

Red Cross Hospital,
Dilshad Garden, Delhi-110095

TENDER ENQUIRY FOR ESTABLISHING KITCHEN 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	+91-9971889303
	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 : drcgl@rediffmail.com, ms.ircs@gmail.com,

Mob: 9971889303

File No. IRCS/HOSP/ADMIN/2026

Dated:

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

Tenders are invited for establishing Kitchen 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 : 10.05.2026

Pre-bid meeting

: 04.05.2026



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: 9971889303

Tender Enquiry No. IRCS/HOSP/ADMIN/2026

Dated:

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

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

EMD (Earnest Money Deposit) of Rs. 30,000/- (Rupees Thirty 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	
2.	Last date of Bid Submission	

- 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 SERVICES
AT RED CROSS HOSPITAL, DILSHAD GARDEN, DELHI**

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REQUEST FOR PROPOSAL TO SET UP KITCHEN SERVICES

Request for proposal is invited from reputed agencies engaged with maternity hospitals, nursing homes, general hospital, super specialty hospital (Govt./private) for establishing of Kitchen Services for indoor patients at Red Cross Hospital, Dilshad Garden, Delhi. The agency shall establish the kitchen services for **3 (three) years** from the date of acceptance of NOA (notice of acceptance) of Kitchen tender. The estimated cost of Tender will be Rs. **15 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 services to the IPD patients in the Red Cross Hospital, Dilshad Garden, Delhi - 110095.

2. OBJECTIVE

- a) The Red Cross Hospital intends to provide all dietary services to the Indoor Patient of the Red Cross Hospital through its internal kitchen facilities operated by the private partners.
- b) The Private Partner, hence forth referred to as Service Provider, shall establish well equipped kitchen 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 services to the beneficiaries/patients. The service provider will have all responsibilities to provide best services.
- c) The kitchen services will be provided to the IPD patients as per L-1 approved bidder rates by the L-1 bidder. 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 L-1 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).

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.30,000/- (Rupees Thirty 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) **Financial Status and credibility:**
The bidders agency should have minimum annual turnover of Rupees Fifteen Lakhs in each of last three financial years (2022-23, 2023-24, and 2024-25) and should be running in profit. (Attach audited balance sheet)
- d) 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.
- e) All bidders should comply with the statutory labour norms 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.
- f) No consortium/sub-contracting shall be allowed for bidding.
- g) The bidder should have an experience of running kitchen services satisfactorily for last 3 years in the health care organization maternity hospital/ nursing home /super hospitality hospital (Govt./ Pvt.).

4. PERIOD OF THE CONTRACT

- a) **Contract period & provision of extension of tender:** -Initial lock in period shall be for **Three 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 5 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, Red Cross Hospital). 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 can 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 4 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 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 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 services for indoor patients in Red Cross Hospital, Dilshad Garden. The space and building for establishing kitchen 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 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.

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- 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 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) All the required manpower will be arranged by the service provider for the centre at his own cost.
- g) The service provider has to provide services to all IPD patients in the Hospital.
- h) The service provider has to provide services to indoor EWS patients without any charges.
- i) Service provider must issue identity cards and uniforms to the staff. It must also be ensured that staff is in uniform on duty.
- j) Service provider must obtain insurance cover at his own cost for the equipment/instruments in the kitchen.

7. GENERAL TERM & CONDITIONS:

1. The monthly minimum rent shall be Rs. 20,000/- (Rupees Twenty Thousand only) per month. 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 Generator etc. at no extra cost to the Hospital.

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6. The Contractor has to procure all computers, Telephones, internet connection and all other facilities required by him for the Kitchen at his own cost.
7. Kitchen will be running from 6.30AM to 9.30PM. 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.
9. Branded and good quality food items including cooking oils and spices will be used.
10. Food will be prepared hygienically.
11. The Service provider has to provide services to all IPD patients in the Hospital
12. Kitchen staff will wear (CAP, MASK, Footwear's) for kitchen only.
13. Neatness, Cleanliness and Hygiene will be maintained in the kitchen area.
14. Kitchen staff will maintain polite and humble behavior with the patients & staff.
15. All meals/food items would be checked by MS, RCH/Dietician before serving to the patients.
16. The Contractor will receive the feedback regarding quantity and quality of foods from the patients and will produce the feedback report before the hospital authorities at least twice in a week.
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.
20. Trained and experienced staff will be employed in the kitchen.
21. No staff will be changed by the agency without the prior approval of the Senior authority
22. Staff should be medically fit and vaccinated.

8. LEGAL TERMS & CONDITIONS:

i. LABOUR LAWS:

The kitchen & dietary personnel deployed by the contractor in its contractual obligation to provide kitchen & 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 L-1 bidder 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.

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, CA certified GST submission proof, wage sheets are to be submitted.

x. TAX OBLIGATIONS

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.

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 Medical Supdt., Red Cross Hospital by 10th of the following month by the service provider.

- b. Regular patient/attendant satisfaction survey 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) & I-(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 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 Thirty Thousand 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.

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- b) Proof of having FSSAI certificate/license to run the kitchen 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 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 services for the last 3 years.
- e) **AFFIDAVITS:** The bidder has to submit all affidavits (II-VIII) 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 charge of each meal and per day wise as well as per the menu attached (**Annexure I-(b)**).

13. SELECTION PROCESS:

- a) A Pre-Bid conference shall be held on a fixed date and time after the request for proposal is advertised/uploaded well before the submission date in the Red Cross Hospital, Dilshad Garden to clarify any doubt on the subject.
- b) The financial bids of the technically disqualified bidders will not be considered.
- c) Among all the bidders, those who are eligible as per essential qualification requirement as listed in the technical bid will be considered technically qualified.
- d) The financial bids of the technically qualified bidders only will be processed/evaluated.

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e) The bidder who will offer the lowest per day rates of all six meals (in total) as per menu items, will be awarded the contract, subject to fulfillment of all the mandatory qualifying conditions as per tender document. In case of tie, **the bidder with higher annual financial turnover in the last financial year will be awarded the project.**

f) Final selection of the bidder is at the discretion of the senior authority.

g) The senior authority has full right to accept or reject any or all the bids and cancel this tender 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 & 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. 1,00,000/- (Rupees One Lakhs 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 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 1-9. 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.

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RED CROSS GENERAL MATERNITY & CHILD CARE HOSPITAL

ANNEXURE-1- (a)

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 Omelette/ Paneer Sandwich+ 2 Boiled Eggs/ Paneer Cubes + Fruit+ Milk	Bread Butter + 2 Boiled Eggs/ Paneer Cubes + Fruit+ Milk	Sevya 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 lowest quoted rate per day per meal (in Total) shall be considered as L1 (Lowest one). However, the hospital shall make payment to the agency only for the meals actually served, duly verified and certified by the concerned staff/Matron

FANANCIAL BID

S.NO	MEAL	RATE PER MEAL PER DAY (Rs.)
A	Tea + 2 Biscuit	
B	Upma + 2 Boiled Eggs/ Paneer Cubes + Fruit+ Milk as per item mentioned in annexure I-(a) day wise.	
C	Coconut Water/ any fruit drink as per item quoted in annexure I-(a) day wise.	
D	Green/Mix Dal + Seasonal Veg + Rice/ Khichadee + Salad + Curd + 4 Roti as per item mentioned in annexure I-(a) day wise.	
E	Tea/ Any Soft Drink + 2 Biscuit	
F	Moong Dhuli/ Lauki Dal + any Green Veg + Rice/ Daliya + 4Roti + Salad+ Any Desert as per item mentioned in annexure I-(a) day wise.	
	Total	

Note:

- The bidder who quoted lowest rate per day of all six meal (in total) shall be considered as L1 (lowest one).
- L-1 vender has to provide all meals on every day on the quoted rates by them. However, the hospital shall make payment to the agency only for the meals actually served, duly verified and certified by the concerned staff/Matron
- No charges will be taken from the EWS patients by Red Cross Hospital and accordingly same will not be payable to the L-1 bidder
- If any specific patient comes who requires a special diet, kindly ensure that it is arranged as recommended by the Dietician.

Full Name:

Date:

Place:



Signature of the authorized signatory:

Company Seal:

ANNEXURE-II

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

Affidavit

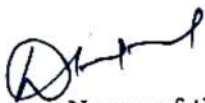
I, M/s

(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 the 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) GST 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.....

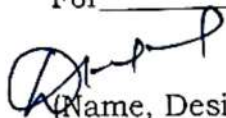
(Name and residential address and PAN),

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 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)

SI. 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 services	
11.	Certificates of annual turnover of works from CA (As per Annexure - VI)	
12.	Registration Certificates of EPF and ESI	

Annexure VI

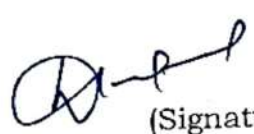
Form of Certificate of annual Turnover on works form Chartered Accountant

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:

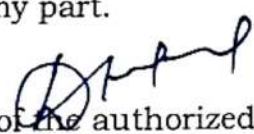
Company's Seal:-

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 Senior 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, 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 services for more than 3 years.
5. In case my proposal/tender is accepted I assure that:
 - a. All diets will be issued after the confirmation of the qualified dietician/staff nurse in the subject under his signatures.
 - b. For the proposed diets in addition to above conditions we shall provide Standard quality food and staff as per standard norms for the proposed services.
 - c. 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.