



# Procuring Healthcare Kitchen And Dietary Services through GeM

# Service Overview

Through this service, hospitals and medical establishments may hire FSSAI service providers for nutritional and special diet needs of patients such as general diet, diabetic diet, high protein diet, etc. The choice of diet types and menu items is expected to be made in consultation with other professional personnel responsible for the management of dietary service. Physical space for kitchen with water and electricity connection is generally provided by the buyer unless otherwise specified by buyer. The scope of the service provider in brief is summarised below:

- **Staff for food preparation and food delivery for diet and feed as per specifications in the bid document** – Utensils/disposables for food delivery and their specifications maybe customized by buyer while creating the bid.
- **Kitchen Equipment, Utensils, crockery, cutlery , disposable etc** – Maybe taken over from on buyer ‘as is where is’ basis (if available) and its maintenance thereof. Additional requirements to be met by service provider.
- **Purchasing of raw materials (Perishable and Non-perishable)** – As per quality standards determined by the Buyer. Buyer may customize quality standards for milk, butter and other such items while creating the bid.
- **Storage of raw material (Perishable and Non-perishable)** – Service provider to ensure scientific storage in space/room, cold room, refrigerator etc. provided in the kitchen premises and follow any special terms specified by buyer while creating the bid.

Enter the official website of GeM - [www.gem.gov.in](http://www.gem.gov.in). Buyer will need to login to their GeM account to procure Healthcare Kitchen & Dietary Services.



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A screenshot of the GeM website's login page. The page has a dark blue header with the GeM logo and navigation links for "Bids" and "Sign Up". Below the header, there are links for "Register as Buyer" and "Register as Seller". A central white box contains the login form with fields for "GeM User Id", a captcha "WQKSFQ", and a "Submit" button. To the left of the login form, there is a "Need help with your Login?" section with links for "Raise a Ticket" and "Contact Us". The footer contains navigation links: "WEB INFO", "ABOUT GeM", "NEWS & EVENTS", "RESOURCES", "TRAINING", and "NEED HELP?".

Not Registered with GeM ? Sign up to experience the Marketplace

[Register as Buyer](#) [Register as Seller](#)

**Need help with your Login ?**

**Raise a Ticket**  
Agents and experts available on a single platform ready to help you

**Contact Us**  
Email: [helpdesk-gem\[at\]gov\[dot\]in](mailto:helpdesk-gem[at]gov[dot]in)  
Call: 1-1800-419-3436 / 1-1800-102-3436 ( 8 am - 8 pm Mon to Sat )

**Login in to Government e Marketplace | GeM**

GeM User Id \*

Type the characters in the box below. \*

WQKSFQ

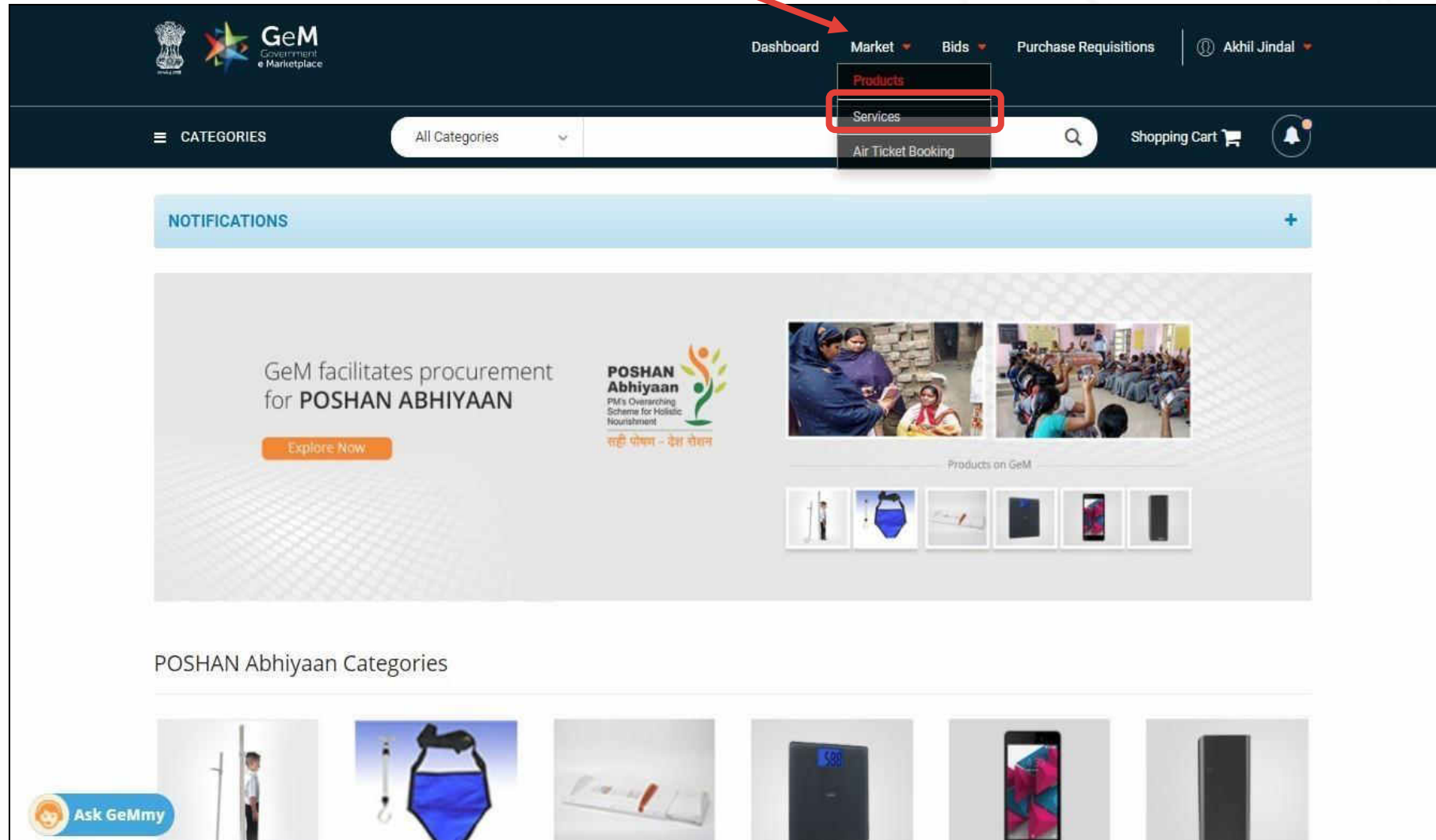
Password shall be entered on next screen post successful GeM login ID and Captcha validation

**Submit**

WEB INFO    ABOUT GeM    NEWS & EVENTS    RESOURCES    TRAINING    NEED HELP ?

Enter User Id, the Captcha text and click submit.

Click on 'Market' and from the dropdown menu, click on 'Services' to check out the list of services available.



The screenshot displays the GeM website's navigation bar and main content area. The navigation bar includes links for Dashboard, Market, Bids, and Purchase Requisitions. The 'Market' dropdown menu is open, showing 'Products', 'Services', and 'Air Ticket Booking'. The 'Services' option is highlighted with a red box. Below the navigation bar, there is a 'NOTIFICATIONS' section and a large banner for 'POSHAN ABHIYAAN' with an 'Explore Now' button. The banner features the text 'GeM facilitates procurement for POSHAN ABHIYAAN' and the logo for 'POSHAN Abhiyaan PM's Overarching Scheme for Holistic Nourishment'. Below the banner, there is a section for 'POSHAN Abhiyaan Categories' with a row of product images. An 'Ask GeMmy' button is visible in the bottom left corner.



Enter 'Healthcare Kitchen & Dietary Service' which will be available in the dropdown menu.

☰ CATEGORIES

All Categories



Shopping Cart



Forward Auction is live now. To know more, [click here](#)

NOTIFICATIONS



← BACK

LIST

GRID

Service Home

4May2021



A Facebook Status May Have Character Limits.



A Space Or Punctuation Is A "Character". One

Healthcare

**Healthcare Kitchen and Dietary Service**

Laundry Services for Healthcare

Laundry Services for Healthcare

Search for the service by typing in the keywords here.

## Framework for procurement of Healthcare Kitchen & Dietary Services

Particulars	Details
Quantity to be defined	Buyer to provide estimate of number of patients per day for each diet type or across diet types whichever the case maybe as per data available with the Hospital.
Payment terms	Buyer to define frequency of payments, payments will be done based on price per patient per diet type and limited to contract value by the system. (System allows $\pm 25\%$ variation after contract generation).
Modes of selection	LCS, L1, and RA option has been enabled. LCS is Least Cost Selection method wherein a fail/pass criteria can be set prescribing only the minimum qualifying benchmark.
Mode of purchase	This service will be available for both bids and direct purchase.

# Selection of filters

## FILTERS

## HEALTHCARE KITCHEN AND DIETARY SERVICE

Number of Active Service Providers : 211

### SELECT LOCATIONS

Type Of Ward ?

Type Of Food ?

Diets & Feeds ?

Meal Inclusions Per Diet Per Day ?

Electricity Charges

Cooking Gas Charges

Water Charges

Cooking Equipment ?

Service Level Agreement and Packages

Service Details

Contract Start Date ?

yyyy-MM-dd

Contract End Date

yyyy-MM-dd

Buyer To Specify If Service Provider Will Be Required To Pay Monthly Rent For Space Provided By Buyer. If Applicable, Buyer May Indicate The Rent

SEARCH

Please select/input values for all the parameters to proceed with Add to Cart.

No result found. Please try some different combination

Enter the Tentative Contract start date, end date.

If rent is not applicable, buyers may mention NA. If applicable, buyer to specify rent and period. i.e, if monthly or yearly etc

The Standard Terms and Conditions and SLAs specified by GeM for buyers are mentioned here. These will automatically be included as part of the bid and contract.

Any additional Service Level Agreement / Penalty can be mentioned in Additional Terms and Conditions while creating the bid.

Click here to update the Consignee Details.

Kitchen and Dietary Service

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### Delivery Location

Please select consignee details and applicable 'Estimated Number of patients per day' for the 'Type of Ward' to be selected in the next step.

State

Estimated Num  
ber of patients  
per day

KARNATAKA

1

+ ADD MORE

OK

Selected consignee and required E  
cart.

Select consignee details, and enter the number of patients per day. Then click 'OK' to continue. At this point, buyers are advised to read through tooltips before building their cart. In case buyers want to determine prices basis diet type in the bid, estimated patients/day based on diet type may be entered to create bunch bid.



# Buyers can specify their requirements against each specification.

## FILTERS

### SELECT LOCATIONS

Type Of Ward  


Type Of Food  



Diets & Feeds  

Meal Inclusions Per Diet Per Day  

Electricity Charges 

Cooking Gas Charges 

Water Charges 

Cooking Equipment  

## HEALTHCARE KITCHEN AND DIETARY SERVICE

Number of Active Service Providers : 211

Service Level Agreement and Packages

Service Details

Contract Start Date 

yyyy-MM-dd

Contract End Date

yyyy-MM-dd

Buyer To Specify If Service Provider Will Be Required To Pay Monthly Rent For Space Provided By Buyer. If Applicable, Buyer May Indicate The Rent

SEARCH

Please select/input values for all the parameters to proceed with Add to Cart.

No result found

From the list of filters, select the Type of ward, Type of food, Meal Inclusion per diet per day, Diet & Feeds. Tooltips for detailed explanation of the filters is provided. Please read through them before creating the bid. Buyer may click on 'Other' option and write their other input in case matching specifications are not found.

# Selection of add-ons

**SELECT LOCATIONS**

Type Of Ward

Type Of Food

Diets & Feeds

Meal Inclusions Per Diet Per Day

Electricity Charges

Cooking Gas Charges

Water Charges

Cooking Equipment

Contract Start Date  Contract End Date

Number of High Protein Supplement

Buyer To Specify If Service Provider Will Be Required To Pay Monthly Rent For Space Provided By Buyer. If Applicable, Buyer May Indicate The Rent

High Protein Supplement:  True  X

**SEARCH**

Please select/input values for all the parameters to proceed with Add to Cart.

**ADDON**

High Protein Supplement  Yes  No

Seller	Type Of Ward	Type Of Food	Diets & Feeds	Meal Inclusions Per Diet Per Day	Location	Electricity Charges
--------	--------------	--------------	---------------	----------------------------------	----------	---------------------

Buyer can select 'Addon' specifications if required. These are not mandatory parameters. Service providers will provide an additional quote for add-on specifications based on the estimates provided by the buyer. Buyer may select to receive price in bid if applicable. Buyer to provide number of high protein supplements

A list of service providers whose uploaded catalogue matches the specifications selected of the Buyer will be displayed just for reference.

Home / Healthcare Kitchen and Dietary Service

#### FILTERS

##### Intent Of Buying

BID

SELECT CONSIGNEES

##### Type Of Ward

General Ward  
 Private Ward  
 ICU

##### Type Of Food

Therapeutic Feeds  
 Diet

##### Meal Inclusions Per Diet Per Day

Morning Tea + Snacks  
 Breakfast  
 Lunch  
 Evening Tea + Snacks  
 Dinner

##### Diets & Feeds

Full Regular Diet  
 Soft Diet  
 Liquid Diet  
 Clear Liquid Diet  
 Pediatric Diet  
 Diabetic Diet  
 Low Protein Low Sodium Diet  
 Burn Diet/ High Protein And High

#### ADDON

High Protein Supplement

Commercial Nutrition Supplement

#### HEALTHCARE KITCHEN AND DIETARY SERVICE

Number of Active Service Providers : 1

Intent of Buying : BID

Service Level Agreement and Packages

Request for update in Service

Service Details

Contract Start Date

2022-01-15

Contract End Date

2022-01-31

Type of Ward : Private Ward X

Type of Food : Diet X

Meal Inclusions per diet per day : Lunch X

Diets & Feeds : Full Regular Diet X

SEARCH

Offer with price

Offer without price

Seller	Type Of Ward	Type Of Food	Meal Inclusions Per Diet Per Day	Diets & Feeds	Total Value	
<input checked="" type="checkbox"/> QC VERIFIED [Empty Box]	Private Ward	Diet	Lunch	Full Regular Diet	Price On Demand	<p>PREVIEW FORMULA</p> <p>ADD TO CART</p> <p>Report This Offer</p>

SEE DETAIL

In case of bid, Buyer can select any one of the offering to proceed and "Add to cart". If buyer wants to receive price for a different combination of specification, the same may be selected and added to existing cart.

Item Added to Cart

Offer with price    Offer without price

Therapeutic Feeds

Diet

Seller	Type Of Ward	Type Of Food	Meal Inclusion Per Diet P
EY Test Seller	Ward		Lunch

SEE DETAIL

Diets & Feeds

Ask GeMmy

Covid 19 diet/feed

Click on 'Proceed to Checkout' when all required services have been included in the cart.

SHOPPING CART - INTENT OF BUYING : BID

Healthcare Kitchen And Dietary Service

Item Added On 07.01.2022  
10 days left

**Contract Details:**  
Duration: 28 Days  
Start Date: Tue, 01 Feb 2022  
End Date: Mon, 28 Feb 2022

X Delete

PROCEED TO CHECKOUT

VIEW ALL CART

TRENDS

Buyers may note that the amount displayed here is based on the marketplace rates uploaded by service providers. However, the actual rates will only be discovered after bid. Or Buyers may not see the price in case service provider has chosen "Price on Demand"

NOTIFICATIONS

SHOPPING CART

Product Title	Estimated Number of patients per day	Sub Total
Heal	0	Price on Demand
Item		
Con		
Dur		
Star		
End		
× De		

The Buyers shall satisfy themselves that the price of the selected offer is reasonable. Buyers should use the Price Trend and Compare tool available on GeM while taking decision on reasonableness of price. The Buyers may also take into account the discount over MRP, Last Purchase Price on GeM, Department's own Last Purchase Price, rates on other e-commerce websites etc.

**CONFIRM** **CANCEL**

On the checkout screen,  
Click on 'Bid' to create Bid.

BID

PREVIEW FORMULA

Ask GeMmy

Click here to continue. The message being displayed is only for marketplace purchases and is not relevant for bids.



Click on each service individually to review its specifications.



### 1. Specification(s)

Item(s)

Healthcare Kitchen And Dietary Service

Click on the respective services to review the specifications and save.

Specification for Healthcare Kitchen and Dietary Service

#### Category

##### Core

Type of Ward ⓘ	Private Ward
Type of Food ⓘ	Diet
Meal Inclusions per diet per day	Lunch
Diets & Feeds ⓘ	Full Regular Diet

Click here to verify and 'Save' each offering and proceed.

Save



## 1. Specification(s)

Item(s)

Healthcare Kitchen And Dietary Service

Specification for Healthcare Kitchen and Dietary Service

Category

Core

Type of Ward ⓘ

- Private Ward

Type of Food ⓘ

- Diet

Meal Inclusions per diet per day

- Lunch

Diets & Feeds ⓘ

- Full Regular Diet

Verify the category and specifications and click on Continue button

Continue

# Save all Service Specifications.



1. Specifications

2. Consignees/Reporting Officer

Item(s)

Healthcare Kitchen And Dietary Service

The text of each service turns green if it has been saved

# Fill in the Bid details for all the services.

## 3. Details

Bid Start Date / Time

Will Be Defaulted To The Date/Time When Bid Is Published

Bid Duration \* ⓘ

(Number Of Days)

Select Days

Days

Bid End Date / Time\*

(Select Duration Between 09:00 To 21:00)

00-00-0000 00:00

[Edit Time](#)

Bid Opening Date / Time ⓘ

00-00-0000 00:00

Bid Life Cycle (From Publish Date) ⓘ \*

90

Days

Bid Offer Validity (From End Date) ⓘ \*

30

Days

Do You Want To Take This Bid To RA Post Technical Evaluation? ⓘ \*

Yes  No

Time To Be Allowed To The Seller For Technical Clarifications During Technical Evaluation ⓘ \*

Please Select

Days

Bid Estimated Value ⓘ

100.00

[Estimated Value](#)

Do You Want To Display Bid Estimated Value In Bid Document? ⓘ

Yes  No

Select the required details as per your bid.

**Note :** For selection of contract duration, please consider 1 year as 365 days and 1 month as 30 days.

### Contract Duration ⓘ

Year (S)\*

0

Months\*

0

Days\*

0

Select Contract duration.

### Set Minimum Price For This Bid ⓘ



Yes



No

### Additional Qualification/Data Required

Detailed Scope Of Work ⓘ

(Max Size 10mb PDF Only) 📄

Choose File

If You Want To Add Additional Conditions In Addition To Standard SLA Then Please Mention The Clauses Of Additional SLA ⓘ

(Max 1000 Characters)

If You Want To Add Additional Conditions In Addition To Standard SLA Then Please Upload Approval From Competent Authority

(Max Size 10mb PDF Only)

Choose File

Select and upload additional data required. Buyers are advised to provide the following details while creating the bid

- Detailed Menu & meal specification (mandatory)
- Payment terms
- List of equipments to be provided by buyer and those to be arranged by service provider to be specified
- Skill/Specifications for canteen staff and uniform requirements
- Food delivery mechanism (mode of packaging etc)
- Expected delivery schedule
- Monitoring & Evaluation method
- Previous trends on diet requirements from Hospital Information System or otherwise for service providers' reference



Least Cost Method Based Evaluation (LCS)

[Know More](#)

Least Cost Method Based Evaluation Required? 

Yes

No

Select yes to opt for LCS based evaluation.  
Else evaluation will be on L1 basis.

Pre-Bid Details

Payment/Invoicing terms for this service will  
cyclic/monthly basis

Buyer can ask EMD /EPBG is required. EPBG is allowed only if Bid value is greater than 5 Lakhs, though not mandatory.

#### 4. EMD/ePBG Details

Quantity: 1

Reference Price (In INR): 100.00/-

#### EMD

EMD Required  Yes  No

##### Note:

1. EMD is allowed only for Bid Value greater than 5 Lakh (s).
2. The role of Advisory Bank is to verify the SFMS of the EMD and ePBG during bid verification of the seller. So, you are advised to select any bank and seller may chose any bank account for ePBG and EMD.
3. Department of Expenditure has issued instructions not to insist on EMD. GeM Has enabled taking Bid Securing Declaration as per DoE OM 12.11.2020 ([View Order](#))
4. The EMD % will be applicable for each schedule/group selected during Bid creation.

Here , 'No' has been selected for both EMD & ePBG but the respective buyer may edit this as per their requirement and compliance to relevant circulars.

#### ePBG

ePBG Required  Yes  No

##### Note:

1. EPBG is allowed only for Bid Value greater than 5 Lakh (s)
2. The role of Advisory Bank is to verify the SFMS of the EMD and ePBG during bid verification of the seller. So, you are advised to select any bank and seller may chose any bank account for ePBG and EMD.
3. Department of Expenditure has issued instructions to keep reduced Performance Security @3%. Please ensure compliance of DoE OM 12.11.2020 ([View Order](#))

# Buyer can include Additional Terms and Conditions (ATCs), if required.

5. Splitting 

6. T&C

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Additional Terms and Conditions (\* Click on the appropriate Group below to add the ATC specific to that Group )

- |   |                                |                              |
|---|--------------------------------|------------------------------|
| All   | Buyback for Non PFMS / Non GPA | Certificates                 |
| Generic                                     | Inspection                     | OEM                          |
| Past Pro                                    |                                | Purchase Preference (Centre) |
| Purchase                                    |                                | Scope of Supply              |
| Service & Support                           | Turnover                       | Warranty                     |
| Forms of EMD and PBG                        | Human Resource Service         | Ration Item ATCs             |
| Financial Criteria                          | Buyer Added Bid Specific ATC   | Buyer Added Bid Specific SLA |
| Buyer Added Bid Specific Scope Of Work(SOW) |                                |                              |

To define your own T&Cs, Buyer can click here and define/upload their bid-specific ATCs.

Submit

Click on 'Submit' to continue

## Buyer agrees to the General Terms and Conditions (GTC) of GeM.

### 7. Verify OTP/eSign & Publish

Validate all the data before proceeding to verify OTP.

Buyer agrees to the GTC of GeM



I agree to the Terms & Condition of GeM.

Buyer can download the Bid document from here.

Select the relevant option to verify and publish the bid.



Bid Document

Verify OTP & Publish

OR

eSign & Publish

OR

Verify DSC & Publish



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