



अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर, छत्तीसगढ़
All India Institute of Medical Sciences, Raipur (Chhattisgarh)

खंडन

यह निविदा अखिल भारतीय आयुर्विज्ञान संस्थान, रायपुर (छ.ग.) के लिये बोलीदाताओं/फर्म/एजेंसी/इत्यादी से प्रस्ताव प्राप्त करने का निमंत्रण है, संविदात्मक तब तक नहीं होगा जब तक औपचारिक अनुबंध पर हस्ताक्षर नहीं किया जाता और चयनित बोलीदाताओं/फर्म/एजेंसी इत्यादी के साथ एम्स रायपुर के विधिवत् अधिकृत अधिकारियों के द्वारा निष्पादन किया गया है।

Disclaimer

This tender is not an offer by the All India Institute of Medical Sciences, Raipur, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorised officers of AIIMS, Raipur with the selected bidder/firm/agency.

Tatibandh, G.E. Road, Raipur -492099 (CG),
Tele: 0771- 2577279, 07712971307
Website: www.aiimsraipur.edu.in/www.eprocure.gov.in
Email: store@aiimsraipur.edu.in



Hiring of Food Management firm

For providing Food Management Services during the 2nd convocation ceremony

Scheduled to be

Held on Month of July 2024 at

All India Institute of Medical Sciences, Raipur

CRITICAL DATE SHEET

Published Date	30-05-2024 at 18:55 pm
Bid Document Download Start Date	31-05-2024 at 10:30 am
Bid Submission Start Date	31-05-2024 at 11:30 am
Bid Document Download End Date	05-06-2024 at 15:00 am
Bid Submission End Date	05-06-2024 at 15:00 am
Bid Opening Date	06-06-2024 at 15:30 pm
Date of Presentation	07.06.2024 at 12.00 pm

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Website : www.aiimsraipur.edu.in
Tele: 0771- 2971307, e-mail: store@aiimsraipur.edu.in

1. Online bids are invited on behalf of the Executive Director, AIIMS, Raipur two bid systems (Technical & Financial) for “**Hiring of Food Management firm for providing Food Management Services during the 2nd convocation scheduled to be held in Month of July 2024**” at AIIMS, Raipur”. Manual bids shall not be accepted.
2. Tender document may be downloaded from AIIMS web site www.aiimsraipur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the **AIIMS web site www.aiimsraipur.edu.in** and Central Public Procurement Portal (CPPP) eProcurement website <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 shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.
The Technical bid should include the detailed specifications of main item/equipment and its accessories. All items should be numbered as indicated in the Annexure-I (Any deviation should be clearly mentioned and supporting document should be submitted).
6. **Manual bid shall not be accepted in any circumstance.**
7. The complete bidding process in online bidding, Bidder should be possession of valid Digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
8. **Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.**
9. **Quotations should be valid for 180 days** from the tender due date i.e. tender opening date. The bidder should clearly indicate the period of delivery, CMC & warranty terms etc whichever is applicable.
10. Relevant literature pertaining to the items quoted with full specifications should be uploaded, where ever applicable.
11. The party should have at least 3 years work experience for providing similar catering services only to Govt./ Semi-Govt./PSUs/Reputes Institutes/ University from 2021 onwards (attach certificates, work orders for each year).

12. The tender should have one of the following –

Having been awarded preferably 3 similar catering works each costing not less than INR **7 lakhs** in the last three years.

(or)

Having been awarded preferably 2 similar catering works each costing not less than INR **10 lakhs** in the last three years.

(or)

Having been awarded preferably 1 similar catering work costing not less than INR **15 lakhs** per year in the last three years.

13. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration, GST registration.
14. The quantity shown against each item is approximate and may vary as per demand of the Institute at the time of placement of order.
15. The bidder must be able to provide the product/items within specified time period as prescribed in the Purchase Order, failing which the EMD will be forfeited. Furthermore on completion of the stipulated time period, Purchase Order will be cancelled and award will be given to another qualified bidder with the negotiated terms & conditions as per Institutes norms.
16. AIIMS Raipur is exempted from payment of Excise Duty and is eligible for concessional rate of Custom Duty. Necessary certificate will be issued on demand. AIIMS Raipur will not make necessary arrangements for the clearance of imported goods at the Airport. Hence, the price should not include these charges.
17. In the event of any dispute or difference(s) between the vendee (AIIMS Raipur) and the vendor(s) arising out of non-supply of material or supplies 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/Raipur 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.
18. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
19. All disputes shall be subject to Raipur Jurisdiction only.
20. **AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
21. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> on Store office at AIIMS Raipur Premises at the time of bid opening.
 1. Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the concerned instrument/equipment.
 2. No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
22. Copies of original documents defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.
23. **Award of Contract**

The Purchaser will award the contract to the bidder whose quotation has been determined to be substantially responsive and who has bided the lowest evaluated quotation price.

 - i) Notwithstanding the above, the Purchaser reserves the right to accept or reject any quotations and to cancel the bidding process and reject all quotations at any time prior to the award of contract.

NIT No. : AIIMS/R/CS/24/Convocation Ceremony

- ii) The bidder whose bid is accepted will be notified of the award of contract by the Purchaser prior to expiration of the bid validity period. The terms of the accepted bid shall be incorporated in the purchase order.
- 24.** Rates should be quoted inclusive of packing, forwarding, postage and transportation charges etc.
- 25.** The competent authority reserves all rights to reject the goods if the same are not found in accordance with the required description / specifications/quality.
- 26. Earnest Money:** Earnest money of ₹ 40,000.00 by means of a Bank Demand Draft/ FD/BG a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD/BG may be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The EMD cost must reach at officer of the Stores Officer Gate no. 5, Medical College Building, 2nd Floor, AIIMS, Raipur before opening of tender.
1. No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.
 2. Tenders without Earnest Money will be summarily rejected.
 3. No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.
 4. If MSME firm is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support of exemption. (1) National Small Industries Corporation (NSIC). (2) Directorate of handicraft & Handlooms.
 5. The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.
 6. EMD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.
- 27.** In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Store Officer, AIIMS Raipur through e-mail: store@aiimsraipur.edu.in on or before end date of clarification as per critical date sheet.
- 28.** The EMD of the successful bidder will be returned to them without any interest after the submission of Security deposit/PSD.
- 29.** Terms and condition applicable as per manual for procurement of goods 2017, GFR-2017 etc.

**Stores Officer, AIIMS,
Raipur (C.G.)**

1. CONTRACT PERFORMANCE GUARANTEE

A) CONTRACT PERFORMANCE GUARANTEE

1. The EMD of successful bidder (on Award of Contract) will be retained by AIIMS, Raipur and will be adjusted to Performance Security Deposit.
2. The same shall be returned to the successful bidder after successful completion of work and on recommendation of Nominated Officer/Committee for said purpose.
3. In the event the contract is terminated by AIIMS RAIPUR on account of the fault of the Contractor before the determination of the Contract, or the Contractor abandons the work and its obligations under the contract during the Contract Period, then the SD amount shall be forfeited by AIIMS Raipur.

B) OTHER TERMS AND CONDITIONS

1. Service Provider shall be responsible for planning and execution of the services as expected and agreed to meet the requirements.
2. It shall be the responsibility of the Service Provider(s) to arrange for manpower, material and necessary expertise for executing the work.
3. The Service Provider would provide the deliverables in the committed time frames.
4. The Service Provider(s) shall be responsible to hand over the site thoroughly neat and clean to the land-owning agency by the last evening/end of the event.
5. Removal of garbage from the site and its disposal shall be the responsibility of the Service Provider.
6. It shall be the responsibility of the selected Service Provider to arrange for sufficient number of dustbins round the clock fool proof security with required gadgets, cleanliness, etc.
7. AIIMS Raipur will in no way be responsible for the violation of any rules and/or infringement of any other laws for the time being in force, either by the Service Provider or its employees. The Service Provider as well as its employees shall comply with the relevant rules and regulations applicable and as may be enforced and complied from time to time, for which the Buyer's department would not be liable or responsible in any manner. The onus of compliance to all applicable laws/acts/rules shall only rest with the Service Provider.
8. The service provider must take approvals from buyer in case of any change in event specifications.
9. All the electrical cables and wires shall be properly insulated. There shall not be any loose wires. Genset installation for the event would be the responsibility of the selected Service Provider with the required permission.
10. All electrical installations shall be in accordance with the provision of the Regulations for Licensing and Controlling Places of Public Amusement (other than Cinemas) and the performances of Public Amusement, 1980 and other relevant and applicable laws.
11. The timeliness & schedules for each delivery or completion of service shall be

strictly adhered to and shall be deemed to be the essence of the contract. For reasons other than those beyond Service Provider's control and is not as per specification agreed to or if the time schedule is not adhered to and the said service is delayed during delivery inter alia, the Buyer shall have all the rights to exercise and invoke relevant penalty regarding Termination on account of Default.

12. No medical facilities or reimbursement or any sort of medical claims thereof in respect of employees provided by the Service Provider will be entertained by the Buyer.
13. AIIMS Raipur shall have the right, within reason, to have any personnel removed who is considered to be undesirable with proper reasoning and similarly the Service Provider reserves the right to remove any personnel with prior intimation to the Buyer. However, the Services of the Service Provider should not be impacted due to such change.
14. In case of using sub-contractors, the service provider shall ensure that the Sub-Contractor appointed is competent, professional and possesses the requisite qualifications and experience appropriate to the tasks they will perform.
15. The service provider should be able to execute order at short notices and if required even on holidays.
16. Service provider may be called for demonstration/presentation before/after the award of contract.
17. The Agency shall obtain necessary license, permit, consent, sanction, etc., as may be required or called for from / by local or any other AIIMS RAIPUR for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to him or to this contract without any liability and responsibility to AIIMS Raipur, whatsoever it may be.
18. The Agency shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or AIIMS Raipur. The Agency shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by AIIMS Raipur.
19. In case of any changes to the constituents of the agency, the commitment towards AIIMS RAIPUR should not suffer.
20. All personnel engaged under this contract by the Agency shall be employees of Agency. AIIMS RAIPUR shall not have any liability/ responsibility to absorb the persons engaged by the Agency.
21. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. They shall work under directives and guidance of Nominated Official/ In charge, AIIMS Raipur and will be answerable to AIIMS Raipur. This will, however, not diminish in any way, the agency's responsibility under contract to the AIIMS Raipur.
22. The Agency shall maintain good standard of quality/services as indicated. In case the quality of services is not found up to the mark, a warning note shall be issued to the agency specifically indicating the discrepancy and a deduction to the extent of 20% of the billed amount for that particular instance shall be levied on recommendation/approval of Executive Director (AIIMS Raipur).

23. In case any personnel of the Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/their duties for AIIMS Raipur it shall be the sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the AIIMS Raipur.
24. The AIIMS Raipur shall pay the agreed amount on production of bill. No other charges of any kind shall be payable except as under the contract.
25. Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period.
26. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
27. The tax as applicable shall be deducted from the bill unless exempted by the Income- tax Department.
28. In case of non-compliance/non-performance of the services according the terms of the contract, the AIIMS RAIPUR shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
29. The decision of AIIMS Raipur in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

C) CONDITIONS OF ENGAGEMENT OF PERSONNEL

1. The Contractor shall not employ any person of age below 21 years and above the age of 50 years and the persons so engaged shall be sound in health capable of performing their work as per instructions and should not be suffering from any illness, infection and disease.
2. All liabilities arising out of accident or death of any personnel while on duty shall be borne by the Contractor.
3. The Contractor and its staff shall take proper and reasonable precautions to prevent loss, destruction, damage or misuse

D) FINANCIAL TERMS:

(1) Payment Terms

- (a) The agency shall be paid in stages as mentioned under:
 1. 100% after successful completion of work and receipt of invoice and upon due recommendation of Nominated Officials/Committee for said purpose.
- (b) Any invoice submitted without essential documents shall be deemed to be incomplete and AIIMS Raipur shall not be liable to process and pay the amounts on the invoices so raised.
- (c) The service tax/gst amount shall be shown separately on the invoice along with the applicable registration numbers.
- (d) All the payments to be made to the agency by AIIMS Raipur shall be made

through NEFT/RTGS/DD only with applicable TDS in accordance with the Govt. of India/RBI guidelines from time to time.

E) Other Financial Terms

- a) The Contractor shall not be entitled to claim any amounts towards escalation cost, idle manpower etc.
- b) The Contractor shall be liable to bear and pay for any expenses or cost that may be required to be incurred on account of any accident caused to any of its personnel working during the Contract.

F) Penalty Clause:

- a. If at any future point of time it is found that the Food Management Service firm has submitted information which is factually incorrect or if the Food Management Service firm does not fulfil any of the contractual obligations, AIIMS Raipur may take a decision to cancel the contract with immediate effect, and/or debar the bidder from bidding prospectively in this and all other Tender procedures for a period to be decided by the AIIMS Raipur and take any other action as deemed necessary.
- b. The penalty with respect to its time period and quality of products shall be quantified by the AIIMS Raipur at its own discretion/satisfaction.
- c. It would be first and foremost the responsibility of the firms to ensure that the services are being provided satisfactorily and contract is executed as per agreed terms and conditions.
- d. In case of delayed or unsatisfactory services the institute may impose penalty as per the Performance matrix detailed below (subject to maximum of 10%):

Sr. No.	Particulars	Financial Implication
1.	Delay in carrying out event as per schedule	Forfeiture of PBG
2.	Non delivery of any milestone/deliverable as per scope of work	1 st instance=0.05% of the contract value 2 nd instance=0.01% of the contract value 3 rd instance=0.02% of the contract value
3.	Non deployment of manpower as per the requirement	0.05% of the contract value
4.	If the employee of service provider is found responsible for disobedience/misconduct or has Misbehaved in any manner.	1 st instance=0.05% of the contract value 2 nd instance=0.01% of the contract value 3 rd instance=0.02% of the contract value

2. GENERAL CONDITIONS OF CONTRACT

A. COMPLIANCE OF ALL STATUTORY OBLIGATIONS

1. All the personnel employed by the Contractor for executing the contract for work shall be the employees of the Contractor only. The Contractor alone shall be responsible at his own cost and risk for the due compliance of all the applicable labour laws and other statutory obligations with regard to this contract.
2. The Contractor shall be required to have been registered and having the necessary licenses and permissions under the various labour law enactments like the Contract Labour (Regulation and Abolition) Act, 1970, Employee Compensation Act, 1923 and Employees Provident Fund and Miscellaneous Provisions Act, 1952 from the date of commencement of the work and he shall obtain and submit the copy of registration certificate, registration code number to AIIMS RAIPUR, failing which the contract is liable to be cancelled.
3. The Contractor shall also obtain and keep in place necessary insurance policies, mediclaim policies, group insurance schemes of adequate value to cover his security personnel, employees with regard to any accidents, injury or the liability under the Employee Compensation Act. The Contractor shall observe and be responsible for the compliance of all labour laws, government notifications and shall maintain necessary records for the same and shall submit the same to AIIMS RAIPUR when so required.
4. The Contractor shall duly maintain all records/registers required to be maintained by him under various labour laws mentioned above and shall produce the same before the concerned Statutory Authorities whenever required and called upon to do so.

B. FORCE MAJEURE

The Parties hereto shall be relieved from the performance of the obligations as herein contemplated or from any penal consequences on account of non-performance which is attributable directly to force majeure conditions, which conditions are not in the power, domain or control of the Party affected. The Party seeking protection of such force majeure condition shall be required to send a notice of the existence and continuation of such conditions to the other Party and only thereupon the suspension of obligations shall follow. For this purposes hereof, force majeure conditions shall mean an event beyond the control of the Party and not foreseeable by the Party and shall include events of floods, explosions, riots, wars, hurricane, epidemics, any other Act of God, quarantine restrictions, terrorism, government actions and provided always that such acts result in the impossibility of the further performance of the contract.

C. INTERPRETATION

In case of any dispute with regard to the interpretation of any of the provisions of this document or to the due performance in accordance with the contract terms, the decision of Executive Director, AIIMS RAIPUR will be final and binding.

D. TERMINATION

AIIMS Raipur may terminate the contract if any of the following events occur:-

1. Contractor is adjudged as insolvent.
2. Contractor has abandoned the contract i.e. the Contractor fails to perform the obligations under the contract.
3. Any of the licenses, permissions or registrations of the Contractor as required under the applicable laws are discontinued/ cancelled or not renewed in time.
4. Contractor has neglected or failed persistently to observe or perform his obligations under the contract or performs unsatisfactorily.
5. The Contractor is found to have acted in breach or violation of any of the safety norms persistently, applicable labour and other laws in relation to the contract and his obligations therein.
6. The Contractor commits a breach of the contractual terms and conditions.
7. In the opinion of AIIMS Raipur, it is desirable to discontinue with the performance of the contract with the Contractor.

E. INDEMNITY

The Contractor shall indemnify AIIMS Raipur and keep harmless AIIMS Raipur from and against all actions, proceedings, claims, demands, losses, costs, damages and expenses whatsoever which may be brought against or suffered by AIIMS Raipur which it may sustain, pay or incur as a result of or in connection with the performance/ purported performance/ non-performance of the contract by the Contractor, including but not limited to, any liability or action occurring on account of any litigation, court or government orders.

F. AMENDMENT

No amendment or modification or waiver of any provision of these presents, nor consent to any departure from the performance of any obligations contained herein, by any of the Parties hereto, shall in any event be valid and effective unless the same is in writing and signed by the Parties or their duly authorized representative especially empowered in this behalf and the same shall be effective only in respect of the specific instance and for the specific purpose for which it is given.

G. SETTLEMENT OF DISPUTES

1. Any disputes or difference between parties arising out of the contract to the extent possible shall be settled amicably between the parties.
2. If amicable settlement cannot be reached all the disputed issues shall be resolved by Executive Director AIIMS RAIPUR and his decision shall be final.

H. GOVERNING LAW & JURISDICTION

This contract shall be governed by the Laws of India and the Courts at Raipur shall have exclusive jurisdiction to try and disputes arising hereunder.

• **OTHER TERMS & CONDITIONS:**

A. Scope of Services:

Scope & Specifications of Work:

Providing Food Management Service Services During The Convocation Ceremony Scheduled To Be Held in July 2024.

This tender is intended for providing Food Management Service during the Convocation Ceremony Scheduled to be held in the month of July 2024 at ALL INDIA INSTITUTE OF MEDICAL SCIENCES RAIPUR. The above work is not continuous work.

B. Special condition for providing food items

The work involves preparation, arrangement and serving of food as detailed in Annexure-I (Section-A(Food Items)). The vendor will have to arrange for food counters during serving of food to avoid overcrowding at counters. The caterer will have to employ the required staff at his own cost and bear all the statutory and other liabilities for running the Catering services.

C. Special condition for providing food items

The work involves preparation, arrangement and serving of food as detailed in Annexure-I(Section-A(Food Items)). The vendor will have to arrange for food counters during serving of food to avoid overcrowding at counters. The caterer will have to employ the required staff at his own cost and bear all the statutory and other liabilities for running the Catering services.

- The food has to be prepared onsite. The vendors are advised to visit the site to see for adequate space and other requirements for preparation of food.
- Agency shall arrange its own Cooking & Serving Arrangements like tables, cooking tops, utensils etc. Signage's to be arranged by awarded firm.
- The rates quoted in tender should be inclusive of cost of materials and ingredients for Food items, best quality crockery, service charges, any other taxes etc.
- The Institute reserves the right to inspect the materials at any time. If it is found that raw material for food or crockery is of inferior quality, the contract would be terminated immediately and the tenderer would be blacklisted.
- It will be the responsibility of the firm/agency to get the quality of crockery approved by the institute.
- No separate furniture will be provided for cooking of foods, serving water, preparation of food.
- The bidder shall make arrangements for storage of milk or milk products if required.
- All the arrangement of servicing and arrangement of best quality Crockery, utensils, plates, glasses, cups, tissue papers, commercial Gas Cylinder, ISI marked best quality Cooking Stove etc to be done by the contractor without any extra cost.
- Use of Kerosene oil is prohibited and the heating system/Gas for cooking has to be with best safety standard which is responsibility of caterer.

- The food should be served hot. All the arrangements for cooking and keeping “ hot food” will be made by the contractor without any extra cost and labor.
- All the edible items should be of best quality, prepared in fresh reputed branded refined oil. Oil should not be reused. Materials used for cooking purpose Spices, Food stuffs, Vegetable, Oil etc. should be of best & reputed branded quality only and any deviation shall lead to termination of contract.
- The contractor/Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh.
- No items should be used beyond expiry date.
- The contractor will ensure that additive/preservative banned by the Govt. will not be used in any of the food preparations, if any such act comes to the knowledge of the institute, the contract is liable to be cancelled and the security deposit shall be forfeited.
- The contractor will ensure that all food items and vegetables and other ingredients are fresh and of standard quality.
- The contractor shall deploy sufficient staff having relevant experience for the catering to ensure uninterrupted service.
- Under no circumstances any of the contractor's employees will stay in the Institute premises beyond working hours.
- The contractor will have to provide employees in proper uniforms, ID card for service. All Contractors staff will follow dress code of uniform, gloves, masks and head caps.
- The contractor will have to make arrangement for cleanliness of Catering/serving area and its surroundings to the satisfaction of the Institute.
- The contractor shall also be responsible for the safe and hygienic disposal of the Catering waste.
- They should bring the necessary bins/cleaning materials with them along with workers.
- The contractor will take all necessary precautions against fire hazards and comply with rules and regulations as laid down by concerned local authorities and to the satisfaction of the Institute.
- The contractor will be fully responsible for the repair/ maintenance, cleanliness, breakage and damage done to the building and sanitary, electrical and any other fittings and fixtures installed in the space provided to the contractor and all the costs shall be borne by the caterer.
- The contractor shall not entertain any outside orders during their work at AIIMS Raipur.

- The contractor will at all times, ensure discipline, decent and courteous behaviour by his employees while they remain in hospital premises.
- Under exceptional circumstances the Institute reserves the right to change any term and condition as and when warranted.
- In case of any dispute arising out of the interpretation of the terms and conditions of the contract, the decision of the Executive Director, AIIMS Raipur will be final and binding.
- **For VVIP, well trained stewards should be provided by the agency having experience for such purpose.**
- **New/Fresh Bone china cutlery to be compulsorily arranged/provided for VVIPS.**

D. Quality Maintenance

- (a) The eatables served by the Agency to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.
- (b) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used much before the expiry date. Maintain hygienic conditions in cooking/pantry area & dining/serving areas.

E. Coupons with colour coding in 4 types with barcode scanner is required to be provided by the successful firm:

- 2. **Students**
- 3. **Faculty and Officers**
- 4. **Staffs**
- 5. **For Packed Launch**

F. The awarded Firm has to provide the Mobile Wash Basins of 10 nos.

G. Food Counter -7 with all arrangements.

H. Single used Plastics not to be used.

I. Vendor will provide all Tables, Counter and any other items required for preparation and serving of food.

Technical Evaluation Criteria:

- **Technical evaluation will be decided on the basis of documents submitted on the tender bid and after providing complete presentation at AIIMS Raipur.**
- **Participated Bidders/ Vendors has to give a brief Presentation (via PPT / Video Presentation) in AIIMS Raipur Premises next day after the opening of technical bid to the committee members for the services to be offered. It should have detailing of all the services as per scope of work. It will also include submission of samples like types of cutlery sets, Quality of Paper Napkin quality, Quality of Food items, Quality of water bottle etc. and all the necessary things which will be offered on technical bid.**
- **The presentation will be part of technical evaluation.**

L1 will be decided on basis of documents submitted on technical bid, Presentation & amount quoted on tender.

**Stores Officer, AIIMS,
Raipur (C.G.)**

Technical Bid

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document:

- a) Scanned Copy of EMD cost must be uploaded.
- b) Whether the firm is registered with proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted engaged in such services.
- a) Copy of PAN Card should be uploaded.
- b) Firm/Company registration certificate should be uploaded.
- c) The GST registration details may please be furnished.**
- d) Income Tax Return of last three years should be uploaded.
- e) Agency profile indicating Experience (in years)/ Number of similar Services provided/ Working with/for various departments of Government of India/ State Government along with supporting documents (copies of work order of last 3 years)
 - a) Agency should have average annual turnover specially related to required work of more than 01 crore for preceding three years. Balance sheet & P/L of last three year duly certified by CA as mentioned in tender document should be uploaded.
 - b) Tenderer must provide a certificate on letter head that proprietor/firm has never been black listed by any organization should be uploaded.
 - c) "Declaration by the Bidder "(Form B) should be uploaded as mentioned in tender document should be uploaded.
 - d) An undertaking of manufacturer as per serial no. 1b of tender document page no. 06 in case of Distributor /Dealer / Trader/Supplier should be uploaded.
 - e) Form A with duly filled by bidder should be uploaded.
 - f) The participated Firm / Agency should having a registered office in Raipur Chhattisgarh which is mandatory for participation on the tender.

Executive Director – AIIMS RAIPUR reserves the right to modify or relax the eligibility criteria incase none of the Bidder is able to fulfil the required criteria.

No relaxations will be given as far as statutory requirements are concerned.

PRICE BID

- (a) Price bid in the form of BOQ_XXXX .xls

PARTICULARS FOR PERFORMANCE SECURITY DEPOSIT

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred)
(TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK (WHETHER SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT RAIPUR. SECURITY DEPOSIT ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED)

To,
The Director
All India Institute of Medical Sciences (AIIMS),
Tatibandh, GE Road, Raipur-492 099 (CG)

LETTER OF GUARANTEE

WHERE AS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No.....Dt.....for purchase of.....AND WHERE AS the said tender document requires the supplier/firm(seller)whose tender is accepted for the supply of instrument/machinery, etc. in response there to shall establish an irrevocable Performance Security Deposit in favour of "AIIMS Raipur" in the form of Bank Guarantee for Rs.....[10% (ten percent)of the purchase value] which will be valid for entire warranty period from the date of installation & commissioning, the said Performance Security Deposit is to be submitted within 30(Thirty) days from the date of Acceptance of the Purchase Order.

NOW THIS BANKHERE BY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to intender document/purchase order/performance of the instrument/machinery, etc. This Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur..... (Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) as to whether the said supplier/firm (Seller) has committed a breach of any of the conditions referred in tender document/ purchase order shall be final and binding.

We,.....(name of the Bank& branch) here by further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the supplier/firm(Seller)and/or All India Institute of Medical Sciences (AIIMS) Raipur(Buyer).

Not with standing anything contained herein:

a.Our liability under this Bank Guarantee shall not exceed`..... (Indian Rupees.....only).

b.This Bank Guarantee shall be valid upto..... (date)

c.We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before..... (Date) and claim period should be six month beyond from the date of validity i.e. (b) above.

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office atsituated at..... (Address of local branch).

Yours truly,

Signature and seal of the Guarantor
Name of the Bank:.....
Complete Postal Address:

Form-A

**PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER
RTGS / National Electronic Fund Transfer (NEFT) Mandate Form**

1.	Name of the Bidder	
2.	Permanent Account No (PAN)	
3.	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
	k) Account No.	
4.	Email id of the Bidder	
5.	Complete Postal Address of the bidder	

Form - B

Declaration by the Bidder:

1. I/We have downloaded the tender from the internet site and I/We have not tampered /modified the tender documents in any manner. In case the same is found tampered/ modified, I/We understand that my/our offer shall be summarily rejected and I/We are liable to be banned from doing business with AIIMS Raipur and/or prosecuted as per laws.
2. I/We have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract& rules and I/we agree to abide them.
3. The bidder should not have been blacklisted before at any government organisation/institute etc.
4. The bidder should not be prosecuted by any court of law defaulter for any Bank/Financial organization etc.
5. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

Place:-

(Signature of Bidder with seal)

Date:-

Name :

Seal :

Address :

Technical Specification

AIIMS RAIPUR CONVOCATION CEREMONY

Food Items

Sl. No.	Head	Item	Qty.	Rate	GST(%)	GST Amount	Rate (InclusiveofGST)	Total(InclusiveofGST)
01.	Breakfast First day Alumni	<ul style="list-style-type: none"> ➤ Idli, Vada, Sambhar, Chutney (White,Red) ➤ Veg Cutlet, Bread Butter Jam 	400					
02	Lunch First day Alumni	<ul style="list-style-type: none"> ➤ Jeera rice ➤ Dal Tadka ➤ Paneer Butter masala ➤ Mix vegetable ➤ Assorted roti - Chapati, Naan, Missi, Puri, Tanduri Roti ➤ Boondi raita ➤ Green Salad, papad, pickles, salt ➤ Gulab jamun 	400					
03	Dinner First day Alumni	<ul style="list-style-type: none"> ➤ Fried rice ➤ Manchurian with Gravy ➤ Noodles ➤ Ice cream - butterscotch, chocolate, vanilla ➤ Green salad 	400					
04	Breakfast (Day 2) OR High tea (According to Timing)	<ul style="list-style-type: none"> ➤ Puri sabji ➤ Poha ➤ Jalebi ➤ Veg Sandwich with Tomato sauce ➤ High tea - Sandwich, Paneer Pakoda, Bhajiya, Dokla, Veg Cutlet, Green Chatney , Tomato sauce 	1600					
05	Lunch (Day 2)	<ul style="list-style-type: none"> ➤ Veg Sweet corn Soup ➤ CG Dish – Chousela, Farah, Barah, Gulgula & Tomato chutney ➤ Tawa Vegetables 	1600					

NIT No. : AIIMS/R/CS/24/Convocation Ceremony

		<ul style="list-style-type: none"> ➤ Kadai paneer ➤ Methi mutter malai ➤ Dal Tadka ➤ Assorted roti - Chapati, Naan, Tanduri Roti, Kulcha ➤ Plain Rice ➤ Rajma ➤ Pineapple raita ➤ Rubadi jalebi, moong dal halwa ➤ Green Salad, papad, pickles ➤ Mouth freshner 						
06	VVIP BF	<ul style="list-style-type: none"> ➤ Veg Sandwich ➤ Veg Cutlet ➤ Rosted Cashew, Rosted Almond, Cookies. ➤ Fresh Juice ➤ Tea, Coffee, Green Tea, Black Coffee ➤ Water Arrangement 	30					
07	Green Room and Stage	<ul style="list-style-type: none"> ➤ Fresh Juice ➤ Tea, Coffee, Green Tea, Black Coffee ➤ Rosted cashew, Rosted Almond, Cookies (in covered Glass jars/Ribboned Packets) <p>Note - To be kept at Green Room dedicated well trained staff for serving VVIP should be them at least 03 staff.</p>						
08	VVIP Lunch (Day 2)	<ul style="list-style-type: none"> ➤ Aam panna ➤ Veg Sweet corn Soup ➤ Starter- Paneer tikka, Dahi kabab, Mashroom ➤ CG Dish – Chousela, Farah, Barah, Gulgula & Tomato chutney ➤ Tawa Vegetables ➤ Kadai paneer ➤ Methi mutter malai ➤ Dal Tadka ➤ Assorted roti – Tawa roti weat base Chapati, Naan, Tanduri Roti, Kulcha ➤ Plain Rice ➤ Rajma ➤ Pineapple raita ➤ Rubadi jalebi, moong dal halwa ➤ Green Salad, papad, pickles ➤ Mouth freshner 	30					

NIT No. : AIIMS/R/CS/24/Convocation Ceremony

		<ul style="list-style-type: none"> ➤ Tea, coffee, green tea ➤ Water Arrangement 						
09	Packed lunch (Day 2)	<ul style="list-style-type: none"> ➤ Plain rice ➤ Dal Tadka ➤ Kadai paneer ➤ Methi mutter malai ➤ Tawa Roti -2 ➤ Gulab Jamun ➤ Green Salad, papad, pickles ➤ Pineapple raita ➤ Mouth freshner ➤ Water bottles 	300					

Note - Water bottles 250 ml (4000 bottles)

Running Tea, coffee, Biscuits and Shikangi on both days

(First day - 400 person and Second day - 1600 person)

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

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

REGISTRATION

- 1) Bidders are required to enroll 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 Enrollment" on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 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.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or 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.
- 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.
- 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.

SEARCHING FOR TENDER DOCUMENTS

- 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) 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.
- 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.

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) 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
- 3) 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.
- 4) 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.

- 5) 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.

SUBMISSION OF BIDS

- 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.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) 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 submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) 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.
- 7) The documents being submitted by the bidders would be encrypted using PKI encryption all 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. 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.
- 8) Further this key is subjected to asymmetric encryption using buyers/bid opener’s public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 10) Upon the successful and timely submission of bids (ie 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.

- 11) 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.

ASSISTANCE TO BIDDERS

- 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.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk number 0120-4200462, 0120-4001002.
