherwise directed in writing by the Corporation or unless the matter is such that the works cannot possibly be continued until the decision of the arbitrator is obtained and except as those which are otherwise expressly provided in the Contract, no payment due or payable by the Corporation shall be withheld on account of such arbitration proceeding unless it is the subject matter or one of the subject matters of the arbitration.

**XIX. JURISDICTION:** The disputes, legal matters, court matters, if any shall be subject to **Ernakulam, Kerala, India** jurisdiction only.

*Sd/-*

**MEDICAL SUPERINTENDENT  
ESIC HOSPITAL (UDYOGMANDAL)**



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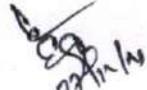


Table 1Weekly Menu (Mandatory)

	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>
<b>Breakfast</b>	<ul style="list-style-type: none"> <li>• Idli / Dosa With Sambar &amp; Chutney</li> <li>• Chappathi</li> <li>• Boiled Egg</li> <li>• Double / single omlette</li> </ul>	<ul style="list-style-type: none"> <li>• Idli / Dosa With Sambar &amp; Chutney</li> <li>• Idiyappam</li> <li>• Boiled Egg</li> <li>• Double / single omlette</li> </ul>	<ul style="list-style-type: none"> <li>• Idli / Dosa With Sambar &amp; Chutney</li> <li>• Appam</li> <li>• Boiled Egg</li> <li>• Double / single omlette</li> </ul>	<ul style="list-style-type: none"> <li>• Idli / Dosa With Sambar &amp; Chutney</li> <li>• Masala/Ghee Dosa</li> <li>• Boiled Egg</li> <li>• Double / single omlette</li> </ul>	<ul style="list-style-type: none"> <li>• Idli / Dosa With Sambar &amp; Chutney</li> <li>• Upma/Poori</li> <li>• Boiled Egg</li> <li>• Double / single omlette</li> </ul>	<ul style="list-style-type: none"> <li>• Idli / Dosa With Sambar &amp; Chutney</li> <li>• Porotta</li> <li>• Boiled Egg</li> <li>• Double / single omlette</li> </ul>	<ul style="list-style-type: none"> <li>• Idli / Dosa With Sambar &amp; Chutney</li> <li>• Puttu</li> <li>• Boiled Egg</li> <li>• Double / single omlette</li> </ul>
<b>Curry for Breakfast</b>	<ul style="list-style-type: none"> <li>• Egg Curry</li> <li>• Green Peas Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Egg Curry</li> <li>• Green Peas Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Veg Stew</li> <li>• Egg Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Green Gram</li> <li>• Egg Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Egg Curry</li> <li>• Potato Masala</li> </ul>	<ul style="list-style-type: none"> <li>• Egg Curry</li> <li>• Kadala curry</li> </ul>	<ul style="list-style-type: none"> <li>• Egg Curry</li> <li>• Kadala Curry</li> </ul>
<b>Lunch</b>	<ul style="list-style-type: none"> <li>• Meals (2 side dishes, pickle, pappad, sambhar, rasam/ pullishery)</li> <li>• Fish curry</li> <li>• Fish fry</li> <li>• Double / single omlette</li> <li>• Chicken Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Meals (2 side dishes, pickle, pappad, sambhar, rasam/ pullishery)</li> <li>• Fish curry</li> <li>• Fish fry</li> <li>• Double / single omlette</li> <li>• Chicken Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Meals (2 side dishes, pickle, pappad, sambhar, rasam/ pullishery)</li> <li>• Fish curry</li> <li>• Fish fry</li> <li>• Double / single omlette</li> <li>• Chicken Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Meals (2 side dishes, pickle, pappad, sambhar, rasam/ pullishery)</li> <li>• Fish curry</li> <li>• Fish fry</li> <li>• Double / single omlette</li> <li>• Chicken Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Meals (2 side dishes, pickle, pappad, sambhar, rasam/ pullishery)</li> <li>• Fish curry</li> <li>• Fish fry</li> <li>• Double / single omlette</li> <li>• Chicken Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Meals (2 side dishes, pickle, pappad, sambhar, rasam/ pullishery)</li> <li>• Fish curry</li> <li>• Fish fry</li> <li>• Double / single omlette</li> <li>• Chicken Curry</li> </ul>	<ul style="list-style-type: none"> <li>• Meals (2 side dishes, pickle, pappad, sambhar, rasam/ pullishery)</li> <li>• Fish curry</li> <li>• Fish fry</li> <li>• Double / single omlette</li> <li>• Chicken Curry</li> </ul>
<b>Dinner</b>	Chappathi, Porotta, Egg Curry and Veg Curry.						

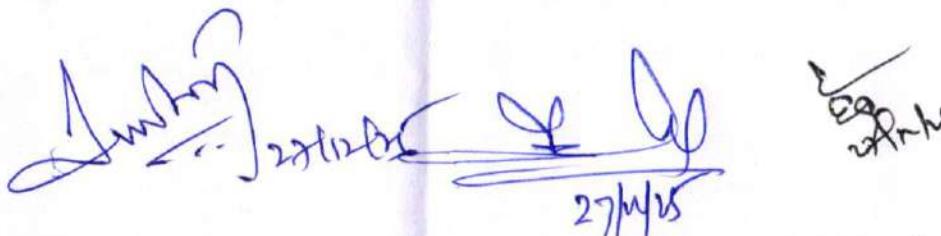
Weekly General Item/Snacks Menu(Mandatory)

Table :2

	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>
Steamed Item	Boiled Banana "Ethappazham"	Ada	Kozhukatta	Boiled Banana "Ethappazham"	Ada	Kozhukatta	Ada
Fried Item (sweet)	Undam Pori	Bread Roast	Sughiyan	Banana Fry	Undam Pori	Sughiyan	Banana Fry
Fried Item (spicy)	Uzhunnu Vada	Parippu Vada	Samosa	Bonda	Onion Vada	Uzhunnu Vada	Egg Bajji

Notes: -

1. The food items listed in Table 1 and Table 2 shall be provided on the respective days as specified in the menu schedule. Failure to supply any listed item without a valid justification will incur a penalty as mentioned in point no: 26. Additionally, the contractor may include other approved items at their discretion, subject to prior consent from the designated authority. Adequate quantity of items should be available every day.
2. The contractor should maintain a proper Menu Register.
3. Biriyani (chicken & veg) should be served atleast twice a week.
4. In the event that the competent authority desires, it may revise the menu.
5. It is to be ensured that adequate quantity of sambar and chutney is supplied with all items requiring them as curry(like dosa, idly and upma), at no extra cost.



Signature &amp; seal of bidder :

**ANNEXURE- A****TECHNICAL BID - FORM A\*****PROFILE OF THE CONTRACTOR/TENDERER**

1.	Name of the firm	
2.	a.	Full Postal Address:-
	b.	Mobile Phone No:
	c.	E-mail Address:
3.	Date of Establishment of Firm:	
4.	a.	If the firm registered under "The Shops and Establishment Act" furnish details:
	b.	Full address of the owners:
5.	<b>Registration Details</b>	
	a.	Udyog Aadhar/Aadhar card Number
	b.	PAN/GIR No.
	c.	GST Registration No.
	d.	ESI Registration No. (if applicable)
	e.	EPFO Registration No.
	f.	Valid Trade Licences No. (Canteen) (Compulsory)
	g.	FSSAI Licence:
6.	<b>Account Details</b>	

	a. Name in which account stands: -	
	b. Bank Account No:	
	c. Name and Address of your Banker:	
7.	Details of EMD (if exempted provide details)	
	a. Amount in Rs.	
	b. Demand Draft/Bank Guarantee No & Date:	
	c. Drawn on Bank:	
	d. Valid upto:	
8.	a. No of years experience in Running a Canteen	
	b. Total No of Employee in the firm*	
	c. Is any Letter of Satisfactory performance from previous clients attached (if yes, give details):-  (append extra pages if necessary)	
9.	Whether the agency is blacklisted by a central/state govt. dept./organization (Yes/No)	
10.	Any other information which you consider necessary to furnish: -	

The above format may be used to provide requisite details meant for technical bid.

Signature & seal of bidder :

Place : Full Name :

Date :



Handwritten signatures and a date stamp. The signatures appear to be in blue ink. A blue ink date stamp in the center-right area reads '27/12/25'.

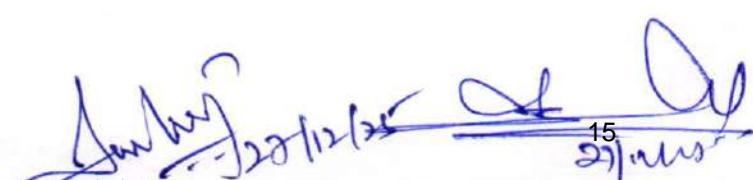
**TECHNICAL BID - ANNEXURE A****FORM -B**

(Proof of experience)

Sl. No	Name and Address of Govt. Departments/PSU/ Private Institute	Contract value (in Rs.)	Duration of Contract		
			From Date	To Date	No. of Years & months
1					
2					
3					
4					
5					

(Additional sheet may be added if necessary)

**Note:** - Certificates of experience/Work orders issued by concerned organization/department must be uploaded. Information without supporting evidence/documentary proof shall not be considered during evaluation of the technical bids.

**Signature & seal of bidder**



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**TECHNICAL BID - ANNEXURE A****FORM -C**

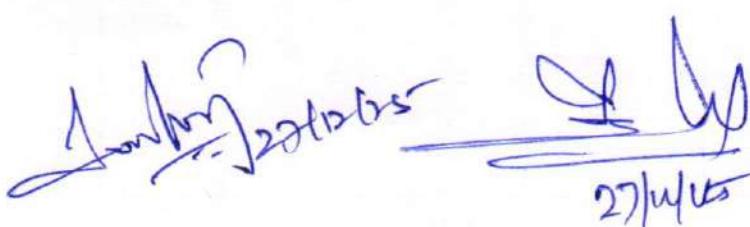
(Turnover and Profitability)

Sl. No	Financial Year	Turnover (in Rs.)	Profit (In Rs.)	Loss, if any (In Rs.)
1	2021 - 2022			
2	2022 - 2023			
3	2023 - 2024			

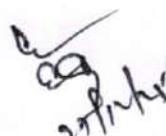
**Note:** - Documentary evidence in support of turnover must be uploaded

I ----- proprietor / partner / director of  
M/s.----- hereby declare that the information given  
in this Technical Bid Form is true and correct to the best of my knowledge and belief.

**Signature & seal of bidder**



Handwritten signature followed by a horizontal line and the date 27/04/2025.



Handwritten signature.

**TECHNICAL BID : ANNEXURE -B****DECLARATION**

I ..... s/o, d/o, w/o Shri./Smt ..... am the Proprietor / Partner / Director / Authorized signatory Shri./Smt. ..... and I am competent to sign this declaration and execute this tender document.

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

The information / documents furnished along with the above tender application are true and authentic to the best of my knowledge and belief.

I/we, am/are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law. I hereby assured that I/We are not related to any ESIC Staff, their family members or any firm related to them.

The rates quoted by me are valid and binding upon me for the entire period of contract.

There is no vigilance/CBI case or court case pending against the firm. This is to declare and certify that neither myself nor my firm has ever been blacklisted by any Govt./Semi Govt./ Public/ Private institution.

If the contract is terminated at any stage during the entire tenure, I hereby agreed to provide the services till finalization of the new contract.

I/We certify that all information furnished by me/us/our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full earnest money deposit absolutely.

Date:

Place:

Signature & seal of bidder

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

27/1/2025

27/1/2025

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**UNDERTAKING****TECHNICAL BID : ANNEXURE C**

I, [Name of Contractor], Proprietor/Authorized Representative of M/s [Contractor's Firm Name], hereby undertake the following responsibilities in connection with the operation and maintenance of the canteen facility located within the premises of ESI Hospital, Udyogmandal, under the Government of India:

**1. Cleanliness and Hygiene**

- I shall ensure that the canteen premises, including kitchen, storage, dining, and service areas, are maintained in a clean and hygienic condition at all times.
- All food handlers and staff shall follow personal hygiene protocols as per **Food Safety and Standards Authority of India (FSSAI)** guidelines.
- Regular cleaning and sanitization of utensils, surfaces, and waste bins shall be carried out.

**2. Waste Disposal and Segregation**

- I shall strictly follow the **Solid Waste Management Rules, 2016** issued by the Ministry of Environment, Forest and Climate Change, Government of India.
- Waste generated from the canteen shall be **segregated at source** into:
  - **Biodegradable waste** (e.g., food scraps, paper napkins)
  - **Non-biodegradable waste** (e.g., plastic wrappers, containers)
- Segregated waste shall be disposed of in designated bins and handed over to authorized municipal or institutional waste collectors.

**3. Compliance with Government Orders**

- I shall comply with all applicable directives issued under the **Swachh Bharat Mission, FSSAI regulations**, and local municipal health and sanitation guidelines.
- I shall not use single-use plastics or other prohibited materials as per prevailing Government of India notifications.

**4. Liability for Penalties**

- In the event of any inspection or action by government agencies resulting in the imposition of fines, penalties, or legal proceedings due to non-compliance with hygiene or waste management norms, **I shall be solely and fully liable** to pay such fines and rectify the deficiencies immediately.
- The institution shall bear no financial or legal responsibility in such cases.

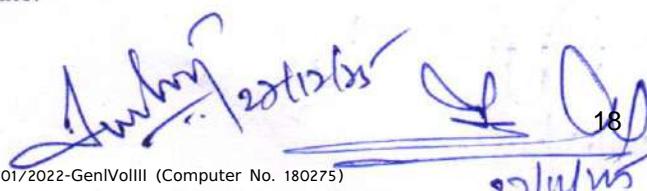
**5. General Responsibility**

- I acknowledge that maintaining a clean, safe, and compliant canteen environment is my professional and contractual obligation.
- This undertaking shall remain valid throughout the tenure of the canteen contract and any extensions thereof.

**Sign & seal of the bidder**

Name:

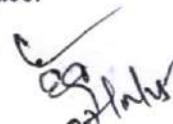
Date:



20/12/2021  
22/1/2022

Firm Name:

Place:



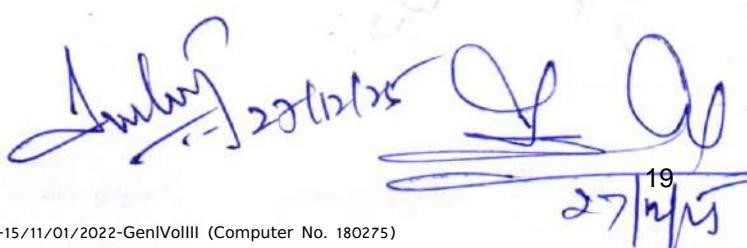
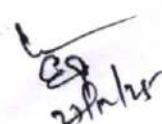
20/12/2021  
22/1/2022

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**TECHNICAL BID : ANNEXURE – D****Checklist of Documents to be submitted**

(THE BID DOCUMENTS HAVE TO BE UPLOADED IN THE FOLLOWING SEQUENCE)

Sl. No.	Documents	Whether submitted (Yes/No)
1	'Annexure A' (Technical Bid- Form A, Form B & Form C)	
2	'Annexure B' (Declaration)	
3	'Annexure C' (Undertaking)	
4	'Annexure D' (Checklist of documents)	
5	Copy of Registration of the Firm	
6	Copy of latest FSSAI license	
7	Copy of PAN Card	
8	Copy of GST Registration	
9	Copies of ESI / EPF Registration if applicable	
10	Bank Account details (along with scanned copy of Cancelled cheque)	
11	Proof of registered office in Kerala	
12	Latest labour registration certificate (shop & commercial establishment registration certificate)	
13	Submission of satisfactory performance report	
14	Copies of work orders as Proof of requisite experience	
15	3 year minimum turnover of 20 lakhs certified by a CA	A/Y 2022 – 2023
		A/Y 2023 – 2024
		A/Y 2024 – 2025

**Signature & seal of bidder**


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All items listed in **Table 3** must be served. The rates charged for these items shall not exceed the **ceiling rates** specified in the table below. Items may be priced lower, but under no circumstances shall the ceiling rate be breached.

**TECHNICAL BID : ANNEXURE – E**

**TABLE 3**

<b>Sl. No.</b>	<b>Item description</b>	<b>Min Qty</b>	<b>Unit</b>	<b>Ceiling Rate (in Rs.)</b>
1	Black coffee	150 ml	Per Cup	7
2	Bru Coffee/Boost/Horlicks	150 ml	Per Cup	15
3	Milk Water	150 ml	Per Cup	7
4	Chicken Sandwich	80 gms	Per piece	25
5	Egg Sandwich	80 gms	Per piece	20
6	Veg Sandwich	80 gms	Per piece	15
7	Bread Omlette Single	01 Egg omlette + 02 pieces bread	Per set	12
8	Bread Omlette Double	02 Egg omlette+02 pieces bread	Per set	22
9	Aloo Paratha/ Stuffed (palak, methi etc:-) Paratha	120 Gms	Per piece	60
10	Egg Biriyani	01 Egg + 400 Gm rice + Salad + Pickle + Pappad	Per plate	60
11	Chicken Roast	150 Gms	Per plate	70
12	Chilly Chicken	150 grams	Per plate	80
13	Beef Roast	150 Gms	Per plate	80

**Signature & seal of bidder**

**FINANCIAL BID FOR RUNNING THE CANTEEN AT ESIC HOSPITAL, UDYOGMANDAL**  
**(should be uploaded only in financial bid)**

- I. Bidders must quote prices mandatorily for all items in the list. The sum total of the individual item rates shall be summed as the Grand Total Quotation.
- II. Staff includes Permanent, Temporary, Contractual and Casual workers and individuals accompanying them. Staff rate will be 20% less than the unit rate as quoted by the bidder in the below table (as mentioned in last column of table 3). All amounts shall be rounded off to the nearest whole rupee. If the decimal value is **50 paise or above**, it shall be **rounded up** to the next higher rupee. If the decimal value is **less than 50 paise**, it shall be **rounded down** to the lower rupee.
- III. All staff members shall be provided meals at the designated staff rate, regardless of their duty hours or shift timings.
- IV. IPs include Insured Persons, By-standers to in-patients and individuals accompanying IPs / by-standers.

**V. ITEM LIST/RATE LIST/SPECIFICATION OF ITEMS (Table 4)**

**FINANCE BID : ANNEXURE F****TABLE 4**

<u>Sl. No</u>	<u>Item description</u>	<u>Min Qty</u>	<u>Unit</u>	<u>Unit Rate inclusive of all taxes, duties &amp; services (in Rs.)</u>	<u>Total Price *Multiplying Factor (2000 *unit price)</u>
1.	Tea	150 ml	Per Cup		
2.	Black Tea	150 ml	Per Cup		
3.	Coffee	150 ml	Per Cup		
4.	Snacks (Parippu Vada, Uzhunnu Vada, Onion Vada, Banana Fry, Undam Pori, Bonda, Sukhiyan, Kozhukkatta, Egg Bajji, Ada, Bread Roast, Samosa, Boiled Banana - E�apazham)	60 gms	Per piece		
5.	Idly/Dosa	50 gms	Per piece		
6.	Masala Dosa	150 gms	Per piece		
7.	Ghee Roast	150 gms	Per piece		
8.	Single Omlette	1 egg	Per plate		
9.	Double Omlette	2 egg	Per plate		
10.	Boiled Egg	01 Piece	Per Piece		
11.	Chappathi, Appam, Porotta	50 gms	Per piece		

12.	Poori	50 gms	Per piece		
13.	Upma	170	Per plate		
14.	Idiyappam, Puttu	75 gms	Per piece		
15.	Chicken curry	150 gms (2 chicken pieces)	Per plate		
16.	Curry - Kadala (Black Gram) Curry, Vegetable Stew, Egg Curry(1 egg + gravy), Potato Masala , Green Gram Curry/Green Peas Curry	150 gms	Per plate		
17.	Meals (with free extra servings, on request) (for parcels at least 400 gms cooked rice)	Rice + 02 side dishes (minimum of 2 table spoons each) + Pickle + Pappad + Sambar + Rasam / Pulissery for single serving	Per Plate		
18.	Chicken Biryani	2 chicken pieces + 400 gram rice+salad +pickle +pappad	Per plate		
19.	Vegetable Biryani	400 gram veg rice+salad +pickle +pappad	Per plate		
20.	Fish Curry/ Fish Fry	150 Gms	Per plate		
21.	Parcel Charges (for lunch / breakfast / Dinner)				
22.	Rate for disposable cups, if tea/coffee need to be provided in such cups, by order of Admin Authority.		Per cup		
<b>Grand Total</b>					

\* For instance, if the bidder quotes a unit price of tea as ₹10, then the total price shall be calculated as 2000 (multiplying factor) × ₹10 (quoted unit price), amounting to ₹20,000.

✓  
89  
✓  
✓  
✓

**Note :**

1. The bidder has to mention the “Grand Total” in the online financial bid on the GeM portal which will be analysed by GeM for L1 selection
2. This financial bid has to be filled and uploaded by the bidder in the pdf format in the GeM portal.

**Signature & seal of bidder**



Three handwritten signatures in blue ink, likely representing the signatures of the bidders mentioned in the note. The signatures are cursive and appear to be in a local language.