



**ALL INDIA INSTITUTE OF MEDICAL
SCIENCES Guwahati, (Assam) – 781101**

Website: <https://aiimsguwahati.ac.in/>

E-Tendering Portal: www.tenderwizard.com/AIIMSG

E-TENDER DOCUMENT

**Name of the E-Tender: CATERING SERVICES at Central
Dining Block, AIIMS, GUWAHATI.
Notice Inviting E-Tender**

E-Tender- 05/90/Catering services/Engg/AIIMS-GHY/2022-23

Date- 17-06-2023

All India Institute of Medical Sciences, Guwahati is one of the apex healthcare Institutes established by the Ministry of Health & Family Welfare, Government of India under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY). The Executive Director, AIIMS, Guwahati would like to outsource following Services for Institute's day-to-day activities by inviting offers / bids. Invites e-Bids in Single Bid System (i.e., Technical only) from eligible Manufacturers/ Firms/ Companies/ Authorized Agents/ Distributors/ Dealers on line through E-procurement solution portal of AIIMS GUWAHATI (www.tenderwizard.com/AIIMSG) on mutually agreed terms and conditions and satisfactory performance for CATERING SERVICES AT AIIMS GUWAHATI and supply of service items as per the specifications.

Brief Description of Services

- **Catering for the Students, Faculty and Staff-Canteen at the Dining Hall Area at AIIMS Guwahati, Assam.**

The Bidder is expected to examine all instructions, terms and conditions, forms, and specifications in the bidding document. The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. **The bid should not be conditional.** Failure to furnish all information required by the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

The Procurement of goods and services under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 and revised order dated 04 Jun 2020 of MoC & I (DIPP) & order vide F.No.6/18/2019-PPD dated 23Jul 2020 of Ministry of Finance, Govt. of India. Condition of prior turnover and prior experience may be relaxed for startups (as defined by Department for Industrial Policy and promotion) subject to meeting of quality & Technical Specification. Therefore, bidders who are claiming to be regulated under the said order are to submit documentary evidence in support of their claim.

The Bidder shall bear all costs associated with the preparation and submission of its bid and AIIMS, Guwahati will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

E-Tendering Portal:

www.tenderwizard.com/AIIMSG

Helpdesk No. 9073677150/151/152 Mr. Rishi Shankar Chatterjee: - 09674758726 Mrs. Saswati Majumder – 09674758722

E-TENDERING SCHEDULE

Name of the E-Tender: Tender for CATERING SERVICES AT AIIMS GUWAHATI (For Students, Faculties & Staff).

Date of availability of E-Tender document in the AIIMS GUWAHATI - Tendering Solution portal	As per e-Tendering Portal of AIIMS GUWAHATI www.tenderwizard.com/AIIMSG for Download & participation https://aiimsguwahati.ac.in/ and CPP Portal www.eprocure.gov.in for downloading only
Last Date of downloading/participating in the E-Tendering Solution for this E-Tender	As per e-Tendering Portal of AIIMS GUWAHATI www.tenderwizard.com/AIIMSG
Date, Time & Place of submission of indicated desired Hard Copies in the Sealed Envelope	<u>All documents should be submitted in hard copy to Administrative officer, administrative section, Ground floor, medical college building, AIIMS Guwahati, Changsari, Silbharal, Guwahati, Assam, 781101 by "Speed Post" only on or before the office hour of tender closing date.</u>
Date, Time & Place of Opening of Technical-Bid	The Technical Bid will be opened online as per the schedule given in the www.tenderwizard.com/AIIMSG . In case the Scheduled date is declared Holiday the tender shall be opened on next working day.
Tender Document Cost payable to AIIMS Guwahati	To be downloaded from website, hence no cost is applicable.
E-Tendering Solution processing fee for providing online participation support & necessary DSC Certificates to Vendor for participate in Online E-Tender process	As applicable and displayed on www.tenderwizard.com/AIIMSG and payable to www.tenderwizard.com/AIIMSG directly by the Prospective Bidder.
EMD	EMD To be provided in form of DD / BG in the name of Executive Director, AIIMS, Guwahati. Payable at Guwahati.
<u>Schedule of Tender:</u>	
Issue / Publishing Date	17-06-2023
Pre-Bid Conference with Power point presentation of existing services by bidder	23-06-2023 (Friday) at 03:00 P.M.
Last date and time of Submission of e-tender	07-07-2023 at 03:00 P.M.
Date & time of opening of e-Tender	07-07-2023 at 03:30 P.M.
Amount of Earnest Money Deposit (EMD)	650000.00/-
Venue of Pre-bid Conference	Main Conference Hall, near Director Chamber, Ground floor, medical college building, AIIMS Guwahati, Changsari, Silbharal, Guwahati, Assam, 781101

Earnest Money Deposit (Bid Security):

No	Description of Product/ Service	EMD
1	Tender for CATERING SERVICES at Central Dining Block, AIIMS, GUWAHATI.	650000.00/-

Tenderer need to submit “Bid Security Declaration” as per OM issued by GOI, Ministry of Finance, Dept of Expenditure (Procurement Policy Division) vide F.9/4/2020-PPD dated 12 Nov 2020 that if bidder withdraw or modify their bids during period of validity etc. then they will be black listed and shall be debarred from participating in future tenders of the Institute for 02 (Two) years. Scanned copy of declaration must be uploaded in the E-Tendering Solution. Exemption: Firms registered with

NSIC (subject to the financial limits indicated in the NSIC certificate) are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate). Govt. of India/State Government departments/Undertakings are also exempted from EMD. However, the respective firm/Departments have to submit the relevant certificate (NSIC etc.) and financial limit to avail this exemption.

Further, to enjoy the benefits as per Public Procurement Policy of MSEs Order, 2012, the firms/ units registered as MSME vendor, declaration of UAM (Udyog Aadhar Memorandum) number by the vendor on CPPP is mandatory.

Clarification of bidding documents.

All the prospective bidders are requested to attend pre bid conference at main conference hall, near Director chamber, ground floor, Medical College, AIIMS, Guwahati on 23/06/2023 at 3.00 PM. Based on discussions, changes if any, will be incorporated in the bid document, as CORRIGENDUM/ADDENDUM. No press advertisement will be made for THIS CORRIGENDUM/ADDENDUM.

A prospective bidder requiring any further clarification of the bidding documents shall contact the purchaser in writing at the purchaser's e-mail address i.e. procurement@aiimguwahati.ac.in. The purchaser will respond in writing (through e-mail) to any request for clarification, provided that such request is received not later than 10 (ten) days prior to the deadline for submission of bids.

Amendments in Bidding Documents

At any time till 7 (seven) days before the deadline for submission of bids, the AIIMS GUWAHATI may, for any reason, whether at own initiative or in response to a clarification requested by a prospective Bidder, modify the bidding document through amendment. All amendments will be uploaded on the website regularly. AIIMS, Guwahati shall not be responsible to notify the amendments to individual bidders. All amendments by the AIIMS, Guwahati till 7 (seven) days before the deadline for submission of bids, shall be binding on the participatory bidders.

**Executive Director
AIIMS Guwahati**

Single Bid System Terms & Conditions:

Technical Bid: All required documents submitted to be online.

- a. **EMD**
- b. **Bid Submission Format (Annexure-A)**
- c. **Bidder Information (Annexure-B)**
- d. **Check List (Annexure-C) also upload in e-format (excel) provided in e-tender portal**
- e. **No Relation Certificate (Annexure-D)**
- f. **Undertaking (Annexure-E)**
- g. **Format for Monthly Feedback**
- h. **Compliance of all Terms & conditions (Annexure-F)**
- i. **Criminal Liability (Annexure-G) (Notarized affidavit on Indian Non judicial stamp paper of Rs.10/- as per)**
- j. **Deviation Statement (Annexure –H)**
- k. **ITR returns of previous 3 years**

All the above documents & also all check list document provided in Annexure-C to be upload in the e_tender portal

www.tenderwizard.com/AIIMSG).

All documents should be submitted in hard copy to Administrative officer , Administrative section, Ground floor, medical college building. AIIMS Guwahati, Changsari, Silbharal, Guwahati, Assam, 781101 by speed post only.

1.0 This tender will be known as Tender for CATERING SERVICES at Central Dining Block, AIIMS, GUWAHATI.

1.1 The AIIMS, Guwahati invites tender for selection of catering contract to run the following services:

• Catering for the Students, Faculty and Staff-Canteen at the Central Dining Hall Area

The duration of the contract shall be initially for a period of 01 (One) year from the date of award of contract and extendable up to another 1 (one year) on mutually agreeable terms & conditions. First three months being on trial period and on satisfactory completion of the trial basis the contract will automatically be extended for remaining months of the year. On satisfactory performance extension will be made for another 1 (one) year. However, in case of any defaults or negligence under such contract the Canteen Management/canteen committee may suggest to the AIIMS GUWAHATI authority to impose fine or penalty against the contractor or termination of the CONTRACT.

1.2 Service providers having adequate experience in running same/similar type of Canteen/ Cafeteria in Government departments, Public Sector undertakings, renowned private educational institutions may apply along with sufficient proof of their experience and ability of running the canteens. In this connection, a committee constituted by the Executive Director, AIIMS, Guwahati shall evaluate the technical bids specifically containing similar experiences of carrying out canteen services and declare the qualified bidders. **The committee will evaluate the bids as per evaluation criteria (13.0) and their decision will be binding upon all bidders who have submitted their bids.**

1.3 Only electronic submission (e tender) is allowed. Digital signature of the bidder has to be incorporated in the tender document at designated spaces

1.4 The successful bidder has to submit 5% of the contract value as **PBG (Performance Bank Guarantee)** before signing of agreement with AIIMS, Guwahati. The performance security shall be in form of BG/ FDR drawn in favor of Executive Director, AIIMS, Guwahati having validity of 60 days beyond the date of completion of the contract i.e., for a period of 14 months (extendable every year).

1.5 THE TENDER WILL BE OPENED THROUGH ONLINE; THE BIDDERS CAN VISIT ONLINE SITE TO SEE THE DETAILS. NO BIDDER NEED TO BE PRESENT PHYSICALLY IN THE PROCUREMENT CELL, AIIMS GUWAHATI AT THE TIME OF OPENING OF BID.

1.6 Technical evaluation of the bids submitted will be done on the basis of **Pre-Qualification criteria (2.0)**, required documents submitted and **Physical Inspection by the Committee of AIIMS Guwahati (3.0)**, by visiting at least one Institute (Government Organizations, Private/ Public Sector Undertakings and renowned educational institutions) where the bidder himself is providing same/similar nature of services/ works. Based on the above, marks will be allotted to each Bidders.

1.7 The top highest mark holder will be selected as successful bidder in the event and the contract will be awarded to him/her.

1.8 The validity of the Bid / Tender document shall be for 180 days from the date of opening of the Bid.

2.0 PRE- QUALIFICATION CRITERIA

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

A	<p>Major establishments in India where catering services are provided in a tabular form with supporting documents (Work Orders, Completion Certificate, Performance Certificate). The Vendor must have minimum 3 years of experience in the field of catering services at different Govt./ Public/ Private sector institutions (preferably reputed educational institutions) / Private Caterers fulfilling the criteria can also participate.</p> <p>Following supporting documents to be provided: 1. Organization served, 2. Duration, 3. No. of plates served each of Breakfast, Lunch & Dinner, 4. Performance Certificate from the Organization.</p>
B	<p>Performance certificate from the currently served Govt. / Reputed Private Institutes duly sealed and signed to be submitted.</p> <p>1. From the Administrative head of the Institute and/ OR</p> <p>2. (In case experience in educational institution has been cited) From the Student Body of all current served canteens (Elected Canteen Committee of Students or Elected Representative of Students' Unions (Mandatory where such committee exists).</p>
C	<p>Average Annual Turnover Certificate from the Chartered Accountant for last three years i.e., 2019 -20,2020-21 and 2021 -22. (Average Annual turnover per year should be minimum Rs 5 Crores each year).</p>
D	<p>The Bidder should have the experience of serving at least 600 plates of each breakfast, Lunch & Dinner at the canteen at Govt./ Public/ renowned Private Institutions. Certificate to that extent in the organization's letter head with issuing officers contact details should be provided.</p>

Note: The bidders who do not fulfill the above Pre-Qualification Criteria shall be rejected during the Evaluation of Technical Bid. Supporting documents to be provided with page references.

3.0 PHYSICAL INSPECTION

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

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

3.1 Deliverables from AIIMS Guwahati

AIIMS Guwahati will provide –

- Space for kitchen, storage, washing of utensils etc.
- Changing rooms, toilets etc. for staff.
- Space for serving and dining.
- Furniture for dining halls.
- Fire detection and fire extinguisher.
- Drinking water facilities.
- Water and electricity on payment basis.

4.0 SCOPE OF WORK AND GENERAL TERMS & CONDITIONS

- **Catering for the Students, Faculty and Staff- Canteen at the Dining Hall Area**

4.1 The selected Caterer has to serve the food in the designated areas as well as packed food in the College building, Hospital and Hostels as and when required.

Space for cooking will be provided in the Dining hall area. The Contractor shall bear all the expenses towards:

- The purchase of brooms, floor/ area sanitizer like phenyl etc. for maintaining cleanliness of highest standard of the dining hall premises including kitchen and toilets.
- Utensils (Only Stainless Steel. No aluminium or Plastic wares to be used), cooking gas required for cooking, and other crockery and cutlery shall have to be arranged by the contractor. The Contractor shall make his own arrangement for cooking gas, crockery, cutlery, glasses and other kitchen equipment. Good quality paper made disposables should be used by the contractor for serving tea/ coffee etc. instead of plastic materials.
- The Contractor shall make his own arrangement for cooking gas, and other kitchen equipment. The contractor shall use the commercial cooking gas Cylinder and ISI marked Gas Stove for the purpose of cooking.
- The existing food serving stations should be converted to a modular set up (3 chambers; cold, warm and normal temperature for keeping cooked food and other eatables) by the contractor.
- The arrangement and fitting of the kitchen chimney has to be done by the contractor.
- There should be an arrangement for using separate utensils for vegetarian and nonvegetarian food and separate area ear-marked for the preparation of non-vegetarian food item & distribution.
- Proper disposing off the garbage and remaining food after each meal as per latest government guide lines, shall be the sole responsibility of the contractor and keep area clean and hygienic after each meal.

4.2 The contract may be terminated by the Contractor after giving a notice of **three months** whereas AIIMS, Guwahati can terminate the contract after giving **one month** notice period.

4.3 There will be an **empanelment of Bidders**. The next two bidders according to marks obtained shall be kept as empaneled Bidders. In case of any unforeseen circumstances, the empaneled Bidders shall be given chance to operate the Canteen(s).

4.4 No compensation will be allowed due to fluctuation in the market rates of material and labor. There will be no escalation of rates of the different items as quoted. The rates quoted by the contractor shall remain unchanged during the contract period. However, the price may be revised after one year of operation depending on prevailing market conditions on mutually agreeable conditions after discussion with the **Canteen Management Committee**.

4.5 The amount of penalty/fine if any imposed upon the contractor and any damage caused to the property of AIIMS, Guwahati will be deducted from the amount of Performance Security and the rest will be returned to the contractor after completion of the contract period. In case of any lapses in service delivery and quality, the contract shall be terminated by serving 3 months' notice.

- 4.6 The Contractor, whose tender is accepted, has to sign an agreement on non-judicial stamp paper worth Rs.100/- (Rupees one hundred only) with AIIMS, Guwahati within 10 days of issuance of Work order, failing which the Earnest Money deposited by him will be liable to be forfeited and treating the work order as cancelled.
- 4.7 The tenderer is not allowed to make additions/ alterations in the tender paper, such additions and alterations shall be at the tenderers own risk and the tender is liable for rejection. Conditional tenders shall not be accepted.
- 4.8 The contract comprises the necessary arrangement of all raw materials required for preparation of breakfast, lunch, dinner, snacks, beverages, sweets, preparation of items mentioned in **Appendix A & B** and serving the prepared food to students, staff, including provision of all materials, equipment for preparation and serving of articles. This will also include transportation, cost of materials and labour charges. The contractor shall make his own arrangement for safe preservation (in refrigerator) of materials and accommodation for his staff etc.
- 4.9 The contractor shall maintain the quality of preparation of food, fresh availability of items, constant supply of cold drinking water & other beverages as per the **canteen management committee** requirement.
- 4.10 The contractor shall maintain the working hours of Canteen as laid down by the **Canteen Management Committee**. The contractor will keep the premises clean as per the instructions of the **Canteen Management committee** on its own cost. The garbage as generated will be suitably disposed of through mechanized manner and no garbage will be piled up for more than one day.
- 4.11 The contractor shall maintain FULL HYGIENIC CONDITIONS in the Canteen, in the storage, preparation and serving of eatables and in keeping the floor, furniture, utensils, crockery, cutlery neat and clean, so as to maintain the standards and aesthetic values in the Canteen. Contractor should make arrangements for visible storage of prepared food in hygienic condition. The canteen and its premises shall be kept clean and tidy. **The garbage, peel-offs, waste food etc. should be disposed of as per norms of appropriate Municipal Authority** at the cost of the Contractor/ Caterer. **Smoking, tobacco chewing and intake of liquor is strictly prohibited.**
- 4.12 **All staff and the Caterer will have to be provided uniforms with ID cards by the Contractor (which will be countersigned by the AIIMS administration) during working hours and they are required to wear disposable gloves and caps during cooking and serving food positively.** Such persons should be free from contagious disease and maintain cleanliness of uniforms. **No staff member below 18 years of age should be appointed by the Contractor as it is prohibited under the Law.**
- 4.13 The contractor shall carry out the work in accordance with **this contract and with directives of Canteen Management Committee** and to the satisfaction of the administration through Canteen Management Committee. The **Canteen Management Committee** from time to time may issue further instructions, detailed directions and explanations which are here after collectively referred to as Canteen Management Committee's instructions in regard to the Canteen management.
- 4.14 The Canteen should run in the name as designated by **Canteen Management Committee** and no other name should be used.

- 4.15 The decision of the Canteen Management Committee of the Institute with regard to any matters pertaining to the Canteen shall be final.
- 4.16 The Canteen Contractor shall handover charge of all furniture, fixtures, fittings etc., in good condition to the Institute when the contract is terminated.
- 4.17 The Canteen Contractor shall pay the cost of damage, if any, caused to the premises, fixture, fittings etc., during the period of contract.
- 4.18 The Canteen Management Committee may also authorize any other staff/ faculty of AIIMS, Guwahati, to inspect the cleanliness of the canteen and other food serving areas and to check the quality of food supplied, without any notice and can adopt appropriate measures in case of violation of terms & conditions.
- 4.19 The staff of the canteen shall be the sole staff of the Canteen Contractor and no relationship of master and servant shall exist between AIIMS, Guwahati and such staff.
- 4.20 The contract will be in force from the date of leasing the Canteen and expire on completion of contract period and no notice by Institute is necessary and the Canteen Contractor shall leave the Canteen premises with his employees immediately after completion of the specified date and shall not re-enter.
- 4.21 **The All-India Institute of Medical Sciences (AIIMS) Guwahati permits the Contractor to utilize the electrical and sanitary fittings, furniture, for the purpose of carrying out their obligations under this Agreement. However, any extra requirement to be arranged by the Vendor/ Contractor.**
- 4.22 AIIMS, Guwahati reserves the right to accept or reject any tender without assigning any reason thereof. The tenders which do not fulfil all or any of the above conditions or incomplete in any respect shall be liable to be rejected. Executive Director, AIIMS, Guwahati has the full and exclusive right to cancel the tender at any point of time without assigning any reasons thereof.
- 4.23 **Executive Director, in his discretion, may add/delete scope of services in process of finalization of suitable vendor or during the execution of the contract by giving notice period of 1 month to the vendor.**
- 4.24 Categorization of job is necessary for the workers as below: Manager / Front desk worker, Cook, Food handlers for serving food, All-purpose helpers for cutting vegetables, cleaning cooking areas and cleaning utensils. Only designated persons must do the assigned jobs.
- 4.25 All the four food outlet areas must be manned by different sets of manpower, utensils, furniture and other related accessories. Sharing of such resources is not permissible.
- 4.26 The tentative menu for the canteen ready to eat counter/ snacks bar with approximate estimated prices may be seen at Appendices A, B and C. The prices of these items may be finalized after the award of the bid in conjunction with the Canteen management Committee.
- 4.27 **The daily price of breakfast + lunch+ evening snacks + dinner should not exceed Rs 150/- per day of the given menu (inclusive of GST).**

4.28 The contractor will take care of all fire safety measures without fail.

5. GENERAL RULES PERTAINING TO THE DAILY FUNCTIONING OF THE STUDENTS, FACULTY AND STAFF-CANTEEN

Tentative Canteen Timings

1	Breakfast	:	7:00 AM to 9:30 AM
2	Lunch	:	12:30 PM to 3:30 PM
3	Evening Snacks & Tea	:	5:00 PM to 6:30 PM
4	Dinner	:	8:00 PM to 10:00 PM

- 5.0** Limited salad will be provided during lunch and dinner. It will comprise of lemon and any of the three (Tomatoes, cucumbers, onions, beetroots, carrots). Pickle to be provided with every meal. Mouth freshener (Fennel seeds and sugar) to be kept at entrance.
- 5.1** Seasonal Chutney will be served with items like samosa, kachori, all types of chats etc.
- 5.2** **Menu as decided by the Canteen Management committee** will be strictly followed. Price of each item must be displayed on board in the designated places.
- 5.3** **Extra items e.g., extra bowls of curd, non veg. items and special vegetarian dishes etc. over and above the decided Canteen Management menu can be sold at extra prices by token system with immediate cash payment (amount will be decided by the Canteen Management committee in consultation with the caterer).**
- 5.4** **Caterer must have adequate facility to provide ‘packed food delivery service’ at the designated places in the hostels, medical college building, administrative block and other places without extra charges for packing and delivery.**
- 5.5** **Sufficient meal serving counters in the students’ Canteen Management must be made operational. This will be decided by the Canteen Management Committee. The billing counter should be operational at a designated place.**
- 5.6** Coupons for Guest Meals will be sold to the students & staff on the basis of requisition of a student/ resident/ staff in writing in the register maintained against cash payment.
- 5.7** **There should be provision for a feast with special menu and food once every 15 days. The menu of these items will be decided by the Canteen Management Committee.**

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

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

Item	Brand
Salt (Iodinated)	Tata / Annapurna / Nature fresh
Spices	M.D.H. Masala / Satyam / Badshah / Everest / Ruchi
Ketchup	Maggi / Kissan / Delmonte / Prime
Oil (Sunflower)/VegetableOil	Engine / Dhara / Sundrop / Godrej / Saffola / Fortune (use of Hydrogenated (vanaspati) oil is prohibited)
Pickle	Mother's Recipe / Niru's / Priya / Nilon's
Atta	Aashirvaad / Pillsbury / Annapurna
Instant Noodles	Maggi / Top Ramen / Chings / Yippee
Flavoured fruit drinks	Real / Tropicana
Papad	Lijjat
Butter	Amul / Britannia / Mother Dairy
Bread	Homa / Repose / Holsom / Diamond / Prime Bakes
Cornflakes	Kellogg's / Reliance / Mohun's
Jam	Kissan / Maggi / Reliance
Ghee	Amul / Mother Dairy / Britannia / Govardhan / Annapurna / Purabi
Shrikhand	Amul / Mother Dairy
Milk	Purabi / Amul / Mother Dairy / Sitajakhala
Tea	Brook bond/ Lipton/ Tata/ Taaza/ Reliance
Coffee	Nescafe / Reliance / Bru
Ice Cream	Amul / Mother Dairy / Kwaliti Walls / Rollick / Baskin Robbins
Paneer (fresh)	Purabi / Kamakha / Amul

7.0 GENERAL STRUCTURE OF THE CANTEEN MENU (Details in Appendix – A)

The following is the general structure of the menu. The rates for the same are fixed and should not be changed at any case during the tenure of the Contract unless written permission is taken from the Canteen Management committee

	Tentative Items
Breakfast*	<ol style="list-style-type: none"> 1. <i>Tea or Coffee + Whole Fruits / Sprouted Grains</i> 2. <i>1 Boiled Egg or Milk</i> 3. <i>Any preparation from Eastern Indian dish or Western Indian dish or One north Indian dish or One South Indian dish</i> <p>(One will be available every day). <i>In lieu of the above preparation 4 Slices Toasted Bread with butter or jam will be available on request.</i></p>
Lunch	Veg or Non-Veg thali (both available on all the days).
Dinner	Veg or Non-Veg thali (both available on all the days).
Evening Snacks*	Snacks items like (Samosa / Cutlet / Pakoda / Aaloo vada / Halwa/ Toast / Dahi Vada / Biscuit etc.) and Tea or Coffee must be available in the dining hall

8.0 ASSIGNMENT & SUBLETTING:

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

9.0 CONTRACT DOCUMENTS

- 9.1** The contract documents are to be taken mutually explanatory of one another and in case of ambiguities or discrepancies the same shall be explained and clarified by the Institute who shall thereupon issue to the contractor their interpretation and direction in what manner the work is to be carried out.
- 9.2** The contractor shall employ minimum 2 – Highly Skilled, 3 – Skilled, 6 – Semi-Skilled and 16 – Unskilled (16 person) persons for running the canteen. No child labourer will be employed by the Contractor in the canteen and the Institute shall be at liberty to object to and require the Contractor to remove from canteen any person employed by contractor in running the canteen who in the opinion of the Institute is unbecoming of being employed in the canteen. Such persons shall not again be employed in the canteen without the specific permission of the Canteen Committee.

10.0 COMPLIANCE OF STATUTORY LIABILITIES

- 10.1** The license fee (rent) of premises on monthly basis to be paid by the contractor has been fixed as Rs. 10,000/- (Rupees Ten Thousand Only) for Canteens. Monthly electricity charges will be as per actual unit consumption through a meter to be installed in the canteen or the actual consumption to be calculated as per the load. The license fee along with the electricity and water charges have to be deposited positively on monthly basis without fail. Otherwise, penalty shall be imposed as decided by AIIMS, Guwahati. If any contractor desires to visit the site he may request in writing for the same.
- 10.2** However, **the license fee may change at any time as per the discretion of the AIIMS, Guwahati.** The contractor shall ensure that wages paid to his employees conform to the provisions of the Minimum Wages Act, 1948 and other social security like EPF, ESIC and Bonus etc. The Contractor shall also ensure adequate rest and working hours as per norms etc. to all his employees.
- 10.3** The contractor shall be totally responsible for all statutory liabilities including those relating to Weights and Measures and Prevention of Food Adulteration.
- 10.4** Any queries regarding the tender process may be addressed to procurement@aiimguwahati.ac.in.

11.0 SETTLEMENT OF DISPUTE

11.1 All disputes related to canteen lease, rent, electric bill, management, maintaining hygiene and abiding rules and regulation framed by canteen committee shall be settled amicably between administrative authorities of AIIMS, Guwahati and the Contractor. If amicable settlement fails and as required, an Arbitrator shall be appointed on mutual consent within the Institute by administrative authorities of AIIMS, Guwahati. Any legal dispute if so, arise shall be subject to jurisdiction of courts in Guwahati only. (Administration of AIIMS GUWAHATI). An arbitration may be initiated as per “ Arbitration & Conciliation Act 1996 ”.

12.0 PENALTY CLAUSE

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

- a. Non-availability of complaint registers on the counter/discouraging students from registering complaints a fine of Rs.1,000/- (Rupees one thousand only) on every occasion.
- b. For single complaints of insects and/or foreign object cooked or found in dish of any food items would invite a fine of Rs.2,000/- (Rupees two thousand only) on the caterer.
- c. For single complain of mix up of non-vegetarian and vegetarian food items will invite a fine of Rs 2,000/- (Rupees two thousand only) on the caterer.
- d. For single complaints of un cleaned utensils in a day would lead to a fine of Rs.500/- (Rupees five hundred only) on the caterer.
- e. If Canteen Committee agrees that certain meal was not cooked properly then a fine of Rs.1,000/- (Rupees one thousand only) would be imposed on the caterer.
- f. Fine on any discrepancy (personal hygiene of workers, misbehavior by workers etc.) will lead to fine of Rs.2,000/- (Rupees two thousand only) on caterer for every instance.
- g. Absence of the proprietor or his representative in the Canteen Meeting on prior information will attract a fine of Rs.5,000/- (Rupees five thousand only) on caterer.
- h. In case it is found that three such fines do not have any effect in abiding by the terms and conditions mentioned in the contract, the contract may be terminated finally after serving fifteen days' notice by the Administration of AIIMS GUWAHATI to the Contractor. The notice during the trial period will be only one week.
- i. Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine as decided by the Canteen Management committee.
- j. Severity of hygiene failure shall be assessed and decided by the Canteen Management committee and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed.
- k. Under no circumstances, food cooked at the Dining hall Canteen of AIIMS, Guwahati shall be supplied to outside.
- l. The successful vendor will engage adequate manpower with proper justifications and the same must be communicated to authority after award of the tender.
- m. Only authorized personnel may be allowed to have food from the canteen. The presence of any unauthorized personnel having food in the canteen may invoke a penalty of Rs 500/- (five hundred) per person.

TERMINATION OF CONTRACT

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

13.0 TENDER EVALUATION (TECHNICAL EVALUATION OF SERVICE FACILITIES) :

13.1 The committee will have thorough analysis on the various aspects during evaluation and selection of Bidders.

Technical Evaluation for tender (Total Marks =100 for each bidder)

Sn	Criteria	Marks	Marking Parameters			
1	Total years of experience in the field of Catering Services (Firms less than 3 years' experience will not be considered)	20	>3 to 5 yrs 5 marks	>5 up to 7 yrs 10 marks	>7 up to 9yrs. 15 marks	>9 years 20 marks
2	Total Average Annual Financial Turnover in the Business of providing Food & Beverage services (determined from last three year's balance sheet [2019-20,2020-21 and 2021-22] and CA's Report)	20	5 to 6 Cr 5 marks	>6 to 7 Cr 10 marks	>7 to 8 Cr 15 marks	>8Cr 20 marks
3	Total number of Breakfast, Lunch, Dinner (each category) served per day (to be determined from the certificates issued by the organizations where the bidder is providing catering Services / directly during the site visits)	20	600 to 700 each 5 marks	700 to 800 each 10 marks	>800-900 each 15 marks	>900 each 20 marks
4	Work experience Certificate from Reputed Educational Institutes	20	>3-5 y 5 marks	>5-7 y 10 Marks	>7-9 y 15 marks	>9 y 20 marks
5	Physical examination/ Site Visit by a nominated Committee and Power point presentation of existing services by bidder	20	Bidder qualifying in pre-qualification criteria and documentary evaluation will be eligible for further evaluation. The Committee will verify the following parameters and assign marks – <ul style="list-style-type: none"> • Food quality & taste. • Cleanliness & hygienic condition of the kitchen, service area, dining etc., Staff uniform etc. • Food storage facility, Kitchen equipment. • Garbage disposal, Exhaust system etc. 			
	Total Points:	100				

N.B:

- Bidders will be selected for the purpose on the basis of marks secured.
- The Bidder meeting the minimum eligibility criteria and with the highest marks shall be deemed as the successful Bidder. If there will be a tie between two bidders, preference will be given to the vendors with highest income tax paid by the Bidder in the financial year 2022-23 or previous year whichever is the latest. Secondly, to the vendors whocurrently (till closing of Tender) are providing catering services in Govt. / reputed Educational Institutes.
- If any selected Bidder backs out, then the H2 Bidder (will be kept in panel for a period of four months) in the event shall be given the opportunity to run the Canteen.

APPENDIX -A (For Students, Faculty and Staff-Canteen at the Dining Hall canteen)

Sl. No.	Menu	Quantity	Tentative Rate (Rs)
	Breakfast: 1. Tea or Coffee + Whole Fruits / Sprouted grains 2. 1 Boiled Egg or Milk 3. Any preparation from Eastern Indian dish or Western Indian dish or One north Indian dish or One South Indian dish (One will be available every day). In lieu of the above preparation 4 Slices Toasted Bread with butter or jam will be available.		
1	Tea one cup / Coffee one cup	75 ml	To be decided by Canteen Management Committee
2	Milk	200 ml	
3	Chole Bhature (2 pieces)	120 g each	
4	Idli (70 g each) / Vada (50 g each) with Chutney & Sambhar	(5 Nos.)	
5	Pavbhaji (6 x 6 cm each)	(5 Nos.)	
6	Upma / Halwa with sambar & chutney	(200 gm)	
7	Masala Dosa with Chutney and Sambar	(33 x 33cm) Medium Size	
8	Uttappam with Chutney and Sambar	15 cm dia.	
9	Poori (6 Nos.) with Curry / Ghugni	50 gm each	
10	Plain Dosa with Chutney and Sambhar – 2	(33 x 33 cm) medium size	
11	Poha with Aloo Buji and Aloo Sabji	200 gm	
12	Aloo / Methi / Veg paratha (3 No.) with Veg Curry / Aloo Dum	(75 g) each	
<u>Vegetable Thali for Lunch and Dinner</u>		Tentative Rate	
13	Vegetable Thali: Rice (200g)/Jeera Rice, Roti/Plain Paratha (4 Nos., 30 g each), Seasonal Veg Curry (1 no., 125g) and Veg Fry, Daal/ Dalma (150 g), [Curd/Khata 50ml, Salad - Lunch & Sweet Dessert - Dinner], Papad and pickle, lemon with Panner (50gms apart from gravy) curry/masala.	To be decided by Canteen Management Committee	

	<u>Non-Vegetarian Thalís for Lunch and Dinner</u>	To be decided by Canteen Management Committee
14	<u>Fish Thali:</u> Rice (200g) / Jeera Rice, Roti / Plain Paratha (4 Nos., 30g each), Seasonal Veg Curry (1no.,125g)/Veg fry, Daal/Sambar (150 gm), [Curd/ Khata 50 ml, Salad - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon with Fish (1 pieces 50gms each apart from gravy) curry/masala.	
15	<u>Chicken Thali:</u> Rice (200g)/ Jeera Rice, Roti/Plain Paratha (4 Nos., 30 g each), Veg fry, Daal/Dalma (150 g), [Curd/ Khata - 50 ml, Salad - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon with Chicken(150 gm, apart from gravy) curry/masala.	
16	<u>Egg Thali:</u> Rice (200g)/ Jeera Rice, /Roti/plain Paratha (4 Nos., 30 g each), /Veg fry, Daal/Dalma (150 g), [Curd/ Khata 50 ml, Salad - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon with Egg (2pieces) curry/masala.	
17	Chicken Biryani (125 gm chicken) to be served with Rayta and Tomato / Sweet corn soup (300 gms total) + Ice cream once in a week on Sunday.	
18	Paneer biryani (125 gms Paneer) to be served with raitha and Tomato / sweet corn soup 75 ml once in a week (300 gms total) + Icecream once in a week on Sunday.	
19	<u>Paneer Thali:</u> Rice (200g), Poori/Roti/plain paratha (4 Nos., 30 g each), /Veg fry, Daal/Dalma (150 g), [Curd/ Khata 50 ml, Salad - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon with paneer (125gm apart from gravy) curry/masala.	
20	<u>Mushroom Thali:</u> Rice (200g)/ Jeera Rice, Roti/Plain Paratha (4 Nos., 30 g each), seasonal veg curry (1 no., 125g)/Veg fry, Daal/ sambar (150 g), [Curd/ Khata 50 ml, Salad - Lunch & Sweet Dessert - Dinner], Papad and Pickle, Lemon with mushroom (125gm apart from gravy) curry/masala.	
21	<u>Ice-cream:</u> (Any of the brands mentioned above) to be available everyday on MRP.	
22	<u>Evening Snaks:</u> 1. Tea / Coffee 2. Samosa 2 Nos. (100 gm each) / Vada 2 Nos. (100 gm each) / Pakora 8 Nos. (25 gm each) / Sandwich 2 Nos. (Only one item will be available on each day)	To be decided by Canteen Management Committee
23	<u>Extra Non-Veg Curry Bowl:</u> Butter Chicken/ Chilly Chicken/ Kadai Chicken/ Fresh Fish Curry/ Egg Curry. For Chicken and Fish Curry min. quantity of Fish and Chicken to be 100 gm. For Egg Curry No. of Egg to be 2 Nos.	To be decided by Canteen Management Committee
24	<u>Extra Veg Curry Bowl:</u> Palak Paneer/ Matar Paneer/ Butter Paneer/ Kadai Paneer/ Kofta Curry/ Posto/ Besan Kadhi/ Besan Gatta. For Paneer Curry min. quantity of Paneer to be 50 gms.	To be decided by Canteen Management Committee

N.B.

- Menu to be revised in every two months after discussion with Students Canteen Management Committee.
- Rice to be served as Plain Rice/ Jeera Rice/ Lemon Rice on different days alternatively.
- Every day in the dinner, the Caterer must provide at least one special vegetable/ non -veg item on payment basis. Every day in the breakfast, the caterer should provide ala-carte item on payment basis. The quantity and price to be decided by the Students Canteen Management Committee.
- Weekly menu to be decided by the Canteen Management Committee from the above sample meals.
- **The daily price of breakfast + lunch+ evening snacks + dinner should not exceed Rs 150/- per day of the given menu (inclusive of GST).**

APPENDIX-B (Dining hall canteen- Ready to eat food / Snacks bar,)**Tentative price of the food items as fixed by the Canteen Management Committee (Ala Carte)**

Sl. No.	Items	Quantity	Fixed Rate (Rs)
1)	Chow Mein (Veg)	200 gm	40
2)	Chow Mein (Paneer)	200 gm	50
3)	Chow Mein (Mushroom)	200 gm	50
4)	Chow Mein (2 Egg)	200 gm	50
5)	Chow Mein (1 Egg -Chicken)	200 gm	60
6)	Chilli Chicken (5 pieces)/ Chilli Paneer	Cooked 200 gm (1 Plate)	60
7)	Chicken Pakora (5 pieces)	Cooked 200 gm (1 Plate)	50
8)	Paneer Pakora (5 pieces)	Cooked 200 gm(1 Plate)	50
9)	Roll (Veg)	Medium	40
10)	Roll (Paneer)	Medium	50
11)	Roll (Mushroom)	Medium	50
12)	Roll (2 Egg)	Medium	50
13)	Roll (2 Egg -Chicken)	Medium	60
14)	Biriyani Veg	300 g	80
15)	Biriyani Chicken (100g chicken)	300 g	100
16)	Biriyani Eggs (2 eggs)	300 g	100
17)	Veg Patties	120gm	20
18)	Non veg patties (Chicken)	120gm	25
19)	Non veg Pizza (Chicken)	200 gm	50
20)	Veg Pizza	200 gm	40
21)	Non veg Burger (Chicken)	150gm	50
22)	Veg Burger	150gm	30
23)	Onion Pakora / Veg Pakora	150 gm	40
24)	Potato Samosa/ Aloo bonda	70 gm	10
25)	Sweets (Rasgola, Gulabjamun etc.) per piece	50 gm	15
26)	Pav bhaji	150 ml	40
27)	Dahi Vada (2 Nos.)	50 g each	30
28)	Pasta	150 ml	50
29)	Veg soup	150 ml	

30)	Non veg Soup	150 ml	
31)	Instant Noodles	150 gm	20
32)	Banana Shake	200 ml	50
33)	Mango Shake (Seasonal)	200 ml	50
34)	Water Melon Juice (Seasonal)	200 ml	50
35)	Pineapple Juice	200 ml	50
36)	Cool drinks (Any standard brand such as Coco-Cola, Pepsi, Maaza, Limca, Frooti, Bisleri/ Standard Mineral water.) And Biscuits (Any Standard Brand such as Britannia, Sunfeast, Bisk Farm, Parle etc.)		MRP
37)	Mathri	75 gm	10
38)	Hot milk	200 ml	15
39)	Hot Milk with Bourn Vita / Horlicks	200 ml	20
40)	Tea / Coffee	100 ml	10

Annexure – A

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

The Executive Director
AIIMS, Guwahati
Changsari, ASSAM

Dear Sir/ Madam,

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

1. Name of the Catering Agency: _____
2. Constitution of catering Agency: Proprietorship firm/ Partnership firm/ Ltd. Company
3. Contact person with designation:(i.e., Sole proprietor/ Partner /Director)
4. EMD. _____
5. Contact Address: _____

6. (a) Land Line Contact Phone No: _____ (b) Fax: _____
(c) e-mail address: _____ (d) Cell phone: _____
7. Do you have license for food processing/Catering from the appropriate Authority: Yes/No
8. Establishments where catering services are being provided at present:
(i) Name of the Government/ PSU/ Private Institute: _____
Period from: _____

We have submitted all required Documents as per Check List under Annexure -C and other annexures of bidding document.

Signature of the Authorized person Date: _____

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

Address: (Permanent):

Address (Correspondence):

ANNEXURE - B
BIDDER INFORMATION FORM

1	TRADE NAME OF THE BIDDER	
2	NAME AND DESIGNATION OF AUTHORISED REPRESENTATIVE	
3	COMMUNICATION ADDRESS	
4	PHONE NO./MOBILE NO.	
5	FAX No.	
6	E-MAIL I.D.	
PARTICULAR DETAILS OF THE BIDDER'S REPRESENTATIVE		
1	NAME F OF THE CONTACT PERSON	
2	DESIGNATION	
3	PHONE NO.	
4	MOBILE NO.	
5	E-MAIL I.D.	
6		

Date: -

Signature of the Authorized Signatory

Place: -

Designation :(Office seal of the Bidder)

ANNEXURE -C**Check List for Documents supporting Eligibility criteria and Qualification requirement and other supporting documents**

Sl. No.	Description	Copy Attached	Page No.
1.	Registration Certificate under Shops & Establishment Act.(Municipal License, Trade License)	Yes/No	
2.	Registration of Firm in case of Partnership or Certificate of Incorporation in case of company.	Yes/No	
3.	Partnership Deed/ Memorandum &Articles of Association	Yes/No	
4.	License for Food Processing/ Catering service	Yes/No	
5.	License to employ contract labour, EPF, ESIC Registration etc.	Yes/No	
6.	PAN copy of the bidder	Yes/No	
7.	GST Registration Certificate of the bidder	Yes/No	
8.	Copies of last three years IT Returns	Yes/No	
9.	Copies of Balance Sheet and P&L Account for the last 3years	Yes/No	
10.	3 years Turnover Certificates duly certified by the CA.	Yes/No	
11.	Copies of Service Contract work order and completion Certificates along with Experience certificate Services	Yes/No	
12.	Declaration by the bidder as per Annexure- E	Yes/No	
13.	List of Arbitration Cases (if any)	Yes/No	
14.	EMD	Yes/No	
15.	Bank Details: 1. Beneficiary Name: 2. Bank Name: 3. Account No: 4. IFSC Code: 5. Branch Address:	Yes/No	
16.	Solvency Certificate for Rs.15.00 Lakh.	Yes/No	
17.	Any other information, if necessary	Yes/No	

Signature and seal of contractor with date

ANNEXURE -D

NO RELATION CERTIFICATE

I.....son /daughter of
resident of hereby certify that none of my relative (s) is
/ are employed in AIIMS, Guwahati and to the best of my knowledge and belief is/are not directly or indirectly
associated with the tendering process for providing Canteen Catering Services to the AIIMS, Guwahati, vide
Tender No:..... . In case at any stage, it is found that the
information given by me is false / incorrect, AIIMS, Guwahati shall have the absolute right to take any
action as deemed fit / without any prior intimation to me which may also involve termination of my/ our
contract and for feature of EMD/PSD.

Signed.....

For and on behalf of the Bidder

Name

Designation

Date.....

ANNEXURE–E

**Name of the Tender: Tender for CATERING SERVICES at Central Dining Block,
AIIMS, GUWAHATI.**

(For Students, Faculties Staff & Guests etc.)

UNDERTAKING

(To be typed on the Letter Head of Bidder)

I..... S/o, D/o.....

Resident of

.....

do solemnly pledge and affirm that,

1. I am the Proprietor / Partner / Director / Authorized Signatory of
M/s
2. No police case and /or case by CBI /FEMA / Income Tax / Sales Tax / authorities are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm / company. No case of arbitration under any previous/ continuing contract is pending against us as on date.

(Indicate any convictions if any against the above persons or Firm/ Company.)
3. The Proprietor / Partner / Director of the firm / company (Agency) and also the firm / company has never been blacklisted by any Government authority / organization.
4. I / We have adequate facility and manpower to run a canteen successfully and declare that we will abide by the rules framed / directives issued by AIIMS GUWAHATI authorities as per terms of this tender.

Signature

(Name)

Seal of the participating Bidder

Format for Monthly Feedback

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

Signature of Canteen
Management
Secretary

Signature of one Elected
Member of RDA (Seal)

Signature of one Elected
Member of SAAB (Seal)

ANNEXURE-F

**Name of the E-Tender: CATERING SERVICES at Central Dining Block,
AIIMS, GUWAHATI.**

UNDERTAKING

*FOR COMPLIANCE OF ALL TERMS & CONDITIONS MENTIONED IN THIS TENDER
DOCUMENT*

To

The Executive Director
AIIMS, Guwahati,
Changsari, ASSAM

Sir/Madam,

1. The undersigned certify that I / we have gone through the entire tender documents including terms and conditions mentioned in the tender document and undertake to comply with them. I have no objection for any of the content of the tender document and I undertake not to submit any complaint / representation against the tender document after submission date and time of the tender. The rates quoted by me / us are valid and binding on me / us for acceptance till the validity of tender.
2. I / We undersigned hereby bind myself / ourselves to ALL INDIA INSTITUTE OF MEDICAL SCIENCES, Guwahati, Changsari, ASSAM-781101, to supply the approved awarded items in the approved prices to AIIMS Guwahati.
3. The articles shall be of the best quality and of the kind as per the requirement of the institution. The decision of the Executive Director, AIIMS Guwahati, India (herein after called the said officer) as regard to the quality and kind of article shall be final and binding on me/us.
4. I / we undertake to arrange for a demonstration of the Items, if required. Failure to arrange for a demonstration on the given date may lead to cancellation of the bid. Cost of such demonstration shall be borne by me/us.
5. Performance security 5% of contract value shall be deposited by me/us before signing of agreement with AIIMS, Guwahati. The Performance security shall be in form of BG/ FDR drawn in favour of Executive Director, AIIMS, Guwahati having validity of 60 days beyond the date of completion of the contract i.e., for a period of 14 months.
6. If it is deemed necessary to change any article on being found of inferior quality, it shall be replaced by me / us free of cost in time to prevent inconvenience.
7. I / We hereby undertake to supply the items during the validity of tender as per directions given in supply order within stipulated period positively.
8. If I / We fail to supply the stores in stipulated period the AIIMS GUWAHATI has full power to compound or forfeit the Bid Security / security deposit.
9. I / We declare that no legal / financial irregularities are pending against the proprietor Partner of the tendering firm.

10. I / we undertake to supply the ordered items within stipulated period and if fail to supply during the stipulated period the necessary action can be taken by the Executive Director, AIIMS Guwahati, India.
11. I / We undertake that if the rates of any items are lowered due to any reason, I will charge the lower rates.
12. I / We undertake that the items supplied are as per Make / Model / Catalogue / technical literature description.
13. I / we do hereby confirm that the prices / rates quoted are fixed and are at par with the prices quoted by me/us to any other Govt. of India / Govt. Hospitals/Medical Institutions / PSUs. I / we also offer to supply the items at the prices and rates not exceeding those mentioned in the Financial Bid.
14. I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything, adverse comes to the notice of purchaser during the validity of tender period, the Executive Director, All India Institute of Medical Sciences, Guwahati (India) will have full authority to take appropriate action as he / she may deem fit.

Signature of Bidder

With seal of firm

(Name of Bidder) Place

.....

Date.....

ANNEXURE – G

**Name of the E-Tender: CATERING SERVICES at Central Dining Block,
AIIMS, GUWAHATI.**

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Rs.10/-Non-judicial Stamp Paper duly attested by Public Notary)

I..... S/o.....

Resident of

.....

Do solemnly pledge and affirm:

1. I am the Proprietor/Partner/Director /authorized signatory of
M/s.....
2. No police case is pending against the Proprietor / Partner / Director of the firm
/company (Agency) and also against the firm/ company.

(Indicate any convictions if any against the above persons or Firm / Company.)

3. The Proprietor / Partner / Director of the firm / company (Agency) and also
thefirm / company has never been blacklisted by any Government authority /
organization.
4. I / We have not quoted the price higher than previously supplied to any Government
Institute / Organization / reputed Private Organization or DGS & D rate in recent
past.

Affirmation/Verification

**Name &
Signature Seal of the
participating
Bidder Company**

E -TENDERING INSTRUCTIONS TO BIDDERS

Genera:

The Special Instructions (for e -Tendering) supplement ‘Instruction to Bidders’, as given in this Tender Document. Submission of Online Bids is mandatory for this Tender. E -Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Suppliers / Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, AIIMS GUWAHATI has decided to use the ***E-Tendering Portal***: www.tenderwizard.com/AIIMSG

[https:// eprocure.gov.in](https://eprocure.gov.in) or www.aiimsguwahati.ac.in (For Download & View Only)

Instructions:

1. Tender Bidding Methodology:

One Stage Online Bidding (technical)

2. Broad outline of activities from prospective Bidders:

1. Procure a Class III Digital Signature Certificate (DSC)
2. Register on the e-Procurement portal www.tenderwizard.com/AIIMSG
3. Create Users on the above portal
4. View Notice Inviting Tender (NIT) on the above portal
5. Download Official Copy of Tender Documents from the above portal
6. Seek Clarification to Tender Documents on the above portal. View response to queries of bidders, posted as addendum, by AIIMS, Guwahati
7. Bid-Submission on the above portal.
8. Attend Public Online Tender Opening Event (TOE) on the above portal-Opening of Technical Part
9. Post-TOE Clarification on the above portal (Optional) – Respond to AIIMS, Guwahati’s Post-TOE queries.
10. Attend Public Online Tender Opening Event (TOE) on the above portal-Opening of Financial Part (Only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the above portal.

3. Digital Certificates:

For integrity of data and authenticity/ non -repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class III, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

4. Registration:

To use the Electronic Tender portal www.tenderwizard.com/AIIMSG vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons vis -à- Authorized Signatory who will be the main person coordinating for the e-tendering activities. In the above portal terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and follow further instructions as given on the site. Pay Annual Registration Fee as applicable (i.e. Rs.2000/-+GST as applicable)

Note: After successful submission of Registration details and Annual Registration Fee, please contact to the Help desk of the portal to get your registration accepted/activated.

1. The Bidder must ensure that after following above, the status of bid submission must become – “Submitted”.
2. Please take due care while scanning the documents so that the size of documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However, it shall be sole responsibility of bidder that the uploaded documents remain legible.
3. It is advised that all the documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission.
4. The Financial part may be downloaded and rates may be filled appropriately. This file may also be saved in a folder on your computer. Please don't change the file names & total size of documents (Preferably below 5 MB per document) may be checked.

Bid submission

The entire bid- submission would be online on the Tender wizard portal i.e., www.tenderwizard.com/AIIMSG

Broad outline of submissions are as follows:

- (i) Submission of Bid Parts (Technical & Financial)
- (ii) Submission of information pertaining to Bid Security / EMD.
- (iii) Submission of signed copy of Tender Documents / Addendums.

The TECHNICAL PART shall consist of Electronic Form of Technical Main Bid and Bid Annexure. Scanned / Electronic copies of the various documents to be submitted under the Eligibility Conditions, offline submissions, instructions to bidders and documents required establishing compliance to Technical Specifications and Other Terms & Conditions of the tender are to be uploaded.

Processing Fee: Firm have to pay processing fee (i.e., 0.1% of ECV + GST as applicable (min.750/- & Max Rs.7500/- + GST as applicable) through online (Credit card/ Debit Card/ Net Banking), When participating in the e -Tender.

Offline Submissions: OFFLINE SUBMISSION OF BID IS NOT ALLOWED.

Public Online Tender Opening Event (TOE)

The e-Procurement portal offers a unique facility for 'Public Online Tender Opening Event (TOE). Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. For this purpose, representatives of bidders (i.e., Supplier organization) duly authorized. Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on the portal. As soon as a Bid is decrypted, the salient points of the Bids are simultaneously made available for downloading by all participating bidders. The medium of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'. The portal a unique facility of 'Online Comparison Statement' which is dynamically updated as each online bid is opened. The format of the Statement is based on inputs provided by the Buyer for each Tender. The information in the Comparison Statement is based on the data submitted by the Bidders. A detailed Technical and / or Financial Comparison Statement enhance Transparency. Detailed instructions are given on relevant screens. The portal has a unique facility of a detailed report titled 'Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing / Downloading'. There are many more facilities and features on the portal. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

Important Note: In case of internet related problem at a bidder's end, especially during 'critical events' such as – a short period before bid-submission deadline, during online public tender opening event it is the bidder's responsibility to have backup internet connections. In case there is a problem at the e -procurement / e - auction service-provider's end (in the server, leased line, etc.). Due to which all the bidders face a problem during critical events, and this is brought to the notice of AIIMS GUWAHATI by the bidders in time, then AIIMS GUWAHATI will promptly reschedule the affected event(s).

Other Instructions

For further instructions, the vendor should visit the home-page of the portal. The complete help manual is available in the portal for Users intending to Register / First-Time Users, Logged-in users of Supplier organizations. Various links are also provided in the homepage.

Important Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups and minimize teething problems during the use of the said portal.

The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

1. Obtain individual Digital Signature Certificate (DSC) well in advance of your first tender submission deadline on the portal.
2. Register your organization on the portal well in advance of your first tender submission deadline on the portal.
3. Get your organization's concerned executive strained on the portal well in advance of your first tender submission deadline on the portal.
4. Submit your bids well in advance of tender submission deadline on the portal (There could be last minute problems due to internet timeout, breakdown etc.)

While the first three instructions mentioned above are especially relevant to first - time users on the portal, the fourth instruction is relevant at all times. Minimum Requirements at Bidders end Computer System with good configuration (Min P IV, 1 GB RAM, Windows XP) Broadband connectivity. Microsoft Internet Explorer 8.0 or above. Digital Certificate(s) Vendors Training Program Necessary training to each and every registered bidder under this portal shall be imparted by the ASP, M/s. BECIL, if required, before participation in the online tendering.

Helpdesk No. 9073677150/151/152 Mr. Rishi Shankar Chatterjee: - 09674758726 Mrs. Saswati Majumder – 09674758722