

HAHC HOSPITAL
HAMDARD INSTITUTE OF MEDICAL SCIENCES & RESEARCH
JAMIA HAMDARD
NEW DELHI – 110062

**SUBJECT:- ESTABLISHMENT OF A KITCHEN FOR DIETARY
SERVICES IN HAKEEM ABDUL HAMEED
CENTENARY HOSPITAL**

Terms and conditions for Tender for establishment of a Kitchen for Dietary Services in Hakeem Abdul Hameed Centenary Hospital with reference to advertisement no HIMSR/Tender/2019/01 dated 15.06.2019.

GENERAL INSTRUCTIONS TO TENDERERS

1. The tender document can be downloaded from HIMSR website www.himsr.org from 17.06.2019 to 27.06.2019 from 3pm/upto 3pm respectively after satisfying themselves of the eligibility for the work as per tender terms and conditions

Earnest money Rs 50,000

Tender cost Rs 5000 (Non-refundable)

Time period from 17.06.2019 to 27.06.2019

2. Interested party may drop the tender in the tender box placed in the Office of Medical Superintendent, HAHC Hospital on or before 27.06.2019 upto 3 pm alongwith separate Demand Drafts for earnest money and tender document fee (Rs 5000 each tender non-refundable) shall be in sealed envelop clearly specifying the name of the work as stated above.
3. The DDs shall be in favour of HIMSR payable at New Delhi. The tender shall be opened on same day at 3pm by the tender committee in the presence of available interested parties. In the event of non-following the required procedure, the tender is liable to be rejected.
4. HAHC Hospital, HIMSR reserves the right to reject any/all tenders without assigning any reason.
5. The tender will be a mix of technical and financial bid
6. The tenderer shall furnish KYC details.
7. The successful bidder shall be informed to make a Demo within reasonable period, failing which the award of tender will be cancelled.
8. HAHC Hospital reserves the right to amend or withdraw any of the terms and conditions contained in the tender document.
9. The successful bidder will be required to enter into an agreement with HIMSR on the specified terms and conditions.
10. Preference will be given to those parties who have working experience.
11. The tenderer must attach all the relevant documents, like registration certificate of the firm, PAN/GST and license No etc. MOA in case of a partnership company.
12. The tender cost and earnest money shall not be exempted for any reason whatsoever and without the tender cost and earnest money, the tender will not be entertained.

Medical Superintendent
HAHCH Hospital

Documents to be attached by the Party

1.	Reference cost of tender form (DD in original to be attached)	DD. No.-----Date-----
2.	Reference of Earnest Money (DD in original to be attached)	D.D. No. -----Date-----
3.	Registration certificate (enclose the self-attested copy of registration certificate)	No.-----Date----- From-----Date-----
4.	Permanent Account Number issued by the Income Tax Department (Enclose self-attested copy of PAN)	No. -----Date----- From-----Date-----
5.	GST Registration Certificate (Enclose self- attested copy of tax registration certificate)	No. -----Date----- From-----Date-----
6.	Annual Turnover.	Rs _____ lakhs
7.	Enclose copy of auditor's report with balance sheet of last 3 financial years	_____ _____ _____
8.	Proof of experience in last 03 Years.	Name of organization From... up - to..... 1..... 2..... 3..... 4.....

PARTY SIGN AND SEAL

Specific terms and conditions for Tender for establishment of a Kitchen for Dietary Services in Hakeem Abdul Hameed Centenary Hospital with reference to advertisement no HIMSR/Tender/2019/01 dated 15.06.2019.

HAHCH will hereinafter be referred to as Licensor and Party as Licensee.

1. The Kitchen will be established by the concerned party on **Build, Invest and Operate Basis** for which the hospital will provide them the site in their premises alongwith layout plan as per NABH requirements and within a specified period to be decided by HIMSR/HAHCH.
The entire fixed cost of all the civil works, installation/positioning of all the required gadgets, equipments, kitchen ware, all other requisites related to establishment of the kitchen strictly as per specifications and layout plan provided by HIMSR/ HAHCH at the site earmarked for the purpose and operational cost shall be met by the Licensee and they will consult various hospitals including army hospital to place the entire kitchen system of a reasonable good quality possibly on turnkey basis at the site and notify the names of the firms/manufacturers, assembling organization from where the arrangements will be made before hand to the Licensor. Overall plan shall be submitted by the Party to HIMSR/HAHCH. The Party shall be permitted to visit the site.
2. The party shall run the kitchen and supply approved quality meals for the patients in HAHCH as per rates approved and made part of the agreement. There will be no compromise of quality in this regard.
3. The Party shall arrange/obtain various statutory licenses from the concerned authorities in the name of HAHCH and in their own name for which the expenses will be borne by the Party/HAHCH as the case may be. HAHCH would provide necessary documents in this regard.
4. Diet menu for General Wards, Semi-Special, ICUs and Private Ward shall be set by HIMSR/HAHCH dieticians on weekly basis including diet plan for special category of patients right from breakfast to dinner. The menu will specify the quantity and number of items to be served.
5. The Licensee will adhere to shift timings and attendance rules as per statutory norms and plan their operations across 3 shifts, 24x7 all through the year. Special arrangements for national holidays shall be made.
6. It would be the bounden duty and responsibility of licensee to maintain high standards of quality of diet to be served day after day and adhere to timelines scrupulously for serving breakfast to dinner. An indicative diet chart is enclosed at Annexure I for reference and follow up.
7. The Licensee shall suggest/set standard SLA and set of KPAs which would form part of the contract and shall be mutually signed off to achieve various compliances.
8. The Licensor will enforce rigorous monitoring of the functioning of the entire kitchen system by constituting a Monitoring Committee to be communicated to the Licensee separately. However, for specifically monitoring the diet plan services on day to day basis, a committee comprising two dieticians of HIMSR/HAHCH, Kitchen Manager would function under the overall supervision of Additional Medical Superintendent.

9. No upper or lower limits for serving of diets per day/or day to day basis in the general wards, special and private wards shall be set. However, HIMSR/HAHCH will notify to the Licensee the meal planning a day before, preferably in the evening, regularly. Both the Licensor and the Licensee will be in touch with each other.
10. The Licensee shall suggest rates for general, semi-special/special and private wards for meal from breakfast to dinner per day per patient exclusive of GST, which shall be paid by the Licensor, if applicable. If additional eatables shall be requisitioned on festivals, they shall be arranged from outside on the cost to be mutually decided. The Licensee shall bear any other tax liability on their own.
11. The diet will be delivered by the Licensee at the junction of the wards and its distribution will be handled by the staff of HIMSR/HAHCH. The Licensee shall be solely responsible for collection of the used utensils back to the kitchen. The Licensor will not be responsible for breakage, loss, pilferage etc. and no claim to compensate any damages will be entertained by the Licensor. Drinking water shall be arranged by the Licensor to the patients and shall not form part of the diet.
12. The contract will be valid for a period ranging from 3 to 5 years effective from the date of its signing.. All the conditions of the contract/agreement will be observed scrupulously and binding on the Licensee. Any let up in the observance of the terms and conditions and their flagrant frequent violations by the Licensee will be viewed seriously and the contract will be revoked by HIMSR/HAHCH by giving three months notice. In case the Licensee may not wish to continue for the full agreed term of the contract, they can suggest the termination of the contract by giving three months notice to the Licensor in writing.
13. The Licensor shall arrange all connections for fuel, water and electricity etc. The Licensee shall be billed for consumption of these items on monthly basis and their payment adjusted out of payments to be made to the Licensee for the meals served. Separate meters shall be installed for this purpose.
14. On completion of agreed period of the contract, the kitchen building developed by the Licensee shall become the property of the Licensor.
15. The entire responsibility of meticulous upkeep, sanitation, maintaining conducive environment, garbage clearance and other requirements as are expected in a kitchen of this type to ensure that for the faults of the kitchen establishment, the patients may not have to suffer will be of the Licensee alone. All repair and maintenance of the kitchen equipments etc. will be the responsibility of the Licensee to ensure meticulous upkeep.
16. The Licensor would provide office space for the Kitchen Manager, Staff Change Room & Rest Room for them.
17. It would be the responsibility of the Licensee to ensure the verification of antecedents of the staff engaged at their own cost. Their medical on regular basis shall be conducted in HAHCH. The staff will wear proper uniform, clean and laundered.
18. The Licensee shall meet cost of consumables & disposable items and ensure their availability uninterrupted.

19. The Licensee shall take care of the provisions of the Food and Adulteration Act and shall be responsible/liable for damages, claim etc. for any such act which may cause harm to the patients by any eatables/consumable items.
20. That the Licensee will be fully responsible for the safety of their stocks, fixture, apparatus, equipment etc. The Licensor will not be responsible/liable for any damages caused to the Licensee by any way including theft, fire, etc. The Licensee will insure all the assets attached to kitchen.
21. That the Licensee shall not acquire any right, title or interest in or upon the space so provided to run the kitchen. That the Licensee shall use the specified space only for running the kitchen and not for any other purpose, nor give it to any other persons.
22. On expiry of the contract period or termination of license agreement, the licensee shall remove its belongings and shall vacate the kitchen premises without any delay or without any claim whatsoever. In default thereof, the licensor will be within its authority and rights to lock the kitchen premises and the licensee or his workers etc. not be allowed to enter in the specified space/premises.
23. The Licensee will tender the bill for the service rendered by them, duly certified by AMS, on monthly basis from first to last day of the month by second of the succeeding month and HIMSR/HAHCH will normally make the payment by seventh of every month.
24. That in the event of any dispute, differences, arising between the parties to this License Agreement for any reason whatsoever relating to this License Agreement whether during the substance/currency of this License Agreement or thereafter the parties will endeavor to amicably resolve the same, but in case if dispute or differences still remaining unresolved, the same shall be referred to a Sole Arbitrator appointed by the Director General, HIMSR. The decision of the Arbitrator shall be final and binding upon both the parties concerned.

Medical Superintendent
HAHC Hospital