

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



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Tender opening date (Technical bid): 17th June 2014 (03.00 PM)

All India Institute of Medical Sciences,
Bhubaneswar

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

The management of AIIMS, Bhubaneswar shall resort to the process of selection in the process of selection of a catering contractor for the Canteen for Students, Faculty and Staff in the Campus of AIIMS, Bhubaneswar . The Tender shall be in two-bid system as mentioned below. The contract shall be for a period of 1(ONE) year from the date of award of contract and extendable upto 3 years on mutually agreeable conditions.

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

- a. Technical bid containing the documents as per proforma enclosed.
- b. Financial bid containing the rates/price in the proforma enclosed

2) The cost of Tender document being Rs.1000/- only should be deposited in shape of Bank Draft of any Nationalized Bank drawn in favour of AIIMS, Bhubaneswar.

EMD amounting to Rs. 1,00,000/- (Refundable to unsuccessful bidders) should be furnished with the Technical bid. The period of acceptance of the bid shall remain valid for a period of 60 days from the date of opening of the Tender.

3) Documents relating to Technical bid and Financial bid should be submitted in two separate envelopes super scribed as “Technical bid” & “Financial bid”. Both the envelopes should be placed in a third sealed envelopes super scribed as “ Tender for Catering Service (Canteen)” and must reach the Administrative Officer, AIIMS, Bhubaneswar Vil-Sijua, Po-Patrapada by 17th June 2014. **SUBMISSION OF TECHNICAL & FINANCIAL BID IN A SINGLE LEAD TO DISQUALIFICATION.**

4) Technical Bid will be opened on 17th June 2014 at 11:00 hrs. Names of the parties shortlisted for Financial bid to be made on the basis of technical bid will be published on www.aiimsbhubaneswar.org. Tenderers shortlisted for Financial bid may attend the opening of Financial bid on the Date, Time & Venue as may be given on the web page. The contract shall be awarded on 1st July 2014 and the Catering service work shall commence from 15th July 2014.

5) General rules pertaining to the daily functioning of the Canteen:

i. Canteen timings

Breakfast	: 6:00 AM to 7:30 AM
Lunch	: 1:00 PM to 2:30 PM
Afternoon Snacks & Tea	: 5:00 PM to 6:00 PM
Dinner	: 8:00 PM to 9:30 PM

- ii. Unlimited salad will be provided during lunch and dinner. It will comprise of lemon and any three of the following in every meal: Tomatoes, cucumbers, onions, beetroots, carrots, and cabbage.
- iii. Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal.
- iv. *Paneer* is to be served once in a week if so decided in the menu.
- v. *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.
- vi. Coconut *chutney* & *sambhar* will be served with all south Indian dishes (like *idli*, *dosa*, *uttappam*, etc.)
- vii. Sweet Dish or Ice Cream (1 cup or bar) or Milkshake (1 glass of 200 ml) or one serving of Fruit have to be served with dinner on all seven days. Sweets must include variety from all parts of the country like Bengali, Gujarati, South Indian sweets etc.
- viii. Whenever butter is provided, Students will be served ~20 gms of butter. Ketchup has to be provided along with dishes like Maggie, *Samosa*, *Paratha* etc.
- ix. Imli Chutney will be served with items like samosa, kachori, all types of chats etc.
- x. Jain Food (for ~10 students) will be served on a separate counter.
- xi. Menu as decided by the mess committee will be strictly followed.
- xii. 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 prices decided in by the Mess Council in consultation with the caterer.
- xiii. Sufficient counters should be operational. The need will be decided by the Mess Council.
- xiv. Catering services for institute events held within the premises of the hostel may be undertaken only after obtaining a written permission from the mess council and warden at least three days prior to the event.
- xv. Coupons for guest meals and extra will be sold (given) to the customer either on the basis of a student writing for it in the register maintained or against cash payment for the same to the caterers. The price of the same shall be decided by the mess council in consultation with the Caterer.
- xvi. Rebate will be given to students for a minimum period of three days on which he does

not avail mess facility with prior notification of one day.

- xvii. Hostels will get 60% on any surplus amount paid for the guest meals.
- xviii. In case the mess is closed on any occasion or for pest control then special dinner / lunch shall be provided, at no extra cost.
- xix. In case a special event is organized in the hostel for which food is arranged from another caterer/restaurant, the students will get a discount corresponding to the food charges for that meal.

6) 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
Chicken	Venky's Chicken, Godrej Real good
Ketchup	Maggi, Kissan
Oil (Sunflower)	Sundrop, Godrej, Saffola, Fortune, Dhara (use of Hydrogenated (vanaspati) oil is prohibited)
Pickle	Mother's or Pravin or Priya
Atta	Ashirvad, Pillsbury, Annapurna
Instant Noodles	Maggi
Flavoured fruit drinks	Real
Papad	Lijjat
Butter	Amul, Britannia, Mother Dairy
Bread	Sanchi ,Modern, Kwalitiy, Wibs
Cornflakes	Kellog's
Jam	Kisan or Maggi
Ghee	Sanchi ,Amul, Mother Dairy, Britannia
Shrikhand	Sanchi ,Amul
Milk	Sanchi, Amul, Mother Dairy (Without Water)
Paneer	Amul
Tea	Brook bond, Lipton, Tata, Taaza
Coffee	Nescafe
Ice Cream	Top n Town, Amul, Mother Dairy, Kwalitiy

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

7) General Structure of the Canteen Menu

The following is the general structure of the menu. The detailed menu is provided in the table that follows.

Breakfast*

Indian dish or 2 boiled Eggs or Double omelet

AND

4 Slices of Toasted Bread with butter and jam.

AND

Milk (one Glass of 200 ml) with Cornflakes or Tea or Coffee

AND

Fruits

*All options should be available on all days

Lunch

Rice (200gm), Chapatti (with and without Ghee (120 gms)) or Plain Paratha or Poori, Dal(50 gms) or Sambar, One veg Curry(250 gms), with approximate 70ml quantity of Salad, Curd/Raita / Chaas / Lassi / Shrikhand / Curd Rice & one Papad of medium size & one sweat dish of 50gm.

&

For vegetarians-one standard quantity of special curry (Paneer or mushroom) & one veg fry(minimum 120gms)

For Non-vegetarians- Chicken Curry/ Fish curry/Prawn Curry of standard quantity (net 80gms apart from gravy) or Egg Curry (2 Eggs)

Afternoon Snacks & Tea

- Snack items (200gms)(*Poha/Cutlet/pakori/pakoda/aaloobada/Halwa/Toast/Biscuit*)
- Tea and Coffee, Juice/Cold drinks/ milk-shakes (75 ml)

Dinner

Rice (200gm), Chapatti (with and without Ghee (120 gms)) or Plain Paratha or Poori, Dal(50 gms) or Sambar, One veg Curry(250 gms), with approximate 70ml quantity of Salad, Curd/Raita / Chaas / Lassi / Shrikhand / Curd Rice & one Papad of medium size & one sweat dish of 50gm.

&

For vegetarians-one standard quantity of special curry (Paneer or mushroom) & one veg fry(minimum 120gms)

For Non-vegetarians- Chicken Curry/ Fish curry/Prawn Curry of standard quantity (net 80gms apart from gravy)

8) Sample Canteen menu (The Tenderers may quote any other suitable item)

	Breakfast	Lunch	Tiffin	Dinner
Monday	Cutlet _____	Rajma,MethiPoori, Rice,Dal,CurdRice, Salad, Pickle []	Dosa,Coconut Chutney, Sambhar	Veg.Hariyali, Roti, Dal,Rice, Pineapple Slice, Salad, Pickle
Tuesday	Sprouts, _____	Veg. Korma, Dal Makhani,Rice, Curd, PlainParantha,Salad, FriedPapad,Pickle []	Chowmin	Alu-Pattagobi, Roti, <u>Dal,Rice,IceCream,</u> Green Chillies Chutney, Salad, Pickle
Wednesday	Vermicelli Upma, _____	ShahiPaneer,Poori, Rice,Dal, Shrikhand, Salad, Pickle []	Maggi	Veg. Biryani, Dal, Roti, <u>Alu-Cauliflower,</u> Kheer, Salad, Pickle
Thursday	Poha, _____	Kalachana,JeeraRice, Dal,Roti, , Tomato Chutney,	Idli, Sambhar, Coconut Chutney	Khichdi, Kadhi- <u>Pakoda,</u> Roti, Jeera Aloo, Fruit, Green

		Chaaas, Salad, Fried		Chillies Chutney, Salad, Pickle
		Papad, Pickle		Extra : PaneerMakhni Extra : <u>Egg Masala</u>
Friday	Upma, _____	ChholeBhature, Rice, Lassi, Dal, Imli Chutney, Salad, Pickle	DahiVada	TomatoSoup, Bread <u>Crumbs</u> , Veg. Noodles, EggNoodles, Veg. Fried Rice, Veg. Manchurian, Watermelon Slice, Salad, Pickle
Saturday	Alu Parantha, Dahi, _____	MatarPaneer, Roti, Veg Pulao, Veg Raita, Salad, Roasted Papad, Pickle	Samosa _____	Chawli S; Roti, <u>Rice</u> , Sambhar, Roasted Papad,GreenChillies Chutney, Apple, Salad, Pickle
Sunday	Onion Paratha, Lassi, _____	Malai Kofta, Roti, Rice, Dal, Dahi, Salad, Roasted Papad, Pickle []	Pani Imli Puri, Chutney	Dum Aloo, Plain <u>Parantha</u> , Rice, Dal Makhani, Sweet, Salad, Pickle Extra : Masala Chicken

*In breakfast, only the item present as Indian Dish has been mentioned. Rest all items as stated earlier will always be there, as indicated .

9) General Conditions of Contract

- i) The canteen and its premises shall be kept clean and tidy
- ii) The garbage, peel-offs etc. should be disposed of as per Bhubaneswar Municipal Corporation norms.
- iii) The Canteen staff of the contractor should maintain personal hygiene.
- iv) The kitchen equipments, utensils, dishes, spoons, cups, saucers of durable nature should be cleaned with good quality cleaning agent.
- v) The staff of the canteen should wear uniform provided by the Contractor with chaste badge containing name of the person.
- vi) The contractor should follow all labour laws, EPF regulations, ESI etc.
- vii) 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.
- viii) The manager and staff should be very courteous to the students, Faculties and staff and extend necessary assistance during canteen time.
- ix) The Contractor shall indemnify the Institute in case of any penalty imposed by any public Authority for violation of any rule or breach of peace.
- x) The space shall be provided for kitchen & store on payment of monthly rental as per CPWD norm/ (CPWD fair rental value)
- xi) The electricity charges shall be on metred basis
- xii) The water charges shall be on fixed basis.
- xiii) The Tenderers before submitting the tender should put their signature and seal in all pages of Tender document.
- xiv) The EMD should be submitted in the envelope containing the Technical Bid.
- xv) The successful bidder shall have to furnish Performance Security amount into 10% of the bid amount in shape of TDR/Bank Guaranty of any Nationalised Bank valid for the period of contract + 60 days. On furnishing of the Performance Security, the EMD shall become refundable/returnable.

10) Special conditions of contract

- i. The Hostel Committee or any authorised officer shall inspect the food and the premises of the Canteen at any point of time with or without notice.
- ii. Local taxes if any shall be borne by the Contractor.
- iii. The rates for the students shall be lesser than for the faculties and staff etc.
- iv. Force majeure shall be applicable on production of sufficient proof.

11) The Management of AIIMS, Bhubaneswar reserves the right to cancel the any or all the Tenders without assigning any reason thereto.

12) Penalty Clause

The caterer will be fined in case of violation of the following rules

1. Non-availability of complaint register on the counter/discouraging students from registering complaints would lead to a fine of Rs. **2,000/-** on the caterer.
2. 3 or more complaints of insects and/or foreign object cooked along with food found in any food item would invite a fine of Rs. **4,000/-** on the caterer.
3. 3 or more complaints of unclean utensils in a day would lead to a fine of Rs. **4,000/-** on the caterer.
4. If mess committee agrees that certain meal was not cooked properly then a fine of Rs. **4,000/-** would be imposed on the caterer.
5. If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes of breakfast and Tiffin then a fine of Rs. **2,000/-** would be imposed on the caterer. The timing for that meal will be extended equivalent to delay time.
6. Changes in menu of any meal without permission of mess committee would result in a fine of Rs. **4,000/-** on the caterer.
7. Fine on any discrepancy (personal hygiene of workers, misbehavior by workers etc.) will lead to fine of Rs. **4,000/-** on caterer for every instance.
8. For any rules stated in the agreement,
 - First violation of the rule implies fine as per the rule.
 - Second and subsequent violations of the same rule ***within 30 days of previous fine*** will attract triple the initial amount of fine on the caterer.
9. Absence of proprietor or his representative empowered to take decision from Canteen council meetings on due invitation (which will be held once every month) will attract a fine of Rs. **10,000/-** on caterer.
10. As and when mess council proposes a fine it will inform the representative of the caterer or mess manager and fine will be imposed with consent of the wardens.
11. Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the mess council with consent with the wardens.
12. Severity of hygiene failure shall be assessed and decided by the mess council and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.

Proforma for the Technical Bid

(In separate sealed cover I superscribed as "Technical Bid")

(A)

Name of the party: _____

1. Name of the Catering Agency: _____

2. Constitution of catering Agency: Individual/Sole Proprietor 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. Major establishments in/ around Odisha. Where catering services are provided:

(i) Name: _____

Period: _____

Persons _____

Vage/Non Vage (Average) _____

8. A notarial declaration that the firm has not been black listed by any Organisation.

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

10. A declaration stating any details of arbitration pending or concluded.

Signature of the Proprietor or Authorized Representative

Date: _____

Name of the Signatory: _____

Place: _____

Designation: _____

(B) Documents to be provided with the Technical Bid

1. Two References.
2. Xerox copy of the following documents duly attested by Gazetted Officer of Central/State Government.
 - a) Last Income tax Return
 - b) Food, Catering licence,
 - c) Labour Licence
 - d)Municipal Licence
 - e) PF/ESIC information,
 - f) Balance Sheet - last 3 years,
 - g) Partnership Deed
 - h) Sales Tax Certificate,
 - i) Work orders from other Organizations

Signature of the Proprietor/Firm/Authorised Signatory

Date:

Address:

Telephone No:

E-mail ID:

Proforma for Financial Bid

(In separate sealed cover II superscribed as "Financial Bid")

To

Administrative Officer
All India Institute of Medical Sciences Bhubaneswar
Sijua, Patrapada
Bhubaneswar-19, Odisha

Sub: Contract for Canteen meant for Students/Faculty & Staff at AIIMS Bhubaneswar

Name of the Agency/Address: _____

Our quotation for the Canteen is as follows. The above rate includes all taxes as detailed below:

(A)	For students	For Veg (Rs.)	For Non-Veg (Rs.)
	Catering charges per student per month		
	Taxes (all inclusive including service tax)		
	Total		

(B)	For Faculties & Staff/Guest	For Veg (Rs.)	For Non-Veg (Rs.)
	Catering charges per student per month		
	Taxes (all inclusive including service tax)		
	Total		

For special vegetable/Non-veg dish of limited quantity as mentioned in the Tender, the Tenderers may quote their rate reasonably. The guest meals may be provided on receipt of advance information in the rate to be charged with (B) above.

We have read the contract document in detail and agree to be abided by the terms and condition mentioned therein.

Signature of the Proprietor or Authorized Representative

Date: _____

Name of the Signatory: _____

Place: _____

Designation: _____ Stamp:

