

# ALL INDIA INSTITUTE OF MEDICAL SCIENCES PATNA

(An Autonomous body under MoHFW, Govt. of India)



## E- Tender for Patient Kitchen Services

<b>Advertised Tender Enquiry No. :</b>	<b>AIIMSP/2022-23/Diet.Serv</b>
<b>Brief Description of Goods :</b>	<b>Patient Kitchen Services</b>

# NOTICE INVITING TENDERS



ALL INDIA INSTITUTE OF MEDICAL SCIENCES

PATNA - 801507

(An Autonomous body under MoHFW, Govt. of India)

## **QCBS Two-Bid System e –TENDER**

On behalf of Director, All India Institute of Medical Sciences, Patna (AIIMS Patna), invites electronic online bids (e-Tender) through website of AIIMS, Patna [www.aiimspatna.org](http://www.aiimspatna.org) (for ref. only) and CPPP web site <https://eprocure.gov.in/eprocure/app> under **Quality and Cost Based Selection Two Bid system (Part I: Techno commercial bid & Part II: Price Bid or BOQ) from reputed, experienced and financially sound Companies/Firms/Agencies “FOR PATIENT KITCHEN SERVICES AT AIIMS, PATNA.”** Manual bids shall not be accepted.

AIIMS, Patna request bidders to quote in line with tender documents uploaded & submit the offer on our e-portal <https://eprocure.gov.in/eprocure/app>.

Upload of Tender: Tenderers are advised to download Notice Inviting Tender along with other tender documents and submit the declarations and tender documents along with clear scanned copies of requisite documents to substantiate the claim towards their credentials while the tender shall be submitted online in soft copy on our e-tendering portal.

All interested bidders have to submit techno commercial bid (Part I) & Price Bid (BOQ) (Part II) strictly in the tender format available online on e-portal. No other form of bid shall be accepted and the tender shall be summarily rejected. Bids shall be digitally signed and uploaded by someone legally authorized and competent on behalf of his firm / company and relevant documents w.r.t. the same to be uploaded along with the bid by the bidders.

Earnest Money Deposit has to be submitted as per NIT /Tender instructions before the due date and time of tender techno commercial bid opening , failing which the bid shall be liable for rejection.

For & on behalf of  
Director, AIIMS, Patna  
Faculty in Charge  
Procurement Cell

1. Online electronic bids (e-tenders) under two cover systems are invited on behalf of Director, All India Institute of Medical Sciences, Patna (AIIMS Patna) bid system (Techno-Commercial Bid and Financial Bid) from reputed, experienced and financially sound Companies/Firms/Agencies **“FOR PATIENT KITCHEN SERVICES AT AIIMS, PATNA.** Manual bids shall not be accepted. The Bidder submit bids all the documents only Online.
2. Tender documents may be view and downloaded from the website of AIIMS, Patna [www.aiimspatna.org](http://www.aiimspatna.org) (for reference only) and Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as Point No. 4 of NIT.
3. The bid is to be submitted online only on <https://eprocure.gov.in/eprocure/app> up to the last date and time of submission of bids.
4. Type of Tender: Open Tender –**QCBS Two Bid System.**
5. **Critical Date sheet** :

S.No	Particulars	Date & Time
I.	Published Date	27.05.2022
II.	Bid Document Download / Sale Start Date	27.05.2022
III.	Seek Clarification Start Date	28.05.2022
IV.	Seek Clarification End Date	01.06.2022
V.	Pre-Bid meeting Date	03.06.2022
VI.	Bid Submission Start Date	07.06.2022
VII.	Bid Document Download / Sale End Date	18.06.2022
VIII.	Bid Submission End Date	18.06.2022
IX.	Bid Opening Date	20.06.2022
X.	Price Bid Opening Date & Time Cover-II	Date & time to be intimated later

#### 6. Bid Submission:

**Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app> . Tenderer/Contractor are advised to follow the instructions provided for online submission of bids.** Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

- 6.1 Not more than one tender shall be submitted by one contactor or contractors having business relationship. Under no circumstance will father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
- 6.2 Tenderer who has downloaded the tender from the website of AIIMS, Patna [www.aiimspatna.org](http://www.aiimspatna.org) and Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Patna.

- 6.3 Intending tenderers are advised to visit again AIIMS, Patna web site [www.aiimspatna.org](http://www.aiimspatna.org) and CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.
- 6.4 Applicant contractor/vendors/bidders must provide Tender fee/Cost & EMD Payment: Tender Fee/Cost & Earnest Money Deposit is to be deposited electronically by RTGS/NEFT in the account of AIIMS Patna at the below mentioned details. Bidders are required to submit the details of EMD payment at the time of Bid Preparation.

**BANK Details for EMD Payment through NEFT/RTGS:**

**Bank Name – Bank of India,**

**IFS CODE: BKID0005793 Account No: 579310110002528**

- 6.5 Tender Fee Rs. 1500/- and EMD Value – 1500000/- (Fifteen lakh)
- 6.6 Period of Bid Validity Days: -270 days from the date of bid opening.
- 6.7 Duration for Completion of Supply: - As per tender document.
- 6.8 **All NSIC / SSI / MSME registered bidders/vendors are exempted from submission of EMD. NSIC/SSI /MSME certificate must be submitted online to avail the exemption from furnishing the EMD.**
- 6.9 Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet. After online opening of Technical-Bid the results of their qualification as well Price-Bid opening will be intimated latter.
- 6.10 **AIIMS Patna reserve the right to reject any or all tenders and shall not be bound to assign the any reason for such rejection.**

**7. Submission of Tender**

- 7.1. The tender shall be submitted online in two part, viz., technical bid and price bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.
- 7.2. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.
- 7.3. **Technical Bid**

The following documents are to be furnished by the Contractor along with Technical Bid as per the tender document:

- (i) Signed & scanned copy of Tender FEE and EMD.
- (ii) Signed and scanned copy of duly attested copy of PAN, duly attested copy of GST registration certificate.
- (iii) Self-attested scanned copy of Certificate of EPF & ESI Registration along with the code number.
- (iv) Signed and Scanned copy of Tender Acceptance letter “Annexure-I” and No deviation certificate “Annexure-II”.
- (v) Signed and scanned copy of Power of Attorney as per “Annexure – V” in favour of authorized person.
- (vi) Signed and scanned copy of total years of experience in the field of Dietary services.
- (vii) Signed and scanned copy of experience in patient kitchen services for minimum 1 year with hospital having 300 beds.
- (viii) Signed and scanned copy of Certificate for sole ownership / partnership/ Certificate of Incorporation.
- (ix) Signed and scanned copy of annual turnover per year in the business of providing dietary services should be minimum of 3 Crore per year for last three successive years (up to 31<sup>st</sup> March

- 2021) duly certified by the chartered accountants (Annexure – III) and ITRs should also be attached for last three financial years i.e. 2018-19, 2019-2020 and 2020 -21.
- (x) The bidder has never been black listed or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending against either bidder legal entity or against individual Directors of the company or partners etc. of the firm etc.
  - (xi) Signed and Scanned Copy of **FSSAI certificate/Statutory bodies compliances**.
  - (xii) Signed & scanned copy of Mandate form for bank details (**Annexure -XI**).
  - (xiii) Signed and scanned Copy of **Integrity Pact as per Annexure-XIV**.
  - (xiv) Signed and scanned copy of undertaking as per Annexure - XV
  - (xv) Signed and scanned copy of list of diet prepared & served for the last 6 month for which payment has been received without any penalty.
  - (xvi) Signed & scanned copy of work order, GST Invoice and installation report of kitchen equipments of minimum worth of 15 lakhs.
  - (xvii) Signed & Scanned Copy of compliance sheet, which should reflect details of clause-by-clause compliance of technical specifications.

Note: Bidders are requested to upload the clearly visible documents only other wise if not clearly visible than offer shall be liable for rejection without any further communication.

## **8 PRICE BID**

Schedule of price bid in the form of BOQ\_XXXX .xls The below mentioned Financial Proposal/Commercial bid format is provided as BOQ\_XXXX.xls along with this tender document at <https://eprocure.gov.in/eprocure/app> . Bidders are advised to download this BOQ\_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered / modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Patna.

# **ALL INDIA INSTITUTE OF MEDICAL SCIENCES**

**PATNA - 801507**

(An Autonomous body under MoHFW, Govt. of India)

**Procurement Cell, Patna-801507, Bihar.**



No.

Dated.....

## **1. Instructions for Online Bid Submission**

The Director, AIIMS Patna, invites electronic online bids (e-Tender) through website of AIIMS, Patna [www.aiimspatna.org](http://www.aiimspatna.org) (for ref. only) and CPPP web site <https://eprocure.gov.in/eprocure/app> under **Two Bid Quality and Cost Based Selection system (Part I :Techno commercial bid & Part II: Price Bid or BOQ) from reputed, experienced and financially sound Companies/Firms/Agencies “FOR PATIENT KITCHEN SERVICES AT AIIMS, PATNA”.**

More information useful for submitting online bids on the CPP Portal may be obtained at <https://eprocure.gov.in/eprocure/app>

### **1. REGISTRATION**

- 1.1 Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- 1.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 1.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 1.4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 1.5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 1.6 Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.

### **2. SEARCHING FOR TENDER DOCUMENTS**

- 2.1 There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2.2 Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.

2.3 The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **3. PREPARATION OF BIDS**

3.1 Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3.2 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

3.3 To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

3.4 Any query / Clarification / objection / suggestion related to the Tender will be entertained only through the CPP Portal Query Section. Any query / Clarification / objection / suggestion received through any other medium like Email, Fax or Letter will not be entertained under any circumstances.

### **4. CORRIGENDUM**

4.1 Corrigendum in technical specification issued after pre-bid meeting will be final & no corrigendum will be issued thereafter.

4.2 Corrigendum will be notified through <https://eprocure.gov.in/eprocure/app> and Website of AIIMS Patna.

### **5. SUBMISSION OF BIDS:**

5.1 Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

5.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

5.3 Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

5.4 Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been

- completed, the bidder should save it and upload it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- 5.5 The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5.6 All the documents being submitted by the bidders will be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology.
- 5.7 Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys.
- 5.8 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 5.9 Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 5.10 The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

## **6. ASSISTANCE TO BIDDERS**

- 6.1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 6.2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be call directed to the 24x7 CPP Portal Helpdesk.
- 6.3 Any query / Clarification / objection / suggestion related to the Tender will be entertained only through the CPP Portal Query Section. Any query / Clarification / objection / suggestion received through any other medium like Email, Fax or Letter will not be entertained under any circumstances.

## **7. Guideline for submission of bid:**

### **A. Technical Bid:**

The following documents are to be uploaded by the bidder along with Technical Bid as per the tender document:

- (i) Signed & scanned copy of Tender FEE and EMD.
- (ii) Signed and scanned copy of duly attested copy of PAN, duly attested copy of GST registration certificate.
- (iii) Self-attested scanned copy of Certificate of EPF & ESI Registration along with the code number.
- (iv) Signed and Scanned copy of Tender Acceptance letter "Annexure-I" and No deviation certificate "Annexure-II".
- (v) Signed and scanned copy of Power of Attorney as per "Annexure – V" in favour of authorized person
- (vi) Signed and scanned copy of total years of experience in the field of Dietary services.
- (vii) Signed and scanned copy of experience in patient kitchen services for minimum 1 year with hospital having 300 beds.
- (viii) Signed and scanned copy of Certificate for sole ownership / partnership/ Certificate of Incorporation.
- (ix) Signed and scanned copy of annual turnover per year in the business of providing dietary services should be minimum of 3 Crore per year for last three successive years (up to 31<sup>st</sup> March



- 2021) duly certified by the chartered accountants(Annexure –III) and ITRs should also be attached for last three financial years i.e. 2018-19, 2019-2020 and 2020 -21.
- (x) The bidder has never been black listed or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending against either bidder legal entity or against individual Directors of the company or partners etc. of the firm etc.
  - (xi) Signed and Scanned Copy of **FSSAI certificate/Statutory bodies compliances**.
  - (xii) Signed & scanned copy of Mandate form for bank details (**Annexure - XI**).
  - (xiii) signed and scanned Copy of **Integrity Pact as per Annexure-XIV**.
  - (xiv) Signed and scanned copy of undertaking as per Annexure – XV.
  - (xv) Signed and scanned copy of list of diet prepared & served for the last 6 month for which payment has been received without any penalty.
  - (xvi) Signed & scanned copy of work order, GST Invoice and installation report of kitchen equipments of minimum worth of 15 lakhs.
  - (xvii) Signed & Scanned Copy of compliance sheet, which should reflect details of clause-by-clause compliance of technical specifications.

Note: Bidders are requested to upload the clearly visible documents only other wise if not clearly visible than offer shall be liable for rejection without any further communication.

#### **8. PRICE BID**

Schedule of price bid in the form of BOQ\_XXXX .xls The below mentioned Financial Proposal/Commercial bid format is provided as BOQ\_XXXX.xls along with this tender document at <https://eprocure.gov.in/eprocure/app> . Bidders are advised to download this BOQ\_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered / modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Patna.

## CHECK LIST FOR TERMS AND CONDITIONS

### A. Checklist of documents to be submitted online:

Sl. No.	Terms & Conditions as per Bidding Document	Uploaded (Yes/No)	Page No.
1.	Signed & scanned copy of Tender FEE and EMD.		
2.	Signed and scanned copy of duly attested copy of PAN, duly attested copy of GST registration certificate.		
3.	Self-attested scanned copy of Certificate of EPF & ESI Registration along with the code number.		
4.	Signed and Scanned copy of Tender Acceptance letter “Annexure-I” and No deviation certificate “Annexure-II”.		
5.	Signed and scanned copy of Power of Attorney as per “Annexure – V” in favour of authorized person.		
6.	Signed and scanned copy of total years of experience in the field of Dietary services.		
7.	Signed and scanned copy of experience in patient kitchen services for minimum 1 year with hospital having 300 beds.		
8.	Signed and scanned copy of Certificate for sole ownership / partnership/ Certificate of Incorporation.		
9.	Signed and scanned copy of annual turnover per year in the business of providing dietary services should be minimum of 3 Crore per year for last three successive years (up to 31st March 2021) duly certified by the chartered accountants(Annexure- III) and ITRs should also be attached for last three financial years i.e. 2018-19, 2019-2020 and 2020 -21.		
10.	The bidder has never been black listed or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending against either bidder legal entity or against individual Directors of the company or partners etc. of the firm etc.		
11.	Signed and Scanned Copy of FSSAI certificate/Statutory bodies compliances.		
12.	Signed & scanned copy of Mandate form for bank details (Annexure - XI).		
13.	Signed and scanned Copy of Integrity Pact as per Annexure-XIV.		
14.	Signed and scanned copy of list of diet prepared & served for the last 6 month for which payment has been received without any penalty.		
15.	Signed & scanned copy of work order, GST Invoice and installation report of kitchen equipments of minimum worth of 15 lakhs.		
16.	Signed and scanned copy of undertaking as per annexure – XV.		
17.	Signed & Scanned Copy of compliance sheet, which should reflect details of clause-by-clause compliance of technical specifications.		

### B. Checklist of documents to be submitted online:

#### Price Bid /Financial Bid:

I.	BOQ.xls	
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Note: In case of non-fulfilment of any of the above information/ document(s), the Tender will be summarily rejected without giving any notice.

## 2.ELIGIBILITY CRITERIA

### Documents for Establishing Bidder's Eligibility

**Eligibility Criteria:-**The eligible bidders need to fulfill the following criteria:-

1. Signed & scanned copy of Tender FEE and EMD.
2. Signed and scanned copy of duly attested copy of PAN, duly attested copy of GST registration certificate.
3. Self-attested scanned copy of Certificate of EPF & ESI Registration along with the code number.
4. Signed and Scanned copy of Tender Acceptance letter "Annexure-I" and No deviation certificate "Annexure-II".
5. Signed and scanned copy of Power of Attorney as per "Annexure – V" in favour of authorized person
6. Signed and scanned copy of total years of experience in the field of Dietary services.
7. Signed and scanned copy of experience in patient kitchen services for minimum 1 year with hospital having 300 beds.
8. Signed and scanned copy of Certificate for sole ownership / partnership/ Certificate of Incorporation.
9. Signed and scanned copy of annual turnover per year in the business of providing dietary services should be minimum of 3 Crore per year for last three successive years (up to 31<sup>st</sup> March 2021) duly certified by the chartered accountants(Annexure – III) and ITRs should also be attached for last three financial years i.e. 2018-19, 2019-2020 and 2020 -21.
10. The bidder has never been black listed or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending against either bidder legal entity or against individual Directors of the company or partners etc. of the firm etc.
11. Signed and Scanned Copy of **FSSAI certificate/Statutory bodies compliances**.
12. Signed & scanned copy of Mandate form for bank details (**Annexure - XI**).
13. signed and scanned Copy of **Integrity Pact as per Annexure-XIV**.
14. Signed and scanned copy of undertaking as per Annexure – XV.
15. Signed and scanned copy of list of diet prepared & served for the last 6 month for which payment has been made without any penalty.
16. Signed & scanned copy of work order, GST Invoice and installation report of kitchen equipments of minimum worth of 15 lakhs.
17. Signed & Scanned Copy of compliance sheet, which should reflect details of clause-by-clause compliance of technical specifications.
18. **Earnest Money Deposit (EMD) & Performance Security:**
  - 18.1. The bidder shall furnish **Earnest Money Deposit of Rs.1,500,000.00/-**(Rupees Fifteen lakh) along with its tender. The earnest moneys shall be denominated in Indian Rupees. The earnest money shall be paid through online mode only as per details below and a receipt indicating the UTR No and the date of transfer of the amount should be submitted alongwith:  
**BANK Details for EMD Payment through NEFT/RTGS:**  
**Bank Name – Bank of India,**  
**IFS CODE: BKID0005793 Account No: 579310110002528**
  - 18.2. In respect of successful bidder, it will be returned after the submission of Performance Security Deposit of **03 % of total value of contract** to Director, AIIMS Patna and Performance Security deposit should remain valid for a period of 120 days beyond the date of completion of all contractual obligations (i.e.120 days after 05 years) initially and should be extended accordingly).Any other dues outstanding shall also be recovered from the Performance Security Deposit, and the successful bidder will have to recoup it as and when directed otherwise it will be deducted from the Bills submitted and due at the rate of double the prevailing saving bank rate.
  - 18.3. In case of unsuccessful bidders' earnest money will be returned to them without any interest, after expiry of the tender validity period, but not later than thirty days after conclusion of the contract.

19. Performance Security is required to protect the purchaser against the risk of the bidder's conduct, which would warrant the forfeiture of the Performance security. Performance security of a bidder will be forfeited, if the bidder withdraws or amends its tender or impair its implementation. Moreover, Performance Security will also be used to recover any penalty imposed in the discharge of the Work awarded, if it is not paid by the successful vendor and the amount so will be recovered from the monthly bill due for payment. The Successful vendor will have to recoup the said amount within a week or will be recovered at double the prevailing saving bank rate. No interest will be payable on PBG.

20. **Quality cum Cost Based Selection (QCBS)**

20.1. The final tender evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to financial evaluation. Only bidders who meet the minimum eligibility criteria shall be eligible for technical and financial evaluation.

20.2. Technical Proposals shall be evaluated on the basis of their responsiveness to the tender terms, applying the evaluation criteria and point system specified. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below.

SN	Criteria	Score		
1.	Total years of experience in the field of Dietary Services ( <b>Determined from details submitted by the bidder under Clause 7 in Terms &amp; conditions</b> )	<b>Up to 3 yrs</b>	<b>&gt;3 up to 6 years</b>	<b>More than 6 years</b>
		05 marks	10 marks	<b>20 marks</b>
2.	Experience in patient kitchen service as per hospital bed strength of <b>minimum one Year. (Determined from details submitted by the bidder under Clause 8 in Terms &amp; conditions)</b>	<b>Less than 300 beds</b>	<b>300-500 beds</b>	<b>&gt;More than 500 beds</b>
		05 marks	15 marks	<b>20 marks</b>
3.	<b>Annual turnover per year</b> in the Business of providing Dietary Services. (Determined from details submitted by the bidder under Clause 1 in Terms & conditions)	<b>Up to 3 Crores per year</b>	<b>3 to 6 crores per year</b>	<b>More than 6 crores per year</b>
		05 marks	10 marks	<b>15 marks</b>
4.	Valid FSSAI registration certificate/License	Valid for 2 yrs	Valid for 02 – 04 yrs	Valid for more than 4 yrs
		02 marks	3 marks	<b>5 marks</b>
5.	Experience of Supply, Installation, Testing & Commissioning of Kitchen Equipment–( <b>Determined from detailed submitted in clause no 14</b> )	<b>Up to 15 lakhs</b>	<b>15 lakhs to 50 lakhs</b>	<b>&gt;50 lakhs</b>
		5 marks	10 marks	<b>15 marks</b>
6.	Number of Diets prepared and served from the list given in <b>Annexure (A ) To be determined from the certified bill for last 6</b>	<b>Less than 9 Diets</b>	<b>8-10 Diets</b>	<b>More than 10 Diets</b>

	months for which payment has been made without any penalty)	5 marks	10 marks	15 marks
8.	Site Visit & Power point Presentation of plan of execution of work of patient kitchen services at AIIMS, Patna	10 marks		

**Note: The performance evaluation score provided by the bidder can be cross verified by the technical evaluation committee.**

**Illustration 1 (for Technical Weight age)**

If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation score shall be: 56 i.e. {80x70%}

**21. Financial/Price Bid Evaluation Criteria:**

The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weight age. The Bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e.30% x100).

**22. Total Score of Bid Evaluation**

**Illustration2**

If, the bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be 86 i.e. (56Technical Score + 30 Financial Score). The financial scores of the other bidders (i.e. L2, L3...and soon) shall be computed as under and as explained at illustration 3 below:

30x Lowest Price (L1Price)/Quoted Price (L2 OR L3 ).

**Illustration 3**

If the Bidder at Illustration 1 is L2 Bidder and he quoted Rs.125, therefore 30% being the weighted value, the financial scores for L2 shall be computed as under  $30 \times 100$  (lowest pricesL1) / 125 (quoted prices – L2) = 24 (financial score) Therefore L2 Bidder shall have total value of 80 (56 Technical Value + 24 Financial Value)

**23. Selection of Bidders**

The following formula will be applied to determine the successful bidder:

$$Q = [(L1/L) \times 0.30 + T \times 0.70]$$

**L1 = price bid lowest bidder**

**L = bid value for evaluation or current price bid**

**T = technical bid score out of 100**

**Q = Final score**

The Bidder meeting the minimum eligibility criteria and with the highest marks/ rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the Successful Bidder for respective units as determined by QCBS.

24. **Minimum Technical score will be taken as 70%. Those bidders whose technical score is less than 70%, financial bids of those vendors will not be opened.**

25. The contract will be for 5 years subject to extension each years based on the satisfactory performance. It can be extended for further period of 1 year.

26. All the participating bidders should have valid registration certificate / license as per guidelines laid and mandated by FSSAI (Food safety & standards Authority of INDIA), and any other statutory certificate / compliances required.

**27. Obligation of Vendors**

Patients Kitchen services includes outsourcing of Hospital Dietary Service, SUPPLY, INSTALLATION, OPERATION, MAINTENANCE of equipment and Utensils and supply of food grain and raw vegetable, preparation, cooking and distribution of good quality of meal/food to collection of dirty dishes from each bed on daily basis. The contractor has to supply Kitchen equipment as per tender specification and undertake the cooking, supply & distribution of good quality meal/food as prescribed to each bed and collection of dirty dishes to Kitchen for cleaning.

**28. COMPLETION PERIOD:**

The service providers shall complete the supply, installation and commissioning of all brand-new Kitchen Equipment with accessories and start dietary services for Patients providing service as per tender specifications within 45 days from date of Award of Contract. The successful vendor will intimate in writing to the Institute the site preparedness required as regards to minor civil and electrical works before the equipment's are delivered for installation and commissioning.

## **29. Equipment and maintenance:**

- 29.1. All equipment and consumables required for Hospital Patient Dietary services as per tender specifications shall be provided by the Successful Vendor. However, some equipments are available at the Institute Diet Kitchen (refer Annexure – E), which can be used by the successful Vendor on as is available basis, if it so desires. The Successful Vendor will have the responsibility of maintaining these equipments.
- 29.2. Equipment to be installed as per Qty, Specifications and shall be brand new and as per make and model of as per List of Equipment (mentioned in scope of work) and same will have to be maintained in good working conditions by the bidder by coordinating with the supplier. For any deviation for specification of the equipment to be installed as prescribed, a prior written permission has to be taken by the authorities of the institute. However, it should not be considered permission granted simply on the basis of letter submitted.
- 29.3. Equipment so installed should be in good working condition all the time. All the spares, accessories and maintenance required during the period of out sourced services shall be arranged by bidder at his own cost.
- 29.4. The equipment's to be used / is used should and the operation of the service shall not under any circumstances damage / corrode the existing structure – of the Institute. Any damage so done will be recovered from the Successful Vendor.
- 29.5. The power and water outlets provided by hospital shall be used and maintained in safe usable condition by the successful service provider all the time.
- 29.6. Though the Institute has its own Pest Control contract, the Successful Vendor will have its own arrangement for pest control within the scope of work allotted to it.
- 29.7. Minor civil and electrical work will be carried out by the Institute on written request by the Successful Vendor. This should be intimated well in advance and the functioning of the Diet Kitchen should not be adversely affected under any circumstances.
- 29.8. The employees of the Successful Vendor should under no circumstances indulge in any activity that is detrimental to the functioning of the Institute, maintenance of its services – both medical and non medical, and the prestige and reputation of the Institute.
- 29.9. Preventive in-house maintenance and Breakdown maintenance of all the equipments will be the responsibility of the service provider. The successful Vendor will also be responsible for maintaining the Kitchen Equipment in working condition throughout the contract period.
- 29.10. The successful vendor shall not damage the said premises and the equipment, if any provided to them, or to be used for any purpose that is detrimental to the functioning of the Institute.
- 29.11. The successful vendor will install adequate firefighting equipments as per the direction issued by the Fire DEPARTMENT, Institute Fire Officer and have all its employee trained in the use of the Firefighting equipments. The successful vendor will ensure that no incidence of Fire is reported from its operation, and will have to compulsorily comply with all the directions given by the Fire Department of AIIMS Patna at its own cost.
- 29.12. Any damage cause due to fire at the kitchen will be at the risk and cost of the vendor and will also entail the penalty of INR 10 Lakh for each occurrence apart from the cost of repair & restoration.
- 29.13. The Institute is not liable for any illness or injury that occurs to the staff during operation and maintenance of Kitchen equipment.

## **30. Penalty Clauses:**

- 30.1. In case of any foreign particle like hair, insect, worm, stones, metal etc. are found in food, AIIMS Patna shall ascertain the reason and if fault of the contractor/service provider is established , the service provider shall be penalized with a penalty of Rs.5,000/- per occurrence.

- 30.2. In case of any written complaint regarding the quality of food or Dietary services is proven by the competent authority, the service provider shall be penalized with a penalty of Rs.1,000/- per occurrence.
- 30.3. All the vegetables, fruits and raw materials used in cooking should be fresh and in case any rotten/brown leaves/poor quality food items/raw materials found to be used in kitchen during inspection it shall be penalized with a penalty of Rs.2500/-per occurrence.
- 30.4. There will be random checking/inspection for the packets of raw materials supplied in kitchen. In case any foreign materials found in such checking/inspection it shall be penalized with a penalty of Rs.1,000/- per occurrence.
- 30.5. The personal hygiene and dressing of all the worker in the kitchen should be as per SOP / FSSAI guidelines, or if any staff of the Vendor is reported about any discourteous behavior ,the service provider shall be penalized with a penalty of Rs.2500/- per occurrence. This penalty will double on each subsequent occurrence.
- 30.6. The kitchen environment should be clean and pest free conforming to SOP standard/ FSSAI Guidelines and if any deviation is found they shall be penalized with a penalty of Rs.2500/- per occurrence.
- 30.7. If the delivery of food is delayed by more than half an hour as mentioned in SOP, the vendor shall be penalized with a penalty of Rs.5,000/- per occurrence
- 30.8. If removal of the used plates is delayed by more than half an hour as mentioned in SOP, the vendor shall be penalized with a penalty of Rs.5,00/- per occurrence
- 30.9. If at any point, the Successful Vendor fails to prepare Diet as directed/ or does not prepare the diet in numbers as asked for, or the portion amount is less than as prescribed, a penalty of Rs 10000/ per occurrence will be levied. Repeated occurrence will lead to cancellation of the Tender and blacklisting of the Vendor.
- 30.10. If at any point of time the vendor is found deviating from the terms and conditions of tender (infrastructure, manpower, appliances etc), the vendor shall be penalized with a penalty of Rs.1, 000/- per occurrence and on such repetitions contract may be cancelled.
- 30.11. If the equipments to be used are non functioning or not available, or are not usable condition, the Successful Vendor will be levied a penalty of Rs 1000 per equipment per day.
- 30.12. Preparation area for Veg and Non-Veg (only egg) should be physically separated. There should be separate utensils for cooking Veg and Non-Veg (only eggs) and these should not be mixed or interchanged. If any point of time it is found that utensils used for Veg and Non-veg are inter mixing, penalty of Rs.1000 per instance.

**Note:**

- Notwithstanding anything stated above, the Institute reserves the right to assess the Bidder's capability and capacity to perform the contract satisfactorily before deciding on award of contract, should circumstances warrant such an assessment in the overall interest of the purchaser.
- Technical Evaluation Committee may call for demonstration/inspection of the items/sample before taking any final decision. In case the bidder does not provide demonstration / inspected of the quoted item/services within the specified time his bid will be rejected.

### **3. GENERAL INSTRUCTIONS TO BIDDERS (GIB)**

#### **1. PREAMBLE:-**

i) **Eligibility of Bidders:-**This invitation of Bids is open to reputed bidders/firms. Before formulating the tender and online submission, the bidder should read and examine all the terms, conditions, instructions, checklist etc. contained in the Tender documents. Failure to provide and/or comply with the required information, instructions etc. incorporated in these tender document may result in rejection of its tender.

ii) **Availability of fund:-** Expenditure to be incurred for the proposed purchase will be met from the funds available with the bidder. No claim in this regard will be made from the Institute

iii) **Language of Tender:-**The tender submitted by the bidder and all subsequent correspondence and documents relating to the tender exchanged between the bidder and the purchaser, shall be written in English language, unless otherwise specified in the Tender Enquiry. However, the language of any printed literature furnished by the bidder in connection with its tender may be written in any other language provided the same is accompanied by an English translation and, for purposes of interpretation of the tender, the English translation shall prevail.

The tender submitted by the bidder and all subsequent correspondence and documents relating to the tender exchanged between the bidder and the Institute, may also be written in the Hindi language, provided that the same are accompanied by English translation, in which case, for purpose of interpretation of the tender etc, the English translations shall prevail.

v) **Tendering Expenses:-** The bidder shall bear all costs and expenditure incurred and/or to be incurred by it in connection with its tender including preparation, mailing and submission of its tender and for subsequent processing the same. The Institute will, in no case be responsible or liable for any such cost, expenditure etc regardless of the conduct or outcome of the tendering process.

#### **vi) Corrigendum to Tender Documents:-**

- a. Corrigendum in technical specification issued after pre-bid meeting will be final & no corrigendum will be issued thereafter.
- b. Corrigendum will be notified through <https://eprocure.gov.in/eprocure/app> and website of AIIMS Patna i.e. [www.aiimspatna.org](http://www.aiimspatna.org).

#### **vii) Clarification of Tender Documents: -**

- a) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- b) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be call directed to the 24x7 CPP Portal Helpdesk.

#### **1. Tender Prices:-**

1.1 The bidder shall indicate all specified components of prices shown therein on the Price Schedule provided in BoQ, applicable taxes and total bid prices of goods and services it proposes to supply against the requirement. The entire column shown in BoQ should be filled up as required. Total amount/price quoted will be considered for Price evaluation. The bidder should include all taxes, transportation, insurance etc. in total prices.

#### **2. Additional information and instruction on duties and Taxes: -**

If the bidder desires to get reimbursement for GST/IGST/CGST (goods and services tax or any other tax) should have been mentioned in BOQ. If it is not mentioned in the BOQ no reimbursement will be entertained.

3. **Firm Prices: -** Prices quoted by the bidder shall remain firm and fixed during the currency of the contract and not subject to variation on any account. However, as regards taxes and duties, if any, chargeable on the goods and payable, the conditions stipulated in clause 4 will apply.

#### **4. Bid validity: -**



- a) The bids shall remain valid for acceptance for a period of 270 days (Two hundred and Seventy days) after the date of tender opening prescribed in the tender document. Any tender valid for a shorter period shall be treated as unresponsive and rejected.
- b) In exceptional cases, the bidders may be requested by the purchaser to extend the validity of their tenders up to a specified period. Such request(s) and responses thereto shall be conveyed by email. The bidders, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender and they are also to extend the validity period of the EMD accordingly. A bidder, who may not agree to extend its tender validity after the expiry of the original validity period the EMD furnished by them shall not be forfeited.
- c) In case the day up to which the tenders are to remain valid falls on/ subsequently declared a holiday or closed day for the purchaser, the tender validity shall automatically be extended up to the next working day.

#### 5 Scrutiny and Evaluation of Tenders:-

- i) Tenders will be evaluated on the basis of the terms & conditions already incorporated in the tender document, based on which tenders have been received and the terms, conditions etc. mentioned by the bidders in their tenders.
- ii) The Purchaser will examine the Tenders to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed stamped.
- iii) The Purchaser's determination of a Tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.
- iv) The tenders will be scrutinized to determine whether they are complete and meet the essential and important requirements, conditions etc. as prescribed in the Tender document. The tenders, which do not meet the basic requirements, are liable to be treated as non – responsive and will be rejected.

6. **Non- responsive tender** :-The following are some of the important aspects, for which a tender shall be declared non – responsive during the evaluation and will be ignored:

- a) Non submission of Notarized Affidavit Integrity Pact as per Annexure XIV.
- b) Tender Acceptance Form as per Annexure-I (signed & stamped) not uploaded.
- c) Bid validity is shorter than the required period.
- d) Required Bid Security (Amount, validity etc.)/ Exemption documents have not been uploaded as per stipulated provisions.
- e) Bidder has quoted for goods manufactured by other manufacturer(s) without the required Manufacturer's Authorization Form as per Annexure-III.
- f) Bidder has not agreed to give the required performance security of required amount in an acceptable form for due performance of the contract.
- g) Bidder has not agreed to other essential condition(s) specially incorporated in the Tender document like terms of payment, liquidated damages clause, comprehensive warranty clause, dispute resolution mechanism, and applicable law.
- h) Poor/unsatisfactory past performance.
- i) Bidders who stand de-registered/ banned/ blacklisted by any Central Govt. Ministries/ Departments/ Hospitals/Institutes.
- j) Bidder has not quoted for the entire quantity as specified in the Schedule of Requirements in the quoted schedule.
- k) Bidder has not agreed for the delivery terms and delivery schedule.

#### 7. Discrepancies in Prices

The Tenderers shall quote Rate up-to two decimals only. Tenderers to note that only first two decimals shall be considered for evaluation if quotation having more than two decimals.

The Purchaser reserves the right to give the price preference to small-scale sectors etc. and purchase preference to central public sector undertakings as per the instruction in vogue while evaluating, comparing and ranking the responsive tenders.

## **8. Purchase Preference to Local Suppliers**

In pursuance of Government of India Order no. P-45021/2/2017-B.E.-II dated 15/06/2017 as amended by Order No.-P-45021/2/2017-B.E.-II dated 28/05/2018, P-45021/2/2017-B.E.-II dated 29/05/2019 ,P-45021/2/2017-B.E.-II dated 04/06/2020 and P-45021/2/2017-B.E.-II dated 16/09/2020 purchase preference shall be given to local suppliers in all procurements undertaken by procuring entities in the manner specified hereunder: This Order is issued pursuant to Rule 153 (iii) of the General Financial Rules 2017.

## **9. Bidder's capability to perform the contract:**

- a) The purchaser, through the above process of tender scrutiny and tender evaluation will determine to its satisfaction whether the bidder, whose tender has been determined as the lowest evaluated responsive tender is eligible, qualified and capable in all respects to perform the contract satisfactorily. If, there is more than one schedule in the Schedule of Requirements, then, such determination will be made separately for each schedule.
- b) The above-mentioned determinations will inter-alia take into account the bidder's financial, technical and production capabilities for satisfying all the requirements of the purchaser as incorporated in the Tender document. Such determination will be based upon scrutiny and examination of all relevant data and details submitted by the bidder in its tender as well as such other allied information as deemed appropriate by the purchaser.

## **10. Contacting the Purchaser:**

In case a bidder attempts to influence the purchaser in the purchaser's decision on scrutiny, comparison & evaluation of tenders and awarding the contract, the tender of the bidder shall be liable for rejection in addition to appropriate administrative actions being taken against that bidder, as deemed fit by the purchaser.

## **11. Purchaser's Right to accept any tender and to reject any or all tenders**

The purchaser reserves the right to accept in part or in full any tender or reject any or more tender(s) without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder or bidders.

### **Notification of Award/Award of Contract**

- a) Before expiry of the tender validity period, the Institute will notify the successful Bidder(s) in writing, by registered / speed post or by email that its tender for services, which have been selected by the Institute, has been accepted, also briefly indicating there in the essential details like description, specification and quantity of the services and corresponding prices accepted. This notification is undertaken by issuing a Notification of Award (NOA).
- b) The successful bidder, upon receipt of the NOA, shall furnish the required performance security and submit an agreement in the prescribed format within ten days, failing which the PBG /EMD amount will be deducted from the bill amount against performance bank guarantee.
- c) The Notification of Award shall constitute the conclusion of the Contract.

## **12. Corrupt or Fraudulent Practices:**

It is required by all concerned namely the Consignee/Bidders/Suppliers etc to observe the highest

standard of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Purchaser defines, for the purposes of this provision, the terms set forth below as follows:-

- a) "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution; &
- b) "fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Purchaser, and includes collusive practice among Bidders (prior to or after Tender submission) designed to establish Tender prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition;
- c) will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question;
- d) Will declare a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by the purchaser if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for, or in executing the contract.

13. The Integrity pact (Annexure-"XIV") shall be a part of this document and has to be signed by bidder(s) at the pre-tendering stage itself, as a pre-bid obligation and should be submitted along with the Techno-Commercial Bids. All bidders are bound to comply with the integrity pact clauses. Bids submitted without signing the integrity pact will be ab-initio rejected without assigning any reason.

14. The bidders must submit Tender Acceptance Form (Annexure-I) as acceptance of all terms & condition of the tender.

15. **Signing of Contract: The successful bidder shall execute an agreement for ensuring satisfactory performance.**

16. The Director/ Executive Director AIIMS Patna reserves the right to accept or reject any or all tenders without assigning reasons.

17. The Director /Executive Director AIIMS Patna reserves the right to modify, add or delete any terms & conditions of the contract as and when required.

18. (i) Any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority.

(ii) "Bidder" (Including the term 'tenderer', 'Consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms of companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch of office controlled by such person, participating in a procurement process.

(iii) "Bidder from a country which shares a land border with India" for the purpose of this Order means:-

- a. An entity incorporated, established or registered in such a country; or
- b. A subsidiary of an entity incorporated, established or registered in such a country; or
- c. An entity substantially controlled through entities incorporated, established or registered in such a county; or
- d. An entity whose beneficial owner is situated in such a country; or
- e. An Indian (or other) agent of such an entity; or
- f. A natural person who is a citizen of such a country; or
- g. A consortium or joint venture where any member or the consortium or joint venture falls under any of the above.

(iv) The beneficial owner for the purpose of (iii) above will be as under.

1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has controlling ownership interest or who exercises control through other means.

Explanation –

- a. "Controlling ownership interest" means ownership of or entitlement to more than twenty-five percent of shares or capital or profits of the company.
- b. "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management right or shareholders agreements or voting agreements;

2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s) , who, whether acting alone or together , or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body individuals;
4. Where no natural person is identified under (1) or (2) or (3) above , the beneficial owner is the relevant natural person who holds the position of senior managing official;
5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

(v) An Agent is a person employed to do nay act for another, or to represent another in dealings with third person.

(vi) [To be inserted in tenders for Works contracts, including Turnkey contracts]. The Successful bidder shall not be allowed to sub-contract works to nay contractor from a country which shares a land border with India unless such contractor is registered with the Competent Authority.

**(Faculty-in-charge)**  
**Procurement Cell**  
**AIIMS Patna**

## 4.GENERAL CONDITIONS OF THE CONTRACT (GCC)

### **1. Use of contract documents and information**

- (i) The supplier shall not, without the purchaser's prior written consent, disclose the contract or any provision thereof including any specification, drawing, sample or any information furnished by or on behalf of the purchaser in connection therewith, to any person other than the person(s) employed by the supplier in the performance of the contract emanating from this Tender document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.
- (ii) Further, the supplier shall not, without the purchaser's prior written consent, make use of any document or information mentioned in this tender except for the sole purpose of performing this contract.
- (iii) Except the contract issued to the supplier, each and every other document mentioned in tender shall remain the property of the purchaser and, if advised by the purchaser, all copies of all such documents shall be returned to the purchaser on completion of the supplier's performance and obligations under this contract.

### **2. Performance Security**

- a) There will be a performance security deposit amounting to 03 % of the total value of the services/work including taxes, which shall be submitted by the successful bidder within 10 days from the date of issuance of Notification of Award (NOA).
- b) The NOA should be signed and submitted to Institute. It should be accomplished signifying the acceptance of terms & condition of the NOA. No payment will be released in case it is not complied with and, no interest on delayed payment admissible.
- c) The Performance security shall be denominated in Indian Rupees.
- d) Demand Draft / FDR/ Bank Guarantee in any one of the forms namely Account Payee Demand Draft or FDR or Bank Guarantee issued by a Scheduled bank in India, in the prescribed form as provided in this document endorsed in favour of the Institute.
- e) Institute will release the Performance Security without any interest to the successful bidder on completion of the successful bidder's all contractual obligations & after receipt of certificates confirming that all the contractual obligations have been successfully complied with.

### **3. Delivery period:-**

**The service should start within 45 days of signing of Agreement. Agreement should be signed within 10 days of award of work, otherwise LD/penalty will be applicable.**

### **4. Penalty Clauses:**

- (i) In case of any foreign particle like hair, insect, worm, stones, metal etc. are found in food, AIIMS Patna shall ascertain the reason and if fault of the contractor/service provider is established, the service provider shall be penalized with a penalty of Rs.5,000/- per occurrence.
- (ii) In case of any written complaint regarding the quality of food or Dietary services is proven by the competent authority, the service provider shall be penalized with a penalty of Rs.1,000/- per occurrence.
- (iii) All the vegetables, fruits and raw materials used in cooking should be fresh and in case any rotten/brown leaves/poor quality food items/raw materials found to be used in kitchen during inspection it shall be penalized with a penalty of Rs.2500/-per occurrence.
- (iv) There will be random checking/inspection for the packets of raw materials supplied in kitchen. In case any foreign materials found in such checking/inspection it shall be penalized with a penalty of Rs.1,000/- per occurrence.
- (v) The personal hygiene and dressing of all the worker in the kitchen should be as per SOP / FSSAI guidelines, or if any staff of the Vendor is reported about any discourteous behaviour, the service provider shall be penalized with a penalty of Rs.2500/- per occurrence. This penalty will double on each subsequent occurrence.
- (vi) The kitchen environment should be clean and pest free conforming to SOP standard/ FSSAI Guidelines and if any deviation is found they shall be penalized with a penalty of Rs.2500/-

- per occurrence.
- (vii) If the delivery of food is delayed by more than half an hour as mentioned in SOP, the vendor shall be penalized with a penalty of Rs.5,000/- per occurrence
  - (viii) If removal of the used plates is delayed by more than half an hour as mentioned in SOP, the vendor shall be penalized with a penalty of Rs.5,00/- per occurrence
  - (ix) If at any point, the Successful Vendor fails to prepare Diet as directed/ or does not prepare the diet in numbers as asked for, or the portion amount is less than as prescribed, a penalty of Rs 10000/ per occurrence will be levied. Repeated occurrence will lead to cancellation of the Tender and blacklisting of the Vendor.
  - (x) If at any point of time the vendor is found deviating from the terms and conditions of tender (infrastructure, manpower, appliances etc), the vendor shall be penalized with a penalty of Rs.1, 000/- per occurrence and on such repetitions contract may be cancelled.
  - (xi) If the equipments to be used are non functioning or not available, or are not usable condition, the Successful Vendor will be levied a penalty of Rs 1000 per equipment per day.
  - (xii) Preparation area for Veg and Non-Veg (only egg) should be physically separated. There should be separate utensils for cooking Veg and Non-Veg (only eggs) and these should not be mixed or interchanged. If any point of time it is found that utensils used for Veg and Non-veg are inter mixing, penalty of Rs.1000 per instance.

#### 5. **Payment:**

Payment shall be made subject to recoveries, if any, as regards to the penalty imposed, by way of liquidated damages or any other charges as per terms & conditions of contract in the following manner. Payment shall be released against submission of monthly bills in duplicate by the Successful Tenderer for satisfactory performance of work, which shall be certified by the officer designated by the Institute for the said purpose.

#### 6. **Governing language**

The contract shall be written in English language. All correspondence and other documents pertaining to the contract, which the parties exchange, shall also be written accordingly in that language.

#### 7. **Termination of Contract**

- a) **Termination for default:** - The Institute, without prejudice to any other contractual rights and remedies available to it (the Institute), may, by written notice of default sent to the successful bidder, terminate the contract in whole or in part, if the successful Bidder fails to perform any contractual obligation(s) within the time period specified in the contract, or within any extension thereof granted by the Institute.
- b) In the event of the Institute terminates the contract in whole or in part, the Institute may procure services similar to those cancelled, with such terms and conditions and in such manner as it deems fit and the successful bidder shall be liable to the Institute for the extra expenditure, if any, incurred by the Institute for arranging such procurement.
- c) Unless otherwise instructed by the Institute, the successful bidder shall continue to perform the contract to the extent not terminated.
- d) **Termination for insolvency:** If the successful bidder becomes bankrupt or otherwise insolvent, the Institute reserves the right to terminate the contract at any time, by serving written notice to the successful bidder without any compensation, whatsoever, to the successful Bidder, subject to further condition that such termination will not prejudice or affect the rights and remedies which have accrued and or will accrue thereafter to the Institute.
- e) **Termination for convenience:** - The Institute reserves the right to terminate the contract, in whole or in part for its (Institute) convenience, by serving written notice on the successful bidder at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of the Institute. The notice shall also indicate inter alia, the extent to which the successful bidder's performance under the contract is terminated, and the date with effect from which such termination will become effective.

#### 8. **Force Majeure:-**

- I. The supplier shall not be liable for imposition of any such sanction so long the delay and/or failure of the supplier in fulfilling its obligations under the contract is the result of an event of

Force Majeure.

- II. For purposes of this clause, Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and which is not foreseeable and not brought about at the instance of , the party claiming to be affected by such event and which has caused the non – performance or delay in performance. Such events may include, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, and freight embargoes. It will not be applicable in instances where running of the Hospital is necessary, like in epidemics, disasters, natural calamities etc.
- III. If a Force Majeure situation arises, the supplier shall promptly notify the Purchaser/Consignee in writing of such conditions and the cause thereof within twenty one days of occurrence of such event. Unless otherwise directed by the Purchaser/Consignee in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- IV. If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side.

**9. Arbitration / Resolution of disputes:-**

- a) In the event of any dispute or difference(s) between the vendee (AIIMS Patna) and the vendor(s) arising out of non-supply of services not found according to the specifications or any other cause what so ever relating to the supply or purchase order before or after the supply has been executed, shall be referred to the Director AIIMS Patna who may decide the matter himself or may appoint arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.
- b) If the parties fail to resolve their dispute or difference by such mutual consultation within twenty- one days of its occurrence then, either the Purchaser/Consignee or the supplier may give notice to the other party of its intention to commence arbitration.

**10. Applicable Law & Jurisdiction of Courts**

- a) The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.
- b) All disputes arising out of this tender will be subject to the jurisdiction of courts of law in Patna (Bihar, India).

**(Faculty-in-charge)**  
**Procurement Cell**  
**AIIMS Patna**

## **5. GENERAL TERMS AND CONDITIONS FOR SUCCESSFUL TENDERER AND PERFORMANCE INDICATOR**

1. Only Proprietor will sign the Agreement in case of Award of tender to a Proprietary Firm, however in cases of Partnership/Company only legally authorized nominee/person will sign the Agreement. Legal heirs/Nominee of proprietor shall be authorized to continue the services or withdraw the payment if proprietor not alive during the contract.

### **2. THE SUCCESSFUL TENDERER DELIVERABLES.**

- a. The Successful Tenderer shall be responsible for providing Services in the designated area during the time in the day as specified for particular area.
- b. The Services shall be provided through qualified and experienced personnel for particular service.
- c. The Successful Tenderer shall be responsible for issuing the identity card with name and address only with employer name printed on the card to the personnel engaged for providing the Services.
- d. All personnel deployed for the Services shall wear the dress as specified by the Institute.

### **3. VALIDITY OF TENDER:-**

The initial validity of the offer is **270 days** from the date of opening of the technical bid. On the request of the Institute the Successful Tenderer shall increase the validity period subject to maximum 90 days.

### **4. COMMENCEMENT OF WORK:**

**The Successful Tenderer is required to sign the Agreement and start the work within 45 days from signing of the Agreement. The Agreement should be signed within 10 days of award of work. Any delay will be counted for application of Penalty Clause.**

### **5. PERIOD OF CONTRACT AND ITS RENEWAL:**

The contract will be awarded for a period of 05 years from the date of award of work which will be renewed every year subject to satisfactory performance and recommendation for the same, on the written request of the contractor three months before the expiry of the contract or its renewal as the case may be. Each renewal of contract shall be made on the same terms and conditions on which initial agreement is entered into. However, the successful tenderer has to continue the work till the time new arrangement is made by the Institute, otherwise the Institute will forfeit the Security Deposit. After expiry the contract the subsequent agreement shall be settled on mutually agreed terms and condition.

### **6. NOTICE PERIOD FOR ABANDONMENT OF CONTRACT: -**

Neither party shall be entitled to abandon the contract during initial period of one year. However, if after one year the contract is renewed either party shall be entitled to abandon the contract after serving three-month notice in writing to the other party regarding abandonment of contract. However, the Successful Tenderer given the contract shall have to continue the work even after expiry of the notice period till an alternative arrangement is made by the Institute.

### **7. ASSIGNMENT: -**

Successful Tenderer shall have no right to assign, transfer or sublet the Contract arising out of this Tender.



## **6.SPECIAL TERMS AND CONDITION AND SCOPE OF WORK PERFORMANCE INDICATOR**

### **General instructions for Patient Diet Management:**

1. Rates quoted by the Service Provider shall be **exclusive** of GST and other Government levies, if any. If in future any new tax be implemented on these service, institute will reimburse the same.
2. That the if service provider fails to carry out the jobs enumerated in the agreement on any particular day, it shall be open for the Institute to get the job done from alternative source on behalf of the Service provider and all expenses/cost accrued thereof shall be recovered by the Institute from the bill/security of the Service provider.
3. That the Successful Service provider shall be at liberty to choose his work force from time to time subject to ensuring desired quality and quantum of services.
4. That Successful Service provider shall provide to each worker two sets of uniform (coat, shirt, trousers, cap and hand towel) yearly, out of which first set of Uniform shall be provided within two weeks (14 days) from the date of commencement of the contract. He will also provide all safety equipments / disposable caps, masks, gloves for the discharge of his duties The successful service provider will also provide proper identity card to each of his employees.
5. That the Successful Service provider shall get medical fitness done for each of his employee from Institute at the time of commencement of work and thereafter every six months, /or in between if any new staff joins, NO staff shall be allowed to work without medical fitness. All the expenses for such medical fitness shall be borne by the Successful Service provider. The 1<sup>st</sup> bill and every six monthly bill shall be processed for payment, only when the Successful Service provider shall submit a medical fitness of each of his/her employee The Successful Service provider shall approach Institute's General Hospital for medical examination/fitness of his staff.
6. That Successful Service provider shall further ensure that his workers must wear neat & clean and well-ironed uniform.
7. **No accommodation arrangement will be provided to successful vendor for day or night stay.**
8. **The successful bidder will submit GST invoice bills of raw materials procured for preparation of diets to be served to the patients. The raw material procured will be in joint supervision of the manager and representative of the institute.**
9. **The institute will have the right to inspect at any time the stock of the raw materials as per invoice available. The invoice of the raw material will be used solely to check the quality and quantity of the raw materials purchased and brought in stock for preparation of diet.**
10. **The institute may ask the successful service provider addition of new diets or deletion/modification to the existing diet at the same rate at which work is allotted.**
11. **The successful service provider will have to procure the equipment as mentioned scope of work. Some equipment as per **annexure - E** are available at the patients diet kitchen. This will be handed over to the successful vendor on as is available basis. Successful service provider will maintain this equipment also without causing irreparable damage to it.**
12. The successful Service Provider will have to deploy following personnel, with the qualification given below, as minimum numbers for the discharge of the services
  - a) Manager-01  
  
Qualification: 3 years Degree/Diploma in hotel management and two years' relevant experience in Govt. or NABH Hospital.  
  
Duties: Overall responsible for food preparation and service. Day to day coordination with the dieticians/institute Authorities. Purchase of raw material as per specifications, storage

and issuing as per requirement. Making of duty roster for the staff engaged for food production and service. Liaison with indoor patients for food quality, service and complaints.

b) (i) Supervisors- 01 in each shift

Qualification: One-year diploma/Certificate in Hotel management and 3 years relevant experience.

Duties: To assist manager for day to day working. Collection of food indent from ward. Indenting of raw material. Supervision of Cooks and Helpers engaged in food preparation. To ensure preparation of various meals at right time. Special attention to the preparation of therapeutic special feed. Portion control of food items for each ward. Packing of meals as per specification. To ensure timely departure of food trolleys. To ensure cleanliness in the kitchen premises, washing of utensils and proper disposal of kitchen waste. To coordinate among the kitchen staff to provide best services.

c) (i) Store Keeper-01 in each shift

Qualification: Diploma in material management and 2 years' relevant experience.

Duties: Timely purchasing of raw material, vegetable, milk, curd, eggs etc. as per the specification. To ensure proper storage of raw material (Perishable and Nonperishable material) as per the given specification.

d) (i) Cooks- 2 in each shifts Preparation of food.

Qualification: Minimum 10<sup>th</sup> pass and 3-year experience in bulk cooking.

Duties: To prepare food as per specification and requirement within scheduled time. To maintain cleanliness and hygiene standard in their working areas.

(ii) Masalachi – 1 per shifts to assist cook

(iii) Kitchen Helper- 2 per shifts to assist Cook.

Qualification: Minimum 10<sup>th</sup> pass.

**Duties: To assist cook for pre preparation work of food. To clean cooking utensils, equipments and other soiled food trays/utensils.**

e) Service Boy- 20 per shift.

Qualification: Minimum 10<sup>th</sup> pass.

Duties: - To serve food and beverage to the patients in the wards as per the guidelines mentioned in the indent slip/dietician's slip and other assigned miscellaneous work in the kitchen/pantry. To remove soiled utensils from the ward as soon as the meals session is over. To report respective supervisors.

f) Sanitation Workers: Four per shift

Duties: Cleaning of entire kitchen premises in hygienic conditions all the time.

The above numbers are minimum, and the Successful Service Provider will have to assess itself the work load so as to ensure that the services are as per the terms and condition and the SoP prescribed

13. That the successful Service Provider shall take over working space, store, cold room, equipments, gadget, utensils, LPG fitting & manifold room, domestic burners etc. for main patient kitchen as well as for private ward pantry available and on "as is where is" basis. Successful Service provider shall also ensure timely servicing and overhauling, complete repairing or replacement of parts in case of any breakdown in any gadget, and keep them functional all the time. **In case where equipment has been sent for repair outside, the successful service provider**

alternative equipment so that the service are not hampered and all the expenses for such arrangements shall be borne by successful service provider. The successful service provider shall ensure provision of commercial LPG cylinder and his own expenses.

14. That successful Service Provider shall always maintain a high level of cleanliness and hygiene of the kitchen premises, fixture, fittings, office equipments and gadgets, worker's toilet kitchen surroundings, ward pantry etc. and will further insure that there are no flies, cockroaches, insect's bad odor/ foul smell in the working area. Successful service provider should further ensure timely and frequent disposal of garbage and trash as soon as it is generated as per the Institute protocol in this regard, Dumping of garbage in work area shall not be allowed at any cost. Successful Service provider shall ensure that kitchen and pantry shall remain clean & hygienic all the time. Garbage dumping area is located about ½ kilometers from kitchen: therefore, Successful Service provider shall keep rickshaw trolley or other trolley for transporting of garbage from kitchen to garbage dumping area.
15. That the Successful Service provider shall provide Quality Disposables (like paper napkin to be given with every meal for high protein and sprouts, further ensure that Therapeutic Dietetic Provision ALL INDIA INSTITUTE OF MEDICAL SCIENCES, Phulwari Sharif, Patna, Bihar 801507"
16. That Successful Service provider shall provide food grade stainless steel water/beverage tumblers to all patients for service of milk and water.
17. That Successful Service provider shall provide bone china crockery & S.S. cutlery i.e. full plate, half plate, cup & saucer and soup bowl and glass tumblers, desert spoon, tea spoon & forks etc. for Private Ward's patients.
18. That Successful service provider shall provide Food in casseroles presented in a proper service tray, for private room service.
19. That the services of the Successful Service provider for this purpose shall be open as per the requirement of the Institute for all 365 days of the Year, including SUNDAY and HOLIDAYS. Meals Service Timing will be as - Bed Tea- (6-7 AM), Breakfast (08:00 AM), Mid- Morning Snacks (10:30 AM), Lunch (1:00 PM), Evening Tea (4:30 PM), Dinner (08:00 PM), and shall be strictly followed by the Successful Service provider and his staff. If any patient is under clinical investigation or otherwise engaged or request made by patient or doctor or nurse/dietician for particular time for meal service that shall be honoured by the Successful Service provider and his staff, and Successful Service provider shall ensure meal is served to those patient accordingly (both General Ward and Private ward).
20. That Successful Service provider shall ensure that meals are freshly prepared and are served warm or hot/cold as the case may be. He will further insure that packed food items mentioned in the diet schedule (i.e. Milk, butter, jam fruit juice, curd biscuit, tea, sugar etc.) shall be served packed to the patients.
21. **The total beds at the institute are 960 (with bed occupancy of 80 – 90%) plus 87 day care bed for which adequate arrangement should be made for serving diets in the designated area.**
22. A sample of each meal to be served to the patient should be preserved by the service provider in a covered tray/Tiffin which will be kept with Dietician for the purpose of inspection (if required) for the quality of food already served to the patients. The Successful Service provider shall ensure that meals must be served with etiquette to each patient at his bedside. Service boy must collect food trays and utensils from patient's bed side and shall keep the tray in the pantry or in the trolley or collection tub.
23. That the manpower engaged by Successful Service provider to carry out the contract/agreement shall strictly be the workers of the Successful Service provider and the Successful Service provider shall strictly be the workers of the Successful Service provider and the serving of Food and collection of used tray, plates etc should be done in a polite way and ensuring that there is no

spillage, breakage etc..

24. That the Successful Service provider and his staff shall abide by all the rules, instructions and orders issued in writing by Medical Superintendent of Institute (hereinafter referred as Medical Superintendent) from time to time.
25. That the Successful Service provider or his representative shall take daily instructions from Dietician/Assistant Dietician on duty regarding meals and comply with the same and report back for compliance on a daily basis. A daily instruction register will be maintained by the manager of the service provider which will be produced whenever asked for by the Medical Superintendent.
26. Institute shall not compromise for quality and quantity of ingredient, hygiene etc. at any cost. The Successful Service provider shall use FSSAI, FPO, ISO/ISI marked food items.
27. The hospital has HIS (Hospital Information System) for Hospital Dietary services for indenting and verification of various diets from ward as per requirement. The successful service provider has to cooperate in the implementation of HIS system in the hospital so that patient dietary service to be run accordingly.
28. Successful service provider will be required to place a display board at appropriate locations in each ward indicating entire diet schedule of all categories so that patients are aware of their diet quality and quantity.
29. The payment to the Successful Service provider shall be made by Institute by 15<sup>th</sup> of each Month if the Successful Service provider would submit the bill with all necessary documents by 3<sup>rd</sup> of each Month. The wages will be payable by successful service provider to the worker upto 7<sup>th</sup> day of every month without waiting for the payment of bill to the successful service provider by the institute. If the successful service provider fails to do so a fine of Rs. 500.00 (Rs. Five Hundred) per day will be imposed on the successful service provider.
30. **The Institute may look for any amendment (addition/deletion/modification) in the quality and quantity of the patients' diets at any point of time during contract period.**

#### **Instruction for Financial Bid**

- a. **The tender should quote in figures as well as in the words the amount tendered.**
- b. **NO CORRECTION, ALTERATION AND OVERWRITING** in the Financial Bid will be allowed.
- c. The tenderer should ensure that the amounts are written in such way so that interpolation is not possible. No blank spaces should be left.
- d. **The tenderers are advised to visit the patient kitchen of the Institute before quoting the rates, they may contact Office of Medical Superintendent, ALL INDIA INSTITUTE OF MEDICAL SCIENCES, Phulwari Sharif, Patna Bihar- 801507 for clarifications, if any.**

## **7.Scope of Work**

1. A Patient Kitchen area (Hall) will be allotted to the successful vendor for carrying out the work exclusively along with access to all areas where diet is to be served.
2. The layout of the Kitchen should be designed as per the allotted space, and in consultation with the designated authority of the Institute.
3. The Kitchen should be divided into the following areas: **receiving area , preparation area , cooking area, dish washing area, area for preassembling & packaging of food, Clean and dirty trolley bay area, area for preparing therapeutic and modified feed, storage area, cold rooms, waste dumping area , offices for Manager, Supervisor, dietician, store -incharge** etc.
4. Design of the kitchen should be in such a way that the functional flow should be unidirectional. The storage area should be a limited access area. Physical barriers should separate the dishwashing area from the other sections to contain contamination.
5. Main Kitchen shall be such that food preparation/ processes are not amenable to cross-contamination from other pre and post process operations like goods receiving, pre-processing (viz. packaging, washing / portioning of ready-to-eat food etc). Proper signage have to be displayed in various sections of the kitchen.
6. The designing should be as per food Safety and standards regulations by latest FSSAI guidelines.
7. Timely distribution of the food to patient care areas should be strictly complied as per SOP.
8. Serving of food for patients at bed side should be done in plates (Stainless Steel304) having minimum six compartments. Size of the serving plate should be approximately 15 inch\* 10 inch.
9. It is the responsibility of the bidder to obtain ISO 22000(Food Safety Management System) Certificate within one year of commissioning of Dietary Services and to maintain the same throughout the contract period.
10. AIIMS Patna will provide dual metered electricity supply (1 from DG & 1 from grid supply) for Main kitchen. Electricity charges at prevailing institutional electrical supply rates in the State of Bihar shall be deducted from the bill as per actuals for that period. It shall be the responsibility of the bidder to record the electricity meter readings for the billing period. AIIMS reserves the rights to verify the same if required.
11. AIIMS Patna may do surprise inspection for quality checks and compliance of SOP in Kitchen.
12. AIIMS reserves the right to check the food quality of items prepared in the Kitchen at any time and to take the samples in the presence of representatives of Contractor/Service Provider and get it tested from Government approved Laboratories for Microbiology/Adulterant testing of raw food, cooked food, etc. regularly to maintain hygiene standards.
13. The kitchen environment should be clean and pest free conforming to SOP standard/ FSSAI.
14. Following equipments will have to be procured, installed & commissioned and also maintained.

### **TECHNICAL SPECIFICATION FOR KITCHEN ITEMS**

#### **A. RECEIVING AREA**

##### **1. WEIGHING SCALE FOR BULK RECEIVING**

- i) Electronic Type platform weighing scale For weighing upto 300 Kgs

##### **2. TABLETOP WEIGHING SCALE**

- i) Electronic Type tabletop weighing scale for weighing 5-10 Kg.

##### **3. MOBILE BUSSING CART**

- i) # 14 Ga. S.S. top channel shape.
- ii) Four (4) no. 38 mm dia uprights on Castors.
- iii) Two(2) no #18 G.A S.S pan with All sides turned up 100mm & hemmed outside welded to S.S legs.
- iv) Four (4) no. heavy duty 125mm dia Non marking rubberized castors all with brakes.
- v) Under sides of top shall be reinforced W/ 25 X 100 X 25 #16 G.A S.S inverted channel.

##### **4. ELBOW/KNEE/FOOT ACTIVATED HAND WASH SINK UNIT**

- i) Made from 304 stainless steel.
- ii) Elbow/Knee/Foot-operated.
- iii) Bowl mm 340 x 365 x 155 h with mixer spout and drain hole.
- iv) Model shall comply with international hygiene and clean ability standards.
- v) Steel knee pedal to be made hand washing basin extremely easy to use.
- vi) Should be Easy to clean
- vii) Washbasin should be equipped with a wall panel plus paper and soap dispensers as optional extras
- viii) Mixer spout, ½" in diameter and drain hole supplied as standard.
- ix) Should be constructed entirely in 18/10 stainless steel.
- x) Sound deadened pressed bowl with rounded corners and all-round lip to prevent overspill.
- xi) Rear up stand to be 30 mm in height and 1.5 mm thick.
- xii) Syphon to be included.

## **5. KNIFE SANITIZER WITH UV LAMP**

- a. Should be made of Stainless Steel 304.
- b. Sanitization to be done through UV-ray irradiation.
- c. Should be of two hinged doors construction.
- d. Should be able to place 10 – 12 number of knives for sanitization.
- e. The Cycle should be restarted with the opening and closing of the doors and automatically shuts off when cycle ends.

## **6. WALL MOUNTED HOSE REEL WITH SPRAY GUN**

- a. Should include models for wall mounting and equipped with spray gun.
- b. Rubber hose with spray gun certified for use with cold and water temp water.
- c. Removable spray gun with plastic handle and adjustable beam.
- d. 15m hose length.
- e. To be used with water temperature max 90°C
- f. Hose reel to be provided with a closed stainless steel drum.
- g. Shell shall be entirely made in AISI 304 stainless steel.
- h. The hose winder is spring-loader and fitted with a locking mechanism.
- i. Hose reel provided with a stainless steel swiveling wall bracket.
- j. Operating pressure min 1 bar / max 9 bar.
- k. Water flow: 3 bar=13.5 l/min

## **B. WASHING AREA**

### **1. DOUBLE SINK UNIT**

- a. #16 Gauze. S.S. Top.
- b. 150mm High Rear side Splash. Front & Both sides' marine edges with back side of splash to be closed by # 20 G.A. S.S. sheets.
- c. Top secured 38mm x 38mm x 3mm Thick S.S. welded angle frame work.
- d. Left side of unit Two (2) no. 500 mm x 500mm x 200mm deep # 16 Ga. S.S. sink, Sink Complete with 50mm dia lever handle operated waste outlet & rear connected overflow.
- e. Two (2) No. # 20 Ga. S.S. 50mm high Removable perforated Strainer basket with handles.
- f. Four (4) no. 38mm Dia S.S. legs. With adjustable bullet feet.
- g. 25mm Dia S.S. pipe cross bracing welded to legs at Rear & both sides. □ # 20 G.A S.S Apron front & right of Sink.
- h. Two (2) No. Deck Mounted Swivel type water Mixer faucet.

### **2. SHELF**

- a. Made from 304 AISI stainless steel, 1mm in thickness.
- b. Uprturned edges.
- c. Size (w x d x h) – 1400 x 300 x 25 mm
- d. rear up stand, h=30mm.
- e. Wall brackets allow the shelf to be positioned at different heights.
- f. It could be installed and positioned at different heights on the wall using the supplied wall brackets.
- g. Smooth surfaces, rounded corners, absence of edges and rear up stand facilitate cleaning operations □

### **3. WALL MOUNTED HOSE REEL WITH SPRAY GUN**

- a. Should include models for wall mounting and equipped with spray gun.
- b. Rubber hose with spray gun certified for use with cold and water tamp water.
- c. Removable spray gun with plastic handle and adjustable beam.
- d. 15m hose length.
- e. To be used with water temperature max 90°C
- f. Hose reel to be provided with a closed stainless steel drum.
- g. Shell shall be entirely made in AISI 304 stainless steel.
- h. The hose winder is spring-loader and fitted with a locking mechanism.
- i. Hose reel provided with a stainless steel swiveling wall bracket.
- j. Operating pressure min 1 bar / max 9 bar.
- k. Water flow: 3 bar=13.5 l/min

### **4. ELBOW/KNEE/FOOT ACTIVATED HAND WASH SINK UNIT**

- a. Made from 304 AISI stainless steel.
- b. Elbow/Knee/Foot-operated.
- c. Bowl mm340x365x155h with mixer spout and drain hole.
- d. Model shall complies with international hygiene and clean ability standards.
- e. Steel knee pedal to be make handwashing basin extremely easy to use.
- f. Should be Easy to clean
- g. Washbasin should be equipped with a wall panel plus paper and soap dispensers as optional extras
- h. Mixer spout, ½" in diameter and drain hole supplied as standard.
- i. Should be constructed entirely in 18/10 stainless steel.
- j. Sound deadened pressed bowl with rounded corners and all-round lip to prevent overspill.
- k. Rear upstand to be 30 mm in height and 1.5 mm thick.
- l. Syphon to be included.

### **5. TILTING BASKET VEGETABLE WASHER**

- a. Unit to be made from 304 AISI stainless steel.
- b. Double inclined well bottom to allow automatic cleaning.
- c. Washing system by water vortex; multiple diffuser for uniform water vortex; automatic water filling.
- d. The lifting of the basket at the end of the washing cycle is achieved by a reliable and safe linear motor controlled by double push button with alarm. IP55 water protection. Well capacity: 300 lt.
- e. Double inclined well bottom to allow automatic cleaning of the unit.
- f. Easy to remove perforated stainless steel filters.
- g. Washing well shaped to achieve an efficient water vortex.
- h. Basket lifting at the end of the cycle achieved by means of a linear motor controlled by a double push button with alarm.
- i. "Soft-action" manual ball valve regulates the wash water loading and pressure.
- j. Multiple diffuser to uniform water vortex and a solenoid valve to expedite water loading and drainage.
- k. Simple control panel with emergency stop an acoustic alarm switch.
- l. Cycle duration of 2 to 3 minutes, a timer switch regulates the cycle length.
- m. IPX5 water protection.
- n. To be mounted on adjustable stainless steel legs.

### **6. MOBILE TANK WITH FALSE BOTTOM**

- a. Mobile Tank to support Vegetable Washer for unloading vegetables.
- b. Constructed in 304 AISI stainless steel.
- c. Push handle, perforated false bottom, drain hole and overflow pipe.
- d. It should have 4 swiveling castors, two with brakes.

## **C. PREPARATION AREA**

### **1. ELBOW/KNEE/FOOT ACTIVATED HAND WASH SINK UNIT**

- a. Made from 304 AISI stainless steel.
- b. Elbow/Knee/Foot-operated.
- c. Bowl mm340x365x155h with mixer spout and drain hole.
- d. Model shall complies with international hygiene and clean ability standards.
- e. Steel knee pedal to be make hand washing basin extremely easy to use.

- f.  Should be Easy to clean
- g. Washbasin should be equipped with a wall panel plus paper and soap dispensers as optional extras
- h. Mixer spout, ½" in diameter and drain hole supplied as standard.
- i. Should be constructed entirely in 18/10 stainless steel.
- j. Sound deadened pressed bowl with rounded corners and all-round lip to prevent overspill.
- k. Rear upstand to be 30 mm in height and 1.5 mm thick.
- l. Syphon to be included.

## 2. **DOUBLE SINK UNIT**

- a. #16 Gauze S.S. Top.
- b. 150mm High Rear side Splash. Front & Both sides' marine edges with back side of splash to be closed by # 20 G.A. S.S. sheets.
- c. Top secured 38mm x 38mm x 3mm Thick S.S. welded angle frame work.
- d. Left side of unit Two (2) no. 500 mm x 500mm x 200mm deep # 16 Ga. S.S. sink, Sink Complete with 50mm dia lever handle operated waste outlet & rear connected overflow.
- e. Two (2) No. # 20 Ga. S.S. 50mm high Removable perforated Strainer basket with handles.
- f. Four (4) no. 38mm Dia S.S. legs. With adjustable bullet feet.
- g. 25mm Dia S.S. pipe cross bracing welded to legs at Rear & both sides.  # 20 G.A S.S Apron front & right of Sink.
- h. Two (2) No. Deck Mounted Swivel type water Mixer faucet.

## 3. **MOTORIZED VEGETABLE PEELER**

- a. Should be motorized vegetable peeler
- b. Unit to be constructed in stainless steel with lid
- c. To be supplied with: -abrasive plate.
- d. Timer with countdown display.
- e. Removable rotating plate covered in abrasive vitreous material (lava stone) to ensure high quality finish to peeled vegetables.
- f. Peels are reduced to small pieces to facilitate drainage process.
- g. Pulse function to control the unloading operation.
- h. Removable water inlet, clipped to the cover, designed to serve as a spray to clean the machine.
- i. Detectors to stop the machine from operating when the lid and/or door are opened.
- j. IP55 waterproof touch button control panel.
- k. Capacity: 15 kg

## 4. **WALL MOUNTED HOSE REEL WITH SPRAYGUN**

- a. Should include models for wall mounting and equipped with spray gun.
- b. Rubber hose with spray gun certified for use with cold and water tamp water.
- c. Removable spray gun with plastic handle and adjustable beam.
- d. 15m hose length.
- e. To be used with water temperature max 90°C
- f. Hose reel to be provided with a closed stainless steel drum.
- g. Shell shall be entirely made in AISI 304 stainless steel.
- h. The hose winder is spring-loader and fitted with a locking mechanism.
- i. Hose reel provided with a stainless steel swiveling wall bracket.
- j. Operating pressure min 1 bar / max 9 bar.
- k. Water flow: 3 bar=13.5 l/min

## 5. **WALL SHELF**

- a. Made from 304 AISI stainless steel, 1mm in thickness.
- b. Upturned edges.
- c. Size (w x d x h) – 1400 x 300 x 25 mm
- d. Integral radiused rear upstand, h=30mm.
- e. Wall brackets allow the shelf to be positioned at different heights.
- f. It could be installed and positioned at different heights on the wall using the supplied wall brackets.
- g. Smooth surfaces, rounded corners, absence of edges and rear upstand facilitate cleaning operations

## 6. **WORK TABLE-1**

- a. Unit to be 1400mm of length.
- b. #16 Gauze. S.S. Top.
- c. 150mm High Rear Splash with back side of splash to be closed by # 20 G.A. S.S. sheet.



- d. Top and body secured to 38mm x 38mm x 3mm thick S.S. welded angle frame work.
- e. # 18 Ga. S.S. Bottom shelves with hat type reinforcement channel.
- f. Four (4) no. 38mm Dia S.S. legs. With adjustable bullet feet.

7. **STORAGE BIN FOR POTATO/ONION**

- a. 25mm x 25mm #16 Ga. S.S. outer frame work.
- b. Front, top rear & both sides 6mm thick S.S. rod Cladding
- c. 16 Ga. S.S base sloped rear to front
- d. # 18 Ga. S.S. front/ top hinged doors w/Rod Handle.
- e. Size (w x d x h) – 900 x 750 x 750 mm.

8. **DOUGH KNEADER**

- a. To be suitable for kneading, blending and whipping operations.
- b. Capacity: 40 liter
- c. Reinforced body for heavy duty use with 18/8 (AISI 302) 40 liter capacity stainless steel bowl.
- d. Reinforced transmission and powerful asynchronous motor (2200 W)
- e. Should be with electromechanical 3 speed variator (40, 80, 160 rpm).
- f. Bowl detection device allows the mixer to switch on only when the bowl and the safety screen are properly installed and positioned together.
- g. Unit to be Water proof (IP55)
- h. Height adjustable feet.
- i. Double thermo-glazed door with open frame construction, for cool outside door panel. Swing hinged easy-release inner glass on door for easy cleaning.
- j. Swing hinged front panel for easy service access to main components.
- k. Unit to be supplied with 1 of Trolley with tray rack for 20x1/1GN
- l. Automatic cleaning program, Core temperature sensor, Retractable hand shower, S.S Stand with Castors and under tray storage

9. **EXHAUST HOOD FOR COMBI OVEN**

- a. External and internal parts to be manufactured in SS 304
- b. Fully welded joints
- c. Should have removable, dishwasher washable SS grease filters.
- d. Grease drain channel with grease tray.
- e. Appropriate of numbers of Flashed incandescent, with heat toughened glass, LED light with IP 55 rating, diffusing glass, to provide 500 lux of light through-out the hood
- f. Should have IP65 Electrical fittings.
- g. Wiring should be in heat resistant conduits
- h. To be provided with adjustment Dampers
- i. To be suspended on ceiling with hanger rods.
- j. Capture Ray Ultraviolet cassette with integrated controls and safety
- k. Easy access to UV cassettes for maintenance.
- l. Unit complete with U.V filter.
- m. Unit should have S.S. pre-piping for Fire suppression System.

10. **TILTING BRAISING PAN**

- a. Gas/Electric operated Unit.
- b. Should have Automatic tilting mechanism
- c. Should have Automatic Ignition
- d. AISI 304 stainless steel construction.
- e. Capacity 150-200 Ltrs.
- f. Unit to be GN compliant pan size
- g. Size (WxDxH) 1600x900x700mm
- h. IPX6 water resistant.
- i. Multifunctional cooking appliance used for roasting, pot-roasting, braising, simmering, boiling, cooking and steaming.
- j. No overshooting of cooking temperatures, fast reaction.
- k. USB connection for update the software, upload recipes and download HACCP data
- l. Temperature sensors to provide efficient temperature control
- m. Easy to clean cooking surface
- n. Optimum heat distribution
- o. Safety valve on the lid avoids overpressure in the food compartment.
- p. High-quality thermal insulation of the pan to save energy

11. **EXHAUST HOOD FOR TILTING BRAISING PAN**

- a. External and internal parts to be manufactured in SS 304
- b. Fully welded joints
- c. Should have removable, dishwasher washable SS grease filters.

- d. Grease drain channel with grease tray.
  - e. Appropriate of numbers of Flashed incandescent, with heat toughened glass, LED light with IP 55 rating, diffusing glass, to provide 500 lux of light through-out the hood
  - f. Should have IP65 Electrical fittings.
  - g. Wiring should be in heat resistant conduits
  - h. To be provided with adjustment Dampers
  - i. To be suspended on ceiling with hanger rods.
  - j. Capture Ray Ultraviolet cassette with integrated controls and safety
12. **SPREADER TABLE**
- a. Unit of size 800 mm Wide x 900 mm Deep x 850 mm High
  - b. To be provided with a drawer.
  - c. To be constructed in stainless steel 304.
  - d. Worktop in 20/10mm thickness.
  - e. Right angled side edges to eliminate gaps and possible dirt traps between units
13. SINGLE BURNER STOCK POT STOVE (SINGLE/DOUBLE) – As required
14. HEALTH SINK WITH SANITIZER -As required
15. WORK TABLE WITH SPLASH -As required
16. SINGLE SINK UNIT As per requirement
17. Automatic SS CHAPPATI making machine

### **E. PREPARATION AREA FOR THERAPEUTIC DIET**

#### **1. Items as per requirement.**

### **F. DISH WASHING AREA**

#### **1. PRE-WASH TABLE WITH PRE-WASH SPRAY UNIT**

- a. Unit to be attached to hood type dishwashers.
- b. Unit of size 1200 mm x 750 mm Deep x 1200 mm
- c. Undershelf to be provided.
- d. Constructed in 304 AISI stainless steel.
- e. Backsplash mm300h.
- f. N. 2 square 40x40mm tubular legs on height-adjustable feet.
- g. Bowl size mm500x400x300h with overflow pipe
- h. Drain hole and plastic syphon.
- i. Basket direction: from left to right.
- j. To be supplied with splash mounted pre-wash spray unit. Finger hook

#### **2. DISH WASHER – HOOD TYPE WITH VAPOUR HOOD**

- a. Heavy duty Stainless steel construction.
- b. Capacity - 80 racks / Hr.
- c. Machine can be connected to cold water
- d. Built-in atmospheric boiler
- e. 84°C rinse temperature
- f. Internal cavity as well as exterior panels are in 304 series Stainless steel.
- g. The unit is equipped with flexible fill hoses
- h. Pressed tank in front position to facilitate cleaning.
- i. Built in rinse booster pump
- j. IP25 protection
- k. Convertible from straight to corner operation
- l. delivered on height-adjustable feet
- m. Single skin hood supported by 3 springs to ensure smooth movement and guarantee operator safety.
- n. Specially designed Stainless steel wash/rinse arms and nozzles provide superior cleaning action.
- o. Revolving interchangeable Stainless steel wash/rinse arms above and below the rack, screw out for simple clean up.
- p. Pre-arranged for on-site HACCP implementation
- q. Uses 2 liters of clean water per final rinse cycle
- r. Suitable for baskets – 500 x 500 mm
- s. Unit to be supplied with vapour hood. Entirely constructed in 304 AISI stainless steel.
  - Unit of size 1200 mm x 1200 mm Deep x 400 mm

- Low noise level.
- 304 AISI stainless steel labyrinth filters easily removable for cleaning
- 304 AISI stainless steel blind panels for a correct exhaustion.
- Internal baffle to facilitate steam condensation and collection Eyebolts and screw anchors for ceiling installation.
- Labyrinth filters guarantee constant filtration to avoid clogging and to protect against fire.
- Outlet holes to be sized in order to minimize drops in pressure.

### **3. LOADING/UNLOADING TABLE FOR HOOD TYPE DISH WASHER**

- a. To be attached to hood type dishwashers.
- b. Unit of size 1200 mm x 600 mm Deep x 910 mm
- c. Entirely constructed in 304 AISI stainless steel
- d. Basket direction: from right to left and from left to right.
- e. Square 40x40mm tubular legs on height-adjustable feet.

### **4. SOILED DISH DROP-OFF TABLE WITH RACK SHELF & CHUTE**

- a. Unit of size 1700 mm x 800 mm Deep x 1550 mm
- b. Constructed in 304 AISI stainless steel.
- c. 1-tier over shelf for baskets.
- d. Single waste scraping hole with rubber ring.
- e. Attachment to infill tops or slide conveyors on the right side.
- f. Basket direction: from left to right.
- g. To be attached to hood type dishwashers.

### **6. CLEAN DISH LANDING TABLE**

- a. Entirely constructed in 304 AISI stainless steel
- b. Conveyors supplied as knock-down.
- c. Manual rack movement with short rollers
- d. Drain can be turned 360°.
- e. Designed to transport 500x500 mm dishwashing baskets.
- f. AISI 304 1.2mm stainless steel basin
- g. Self-bearing undershelf
- h. Plastic rollers easy to remove
- i. Sloping bottom of the basin grants a smooth and rapid drainage

### **7. MOBILE CLEAN DISH RACKS**

- a. AISI 304 stainless steel 4-tier shelving
- b. Entirely constructed in 304 AISI stainless steel
- c. Unit of size 1500 mm x 600 mm Deep x 1800 mm

### **8. WALL MOUNTED HOSE REEL WITH SPRAY GUN**

- a. Should include models for wall mounting and equipped with spray gun.
- b. Rubber hose with spray gun certified for use with cold and water tamp water.
- c. Removable spray gun with plastic handle and adjustable beam.
- d. 15m hose length.
- e. To be used with water temperature max 90°C
- f. Hose reel to be provided with a closed stainless steel drum.
- g. Shell shall be entirely made in AISI 304 stainless steel.
- h. The hose winder is spring-loader and fitted with a locking mechanism.
- i. Hose reel provided with a stainless steel swiveling wall bracket.
- j. Operating pressure min 1 bar / max 9 bar.
- k. Water flow: 3 bar=13.5 l/min

### **9. ELBOW/KNEE/FOOT ACTIVATED HAND WASH SINK UNIT**

- a. Made from 304 AISI stainless steel.
- b. Integral radiused rear upstand.

- c. Elbow/Knee/Foot-operated.
- d. Bowl mm340x365x155h with mixer spout and drain hole.
- e. Model shall comply with international hygiene and clean ability standards.
- f. Steel knee pedal to be made handwashing basin extremely easy to use.
- g. Should be Easy to clean
- h. Washbasin should be equipped with a wall panel plus paper and soap dispensers as optional extras
- i. Mixer spout, ½" in diameter and drain hole supplied as standard.
- j. Should be constructed entirely in 18/10 stainless steel.
- k. Sound deadened pressed bowl with rounded corners and all-round lip to prevent overspill.
- l. Rear up stand to be 30 mm in height and 1.5 mm thick.
- m. Syphon to be included.

## **H. STORAGE AREA**

### **1. SS STORAGE RACK**

- As required

### **2. UPRIGHT FREEZER**

- a. Unit of size 750 mm Wide x 800 mm Deep x 2000 mm High
- b. Capacity – 600 Ltrs.
- c. Operating temperature min.: -22 °C Operating temperature max.: -15 °C
- d. AISI 304 SS exterior and interior
- e. Built-in refrigeration unit
- f. Air conveyors allow installation up to 2100 mm from ceiling.
- g. Full AISI 304 SS back.
- h. Heavy duty castors with breaks.
- i. Two Half size door.
- j. R404a gas in refrigeration circuit.
- k. Ambient temperature of operation – 43 deg C.
- l. Door activated lights.
- m. 60 mm high density insulation.
- n. Mounted on 85 mm feet, adjustable in height up to 125 mm.

### **3. UPRIGHT REFRIGERATOR**

- a. Unit of size 750 mm Wide x 800 mm Deep x 2000 mm High
- b. Capacity – 600 Ltrs.
- c. Operating temperature min.: -2 °C Operating temperature max.: 10 °C
- d. AISI 304 SS exterior and interior
- e. Built-in refrigeration unit
- f. Air conveyors allow installation up to 2100 mm from ceiling.
- g. Full AISI 304 SS back.
- h. Heavy duty castors with breaks.
- i. Internal tem -2 to + 8 Deg Celsius.
- j. Two Half size door.
- k. R404a gas in refrigeration circuit
- l. Ambient temperature of operation – 43 deg C.
- m. Door activated lights.
- n. 60 mm high density insulation.
- o. Mounted on 85 mm feet, adjustable in height up to 125 mm.

## **I. PRE DISTRIBUTION AREA**

- 1. SS TABLE -As required**
- 2. SS RACK - As required**
- 3. SS DRAWERS - As required**

## **J. DISTRIBUTION AREA**

### **1. SERVICE TROLLEY-**, As per requirement

- Load capacity: 150 kg

## **Standard Operating Procedures (SOP)**

### **• Objective:**

1. The orderly and timely processing and distribution of food as per diet chart made available to the Vendor.
2. To ensure competence and proper methods of cooking food, preparation of feeds, preparation of Therapeutic Diet as per directions provided.

### **• Work Flow**

#### **Inventory management in Kitchen**

1. Inventory management of the raw material and other items required in the Kitchen will be done by the Vendor so that there is neither shortage nor excessive inventory in the store
2. No raw material or ingredient shall be used by the bidder if it is known to contain parasites, undesirable micro-organisms, pesticides, veterinary drugs or toxic items, decomposed or extraneous substances, which would not be reduced to an acceptable level by normal sorting and/or processing.
3. All raw materials, food additives and ingredients, wherever applicable, shall conform to all the Regulations and standards laid down under the Act. FSSAI (Latest Regulation).
4. Records of raw materials, food additives and ingredients as well as their source of procurement shall be maintained in a register for inspection. Proper records inclusive of raw material received & issued, name & ID of the person issuing the item and name & ID of the person receiving the item will be maintained. The Bills paid for purchase of the raw material will have to be submitted at the time of claiming payment for the Institute. Institute may prescribe the format in which it to be submitted
5. All raw materials should be checked & cleaned physically thoroughly. Raw materials should be purchased in quantities that correspond to storage/preservation capacity.
6. Packaged raw material must be checked for 'expiry date' / 'best before' / 'use by' date, packaging integrity and storage conditions.
7. Receiving temperature of frozen food should be -180 C or below
8. Raw material received shall be checked by the vendor under the supervision of AIIMS for any decayed/ disintegrating item and if the defect is found item shall be replaced by the bidder and the same will be updated in the logbook.
9. The vendor shall procure all the raw food materials (only from laboratory tested reputed firms like FSSAI (as mentioned in Scope of Work of the tender).
10. Equipment and containers that come in contact with food and used for food handling, storage, preparation, processing, packaging and serving shall be made of corrosion free materials which do not impart any toxicity to the food material and should be easy to clean and /or disinfect (other than disposable single use types).
11. Raw paste, sauces etc. should be stored in properly covered containers made of food grade material and checked regularly for fungal growth, deterioration etc.

### **• Opening of the Kitchen**

Name and the responsibility should be fixed of a person who opens the Kitchen. He /She will turn on all the basic utilities like light, equipment requiring time to pre

2. The person who opens the kitchen will inspect the whole kitchen area for neatness, cleanliness and will report to the concerned personnel for any equipment malfunctions.
3. The record of the same will be maintained.

### **• Preparation Procedures for cooking of the food**

1. The ingredients required to cook the daily menu need to be taken out at the beginning of the meal cooking.
2. The Bidder shall develop and maintain the systems to ensure that time and temperature are controlled effectively where it is critical to the safety and suitability of food. Such control shall include time and temperature of receiving, processing, cooking, cooling, storage, packaging, distribution and food service upto the patient.
3. Whenever frozen food / raw materials are being used / handled / transported, proper care should be taken so that defrosted / thawed material are not stored back after opening for future use.
4. If thawing is required then only required portion of the food should be thawed at a time.
5. Wherever cooking is done on open fire, proper outlets for smoke/steam etc. like chimney, exhaust fan etc. shall be provided

- **Washing of raw vegetables and other food items**

1. Adequate facilities for washing of raw food should be provided.
2. Every sink (or other facilities) for washing food must have an adequate supply of hot and/or cold water.
3. These facilities must be kept clean and, where necessary, disinfected. Preferably, sinks which are used for washing raw foods shall be kept separate and that should not be used for washing utensils or any other purposes.
4. Whole fruits and vegetables should be washed in potable water before being cut, mixed with other ingredients.
5. Uncooked, ready-to-eat fruits & vegetables should water adequately before cutting, peeling or serving
6. Fruits and vegetables should be peeled, squeezed and/or cut, as appropriate, with clean equipment/ utensils made of non-absorbent food grade materials

- **Chopping:**

1. Use Cutting Boards wherever required.
2. Keep the items on work tables organized - Do not crowd the tabletop.
3. Keep all knives visible: Do not cover knives with food, towels, etc.
4. Wipe up spills right away.
5. Work with CLEAN towels.
6. Store knives so they are visible and will not fall or be covered - NOT in drawers.
7. Before opening a new food container, be sure the old one is used up - not "lost".
8. Avoid stacking items to the point they become unstable

- **Non-veg. Products ( only egg ):**

1. Non Veg should be separated from other foods, items and surfaces.
2. Separate items (e.g. cutting boards, dishes, knives) and preparation area for raw meats and poultry and marine products should be used to avoid cross contamination of food.
3. Hands should be thoroughly washed before switching from preparing raw non veg to any other activity.
4. Ensure proper cooking of all non-vegetarian products.
5. Used surfaces should be washed with antibacterial cleaning agent, rinsed properly with water and sanitized after preparing raw meat.

- **Cooking:**

1. Cooking to be done as per the hospital Menu Plan provided to the vendor.
2. All the workers should protect themselves from any injury or burn etc.
3. Equipment and utensils used in the preparation of food shall be kept at all times in good order and repair and in a clean and sanitary condition. Such utensil or container shall not be used for any other purpose.
4. Every utensil or container containing any food or ingredient of food shall at all times be either provided with a properly fitted cover/lid or with a clean gauze net or other material of texture sufficiently fine to protect the food completely from dust, dirt and flies and other insect.

- Preparation of Therapeutic and feeds:

1. Should be prepared as recommended by the Dietician/Doctor.
2. Therapeutic Diet should be prepared under all hygienic conditions
3. Personnel preparing Therapeutic Diet should follow all condition with regard to personnel Hygiene

- **Packaging of Food for distribution to patient care areas**

1. Food should be packed in food plates as per Diet Menu
2. **Packaging** shall provide protection for all food products to prevent contamination, damage and shall accommodate required labeling as laid down under the FSS Act & the Regulations there under.
3. For primary packaging (i.e packaging in which the food or ingredient or additive comes in direct contact with the packaging material), only Food grade packaging materials are to be used. For packaging materials like **aluminum plastic and tin**, the standards to be followed are as mentioned under the FSSAI Regulations (latest) and rules
4. Packaging materials where used, shall be non-toxic and shall not pose a threat to the safety and suitability of food under the specified conditions of storage and use.
5. Food plates and other items must be maintained in good repair and kept clean.
6. Plates or any other items used for serving the food to the patients should be stain free & odour free. There should be no breakage / Crack /Distortion of the food plates or items used for serving/distribution of the food to the patients.

- **Preparation required prior to the distribution of food.**

1. Distribution trolleys should be clean and ready for distribution as per the requirement. All critical links in the supply chain need to be identified and provided for to minimize food spoilage during transportation. Processed / packaged and / or ready-to-eat food shall be protected as per the required storage conditions during transportation and / or service.
2. Temperatures and humidity which are necessary for sustaining food safety and quality shall be maintained. The conveyances and /or containers shall be designed, constructed and maintained in such manner that they can effectively maintain the requisite temperature, humidity, atmosphere and other conditions necessary to protect food conveyances and / or containers used for transporting / serving foodstuffs shall be nontoxic, kept clean and maintained in good condition in order to protect foodstuffs from any contamination.
3. Transport trolley and / or containers shall not be used for transporting anything other than foodstuffs where this may result in contamination of foodstuffs. Where the same conveyance or container is used for transportation of different foods, or high risk foods such as fish, poultry, eggs etc., effective cleaning and disinfections shall be carried out between loads to avoid the risk of cross- contamination.

- **Distribution of food**

**Indicative Timings of Distribution of Food (For General Patient/ Pvt Patient/ Therapeutic Diet/ Feeds)**

<b>Morning Tea</b>	<b>: 6:30 – 7:30 AM</b>
<b>Breakfast</b>	<b>: 8:00 – 9:00 AM</b>
<b>Lunch</b>	<b>: 1:00 PM -1:30 PM</b>
<b>Evening Snacks</b>	<b>: 4:00 – 5:00 PM</b>
<b>Dinner</b>	<b>: 7:00 – 8: 30 PM</b>

1. Timings mentioned above are standard but food should also be provided as and when required for patient on special request of the competent authority.
2. Name and Department of the Competent authority ordering food in timings other than mentioned above to be specified in the log book which will be maintained by the bidder
3. Food (For General Patient/ Pvt Patient/ Therapeutic Diet/ Feeds) will be distributed to the patients as per the diet chart which will be made available to the person designated for the distribution of food by AIIMS.

- **Collection of utensils used for serving food from Patient care areas**

1. Food plates and others items like tea Kettle etc shall be collected from wards and other areas after two hours of distribution of food.
2. Collecting trolleys should be used for the same and these should be transported to the washing area of the kitchen.

- **Ware-washing Area**

1. Adequate facilities for cleaning, disinfecting of utensils and equipment shall be provided. The facilities must have an adequate supply of hot and cold water if required.
2. The personnel working in Ware Wash area are important. They are responsible for putting everything in its place. Their performance, above all others, prevents food poisoning and creates order.
3. Inspect the dishwasher for cleanliness. Clean if necessary.
4. Check the chemical levels. Fill as required.
5. Assemble the machine, if left dis-assembled.
6. Assemble tools: scrapers, squeegees.
7. Check and refill hand-washing station stocks: bacteriostatic soap, paper towels.
8. Keep the floor dry near the dish area.
9. Let all items air dry before putting away. All equipment shall be kept clean, washed, dried and stacked at the close of business to ensure freedom from growth of **mould**/ fungi and infestation.
10. Avoid excessive dumping of fibrous foods into the disposal.
11. Avoid putting large amounts of starchy foods into the drains: rice, cereals.(They swell in your pipes and clog them.)
12. Avoid putting fats into the drains: shortenings, icings, oils, butters.(They congeal in your pipes and clog them.)
13. Precautions to be taken by staff washing the dishes
14. The vendor shall be responsible for procurement of all the detergents/washing chemicals etc. The institute authorities can make surprise check to verify that the items used are as per approved formula and right quantity of these are being used. All the Washing Chemicals/Detergents/etc has to be in liquid form.



- **Kitchen Orderliness**

1. All areas to be demarcated properly and accordingly. Proper signage's to be placed as per the area.
2. To specify clearly the area where all types of food are stored.(Using a label maker that prints adhesive, sooth, washable labels is recommended for marking shelves, cabinets and refrigerators/freezers).
3. In addition, specify the location of: Pots, Pans, Trays, Appliances& Appliance Accessories, Utensils, Small Wares, China, Flatware, Glasses, chemicals, Cleaning Supplies, Linen - Clean and Soiled.

- **CLEANLINESS**

**Personal hygiene**

1. The workers in main Kitchen should have dress code and the same must be approved by AIIMS. The workers inside the kitchen must always be in dress code.
2. Personnel known, or believed, to be suffering from, or to be a carrier of a disease or illness likely to be transmitted through food, shall not be allowed to enter into any food handling area.
3. The Contractor shall develop system, whereby any person so affected, shall immediately report illness or symptoms of illness to the Kitchen In charge (From Contractor's Side) and medical examination of a food handler shall be carried out apart from the periodic checkups, if clinically or epidemiologically indicated.
4. Food handlers / employees working in the kitchen should be medically examined once in a year to ensure that they are free from any infectious, contagious and other.
5. No spraying shall be done during the working hours in the Kitchen, but instead fly swats/ flaps should be used to kill spray flies getting into the premises. Windows, doors and other openings shall be fitted with net or screen, as appropriate to make the premise insect free.
6. The water used in cooking food shall be potable and if required chemical and bacteriological examination of the water shall be done at regular intervals at any recognized laboratory.
7. Kitchen should be clean and Hygienic any time and mandatory washing should be done every day before closing the kitchen.
8. Continuous supply of potable water shall be ensured in the premises. In case of intermittent water supply, adequate storage arrangement for water used in food or washing shall be made.
9. Only potable water, with appropriate facilities for its storage and distribution shall be used as an ingredient in processing and cooking.
10. Water used for food handling, washing, should be of such quality that it does not introduce any hazard or contamination to render the finished food article unsafe. Water storage tanks shall be cleaned periodically and records of the same shall be maintained in a register.
11. Non potable water can be used provided it is intended only for cleaning of equipment not coming in contact with food, which does not come into contact with food steam production, firefighting& refrigeration equipment and provided that pipes installed for this purpose preclude the use of this water for other purposes and present no direct or

indirect risk of contamination of the raw material, dairy products or food products so processed, packed & kept in the premise.

12. Non potable water pipes shall be clearly distinguished from those in use for potable water.
13. No vessel, container or other equipment, the use of which is likely to cause metallic contamination injurious to health shall be employed in the preparation, packing or storage of food. (Copper or brass vessels shall have proper lining).
14. Equipment shall be so located, designed and fabricated that it permits necessary maintenance and cleaning functions as per its intended use and facilitates good hygiene practices inside the premise including monitoring and audit.
15. Equipment and containers for waste, by-products and inedible or dangerous substances, shall be specifically identifiable and suitably constructed.
16. Containers used to hold cleaning chemicals and other dangerous substances shall be identified and stored separately to prevent malicious or accidental contamination of food.
17. All items, fittings and equipment that touch or come in contact with food must be: kept in good condition in a way that enables them to be kept clean and wherever necessary, to be disinfected.

16. Chipped enameled containers will not be used. Stainless steel /aluminum / glass containers, mugs, jugs, trays etc. suitable for cooking and storing shall be used. Brass utensils shall be frequently provided with lining.

- **Drainage and waste disposal**

1. Food waste and other waste materials shall be removed periodically from the place where food is being handled or cooked or manufactured to avoid building up. A refuse bin of adequate size with a proper cover preferably one which needs not be touched for opening shall be provided in the premises for collection of waste material. This shall be emptied and washed daily with a disinfectant and dried before next use.
2. The disposal of sewage and effluents (solid, liquid and gas) shall be in conformity with requirements of Factory / Environment Pollution Control Board. Adequate drainage, waste disposal systems and facilities shall be provided and they shall be designed and constructed in such manner so that the risk of contaminating food or the potable water supply is eliminated.
3. Waste storage shall be located in such manner that it does not contaminate the food process, storage areas, and the environment inside and outside the food establishment and waste shall be kept in covered containers and shall be removed at regular intervals.
4. Periodic disposal of the refuse / waste should be made compulsory. No waste shall be kept open inside the premise and shall be disposed of in an appropriate manner as per local rules and regulations including those for plastics and other non-environment friendly materials.

- **Ice and Steam Ice and steam**

1. Ice and Steam Ice and steam used in direct contact with food shall be made from potable water and shall comply with requirements specified under FSSAI Rules (latest guidelines) .Ice and steam shall be produced, handled and stored in such a manner that no contamination can happen.

- **Visitors**

1. Visitors should be discouraged from going inside the food handling areas. Proper care has to be taken to ensure that food safety & hygiene is not getting compromised due to visitors in the floor area.
2. The contractor shall ensure that visitors to its food manufacturing, cooking, preparation, storage or handling areas must wherever appropriate, wear protective clothing, footwear and adhere to the other personal hygiene provisions envisaged in this section

- **Pest Control in Kitchen**

1. Kitchen shall be kept in good repair to prevent pest access and to eliminate potential breeding sites.
2. Holes, drains and other places where pests are likely to gain access shall be kept in sealed condition or fitted with mesh / grills / claddings or any other suitable means as required and animals, birds and pets shall not be allowed to enter into the food establishment areas/ premises.
3. Food materials shall be stored in pest-proof containers stacked above the ground and away from walls.
4. Pest infestations shall be dealt with immediately and without adversely affecting the food safety or suitability.
5. Treatment with permissible chemical, physical or biological agents, within the appropriate limits, shall be carried out without posing a threat to the safety or suitability of food. Records of pesticides / insecticides used along with dates and frequency shall be maintained. Insecticides / disinfectants shall be kept and stored separately and away from food manufacturing / storing/ handling areas.
6. Adequate control measures should be in place to prevent insects and rodents from entering the processing area from drains.
7. Windows, doors & all other openings to outside environment shall be well screened with wire-mesh or insect proof screen as applicable to protect the premise from fly and other insects / pests / animals & the doors be fitted with automatic closing springs. The mesh or the screen should be of such type which can be easily removed for cleaning

- **Safety of Appliances**

- 1) **Small Appliances:**

- a) Pay close attention whenever using equipment with moving parts.
- b) Use appliances according to their instructional manuals.
- c) Do not overload blenders, food processors, mixers, fryers.
- d) Do not leave mixing/chopping appliances running un-attended.
- e) Unplug electrical appliances before cleaning, assembling or disassembling.
- f) Wipe clean after each use.
- g) Store attachments (lids, blades, hooks, paddles, whip, etc.) in their right place.

- 2) **Large Heating Appliances:** Ovens, ranges, broilers, etc.

- a) Wipe up all spills immediately.
- b) Monitor temperatures on a set schedule: once per shift. Enter readings in a log.
- c) Follow a scheduled preventative cleaning and maintenance schedule.

- 3) **Cooling Appliances:**

- a) Wipe up all spills immediately.

- b) Keep door handles, door seals, floors and shelves clean.
- c) Vacuum and de-grease cooling coils / fan area weekly.
- d) Do not block air-exchange passages with food.
- e) Monitor temperatures once each shift. Record temperatures in a log.
- f) Wrap, label and date all items.
- g) Store items in their designated spots.
- h) Empty and clean refrigerators at least weekly.

- **Storage Guidelines for Raw material**

1. Storage facilities shall be designed and constructed to enable food to be effectively protected from contamination during storage; permit adequate maintenance and cleaning, to avoid pest access and accumulation.
2. Cold Storage facility, wherever required, shall be provided to raw, processed / packed food according to the type and requirement.
3. Segregation shall be provided for the storage of raw, processed, rejected, recalled or returned materials or products which will be distinguishably marked and secured.
4. Raw materials and food shall be stored in separate areas from printed packaging materials, stationary, hardware and cleaning materials / chemicals. Raw food, poultry and seafood products shall be cold stored separately from the area of work-in-progress, processed, cooked and packaged products.
5. Storage of raw materials, ingredients, work-in-progress and packaged food products shall be subject to FIFO (First in, First Out), FEFO (First Expire First Out) stock rotation system as applicable.
6. Containers made of non-toxic materials shall be provided for storage of raw materials, work-in-progress and finished / ready to serve products. The food materials shall be stored on racks / pallets such that they are reasonably well above the floor level and away from the wall so as to facilitate effective cleaning and prevent harboring of any pests, insects or rodents.
7. All articles that are stored shall be fit for consumption and have proper cover. Storage area for all Items like Atta, Rice, vegetables should be spick and span with proper labeling and marking. Vegetable storage room has to be separate from other dry storages. Storages have to be in racks. Dairy products should be held in their own very cold refrigerators, nearly freezing. Or keep them in the coldest (usually the bottom) part of the fridge. Store ordinary onions and potatoes in a cool, dry, dark pantry

- **Fire Safety:**

1. All staff members should know:
  - How to use the portable fire extinguishers.
    - The limitations of the portable fire extinguishers.
    - The presence of the built-in fire suppression system - and what activates it.
    - How to safely evacuate the building.
2. All cooks should know:
  - How to put out very small flame-ups with salt or baking soda.
  - That water on a grease fire will just make it worse.
  - To NOT “clean” grills and broilers by setting the heat to MAX to burn food off.

- **Closing the Kitchen**

1. As time permits, each station cook should begin closing their respective stations during the last hour of service. Soiled bowls, tools, boards, pans, etc. that are least likely to be needed again should be sent to the pot washer. This reduces an overload in the washing station. As much as is practical, keep bringing dirty items to
2. The pot-washer as the breakdown and cleaning progresses rather than dumping all of the soiled cookware on the pot-washer at the last minute.
3. As soon as the last order is sent out, all heating equipment should be shut off and wiped down when cool enough.
4. At the end of the day no left over food shall be stored in the refrigerators

- **Other tasks commonly attended to by cooks in most closing procedures include:**

1. Wash and sanitize the hand tools: knives, special cutters
2. Unplug, wash and sanitize small appliances.
3. Wash and sanitize the station fixtures: tables, shelving, cabinets, and heat lamps.
4. Empty, wash and sanitize under-counter line refrigerators. Re-assemble.
5. Lock up special tools
6. Write any notes for the next shift.
7. Fill out any production reports, inventory par sheets.
8. Make final checks of the coolers and freezers.
9. Lock all cabinets and coolers. Put the keys in their storage place (no pockets!).
10. Re-Check that all ovens, ranges, grills, etc. are shut off.
11. Put soiled towels and uniforms in the proper hampers.
12. Clock out.

- **The dish / pot washer (or night porter) should:**

1. Complete putting away all items after washing and allowing to air-dry.
2. Breakdown, clean and re-assemble dish machine. Leave open to air-dry.
3. Wash down walls and shelving all around and under washing area.
4. Check and refill chemicals as necessary.
5. Store cleaning tools: scrapers, squeegees.
6. Collect all trash receptacles. Empty, wash, leave to air dry. Re-line when dry.
7. Straighten chemical and cleaning supplies cabinets.
8. Gather the floor mats, clean and hang to dry.
9. Sweep and wash floors.
10. No waste to be stored in kitchen at any point of time.

- **Person who closes the Kitchen**

1. He / She should make a final inspection of the kitchen.
2. Double-check that no perishable foods have been left out.
3. All refrigeration equipment should be checked to be sure that it is on and working and locked.
4. Any cabinets that should be locked need to be re-checked and the presence of the kitchen keys needs to be verified.
5. All heating equipment should be re-checked to be certain all units are off.
6. Monitor the general cleanliness and orderliness.
7. Determine that everyone else has left.
8. Secure the office and the sales receipts.
9. Shut off the fans and the lights.

10. Lock interior doors as needed.
11. Exit, checking that the exterior door is secure.

- **Supervision and Quality control**

- 1) Management shall demand and be supplied with a sample of any washing chemical or detergent for inspection and analysis & if required to be sent for testing by the approved laboratory.
- 2) NCI-AIIMS, authorities will have unfettered right to inspect the premise, process of kitchen, finished product at any time and the vendor shall cooperate with the authorities.
- 3) In case of any suspicion or possible contamination, food materials / food shall be tested before dispatch from the kitchen.
- 4) Audit, Documentation and Records: A periodic audit of the whole system according to the SOP shall be done to find out gap and to do corrective and preventive actions.

**It will be the responsibility of the bidder to abide by the SOP laid down for Kitchen by the institute and to adapt changes in SOPs from time to time. The successful bidder will ensure this policy is implemented efficiently. To monitor compliance to the policy spot checks will be undertaken by the institute.**

**Schedule of Requirements**  
**VARIOUS DIETS INCLUDING THERAPEUTIC**  
**TO BE SERVED TO INDOOR HOSPITAL PATIENTS**

There will be a total of 11 type of Diets (with their sub types) that will have to be prepared as per the directions in this regard. The Diet types to be prepared as below:-

TABLE NO.	TYPE OF DIET
1	Normal diet
2	Clear fluid diet menu
3	Full fluid diet
4	Standardized liquid feed
	4.1 High calories high protein feed
	4.2 Diabetic feed
	4.3 Renal feed
	4.4 Diabetic renal feed
5	Soft diet
6	Diabetic diet
7	Celiac diet
8	Cardiac diet
9	High calorie high protein diet
10	Renal diet
	10.1 Renal diabetic diet
	10.2 Renal soft diet
11	Pediatric diet

1. The sample menu plan for the above type of Diet is given in “Annexure B”. The weekly menu plan will be finalized by the Dietician of AIIMS Patna, and will be within the raw unit as indicated.
2. The Successful bidder will have to inform the institute in writing about brand of the product that will be used, and also the store from which it will be purchased. An indicative brands that are to be used are given in “Annexure C”. A final decision regarding the brand used will be with the institute, which will be binding.
3. At the time of submitting bills for the payment, GST Bills of the raw materials purchase will have to be submitted with an Annexure of the indexing of all the purchases made. All purchases made will be stored in a store room, **and supervision of the stores purchased will be of AIIMS Patna along with the successful bidder.**

**Preparation of Financial Bid**

4. Presently, there are 960 functional beds at AIIMS Patna, and additional 87 beds are day care beds. A day care bed is where patients are admitted and discharged on the same day. Such admitted patient may require on an average one meal, but may increase depending on the medical condition of the patient.
5. Presently, the bed occupancy at AIIMS Patna is around 80% which may increase to 90% with start of new services.
6. An indicative total number of diet for the month of September 2021 is given in “Annexure D”. This is merely indicative, and in no way to be taken as representative to decide financial quote.
7. A single rate to be quoted in the Price Bid. The quoted rate will include all type of Diet that is provided to the patients, which will include all the activities related with the preparation, delivery and its servicing. No other payment will be made apart from the rate quoted in the price bid. Any taxes / statutory levies will be paid by the Institute. Any such payment made will have to be informed to the Institute with **documentary evidence.**

**Sample menu plan for normal general diet (G1)**

Food items included per day per patient (raw unit):

<b>Item</b>	<b>Quantity</b>
Milk	500 ml
Paneer/Eggs	50 gm/50 gm (2 slices/1 medium)
Bread/Cornflakes/Oats/Dalia	04 pieces (30 gm each)/ 50 gm
Butter	10 gm
Jam	10 gm
Fruits	120 gm
Whole wheat atta/Rice	200 gm (100+100)
Biscuit	10 pcs
Pulses/whole legumes	50 gm
Seasonal vegetables	500 gm
Roots and tubers	100 gm
Curd	100 gm
Cooking oil (refined)	20 ml
Sugar	20 gm
Spices and condiments	5-15 gm
Salt	As per taste

<b>Meal Pattern</b>	<b>Meals</b>	<b>Quantity</b>
Morning tea (06:00-07:00 AM)	Tea Biscuit	01 cup 05 piece packed
Breakfast (08:00-09:00 AM)	Milk Bread/cornflakes/Oat/Dalia Paneer/Egg	200 ml/ 1 glass 02 pieces/60 gm 02 slice/1 pc. (50 gm)
Mid-day (10:00-11:00 AM)	Fruit (whole)	120 gm
Lunch (01:00-01:30 PM)	Roti  Dal  Rice  Dry green vegetable  Seasonal vegetable  Salad	03 pieces (Raw 25 gm atta) 01 Kalchi (25 gm raw) 01 Kalchi (25 gm raw= 75 gm cooked wt) 01 serving (100 gm cooked wt.) 01 serving (200 gm cooked wt.) 50 gm
Evening Snacks (04:00-05:00 PM)	Tea Biscuit	01 cup 05 pieces
Dinner (08:00 PM)	Roti Rice  Dal Dry green vegetable	03 pieces 01 kalchi (25 gm raw= 75 gm cooked wt) 01 Kalchi 01 Kalchi (100 gm cooked wt.) 01 Kalchi (200 gm cooked wt.) 50 gm



	Seasonal vegetable	
	Salad	
Bed-time	Milk	200 ml

**Nutritive Value:**

Energy - 2027 Kcal  
 Carbohydrate - 315 gm  
 Protein - 75 gm  
 Fat - 45 gm

**Sample menu plan for diabetic diet (G1)**

Food items included per day per patient (raw unit):

Item	Quantity
Milk	500ml
Paneer/Eggs	50 gm/50 gm (2 slices/1 medium)
Bread/Cornflakes/Oats/Dalia	04 pieces (30 gm each)/ 50 gm
Butter	10 gm
Fruits	120 gm
Whole wheat atta/ Rice	200 gm/ 100 gm (As per need)
Pulses/whole legumes	80 gm
Seasonal vegetables	500 gm
Roots and tubers	50 gm
Curd	100 gm
Cooking oil (refined)	20 ml
Spices and condiments	5-15 gm
Salt	As per taste

Meal Pattern	Meals	Quantity
Morning tea (06:00-07:00 AM)	Tea	01 cup (150 ml)
Breakfast (08:00-09:00 AM)	Milk Rice flakes/Puffed rice/ Besan chilla/ Idli Paneer/egg Butter Jam	01 glass (200 ml) 75 gm (cooked wt.) 1 slice/1 medium 1 cube 10 gm
Mid-day (10:00-11:00 AM)	Fruit	120 gm (1 medium)
Lunch (01:00-01:30 PM)	(Maize/Rice) Roti  Rice Pulses/Dal  Seasonal vegetable  Curd Salad	02 pieces (Maize atta 25 gm raw) 02 karchi 01 karchi (125 gm cooked wt.) 01 karchi (150 gm cooked wt.) 100 gm (1 packed) 50 gm
Evening Snacks (04:00-05:00 PM)	Tea Sprouts/Roasted/Rice flakes	01 cup 20 gm (raw)
Dinner (08:00 PM)	Maize Roti Rice Pulses/Dal	02 pieces 2 Karchi 01 Karchi

	Seasonal vegetable	01 Karchi (100 gm cooked wt.) 50 gm
	Salad	
Bed-time	Milk	200 ml

### Renal Diet Sample Menu Plan per Pt./day

Food items included per day per patient (raw unit):

Item	Quantity
Milk	250 ml
Curd	100 gm (packed)
Egg white/Paneer	01/20 gm (1 slice/1 medium)
Cereals	300 gm (Rice/Roti/Bread/Riceflakes/Oats/Dalia)
Dal (whole pulses)	25 gm
Seasonal vegetables	200 gm
Roots and tubers	100 gm
Sago	60 gm (1 small size)
Fruits (Apple, Guava, Papaya, Pears- Any one)	60 gm (1 small size)
Arrowroot Biscuit	50 gm (6-8 pcs.)
Sugar	20-25 gm (4-5 tea spoon)
Oil	20-25 gm (4-5 tea spoon)
Salt	2-3 gm

Sample menu plan for Renal Pt.:

Meal Pattern	Meals	Quantity
Morning tea (06:00-07:00 AM)	Tea Biscuit	½ cup 3-4 pieces
Breakfast (08:00-09:00 AM)	Milk Bread or Dalia  Paneer/egg	100 ml 04 pc. Small slices (25 gm/each)/ 100 ml.  20 gm/ 1 piece
Mid-day (10:00-11:00 AM)	Fruit (whole)	60 gm (1 small size)
Lunch (01:00-01:30 PM)	Roti  Rice  Dal vegetable Curd Salad	02 pieces (50 gm raw atta) 02 Karchi (50 gm raw rice) 01 Karchi (25 gm raw) 02 Karchi 100 gm (packed) Only cucumber 50 gm
Evening Snacks (04:00-05:00 PM)	Tea Biscuit	1/2 cup 3-4 pcs
Dinner (08:00 PM)	Roti Rice Vegetable Sago-Kheer	02 pieces (50 gm raw) 02 Karchi (50 gm raw) 02 Karchi 25 gm
Bed-time	Milk	100 ml

### Sample Hepatic/Soft Diet Plan:

Meal Pattern	Meals	Quantity
Morning tea (06:00-07:00 AM)	Tea Biscuit	01 cup 04 piece packed
Breakfast (08:00-09:00 AM)	Milk Bread/Dalia Paneer/egg	200 ml 04 pieces/2 serving 25 gm/ 1 piece
Mid-day (10:00-11:00 AM)	Fruit (whole)/Fruit Juice Butter milk/Sattu	1 piece 100 ml
Lunch (01:00-01:30 PM)	Khichdi  (Rice, Dal, Green Veg.) Or Green Veg. Seasonal  Curd	02 serving (150 gm cooked)  02 serving (200 gm cooked)  100 gm
Evening Snacks (04:00-05:00 PM)	Sabudana Kheer/Cornflakes Tea, Biscuits	01 serving (75 gm cooked) 1 Cup, 04 Pieces
Dinner (08:00 PM)	Dalia (Dalia+Green Veg.)  Green Veg.  Dal	02 serving (150 gm cooked wt.)  1 serving (100 gm cooked) 1 serving (100 gm)
Bed-time	Milk	200 ml

### Sample menu RT feeding 200 ml/2<sup>nd</sup> hourly

Item	Quantity
Milk	1000 ml
Dalia/Sabudana	200 gm
Pulses	100 gm
Egg	1-2 pieces
Green vegetables	300 gm
Refined oil	30 ml
Sugar	30 gm
Salt	As per instruction
Sugar	15 gm
Salt	As per taste

	Meals	Quantity
06:00 AM	Milk	200 ml
08:00 AM	Dal Dalia Green Veg. M. Oil/ Refined Oil	30 gm 30 gm 50gm 5-10 ml
10:00 AM	Milk Egg white	200 ml 1 Pc.
12:00 PM	Dal Dalia Green Veg.	30 gm 30 gm 100gm
02:00 PM	Moong dal Vegetable	30 gm 100 gm
04:00 PM	Milk Egg white	200 ml 01 pc.

06:00 PM	Dalia Vegetable	30 gm 100 gm
08:00 PM	Same as 08:00 AM	
10:00 PM	Milk	300 ml

- Eggs requirement will vary as per patient need and sugar will be excluded for diabetic patient.

**Note: This RT-feeding diet will be changed as per patients (calorie & protein) disease condition by Doctor/Dietician.**

Total Calorie: 1800 Kcal

Total Protein: 60 gm

**RT Feeding-300 ml/2<sup>nd</sup> hourly**

	Meals	Quantity
06:00 AM	Milk	300 ml
08:00 AM	Dal Dalia Green Veg. M. Oil/ Refined Oil	45 gm 30 gm 100 gm 5-10 ml
10:00 AM	Milk Egg Sugar/Honey	300 ml 1 Pc. 10 gm
12:00 PM	Same as 08:00 AM	
02:00 PM	Milk Dalia Sugar	300 ml 30 gm 05 gm
04:00 PM	Green Veg. Moong Dal M. Oil/Refined Oil	300 gm 30 gm 5 ml
06:00 PM	Same as 10:00 AM	
08:00 PM	Same as 08:00 AM	
10:00 PM	Milk	300 ml

**RT Feeding-200 ml/4<sup>th</sup> hourly**

	Meals	Quantity
06:00 AM	Milk	200 ml
10:00 AM	Dal Dalia Green Veg. M. Oil/ Refined Oil	30 gm 30 gm 100 gm 5 ml
02:00 PM	Milk Dalia Sugar/Honey	200 ml 30 gm 10 gm/ml
06:00 PM	Same as 10:00 AM	
10:00 PM	Milk	200 ml

**Food items included (in raw unit):**

Item	Quantity
Milk	600 ml
Pulses	60 gm

Dalia/Rice	100 gm
Veg (green)	200 gm
Sugar/Honey	20 gm
M. Oil/Refined Oil	20 ml

### Oral Liquid feed:

#### 1) **For full liquid:**

Food items included:

- Milk
- Dal
- Sattu-water
- Veg soup/Non-veg soup
- Fruit juice
- Barley water
- Rice water with green vegetable
- Tea/Coffee
- Butter milk (packed)
- Lassi (Packed)

#### 2) **For clear liquid:**

Food items included:

- Dal water (clear)
- Veg soup (clear)
- Rice water
- Fruit juice (packed)
- Coconut water
- Black Tea/Lemon Tea
- Barley water
- Coconut water

**Note: The quantity of oral liquid (clear or full) will be provided as instructed by Doctor/Dietician.**

### Gluten free diet

Food items included per patient per day (raw unit):

Item	Quantity
Milk	500 ml
Curd	100 gm (packed)
Butter	10 gm
Jam	10 gm
Maize flour/Rice flour	100 gm
Rice/ Sabudana	100 gm
Rice flakes/ Puffed rice	50 gm
Pulses/whole legumes	80 gm
Seasonal vegetables	500 gm
Roots and tubers	100 gm
Onion	100 gm

Tomato	100 gm
Fruits (whole)	120 gm (1 medium size)
Paneer/Eggs	50 gm/100 gm (2 slices/ 2 medium size)
Cooking oil	15 ml
Sugar	15 gm
Salt	As per taste

Sample menu per day:

Meal Pattern	Meals	Quantity
Bed tea (06:00-07:00 AM)	Tea Arrowroot biscuit	01 cup 04 piece packed
Breakfast (08:00-09:00 AM)	Milk Cornflakes/Oats/Dalia Butter	200 ml 50 gm 10 gm
Mid-day (10:00-11:00 AM)	Fruit (whole)/Sprouts	120 gm/25 gm raw
Lunch (01:00-01:30 PM)	Roti  Dal Dry green vegetable  Seasonal vegetable  Salad	04 pieces (Raw 25 gm Atta 01 serving 02 serving (200 gm cooked wt.) 01 serving (100 gm cooked wt.) 100 gm
Evening Snacks (04:00-05:00 PM)	Tea Arrowroot biscuit	01 cup 04 pieces
Dinner (08:00 PM)	Roti  Dal Dry green vegetable  Seasonal vegetable  Salad	04 pieces 01 serving 02 serving (200 gm cooked wt.) 01 serving (100 gm cooked wt.) 100 gm
Bed-time	Milk	200 ml

**Note: Any specific tailor to made diet needed for specific diseased condition & recommended by Doctor/Dietician shall be provided in addition to specific diets as mentioned above.**

### **Sample diet for children**

Food items included per day per patient (raw unit):

Item	Quantity
Milk	450 ml
Paneer/Eggs	100 gm
Bread/Cornflakes/Oats/Dalia	02 pieces/ 30 gm/ 50 gm
Butter	5 gm
Jam	5 gm
Fruits	100 gm
Whole wheat atta/Rice	200 gm (100+100)
Pulses/whole legumes	50 gm
Seasonal vegetables	250 gm
Roots	100 gm
Curd	100 gm
Cooking oil (refined)	20 ml

Sugar	20 gm
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Meal Pattern	Meals	Quantity
Milk	01 cup	150 ml
Breakfast (08:00-09:00 AM)	Paratha (Stuffed aloo/Paneer/Sattu/Jam or butter)	02 pieces (100 gm)
Mid-day	Fruits	100 gm
Lunch (01:00-01:30 PM)	Roti Dal Rice Seasonal vegetable Paneer/Egg Salad	03 pieces (Raw 25 gm atta) 01 Karchi (35 gm raw) 01 Karchi (25 gm raw= 75 gm cooked wt) 01 serving (100 gm cooked wt.) 100 gm 50-100 gm
Evening Snacks (04:00-05:00 PM)	Milk Biscuit/Roasted Makhana/Roasted Chana	150 ml 50 gm
Dinner (08:00 PM)	Roti Rice Seasonal vegetable Rajma Salad	03 pieces 01 bowl (50 gm raw= 75 gm cooked wt) 100 gm 50 gm 50-100 gm
Bed time	Milk	150 ml

**Note:**

- Calorie will be changed as per child meal intake and disease condition.
- Lactating mother of the child less than six months would be provided with normal adult diet if the child is on breast feeding.
- If child can chew, the same menu will be appropriately processed to make them palatable.
- Paediatric diet will be further tailor made according to the age group of the child and their food habits (veg/non-veg).

S.no	Item/Product	Brands
1.	Tea	Taj Mahal/Nestle/Tata/Lipton/tetley
2.	Biscuits	Britannia/Parle/Biskfarm
3.	Jam	Kisan
4.	Breads	Moreish
5.	Paneer	Sudha/Amul
6.	Oats/Cornflakes	Kellogs/Saffola
7.	Milk/Curd	Sudha/Amul
8.	M.Oil/Refined Oil	Dhaara/Fortune/Saffola
9.	Rice	Basmati Rice
10.	Flour/Atta	Aashirvaad multigrain atta
11.	Butter	Amul
12.	Fruits	Apple/Guava/Pear/Orange/Aprocot/Pineapple Best Quality for table service
13.	Green Vegetables	Lauki/Taori/Bhindi/Karela/Tinda/Ghobi/Matar/sem/Parwal/Beens/Sal jum/Capsicum/Gajjar
14.	Dal	Big Grains Arhar for Lunch and MoongDuli/Moong/Red Masoor/Kidney beans/Choley
15.	Salad Vegetables	Gajar/Muli/Onion/ Onion scallions/Keera/Kakari/toamat/salad patta/Red Muli/Cabbage
16.	Sprouts	Channa/Moong/Soyabeen/Mix pluses

**Note :- In case of any change in brand of raw materials used in making of diet should be informed to institute and after approval from competent authority selected brand will be used.**



**An Indicative Total Number of Diet for the month of September 2021.**

<b>Diet Order No.</b>	<b>Total Number of Diet</b>
<b>1. General Diet:</b>	
a) Normal diet (Adult)	<b>14370</b>
b) Pediatric diet	<b>2400</b>
<b>2. Therapeutic Diet:</b>	
a) Clear fluid diet menu	<b>180</b>
b) Full fluid diet	<b>900</b>
<b>3. Liquid Feed</b>	
a) High calories high protein feed	<b>720</b>
b) Diabetic feed	<b>300</b>
c) Renal feed	<b>150</b>
d) Diabetic renal feed	<b>90</b>
<b>4. Renal Diet</b>	
a) Soft diet	<b>NA</b>
b) Normal Renal Diet	<b>150</b>
c) Diabetic diet	<b>180</b>
<b>5. Disease Specific Diet</b>	
a) Soft diet	<b>150</b>
b) Diabetic diet	<b>1410</b>
c) Celiac diet	<b>60</b>
d) Cardiac diet	<b>540</b>
e) Hepatic diet	<b>90</b>

**List of Equipment**

<b>Sl. No.</b>	<b>Item Details</b>	<b>Qty.</b>	<b>Current status of the items</b>
1	Tandoor	1	Not in Hospital Kitchen use
2	Ss Table with sink with 1 bottom shelf	1	In use
3	Tow Burner Range	2	In use
4	Dosa Range	1	Not in Hospital Kitchen use
5	Chinese Range	1	Not in Hospital Kitchen use
6	Chapatti Puffer	2	1 in use & 1 Not working
7	6 Door vertical unit in Tow parts ,4 Doors vertical with Refrigeration and 2 Door vertical with deep freezer	1	Not in Hospital Kitchen use
8	Under counter Refrigerator 3 doors	1	Not Working
9	Hot Bain-marie	2	Not in Hospital Kitchen use
10	Masala table with 9pcs round container of 125mm dia	1	Not in use
11	Three sink unit	2	In use
12	Storage rack Ms	7	in use
13	Dunnage rack	2	in use
14	Storage Bin	3	in use
15	Weighing Machine	1	In use and working
16	Salamander Electric	1	Not in Hospital Kitchen use
17	Deep fat frier Electric	1	Not in Hospital Kitchen use
18	Four Burner with oven Electric	1	In use and working
19	Table with sink with 1 bottom shelf	2	In use and working
20	Steamer	1	Not in Hospital Kitchen use
21	Chapati Bin	2	in use
22	Ventilation system	1	in use proper not working
23	Gas Bank with pipe	1	In use and working
24	Storage rack Ms Adjustable	4	In use and working
25	Storage bin with wheels	2	In use and working
26	Work table 2 bottom shelf	2	In use and working
27	Dish landing table	1	In use and working
28	Pot rack	4	In use and working
29	Food Trolley	7	In use and proper not working
30	RO Water cooler	1	In use and working
31	Geyser	2	Not working
32	Store rack	5	In use
33	Chapati dumping Trolley	1	In use
34	Vegetable Trolley	2	In use
35	Work table with shelf	1	In use
36	Fly Trapper	1	Not Working

**TENDER ACCEPTANCE LETTER**  
**(To be given on Company Letter Head)**

**Date:**

To,  
The Director,  
AIIMS Patna

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No:

Name of Tender / Work: -

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/ Work' from the web site(s) namely:

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as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organization too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

**NO DEVIATION CERTIFICATE**

Bidder's Name & Address :	To, Faculty In charge, AIIMS Patna Procurement Cell, Pin-801507.
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1. With reference to our Bid (Reference No. .... dated ..... ) for .....I works at AIIMS Patna, Bihar, we hereby confirm that we comply with all terms, conditions and specifications of the Bidding Documents read in conjunction with Amendments(s) / Clarification(s) / Addenda / Errata (if any) issued by the Owner prior to opening of Techno – Commercial Bids and the same has been taken into consideration while making our Techno – Commercial Bid & Price Bid and we declare that we have not taken any deviation / exceptions in this regards.
  
2. We further confirm that any deviation variation or additional conditions etc or any mention, contrary to the Bidding Documents and its Amendments(s) / Clarification(s) / Addenda / Errata (if any) as mentioned at 1.0 above found anywhere in our Techno – Commercial Bid and / or price Bid, implicit or explicit, shall stand unconditionally withdrawn, without any cost implication whatsoever to the Owner, failing which the Bid Security shall be forfeited.

For and on behalf of : .....

Stamp & Signature : .....

Name : .....

Designation : .....

Date : .....

(Sign with seal of bidder)

**CERTIFICATE**

This is to certify that the annual turnover of M/S.....PAN No. .... GST No.....having its office at.....is in the business of.....for the following financial years are as follows:-

<i>Financial Years</i>	<i>Turnover (INR)</i>
2018-2019	
2019-2020	
2020-2021	

Name, signature and Seal of Chartered Accountant

Date.....

Place.....

**BANK GUARANTEE FORM**

(To be executed by any scheduled bank, on a non-judicial stamp paper under bank's covering letter mentioning address of the bank)

To,  
All India Institute of Medical Sciences, Patna  
Patna - 801507

In consideration of All India Institute of Medical Sciences, Patna [hereinafter referred to as AIIMS', which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] having agreed to exempt M/s \_\_\_\_\_ [hereinafter referred to as 'supplier /contractor' which expression unless repugnant to the context and meaning thereof shall include its successors and assigns] from depositing with AIIMS a sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) towards security / performance guarantee in lieu of the said contractor having agreed to furnish a bank guarantee for the said sum of Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) as required under the terms and conditions of contract / work order no \_\_\_\_\_ dated \_\_\_\_\_ [hereinafter referred as the order'] placed by AIIMS on the said supplier /contractor. We, \_\_\_\_\_ the bank [hereinafter referred to as 'the bank' which expression shall include its successors and assigns] do hereby undertake to pay AIIMS an amount not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) on the demand made by AIIMS on us due to a breach committed by the said supplier /contractor of the terms and conditions of the contract /order.

1. We \_\_\_\_\_ the bank hereby undertake to pay the amount under the guarantee without any demur merely on a demand from AIIMS stating that there is a breach by the supplier / contractor of any of the terms and conditions contained in the order or by the reasons of the supplier's / contractor's failure to comply with the terms and conditions as stipulated in the order or amendment(s) thereto. The demand made on the bank shall be conclusive as to the breach of the terms and conditions of the order and as regard to the amount due and payable by the bank under this guarantee, notwithstanding any dispute or disputes raised by the said supplier / contractor regarding the validity of such breach and we agree to pay the amount so demanded by AIIMS without any demur. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_).

2. We, \_\_\_\_\_ the bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order and that it shall continue to be enforceable till the dues of AIIMS under or by virtue of the said order have been fully paid and its claim satisfied or discharged or till AIIMS certifies that the terms and conditions of the order have been fully and properly carried out by the supplier / contractor and accordingly discharge the guarantee.

3. We \_\_\_\_\_ the bank, undertake to pay to AIIMS any money so demanded notwithstanding any dispute or disputes raised by the said supplier /contractor in any suit or proceedings

pending before any court or tribunal relating thereto as our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the said supplier / contractor shall have no claim against us for making such payment.

4. We \_\_\_\_\_ the bank further agree that AIIMS shall have full liberty, without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the order / contract or to extend time of performance by the said supplier / contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the AIIMS against the said supplier / contractor and to forbear or enforce any of the terms and conditions relating to the order and shall not be relieved from our liability by reason of any such variation or extension being granted to the said supplier / contractor or for any forbearance, act or omission on the part of AIIMS or any indulgence by AIIMS to the supplier / contractor or by any such matter or thing whatsoever which under the law relating to sureties would but for this provisions have effect of so relieving us.

5. Our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_) and shall remain in force up to \_\_\_\_\_ unless demand or claim under this guarantee is made on us in writing within 6 months from the date of expiry viz. \_\_\_\_\_. We shall be discharged from all liabilities under this guarantee thereafter.

6. This guarantee will not discharge due to change in the constitution in the bank or the said supplier / contractor.

7. The bank hereby agrees to address all the future correspondence in regard to this bank guarantee to The Administrative Officer, All India Institute of Medical Sciences, Patna.

8. We, \_\_\_\_\_ the bank lastly undertake not to revoke this guarantee during its currency except with the previous consent of the AIIMS in writing.

Signed on the \_\_\_\_\_ day of \_\_\_\_\_

**Signature**

**For the Bank**

**Witness:**

**Name(s) & Designation(s)**

**Name & Address**

**POWER OF ATTORNEY  
(On a Stamp Paper of relevant value)**

I/ We.....(name and address of the registered office) do hereby constitute, appoint and authorize Sri/Smt ..... (Name and address) who is presently employed with us and holding the position of ..... as our attorney, to act and sign on my/our behalf to participate in the tender no..... for ..... (Equipment name).

I/ We hereby also undertake that I/we will be responsible for all action of Sri/Smt..... Undertaken by him/her during the tender process and thereafter on award of the contract. His / her signature is attested below

Dated this the \_\_\_ day of 20 \_\_ For \_\_\_\_\_

(Name, Designation and Address)

Accepted

\_\_\_\_\_  
(Signature)

(Name, Title and Address of the Attorney)

Date: \_\_\_\_\_



**Format of Experience certificate**

Contract No./Supply order No.	Name of the Purchaser*	Description of work	Qty. Supplied	Value of Contract (Rs. In Lakhs)	Date of issue of work order	Stipulated period of completion	Actual date of completion

\* Attach certificate(s) of payments.

**AFFIDAVIT**  
**(On Non-Judicial Stamp paper of Rs. 100)**

I, \_\_\_\_\_ Son / Daughter / Wife of  
Shri \_\_\_\_\_ resident of \_\_\_\_\_ Proprietor/Director  
authorized signatory of the agency/Firm (M/s \_\_\_\_\_), do hereby solemnly affirm and  
declare as follows:

1. I am authorised signatory of the agency/firm and is competent to sign this affidavit and execute this tender document;
2. I have carefully read and understood entire tender document including all the terms and conditions of the tender and undertake to abide by them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. I/We further undertake that no case/enquiry/investigation is pending with the police/court/vigilance or any government body against the Proprietor/Partner/Director etc. as individual or against legal entity of the Company /Firm/Agency.
5. I/We further undertake that none of the Proprietor/Partners/Directors of the Agency/agency was or is Proprietor or Partner or Director of the Agency with whom the Government have banned /suspended/blacklisted business dealings. I/We further undertake to report to the Faculty-in-Charge Procurement Cell, AIIMS, Patna immediately after we are informed but in any case not later 15 days, if any Agency in which Proprietor/Partners/Directors are Proprietor or Partner or Director of such an Agency which is banned/suspended in future during the currency of the Contract with you.
6. I/We further undertake that our firm/company is fulfilling all the terms and conditions/eligibility criteria obvious/explicit or implied/implicit recorded anywhere in the tender document. If at any time including the currency of the Contract, any discrepancy is found relating to our eligibility or the process of award of the contract criteria, this may lead to termination of contract and/or any other action deemed fit by the Institute.

Date:  
Place:  
Seal of the Agency

(Signature of the  
Bidder)  
Name:  
Designation  
Address:

I/We do hereby solemnly declare and affirm that the above declaration is true and correct to the best of my knowledge and belief. No part of it is false and nothing has been concealed therein.

Deponent

**MANDATE FORM**  
(Account/s Information form)

**ELECTRONIC CLEARING SERVICE (CREDIT CLEARING) / REAL TIME GROSS SETTLEMENT (RTGS)/  
NATIONAL ELECTRONIC TRANSFER (NEFT) / INTRA BANK ACCOUNT TRANSFER FACILITY FOR  
RECEIVING PAYMENTS**

## A. DETAILS OF ACCOUNT HOLDER:

NAME OF ACCOUNT HOLDERER / FIRM	
COMPLETE CONTACT ADDRESS	
MOBILE NUMBER / PH NO	
E.MAIL	

## B. BANK DETAILS

<b>ACCOUNT NAME</b> (Name appearing in your Cheque Book)	
BRANCH NAME WITH COMPLETE ADDRESS, TELEPHONE NO	
BRANCH CODE	
<b>COMPLETE BANK ACCOUNT NUMBER</b> (Please note that the Bank Account must be in the name of the Firm as appeared in the bill. In case of other Beneficiaries (Non-vendor) the Account name must be in the name of Applicant.)	
IFSC CODE	
TYPE OF ACCOUNT (SB/CURRENT/CASH CREDIT)	
MICR CODE OF BANK	

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information

I would not hold the user institution responsible. I have read the option invitation letter and agree to discharge responsibility expected or me as a participant under the scheme.

(..... )

**Signature of Customer**

**(Bank's Stamp)**

(..... )

**Signature of Customer**

**Certified that the particulars furnished above are correct as per our records.**

**Please attach a Cancelled Cheque along with the account information form.**

**Integrity Pact**  
**(On Non-Judicial Stamp paper of Rs. 100)**

Between

All India Institute of Medical Sciences, hereinafter, referred to as "AIIMS Patna",  
and

..... hereinafter referred to as "The Bidder(s)/Contractor(s)"

**Preamble**

The AIIMS Patna intends to award, under laid down organisational procedures, contract/s for .....The AIIMS Patna values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparencies in its relations with its Bidder(s) and / or Contractor(s).

In order to achieve this goal, AIIMS Patna will appoint Independent External Monitor (IEMs) who will monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section - 1 Commitments of AIIMS Patna**

- 1) AIIMS Patna commits itself to take all measures necessary to prevent corruption and to observe the following principles:-
  - a) No employee of AIIMS Patna, personally or through family members, will in connection with the tender for, or the execution of a contract demand, take a promise for or accept, for him/herself or third person, any material or immaterial benefit which he/she is not legally entitled to.
  - b) AIIMS Patna will, during the tender process treat to all Bidder(s) with equity and reason. The AIIMS Patna will in particular, before and during the tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
  - c) The AIIMS Patna will exclude from the process all known prejudiced persons.
- 2) If AIIMS Patna obtains information on the conduct of any of its employees which is a criminal offence under the relevant Anti-Corruption Laws of India, or if there be a substantive suspicion in this regard, AIIMS Patna will inform its Chief Vigilance Officer and in addition can initiate disciplinary actions.

**Section - 2 Commitments of the Bidder(s)/Contractor(s)**

- 1) The Bidder(s)/Contractor(s) commits himself to take all measures necessary to prevent corruption. The Bidder(s)/Contractor(s) commits himself to observe the following principles during his participation in the tender process and during the contract execution.
  - a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of AIIMS Patna's employees involved in the tender process or the execution of the contract or any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
  - b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any illegal agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the bidding process.
  - c) The Bidder(s)/Contractor(s) will not commit any criminal offence under the relevant Anti-Corruption Laws of India; further the Bidder(s) will not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by AIIMS Patna as part of the business relationship, regarding plans technical proposals and business details, including information contained or transmitted electronically.
  - d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the name & address of the Agents/representatives in India, if any. Similarly the Bidder(s)/Contractor(s) of Indian Nationality shall furnish the name and address of foreign principals, if any. Further details as mentioned in

the “Guidelines on Indian Agents of Foreign Suppliers” shall be disclosed by the Bidder(s)/Contractor(s). Further, as mentioned in the Guidelines all the payment made to the Indian agent/representative have to be in Indian Rupees only.

- e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract.
- f) The Bidder(s)/Contractor(s) who have signed the Integrity Pact shall not approach the courts while representing the matter to IEMs and shall wait for their decision in the matter.

2. The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.

### **Section - 3 Disqualification from tender process and exclusion from future contracts**

If the Bidder(s)/Contractor(s), before award or during execution has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, AIIMS Patna is entitled to disqualify the Bidder(s)/Contractor(s) from the tender process or take action as per rule & regulations.

### **Section - 4 Compensation for Damages**

If AIIMS Patna has disqualified the Bidder(s) from the tender process prior to the award according to Section 3 above, The AIIMS Patna is entitled to demand and recover the damage equivalent to Earnest Money Deposit /Bid security.

2. If AIIMS Patna has terminated the contract according to Section 3, or if AIIMS Patna is entitled to terminate the contract according to Section 3, AIIMS Patna shall be entitled to demand and recover from the Bidder(s) liquidated damages of the Contract value or the amount equivalent to performance bank Guarantee.

### **Section - 5 Previous Transgression**

1. The Bidder declares that no previous transgressions occurred in the last 3 years with any other company in any country conforming to the anti- corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or action can be taken the contract, if already awarded, can be terminated.

### **Section - 6 Equal treatment of all Bidder (s)/Contractor (s)**

In case of Sub-contracting, the AIIMS Patna Contractor shall take the responsibility of the adoption of Integrity Pact by the Sub-contractor.

1. The AIIMS Patna will enter into agreements with identical conditions as this one with all Bidders and Contractors.
2. The AIIMS Patna will disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

### **Section - 7 Criminal Charges against violating Bidder (s)/Contractor (s)/ Subcontractors (s)**

If the AIIMS Patna obtains knowledge of conduct of a Bidder, Contractor or subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the AIIMS Patna has substantive suspicion in this regard, the AIIMS Patna will inform the same to the Chief Vigilance Officer.

### **Section - 8 Independent External Monitor**

1. The AIIMS Patna appoints competent and credible Independent External Monitor for this Pact. After approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively, whether and to what extent the parties comply with the obligations under this agreement.
2. The Monitor is not subject to instructions by the representatives of the parties and performs his/her functions neutrally and independently. The Monitor would have access to all contract documents, whenever required. It will be obligatory for him / her to treat the information and documents of the Bidders / Contractors as confidential. He/ she reports to the Director AIIMS Patna.
3. The Bidder (s) Contractor (s) accepts that the Monitor has the right to access, without restriction to all Project documentation of the AIIMS Patna including that provided by the Contractor. The

Contractor will also grant the Monitor, upon his/her request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.

4. The Monitor is under contractual obligation to treat the information and documents of the Bidder (s)/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on Non-Disclosure of Confidential Information and of 'Absence of conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform Director, AIIMS Patna and recuse himself/herself from that case.
5. The AIIMS Patna will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the Contractor. The parties offer to the Monitor the option to participate in such meetings.
6. As soon as the Monitor notices, or believes to notice, a violation of this agreement, he/she will so inform the Director AIIMS Patna and request the Management to discontinue or take corrective action, or the take other relevant action. The monitor can in the regard submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action or tolerate action.
7. The Monitor will submit a written report to the Director AIIMS Patna, within 8 to 10 weeks from the date of reference or intimation to him by the AIIMS Patna and, should the occasion arise, submit proposals for correcting problematic situations.
8. If the Monitor has reported to the Director AIIMS Patna, a substantiated suspicion of an offence under relevant IPC/PC Act, and the Director AIIMS Patna has not, within the reasonable time taken visible action to proceed against such offence or reported it to the Chief Vigilance officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
9. The word Monitor, would include both singular and plural.

**Section - 9 Pact Duration**

This Pact begins when both parties have legally signed it. It expires for the Contractor 12 months after the last payment under the respective contract, and for all other Bidders' 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made / lodged during this time the same shall be binding and continue to be valid despite the lapse of this pact as specified above, unless it is discharged / determined by Director of AIIMS Patna.

**Section - 10 Other Provisions**

1. This agreement is subject to Indian Law. Place of performance and jurisdiction is the AIIMS Patna.
2. Changes and supplements as well as termination notices need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
4. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
5. Issues like comprehensive Warranty / Guarantee etc. shall be outside the purview of IEMs.
6. In the event of any contradictions between the Integrity Pact and its Annexure, the Clause in the Integrity Pact will prevail.

\_\_\_\_\_  
For and on behalf of the AIIMS Patna  
Office Seal  
Place: \_\_\_\_\_  
Date : \_\_\_\_\_

\_\_\_\_\_  
For & on behalf of Bidder/Contractor  
Office Seal  
Witness 1: \_\_\_\_\_  
Witness 2: \_\_\_\_\_

Certificate to be submitted by Bidder:-

“I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certified that this bidder is not from such a country or, if from such a country, has been registered with the competent authority. I hereby certified that this bidder fulfils all requirements in this regards and is eligible to be considered. [Where applicable, evidence of valid registration by the competent authority shall be attached.]

Signature and Stamp of the Bidder

**Or**

Certificate to be submitted by Bidder for work involving possibility of sub- contracting:-

“I have read the clause regarding restriction on procurement from a bidder of a country with share a land border with India and on sub-contracting to contractors from such country; I certified that this bidder is not from such a county or, if from such a county, has been registered with the competent authority and will not sub- contract any work to a contractor form such countries unless such contractor is registered with the competent authority. I hereby certified that this bidder fulfils or requirement in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the competent authority shall be attached].

Signature and Stamp of the Bidder

**Performance Report from Inpatient Areas**

Date: \_\_\_/\_\_\_/20\_\_\_

Fill the appropriate one for release of payment to the Dietary Services Providing firm: This is to certify that food supplied by M/s \_\_\_\_\_ was satisfactory for the period from \_\_\_/\_\_\_/20\_\_\_ to \_\_\_/\_\_\_/20\_\_\_. There were no complaints in the service provided by the firm during the above period.

(Or)

This is to certify that food supplied by M/s \_\_\_\_\_ was satisfactory for the period from \_\_\_/\_\_\_/20\_\_\_ to \_\_\_/\_\_\_/20\_\_\_. There were \_\_\_\_\_ (Number) complaints registered in the complaint books available in the wards regarding the service provided by the firm during the above period.

(Or)

This is to certify that food supplied M/s \_\_\_\_\_ was not at all satisfactory for the period from \_\_\_/\_\_\_/20\_\_\_ to \_\_\_/\_\_\_/20\_\_\_. There was no improvement in the quality of service despite giving multiple instructions to the firm from time to time.

**Assistant Nursing Superintendent**

**Officer Incharge  
Hospital Kitchen**



## Performance Evaluation Score

Date: \_\_\_/\_\_\_/2022

To Whom so Ever It May Concern This is to certify that M/s

**(Name of the bidder/Vendor)**

has been providing Dietary services since \_\_\_ Years (No.) i.e from \_\_\_/\_\_\_/20\_\_\_ to till date.

**(or)**

had provided Dietary services from \_\_\_/\_\_\_/20\_\_\_ to \_\_\_/\_\_\_/20\_\_\_ for \_\_\_ years (No.) to

**(Name of Establishment / Organization to which bidder had provided / has been providing service)**

I am authorized representative of the organization /establishment to evaluate the performance of the service provider and performance of the vendor is scored by me under various parameters as follows:

**Score the service provided/being provided by the firm/Vendor on the scale of 10.**

Sl.No.	Parameter	Score (Out of 10)
1	Food Delivery System *	
2	Use of utensils**	
3	Cleaning of Mess/cafeteria & Kitchen	
4	Employing adequate staff	
5	Staff hygiene Practice	
6	General training of staff ***	
7	General behavior of staff with Hospital staff and patients / Customers / Users	
8	Food storage	
9	Food Procurement system ****	
10	Quality & Palatability of served food	

\* Timely delivery of food, Proper maintenance of Food delivery trolleys.

\*\* Providing good quality plates &amp; other crockery.

\*\*\* Whether Staff is trained adequately in the Dietary practices that needs to be adopted while preparing &amp; delivering the food.

\*\*\*\* Procurement of good quality food items at regular intervals.

**Signature of Authorized representative\***  
**of the firm in the brackets with Seal**

Full Name: Designation:

Address of the firm: Contact number:

\* Can be signed by Dietician/ Medical Superintendent/ CEO /Director/Authorized representative of the firm which has utilized / being utilized the services offered by Bidder/vendor.