

**Tender
for
CATERING SERVICES
AT
AIIMS BHUBANESWAR
(For Students, Faculties & Staff)**



File No.	:	J-11043(024)/2020/S&P
Issue Date	:	09/11/2020
Pre Bid Meeting	:	25/11/2020 (3:00 PM)
Last Date of Submission	:	18/12/2020 (2:00 PM)
Tender opening date (Technical bid)	:	18/12/2020 (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

Email :aso@aiimsbhubaneswar.edu.in; Tel : 0674 -2476044

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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
1	J-11043(024)/2020/S&P	Two canteens (Canteen 1 and Canteen 2 in student Hostel including 2nos. of shops) and (ii) One shop for Snacks, Coffee, Soft drinks etc. for Students, Faculty and Staff in the Campus of AIIMS, Bhubaneswar

Tender(s) should be sealed and Superscripted 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. **18/12/2020 at 2:00 PM** 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 Technical Bid will be opened on the designated date by the Purchase Committee. 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 will be evaluated on the basis of marks obtained by the Bidders in the Technical evaluation. The menus and rates of Catering services are fixed by the management. Two bidders will be selected for operating 2nos. of Students Canteens i.e. DH-1 & DH-2. 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 change/corrigendum pertaining to this tender shall be displayed in our website www.aiimsbhubaneswar.edu.in. The bidders are requested to watch the website from time to time before submission of their bid.

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1.0 This tender will be known as 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 contractors (2nos.) to run **(i) TWO canteens (Canteen 1 and Canteen 2 and shops attached to it in Student Hostel) and (ii) One shop (Snacks, Coffee, Soft drinks etc.) for Students, Faculty and Staff in the Campus of AIIMS, Bhubaneswar.** Each successful Contractor shall be given one Canteen & one Shop.

The duration of the contract shall be initially for a period of 1(ONE) year from the date of award of contract and extendable up to another 1 (one year) 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 remaining months of the year. On satisfactory performance extension will be made for another 1 (one) year. However, in case of any defaults or negligence under such contract the canteen committee may suggest to the AIIMS Bhubaneswar authority to impose fine or penalty against the contractor or termination of the contract.

- 1.2 Service providers having adequate experience in running same/similar type of Canteen/ Cafeteria in Government departments, Public Sector Undertakings, renowned Private 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 evaluate the bids as per evaluation criteria (13.0) and their decision will be binding upon all bidders who have submitted their bids.

- 1.3 Bidders interested in the above mentioned contract are required to submit their Tender documents duly signed and sealed in each page. The bidders who wish to collect tender forms from the office, need to deposit non-refundable Tender fee of **Rs.1,000/- (Rupees one thousand only)** 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 & PSD :** EMD amounting to **Rs.1,00,000/- (Rupees one lakh only)** in the form of FDR or Bank Guarantee (BG) in favour of AIIMS Bhubaneswar should be submitted along with the Technical bid. The FDR/ BG submitted shall remain valid for a period of 180 days from the date of opening of the Technical bid.

The FDR or BG submitted as EMD are subject to verification from the issuing bank before its acceptance. If at any time the said instrument is found to be fake or not as a valid banking instrument, the bidder submitting such instrument shall be black listed and shall be debarred from participating in future tenders of the Institute.

- 1.5 The EMD of the successful bidder shall be returned after the successful completion of the contract (in case of failure by the bidder, EMD will be forfeited) and in case of unsuccessful bidders, the same will be returned after award of the contract. **AIIMS, Bhubaneswar shall not pay any interest on EMD to any bidder.**

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- 1.6 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/ FDR drawn in favour of Director, AIIMS, Bhubaneswar having validity of 60 days beyond the date of completion of the contract i.e. for a period of 14 months. The EMD of the successful bidders shall be returned after the submission of Performance security by the firm.
- 1.7 The bid documents should be submitted in sealed envelope super scribed as “Tender for Catering Service (Canteen) at AIIMS, Bhubaneswar” and the bidder should write its name & address on the envelope. The completed Bid document must reach the office of Sr. Procurement-cum-Stores Officer, AIIMS, Bhubaneswar, Academic Block (1st Floor) within the scheduled date and time.
- 1.8 The technical Bid will be opened on **18/12/2020** at 3:00 PM. Bidder or their authorized representative are requested to be present at the time of opening of the bids. The authorised representatives should carry their authority letter and identity proof while coming for the said purpose.
- 1.9 Technical evaluation of the bids submitted will be done on the basis of Pre-Qualification criteria, required documents submitted 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, marks will be allotted to each Bidders. The top two highest mark holders will be selected as successful bidders in the event and the contract will be awarded to them.

2.0 PRE QUALIFICATION CRITERIA

Xerox copy of the following documents duly attested by the bidder must be submitted along with the technical bid:

A	Major establishments in India where catering services are provided in a tabular form with supporting documents (Work Orders, Completion Certificate, Performance Certificate). The Vendor must have minimum 3 years of experience in the field of catering services at different Govt./ Public/ Private sector Educational Institutions which includes at least 2 years of experience in the Govt. Educational Institutes located in and around 60kms radius of AIIMS, Bhubaneswar. Supporting documents to be provided. 1.Org. served, 2. Duration, 3. No. of plates served each of B/f, Lunch & Dinner, 4. Performance Certificate from the Organization, 5. Reference Page No.
B	Performance certificate from the currently served <i>Govt./ Reputed Private</i> Institutes duly sealed and signed to be submitted. 1. From the Administrative head of the Institute and / or 2. From the Student Body of all current served canteens (Elected Canteen Committee of Students or Elected Representative of Students’ Unions (Mandatory where such committee exists)
C	Annual Turnover Certificate from the Chartered Accountant for last three years i.e. 2017-18 to 2019-20. (Annual turnover per year should be minimum Rs.2.00 Crores each year)

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D	The Bidder should have the experience of serving atleast 400 plates of each Breakfast, Lunch & Dinner at the canteen at Govt./ Public/ renowned Private Institutions. Certificate to that extent in the organization's letter head with issuing officers contact details should be provided.
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Note : The bidders who do not fulfil the above Qualification Criteria shall be rejected during the Evaluation of Technical Bid. Supporting documents to be provided with page references.

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 vendors must be operating and running their catering services inside Bhubaneswar. Site visit of members to be arranged by the Bidders at no cost to AIIMS, BBSR.

4.0 SCOPE OF WORK AND GENERAL TERMS & CONDITIONS

Parallel Contract : Two Caterers to be selected to run the 2nos. of Canteens of AIIMS, BBSR. The purpose of selecting two Caterers is to avoid monopoly. Healthy competition will be there and the students will get good quality food.

Both the vendors shall be given equal opportunity for the first 3 (three) months. After three months, the users have their own choice to take their food at any of the canteens with one month's advance payment.

Dining Hall (DH-1) + One Shop inside DH-1	Caterer-1
Dining Hall (DH-2) + One Shop inside DH-2	Caterer-2
One shop (Snacks, Coffee, Soft drinks etc.) for Students, Faculty and Staff in the Campus of AIIMS, Bhubaneswar	Highest mark holder will be given preference.

- 4.1 The selected Caterers have to serve the food in the dining hall as well as packed food in the Academic Block, Hospital and Hostels as and when required.

Space for cooking will be provided in each Dining Halls. The Contractor shall bear all the expenses towards the purchase of brooms, floor/ area sanitiser like phenyl etc. for maintaining cleanliness of highest standard. Utensils, cooking gas required for cooking, and other crockery and cutlery shall have to be arranged by the contractor. The Contractor shall make his own

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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.
- 4.3 There will be empanelment of Bidders. The next two bidders according to marks obtained shall be kept as empanelled Bidders. In case of any unforeseen circumstances, the empanelled Bidders shall be given chance to operate the Canteen(s).
- 4.4 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. However, the price may be revised after one year of operation depending on prevailing market conditions on mutually agreeable conditions after discussion with the Mess Committee.
- 4.5 The amount of penalty/fine if any 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.
- 4.6 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.
- 4.7 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.
- 4.8 The contract comprises the necessary arrangement of all raw materials required for preparation of break fast, lunch, dinner, snacks, beverages, sweets, preparation of items mentioned in Appendix A & B and serving the prepared food to students, staff, 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.
- 4.9 The contractor shall maintain the quality of preparation of food, fresh availability of items, constant supply of cold drinking water & other beverages as per the canteen management committee requirement.

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- 4.10 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.
- 4.11 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 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.**
- 4.12 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.
- 4.13 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.
- 4.14 The Canteen should run in the name of 'AIIMS, Bhubaneswar Canteen' and no other name should be used.
- 4.15 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.
- 4.16 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.
- 4.17 The decision of the Committee of the Institute with regard to any matters pertaining to the Canteen shall be final.
- 4.18 The Canteen Contractor shall handover charge of all furniture, fixtures, fittings etc., in good condition to the Institute when the contract is terminated.
- 4.19 The Canteen Contractor shall pay the cost of damage, if any, caused to the premises, fixture, fittings etc., during the period of contract.
- 4.20 The Canteen Committee may also authorize any other person of AIIMS, Bhubaneswar to inspect the central canteen.
- 4.21 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.
- 4.22 The All India Institute of Medical Sciences (AIIMS) Bhubaneswar 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.

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- 4.23 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. Director, AIIMS, BBSR has the full and exclusive right to cancel the tender at any point of time without assigning any reasons thereof.

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). Pickle to be provided with every meal. Mouth freshener (Fennel seeds and sugar) to be kept at entrance.
- 5.2 Seasonal Chutney will be served with items like samosa, kachori, all types of chats etc.
- 5.3 Menu as decided by the mess committee will be strictly followed. Price of each item must be displayed on board in the designated places.
- 5.4 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.
- 5.5 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.
- 5.6 The vendors have to run Snacks & Coffee Shop counters in the respective canteens (24x7).
- 5.7 Sufficient counters should be made operational. This will be decided by the Mess Committee. The billing counter should be operational at a designated place.
- 5.8 Coupons for Guest Meals will be sold to the students & staff on the basis of requisition of a student/ resident/ staff in writing in the register maintained against cash payment.
- 5.9 The validity of the Bid/ Tender document shall be for 180 days from the date of opening of the Bid.

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)

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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 CANTEN MENU

The following is the general structure of the menu. The rates for the same are fixed and should not be changed at any case during the tenure of the Contract.

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	Rs.30.00
Lunch	Veg or Non Veg thali (both available on all the week days).	Rs.50.00
Dinner	Veg or Non Veg thali (both available on all the week days).	Rs.50.00

Afternoon Snacks*	Snacks items like (Samosa/ Cutlet/ Pakoda/ Aaloobada/ Halwa/ Toast/ Dahi Vada/ Biscuit etc.) and Tea or Coffee must be available in the dining hall and snack shops.	Rates to be decided mutually by the Mess Committee & the Caterers
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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 its employees, 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

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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 be 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. Electronic payment facility to be introduced by the Contractor for easy payments by the users.

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 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 license fee (rent) of premises has been fixed as Rs. 7,750/- (Rupees seven thousand seven hundred fifty only) for both the Canteens and Rs.1,750/- (Rupees one thousand seven hundred fifty only) for 2nos. of Shops per month. The same will be shared equally between both the successful bidders. 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 have 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 in writing for the same.

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- 10.2 However, the license fee may change at any time as per the discretion of the AIIMS, Bhubaneswar. The contractor shall ensure that wages paid to his employees confirm 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 on prior intimation. Contact Cell Nos. Dr Ashwanth (8327795839), Dr Soumya Ranjan (9668363058), Dr Kunal (9749001458).

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 amicable settlement fails and as 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 jurisdiction of courts in Bhubaneswar only. (*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 of any food items would invite a fine of Rs.2,000/- (Rupees two thousand only) on the caterer.
- c. For single complaints of uncleaned 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 shall be supplied to outside.

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- k. The successful vendor will engage adequate manpower with proper justifications and the same must be communicated to authority after award of the tender.

TERMINATION OF CONTRACT

- Both the Caterers will submit Monthly Feedback duly signed by the Elected Body (Students) in the prescribed format and submit it by 5th of every month to the Registrar, AIIMS, BBSR. Complaints if any will be mentioned in the monthly feedback form.
- If some problem exists for consecutive months, then the Caterer will be served with warning for Contract termination and penalty of Rs.5000/-.
- If same problem exists for another month, then termination of contract notice shall be served.

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13.0 TENDER EVALUATION (TECHNICAL EVALUATION OF SERVICE FACILITIES) :

13.1 The committee will have thorough analysis on the various aspects during evaluation and selection of 2nos. of Bidders to run two canteens as mentioned earlier.

Technical Evaluation for Students Canteen at AIIMS, Bhubaneswar

Total Marks =100

Sn	Criteria	Marks	Marking Parameters				
1	Total years of experience in the field of Catering Services (Firms less than 3 years' experience will not be considered)	15		>3 to 4 yrs - 8 marks	>4 upto 5 yrs - 10 marks	>5 upto 6 yrs. - 12 marks	>6 yrs – 15 marks
2	Total Annual Turnover in the Business of providing Food & Beverage services (determined from last year's balance sheet [2019-20] and CA's Report)	15		>2 cr to 3.00 Cr - 5 marks	>3.00 cr to 4.00 cr - 10 marks	>4.00 cr - 15 marks	
3	Total number of Breakfast, Lunch, Dinner (each category) served per day (to be determined from the certificates issued by the organizations where the bidder is providing catering services (25 marks)	20		400 to 500 each - 10 marks	500 to 600 each - 15 marks	>600 20 marks	
4	Work experience Certificate from Reputed Educational Institutes	10		3-4 years – 4 marks	4-5 yrs – 6 marks	> 5 years - 10 marks	
5	Site Visit by the Committee members [2 Students, 2 Residents, 2 Admn. officials] (To be arranged by the bidders on scheduled dates to be communicated)	40	Bidder qualifying in pre-qualification criteria and documentary evaluation will be eligible for further evaluation. The Committee will verify the following parameters and assign marks (10 marks for each parameter) : • Food quality & taste • Cleanliness & hygienic condition of the kitchen, service area, dining etc., Staff uniform etc. • Food storage facility, Kitchen equipment • Garbage disposal, Exhaust system etc.				

N.B :

2nos. of Bidders will be selected for the purpose on the basis of marks secured. The Bidders meeting the minimum eligibility criteria and with the **highest marks** shall be deemed as the **successful Bidders**. If there will be a tie between two bidders, preference will be given to the vendors with highest income tax paid by the Bidder in the financial year 2019-20, secondly, to the vendors who are currently (till closing of Tender) are providing catering services in Govt./ reputed Educational Institutes.

If any selected Bidder backs out, then the L3 Bidder (will be kept in panel for a period of 4 months) in the event shall be given the opportunity to run the Canteen.

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

APPENDIX-A (For Canteens)

Sl. No.	Menu	Quantity	Rate(Rs)
	Breakfast :Compulsory item (4 Slices Toasted Bread with butter and jam +Tea or Coffee/Milk with One South Indian dish + Cut fruits/ Sprouted grains/Banana and One north Indian dish *All options should be available on all days		30.00
1	Tea one cup	75 ml	
2	Coffee one cup (75 ml) / Milk (200 ml)	75/200 ml	
3	Cholebhature (3 pieces)	120 g each	
4	Idli(70 g each) /Vada (50 g each) with chutney &sambhar	(5 Nos.)	
5	Pavbhaji (6 x 6 cm each)	(5 Nos.)	
6	Upma/ Halwa with sambar & chutney	(200 gm)	
7	Masala Dosa with Chutney and Sambar	(33 x 33 cm) Medium Size	
8	Uttappam with Chutney and Sambar		
9	Poori with curry/ Ghuguni (6 Nos.)	50 gm each	
10	Plain dosa with chutney and sambhar – 2	(33 x 33 cm) medium size	
11	Masala Dosa with chutney and sambhar	(33 x 33 cm) medium size	
12	Aloo/Methi/ Veg paratha (3 No.) with veg/ aloo dum	(75 g) each	
13	Standard Vegetable Thali for Lunch and Dinner Standard Thali : Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), Seasonal veg curry (1 no., 125g) and Veg fry, Daal/ Dalma (150 g), [Curd/Khata 50 ml, Salad - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon		50.00
	Special Fish Thali :Standard Thali : 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 - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon with Fish (2 pieces 50gms each apart from gravy) curry/masala		50.00
	Special Chicken Thali : Standard Thali : Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), Veg fry, Daal/ Dalma (150 g), [Curd/Khata 50 ml, Salad - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon with Chicken (150 gm, piece wt apart from gravy) curry/masala		50.00
	Special Egg Thali :Standard Thali : Rice (200g), Pooris/Roti/plain paratha (4 Nos., 30 g each), /Veg fry, Daal/ Dalma (150 g), [Curd/Khata 50 ml, Salad - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon with Egg (2 pieces) curry/masala		50.00

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	Chicken Biryani (125 gm chicken) to be served with Rayta and Tomato / Sweet corn soup (300 gms total) + Icecream once in a week on Sunday		60.00
	Paneer biryani (125 gms Paneer) to be served with raitha and Tomato / sweet corn soup 75 ml once in a week (300 gms total) + Icecream once in a week on Sunday		60.00
	Special Paneer Thali : Standard Thali : Rice (200g), Poori/Roti/plain paratha (4 Nos., 30 g each), /Veg fry, Daal/ Dalma (150 g), [Curd/Khata 50 ml, Salad - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon with paneer (125 gmapart from gravy) curry/masala		55.00
	Special Mushroom Thali : Standard Thali : 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 - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon with mushroom (125 gmapart from gravy) curry/masala		50.00
	Special Odia Meal (Optional) in both the Canteens on every Sunday night on extra payment basis: Rice (Ghee Arna) / Roti/ Kanika + Dalma + Besara/ Mahura/ Saga nadi, Veg : Patua/ Nadia bara, Non-veg : Machha Sorisa/ Machha Chhencheda, Side item : Badichura/ Baigan Poda/ Tomato Poda, Dessert : Chhenapoda.		
	Ice-cream : (Any of the brands mentioned above) to be available everyday on MRP.		MRP

N.B.

- Menu to be revised in every two months after discussion with Students Mess Committee.
- Rice to be served as Plain Rice/ Jeera Rice/ Lemon Rice on different days alternatively.
- Everyday in the Dinner, the Caterer must provide atleast one special vegetable/ non-veg item on payment basis. Everyday in the Breakfast, the caterer should provide ala-carte item on payment basis. The quantity and price to be decided by the Students Mess Committee.
- Weekly menu to be decided by the Mess Committee from the above sample meals.

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APPENDIX-B (Snacks Shops)

(Rates to be decided by the Committee, Previous tender rates are given)

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

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31	Banana Shake	200 ml	
32	Mango Shake(Seasonal)	200 ml	
33	Water Melon Juice(Seasonal)	200 ml	
34	Pineapple Juice	200 ml	
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)		
36	Hot milk	200 ml	
37	Hot Milk with Burnvita/Horlicks	200 ml	
38	Tea/ Coffee	100 ml	

(To be kept open and to be decided on mutually agreed rates with the vendors)

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

Annexure - A

Bid Submission Format for the Bidder (to be typed on Letter Head of the Bidding Firm)

The Director
AIIMS, Bhubaneswar
Bhubaneswar – 751019

Dear Sir/ Madam,

In response to your Notice inviting Tender for Catering Services (Canteen) for Student, Faculties, Staff & Guests at AIIMS Bhubaneswar we are submitting our bid as under.

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 (FDR/BG) _____ No _____ Date _____
Bank _____ Branch _____
7. Contact Address: _____

8. (a) Land Line Contact Phone No : _____ (b) Fax: _____
(c) e-mail address: _____ (d) Cell phone: _____
9. Do you have license for food processing/Catering from the appropriate Authority: Yes/No
10. Establishments where catering services are being provided at present:
(i) Name of the Government/ PSU/ Private Institute: _____
Period from: _____
11. We have submitted all required Documents as per Check List under Annexure -C and other annexures of bidding document.

Signature of the Authorized person

Date: _____

Name of the Signatory : _____

Place : _____

Designation : _____

Mobile No. _____ Land Line No. _____

Seal :

Address : (Permanent):

Address (Correspondence):

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

ANNEXURE - B
BIDDER INFORMATION FORM

1	TRADE NAME OF THE BIDDER	
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		

Date :-

Signature of the Authorized Signatory

Place:-

Designation : (Office seal of the Bidder)

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

ANNEXURE-C

Check List for Documents supporting Eligibility criteria and Qualification requirement and other supporting documents

Sl. No.	Description	Copy Attached	Page No.				
1.	Registration Certificate under Shops & Establishment Act. (Municipal License, Trade License)	Yes/No					
2.	Registration of Firm in case of Partnership or Certificate of Incorporation in case of company.	Yes/No					
3.	Partnership Deed/ Memorandum & Articles of Association	Yes/No					
4.	License for Food Processing/ Catering service	Yes/No					
5.	License to employ contract labour, EPF, ESIC Registration etc	Yes/No					
6.	PAN copy of the bidder	Yes/No					
7.	GST Registration Certificate of the bidder	Yes/No					
8.	Copies of last three years IT Returns	Yes/No					
9.	Copies of Balance Sheet and P&L Account for the last 3 years	Yes/No					
10.	3 years Turnover Certificates duly certified by the CA.	Yes/No					
11.	Copies of Service Contract work order and Services completion Certificates along with Experience certificate	Yes/No					
12.	Declaration by the bidder as per Annexure- E	Yes/No					
13.	List of Arbitration Cases (if any)	Yes/No					
14.	Submission of Earnest Money of Rs. 1,00,000/- FDR/BG No. _____ Date: _____ <table><tr><td>i. Firms registered with NSIC are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate).</td><td>Attested copy of NSIC Registration Certificate</td></tr><tr><td>ii. Whether the firm is a registered firm under MSEs or SSI. MSME bidders are to mention UAM (Udyog Aadhar Memorandum) number issued by MSME.</td><td>Attested copy of MSE/ SSI Registration Certificate.</td></tr></table>	i. Firms registered with NSIC are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate).	Attested copy of NSIC Registration Certificate	ii. Whether the firm is a registered firm under MSEs or SSI. MSME bidders are to mention UAM (Udyog Aadhar Memorandum) number issued by MSME.	Attested copy of MSE/ SSI Registration Certificate.	Yes/No	
i. Firms registered with NSIC are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate).	Attested copy of NSIC Registration Certificate						
ii. Whether the firm is a registered firm under MSEs or SSI. MSME bidders are to mention UAM (Udyog Aadhar Memorandum) number issued by MSME.	Attested copy of MSE/ SSI Registration Certificate.						
15.	Bank Draft for Tender Fees of Rs.1000/-	Yes/No					
16.	Bank Details : 1. Beneficiary Name : 2. Bank Name : 3. Account No : 4. IFSC Code : 5. Branch Address :	Yes/No					
17.	Solvency Certificate for Rs.15.00 Lakh.	Yes/No					
13.	Any other information, if necessary	Yes/No					

Signature and seal of contractor with date

ANNEXURE-D

NO RELATION CERTIFICATE

I..... son /daughter of resident of hereby certify that none of my relative (s) is / are employed in AIIMS, Bhubaneswar and to the best of my knowledge and belief is/are not directly or indirectly associated with the tendering process for providing Canteen Catering Services to the AIIMS, Bhubaneswar, vide Tender No: _____. 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 which may also involve termination of my/ our contract and forfeiture of EMD/PSD.

Signed.....

For and on behalf of the Bidder

Name

Designation

Date.....

ANNEXURE – E

Name of the Tender: Tender for CATERING SERVICES (Canteen) at AIIMS, BHUBANESWAR (For Students, Faculties, Staff & Guests etc.)

UNDERTAKING

(To be typed on the Letter Head of Bidder)

IS/o, D/o
Resident of
.....

do solemnly pledge and affirm that,

1. I am the Proprietor/Partner/Director /authorized signatory of M/s.
2. No police case and/or case by CBI/FEMA/Income Tax/ Sales Tax authorities are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm/ company. No case of arbitration under any previous/ continuing contract is pending against us as on date.
(Indicate any convictions if any against the above persons or Firm/ Company.)
3. The Proprietor / Partner /Director of the firm/ company (Agency) and also the firm/ company has never been blacklisted by any Government authority/ organisation.
4. I/We have adequate facility and manpower to run a canteen successfully and declare that we will abide by the rules framed/ directives issued by AIIMS Bhubaneswar authorities as per terms of this tender.

Signature

(Name)

Seal of the participating Bidder

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

Format for Monthly Feedback

1	Food quality, quantity and taste	10 marks
2	Cleanliness & Hygiene : Cooking area, Service area, dining area, shop	10 marks
3	Behaviour & uniform of staff	10 marks
4	Garbage disposal, record keeping (Mandatory Complaint Register)	10 marks
5	Solving of issues (in complaint register)	10 marks
	Any comments/ Unresolved issues :	

Signature of Mess Secretary

Signature of one Elected
Member of RDA (Seal)

Signature of one Elected
Member of SAAB (Seal)