

Tender
for
CATERING SERVICES (Canteen)
AT
AIIMS BHUBANESWAR
(For Students, Faculties, Staff & Guests etc.)



File No.	:	J-11043(024)/2017/S&P
Issue Date	:	10/06/2017
Last Date of Submission	:	05/07/2017(12:00 PM)
Tender opening date (Technical bid)	:	05/07/2017 (03:00 PM)

All India Institute of Medical Sciences,
Sijua, (Patrapada), Dumuduma
Bhubaneswar - 751019

Notice Inviting Tender for Catering Services (Canteens) at AIIMS, BBSR

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, BHUBANESWAR

(An Autonomous Institute of Ministry of Health & Family Welfare, Govt. of India)

Sijua, Patrapada, Bhubaneswar - 751019

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Date :10/06/2017

All India Institute of Medical Sciences, Bhubaneswar is one of the apex healthcare Institutes established by the Ministry of Health & Family Welfare, Government of India under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY). The Director, AIIMS, Bhubaneswar would like to outsource following Services for Institute's day-to-day activities by inviting offers / bids.

Sl. No.	Tender No.	Brief Description of Services	Two Bid
1	J-11043(024)/2017/S&P	Two canteens (Canteen 1 and Canteen 2 in student Hostel) and (ii) Two shops (Snacks, Coffee, Soft drinks etc.) for Students, Faculty and Staff in the Campus of AIIMS, Bhubaneswar. The same service provider shall manage both the canteens and the shops.	Two Bid

Tender(s) should be sealed and Superscribed with Tender Number and Address to:

“Sr. Procurement-cum Stores Officer”

All India Institute of Medical Sciences,

Patrapada, Sijua

Bhubaneswar- 751019

The sealed Tender(s) should reach the Institute, latest by dt.**05-07-2017 at 1200** hrs and the Technical Bid will be opened on the same day at 03:00 PM in the Store & Purchase Section Academic Block, AIIMS, Bhubaneswar. The bidder(s) or their authorized representative(s) may remain present at the scheduled date and time. In case the appointed date is declared Holiday the next date of opening of the Office shall be applicable for Opening of Tender.

The tender is in two- bid system i.e. Technical Bid & Financial Bid .The Technical Bid will be opened on the designated date by the Purchase Committee. The Name of the technically qualified bidders shall be hoisted in the website of AIIMS, Bhubaneswar. No paper publication shall, however, be made for this. **Any further change/corrigendum shall be displayed in our website (www.aiimsbhubaneswar.edu.in).** The bidders are requested to watch the website from time to time.

1.0 Tender for CATERING SERVICES (Canteen) AT AIIMS, BHUBANESWAR (For Students, Faculties, Staff & Guests etc.)

1.1 The AIIMS, Bhubaneswar invites tender for selection of catering contractor to run **(i) TWO canteens (Canteen 1 and Canteen 2 in student Hostel) and (ii) TWO shops (Snacks, Coffee,**

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Soft drinks etc.) for Students, Faculty and Staff in the Campus of AIIMS, Bhubaneswar. The same service provider shall manage both the canteens and the shops.

The Tender shall be in two-bid system. The duration of the contract shall be initially for a period of 1(ONE) year from the date of award of contract and extendable upto 3 (three years) on mutually agreeable terms & conditions. First three months being on trial period and on satisfactory completion of the trial basis the contract will automatically be extended for one year. On satisfactory performance extension will be made year to year for a maximum of 3 years. However, in case of any defaults or negligence under such contract the canteen committee may suggest to the AIIMS authority to impose fine or penalty against the contractor or termination of the contract finally.

1.2 Service providers having adequate same/similar experience in running Canteen/ Cafeteria in Government departments, Public Sector Undertakings, renowned Private and educational institutions may apply along with sufficient proof of their experience and ability of running the canteens. In this connection, a committee constituted by the Director, AIIMS, Bhubaneswar shall evaluate the technical bids specifically containing similar experiences of carrying out canteen services and declare the qualified bidders. The committee will formulate its criteria (13.1) for evaluation and their decision will be binding upon all bidders who have submitted their bids.

1.3 Tenderers interested in the above mentioned contract are required to submit their Tender documents in the following manner.

a. Technical Bid: Containing the tender document with seal and signature on each page

b. Financial Bid: Containing the overall discount on fixed prices mentioned in Appendix-A & B.

The Tender fee being **Rs.2,000/- (Rupees two thousand only)** (non-refundable) should be deposited in shape of Bank Draft of any Nationalized Bank drawn in favour of AIIMS, Bhubaneswar. No cost of tender document shall be charged for the tender documents if downloaded by the bidders from the website of AIIMS, Bhubaneswar.

1.4 EMD amounting to **Rs.1,00,000/- (Rupees one lakh only)** (Refundable to unsuccessful bidders after award of the contract) should be furnished along with the Technical bid. The period of acceptance of the bid shall remain valid for a period of 180 days from the date of opening of the Price bid. The successful bidder has to submit an amount of Rs.5.00 lakh as performance security before signing of agreement with AIIMS, Bhubaneswar. The Performance security shall be in form of BG/ DD/FDR in favor of Director, AIIMS, Bhubaneswar having validity of 60 days beyond the date of completion of the contract i.e. for a period of 38 months. The EMD of the successful bidder shall be returned after the submission of Performance security by the firm.

1.5 Documents relating to Technical bid and Financial bid should be submitted in two separate sealed envelopes super scribed as "Technical bid" & "Financial bid" and bidder should write name & address of the bidder on the top of each envelopes. Both the envelopes should be placed in a third sealed envelopes super scribed as "Tender for Catering Service (Canteen) at

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AIIMS, Bhubaneswar” with the name & address of the bidder on the top of the envelope and must reach the office of Sr.Procurement-cum-Stores Officer, AIIMS, Bhubaneswar

1.6 The Technical bid should contain the entire Tender document except Price Bid Format with signature and seal on each page as a token of acceptance of AIIMS, BBSR’s terms & conditions. The Financial bid should contain the overall discount on fixed prices mentioned in Appendix-A and Appendix-B.

1.7 Submission of Technical & Financial bid in a single envelop will lead to disqualification.

1.8 The technical Bid will be opened on **05/07/2017** at 3:00 PM. Bidder or their authorized representative are requested to be present at the time of opening of the bids. Technical evaluation of the bids submitted will be on the basis of Pre-Qualification criteria and Physical Inspection by the Committee of AIIMS, Bhubaneswar by visiting at least one Institute(Government Organisations, Private/ Public Sector Undertakings and renowned educational institutions) where the bidder himself is providing same/similar nature of services/ works. Based on the above, the names of the bidders shortlisted for Financial bids will be published in the website of AIIMS, Bhubaneswar (www.aiimsbhubaneswar.org). Tenderers shortlisted for Financial bid may attend the opening of Financial bid on the Date, Time & Venue as may be displayed in the website of AIIMS, Bhubaneswar.

2.0 PRE QUALIFICATION CRITERIA

Xerox copy of the following documents duly attested by the proprietor must be submitted alongwith the technical bid:

- a) Last Income tax Return (2 years)
- b) PAN/ TAN/ TIN etc.
- c) Food/ Catering licence
- d) Labour Licence
- d)Municipal Licence/ Trade license
- e) EPF/ESIC information
- f) Balance Sheet - last 2 years
- g) Partnership Deed in case of partnership
- h) Sales Tax/ Service Tax Certificate
- i) Work orders of same and similar nature of service from other Organizations (atleast one)
- j) The Bidder should have the turnover of minimum 7.00 lakh and above per annum.

A notarial declaration stating that in case of any contamination of food during the contract period with AIIMS, Bhubaneswar due to any negligence and carelessness, suitable action will be taken as per the decision of the competent authority.

Note : The bidders who do not fulfil the above Qualification Criteria shall be rejected during the Evaluation of Technical Bid.

3.0 PHYSICAL INSPECTION

i) The Committee of AIIMS, Bhubaneswar shall pay a visit to at least 1 (one) Institute where the bidder himself is providing same/similar nature of services. The evaluation shall be made based on the following parameters.

- Food quality and taste
- Cleanliness & hygienic condition of the working place such as cooking area, service area, dining area etc.
- Staff : Trained/ Experienced/ Uniform/ Behavior etc.
- Food storage facility : Cold Storage, Pastry Storage, Cooked food Storage etc.
- General : Garbage disposal, Exhaust system, Firefighting system, Records keeping etc.

ii) The decision of the committee regarding Physical Inspection of Institutes/ work sites (as suggested by bidders) shall be final and binding on all concerned. The committee will also inspect the quality and quantity of the food items mentioned in Appendix-A &B.

4.0 SCOPE OF WORK AND GENERAL TERMS & CONDITIONS

4.1

- (i) Two Canteens (Canteen 1 and Canteen 2)
- (ii) Two Shops (Snacks, Coffee, Cold drinks) in Housing & Academic Block and provision for tea/ coffee/ soft drinks vending machine in the hostels, hospitals and academic block as and when required.

Space for cooking will be provided near the students' hostel at the housing complex. The vendor has to serve the food in the dining hall as well as packed food in the Academic Block, Hospital and Hostels .

The Contractor shall bear all the expenses towards the purchase of brooms, phenyl etc. for maintaining cleanliness of highest standard. Utensils and cooking gas required for cooking, and other crockery and cutlery shall have to be arranged by the contractor. The Contractor shall make his own arrangement for cooking gas, crockery, cutlery, glasses and other kitchen equipment. Good quality paper made disposables should be used by the Contractor for serving tea/ coffee etc. instead of plastic materials. The Contractor shall use the commercial Cooking gas Cylinder and ISI marked Gas Stove for the purpose of cooking.

- 4.2 The contract may be terminated by the Contractor after giving a notice of three months whereas AIIMS, Bhubaneswar can terminate the contract after giving one month notice period. However, AIIMS, Bhubaneswar can terminate the contract after giving one week time during the initial period of three months. In case of termination of the contract due to poor performance of the contract as decided by the AIIMS, Bhubaneswar or termination of the contract by the Contractor before the stipulated period of the contract, the performance security of the contractor will be forfeited.
- 4.3 In case the L1 bidder wants to back out on his own desire, then he has to continue the service at his own cost till alternate arrangements are made by AIIMS, Bhubaneswar or a new contract is signed.

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- 4.4 The tenderer should give his/ her full permanent as well as temporary address in the tender form.
- 4.5 No compensation will be allowed due to fluctuation in the market rates of material and labour. There will be no escalation of rates of the different items as quoted. The rates quoted by the contractor shall remain unchanged during the contract period.
- 4.6 The amount of penalty/fine imposed upon the contractor and any damage caused to the property of AIIMS, Bhubaneswar will be deducted from the amount of Performance Security and the rest will be returned to the contractor after completion of the contract period. In case of any lapses in service delivery and quality, the contract shall be terminated by serving 3 months' notice and the entire amount of security deposit/ performance security deposited by the party shall be forfeited.
- 4.7 The Contractor, whose tender is accepted, has to sign an agreement on non-judicial stamp paper worth Rs.100/- (Rupees one hundred only) with AIIMS, Bhubaneswar within 10 days of issuance of Work order, failing which the earnest money deposited by him will be liable to be forfeited and treating the work order as cancelled.
- 4.8 The tenderer is not allowed to make additions/ alterations in the tender paper, such additions and alterations shall be at the tenderers own risk and the tender is liable for rejection. Conditional tenders shall not be accepted.
- 4.9 The contract comprises the necessary arrangement of all raw materials required for preparation of snacks, beverages, sweets, lunch, preparation of items mentioned in (Appendix A & B) and serving the prepared articles to customers, including provision of all materials, equipment for preparation and serving of articles. This will also include transportation, cost of materials and labour charges. The contractor shall make his own arrangement for safe preservation (in refrigerator) of materials and accommodation for his staff etc. No employees of the contractor shall be allowed to reside in canteen premises. No staff member is allowed to enter the hall premises between midnight and 5.00 a.m. In case of emergency a permission for the same should be taken from the Hostel Superintendent.
- 4.10 The contractor shall maintain the quality of preparation of food, constant supply of cold drinking water & fresh availability of items, as per the canteen management committee requirement.
- 4.11 The contractor shall maintain the working hours of Canteen as laid down by the Canteen Committee. The contractor will keep the premises clean as per the instructions of the canteen committee on its own cost. The garbage as generated will be suitably disposed off through mechanized manner and no garbage will be piled up for more than one day.
- 4.12 The contractor shall maintain FULL HYGIENIC CONDITIONS in the Canteen, in the storage, preparation and serving of eatables and in keeping the floor, furniture, utensils, crockery, cutlery neat and clean, so as to maintain the standards and aesthetic values in the Canteen. Contractor should make arrangements for visible storage of prepared food in hygienic condition. The canteen and its premises shall be kept clean and tidy. The garbage, peel-offs

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etc. should be disposed of as per norms of Bhubaneswar Municipal Corporation at the cost of the Contractor/ Caterer. Smoking, tobacco chewing and intake of liquor is strictly prohibited.

- 4.13 The staff and the Caterer will have to be provided uniforms with ID cards by the Contractor during working hours and they will be required to wear the uniforms and cap during working hours positively. Such persons should be free from contagious disease and maintain proper wearing of clean uniforms. No staff member below 18 years of age should be appointed by the Contractor as it is prohibited under the Law.
- 4.14 The contractor shall carry out the work in accordance with this contract and with directives of Canteen Committee and to the satisfaction of the administration through Canteen Committee. The Canteen Committee from time to time may issue further instructions, detailed directions and explanations which are hereafter collectively referred to as Canteen Committee's instructions in regard to the Canteen management.
- 4.15 The Canteen should run in the name of 'AIIMS, Bhubaneswar Canteen'' and no other name should be used.
- 4.16 The Canteen Committee or its members shall have every right to inspect the Canteen without any notice and can seal the canteen in case of violation of terms and conditions. The staff of the canteen shall be the sole staff of the contractor and no relationship of master and servant shall exist between AIIMS, Bhubaneswar and such staff.
- 4.17 The Canteen should run during the timings from 7 A.M. to 11.00 P.M. The Institute shall however, reserves the right to revise the timings as per convenience.
- 4.18 The decision of the Committee of the Institute with regard to any matters pertaining to the Canteen shall be final.
- 4.19 The Canteen Contractor shall handover charge of all furniture, fixtures, fittings etc., in good condition to the Institute when the contract is terminated.
- 4.20 The Canteen Contractor shall pay the cost of damage, if any, caused to the premises, fixture, fittings etc., during the period of contract.
- 4.21 The Canteen Committee may also authorize any other person of AIIMS, Bhubaneswar to inspect the central canteen.
- 4.22 The contract will be in force from the date of leasing the Canteen and expire on completion of contract period and no notice by Institute is necessary and the Canteen Contractor shall leave the Canteen premises with his employees immediately after completion of the specified date and shall not re-enter.
- 4.23 The All India Institute of Medical Sciences (AIIMS) permits the Contractor to utilize the electrical and sanitary fittings, furniture, for the purpose of carrying out their obligations under this Agreement. However, any extra requirement to be arranged by the Vendor/ Contractor.
- 4.24 AIIMS, Bhubaneswar reserves the right to accept or reject any tender without assigning any reason thereof. The tenders which do not fulfil all or any of the above conditions or incomplete in any respect shall be liable to be rejected.

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5.0 GENERAL RULES PERTAINING TO THE DAILY FUNCTIONING OF THE CANTEEN:

Canteen Timings :

1	Breakfast	:	7:00 AM to 9:30 AM
2	Lunch	:	12:00 PM to 2:30 PM
3	Afternoon Snacks & Tea	:	4:00 PM to 6:00 PM
4	Dinner	:	8:00 PM to 11:00 PM

- 5.1 Limited salad will be provided during lunch and dinner. It will comprise of lemon and any of the three (Tomatoes, cucumbers, onions, beetroots, carrots).
- 5.2 Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal.
- 5.3 *Chaas*(1 glass of 200 ml), *Lassi*(1 glass of 200 ml),*Raita*, *shrikhand*, *curd rice* each must be served during lunch on one day of the week, if so decided in the menu. On other days when *chaas/lassi/raita/shrikhand/curd rice* will not be served, curd must be served.
- 5.4 Coconut *chutney & sambhar* will be served with all south Indian dishes (like *idli*, *dosa*, *uttappam*, etc.)
- 5.5 Whenever butter is provided, shall be 20 gms of butter. Ketchup has to be provided along with dishes like *Maggie*, *Samosa*, *Paratha* etc.
- 5.6 Seasonal Chutney will be served with items like samosa, kachori, all types of chats etc.
- 5.7 Menu as decided by the mess committee will be strictly followed. Price of each item must be displayed on board in the cafeteria.
- 5.8 Extra items e.g. extra bowls of curd, non veg. items and special vegetarian dishes etc. over and above the decided mess menu can be sold at extra prices decided in by the Mess committee in consultation with the caterer.
- 5.9 Sufficient counters should be made operational. This shall be decided by the Mess Committee.
- 5.10 Coupons for guest meals and extra will be sold (given) to the customer either on the basis of requisition of a student in writing in the register maintained and against cash payment for the same to the caterers.
- 5.11 Caterer must have adequate facility to provide food service facility at the designated places in the hostels and other places like Academic Block, Hospital etc. without extra charges. However, when there is a need to supply food to the academic block or to the hospital, the caterer has to do the same without any extra charges for packing.
- 5.12 The vendor has to run two Snacks & Coffee Shop counters from 3:30 pm to 9.00 pm at the space provided by AIIMS, Bhubaneswar.

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6.0 BRANDS OF CONSUMABLES PERMISSIBLE IN CANTEEN MEANT FOR STUDENTS AND FACULTIES/STAFF.

Item	Brand
Salt	Tata/ Annapurna/ Nature fresh
Spices	M.D.H. Masala/ Satyam, Badshah, Everest, Ruchi
Ketchup	Maggi/Kissan/del mento/Prime
Oil (Sunflower)/Vegetable Oil	Sundrop/ Godrej/Saffola/ Fortune/Emami Vegetable (use of Hydrogenated (vanaspati) oil is prohibited)
Pickle	Mother's/ Pravin/Priya/Prime
Atta	Ashirvad/Pillsbury/Annapurna
Instant Noodles	Maggi / Top Ramen/ Chings / Yippee
Flavoured fruit drinks	Real/ Tropicana
Papad	Lijjat/ any handmade local brand
Butter	Amul/ Britannia/ Mother Dairy
Bread	Sanchi/Modern/Kwality/Wibs
Cornflakes	Kellog's/ Reliance
Jam	Kisan/ Maggi/ Reliance
Ghee	Amul/ Mother Dairy/ Britannia/ Pragati/ Omfed
Shrikhand	Sanchi /Amul
Milk	Sanchi/ Amul/ Mother Dairy/ Pragati/ Omfed
Tea	Brook bond/ Lipton/ Tata/ Taaza/ Reliance
Coffee	Nescafe/ Reliance/ Bru
Ice Cream	Top n Town/ Amul, Mother Dairy/ Kwality Walls

The caterer may use any other FPO approved brands only if permitted by the Mess Committee in writing.

7.0 GENERAL STRUCTURE OF THE CANTEEN MENU

The following is the general structure of the menu.

Breakfast*	Compulsory item (4 Slices Toasted Bread with butter and jam + Tea or Coffee + Cut fruit 75 g) with One South Indian dish/ One north Indian dish *All options should be available on all days
Lunch	Veg or Non Veg thali (both available on all the week days).
Dinner	Veg or Non Veg thali (both available on all the week days).

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Afternoon Snacks*	:	Snacks items like (<i>Samosa/ Cutlet/ Pakoda/ Aaloobada/ Halwa/ Toast/ Dahi Vada/ Biscuit etc.</i>) and Tea or Coffee must be available in the dining hall and snack shops.
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8.0 ASSIGNMENT & SUBLETTING:

- 8.1 The contractor shall not assign the contract or any part thereof or any benefit or interest therein or there under without written consent of the Institute. The whole of the charge included in the contract shall be executed by the Contractor. The Contractor shall be responsible for the acts, defaults and neglects of servants, or workmen. All the workers as engaged by the contractor will be solely his employees and the contractor will ensure compliance of all labour laws as applicable including payment of minimum wages. He will also comply all other laws of the land as applicable. AIIMS, Bhubaneswar will have no liabilities in this connection. The Contractor will take care of all fire safety measures without fail.
- 8.2 The Canteen premises (inside and outside) should not be used for any other purpose except for running the canteen and that the walls and surroundings of the canteen should not be used for display of wall posters, writings etc. The contractor is responsible for minor repair and replacement works with electrical fittings, sanitary items without any expenses to the Institute. The contractor should not be involved in transporting the cooked food from AIIMS, BBSR premises to any other organizations/ places.
- 8.3 The Contractor should not transfer the management to any other individual or agency. The manager of the Canteen should be present at the premises and supervise the day-to-day affairs of the Canteen and shall not give scope for any complaints whatsoever. However, the canteen committee will regularly inspect the canteen premises and any deficiencies as detected by them should be addressed immediately, failing which penalty will be imposed upon the contractor.
- 8.4 ***The Director, AIIMS, Bhubaneswar will have discretion to add or amend any conditions of this contract at any time and the contractor will bound to comply the same. The same may be hoisted in the AIIMS Bhubaneswar website.***
- 8.5 The Contractor will use Electronic Billing Machine for Token system to be displayed and used on daily basis.

9.0 CONTRACT DOCUMENTS

- 9.1 The contract documents are to be taken mutually explanatory of one another and in case of ambiguities or discrepancies the same shall be explained and clarified by the Institute who shall thereupon issue to the contractor their interpretation and direction in what manner the work is to be carried out.
- 9.2 The contractor shall employ skilled and experienced persons in running the canteen. No child labour will be employed by the Contractor in the canteen and the Institute shall be at liberty to object to and require the Contractor to remove from canteen any person employed by contractor in running the canteen who in the opinion of the Institute is

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unbecoming of being employed in the canteen. Such persons shall not again be employed in the canteen without the specific permission of the Canteen Committee.

10.0 COMPLIANCE OF STATUTORY LIABILITIES

- 10.1 The contractor will be required to pay **Rs.7,750.00/- (Rupees Seven Thousand Seven Hundred Fifty only) per month for both Canteen 1 and Canteen 2 towards license fee. In addition to above the contractor is required to pay Rs. 1,750/- (Rupees one thousand seven hundred fifty only) per month for TWO shops. Hence the total amount on monthly basis to be paid by the contractor is Rs.9,500/- (Rupees nine thousand five hundred only). Monthly electricity and water charges** will be as per actual unit consumption through a meter to be installed in the canteen or the actual consumption to be calculated as per the load. The license fee along with the electricity and water charges has to be deposited positively on monthly basis without fail. Otherwise penalty shall be imposed as decided by AIIMS, Bhubaneswar. If any contractor desires to visit the site he may request us in writing for the same.
- 10.2 However, the license fee may change at any time as per the discretion of the AIIMS, Bhubaneswar. **Minimum Wages:** The contractor shall ensure that wages paid to his employees conform to the provisions of the Minimum Wages Act and other social security like EPF, ESIC etc. The Contractor shall also ensure adequate rest and working hours as per norms etc. to all his employees.
- 10.3 The contractor shall be totally responsible for all statutory liabilities including those relating to Weights and Measures and Prevention of Food Adulteration.
- 10.4 The prospective bidders may inspect the site at AIIMS, Bhubaneswar **from 19-24, June, 2017** and for this purposes prior intimation may please be given at the following mobile nos. Mobile (1) :+917894219652 Mobile (2) : +919438884001.

11.0 SETTLEMENT OF DISPUTE

- 11.1 All disputes related to canteen lease, rent, electric bill, management, maintaining hygiene and abiding rules and regulation framed by canteen committee shall be settled amicably between AIIMS, BBSR Canteen Committee and the Contractor. If required, an Arbitrator shall be appointed on mutual consent within the Institute by authorities of AIIMS, Bhubaneswar. Any legal dispute if so arise shall be subject to Bhubaneswar jurisdiction. (Administration of AIIMS BHUBANESWAR).

12.0 PENALTY CLAUSE

In case of violation of the following rules, the penalty charges on the Caterer shall be followed.

- a. Non-availability of complaint register on the counter/discouraging students from registering complaints a fine of Rs.1,000/- (Rupees one thousand only) on every occasion.
- b. For single complaints of insects and/or foreign object cooked or found in dish any food items would invite a fine of Rs.2,000/- (Rupees two thousand only) on the caterer.

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- c. For single complaints of unclean utensils in a day would lead to a fine of Rs.500/- (Rupees five hundred only) on the caterer.
- d. If Canteen Committee agrees that certain meal was not cooked properly then a fine of Rs.1,000/- (Rupees one thousand only) would be imposed on the caterer.
- e. Fine on any discrepancy (personal hygiene of workers, misbehaviour by workers etc.) will lead to fine of Rs.2,000/- (Rupees two thousand only) on caterer for every instance.
- f. Absence of the proprietor or his representative in the Canteen Meeting on prior information will attract a fine of Rs.5,000/- (Rupees five thousand only) on caterer.
- g. In case it is found that three such fines do not have any effect in abiding by the terms and conditions mentioned in the contract, the contract may be terminated finally after serving fifteen days notice by the Administration of AIIMS BHUBANESWAR to the Contractor. The notice during the trial period will be only one week.
- h. Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine as decided by the mess committee.
- i. Severity of hygiene failure shall be assessed and decided by the mess committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed.
- j. Under no circumstances, food cooked at the Canteen (1&2) & Shops of AIIMS, Bhubaneswar can not be supplied to outside.
- k. The successful vendor will engage adequate manpower with proper justifications and the same must be communicated to authority after award of the tender.

13.0 TECHNICAL EVALUATION OF SERVICE FACILITIES

- 13.1 Bidder qualifying in pre-qualification criteria will be eligible for further evaluation. The committee formed by the Institute will visit at least one site of each bidder and shall assign the marks, based on the following parameters.

Sn	Criteria	Marks
1	Food Quality and taste	10
2	Cleanliness and hygiene : of cooking area, service area, dining area et	10
3	Staff : trained, experienced, clean uniform, behaviour, Appearance et	10
4	Food storage facility : cold storage, Pantry storage, cooked food storage etc	10
5	General : Garbage disposal , Exhaust system, fire fighting system, record keeping etc.	10
	Total :	50

- 13.2 The bidders who get minimum 45 marks out of 50 in technical evaluation of their Service facilities shall be qualified for next stage of financial opening of bids. The bidders who get less than 45 marks shall stand rejected from further process of bid evaluation and their financial bid shall not be opened.

Sr. Procurement-cum Stores Officer
AIIMS, Bhubaneswar

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APPENDIX-A (For Canteens)

Sl. No.	Menu	Quantity	Rate(Rs)
	Breakfast :Compulsory item (4 Slices Toasted Bread with butter and jam +Tea or Coffee + Cut fruit 75 g) with One South Indian dish/ One north Indian dish *All options should be available on all days		
1	Tea one cup	75 ml	20.00
2	Coffee one cup	75 ml	
3	Cholebhature (3 pieces)	120 g each	
4	Idli(70 g each) /Vada (50 g each) with chutney &sambhar	(4 Nos.)	
5	Pavbhaji (6 x 6 cm each)	(4 Nos.)	
6	Upma/ Halwa with chutney	(150 g)	
7	Masala Dosa with chutney	(33 x 33 cm) Medium Size	
8	Uttappam (2 no.) with chutney	(100 g) each	
9	Poori with curry/ Ghuguni (6 Nos.)	40 g each	
10	Plain dosa with chutney and sambhar	(33 x 33 cm) medium size	
11	Masala Dosawith chutney and sambhar	(33 x 33 cm) medium size	
12	Aloo/Methi/ Veg paratha (3 No.) with chutney	(75 g) each	
13	<u>Standard Vegetable Thali for lunch and Dinner</u> Standard Thali :Boiled/Curd Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), Seasonal veg curry (1 no., 125g), Veg fry, Daal/ sambar (150 g), Curd/Khata 50 ml , Salad, Papad and Pickle, Lemon		35.00
	Special Thalıs		
	Special Fish Thali :Standard Thali :Boiled/ Curd Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), seasonal veg curry (1 no., 125g)/Veg fry, Daal/ sambar (150 g), Curd/Khata 50 ml, Salad, Papad and Pickle, Lemon with Fish (2 pieces 50gms each apart from gravy) curry/masala		55.00
	Special Chicken Thali : Standard Thali :Boiled/ Curd Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), seasonal veg curry (1 no., 125g)/Veg fry, Daal/ sambar (150 g), Curd/Khata 50 ml, Salad, Papad and Pickle, Lemon with Chicken (100 gm, piece wt apart from gravy) curry/masala		55.00
	Special Egg Thali :Standard Thali : Boiled/ Curd Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), seasonal veg curry (1 no., 125g)/Veg fry, Daal/ sambar (150 g), Curd/Khata 50 ml, Salad,		50.00

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	Papad and Pickle, Lemon with Egg (2 pieces) curry/masala		
	Mutton Thali: Standard Thali :Boiled/ Curd Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), seasonal veg curry (1 no., 125g)/Veg fry, Daal/ sambar (150 g), Curd/Khata 50 ml, Salad, Papad and Pickle, Lemon with Mutton (100 gm, piece wt apart from gravy) curry/masala		90.00
	Special Baby corn Thali: Standard Thali :Boiled/ Curd Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), seasonal veg curry (1 no., 125g)/Veg fry, Daal/ sambar (150 g), Curd/Khata 50 ml, Salad, Papad and Pickle, Lemon with Baby corn (125 g apart from gravy) curry/masala		50.00
	Chicken Biryani (125 gm chicken)to be served with Rayta and Tomato / Sweet corn soup once in a week (300 gms total)		65.00
	Paneer biryani (125 gms Paneer) to be served with raithaand Tomato / sweet corn soup 75 ml once in a week (300 gms total)		55.00
	Special Paneer Thali: Standard Thali :Boiled/ Curd Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), seasonal veg curry (1 no., 125g)/Veg fry, Daal/ sambar (150 g), Curd/Khata 50 ml, Salad, Papad and Pickle, Lemon with paneer (125 gm apart from gravy) curry/masala		55.00
	Special Mushroom Thali : Standard Thali :Boiled/ Curd Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), seasonal veg curry (1 no., 125g)/Veg fry, Daal/ sambar (150 g), Curd/Khata 50 ml, Salad, Papad and Pickle, Lemon with mushroom (125 gm apart from gravy) curry/masala		50.00
15	Ice-Cream : (any of brands mentioned above) to be available every day	1 cup (large)	OnMRP

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APPENDIX-B (Snacks Shops)

Sl. No.	Items	Quantity	Fixed Rate (Rs)
1	Chowmin (Veg)	200 gm	20.00
2	Chowmin (Paneer)	200 gm	30.00
3	Chowmin (Mushroom)	200 gm	30.00
4	Chowmin (2 Egg)	200 gm	30.00
5	Chowmin (1 Egg-Chicken)	200 gm	40.00
6	Chilli Chicken (5 pieces)	Cooked 200 gm (1 Plate)	55.00
7	Chicken pakoda (5 pieces)	Cooked 200 gm (1 Plate)	50.00
8	Paneer pakoda (5 pieces)	Cooked 200gm (1 Plate)	40.00
9	Roll (Veg)	Medium	20.00
10	Roll (Paneer)	Medium	30.00
11	Roll (Mushroom)	Medium	30.00
12	Roll (2 Egg)	Medium	30.00
13	Roll (2 Egg-Chicken)	Medium	40.00
14	Biriyani Veg	300gm	50.00
15	Biriyani chicken (100 g chicken)	300 gm	70.00
16	Biriyani egg (2 Eggs)	300 gm	60.00
17	Veg Patties	120gm	15.00
18	Non veg patties (Chicken)	120gm	25.00
19	Non veg Pizza (Chicken)	200 gm	50.00
20	Veg Pizza	200 gm	40.00
21	Non veg Burger (Chicken)	150gm	40.00
22	Veg Burger	150gm	25.00
23	Onion pakoda/ Veg Pakoda	(150 gm)	20.00
24	Potato Samosa/alubanda	(70 gm)	6.00
25	Sweets (Rasgola, Gulabjamun etc.) per piece	(50 gm)	10.00
26	DahiVada (2 Nos.)	(50 g each)	20.00
27	Veg soup	150 ml	20.00
28	Non veg Soup	150 ml	30.00
29	Alakarta– chicken with gravy (5 piece)	200 gm (piece wt)	65.00
30	Alakarta–mutton with gravy Wednesday and Sunday as per demand	200 g (piece wt)	80.00
30	Instant Noodles	150 gm	15.00

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31	Banana Shake	200 ml	15.00
32	Mango Shake(Seasonal)	200 ml	10.00
33	Water Melon Juice(Seasonal)	200 ml	15.00
34	Pineapple Juice	200 ml	20.00
35	Cool drinks (Any standard brand such as Coco-Cola, Pepsi, Maaza, Limca, Frooti, Bisleri/ standard mineral water.) And Biscuits(Any Standard Brand such as Marie, Britannia, Sunfeast ,bisk Farm, Parleetc)		As per MRP
36	Hot milk	200 ml	12.00
37	Hot Milk with Burnvita/Horlicks	200 ml	20.00
38	Tea/ Coffee	100 ml	5.00

Head Gears and Gloves should be used by all workers

Sr. Procurement-cum Stores Officer
AIIMS, Bhubaneswar

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Annexure - A

Declaration by the Bidder.

1. Name of the Catering Agency : _____
2. Constitution of catering Agency : Proprietorship firm/ Partnership firm/ Ltd. Company
3. Contact person with designation:(i.e. Sole proprietor/ Partner /Director)
4. Tender fee Demand Draft No. _____ Rs. _____
5. Bank _____ Branch _____
6. EMD (DD/BG) _____ No _____ Date _____
Bank _____ Branch _____

4. Contact Address: _____

- 5.(a) Land Line Contact Phone No : _____ (b) Fax: _____
(c) e-mail address: _____ (d) Cell phone: _____

6. Copy of license for food processing/Catering from the appropriate Authority.

7. Establishments where catering services are provided:

- (i) Name of the Institute/ PSU/ Private : _____
Period: _____

Copy of appreciation certificate if there.

A notarial declaration that the firm has not been black listed by any Organisation or prematurely terminated from the contract.

8. A notarial declaration that there is no criminal case pending or continuing with police or any court of law.
9. A declaration stating any details of arbitration pending or concluded.

Signature of the Proprietor or Authorized Representative

Date: _____

Name of the Signatory : _____
Place : _____
Designation : _____
Mobile No. _____ Land Line No. _____
Seal :

Address : (Permanent):

Address (Correspondence):

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ANNEXURE - B
BIDDER INFORMATION FORM

1	NAME OF THE COMPANY	
2	NAME AND DESIGNATION OF AUTHORISED REPRESENTATIVE	
3	COMMUNICATION ADDRESS	
4	PHONE NO./MOBILE NO.	
5	FAX No.	
6	E-MAIL I.D.	
PARTICULAR DETAILS OF THE BIDDER'S REPRESENTATIVE		
1	NAME F OF THE CONTACT PERSON	
2	DESIGNATION	
3	PHONE NO.	
4	MOBILE NO.	
5	E-MAIL I.D.	
6	Attached copies of original documents of Articles of Incorporation or Registration of Firm named in 1, above	

Date :-

Signature of the Authorized Signatory

Place:-

Designation :(Office seal of the Bidder)

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ANNEXURE-C

NO RELATION CERTIFICATE

I..... son/daughter of resident of hereby certify that none of my relative (s) called for providing Canteen Catering Services to the AIIMS, Bhubaneswar Canteen, vide Tender No: _____ is / are employed in AIIMS, Bhubaneswar. In case at any stage, it is found that the information given by me is false / incorrect, AIIMS, Bhubaneswar shall have the absolute right to take any action as deemed fit / without any prior intimation to me.

Signed.....

For and on behalf of the Bidder

Name

Designation

Date.....

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ANNEXURE-D

Documents supporting Eligibility criteria and Qualification requirement and other supporting documents

Sl. No.	Description	Particulars	Copy Attached
	<u>Submission of relevant Documents</u>		
1.	Certificate for Legal Valid Entity		Yes/No
2.	Food/ Catering License		
3.	Registration Certificates for Income Tax, Labour registration/ License, EPF/ ESIC registration, PAN/TAN/VAT Number registration, Municipal License/ Trade License, Service/ Sales Tax		Yes/No
4.	Attested copies of last two years returns as mentioned above from Sales/Services Tax Dept. and Income Tax Dept.		Yes/No
5.	Copies of Service Contract work order and services completion Certificates along with Experience certificate		Yes/No
6.	Attested copies of balance sheet for the last 2 years duly certified by the CA.		Yes/No
8.	List of Arbitration Cases (if any)		Yes/No
9.	Bank draft for Earnest Money of Rs. 1,00,000/-		Yes/No
10.	Bank Draft for Tender Fees of Rs.2000/-		Yes/No
11.	Name and Address of Directors, in case of Company: Name and Address of Sole Proprietor Name and Address of Partners in case of partnership firm		Yes/No
12.	(a) Name of Bankers and branch with full address (b) Style of account and Number (c) Name(s) of Person (s) operating the account (enclose banker's certificate).		
13.	Branch Office Address in Bhubaneswar or nearby with Shop Act License		Yes/No
13.	Annexures _____		Yes/No

Note:

- (i) Above documents to be submitted as part of Technical bid.
- (ii) Price Bid forms to be submitted separately in Financial Bid. It should not be submitted in Technical bid.

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PRICE BID FORMAT

SN	Particulars	Overall Discount % on fixed price (in figure as well as in words)	Remarks
1	As per the rate fixed per item in Appendix – A & B		Overall discount means the discounted price shall be applicable to all the items mentioned in the Appendix – A & B collectively.

Signature and seal of contractor
with date

NB : Those bidders quoting more than 10% (overall) discount will be rejected. In case more than one bidder quote the same discount then the bidder securing maximum marks under the clause no. 13.1 of the tender document will be selected. Further, if more than one bidder also secure the same marks, then the successful bidder will be decided on lottery in presence of the eligible bidders.