



# café plus

## hospitality services

### PROPOSAL FILE

- 📍 Regd. Office : SCO 42, Hargulab Nagar,  
Baltana, Zirakpur, Punjab-140603
- ✉️ cafeplusservices@gmail.com
- ✉️ baljitthakur93@gmail.com
- 📞 M.: 9815033087 | 8544821687
- 🌐 Cafe Plus Services



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Baltana, Zirakpur, Punjab-140603
- ✉ cafepluservices@gmail.com
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To

### FORTIS HOSPITAL

Chandigarh Rd, Near Radha Soami Satsang Bhavan,  
Village, Mundian Kalan, Ludhiana, Punjab 141010

#### Subject : PROPOSAL FOR PATIENT CATERERING

Kind Attention

Dear Sir,

We would like to thanks **FORTIS HOSPITAL, Ludhiana** to Invitation to submit our proposal for food service Patient & staff of your organisation .

This is opportunity to provide freshly made in house kitchen food to serve there Patient staff.

Find below our proposal for managing complete food services at company. Our proposal has been made on the basis of the valuable inputs during our discussion at your office and relates to your catering needs, taking into account all costs pertaining to the catering crew food and allied provisions. Also, mentioned below are the terms and conditions that would be considered for agreement on award of the contract.

We look forward to an extended patronage from **FORTIS HOSPITAL, Ludhiana** Should there exist any questions or clarifications, please contact the undersigned.

We look forward to discussion the proposal with you and are eager to offer a professional hand in managing your Food & Beverages service need for staff .

Thanks & Regards,

For Cafe Plus Hospitality Services  
  
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**Baljeet Thakur**  
Managing Director

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### OUR CLIENTS

- ❖ Fortis Hospital Mohali
- ❖ Shalby Hospital Mohali
- ❖ Shivalik Hospital Mohali
- ❖ Paras Hospital Panchkula
- ❖ Ivy Hospital Mohali
- ❖ Max Hospital Shalimar Bagh, Delhi
- ❖ TPA (IT Company) VIII B, Mohali
- ❖ Prepladder Pvt. Ltd. Chandigarh
- ❖ DLF, IT Company, Chandigarh
- ❖ Cosmo Hospital, Mohali
- ❖ Frontizo Business Services Pvt Ltd, Panchkula
- ❖ Max Super Specialty Hospital, Phase 6, Mohali
- ❖ Max Super Specialty Hospital, Bathinda (Pb.)
- ❖ Reliance Corporate Office, Phase 8-B, Mohali
- ❖ Mohandai Oswal Hospital, Ludhiana



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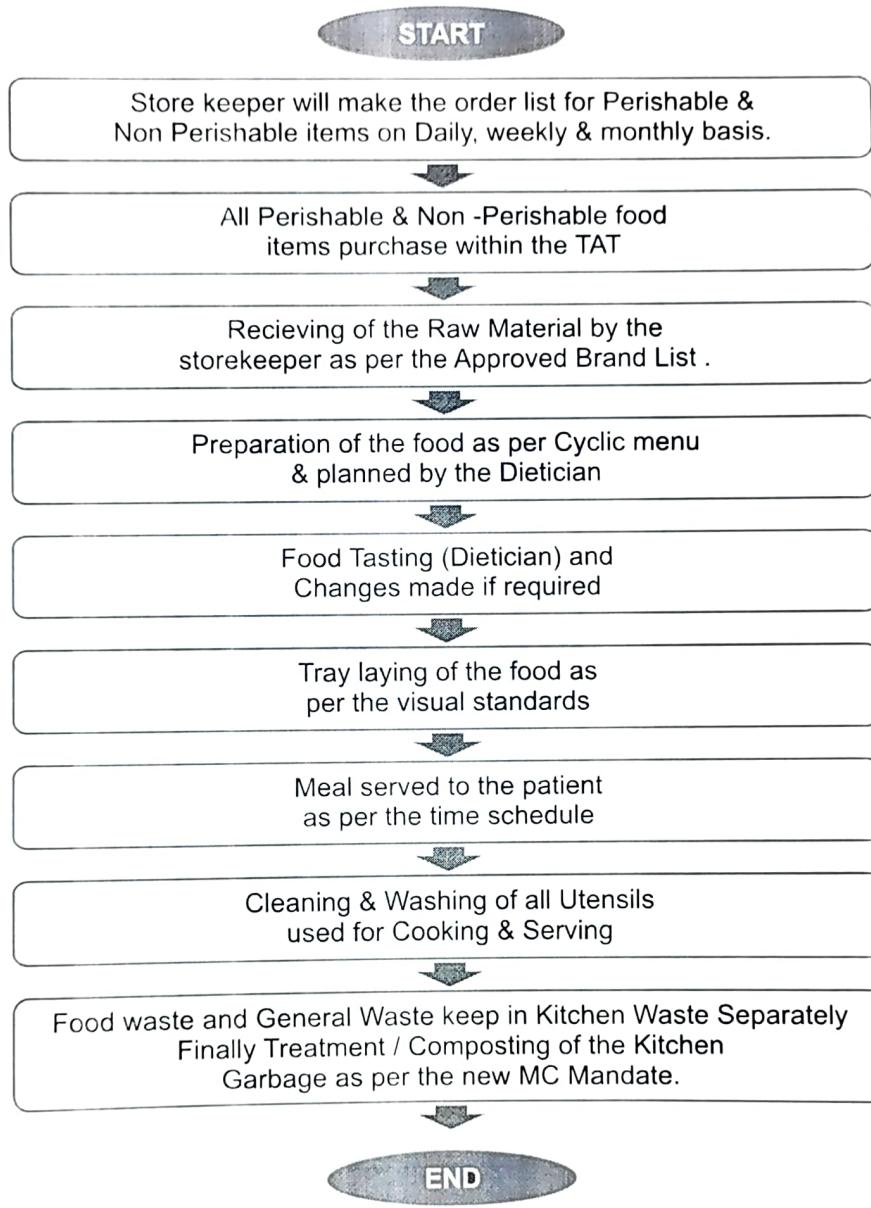
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### PROCESS MAP



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### BRAND / SUPPLIER LIST

S.N.	ITEMS	QUALITY-BRAND OPTIONS
<b>DAIRY PRODUCTS</b>		
<b>Milk - Toned/Double toned/Full</b>		
1	Cream pouch	Amul, Verka, Vita, Mother Dairy
2	Butter	Amul, Britannia, Mother Dairy, Verka, Nutrilite
3	Cheese Processed Cheddar	Britannia, Amul, Parag, vita, Mother Dairy
4	Condensed Milk	amul, Nestle
5	Curd	Mother dairy/Nestle/Amul/verka/Britannia
6	Ice Cream	Creambell, Kquality Walls, Mother Dairy, Amul, Verka
<b>Meat products</b>		
7	Chicken , fish	Best quality of harsh Poultry farm/republic chicken.
8	Eggs	Best quality of harsh Poultry .
<b>Bakery Products</b>		
9	Bread	Britannia /Kitty/Bonn
<b>Provision and Stores</b>		
10	Atta	Sona/Rajadhani/Shakti Bhog/Hafed/Ashirwad
11	Baked Beans	Druk/Bhutan/kaytis
12	Baking Powder	Rex / Ajanta / wiekfield /
13	Besan	Shakti Bhog /Rajdhani / agmarag Enterprise/501/ Ashoka / Shri Bankey Bihari
14	Biscuits	Britannia, Parle, Priya Gold, Bonn Bonn
15	Bournvita	Cadbury
16	Chilli Sauce	Tops/Daimond/Golden Crown/Aro
17	Coconut Powder	Dhan lakshmi, bist quality goyal agencei/Mangal/Sainik
18	Coffee	Nestle /Bru
19	Continental Sauce/T.Ketchup	Tops / Diamond /Golden Crown/Kissan/cremica
20	Corn Falkes	Mohan/Kellogs/Aro
21	Cornflour	Brown & Polson / Wiekfield / Dabur /
22	Sugar granules	Deluxe Brand 501
23	Custard Powder	Tops / brown & Polson / Wiekfield/harnik,/BrownPolsan
24	Dalda	

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S.N.	ITEMS	QUALITY-BRAND OPTIONS
25	Dalia	Sakti bhog/rajdhani/mothrs choice/Best quality of Ajay
26	Equal	Equal/Sugar Free natura(Cadila)
27	Ghee	Gopaljee/verka/Mother Dairy/Amul
28	Hing	Laljee Ghodoo(L.G.)/MDH/Catch
29	Jam	Tops/Kaytis/Golden Crown/kissan/Halls
30	Jelly	Rex/Weikfield/Tops
31	Juices	Dabur real/Parle/Tropicana/Kohinoor
32	Macaroni	Bambino/MTR/Golden shinee
33	Maida	Shakti Bhog/Rajdhani/501/best quality goyal agenceis
34	Makki Atta	Best Quality
35	Masalas	Agmark Brand/I/M.D.H/Catch/Mothers Choice
36	Milk Creamer	Nestle/Amul/Nova
37	Oats	Quaker/Durak/Kelloggs
38	Mayonnaise	Cremic,Del monte/Veeba
39	Pasta	Monte Regale/Bombino/Food Craft
40	Pickle/Pickle sachets	Tops/Beads/Panchranga/mothrs choice
41	Plain Noodles	Tops/kumar tredars
42	Poha	srvoday./sakti bhog/tasty-tasty/Tunch
43	Pulses-Dal & Beans	Metro/Reliance/Best Quality
44	Refiend Oil	Soyunn/Ruchi/Fortune/Nutrela/Mahacosh/Soyabin
45	Rice-Basmati/Parmal	India gate / Hiteg Basmti Rice/ Dawat/ Falcon / Kohinoor/Wagah-1121 Basmati Rice/
46	Roohafza	Hamdard
47	Sabudana	Best Quality of bachan lal&siv kumar/goyal agncieis
48	Salt	Tata/Good Health/Annapurna/Catch/Ashirwad
49	Salt n pepper sachet	Catch/Suit -Heart
51	Sevian	Bambino/MTR/Golden shinee
52	Soft Drinks	Coca Cola/pepsi
53	Soya Bean Badi	Nutrela/Ruchi
54	Soya Nugget/Keema	Ruchi/Nutrela
55	Soya Sauce	Tops/Daimond/Golden Crown
56	Spices Whole	MDH/Catch/Shyam
57	Sugar sachet	Choice/Daurala
58	Sweet Corn	Golden Crown/Kaytis/Bhutan
59	Tea Bag	Brooke bond/Tettly/Taj Mahal/Lipton
60	Tea Leaves	Brooke bond/red lev/Tata Tea
61	Tomato Ketchup sachet	Tops,Maggi,Kissan,cremica,del monte/Veeba

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S.N.	ITEMS	QUALITY-BRAND OPTIONS
62	Vermicilli	Bambino/MTR/Golden Shine
63	Vinegar	Tops/Daimond/Golden Crown/mohan
64	Water	Kinley/Bisleri/Himalyan/Aquafena
65	Idlee mix	Bambino/MTR
66	Wostershire Sauce	Solar,Bawa
<b>Other Items</b>		
67	Aluminium Foil	Home Foils/All Best Foils
68	Cling Foil	Best Foils
69	Disposable Crockery/Cutlery	Best Quality
70	Napkin	Best Quality
<b>Fruits and Vegetables</b>		
71	Fresh Fruits & Vegetables	Fresh & Good Quality
72	Coconut Water	Cocojal/Tendo/Real/Fresh Coconuts
73	White Butter	Amul/Nutrilite/Best Quality of Guru Nanak sweet & Dairy
74	Suji	SAKTIBHOG/Rjdhani/Mothers Choice
75	Frozen Green Peas	Evergreen / Safal / Sudarshan ( Pagro) /Farmer Pick ( Mansfield)/Green Fresh (Everfresh)

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### Manpower Deployment Plan Is Directly Based On Occupancy

Sr. No.	Occupancy (DESIGNATION)	61-90	91-140	141-170
1.	Chef	1	1	1
2.	Dietician	1	1	1
3.	Order Taker	2	2	3
4.	F&b Supervisor	3	4	4
5.	Steward	22	25	28
6.	Cashier	1	1	2
7.	Asst Cook	6	7	8
8.	Cook	3	3	4
9.	Kitchen Helper	3	3	4
10.	Store Keeper	1	1	1
11.	Asst Store Keeper	--	--	--
12.	Utility	05	07	09
	<b>TOTAL (Includes Reliever 6:1)</b>	<b>48</b>	<b>55</b>	<b>65</b>

### Crockery & Cutlery For 100 Patients (single / Double Rooms)

S.NO.	Item description	Min nos. reqd. for one tray setup	Min.Nos. reqd as per contract
1	Large Tray	1	125
2	Small Tray	1	125
3	Hot Water Flask	1	125
4	Milk Flask	1	125
5	Soup Flask	1	125
6	AP Spoon SS	1	125
7	AP Fork SS	1	125
8	Soup Spoon SS	1	125
9	Side Plate	1	125
10	Dinner Plate	1	125
11	Tea Cup	1	125
12	Saucer	1	125
13	Soup Bowl	1	125
14	Veg Bowls	2	250

Note : In general ward we will serve in Cambro Thali With Led

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### Asset For Kitchen

Sr No	Equipment	Qty.
1	Electric Weging Machine	1
2	Water Boiler	1
3	Work top Freezer	2
4	Tandoor	1
5	Four Burner Gas range	1
6	Wet Masala Grinder	1
7	Potato peeler	1
8	Pulverizer	1
9	Single bowl sink	4
10	4 Door verticle freezer	1
11	Dishwasher	1
12	2 Door verticle freezer	1
13	Food Wrmer trolley	4
14	Single burner range	3
15	Dough Kneeder	1
16	Bain Marie ( IPD)	1
17	Bain Marie (Staff Café)	1
18	Bain Marie (OT)	1
19	Dirty Dish landing table with Garbage	1
20	Two Bowl sink	1
21	Soup Trolley (Open Trolley)	3
22	Pot Rack	2
23	Storage Rack	5
24	Chef n Dish ( Doctors lounge)	5
25	Masala Trolley	1
26	Working Table	2
27	Bakery Oven	1
28	Electricity Paid Vendor scope	1
29	All Equipments Repair By Vender	

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### Personel Protective equipments and cleaning equipments

1	Kitchen Duster (Green)
2	Utility Duster (Blue)
3	Service Duster (White)
4	Wiping Sheet
5	Wet Mop With Stick
6	Liquied Soap (Hand Wash)
7	Wipper 24"24"
8	Green Pad
9	Plastic Juna
10	Garbage Bag Big
11	Utility Apran (Plastic)
12	Disp. Gloves
13	Disp. Cap
14	Heavy Duty Gloves

### Statutory Compliances

1	FSSAI LICENSE	As Mandate By FSSAI
2	EPF	For all employees as per the EPFO Act
3	ESIC	For all employees as per the ESIC Act
4	Police Verification	For all Employees
5	Yearly Health Check ups	As per the Hospital's policy
6	Vaccination	As per the Hospital's policy
7	Staff Uniforms	As per the company policy
8	ID Cards	As per the company policy
9	Staff Food/Accomodation	As per the company policy

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### Training Module F&B

#### Process:

- Conduct the training through PPT/Pictures.
- FAQ after the training.
- Give some prize to those who gives maximum right answers.

#### Outcomes:

- Staff will motivated.
- Staff will attend the sessions with interest.
- Training will effective.

### Training Topics

- Personal Grooming and Hygiene
- How to meet & greet the patients
- Telephone etiquettes
- Patient Identification
- Material receiving and storage
- Food Safety
- Kitchen Hygiene
- Room Service Clearance Sequence
- NABH awareness



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### Personal Grooming and Hygiene

- Cleaned and Ironed Uniform
- Clean/Trimmed shaved and Hairs
- No Body Odour
- Body Language
- With Identity Card, Note pad and Pen
- No Jewelry



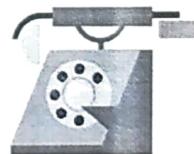
### How To Meet & Greet The Patients

- Greet Namaskaar with smile and folded hands
- Give self introduction to Patients
- Talk about his/her Health
- Take a feedback about meals



### Telephone Etiquettes

- Answer Calls Promptly
- Greet Namaskaar with smile
- Give self introduction to Patients
- Soft Speaker
- Complete knowledge of Menu/census
- Avoid use of casual words
- Take ownership of each calls
- Don't sound dull or tensed on phone
- Be confident and full of energy





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### Patient Identification

Check IP Number in Summary,  
Check Name/ Room Number  
and Patient's Diet to serve right  
meal to right patient.



### Material Receiving And Storage

- Check quality of perishable and non perishable
- Check quantity as per the PO
- If anything found not appropriate return to supplier
- All perishable items storage in chiller
- Storage 6 inches above from floor
- Labeling with receiving date
- All Salads, Fruits wash with plain water and sanitize with Suma tab
- FIFO to be followed



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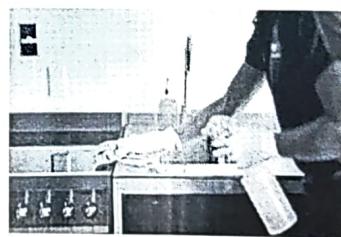
### Food Safety

- Maintain the temperature of hot and cold food
- Cooked food should be keep in Bain Marie or freezer
- Food properly covered with date and time of preparation
- Use disposable gloves before touching the ready to eat foods
- Food Sampling
- Maintain Food Wastage records



### Kitchen Hygiene

- Kitchen washing with Suma Multi
- Sanitize with Suma Tab
- Daily pest control
- Weekly deep cleaning and pest control in night
- Weekly exhaust filter cleaning with Suma grill
- Maintain the Pest records and temp. records
- Food waste and dry waste to be separated



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### Room Service Clearance Sequence

- Awareness of meal timing, Menu and Patient's diet
- Room service antiquates (Greet, Intro, meal announce)
- Adherence to clearance timing
- Take a feedback at the time of clearance



### NABH Awareness

- Awareness of Color Codes
- Awareness of fire safety, exit plan and assembly area
- Work place safety
- Patient Identification
- Hand washing/Hygiene
- Patient's rights and responsibilities
- Employee rights and responsibilities
- Awareness of health check ups and Vaccine



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### SERVICE SPECIFICATION

#### Service Timings For Patients Meal Service

Bed Tea	06:30am - 07:00am
Breakfast	08:00am - 09:00am
Mid- Morning	10:30am - 11:00am
Lunch	12:30pm - 01:30pm
Evening Tea	04:00pm - 04:45pm
Dinner	07:30pm - 08:30pm

Note: Patient on RT Feed or any such requirement will be served at prescribed timing (Generally every 2 hours) any orders than specified above will be served and will be charged as per IPD extra menu prices.

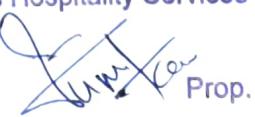
#### Service Timing For Staff

Tea & Snacks Time	10:30am - 11:30am
	04:00pm - 05:00pm
Break Fast	08:00am - 10:00am
Lunch	01:00am - 03:00pm
Evening tea snacks	04:00pm - 05:30pm
Dinner	07:30pm - 09:00pm
Milk	09:00pm - 09:30pm

**Note:** During operations, this timing can be revised based on mutual agreement

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### Grammage

S. NO	In Patient Dietary Service- Veg. Meal for Normal & therapeutic Diet	Quantity
1	Bed Tea/ Coffee (with Sugar Sachet, Creamer, Tea bag /1 Coffee Sachet) Biscuits	200ml 2 pieces Marie
2	<b>Breakfast</b> Cereals Milk Hot Snacks Sugar, Salt & Pepper	200gm 200ml 150gm 1 Sachet each
3	<b>Mid Morning</b> Fresh Fruit	250gm
4/5	<b>Lunch/ Dinner</b> Salad Rice at Lunch (not for diabetics) Chappati Seasonal Vegetable Dal Curd (at Lunch) Sweet Dish (at Dinner) Sugar, Salt & Pepper	150gm 120gm 4x20gm 150gm 120gm 100gm 100gm 1 Sachet each
6	<b>Evening Tea/Coffee</b> (with Sugar Sachet, Creamer, Tea bag / 1 Coffee Sachet) Snacks	200ml

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### Sample Menu LIQUID / RT Feed Schedule/ Weaning Diet / Tentative Menu

Service	Quantity
Milk Juice Coco Jal Dal Water Milk Lassi Soya Milk Soup/ Rooh Afza	200 ml Per Serving
Cutlery Bag	1
Paper Napkin	1
Straw	1

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### OPEX/CAPEX Commitment

1	Crockery with Compartment trays for patients	Crockery & cutlery (80:20 ratio Vendor :Fortis - Cost bearable) is provided by Fortis Compartment trays provided by vendor scope.
2	Pots & Pans- Upgradation Plan	Vendor scope
3	Equipment Details	Provided by Fortis .Repairing done by vendor .
4	Cafeteria Infrastructure Upgradation	Doctors lounge furniture by vendor.

### Other terms & conditions

5	Contract Period	1 year
6	Minimum Guarantee for In-patient Food	80 MG (AFTER COMPLETE OF MG LIQ DIET WILL BE PAYED TO VENDOR).
7	Annual Revision of Rates	Mutual concerns of both parties.
8	Electricity	By Fortis (major equipment's like electricity bill paid by vendor scope)
9	Water	By Fortis scope
10	Fuel (Cooking Gas)	Vendor
11	Responsibility for statutory licenses	Vendor
12	Expenses for licenses	Vendor
13	Minimum Wages/DA revision	As per governments norms of Punjab
14	Overtime (including the "EPF, ESIC, Bonus, Gratuity & Leave encashment" due to work outside the scope)	As per governments norms of Punjab
15	Staff change room and lockers	By Fortis
16	Background Verification of Staff (Police Verification etc..)	By Vendor Scope
17	Statutory Medical Checkup of Staff	By Vendor scope
18	Laundry expenses for staff uniform	By Vendor Scope
19	Staff Transport, Accommodation, Food, Water & Electricity	By Vendor Scope
20	Housekeeping & Cleaning Services for Cafeteria flooring, Deep/Night Cleaning	By Fortis Housekeeping Dept.
21	Cleaning/Wiping of tables & chairs in Cafeteria	By Vendor Scope
22	Housekeeping & Cleaning Services for Main Kitchen	By Vendor Scope
23	Pest Control	By Fortis Housekeeping Dept.
24	Garbage clearance	By Vendor Scope
25	Kitchen repair and maintenance	By Vendor Scope
26	Pots and Pans	By Vendor Scope
27	Cutlery, Crockery & Glassware	Crockery with logo - Fortis Crockery without logo-vendor scope Glassware- By Vendor Scope
28	Cost of Garbage containers	By Vendor Scope
29	Bought out items	By Vendor Scope
30	Consumables & Disposables (e.g. Liquid hand soap, Disposable Cups, C-fold napkins, paper napkins, garbage bags/liners)	By Vendor Scope
31	Food Transportation Cost (inside the campus)	By Vendor Scope
32	Exit Clause	90DAYS

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S.N. IPD PATIENT

MONTHLY QTY. APPROX. QUOTED RATE

		FIXED SERVICES	Agreed final rate
1	PATIENT MEAL (SIX MEAL SERVICES) (VEG ONLY)	3500	385
2	NATURAL LIQUID/FEED ( AFTER COMPLETION OF MG )	366	210
3	BLOOD BANK	290	60
4	DAY CARE (FOUR SERVICES - TEA, SANDWICH, LUNCH,EVENING TEA,EVENING SOUP ONLY)	166	170
5	HEALTH CHECK UP DIET	270	110
6	CHICKEN FOR PATIENT 250GMS	30	65
7	NIGHT TEA / SNACKS	3500	25
8	STAFF TEA SERVICE	12000	10

## ADDITIONAL SERVICES

9	HIGH TEA-01 (TEA + SNACK )	225	30
10	HIGH TEA-02 (TEA + REGULAR BISCUITS/COOKIES )	200	45
11	HIGH TEA-03 (TEA/COFFEE + REGULAR SNACK + BISCUITS)	100	55
12	MEAL PARTY-01 (1 SALAD+1 DESERT+1 DAL+1 PANEER+1 SEASONAL DRY VEGETABLE (CAFÉTERIA MEAL WITH EXTRA TAMPERING)	300	200
13	MEAL PARTY-02 ( 1 SALAD+1 DESERT+1 DAL+1 PANEER+1 SEASONAL DRY VEGETABLE (ORIGINAL VEG MENU MEAL )	150	250
14	MEAL PARTY-03 ( 1 SALAD+1 DESERT+1 DAL+1 PANEER+1 SEASONAL DRY VEGETABLE (ORIGINAL NON VEG MENU MEAL )	150	350

- 📍 Regd. Office : SCO 42, Hargulab Nagar, Baltana, Zirakpur, Punjab-140603
- ✉️ cafepluservices@gmail.com
- ✉️ baljitthakur93@gmail.com
- 📞 M.: 9815033087 | 8544821687
- 🌐 Cafe Plus Services

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### IPD EXTRA SERVICES

Particular	QTY. APPROX.	Final Rate	Remarks
Apple	250 grm	45	1 PCS
Orange	200grm	20	1 PCS
Grapes green	250grm	50	ONE VEG. BOWL
Pineapple	250grm	45	A SQAURE BOWL
Chiku	200grm	15	1 PCS
Kiwi	1 pc	35	1 PCS
Bread Toast	2 pc	30	2 PCS Bread With One Qube Slice Of Butter
Banana	1 pc	10	1 PCS
Kinnu	200grm	15	1 PCS
Biscuit		on mrp	1 PCS
Bourn Vita		on mrp	10 GRAM
Bourn Vita with Milk	150grm	40	Milk 150 ml & Bournvita - 10 GRM
Butter Milk	.150 MI	30	200 ML
Tea	.150 ML	20	150ml
Cereal (Porridge)		30	30 GRAM
Sweet	200grm	30	100gm
Veg. Cut Let	2 PC	30	2 PCS
Fresh Lime Water	150 TO 200 ML	30	150 TO 200ML
Soup	200 ML	50	200ml
Fruit Plate	BNB	60	BNB
Paneer Cutlet/Prantha	2 PC	50	2pcs
Veg Poha	100 GM	40	100gm
Idly Sambhar		50	2 PCS Idli One Soup Bowl Sambhar
Jam Toast		35	2 PCS Bread With One Pcs Jam
Juices		ON MRP	
Lassi/Shakes		30	200ml
Cold coffee	200/250ML	50	150 TO 200 ML
Coffee	200/250ML	30	150 TO 200 ML
Cold Drink		ON MRP	
Milk	200ML	30	150ml

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### STAFF CAFETERIA

Particulars	Rate	Comments
Breakfast	40	Main Meal & Tea
Lunch/Dinner	55	Staff cafe (Veg, Dal Roti, Rice, Salad, curd, (Paneer OR dessert once a week)
Lunch/Dinner	65	Buffet (Dr Dining) on payment
Combo	50	Regular
Readymade Tea	15	
Sachet Staff Tea	10	
Contractual Staff Meal Portioned Meal	30	No single item will be serve
Separate Dal 1 Katori	15	
Separate Vegetable 1 Katori	20	
Separate Roti 4nos	15	
Mid night Snacks & Tea	25	To be distributed at nurse stations
Coffee	20	
Fruit Platter 250gm (Seasonal Fruits)	40	
Lemon Water	20	
S/W veg 1	40	
Kathiroll	45	
Cheese S/W	50	
Night Tea/ Snacks	20	
Staff Tea Service	10	
Lassi 200ml	30	
Toast/Butter/Jam 2pcs	30	
Mineral Water	ON MRP	
Cottage cheese role 2pcs	40	

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### FORTIS HOSPITAL TERMS & CONDITION:-

- 1 All billing on Daily MG will be calculated with average of Breakfast, Lunch and Dinner for the day basis.
- 2 Minimum guarantee of patients count by Fortis is 80.
- 3 Total of crockery & cutlery will be bear in 80-20 ratio(Vendor & Fortis )
- 4 Water & Electricity expense Will be bear by Fortis.
- 5 Monthly Servicing of gas burner will be bear by Second party.
- 6 Training the staff would be the responsibility of the operating company.
- 7 Pest Control will be done by Fortis and coordinated by Second party .
- 8 Kitchen utensils, pots pans will be procured and replenished by Second party for running the kitchen operation.
- 9 Manpower will be based as per occupancy. Separate manpower provided by Second party hospitality for patient service.
- 10 Second party Service Will be responsible for all kitchen equipment repairing Work.
- 11 Staff Police Verification done by Second Party.
- 12 Labour+ License Food License ESI & P.F and any other license applicable will be responsibility of Second party.
- 13 Second party should pay staff salary on 5th date of every month other wise Fortis will be deducting 1000/- Rs per employee.
- 14 Dishes for C.M.E and internal function shall be procured by Second party.
- 15 Cost Of L.P.G for cooking Tray mats, disposable diet sticker to be borne by Second party .
- 16 20 % Royalty on all Attendant service.
- 17 All the compliances as per norms and mentioned in SLA.
- 18 No royalty on M.R.P Products.
- 19 Strict compliance to the brands of different commodities as provided by Fortis and any change would have to be approved by Fortis.
- 20 Contractor should follow all the current running process and policies and should adhere at all times (like labelling of the food items, maintaining checklist)
- 21 Staff Lockers and change room space will be provided by Fortis.
- 22 O.T. Tea snacks and lunch on direct payment Second Party .
- 23 All stationery provided by Second party .
- 24 Second Party will Provide Doctor Lounge chair and table .
- 25 Total performance bank Guarantee or interest free cash deposit of 2 lakhs.
- 26 Second party will Be Responsible for medical check-up; Typhoid vaccination and Hepatitis-A, should be given to food handlers directly involved in handling/cooking food. Health check-up package for food Handlers:-

### TESTS

1. Complete blood count
2. Urine Routine test
3. Stool Routine test
4. Stool culture & sensitivity
5. X-Ray

**ALL TERMS & CONDITIONS ACCEPTED**

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③ baljitthakur93@gmail.com  
④ M.: 9815033087 | 8544821687  
⑤ Cafe Plus Services

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Baljit Thakur  
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# CAFÉ plus

## hospitality services

### CAFE PLUS TERMS & CONDITIONS

1.	Dietician Services will be in the Hospital scope
2.	Menus shall be subject to seasonal availability of items / ingredients.
3.	CPHS will be responsible for service at the designated cafeteria/Hall and also responsible to carry out the function of cleaning all soiled plates and service-ware required to carry out the operation of cafe.
4.	FSSAI application submission within 40 days of startup. Client to make all documents available for compliance.
5.	CPHS will be responsible for the discipline of our employees in the premises of hospital.
6.	CPHS will be responsible for proper staff uniform, and personal hygiene of employees.
7.	To provide periodic pest control services in the kitchen in side and outside area and garbage disposable area by the client.
8.	Hospital would need to provide CPHS with staff changing rooms with locker facility for the on-site staff.
9.	Both parties can give 2 month written notice to terminate the contract.
10.	CPHS would require the legal contract to be executed prior to the commencement of the operations.
11.	We request that the term of contract for Five Year
12.	In case of change in the scope of work, CPHS will have the right to approach Hospital, for additional resources or price restructuring which will be mutually discussed and agreed upon.
13.	Evaluation - We will maintain a suggestion book for daily comments on our food and other services Moreover, we will require your comments to evaluate our service on a monthly basis. We will endeavor to maintain high standards of food & service.
14.	CPHS will be responsible for cooked hygiene the source and procuring raw materials
15.	Food and beverages will be prepared in clean and hygienic environment.
16.	CPHS will be responsible to co-ordinate with the dietician for patient meals Preparation.
17.	CPHS will procure gas cylinders and pay for the refilling of the same.
18.	We will be responsible for cleanliness of all areas allocated to us.
19.	We will provide the trained staff to maintain the service standards.
20.	CPHS shall raise the monthly invoice, at the end of the month, subsequent service to the month to which wil relates, along with a monthly statement service based on the delivery reports.

**We need 50% payment in advance after submitting the invoice on 1st or 2nd day of every month for staff salary and rest 50% after the formalities. As per agreed terms.**

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