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**HEALTHCARE SERVICES DIVISION**

**NOTICE INVITING EXPRESSION OF INTEREST FOR RUNNING CANTEEN & CAFETERIA SERVICES**

AT

**Lifecare Centers in MKCG Medical College, Berhampur and VSS Medical College, Burla**

**Note: All the applications should be submitted within fifteen days from the date of publishing the advertisement in newspaper.**

**TENDER REFERENCE NO: HLL/HCS/ODISHA/LCC BURLA&BAM/2014/01**

**Invitation for Expression of Interest (EOI)**

**Applications are invited for providing canteen services at Lifecare Centers in MKCG Medical College - Berhampur (Ganjam, Odisha) & VSS medical College –Burla (Sambalpur, Odisha)**

HLL has signed MOUs for establishing Lifecare Centre and Hindlabs MRI Scan Centre at MKCG Medical College, Berhampur. These are government run institutions under the governance of Director of Medical Education, Department of Health & Family Welfare, and Government of Odisha. The Lifecare Centre planned at MKCG Medical College, Berhampur & VSS Medical College; Burla will have the following facilities:

a) Lifecare Centre Pharmacy store

b) Canteen & Cafeteria - Public and Staff

It has been decided to establish the canteen & cafeteria facilities through outsourcing.

Hence Expression of Interest (EOI) is invited from all the approved contractor/service providers for providing canteen & cafeteria services at MKCG medical college-Berhampur and VSS Medical College, Burla.

**I. Background**

HLL Lifecare Limited (HLL) is a Government of India Enterprise under the Ministry of Health and Family Welfare. HLL, a world leader in manufacturing contraceptives has grown into a comprehensive healthcare company.

**II. Objective of the EOI**

HLL proposes to engage reputed parties in the relevant area to set up and run the above facilities. Built up space with minimum facilities will be provided.

In order to select the prospective contractors to carry out the above said services, we intend to shortlist them based upon their credentials. Hence EOI is invited from the approved reputed contractors/service providers. Interested parties may apply with the Expression of Interest

**III. Mode of submission of Expression of Interest**

Documents in electronic form will not be accepted.

The documents should be submitted in an envelope super scribed “EOI FOR CANTEEN SERVICES- BERHAMPUR” for parties applying for Berhampur and “EOI FOR CANTEEN SERVICES- BURLA” for parties applying for Burla. The documents should be delivered at the following address of the centre applied

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| **For Berhampur** | **For Burla** |
| **The Centre Manager,**  **LIFECARE CENTRE,**  **ADJACENT TO STAFF NURSES HOSTEL,**  **MKCG MEDICAL COLLEGE,**  **BERHAMPUR, GANJAM,**  **ODISHA-760004**  **PH: 0680-2290067/88** | **The Centre Manager,**  **LIFECARE CENTRE,**  **INFRONT OF MEDICAL POLICE OUTPOST,**  **VSS MEDICAL COLLEGE,**  **BURLA, SAMBALPUR,**  **ODISHA-768017**  **PH: 0663-2432010** |

**IV. Documents to be submitted**

The contractors/service providers shall be registered on the basis of their credentials submitted by them. To prove the credentials, attested copies of the following documents need to be submitted

* Application on letter head indicating interest and previous experience.
* Details of the Applicant/Company/Firm/Proprietorship.
* Details of registration/identity proof.
* Food License\* of the canteen or facility presently being run, issued by the competent authorities.
* Service license\* if applicable.
* Sales/Service tax registration\* if applicable.
* Registration certificates/testimonials\* from national Institutions, State & Central Government bodies, PSUs, etc., if any.

(\*Attested copies of the certificates should be submitted.)

The approved contractors/service providers should have proven experience in providing the similar kind of services during the last 3 years. Document to prove the experience in providing these to reputed hospitals, institutes, etc should be enclosed.

**V. Last date for submission of documents**

Interested parties must submit all the above mentioned details within **FIFTEEN days** from the date of publishing the advertisement in the news paper.

**VI. Terms & Conditions**

1. The contractor has to execute an agreement with the company, but his/her liability under the contract shall commence from the date of receipt of the written work order of the Company. The Validity of the agreement is 11 months. The tenancy agreement is renewable for a further period of 11 months after its expiry subject to satisfactory performance and mutually agreed terms & conditions.
2. The party has to pay a license fee monthly as mutually negotiated and finalized between the parties.
3. **An amount of Rs.3,00,000/- (Rupees Three Lakhs only) is to be deposited by the contractor thru DD/RTGS payable at Cuttack as Interest Free Security Deposit** for the due performance of the contract. This deposit would be refunded after date of expiry of contract (if not renewed) subject to the condition that no losses are incurred to the company due to damage of materials like articles, fixtures, furniture, etc supplied by the Company and that all the dues to the Company are settled by the Contractor.
4. The contractor must comply and implement all the statutory provisions of the State & Central Acts relating to the employment of labor, i.e., various Acts relating to payment of Minimum Wages, ESI, PF, Bonus, etc., and all other statutory benefits, as amended from time to time. All the relevant documents/registers need to be kept at Company’s premises. In the event of non-compliance, the contractor will be solely responsible for any penalty/fine imposed by the statutory bodies. Further, in the event of any loss incurred to the Company due to non-compliance, the contractor shall indemnify the same to the Company.
5. The contractor shall obtain adequate insurance policy in respect of his staff to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
6. The Contractor shall bear taxes, rates, charges, levies or claims whatsoever as may be imposed by the State / Central Governments or any local body or authority from time to time.
7. The contractor shall be solely and fully responsible for lapses, violation and noncompliance, if any of all the statutory dues and the Company shall in no way be a party to it.
8. The Contractor is required to nominate an official, to interact with the Company’s representative regularly for ensuring the satisfactory and smooth functioning of the services.
9. The Contractor should arrange for his own staff for cooking, service and cleaning work. The contractor must employ skilled chefs for cooking all kinds of items - vegetarian, non-vegetarian, Tandoor items, bakery, etc.
10. The contractor is required to make his own arrangements for cooking material, crockery /cutlery material or any other material required for preparation/cooking/service/storage of food items. However, damages, if any, to the existing material provided by the Company would be recovered from the Contractor. Please note that any repairs/maintenance charges incurred for various items such as Refrigerator/Mixer Grinder/Microwave Oven, etc. needs to be carried out by the Contractor at his own cost.
11. The contractor is required to provide packaged drinking mineral water or any other packaged food material procured outside (including soft drinks) or any other items, at the rate not exceeding the MRP of such items.
12. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. All the materials used in preparation for food items should be of standard brands.
13. Contractor will have to supply the cleaning material and cooking materials, get the gas refilled at his own cost, maintain the gas supply bank and also pay for the electricity & water utilized in the kitchen and dining area or any other area exclusively used by Contractor.
14. The Contractor should arrange for cleaning of the Dining Hall, the kitchen area, toilets and washing area and any other area under his control regularly and also immediately after any service is rendered. The Contractor should provide clean napkins along with liquid wash provision near wash basin area.
15. The Contractor should ensure that the entire catering premises are kept hygienic and clean. Preventive pest control measures will have to be done by the Contractor. Cleanliness, Maintenance, garbage disposal of the service areas/production areas and the staff rest rooms shall be the responsibility of the Contractor.
16. The Contractor should provide identity cards and uniforms to all his staff at his cost and ensure that all the catering staff wears clean uniforms, as prescribed. The head gear for cooking and service staff in the catering area are also to be provided by the Contractor. Strict personal hygiene has to be observed. Separate uniforms need to be provided for different categories of staff viz. cleaners, servers, supervisors, etc.
17. Cleaning of the plates and utensils should be done with hot water, soap water and all utensils must be properly cleaned and dried.
18. The Contractor shall be solely responsible for any consequences due to food poisoning.
19. If it is found that there is laxity on the part of the contractor on maintenance of proper hygiene in cafeteria operations at the kitchen / dining halls in various service points /personnel handling the food items / surroundings, leaving or storing the crockery / cutleries in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, serving platforms etc, penalty may be levied for each of such violations. The decision of the Company is final and binding on the contractor.
20. The Catering Supervisor(s) provided by the Contractor should be available throughout the production and service period at the cafeteria and ensure that the hospital staff and customers are served well.
21. Any staff of the Contractor, whose service is not satisfactory, would be replaced by the Contractor, in consultation with the Company.
22. The staff deployed by the contractor should be of good conduct and behavior. They should be free from any contagious disease. The medical check-up of all the catering staff should be carried by a registered medical practitioner every year and the relative medical reports be submitted to the Company. Staff failing the medical check-up should be removed immediately and the same is to be reported to the Company.
23. In case, any of the contractor’s staff suffer any injury or damage or meet with an accident while discharging their duty, the entire cost of compensation should be borne by the contractor. For this purpose, the contractor may cover his staff with adequate insurance policy.
24. The Contractor or his employees shall not use the premises allotted to him / her for any purpose other than the purposes defined and shall not act in any manner as to cause any nuisance or annoyance to the Company or the participants at the Company premises.
25. The contractor or his employees shall not aid or participate or support any anti-institutional activity under any circumstances and shall strictly restrict to the work awarded under the contract.
26. The Contractor shall be deemed for all legal and contractual purposes, as the employer of the staff employed by him/her for carrying out the contract, and such persons will not have any claim for employment in the Company now or at a future date. The number of such persons employed will be determined by the parties to this contract by exchange of letters from time to time. But in any case the Contractor shall have to engage the services of sufficient number of persons.
27. In the event of theft, pilferage or damage to the Company’s property, and if proved that the contractor /his staff are responsible; the contractor should make good all the losses and remove the concerned person identified as responsible from the services.
28. The Contractor shall at all times during the continuance of the agreement follow all directions and instructions given by the Company and all authorized officials concerning every aspect of service and maintenance. The decision of the Company would be final in all matters.
29. The contractor must provide the basic menus at the rates specified by the Company.

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| **Sl.No.** | **Item** | **Menu** | **Rate** |
| 1. | Tiffins | Idly: 4 nos with chutney  Puri: 2nos with curry  Vada: 2 nos with chutney  Singda: 2 nos with chutney | Rs 10/plate |
| 2. | Meals | Veg Meal: Fry curry, Gravy Curry, Dal, Rice & Curd | Rs 30/plate |
| Fish meal: Fish curry + Veg meal items | Rs40/plate |
| Chicken meal: Chicken Curry + Veg meal items | Rs50/plate |
| 3. | Dinner | Veg Meal: same item as above | Rs30/plate |
| Roti: 4 roti with curry & curd | Rs30/plate |
| 4. | Snacks | Samosa : 2nos with tomato sauce  Vada: 2nos  Pakoda:200gms | Rs8/plate |
| 5. | Tea/Coffee | NA | Rs4/cup |
| 6. | Drinking Water | RO treated Purified Drinking Water | Free of charge for all customers |

The quantities of the above mentioned items will be discussed and finalized at time of negotiations.

1. **The rates mentioned above shall be valid and binding for 3 years.**
2. The contract may be terminated at one month’s notice by the Company if any one of the stipulated conditions agreed upon by the Contractor is not met to the satisfaction of the Company.
3. The contractor is required to run the cafeteria services efficiently to meet the standards set by the Hospital authorities and Company. All the expenses incurred for meeting statutory requirements including construction of additional shades, civil modifications shall be borne by the contractor.
4. **Child Labor is strictly prohibited.**

**VII. Finalization of Contract**

After verification of documents submitted, shortlisted parties will be requested to submit their quote for License fee and the contract will be awarded to the party quoting the highest. The final negotiation with the shortlisted parties will be done at the company nodal office located at SCB Medical College, Cuttack.

**VIII. RIGHTS OF HLL**

1. HLL reserves the right to accept/reject the applications/offers received without assigning any reasons whatsoever, or may call for any additional information/clarification. If so required.
2. HLL reserves the right to register and place orders on more than one contractor/service provider.
3. HLL reserves the right to extend the last date of submission of the EOI.

**IX. MISCELLANEOUS**

In case any further clarification or information is required, the following officer may be contacted at respective places

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| **For Berhampur** | **For Burla** |
| **The Centre Manager,**  **LIFECARE CENTRE,**  **ADJACENT STAFF NURSES HOSTEL,**  **MKCG MEDICAL COLLEGE,**  **BERHAMPUR, GANJAM,**  **ODISHA-760004**  **PH: 0680-2290067/88**  **MOB: 08763917078** | **The Centre Manager,**  **LIFECARE CENTRE,**  **INFRONT OF MEDICAL POLICE OUTPOST,**  **VSS MEDICAL COLLEGE,**  **BURLA, SAMBALPUR,**  **ODISHA-768017**  **PH: 0663-2432010**  **MOB: 07278557267** |

**NOTE:** The terms “**Company**”, “**Contractor**” & “**Hospital Authorities**” in this document refer to “**HLL Lifecare Ltd**”, “**Prospective Canteen Contractor**” & “**MKCG Medical College Authorities**” respectively.