

Red Cross Hospital,
Dilshad Garden, Delhi-110095

TENDER ENQUIRY FOR ESTABLISHING KITCHEN AND CANTEEN SERVICES IN RED CROSS HOSPITAL, DILSHAD GARDEN, DELHI. LAST DATE OF SUBMISSION OF THE BIDS:

DATE & TIME: _____

CONTACT NOS. AND EMAIL IDs OF HELPDESK OFFICERS:

FOR ANY CLARIFICATION PERTAINING TO TENDER CONTACT AT THE FOLLOWING HELP DESK CONTACT NO.

Red Cross Hospital	ms.ircs@gmail.com	+91-9311773869
	ircshospital12@gmail.com	
IRCS, Delhi Branch	drcgl@rediffmail.com	011-43508575
		011-43508544

Address: - INDIAN RED CROSS SOCIETY, DELHI BRANCH
RED CROSS HOSPITAL
OPPOSITE DILSHAD GARDEN METRO STATION
DILSHAD GARDEN, DELHI -110095

Note: - Bidders download tender related instructions/manuals from our website: <https://redcrossdelhi.org>



INDIAN RED CROSS SOCIETY
GOLF LINKS, NEW DELHI-110003
E-mail : drvgl@rediffmail.com, ms.ircs@gmail.com,

Mob: 9311773869

File No. IRCS/HOSP/ADMIN/2026

Dated:

Subject: - TENDER NOTICE FOR ESTABLISHING KITCHEN AND CANTEEN SERVICES IN RED CROSS HOSPITAL

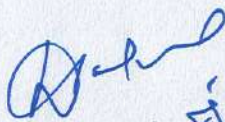
Tenders are invited for establishing Kitchen and Canteen Services in Red Cross Hospital. Document along with detailed tender notice, all terms and conditions and procedure of tendering may be downloaded by the tenderer from the Red Cross Hospital website – <https://redcrossdelhi.org>. The bidders to submit their tenders in sealed cover on any working days from 9:30 AM to 4:00 PM at Red Cross Hospital, Dilshad Garden near Dilshad Garden Metro Station, Delhi-110095

Last date of bid submission

: 14.09.2026

Pre-bid meeting (Date and Time)

: 11.09.2026 at 11:30 AM


21.08.26
Medical Superintendent
(Red Cross Hospital)

**HEADQUARTERS OFFICE
INDIAN RED CROSS SOCIETY
GOLF LINKS, NEW DELHI-110003**
E-mail : drcgl@rediffmail.com, ms.ircs@gmail.com,
Mob: 9311773869

Tender Enquiry No. IRCS/HOSP/ADMIN/2026

Dated:

**TENDER NOTICE FOR ESTABLISHING KITCHEN AND CANTEEN
SERVICES IN RED CROSS HOSPITAL, DILSHAD GARDEN**

On behalf of the Medical Superintendent, Red Cross Hospital, tenders are invited for establishing Kitchen and Canteen Services in Red Cross Hospital.

EMD (Earnest Money Deposit) of Rs. 24,000/- (Rupees Twenty Four Thousand only) in the form of Demand Draft drawn at any nationalized/scheduled bank in favor of "Indian Red Cross Society, Delhi Branch", to be enclosed with the bid. RFP (Request for Proposal) Documents may be downloaded by the bidders from the Red Cross Hospital website- <https://redcrossdelhi.org>.

All the original affidavits and documents are to be submitted/uploaded with the technical bid. Evaluation of tender will only be done after verification of documents.

TENDER SCHEDULE

S. No.	Details	Date & Time
1.	Pre bid meeting	11.09.2026 at 11:30 AM
2.	Last date of Bid Submission	14.09.2026

- a. Manual bid with EMD is to be dropped in Tender Box placed in front of reception, Red Cross Hospital, Dilshad Garden, Delhi-110095. BID without EMD (in Original) will be rejected summarily.
- b. If the date of opening of tenders is declared a public holiday, the tenders shall be opened on the next working day at the Red Cross Hospital.
- c. All tenders are requested to check further notifications /updates if any on Red Cross Hospital, Delhi website: <https://redcrossdelhi.org>.



**REQUEST FOR PROPOSAL TO ESTABLISH
KITCHEN AND CANTEEN SERVICES
AT RED CROSS HOSPITAL, DILSHAD GARDEN, DELHI**

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REQUEST FOR PROPOSAL TO SET UP KITCHEN AND CANTEEN SERVICES

Request for proposal is invited from reputed agencies for establishing of Kitchen and Canteen Services at Red Cross Hospital, Dilshad Garden, Delhi. The agency shall establish the Kitchen and Canteen services for **4 (Four) years** from the date of acceptance of NOA (notice of acceptance) of Kitchen and Canteen tender. The estimated cost of Tender (Rent) will be Rs. **12 lakhs**.

1. INTRODUCTION

The Red Cross Hospital, Dilshad Garden, is General Maternity and Child Care Hospital as the main service. It is a 40 bedded hospital. The services are provided to patients in and around Dilshad Garden and East Delhi area. The economically weaker section is provided free services.

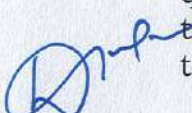
In addition to IPD, indoor services, general services, specialty consultant services and OPD services the hospital has two well equipped Operation Theatres, Labour Room, Nursery, Neonatal ICU (NICU), Imaging and Laboratory Services in addition to Emergency Services which run round the clock 24 x 7. On an average, approximately 200 OPD patients and 30 IPD admissions are catered to by the hospital daily.

Indian Red Cross Society, Delhi Branch propose to provide Kitchen and Canteen services to the IPD and OPD patients, their attendants, Hospital staff, and the General Public in the Red Cross Hospital, Dilshad Garden, Delhi - 110095.

The canteen premises measure approximately 37.6 ft × 16.8 ft, with a total covered area of about 631.7 sq. ft. It is strategically located near the hospital's main entrance gate and has direct frontage on a 24.87-metre-wide road, ensuring excellent visibility and convenient access.

Further, the hospital kitchen is located on the top floor of the hospital and measures approximately 20.9 ft × 12.0 ft (about 250.8 sq. ft.). It is used for the preparation and supply of meals to admitted patients as per their prescribed dietary requirements.

2. OBJECTIVE

- a) The Red Cross Hospital intends to provide all Kitchen and Canteen services to the Red Cross Hospital attendant and visitor through its internal Kitchen and Canteen facilities operated by the private partners.
 - b) The Private Partner, hence forth referred to as Service Provider, shall establish well equipped Kitchen and Canteen services with all required facilities, in the specified space and building provided by the Red Cross Hospital. The service provider will procure all equipments, materials & qualified required manpower and will provide Kitchen and Canteen services to the attendant and visitors. The service provider will have all responsibilities to provide best services.
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- c) The kitchen services will be provided to the IPD patients as per the approved rates. However, no payment will be collected from the patients on account of food provided by the bidder, the same will be paid by the Hospital.
- d) No payment will be paid by the Hospital to the bidder for the food provided to the EWS patients. It will be free of cost. 10 percent of the beds are reserved for the EWS patients (04 beds).
- e) The canteen services shall be provided to the attendants, visitors, and hospital staff at the approved rates.

3. ESSENTIAL QUALIFYING CONDITIONS FOR BIDDERS:

- a) The bidder should be registered with FSSAI (Food Safety and Standards Authority of India) for providing food and dietary services in India.
- b) The **EMD** of Rs. 24,000/- (Rupees Twenty Four Thousand Only) is to be submitted in the form of bank draft drawn on any Nationalized/scheduled bank in the name of "INDIAN RED CROSS SOCIETY DELHI BRANCH" payable at New Delhi at the reception of Red Cross Hospital.
- c) **EMD Exemption Clause:**
Micro and Small Enterprises (MSEs) registered under the MSMED Act, 2006, with a valid Registration Certificate for the relevant category of goods/services, shall be exempted from submission of the Earnest Money Deposit (EMD), subject to the applicable Government of India rules and guidelines. A valid Registration Certificate must be submitted along with the bid.
- d) **Financial Status and credibility:**
The bidders agency should have minimum annual average turnover of Rupees Four Lakhs in last three financial years (2022-23, 2023-24, and 2024-25) and should be running in profit. (Attach audited balance sheet)
- e) The Bidder should have valid Income Tax returns for the last three assessment years and provide documentary proof of Income Tax returns. Bidder should also provide copy of PAN card and copy of GST registration number.
- f) All bidders should comply with the statutory labour norms as per the Act. such as minimum wages act with regard to the manpower deployed for the execution of the contract and should provide valid certificate for registration of ESI & EPF.
- g) No consortium/sub-contracting shall be allowed for bidding.
- h) The bidder should have an experience of running Kitchen and Canteen services satisfactorily for last 3 years preferably in health care organization.

4. PERIOD OF CONTRACT.

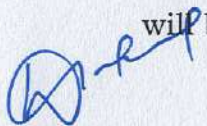
- a) **Contract period & provision of extension of tender:** -Initial lock in period shall be for **Four Years**, thereafter extendable on yearly basis on the same terms and conditions, if agreed upon by both the parties. **Total period of contract is for 7 years.** The tenure of partnership contract as mentioned herein above is also based on the satisfactory performance by the Service Provider, during the period of contract. The responsibility of payments to service provider will be of the Red Cross Hospital (Through Medical Superintendent). The consent of Indian Red Cross Society, Delhi Branch will be taken for this arrangement before signing any MOU with the service provider.
- b) No subletting of part or whole of the process/infrastructure/ services shall be allowed.
- c) On expiry of the contract, the service provider will take away all items, utensils, equipments and consumables that are under his ownership, without disturbing the physical infrastructure provided by the hospital under intimation to IRCS, Delhi Branch. After expiry of contract term including the extended period, a grace period of 02 weeks may be allowed for removal of all items/utensils/equipments/consumables from the premises. If not cleared within this period, the hospital will be at liberty to dispose of equipment etc. as deemed fit.
- d) If the services of service provider are not found satisfactory at any point of time during the contract period, then the Red Cross Society partner will give notice to the service provider for improvement of services/ rectification of defects. If the services are not improved to the satisfaction of the IRCS, Delhi Branch partner within 30 days from the date of receipt of the notice From MS Red Cross Hospital then the contract with the service provider can be terminated with three months notice.

5. ROLE AND RESPONSIBILITIES OF RED CROSS HOSPITAL (MS), PARTNER.

- a) The hospital will provide the space for Kitchen and Canteen services within Hospital premises on 'as is where is' basis.
- b) Electricity and water will be provided to the handed over portion of building as provided to the rest of the hospital. No fresh fittings or pipelines will be laid down. No civil or electrical job inside the handed over portion of the building will be taken up by the hospital. Service provider will make his own arrangement inside the building, for all his requirements at his own cost.

6. ROLE AND RESPONSIBILITIES OF SERVICE PROVIDER, PARTNER.

- a) The Service provider has to establish Kitchen and Canteen services in Red Cross Hospital. The space and building for establishing Kitchen and Canteen will be provided by the Red Cross Hospital.



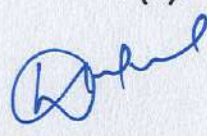
- b) All arrangements which are not in the scope of the hospital, but required by the private partner for smooth functioning of the Kitchen and Canteen has to be provided/Procured by the service provider. Any modification/alteration/addition in the already constructed building of the hospital has to be done by the private partner at his own cost but only with prior approval of the hospital authority.
- c) The installation repair and maintenance of the electrical lines, water pipe lines, air conditioning fittings and any other type of fittings inside the building, handed over to the private partner will be the sole responsibility of the service provider.
- d) The service provider has to make his own arrangement inside the building handed over to him for housekeeping services, including disposal of municipal waste/bio-medical waste (i.e. shifting/disposal up to the earmarked area).
- e) A separate electricity meter shall be installed for the Kitchen and Canteen, and the electricity charges shall be paid by the Service Provider at the rate applicable to the higher slab/tariff of the hospital's electricity bill.
- f) The successful bidder may use the existing electricity connection available at the premises. However, if the bidder intends to install a separate electricity connection and/or a solar power system at its own cost, the same may be done only with the prior written approval of the Indian Red Cross Society (Delhi Branch) and all applicable statutory approvals. The installation, operation, maintenance, and associated costs shall be borne entirely by the contractor.
- g) Since no PNG connection is available in the hospital, the contractor may obtain a new PNG connection at its own cost, subject to the prior written approval of the IRCS (Delhi Branch) and the concerned statutory authorities. All installation charges, security deposits, recurring bills, and other related expenses shall be borne and paid by the contractor.
- h) All the required manpower will be arranged by the service provider for the centre at his own cost.
- i) The service provider has to provide canteen services to all attendants and visitors in the hospital. The service provider will provide the services to the staff of the hospital at the subsidized/approved rates.
- j) The service provider has to provide Kitchen services to all IPD Patients in the hospital



- k) The service provider has to provide Kitchen services to indoor EWS patients without any charges.
- l) Service provider must issue identity cards and uniforms to the staff. It must also be ensured that staff is in uniform on duty.
- m) Service provider must obtain insurance cover at his own cost for the equipment/instruments in the Kitchen and Canteen.
- 1. The Kitchen and Canteen Service Provider shall be responsible for the cleaning, sanitation, and maintenance of the Kitchen and Canteen block as well as of the toilets block meant for the general public located near the canteen. The toilets shall be kept clean and hygienic at all times to the satisfaction of the Hospital Administration.

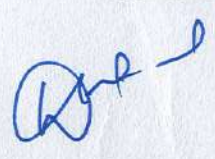
7. GENERAL TERM & CONDITIONS:

- 1. The monthly minimum rent shall be Rs. 25,000/- (Rupees Twenty five Thousand only) per month, and the maximum rent shall be as quoted by the H-1 bidder. The rent shall be paid in advance on or before the 7th day of every month and shall be enhanced by 10% annually.
- 2. Electricity bill will be paid by Contractor regularly, separate electricity meter will be installed.
- 3. The installation, repair and maintenance of the electrical lines, water pipe line, air conditioning fitting and any other type of fittings inside the building, handed over to the contractor, will be the sole responsibility of the Contractor.
- 4. The Contractor has to make his own arrangement inside the building handed over to him for housekeeping services, including disposal of bio-medical waste (i.e. shifting/disposal up to the earmarked area)
- 5. The Contractor must have back up arrangement for any breakdown of electricity supply through UPS or Inverter etc. at no extra cost to the Hospital.
- 6. The Contractor has to procure all computers, Telephones, internet connection and all other facilities required by him for the Kitchen and Canteen at his own cost.
- 7. Kitchen and Canteen will be running from 5.00AM to 10.00PM. As per the requirement timing would be adjustable.
- 8. Three types of diet will be provided to the patient- liquid/ Semisolid/Solid. Menu will be decided by dietician (an indicative diet menu for the indoor patient to be serve on various days of the week (Monday/Tuesday/Wednesday/Thursday/Friday/Saturday and Sunday) **enclosed as annexure-I-(a).**



9. Branded and good quality food items including cooking oils and spices will be used.
10. Food will be prepared hygienically.
11. Kitchen and Canteen staff will wear (CAP, MASK, Footwear's) for kitchen only.
12. Neatness, Cleanliness and Hygiene will be maintained in the Kitchen and Canteen area.
13. Kitchen and Canteen staff will maintain polite and humble behavior with the patients & staff.
14. All meals/food items would be checked by MS, RCH/Dietician before serving to the patients.
15. The Hospital Authorities shall obtain feedback from patients on a routine basis regarding the quantity and quality of the food served. The Contractor shall take necessary corrective action on the observations made by the Hospital Authorities.
16. Rates of food items will be reasonable & affordable. Prior approval of the senior authority will be obtained reg. applicable rates of each items and same will be displayed prominently. Excess rates beyond the approved rates of any items will not be charged by the agency.
17. Time to time instructions from hospital authorities are to be obeyed sincerely.
18. LPG, Refrigerator Utensils, microwave & furniture etc will be arranged by the contractor himself.
19. Purified/ aqua guard water will be used in Kitchen and Canteen.
20. Trained and experienced staff will be employed in the Kitchen and Canteen.
21. Staff should be medically fit and vaccinated as applicable.
22. The successful bidder shall strictly comply with all rules, regulations, and guidelines issued by the Government of NCT of Delhi and the Food Safety Department.
23. The vendor shall not be authorized to sell or permit the sale of pan, gutkha, cigarettes, tobacco products, or any other intoxicating or addictive substances within the hospital premises.

8. LEGAL TERMS & CONDITIONS:



i. LABOUR LAWS:

The Kitchen, Canteen and dietary personnel deployed by the contractor in its contractual obligation to provide Kitchen, Canteen and dietary services shall be the employees of the contractor. The contractor shall abide by and comply with all the relevant laws and statutory requirements under labour laws, Minimum wages and contract labour (Regulation & Abolition) Act 1970, EPF & ESI, Employee compensation Act 1923, Bonus and all other applicable laws with regard to the contract personnel engaged.

ii. Accident:

All liabilities in respect of an accident or death arising out of and in course or work shall be borne by the contractor. The contractor shall ensure that personnel employed by firm are covered under insurance/applicable schemes in this regard and proper protocols for safety at work place are in place.

iii. FORCE MAJEURE:

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of nature/God etc. which may prevent either party to discharge their obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event, be entitled to terminate the contract in respect of such performance of their obligations. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. It is amply clarified that in any of the events sited as Force Majeure, since the hospital services come under essential services, it is obligated upon the contractor to provide kitchen & dietary services of required service specifications to maintain the essential hospital services.

iv. CLAIM SETTLEMENT:

Any liability arising out of any litigation (including those in consumer courts) due to any act of the personnel of the agency shall be directly borne by the said agency including all expenses/fines. The Authority/ Hospital/ Department shall not be responsible for any liability that arises out of any payments not made under the labour laws or any other laws.

v. SUBCONTRACT DISALLOWED:

The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.



vi. INDEMNITY:

The contractor shall indemnify and hold the Authority/ Hospital/ Department harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor. The contractor shall indemnify the hospital/department for work related accident/death.

vii. UNION ACTIVITIES:

Kitchen & dietary staff engaged by the contractor shall not take part in any staff union and association activities while on duty in the premises of the Hospital/ Department.

viii. DISPUTE RESOLUTION:

Any financial dispute and/or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole arbitrator to be appointed by the Lt. Governor, Delhi. The award of the sole arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and conciliation Act 1996, as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and if the period of contract is still valid, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held in Delhi only. The courts in Delhi shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

ix. BILL PAYMENT

At the time of submitting monthly bill, ECS proof, (EPF, ESI if applicable) CA certified GST submission proof, wage sheets are to be submitted.

x. TAX OBLIGATIONS

- a. Income tax/GST shall be deducted at source by the authority/ Hospital/ Department from all the payments made to contractor according to the Income Tax/GST Act, unless valid and complete documents for IT/GST exemption are submitted by the contractor prior to release of payment. A certificate shall be provided by Authority/ Hospital/ Department to the contractor for any tax deducted at source.
- b. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same such as Income tax and Goods and service tax.

9. PERFORMANCE MONITORING

- a. The Red Cross Society, Delhi Branch authorities are free to monitor the quality of services rendered by the service provider on a periodical basis. Any shortcoming will be communicated to the service provider in a written format and service provider will be responsible for rectification/action if any. Monthly statistics must be sent to MS, Red Cross Hospital by 10th of the following month by the service provider.
- b. Regular patient/attendant satisfaction survey (Suggestion and Complaints) shall be carried out by the Red Cross Hospital and shared with Service provider.

10. PREPARATION AND SUBMISSION OF THE PROPOSAL

For tendering please see the initial pages attached with this RFP and follow all instructions and guidelines. The following instructions are for submission which is mandatory to be done. Evaluation of the tender will be done by the committees.

- a) The proposal is to be submitted as two bid system i.e. (A) technical and (B) Financial bid (Annexure- I (a) and (b)). Both bids should be submitted separately mentioning type of bid i.e. Technical or Financial bids. Both envelops are to be put up in an outer big envelope and to be labeled as "PROPOSAL FOR ESTABLISHING KITCHEN AND CANTEEN SERVICES" and should be dropped in the tender box as mentioned in the tender notice kept for the same purpose before the specified date and time.
- b) The tender should be signed by the bidder or by the person who is duly authorized for the same by the bidder, indicating by the name designation and Mobile number.
- c) Please attach this Request for proposal document signed and stamped on each page by the authorized signatory, along with the technical bid.
- d) All enclosures/papers must be serially numbered and signed by the authorized signatory with stamp on each page before submission.

11. TECHNICAL BID: It should contain the following documents required essentially for technical qualification.



- a) **EMD** (earnest Money Deposit) of **Rupees Twenty Four thousand Thousand** **only** in the forms of Demand Draft drawn on any nationalized bank / scheduled bank in favour of "INDIAN RED CROSS SOCIETY DELHI BRANCH" payable at Delhi, should be and submitted at Red Cross Hospital before the bid opening date. EMD will be refunded to unsuccessful bidder after the finalization of the tender. If the successful bidder does not deposit the required performance guarantee after the notification of award or not willing to accept the contract after award or withdraws its proposal after specified tender opening time and date, the earnest money shall stand forfeited, otherwise it will be refunded after depositing the performance guaranty.
- b) Proof of having FSSAI certificate/license to run the Kitchen and Canteen services (**Attach registration Certificate**)
- c) Copies of complete audited Balance Sheets and/or Financial statements with profit and loss account for last 3 financial years (2022-23, 2023-24, 2024-25) duly audited by chartered accountant, indicating an annual turnover of Rupees 15 lakhs or more. The financial statements should reflect the financial situation of the bidding Kitchen and Canteen and not the associated companies. The copies of ITR of the last 3 years along with audited balance sheet of 3 years will be submitted by the bidder.
- d) **Experience:** Evidence of running Kitchen and Canteen services for the last 3 years.
- e) **AFFIDAVITS:** The bidder has to submit all affidavits (II-VII) as per annexures and attach them with tender uploading.

12. FINANCIAL PROPOSAL/BID

Financial Proposal should be submitted/uploaded in separately. The tenderer will quote the rent per month wise as per the menu attached (**Annexure I-(a) and (b)**).

13. SELECTION PROCESS:

- a) A Pre-Bid conference shall be held on a fixed date and time after the request for proposal is being advertised/uploaded well before the submission date in the Delhi Red Cross Hospital to clarify any doubt on the subject.
- b) Among all the bidders, those who are eligible as per essential qualification requirement as listed in the technical bid will be considered technically qualified.
- c) The financial bids of the technically qualified bidders only will be processed/evaluated.

- d) The financial bids of the technically disqualified bidders will not be considered
- e) The diet charges for patients have been fixed at ₹250/- (Rupees Two Hundred Fifty Only) per patient per day for Normal Diet, Soft Diet, and Liquid Diet, as detailed in Annexure-I-(a).
- f) The bidder who will offer the highest rent per month will be awarded the contract, subject to fulfillment of all the mandatory qualifying conditions as per tender document (Annexure-(b)). In case of tie, **the bidder with higher annual financial turnover in the last financial year will be awarded the project.**
- g) In the event the successful bidder (H1) fails or refuses to accept the contract after the award of the tender. In such an event, the offer may be made to the next eligible bidder (H2), subject to the approval of the Tender Committee.
- h) Final selection of the bidder is at the discretion of the senior authority.
- i) The senior authority has full right to accept or reject any or all the tenders without assigning any reason thereof, at any stage.

14. **FIXED TIME FRAME TO COMPLETE THE PROJECT:**

Maximum time expected to complete and start the functioning of Kitchen and Canteen services after allotment of contract is 1 month from the date of handing over the space. After 1 month, the deposited performance security may be forfeited.

15. **PERFORMANCE GUARANTEE**

- a) Performance Bank guarantee/security deposit of Rs. 60,000/- (Rupees Sixty Thousand Only) in the form of demand draft/ FDR to Red Cross hospital payable at Delhi City have to be submitted in favor of "INDIAN RED CROSS SOCIETY DELHI BRANCH"
- b) The successful bidder shall submit, within 30 days of receipt of letter of acceptance, the performance security and a duly executed agreement, on Non Judicial Stamp Paper of Rs. 100/- duly signed by the authorized signatory. Non submission of Agreement as above shall invite penalty of Rs. 100/- per day for the period of delay".
- c) The Demand Draft/FDR for performance guarantee should be submitted by the successful bidder with a validity period of 60 days beyond the date of end of contract.

16. **PENALTY CLAUSE**

- 1. A penalty of Rs. 500/- (Rupees Five Hundred Only) per worker per occasion will be levied, if any workers are found without uniform or protective wears.
- 2. A penalty of Rs. 500/- (Rupees Five Hundred Only) if there is any complaint regarding misbehavior with staff or patient or relative on each occasion.

3. A penalty of Rs. 1000/- (Rupees One Thousand Only) on each occasion when it is found that food has been served late and beyond reasonable time. It will also apply when prescribed diets are not served.
4. A penalty of Rs. 200/- (Rupees Two Hundred Only) on each occasion if the Kitchen and Canteen premises, cooking appliances etc. are found unclean.
5. A penalty of Rs. 5000/- (Rupees Five Thousand Only) if good quality is found sub-standard on each occasion in addition to replacement of food.
6. A penalty of Rs. 500/- (Rupees Five Hundred Only) will be levied if quality of raw materials, cleaning material is not found as defined in the scope of work.
7. A penalty of Rs. 500/- (Rupees Five Hundred Only) per occasion will be levied if waste material is not found covered or stored in a designated place or if found dumped within the hospital premises.
8. A penalty of Rs. 2000/- (Rupees Two Thousand Only) on each occasion if it is found that food is being cooked on electrical appliances.
9. If the wages to the employees are not disbursed through ECS then penalty of Rs. 1000/- per employee shall be charged for every month default.
10. Violation as mentioned above if observed more than three times, the quantity of the penalty will be doubled in respect of 1-8. Further violation may lead to forfeiture of performance security and debarring/ blacklisting for future participation in such tenders for any of the above failures.
11. All the penalties will be imposed on the contractor and shall be recovered either by way of adjusting against arrears of payments or running bills or through direct payments or from the security deposit of the agency. All penalties will be calculated and levied independent of each other.



PATIENT DIET MENU

S.NO	MEAL TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
A	7:00 A.M.	Tea + 2 Biscuit	Tea + 2 Biscuit	Tea + 2 Biscuit	Tea + 2 Biscuit	Tea + 2 Biscuit	Tea + 2 Biscuit	Tea + 2 Biscuit
B	8:30 A.M. BREAKFAST	Upma + 2 Boiled Eggs/ Paneer Cubes + Fruit+ Milk	Poha+ 2 Boiled Eggs/ Paneer Cubes + Fruit+ Milk	Oats + 2 Boiled Eggs/ Paneer Cubes + Fruit+ Milk	Bread Omlette/ Paneer Sandwich+ 2 Boiled Eggs/ Paneer Cubes + Fruit+ Milk	Bread Butter + 2 Boiled Eggs/ Paneer Cubes + Fruit+ Milk	Seviya veg + 2 Boiled Eggs/ Paneer Cubes + Fruit+ Milk	Veg Sabudana+ 2 Boiled Eggs/ Paneer Cubes + Fruit+ Milk
C	11:30A.M.	Coconut Water/ any fruit drink	Chach/ Shikanji/ Soup	Coconut Water/ Fruity	Soup/ Shikanji	Coconut Water/ Fruity	Chach/ Soup/ Shikanji	Soup/ Coconut Water
D	1:00 P.M. LUNCH	Green/Mix Dal +Seasonal Veg + Rice/ Khichadee + Salad + Curd + 4 Roti	Arhar Dal + Paneer veg+ Rice/ Khichadee + Salad + Curd + 4 Roti	Green Chilka Dal + Aloo Matar+ Rice/ Khichadee + Salad + Curd + 4 Roti	Arhar Dal + Aloo Beans+ Rice/ Khichadee + Salad + Curd + 4 Roti	Green Sabut Dal+ Aloo Soyabean+ Rice/ Khichadee + Salad + Curd + 4 Roti	Arhar Dal + Matar Paneer+ Rice/ Khichadee + Salad + Curd + 4 Roti	Green Chilka Dal + Soya Matar+ Rice/ Khichadee + Salad + Curd + 4 Roti
E	4:00 P.M.	Tea/ Any Soft Drink + 2 Biscuit	Tea/ Any Soft Drink + 2 Biscuit	Tea/ Any Soft Drink + 2 Biscuit	Tea/ Any Soft Drink + 2 Biscuit	Tea/ Any Soft Drink + 2 Biscuit	Tea/ Any Soft Drink + 2 Biscuit	Tea/ Any Soft Drink + 2 Biscuit
F	7:30 P.M. DINNER	Moong Dhuli/Lauki Dal + any GreenVeg + Rice/ Daliya + 4Roti + Salad+ Any Desert	MasurDhuli Dal + torai/ any veg+ Rice/ Daliya + 4Roti + Salad+ Any Desert	Moong DhuliDal + Pumpkin+ Rice/ Daliya + 4Roti + Salad+ Any Desert	Lal Masur Dal+ Tinda/Seasonal Veg + Rice/ Daliya + 4Roti + Salad+ Any Desert	Moong DhuliDal + Parval/ Seasonal Veg + Rice/ Daliya + 4Roti + Salad+ Any Desert	Lal MasurDal + AlooMethi/ Lauki Veg+ Rice/ Daliya + 4Roti + Salad+ Any Desert	Moong DhuliDal + Pumpkin/ seasonal veg + Rice/ Daliya + 4Roti + Salad+ Any Desert

Note:

- 3 types of diet (Normal, Soft, Liquid).
- Liquid diet will be given 2-2 hrs gap according to diagnosis.
- The Dietician will check all food before it is served to the patient.
- If any specific patient comes who requires a special diet, kindly ensure that it is arranged as recommended by the Dietician.
- The diet charges for patients have been fixed at Rs. 400/- (Rupees Four Hundred Only) per patients per day for Normal Diet, Soft Diet and Liquid Diet as above

ANNEXURE -I-(b)**CANTEEN MENU**

Sr. No.	Items	Maximum rates for Staff (Rs.)	Maximum rates for Public/ Visitor (Rs.)	Rent quoted per month in rupees. (Kitchen & Canteen)
	Beverages Item			
1.	Tea (100-150 ml)	10	15	
2.	Coffee (100-150 ml)	15	20	
3.	Cold Drinks (As per MRP)	MRP	MRP	
	☪ Snacks & Light Bites Items			
4.	Samosa (80-100 g) per piece	10	15	
5.	Bread Pakoda (80-125 g) per piece	15	20	
6.	Matthi (40 g) per piece	3	8	
7.	Veg Sandwich (per piece)	20	30	
8.	Chowmein (Half/Full)	25/50	30/60	
9.	Vada (2 pcs, 120 g)+ Sambar	30	50	
	☐☐ Meals Item / Plate			
10.	Two Bhature + Chole & Pickles	50	70	
11.	Rice (Half/Full) plate (150/250 g)	20/40	25/50	
12.	Sabzi (Half/Full) Plate	20/40	25/50	
13.	Dal (Half/Full) Plate	25/50	30/60	
14.	Roti per peace	5	8	
15.	Thali (Standard) - Dal + Sabzi + 4Roti + Rice + Salad & Pickle	60	100	
16.	Lunch Meal (Rice, 4 Chapati, Sabzi, Pickle & Raita)	60	100	
17.	Special/Full Thali (if available) - Dal + 2Sabzi (Paneer + Mix Veg) + 4Roti + Rice + Salad + Raita & Pickle	100	150	
	☞ Sweets & Extras Item			
18.	Laddu (40 g)	10	15	
19.	Burfi (40 g)	10	15	
20.	Raita (Small bowl)	20	30	

Signature of the authorized signatory

Full Name:

Date:

Place:

Company's Seal:

Note:

- Packaged items such as cold drinks, bottled water, biscuits, snacks, milk, chhachh (buttermilk), etc., shall be sold at the Maximum Retail Price (MRP) or below. Other food items shall be made available as per the requirements of the public and shall be displayed in the rate list of the canteen. A discount of 25% on the displayed canteen rates of all other items shall be extended to the hospital staff.
- The proposed hospital Kitchen and Canteen is located at the main gate of the hospital and has an approximate daily footfall of 500-600 persons, including training students, patients along with attendants etc.
- The hospital is situated on the main road opposite Dilshad Garden Metro Station, offering excellent visibility and accessibility. The total area of the Canteen is approximately 631.7 square feet (37.6 feet × 16.8 feet).
- The bidder quoting the highest monthly rent shall be considered as H-1, subject to fulfillment of all technical, financial, and eligibility conditions specified in the tender document.

ANNEXURE-II

Format for Affidavit certifying that Entity/ Promoter(s)/ Director(s)/ MEMBERS OF Entity are not blacklisted

Affidavit

I, M/s

(The names and addresses of the registered office)

Hereby certify and confirm that we or any of our promoter(s) /director(s) are not barred by or blacklisted by any state government or central government/ department/ organization in India from participating in Project/s, _____

(Date of Signing of Application).

We further confirm that we are aware that, our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered at any stage of bidding process or thereafter during the agreement period and the amounts paid till date shall stand forfeited without further intimation.

Dated this Day of
2026.

Name of the Application

Signature of the Authorized Person

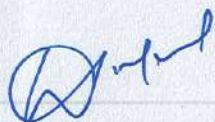
Name of the Authorized Person



ANNEXURE-III

PERSONAL DETAILS OF THE BIDDER

1.	Name of Agency	
2.	Name of Owner	
3.	Full Particulars of Office	
	A) ADDRESS	
	B) Contact Telephone Nos.	
	C) Fax No.	
	D) E-Mail	
4.	A) PAN B) Service Tax Registration No.	
5.	Details Of EMD A) AMOUNT (INR.) B) D.D. /P.O. NO. and date C) Drawn On Bank	
6.	Name Telephone and Mobile No. of the dealing representative	



Signature of authorizes signatory

Name:

Place:

ANNEXURE-IV

Format for Power of Attorney for Signing of Application

(On a Stamp Paper of relevant value)

Power of Attorney

Know all men by these presents, We M/s -----

.....
(Name and address of the registered office) do hereby constitute, appoint
and authorize Mr/Ms.....

(Name and residential address and PAN),

Duly approved by the board of Directors in their meeting held on (Copy of
board resolution enclosed), who is presently employed with us and holding
the position of ----- . As our
attorney, to do in our name and on our behalf, all such acts, deeds and
things necessary in connection with or incidental to our bid for "RFP for
ESTABLISHING Kitchen and Canteen Services in Red Cross Hospital on
PPP Model" including signing and submission of all documents and
providing information/ responses to the RCH, representing us in all matters
before RCH in all matters in connection with our bid for the said Project.
We hereby agree to ratify all acts, deeds and things lawfully done by our
said attorney pursuant to this Power of Attorney and that all acts, deeds
and things done by our aforesaid attorney shall and shall always be deemed
to have been done by us.

Dated this theDay of 2026

For_____

(Name, Designation and Address)

Accepted_____

(Signature)

(Name,



ANNEXURE-V**Check list of documents (scanned copies)**

Sl. No.	Document	Submitted Original with the technical BID
1.	CA Certified Audited accounts statement of A.Y. (2023-24, 2024-25 AND 2025-26)	
2.	Registration / Certificate of FSSAI	
3.	E.M.D	
4.	PAN Card	
5.	Personal Detail (as per Annexure-III)	
6.	Declaration (as per Annexure-VII)	
7.	Affidavit (as per Annexure -VIII)	
8.	GST Registration Certificate	
9.	Income Tax Return for AY 2023-24, 2024-25 AND 2025-26	
10.	Experience Certificate for three complete years in the field of Kitchen and Canteen services	
11.	Certificates of annual turnover of works from CA (As per Annexure - VI)	
12.	Registration Certificates of MSME (If Applicable)	
13.	Registration Certificates of EPF and ESI (If Applicable)	

Annexure VI**Form of Certificate of annual Turnover on works form Chartered Accountant**

Certified that following is the annual turnover on works of the individual/firm/company as per returns filed with Income Tax Department for the Last 3 (three) financial years.

Name and registered address of individual/ firm/ company:

.....

S. No	Financial Year	Annual Turnover on Works in Rs. Lakhs

Unique Document Identification Number (UDIN)

(Signature of Chartered Accounts)

(Name of Chartered Accountant)

Membership No. of ICAI

Date and seal



Annexure-VIIDECLARATION

(ON Rs. Hundred rupees non judicial stamp paper)

Shri _____ Proprietor/Partner/Director/
Authorizes Signatory of _____ am competent to sign
this Declaration and execute this tender document;

- a. I have carefully read and understood all the terms and conditions of the tender hereby convey my acceptance of the same.
- b. The information/documents furnished along with the application are true and authenticate 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.
- c. I have apprised myself fully about the job to be done during the entire period of agreement and also acknowledge to bear the consequences of nonperformance or deficiencies in services on my part.
- d. Company/firm has done in past satisfactory/disciplined work and not blacklisted / derecognized in past by any client.
- e. No investigation by central Government/State Government or any other statutory investigation agency Pending or contemplated against the Centre.
- f. The Centre at all times indemnifies Red Cross Hospital against all claims, damages or compensation.
- g. Bills will be submitted as per tender document rules.

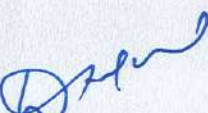
Date:

Place:

Signature of OWNER/managing –
Partner/Director

Full Name:

Company's Seal:-

 **N.B.: Scanned copy of the above declaration, duly signed and sealed, should be uploaded with Technical Bid in original.**

Annexure-VIII**AFFIDAVIT**

1. I, Son / Daughter of ShriOwner/ Authorized Signatory of am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same and will abide to all if selected.
3. The information, documents, data of financial status and credibility, details of Kitchen and Canteen, experience details etc. furnished along with the tender bid 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.
4. I further certify that the bidder's has been running Kitchen and Canteen services for more than 3 years.
5. In case my proposal/tender is accepted I assure that:
 - a. We shall provide Standard quality food and staff as per standard norms for the proposed services.
 - b. I have appraised myself fully about the job to be done during the period of agreement and also acknowledge to bear consequences of non-performance or deficiencies in the services on my part.

Signature of the authorized signatory

Date:

Full Name:

Place:

Company's Seal:

N.B.: The above declaration, duly signed and stamped by the authorized signatory of the company, on **stamp paper and duly notarized**, should be enclosed with Technical bid.

