

STATE INSTITUTE OF HEALTH & FAMILY WELFARE HARYANA

“SWASTHYA PRASHIKSHAN KENDRA”

OPPOSITE HANSRAJ PUBLIC SCHOOL, SECTOR 6, PANCHKULA, 134109

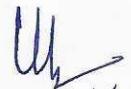
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SHORT TERM NOTICE INVITING e-TENDERS

Tender No.	Description of work	Date for downloading e-tender documents	Last date of submission of bid	Tender fee	EMD (Earnest Money Deposit)
SPK/CAN& SER/26/001	Tender for Canteen & Cafeteria Services at SIHFW Haryana	15.01.2026 from 10:00 AM	16.02.2026 by 10:00 AM	Rs. 500/- (Through online mode in favour of "SWASTHYA PRASHIKSHAN KENDRA" as per the details mentioned in the tender document)	Rs. 10,000/- (Through online mode in favour of "SWASTHYA PRASHIKSHAN KENDRA" as per the details mentioned in the tender document)

NOTE:

The details of above e-tender, qualifying requirements, tender documents and instructions for submission can be downloaded from the website i.e. <https://etenders.hry.nic.in>. Bidders are also advised to visit regularly the official websites i.e. <https://haryanahealth.gov.in>, <https://nhmharyana.gov.in>, <http://www.sihfw.nhmharyana.gov.in> for any further instructions and amendments.



Director, SIHFW
Haryana, Panchkula





STATE INSTITUTE OF HEALTH & FAMILY WELFARE HARYANA

OPPOSITE HANSRAJ PUBLIC SCHOOL, SECTOR 6, PANCHKULA, 134109



e-TENDER FOR

“CANTEEN & CAFETERIA SERVICES”

STATE INSTITUTE OF HEALTH & FAMILY
WELFARE (SIHFW) HARYANA

ADDRESS:

OPPOSITE HANSRAJ PUBLIC SCHOOL,
SECTOR 6, PANCHKULA, 134109

SHORT TERM e-TENDER DOCUMENT FOR CANTEEN & CAFETERIA SERVICES

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Director

Short-term e-tender is invited for "Canteen & Cafeteria services" is invited at State Institute of Health & Family Welfare, Opposite Hansraj Public School, Sector 6, Panchkula, Haryana. Tender document for "Canteen & Cafeteria Services" at SIHFW, Haryana may be downloaded from web site <https://etenders.hry.nic.in> w.e.f. **15.01.2026 at 10:00 AM**. Last date for submission of e-tender (uploading of all required scanned documents and rates in BOQ) on website as well as in hard copy (to be submitted in the O/o Director, State Institute of Health & Family Welfare, Sector 6, Panchkula, Haryana) is on or before **16.02.2026 by 10:00 AM**. The technical bids shall be opened on **18.02.2026 at 12:00 Noon** and financial bids of technically qualified bidders will be opened on **24.02.2026 at 12:00 Noon**.

Note:-

Following points are mandatory for all:-

- a) Scanned documents as per check list of **Technical** bid and **Financial** bid are to be uploaded as per DNIT.
- b) Original documents as per check list for technical bid are to be put in the tender box in O/o Director, State Institute of Health & Family Welfare, Opposite Hansraj Public School, Sector 6, Panchkula, Haryana by **16.02.2026 by 10:00 AM**.
- c) Tender fee of Rs. 500/- and EMD fee of Rs. 10,000/- should be deposited in favour of "SWASTHYA PRASHIKSHAN KENDRA" through online mode and the receipt of the payment should be attached with the scanned copies of the bid to be uploaded with the tender. The account details for payment of EMD Fee and Tender Fee are mentioned at page no. 4 of the document.
- d) In case the firm does not upload the documents on e-tender site or does not drop the hard copy in tender box of the institute by the due date or does not deposit the tender fee and EMD fee , the bid shall be straightway rejected.



Director

State Institute of Health & Family Welfare Haryana

Dr. Vandana Mohan

Director

State Institute of Health & Family Welfare
Haryana, Panchkula

Tender for "Canteen & Cafeteria Services at SIHFW Haryana

Tender No. SPK/CAN&SER/26/001



State Institute of Health & Family Welfare, Haryana
Opposite Hansraj Public School, Sector 6,
Panchkula, 134109



BID DOCUMENT

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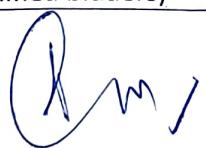
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BASIC DETAILS

Tender No.	SPK/CAN&SER/26/001
Name of Office	State Institute of Health & Family Welfare, Haryana (SIHFW)
Address	State Institute of Health & Family Welfare Haryana, Opposite Hansraj Public School, Sector 6, Panchkula, 134109
Telephone No. for any query	0172-2590629
Tender Brief Description	e-tender for "Canteen & Cafeteria Services"
Tender fee	<p>Rs. 500/- (Through online mode in favour of "SWASTHYA PRASHIKSHAN KENDRA")</p> <p>Account Details:-</p> <p>Account Holder: SWASTHYA PRASHIKSHAN KENDRA Account No.: 39858020057 Name of Bank: State Bank of India, Sec 8, Panchkula IFSC: SBIN0050387</p>
Earnest Money Deposit (EMD)	<p>Rs. 10,000/- (Through online mode in favour of "SWASTHYA PRASHIKSHAN KENDRA")</p> <p>Account Details:-</p> <p>Account Holder: SWASTHYA PRASHIKSHAN KENDRA Account No.: 39858020057 Name of Bank: State Bank of India, Sec 8, Panchkula IFSC: SBIN0050387</p>
Processing fee	As per the available guidelines on e-tendering website
Security	Rs. 50,000/- For Selected Bidder only
Date of publishing of tender	15.01.2026 at 10:00 AM
Last date of submission of e-tender	16.02.2026 by 10:00 AM
Date and Time of Technical Bid Opening	18.02.2026 at 12:00 Noon
Date of Pre-bid meeting	27.01.2026 at 02:30 PM in the O/o Director SIHFW Haryana, Sector 6, Panchkula
Date and time of opening of Financial Bids (BOQ) (only of technically qualified bidders)	24.02.2026 at 12:00 Noon

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INTRODUCTION

STATE INSTITUTE OF HEALTH & FAMILY WELFARE

State Institute of Health and Family Welfare (SIHFW) is the apex training institute of Department of Health & Family Welfare, Haryana. SIHFW has been envisaged as state level institute for improving the effectiveness of health care delivery system by imparting knowledge and skill based trainings to the medical and para-medical health care personnel at different levels. In SIHFW, trainings are being imparted for all NHM programmes and other divisions of Health Department Haryana. Apart from it, SIHFW has three big and well equipped training/conference halls in which various meetings, seminars are being organized on regular basis throughout the year.

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NOTICE INVITING TENDER

1. e-tender is hereby invited from the registered, reputed, canteen contractors having at least two years of experience in running canteen & cafeteria. The tender is invited on behalf of Director, State Institute of Health & Family Welfare, Opposite Hansraj Public School, Sector 6, Panchkula under two bid system i.e. technical bid and financial bid (BOQ) in the office of "Swasthya Prashikshan Kendra (SIHFW)", Sector 6, Panchkula, Haryana and it will be considered from the date of award of the tender which can be extended from year to year subject to satisfactory services and mutual consent of both the parties up to maximum period of 3 years with the approval of competent authority.
2. The contractor should have (ESI, EPF, GST, PAN No. etc.) as applicable for his firm from the concerned department of the Central Government/State Government/UT for providing canteen & cafeteria services to State Institute of Health and Family Welfare, Sector 6, Panchkula, Haryana.
3. **Last date for Submission of bid:** on or before **16.02.2026 by 10:00 AM.**
4. **Date & Time of opening of Technical Bid:** **18.02.2026 at 12:00 Noon** in the O/o Director, State Institute of Health & Family Welfare in the presence of Bidders or their authorized representatives willing to witness the whole process.
5. **Date & Time for opening of Financial Bids of only technically qualified bidders:** **24.02.2026 at 12:00 Noon** in the O/o Director, State Institute of Health & Family Welfare in the presence of Bidders or their authorized representatives willing to witness the whole process. Details of technically qualified bidders shall be displayed on the notice board of SIHFW and shall be available on website www.sihfw.nrhmharyana.gov.in. However, intimation of same shall be sent through e-mail or telephonically.
6. **Place of opening the Bids:** O/o Director, State Institute of Health & Family Welfare, Opposite Hansraj Public School, Sector 6, Panchkula, Haryana, 134109.
7. **Validity of Bids:** 180 days from the date of opening of bid (for technically qualified bidders only)
8. Telegraphic/Conditional bid will not be accepted.
9. Further information regarding actual location and requirement of services can be obtained from O/o Director, State Institute of Health & Family Welfare, Panchkula during the office hours on any working day.
10. The rates should be quoted in Indian National Rupees on prescribed format mentioned as Financial Bid (BOQ).
11. The rates quoted by contractors shall remain valid for the entire period of contract and if a contractor submits a bid limiting the period of validity to a date earlier, then he is liable to be blacklisted and his earnest money shall be forfeited without prejudice to other rights and remedies available to the Director, State Institute of Health & Family Welfare.

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12. If any bidder modifies or withdraws his bid after opening of the financial bids subsequently, while on one hand he/she is liable to be blacklisted, on the other hand his/her earnest money shall be forfeited without prejudice to other rights and remedies available with the Director, State Institute of Health & Family Welfare, Haryana
13. The earnest money of unsuccessful bidders deposited for the bid will be returned to the contractor/firm/agency within a period of one month after the award of new tender to successful bidder while the earnest money of successful bidder will be adjusted in security amount to be deposited with SIHFW.
14. **Income Tax and other taxes/levies as applicable** will be deducted from the bills of contractor as per the rules/acts/instruction of the state govt. applicable from time to time.
15. TDS will be deducted as per Income Tax Act, 1961.
16. The bidders are advised to visit the site of work, at their own cost and collect all relevant information that the bidder considers necessary for proper assessment of the prospective assignment.
17. If any information furnished by the Bidder is found incorrect at a later stage or he/she is found to have submitted false information or incorrect information, he or she shall be debarred from bidding/taking up works in future in SIHFW. Director, SIHFW, reserves the right to verify the particulars furnished by the Bidder independently.
18. If the bidder is a proprietary firm, the bid documents shall be signed by the proprietor as above with his full name / name of his firm, seal with its current address.
19. If the bidder is a Limited Company or a Corporation, the bid documents shall be signed by a person duly authorized by the Company/Corporation.
20. Bidder is advised to go through all instructions, forms, specifications, terms and conditions in the Bid documents. Failure to furnish information and documents or submission of bids not substantially responsive to the Bid Documents in every respect will be at the Bidder's risk and shall result in the rejection of the bid.
21. Non-uploading of the all documents on e-tendering website will be liable for rejection. **In case of any discrepancy between the documents uploaded and hard copy of documents deposited, the documents uploaded on e-tendering site will be considered as final.**

Director
State Institute of Health & Family Welfare, Haryana

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NATURE AND SCOPE OF WORK

1. Canteen & cafeteria services shall open from 6:00 AM to 11:00 PM on all days including Sundays and Festival/National holidays etc.
2. Sweeping and cleaning of the entire area of canteen with wet floor dusters and disinfectants, sodium hypochlorite solution, detergent, etc once in the morning before serving the breakfast, before the lunch, and in the evening after serving of the evening snacks. Sanitation and hygienic conditions round the clock in and around the canteen and cafeteria will be the sole responsibility of the contractor. The agency will be responsible for cleaning of the canteen complex, which includes the kitchen, water cooler area, washroom, store, storage space etc. The cleaning material shall be purchased for atleast 2 weeks and shall be subject to supervision by the designated Committee/Warden.
3. The contractor shall be responsible for fans, ACs, electrical fittings and windows of kitchen and canteen area cleaned and dust free and their subsequent maintenance.
4. The contractor will provide all required kitchen equipments, utensils, crockery, and cutlery of good quality in adequate quantity at his own cost and shall keep them neat and clean and well arranged and maintained.
5. SIHFW shall provide dining tables, chairs, fans, tube lights, ACs, water cooler, TVs etc to the contractor at the time of taking the charge of the canteen which must be returned to the department in the good condition at the time of handing over the charge. The contractor will maintain all the fixtures in usable condition.
6. Disposal of solid and liquid waste generated will be the responsibility of contractor. Any leakage and blockage in the drainage system of kitchen will be got repaired at the cost of contractor.
7. Bidder shall ensure the supply of liquid hand soap and towel near the hand washing area.
8. Following items shall be provided by the contractor for canteen and cafeteria at his own cost:- **Bain Maire, Salad bar, Freezers, Deep Freezer, Preservator-cum-showcase, Hot case, Juicer, sandwich maker, Tandoor, Digital weighing scale etc. as approved by designated officials of SIHFW.**
9. The approved rates of all eatables must be displayed in the canteen along with packages.
10. No Kerosene oil/coal shall be used by the contractor in the canteen premises. However, the contractor can use commercial LPG Connections only for cooking purposes after taking the due precaution for their storage. The fire safety norms and other statutory guidelines should be adhered strictly in the storage area.
11. The contractor is not allowed to use Electrical Heater/Heating Rod in the canteen.
12. No person below the age of 18 years shall be employed by the contractor.
13. The contractor will have to make his own arrangements for transportation and storage of raw materials, food items, cooking accessories etc for the canteen and cafeteria. The

vegetables shall be procured on daily basis. These items will be subjected to supervision by the designated committee/warden

14. The contractor will not use the canteen for cooking of food for any other department/outside agency other than SIHFW/Health Department Haryana.
15. Any dues against the customers will be at the risk of the contractor and institute will not be responsible for the dues other than owned by SIHFW.
16. The contractor will use only reputed brands for various raw materials, eatables, beverage etc. as specified in tender document.
17. The contractor will use only fresh vegetables for cooking. The daily used items in canteen like pickles, napkins, disposables (if any) etc. shall also be provided by the contractor without any extra cost.
18. The contractor will make hygienic arrangements for storage of raw materials and utensils in the kitchen in form of almirahs, racks and containers etc. which are leak proof with lids and maintain them cleanly free from dirt, insects, pests, animals etc. The containers can be made of glass or good grade plastic with air tight lids for clean and proper storage. Any unhygienic conditions in the kitchen premises will invite penal provision.
19. The contractor will comply with all the statutory guidelines (as applicable) in the various laws which are required, e.g.:
 - Food Safety and Standards Act, 2006
 - Regulation & Abolition Act, 1970
 - Child Labour (Prohibition & Regulation) Amendment Act, 2016
 - Minimum wages Act
 - Bio-medical Waste Act
 - All other statutory guidelines, provisions and obligations as applicable for running a canteen/kitchen, from time to time.

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INSTRUCTIONS TO BIDDERS

1. Director SIHFW requires the services from registered, experienced, reputed, well established and financially sound canteen contractors with at least two years experience for providing canteen & cafeteria services in the O/o SIHFW, Sector 6, Haryana.
2. The contractor/company/firm/agency should be registered with appropriate registering authorities of Haryana/FSSAI (Food Safety and Standards Authority of India). If the contractor/company/firm/agency does not have a valid registration certificate, the firm cannot apply for the tender.
3. The contract is likely to commence **from the 01.04.2026 and it will be valid for one year** which may further be extended for one year subject to satisfactory services and consent of both the parties' and it can be extended upto maximum period of 3 years on the same terms and conditions submitted and rates as quoted for current tender.
4. The bids have been invited under two bid system i.e. **technical bid and financial bid**. The interested contractors are advised to download the e-tender document from the website <https://etenders.hry.nic.in> w.e.f. **15.01.2026 at 10:00 AM**. Last date for submission of e-tender on website as well as in hard copy (to be submitted in the O/o Director, State Institute of Health & Family Welfare, Sector 6, Panchkula, Haryana) is on or before **16.02.2026 by 10:00 AM**. The bidders will have to submit the bid in two separate sealed envelopes super-scribed (i) "Technical bid for canteen & cafeteria services" and (ii) "Financial bid for Canteen & cafeteria services" to the office of Director, State Institute of Health & Family Welfare, Panchkula. Both the sealed envelopes should be kept in a **third sealed envelope super scribed "Tender for Canteen & cafeteria Services"** and deposited in the O/o Director, State Institute of Health & Family Welfare, Opposite Hansraj Public School, Sector 6, Panchkula by the due date. The scanned copy has to be uploaded on the e-tendering site by the due date.
5. The tender fee of Rs. 500 for e-tender should be deposited in favour of "SWASTHYA PRASHIKSHAN KENDRA" as per the account details mentioned through online mode and the copy of the receipt should be attached with the technical bid to be uploaded on e-tendering website while the original will accompany the documents submitted in person.
6. The processing fee for e-tender should be deposited as per the available guidelines mentioned on e-tendering website.
7. The Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees ten thousand only), refundable (without interest), should be deposited in favour of "SWASTHYA PRASHIKSHAN KENDRA" through online mode and the copy of the receipt should be attached with the technical bid to be uploaded on e-tendering website. **Bid without payment of Earnest Money by the vendor, will not be accepted.** The scanned copy of the receipt of EMD payment should be uploaded with technical bid on e-tendering website while one copy of the same will accompany the documents submitted in person or dropped in tender box at SIHFW Haryana, Sector 6, Panchkula upto the due date i.e. **16.02.2026 by 10:00 AM**. If the firm does not submit the documents in original or upload the documents on the e-tender website, the bids will be straightway rejected.

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8. If the contractor, after award of contract, fails to perform the assigned work, his/her full EMD/security amount with the Department, will be forfeited and the contractor shall be blacklisted or debarred from applying for future tenders in the state.
9. The successful bidder shall have to deposit an amount of Rs. 50,000/- (Rupees fifty thousand only) as performance **security in form of Demand Draft** in favour of "State Institute of Health & Family Welfare Haryana A/C 1" payable at Panchkula. The Security amount deposited by the contractor shall be refunded on successful completion of the contract period provided there are no recoveries arising out of poor quality of food, incomplete work or violation of any terms and conditions of tender and non-compliance to statutory requirements of the contract as stipulated in the bid document. No interest shall be paid to the contractor on the security deposited by him/her. The security shall have to be deposited before the start of the fresh contract and can be continued if contract is extended for next year.
10. **An amount of Rs. 2500/- (Rupees two thousand and five hundred only)** per month shall be paid by the contractor in lieu of rent, electricity and water bills etc. to SIHFW each month after the allotment of tender. The contractor is advised to judiciously use the resources. The amount can be deposited online.
11. Security deposited by the contractor shall be forfeited in case of any of the following conditions:-
 - i. The contractor or his manpower has damaged the assets of the institute.
 - ii. The contractor is not improving the quality of food and services in spite of regular reminders and there are at least 5 major complaints, against the quality of food supplied.
 - iii. The contractor has violated the terms and conditions of the tender document and there is serious non-compliance to any statutory guideline/law of the govt.
 - iv. There is a major discrepancy which can be dangerous to the health of those consuming food.
12. All entries in the tender form should be legible and filled clearly, neatly, and accurately. Any alteration, erasures or over-writing would make bid invalid unless the same are neatly carried out and attested over the signatures of bidder. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. **In case of anomaly between the uploaded documents or the hard copies submitted, the uploaded documents will be considered final.**
13. The Technical Bid shall be opened first on the scheduled date & time (**on 18.02.2026 at 12:00 Noon**). Technical Bids shall be evaluated by the designated committee. Necessary clarification (if any) required by the department shall be furnished by the bidder within the time given by the department for the same. Financial bids (BOQ) of only technically qualified/eligible bidders; meeting all the requisite criteria only, shall be opened on **24.02.2026 at 12:00 Noon**. Details of technically qualified bidder shall be displayed on the notice board of SIHFW and shall be available on website www.sihfw.nrhmharyana.gov.in. However, intimation of same shall be sent through electronic communication or telephonically.

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14. The Director, SIHFW, reserves the right to reject any of the bids without assigning any reason.
15. The bidder shall quote the technical & financial bids in the prescribed formats only.
16. The bids will be analyzed on basis of rates quoted in total i.e. total for all the meals. Please note that bidders quoting less than Rs. 60/- for breakfast, less than Rs. 150/- for lunch, less than Rs. 30/- for morning tea with snacks, less than Rs. 20/- for evening tea with Biscuits and less than Rs. 90/- for dinner as mentioned in BOQ will be outrightly rejected. In case all the values are same, the bidder having more experience will be considered as per the technical evaluation. If the experience is also for same period, then the vendor having greater turnover in the last 3 financial years will be considered. The items and quantity of food will be as per the menu list at "Annexure IV".
17. The contractor will not sell any item containing tobacco, alcohol or any other prohibited item in the canteen.
18. The rates once fixed will be applicable for one year from the commencement of contract. If contract is renewed, the same rates can be extended for the period of extended contract.
19. None of the workers of the contractor will be allowed to stay in the Hostel/Office building during night.
20. Any loss incurred to the department due to negligence of the workers employed by the contractor, shall be recovered from the contractor.
21. The contractor shall install electronic fly-killer/insect repellent equipment, emergency lighting, racks, almirahs and storage containers etc. at his own cost and try to maintain best possible standards of food and general hygiene.
22. The contractor will furnish a list of workers employed for running and maintaining the canteen; to the office & shall provide Identity Cards and Uniform to them at his own cost in order to facilitate their entry at the main gate. Contractor will also provide aprons, caps, masks and other protective equipment etc. to all the workers.
23. Contractor will ensure regular medical checkup and vaccination of the workers against communicable diseases like TB, Hepatitis, and Typhoid etc. Regular quarterly checkups of workers from a Government Hospital should be ensured. It will be deemed that the employees are in sound physical & mental health.
24. The contractor will indemnify SIHFW from the acts of omission & commission committed by its workers. SIHFW does not recognize any employer – employee relationship with any of the workers engaged by the contractor and will not be responsible for any act of omission and commission committed by them.
25. SIHFW reserves the right to ask for removal of any workers who is found to be involved in act of gross misconduct of any kind or against whom a complaint is received and is well authenticated.
26. The contractor will provide following mentioned uniform to all its workers after getting the cloth & design approved.

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Uniform

Cooks	Grey Pants, White Shirts, Shoes, Apron=Grey Grey Jerseys (in winters)
Attendants cum waiters	Blue Check shirts, Navy Blue Pants, Shoes Grey Jerseys (in winters), Without Sleeve Jackets (in winters)
Housekeeping workers	Grey Shirts, Grey Trousers, Black Shoes Grey Jerseys (in winters)

***Wearing of a clean mask, gloves and caps in the office premises & canteen is mandatory for all the workers of contractor during the current pandemic**

Note: - In case of female employees the uniform will consist of Salwar Kameez, Dupatta and Jerseys along with Shoes. The color scheme will remain same as per the category and the contractor should ensure that all the workers wear the masks in the office premises & canteen.

The cloth and the color of the uniform will have to be got approved by Director, SIHFW before being supplied. The contractor will supply sufficient number of clean dresses (minimum two)

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TERMS AND CONDITIONS

General

1. Please read the Terms & Conditions carefully before filling up bid document. Incomplete Bid Document will be rejected.
2. The contractor should be registered with appropriate authorities as mentioned in clause 2 of the Instructions on Page 10.
3. The contract shall commence **from the date of execution of the agreement** and shall continue up to **one year** unless it is curtailed or terminated by this office owing to deficiency of service, sub-standard quality of material used, breach of contract, reduction or cessation of the requirements of work etc.
4. The contract shall **automatically expire after completion of one year of the contract** unless extended further by this office in writing and the same can be extendable from year to year basis upto maximum of 3 yrs.
5. The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any 3rd party or any subsidiary.
6. The contractor will be required to pay minimum wages to the workers deployed by him/her in the office as prescribed by govt. under the Minimum Wages Act 1948. The contractor will maintain proper records and comply with all statutory laws/requirements as required under the Law/Acts, applicable from time to time.
7. The Contractor will be bound by the details furnished by him/her to this office while submitting the bid. In case, any document furnished by him/her is found to be false/ forged at any stage, it would be deemed as a breach of terms and conditions, and in that event contractor shall be liable for legal action besides termination of contract & forfeiture of security deposit.
8. In case the date fixed for opening of bids is subsequently declared as holiday by the Government, the bids will be opened on next working day but time and venue remaining unaltered.
9. In case, the worker/s employed by the successful contractor commit any act of omission that amounts to a gross misconduct/indiscipline/incompetence and a security risk, the contractor will be liable to take appropriate action against the concerned worker/s including his/her removal from the site of work, if desired by this office within 2 days of it being brought to its notice and contractor will be responsible for any loss or losses caused by such worker/s.
10. The contractor shall provide **uniform and personal protective equipments like caps (serving and cooking), serving gloves, aprons, masks etc. and identity cards** to the workers deployed carrying the photograph of the personnel and personal information i.e. name, DOB, age, Identification mark etc. at his own cost. All the workers of the contractor should be free from infectious diseases and shall wear proper uniform, aprons, caps and masks. The contractor will maintain the record of medical check-ups of the workers. The contractor will provide workers of impeccable quality who do not have any criminal cases or proceedings pending against them in any court of law.

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11. The service provider shall ensure proper conduct of his/her workers in the office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
12. The contractor shall be responsible for any theft of the items from the canteen. The details of the stolen materials/stores will be given to the contractor in writing by the designated committee/Warden and the full cost of the material reported stolen will be recovered from the contractor from his next due bill. The decision of the department on this account will be final and binding for the contractor.
13. The contractor shall maintain sufficient stocks of various items under his charge.
14. The crockery & serving items (plates, small bowls, large bowls, spoons, forks etc.) to be used in the canteen would be of good quality and in sufficient numbers. All these items must be approved by a designated committee prior to use. The committee will be formed by SIHFW and will have the authority to reject or accept the same. In case of rejection by the designated committee, the contractor will place an alternative before the committee till it is accepted.

LEGAL

15. The Contractor will be solely responsible for compliance of all applicable Acts, Laws and statutory provisions relating to Minimum Wages, Provident Funds, Employees state Insurance, Bonus, Gratuity and shops & establishment act etc. in respect of the worker/s deployed by him/her in the office and as applicable to his/her firm/agency. The contractor will indemnify the institute of the acts of his/her workers engaged.
16. In case, the Contractor fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof; this office is put to any loss/obligation, monetary or otherwise, this office will be entitled to get itself reimbursed out of the outstanding bills or the security deposited by the contractor, to the extent of the loss or obligation in monetary terms. If any amount still remains to be recovered, the same will be recovered through pending payments or legal methods as deemed fit.

FINANCIAL

17. The tender fee of Rs. 500/- deposited online in favour of "SWASTHYA PRASHIKSHAN KENDRA" is non-refundable and the bidder is supposed to upload the proof of depositing the fee with the institute and submit the hardcopy of the same with the technical bid.
18. The Technical Bid should be accompanied with an **Earnest Money Deposit (EMD)** Refundable, of Rs. 10,000/- (Rupees Ten Thousand only) through online mode in favour of "SWASTHYA PRASHIKSHAN KENDRA" failing which the tender shall be straightway rejected. The scanned copy of the receipt should be uploaded on e-tendering website with technical bid while the original hard copy should accompany the technical bid and reach the office before the due date.
19. The EMD in respect of the contractor who do not qualify the Technical Bid (First stage), Financial Bid (second competitive stage) will be auto refunded in his/her account as per guidelines of e-tendering. However, the EMD in respect of the successful bidder shall be adjusted towards the security deposit. Further, if the contractor fails to provide services against the initial requirement within 15 days from date of placing the order, the EMD shall be forfeited without giving any further notice.

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20. The successful bidder will have to deposit an amount of **Rs. 50,000/- (Rs. Fifty Thousand only)** as **Security Deposit** within 15 days from the issue of the formal acceptance order. EMD in respect of the successful bidder shall be adjusted towards the Security Deposit. The security deposit will be furnished in the form of **Demand Draft drawn in favour of "State Institute of Health & Family Welfare, Haryana A/c 1"** payable at Panchkula from a scheduled bank. The security deposited will not bear any interest.

21. The successful bidder will have to execute an agreement on a stamp paper worth **Rs. 50/- (Rupees fifty only)** at his/her own expenses, after remitting the security deposit. After executing the agreement, the approved rate and contract shall be valid up to one year from the date of execution of the agreement and extendable subject the satisfaction of the institute.

22. The security amount shall be returned to contractor after 3 months of successful completion of service agreement subject to full and final payment and deduction of any pending dues/liability/penalty etc.

23. In case of breach of any terms and conditions attached to this contract, the Security Deposit of the agency/contractor will be forfeited by this office besides cancellation of the contract and necessary proceedings for any further action as deemed fit by SIHFW will be initiated.

24. The Courts at Panchkula will have jurisdiction over all legal disputes under the agreement.

25. There will be no employee-employer relationship between the contractor or his workers and the institute. The contractor will be solely responsible for any acts of omission & commission committed by its workers. The contractor will be solely responsible for adherence to statutory guidelines and maintenance of any records. In case of any complaint from any of his/her workers, the contractor will be liable and indemnify SIHFW from any such liability. In case of non-compliance, SIHFW will ensue any action deemed fit by institute including blacklisting of the company and debarring it from being eligible for future contracts in government of the state.

26. The Director, SIHFW reserves the right to reject any or all bids without assigning any reason and reserves the right to withdraw/relax any of the terms and conditions mentioned above to overcome the problem encountered by the contracting parties.

PENALTY CLAUSE

27. Any deficiency /deviations found in mentioned terms and conditions by the designated committee of the institute will enforce penalty of **Rs. 1,000/- (Rupees One Thousand only)** per day/per visit/per case depending upon its severity. In case of a major discrepancy the contract can be terminated without notice and other punitive measures as blacklisting or debarring or forfeiture of security.

(i) **Quality of food:**

- Contractor shall ensure good quality of food cooked with good quality ingredients as mentioned in the tender document.
- Proper services shall be provided by the bidder without compromising the strength of workers as mentioned in tender document. The contractor will engage workers depending on the load of work.

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(ii) **Services:**

- The service workers should be dressed up neatly and should not have any medical disorders making them ineligible for providing services.
- Cleanliness will be maintained in the cooking and dining areas.

(iii) **Safety measures:**

- Safety is the prime concern, so contractor will ensure that food is cooked at designated place only.
- Flammables will be kept out of reach of visitors.
- Smoking, drinking and any intoxicant is strictly prohibited in the premises.
- Rotten foods & vegetables should not be kept in the kitchen or dining hall.
- Washing of utensils should be in designated area.
- The LPG and other inflammables are stored as per the statutory guidelines and fire safety norms.

(iv) **Discipline:**

- Proper discipline of canteen workers is expected.
- Wearing of gloves, caps, aprons and masks etc. is mandatory.
- Quarrels/fights/misbehaviors, misconduct etc. with any participant should be avoided. The designated committee/Warden be intimated in case of any misbehavior by a participant rather than replying on his/her own.
- The friends and relatives of canteen workers in the premises are not allowed.

(v) **Assets:**

- The assets of the institute should be handled with utmost care and attention by the contractor & its workers.
- Fixed assets such as LED, Music System, ACs, Fans, tables, chairs, tube lights etc. installed in the canteen should be maintained properly. Any theft, loss or damage to the assets will be recovered from the contractor.

TERMINATION OF CONTRACT

28. The work and services of successful bidder shall be under observation initially for a period of 3 months and contract may be cancelled by giving 7 days notice if work and services provided by the contractor are not found satisfactory. In case of a major discrepancy leading to danger to the life and property of the residents or the institute or major flaw in the adherence of statutory guidelines or any act of omission/commission of the engaged employees which is detrimental to the institute, the contract can be terminated without any notice along with forfeiture of security money and any measures like debarring or blacklisting as deemed fit by the authorities.

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29. In case there are repeated major complaints about the quality of food served and there are instances (more than 5 instances) of serving poor quality of food repeatedly & the services are not improving in spite of repeated warnings/penalties, the contract can be terminated by giving 1 month prior notice and contractor debarred from participation in future contracts with any other punitive measures like partial or full forfeiture of security money or blacklisting as deemed fit by the institute. The competent authority for decision will be Director SIHFW.
30. In normal circumstances or in case the contractor wants to opt-out, both the parties can terminate the contract without assigning any reason by giving 2 months prior notice in advance from either side. In case of incomplete contracts, the experience will not be granted.

Please note that all the pages/copies of terms and conditions should be signed by the firm/agency/contractor with official seal.

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TECHNICAL REQUIREMENTS FOR BIDDERS

The bidding contractor should fulfill the following technical qualifications:-

- a. The contractor/firm/agency should be registered with the appropriate registering authorities of Haryana/FSSAI (Food Safety and Standards Authority of India) prior to opening of Technical Bid.
- b. The contractor/firm should have at least two years work experience in providing canteen & cafeteria services in any Public/Private sector companies, banks/offices/hostels of Govt. departments etc.
- c. The annual turnover of the contractor/firm should be minimum 5 lacs during three subsequent financial years i.e. 2022-23, 2023-24 & 2024-25 as verified by the CA.
- d. The contractor/firm should have its own bank account and PAN Card.
- e. The contractor/firm should be registered with GST (if applicable).
- f. Income Tax Returns for 3 consecutive assessment years i.e. 2022-23, 2023-24 & 2024-25

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CHECKLIST FOR DOCUMENTS TO BE ATTACHED

1. Application Form – (Technical Bid-Annexure-I, Undertaking-Annexure-II). (Page No.....)
2. Financial bid (**Annexure-III**). (Page No.....) (To be uploaded in form of BOQ on e-tendering website and hard copy submitted in a separate sealed cover.
3. Receipt of Tender fee of Rs. 500/- through online mode in favour of ("SWASTHYA PRASHIKSHAN KENDRA" as per account details mentioned at Page No. 4) (Page No.....)
4. Receipt of EMD fee of Rs.10,000/- through online mode in favour of ("SWASTHYA PRASHIKSHAN KENDRA" as per account details mentioned at Page No. 4) (Page No.....)
5. Copy of registration of Company/Firm/Agency. (Page No.....)
6. Copy of PAN Card. (Page No.....)
7. Copy of GST certificate (if applicable). (Page No.....)
8. Copies of experience certificates for 2 years signed by the concerned private company or PSU mentioning the period and the average number of customers. (Page No.....)
9. Proof of annual turnover of Rs. 5 lacs during three subsequent years i.e. 2022-23, 2023-24 & 2024-25 duly attested by CA. (Page No.....)
10. ITR returns of last three years i.e. 2022-23, 2023-24 & 2024-25.

NB: - All copies must be self attested by contractor

Note: Please read the instructions carefully before applying for the tender

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TECHNICAL BID FOR e-TENDERING

(To be uploaded on website and enclosed in a separate sealed envelope)

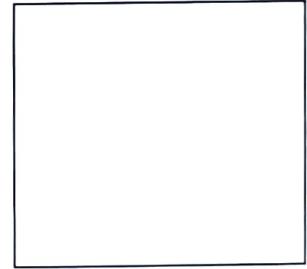
For Canteen and Cafeteria Services at SIHFW, Haryana,

Sector 6, Panchkula

Name of Company/Firm/Agency

M/s.....

1. Name & Photograph of proprietor/Directors/Directors of Company/Firm/agency :



Photograph (Across signed) of
Proprietor/Director/Directors of
Company/Firm/agency

2. Full Address of Regd. Office:

Telephone No: _____ Mobile: _____

Fax No.: _____

E-Mail Address: _____

3. Full address of local Branch Office: _____

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Telephone No: _____ Mobile: _____

Fax No.: _____

E-Mail Address: _____

4. Details of Tender fee Deposited:

Amount in Rs. _____ Transaction ID _____

Dated: _____ Drawn on Bank: _____

5. Details of Earnest Money Deposited:

Amount in Rs. _____ Transaction ID _____

Dated: _____ Drawn on Bank: _____

6. Banker of Contractor/Firm/Agency _____

Bank Account No: _____

7. PAN/GIR No.: _____

8. GST No. (If applicable) _____

9. Income Tax returns for last three financial years:

Financial Year	(Yes/ No)
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2022-23 _____

2023-24 _____

2024-25 _____

10. Registration/ incorporation of firm/agency/contractor:

Yes/No _____ Registration No _____

11. Financial turnover of the bidding Company for last three financial years:

Financial Year	(Amount in Rs.)
----------------	-----------------

2022-23 _____

2023-24 _____

2024-25 _____

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12. Give details of the major similar contracts handled by the bidding Contractor of Public/Private company and Government Departments during the last two years in the following format. Self attested copies of experience may also be attached.

Sr. No.	Name of the client	Experience in years & months	No. of approx. customers

(If the space provided is insufficient, a separate sheet may be attached)

13. Additional information, if any (Attach separate sheet, if required):

Note: Please attach copies of above mentioned documents and all documents must be self attested with official seal.

Signature of authorized person

Full Name:

Address:

Seal:

Date:

Place:

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UNDERTAKING

(On stamp paper only)
(Attested by Notary)

To

Director
State Institute of Health & Family Welfare (SIHFW) Haryana
Opposite Hansraj Public School, Sector 6, Panchkula

1. I _____ Son/Daughter/Wife of Shri _____ Proprietor signatory of the Contractor, mentioned above, is competent to sign this declaration and execute this tender document;
2. I the undersigned, certify that I have gone through the terms and conditions mentioned in the tender documents and undertake to comply with them.
3. I will abide by the Minimum Wages Act and the Contract Labour Act etc as applicable from time to time for the workers employed by me. EPF, ESI etc. as applicable will be borne by me. The adequate number of workers shall be employed to provide quick, clean and efficient service. I will be responsible for health and injury caused to the workers while working in the canteen. I will also be responsible for the behavior & conduct of the workers and indemnify the institute of Act of Omission & Commission of the workers.
4. I shall display the agreed price list of all available cooked items on a Board conspicuously.
5. I will use good quality, clean crockery items approved by the committee constituted by SIHFW for the services in canteen.
6. I shall provide services from 6:00 AM to 11:00 PM with specified timings for Breakfast, Lunch and Dinner while tea/coffee and snacks.
7. I shall not use the canteen premises for any other purpose other than the services meant for.
8. There is no Criminal/Income Tax, Service Tax, Blacklisting case or any other statutory non compliance case pending against company/firm/agency.
9. I will abide by the Municipal Laws and other laws pertaining to sale of food and other eatables and disposal of canteen waste. I have a valid food license as applicable in Panchkula from FSSAI for running such services.
10. I hereby undertake that the rates will not exceed the MRP for sale of approved items in the canteen.
11. I hereby undertake that I/We will not have any ownership rights on the premises.
12. The rates shall remain fixed as per the list attached and bid submitted for the guest and the staff during the entire period of contract and the food will be supplied as per the Menu list attached at "Annexure IV".
13. I shall follow the guidelines issued by the food and safety standards authority of India.

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14. The information/document furnished along with the application are true and authentic to the best of my knowledge and belief .I am well aware of the fact that furnishing any false information/fabricated document would lead to rejection of my tender or contract at any stage besides liabilities towards prosecution under appropriate law and initiation of any action like blacklisting & debarring as deemed fit by the institute.
15. I will ensure the compliance of all the statutory laws, rules and regulations of Central and State Government Rules in respect to services provided as applicable.

Date:

SIGNATURE OF THE BIDDER WITH OFFICIAL SEAL

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FINANCIAL BID (BOQ)

(To be enclosed in a separate sealed envelope)

For canteen and cafeteria services in O/o Director , State Institute of Health & Family Welfare,
Opposite Hansraj Public School, Sector 6, Panchkula

1. Name & Address of Bidders:

2. Rates are to be quoted separately for (a) Breakfast (b) Morning tea with snacks (c) Lunch (d) Evening tea with biscuits and (e) Dinner as proposed on page no. 12 Point No. 16; in the below mentioned Proforma of financial bid (BOQ) as per Menu List enclosed as **(Annexure IV)**. The rates should be quoted in Indian rupees and it will include profits and cost of all raw materials, transports, fuel, manpower cost, taxes and other related direct/indirect costs etc. as per the statutory liabilities applicable.

Signature of authorized person

Full Name:

Address:

Seal:

Date:

Place:

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Bidder Name :										
PRICE SCHEDULE										
<p>(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)</p>										
S. No.	Item Description	Units	Per meal charges lumpsum (INR) inclusive of cost of raw material, fuel, transportation, manpower, utensils, uniform, ID cards, cleaning, taxes and other administrative charges. The rate quoted by the bidder should be applicable for all days irrespective of menu. To be entered by the Bidder	TOTAL AMOUNT in Figure	TOTAL AMOUNT In Words inclusive of all taxes GST/VAT etc.					
1	Rate for :		Rs. P (GST/VAT etc are included)							
1.01	Breakfast as per Annexure IV	Per Meal	60							
1.02	Morning tea with snacks as per Annexure IV	Per Meal	30							
1.03	Lunch as per Annexure IV	Per Meal	150							
1.04	Evening tea with Biscuits as per Annexure IV	Per Meal	20							
1.05	Dinner as per Annexure IV	Per Meal	90							
Total in Figures										
Quoted Rate in Words										

Important Note:

The bids will be analyzed on basis of rates quoted in total i.e. total for all the meals. Please note that bidders quoting less than Rs. 60/- for breakfast, less than Rs. 150/- for lunch, less than Rs. 30/- for

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morning tea with snacks, less than Rs. 20/- for evening tea with Biscuits and less than Rs. 90/- for dinner as mentioned in BOQ will be outrightly rejected.

In case all the values are same, the bidder having more experience will be considered as per the technical evaluation.

If the experience is also for same period, then the vendor having greater experience of Govt./Semi-Govt. Department, Haryana will be considered.

The items and quantity of food will be as per the menu list at "Annexure IV".

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MENU LIST

Breakfast

- Stuffed Prantha (Aloo/Methi/Gobhi/Onion/Raddish etc. (2 Pcs) with curd + Tea/Coffee
or
- Bread Slice (50 gms) (Britania/bonn/Modern/Kitty(2 nos)+ 2 veg cutlets(100 gm)+ Butter + Tea/Coffee
Or
- Idli (2 nos.) 100 gm/Vada (2 nos.) 100gms/ Upma 100 gms (Any 2 items) with Chutney 50 gms + Tea/Coffee
or
- Grilled Veg. Sandwich (2 nos)+ Namkeen Poha + Tea/Coffee
or
- Corn flakes with 1 glass milk + 1 seasonal fruit
or
- Pav (4 pcs. X 50gms) with bhaji (150gms)+ Butter +Tea/Coffee
or
- Puri (4 pcs.)/Bhatura (2 pcs)/Kulcha (2 pcs)+Choley (200gms) + Tea/Coffee

Morning Tea & Snacks before Lunch

- 1 cup tea + Samosa
or
- 1 cup tea +Bread Pakora
or
- 1 cup tea + Grilled/Veg. Sandwich (2 slice bread filled with aloo/ carrot/ cucumber/ onion etc.)
or
- 1 cup tea +Kachori
or
- 1 cup tea + Aloo Bonda
or
- 1 cup tea + Mixed Pakora

Lunch

- Chapattis + Jeera Rice + 1 Seasonal Vegetable + 1 Paneer Dish (Shahi Paneer/ Mutter Paneer/ Cheese Tomato/ Cheese Chilly/ Kadai Paneer) + Dal/ Chana/ Rajmah/ Kadi Pakora + Curd + Salad + Sweet Dish

Evening Tea & Snacks after Lunch

- 1 cup tea with Rs. 5 biscuit packet (sweet/namkeen)

Dinner

- Chapattis + Jeera Rice + Seasonal Vegetable + Dal/Chana/Rajmah/Kadi Pakora + Salad + Sweet Dish

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Note:

1. 1 cup of tea/coffee ≥ 180 ml
2. 1 glass of milk ≥ 240 ml
3. Samosa/Bread Pakora/ Kachori/ Aloo Bonda/ Mixed Pakora ≥ 100 gm
4. Refined oil of only Markfed/ Hafed/ Ginni/Sweekar/Saffola/Fortune/Sundrop/Ricella/Patanjali shall be used for preparing meals.
5. Sweet dish - Ice cream cup (65 ml) (Amul/Vita/Verka/Lotus/Vadilal/Mother Dairy /Kwality) or Gulab jamun -2 pcs or Kheer or Halwa (100gm)
6. Milk- Amul/Vita/Verka/Mother Dairy/Nestle
7. Bread ≥ 50 gms- Britania/Bonn/Modern/Kitty
8. Packed Curd cup (85 gm)- Vita/ Verka/Amul/Mother dairy/Parag/Metro/Uttam
9. Cheese-Verka/Vita/Amul/Ananda/Britannia/Mother Dairy/Gowardhan
10. Butter in blister (chiplet) pack (8-10 gm) -Vita/Verka/Amul/ Mother dairy/Parag
11. Biscuits-Goodey/McVitie's/Unibic/Nutrichoice/Britanni/Sunfeast/Parle/Digestive/Priya Gold/ Oreo/Patanjali
12. Other packed food items i.e. Biscuit, Namkeen, Juice, mineral water etc, other than the defined one, would be sold at MRP. The contractor would not charge extra rates than the MRP.
13. Only ISI/AG marked raw materials, spices etc from Ashirwaad/Patanjali/Hafed/Markfed/Nafed/ Everest/MDH/Catch shall be used. Quality and quantity of these materials would be subject to inspection by the designated committee/Warden.
14. No item should be kept uncovered/under unhygienic conditions/ dirty utensils.
15. Log of cleaning and hygiene shall be maintained. Food handlers should ensure proper hygiene/head gear etc.
16. At no point of time of the day dustbins should be more than 3/4th filled.
17. Styroform and plastic containers not to be used. Only environmental friendly paper cups/plates to be used. Food to be served in stainless steel thali or crockery which can be meticulously cleaned and replaced if found to be stained.
18. Paper napkins to be made available.
19. Adequate workers to be recruited to ensure cleanliness of the premises and waiting time should not be more than 15 minutes.
20. The workers recruited should wear uniform and maintain courtesy with the guests and other staff members
21. No advertisement of the products shall be displayed on the walls of the canteen. Only Health education messages and rate list shall be displayed.

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