

**EXPRESSION OF INTEREST (EOI) FOR MESS
AND CATERING SERVICES FOR AIIMS,
VIJAYPUR, JAMMU**

EOI Ref No: AIIMS/JMU/EOI/MESS AND CATERING SERVICES/2021-22/03

Dated: 22nd FEBRUARY 2022 (TUESDAY)

EOI Document can be downloaded from following websites:

- <https://www.eprocure.gov.in/epublish/app>
- <https://www.aiimsjammu.edu.in/>

Address To:

Deputy Director (Administration)

All India Institute of Medical Sciences, Vijaypur, Jammu

Camp Office :- Government Medical College (GMC) Doctor's Guest House,
Maheshpura Chowk,
Jammu- 180001

Dr. Renu Sharma
(Chairman)

Dr.Pankaj Singh
(Member)

Dr.Ritesh Kumar
(Member)

Expression of Interest (EOI)

EOI Ref No: AIIMS/JMU/EOI/MESS AND CATERING SERVICES /2021-22/03

Dated 22nd Feb, 2022

Expression of Interest (EOI) for Mess and Catering Services.

All India Institute of Medical Sciences, Vijaypur, Jammu, an autonomous body, under the Ministry of Health & Family Welfare, Government of India on behalf of Executive Director and CEO, AIIMS, Vijaypur, Jammu, invites Expression of Interest (EOI) for providing Mess and Catering Services at Hostel cum Academic Block facility of AIIMS, Vijaypur, Jammu located at NITS, Miran Sahib, R.S Pura, Jammu.

Interested parties / Eligible and competent Service Providers, meeting the eligibility criteria as per EOI document may submit their offer in prescribed application form under two bid systems.

THE IMPORTANT INFORMATION AND SCHEDULE RELATED TO EOI

Date of Issue/Publishing	:-	23 rd February 2022 (Wednesday)
Start date and time of submission of Bids	:-	23 rd February 2022 (Wednesday)
Pre-Bid Meeting	:-	26 th February 2022 (Saturday) at 3.00PM
Last Date and Time for Submissions of Bids	:-	03 rd March 2022 (Thursday) at 11.00AM
Date and Time of Opening of Bids	:-	03 rd March 2022 (Thursday) at 3.00PM
Date and Time of Opening of Financial Bids	:-	04 th March 2022 (Friday) at 11.00AM
EOI Processing Fee (Non-Refundable)	:-	Nil
Cost of EOI Document / Registration Fee	:-	Nil
PBG (Performance Bank Guarantee)	:-	3% of Estimated Contract value (i.e Rs 1,000,00,00/-)
Place of Submission of EOI	:-	Tender Box, in Camp Office of All India Institute of Medical Sciences, Vijaypur, Jammu, located at :- GMC Doctor's Guest House, Maheshpura Chowk, Jammu-180001
No. of Covers (Two Bid System)	:-	02
Bid Validity	:-	90 days from the last date of submission of Bids
Contact details	:-	Deputy Director (Administration)
Mobile	:-	8899950166
E-mail Id	:-	ddaaiimsjammu@gmail.com
Location	:-	All India Institute of Medical Sciences, Jammu Camp Office, located at :- GMC Doctor's Guest House, Maheshpura Chowk, Jammu-180001 (J&K)

Note: The Applicants are requested to read the EOI document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the Applicants.

Deputy Director (Administration)

1. BACKGROUND

- (a) All India Institute of Medical Sciences, Vijaypur, Jammu, hereinafter known as AIIMS, Jammu is one of the Institutions of National Importance (INIs) in India governed by the AIIMS Act 1956 under the Ministry of Health & Family Welfare, Government of India. The Institute imparts quality education in Health Sciences and quality Healthcare Services to the Public.
- (b) AIIMS, Jammu is operating from its camp office located at GMC Doctor's Guest House, Maheshpura Chowk, Jammu, since July 2021.
- (c) AIIMS, Jammu invites the Expression of Interest (EOI) for providing Mess and Catering Services at Hostel Cum Academic Block facility of AIIMS, Vijapur, Jammu located at Miran Sahib, R.S Pura, Jammu.

2. SCOPE OF WORK.

- (a) The Contractor is expected to provide Breakfast, Lunch, Evening Tea with snacks, Dinner High Tea, Special Lunch/ Dinner etc. in Student Mess/Faculty Dining Hall/designated place as desired by AIIMS, Vijaypur, Jammu admin, for Students, Staffs, Guests and visitors of AIIMS, Vijaypur, Jammu.
- (b) **Cooking and serving meals.**

Sl. No.	Grouping of Diners	Diners Year 1	Diners Year 2	Diners Year 3	Meal Options	Meal Category	Location
1.	Students	112	240 (Approx.)	360 (Approx.)	All meals + Snacks	Standard	Makeshift Hostel of AIIMS, Vijaypur, Jammu at Jammu.
2.	Faculty	As per requirement	As per requirement	As per requirement	Breakfast & Lunch	Standard	AIIMS, Vijaypur, Jammu Camp Office or Hostel.
3.	High Tea	As per requirement	As per requirement	As per requirement	High Tea	Deluxe	AIIMS, Vijaypur, Jammu Camp Office, Hostel or any other place designated by AIIMS, Jammu.
5.	Special Meal (Lunch/Dinner)	As per requirement	As per requirement	As per requirement	Lunch/ Dinner	Deluxe	AIIMS, Vijaypur, Jammu Camp Office, Hostel or any other place as designated by AIIMS, Jammu.

The number of people / person may increase or decrease in any month.

- (c) After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, bowls, water glass, spoons, forks, knives, etc., are to be cleaned in soap solution and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal. The cleaning material used

should be from **the approved brands** (The contractor should get the similar brand of items approved from AIIMS authorities to be used if similar brands are not available.)

List of approved brands for material

Sr. No	Consumables & Tools	Brands
	Mops	Taski, Unger, Roots, Cam, Gala, Scotch Brite
	Garbage Cover	Plasto, Local
	Paper Items	Pudumjee, Origami, Mystair, JK
	Cleaning Pads/ Soap Solutions	3M, Scotch Brite, Pril or Similar type
	Cleaning Cloth	Taski, Unger, Gala, 3M, Scotch Brite
	Tools	Taski, Unger, Roots, Gala, Cam, Scotch Brite
	Wringer Trolley	Taski, Unger, Roots, Gala, Scotch Brite

Note: Standard or other brands of similar quality may be considered.

- (d) Efficiency, promptness, quality of food, quality service, good behaviour and politeness of the agency and his staff are the essence of the contract. The agency is required to ensure that this essence of the contract is always maintained. Quality of services, hygiene, and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the AIIMS, Vijaypur, Jammu administration.
- (e) Rebate may be allowed to students if they do not use mess facility minimum for 03 days at a stretch. In such cases, the concerned student must inform the mess manager/supervisor on email at least three days in advance.
- (f) Agency will ensure that at all times one manager and two supervisor executives will always be present during breakfast, lunch, evening tea and dinner. It is desirable that the supervisor's continue at least for one semester. In case of any change, the administration should be informed well in advance.
- (g) Agency needs to provide breakfast, lunch, evening tea with snacks and dinner to Institute guests and employees as and when required and Institute/employee will settle the bills directly.
- (h) For extra items, it will be mandatory for the agency to serve the item in unlimited quantity/fixed weight/size on demand by the AIIMS, Vijaypur, Jammu administration /mess committee.
- (i) All items will be cooked in the kitchen of the mess. No cooked item, except certain type of snacks and desserts identified beforehand, will be brought from outside.
- (j) On special occasions, the menu will be identified by the mess committee and prepared by the agency
- (k) The quality of food will be inspected item wise by AIIMS, Vijaypur, Jammu administration / mess committee frequently, and the mess vendor shall not deny access for such inspections. The AIIMS, Vijaypur, Jammu administration/Mess Committee has the right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institution. Further, the store, the kitchen can also be inspected by the institute to ensure that only the brands allowed for various articles are being used. In case a violation is found, the Institute reserves the right to impose a financial penalty/cancellation of the contract on the repeated violation.
- (l) The vendor will ensure that no instance of fire takes place and no injury to any of his employee or the Institute person takes place. In case any of this happens then the vendor will be responsible for fulfilling the loss occurred.
- (m) The Institute shall neither be liable for any damages nor be under any obligation to inform the applicants of the grounds for the same. Damage here means to property or individuals.

- (n) The agency must provide the service throughout the year without closing the mess on any day unless ordered by the administration of AIIMS, Vijaypur, Jammu/mess committee. However, the number of students who use the mess facility may vary during vacation periods/outbound work declared by the Institute / any other exigency / calamity.
- (o) Institute will provide agency electricity and water free of cost at the dining hall or any other serving area.
- (p) The agencies/Bidder must provide at least two Beverage vending machine (Tea+Coffee+Soup) and at least one multiproduct smart vending machine and staff for its 24X7 operation under arrangements of the agency/Bidder. The items (Coffee/Tea/Soup/Coke/Chips/Chocolate etc item)shall be provided on payment basis and the rates there of shall be fixed by a committee as constituted by AIIMS Jammu
- (q) AIIMS, Vijaypur, Jammu will not provide serving plates, teaspoons, tablespoons serving spoon, forks, knives, stainless steel/glass tumbler, bowls, any other item which may be required for serving of food. All this will have to be brought by the agency at his own cost after the approval of the sample by nominated committee of AIIMS, Vijaypur, Jammu. All utensils/ crockery/ cutlery/ serving dishes/ serving tables etc. shall be arranged by the agency itself.
- (r) The agency will be responsible for repairing & maintenance of all the property of AIIMS,Vijaypur, Jammu given to the agency for use in the student mess such as equipment's machines, utensils, furniture & fixture, etc. (detail of items list is enclosed). The agency shall replace inventory items, equipment, furniture and fixtures provided by the institute in case of loss, theft or damage to the satisfaction of the AIIMS, Vijaypur, Jammu administration at his own cost and expense. On termination of the agreement, the agency will hand over all the equipment/articles as supplied by the AIIMS, Vijaypur, Jammu in good working condition back to AIIMS, Vijaypur, Jammu. In case of any damage beyond normal wear and tear then AIIMS, Vijaypur, Jammu admin can recover the cost from the bank guarantee of the agency.
- (s) The agency will liaise with the AIIMS, Vijaypur, Jammu administration/Mess Committee and report daily about all the activities of the mess service. The agency shall extend full co-operation.
- (t) A medical examination shall be conducted at least once in three months of all the employees who handle raw/cooked food, to ensure that the employees are free from any communicable disease. It is to be done at Jammu. Record of the same shall be maintained by the agency and shown on demand. Covid-19 Vaccination (Both doses) of all employees is a must. In this regard, the Institute's doctor will check the record as and when required. The Police verification record of all the workers will have to be maintained by the agency.
- (u) The agency/his servant(s)/his nominee will not be permitted to stay overnight in a mess premises under any circumstances except those on essential duty, as permitted by the Institute.
- (v) The premises of the mess will be used for the purpose except for storing of raw material, cooking and serving food, for which the allotment is made and not for any other purpose without the written permission of the administration. The agency will not be permitted to franchise the mess to any other party.
- (w) AIIMS, Vijaypur, Jammu is not bound to provide any mode of transport in respect of men or material required by the agency.
- (x) Use of plastic tea cups and plastic carry bags is discouraged, and the mess vendor shall use environment-friendly material only for serving coffee, tea and for packing & carrying of food items.
- (y) Any change like the timing of operation etc. will require the permission of the mess committee/ AIIMS, Vijaypur, Jammu administration.
- (z) All Electric appliances like electric heaters/ovens/ cook tops will not be permitted in the mess unless specifically approved by the AIIMS, Vijaypur, Jammu administration for a special purpose like a baking/fryer. Complete cooking will be done on commercial LPG procured by the agency.

- (aa) Food should also be served to the hostel rooms/dispensary for a sick student in the room as and when required/ordered by PGP office/Doctor.
- (bb) **Pest-Control:** The agency at all times will keep the cookhouse/dining hall/ washing area / raw material stores free from flies/cockroaches/ mosquitoes/ rats/ objectionable material and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the agency at all times.
- (cc) Firefighting arrangement provided by the Institute at the start of the contract to be kept serviceable at all times and handed over back to the AIIMS, Vijaypur, Jammu after finishing of the contract.
- (dd) **MENU**

Kindly note that operational services shall NOT INCLUDE preparation of menu and any policy matters related to running the mess. All such decision will be the direct responsibility of the Mess committee / AIIMS, Vijaypur, Jammu administration though the suggested menu may be taken from time to time (Detail of menu is mentioned in the below-tabulated form)

Menu brief for Students & Staff: Standard Category (A)

Items	Weekdays	Menus
Break Fast	07:30 Hrs to 09:00 Hrs (Timings may be modified as per requirement)	a) Cornflakes/Wheat flakes with milk (hot or cold) b) Slices of plain bread (White/Brown) & toasted, Jam, Butter & preservers of Kissan/Amul/Mothers Dairy etc. or Idli-sambhar or Dosa or Stuffed paratha or Chole bhaturey or Wada-sambhar or similar type c) Eggs to order (Boiled / Scrambled/ Omelet) d) Tea/Coffee/Milk-Bournvita
Lunch	12:30 Hrs to 2:30 Hrs (Timings may be modified as per requirement)	a) Rice-Plain or Jeera or Biryani or Pulao or Equivalent. b) Roti-Plain Tawa or Tandoori or Naan on Paratha. c) One Seasonal vegetable dry and One Vegetable with gravy and Daal fry / Daal Makhani. or Chinese or Continental or South Indian (Weekly one / two times). d) Papad or Frymes or French Fries or Pakoda. e) Salad- Green Salad/ Russian/ Pasta. f) Pickles (Two Types) g) Plain Curd or Raita or Lassi/Butter Milk/Fruit Shakes Equivalent. h) Sufficient quantity of Fresh Seasonal Fruits of excellent quality/Sweets i) Sauf/Mishri
Evening Tea / Snacks	17:30 Hrs to 18:30 Hrs (Timings may be modified as per requirement)	a) Samosas / Wadas / Kachori / Sandwiches / Paneer Pao Bhaji / Pakodas / Pasta should be served with Sauce/Chutney/ Chowmin. b) Good quality of Tea & Coffee

Dinner	20:00 Hrs to 22:00 Hrs (Timings may be modified as per requirement)	a) Rice-Plain or Jeera or Biryani or Pulao or Equivalent b) Roti-Plain Tawa or Tandoori or Naan or Paratha c) Daal fry/Daal Makhani j) One Seasonal vegetable dry and One Vegetable with gravy and Daal fry / Daal Makhani. or Chinese or Continental or South Indian (Weekly one / two times). d) 1 Non-Veg item for non-vegetarian (3 days/week, i.e., Monday/ Wednesday/ Friday) (Eggs/Chicken/Mutton/Fish) and 1 Veg special item for vegetarian (3 days/week, i.e., Monday Wednesday) Friday) Paneer varieties dishes. e) Papad & Pickle f) Salad- Green Salad/Russian/Pasta g) Pickles (Two Types) h) Plain Curd or Raita i) Sweet Dish (includes Ice-Cream/Pastries/kheer/halwa etc.) j) Saunf/Mishri k) Vegetable Soup in winters three time in a week.
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- Tea / Coffee, biscuits, ready-made snack, fried snacks, etc., should be made available between 06:00 am to 10:00 pm in student mess and should be provided in offices on demand as extra item not included in the main menu.
- Roasted dry fruits such as Cashew & Almonds (in Packets) should also be made available between 06:00 am to 10:00 pm in student mess and should be provided in offices on demand.
- Raw cooking materials such as atta, rice, cooking oil, butter, wheat flour, grams, vegetables, etc. have to be of branded quality and will be checked by the mess supervisor & mess committee.

Menu brief on Special Occasions: Deluxe Category (B)

Items	Menus
High Tea	a) Pastry (the Black Forest or Pineapple or Chocolate or Butter Scotch) / Cake. b) Veg Pakoda (Paneer/Cheese) or Kachori or Samosa or Veg Cutlet or fried Snacks / Paties c) Biscuits (Bakery/Monaco/Parle/Krack Jack/Sunfeast) d) Wafers (branded) with different flavors. e) Tea/Coffee (Nescafe) f) Cold Drinks or Juices

Special Lunch / Dinner	<ul style="list-style-type: none"> a) Veg Soup-Hot & Sour, Sweet Corn, Clear, Tomato, Mushroom, Vegetable b) Non-Veg Soup- Chicken etc c) Starters: Veg (3) - Hara bhara kabab, Roasted Paneer, Paneer Tikka, Spring Roll etc d) Starters: Non-Veg (2) - Chicken Tikka (Boneless), Chicken Kabab, Fish Tikka (Boneless), etc. e) Rice- Plain or Jeera or Pulao f) Roti-Plain Tawa or Tandoori or Naan or lachha Paratha g) Two Non-Veg items (chicken, Mutton, Fish, Prawn, Eggs) h) Green Salad and Sprouts i) Daal fry/ Daal Makhani j) 1 item of Paneer with gravy k) 1 Vegetable dry l) Plain curd or Raita m) Pickles & Papad n) Sweet / Ice Cream/Pudding o) Saunf & Mishri
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Menu brief for Routine Meetings (C)

S. No.	Particulars
1.	Tea/ Black Tea
2.	Coffee
3.	Green Tea plain or with honey
4.	Lemon Tea
5.	Soups (Tomato / Clear Veg. / Hot & Sour / Sweet Corn etc.)
6.	Freshly prepared Drinks <ul style="list-style-type: none"> i) Lassi ii) Butter Milk iii) Lime Juice iv) Fresh Juices
7.	Tea/Coffee with cookies, wafers.
8.	Tea/Coffee/Green Tea/Black Tea with cookies, wafers and 08 pieces roasted almonds/ cashew
9.	Tea/Coffee/Green Tea/Black Tea with freshly prepared snacks *
10.	Tea/Coffee/Green Tea/Black Tea with freshly prepared Snacks, Roasted Almonds / Cashew and Sweet Dish**
11.	* Freshly Prepared Snacks - Sandwich (Plain, Grilled, Toasted), Samosa / Pakoda (Veg, Paneer) etc. ** Sweet Dish - Cup Cake/Pastry / Brownie / Sweet etc.

(ee) The menu as given above is to be served in unlimited quantity.

(ff) The food shall be cooked, stored and served under hygienic conditions. The mess vendor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible. In case of any food related

disease to any AIIMS, Vijaypur, Jammu person, the mess agency will be responsible for remuneration of complete medical expenses.

- (gg) The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the AIIMS, Vijaypur, Jammu community.
- (hh) The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- (ii) The mess vendor shall ensure that only hot food is served to the students/employees. The ben marries provided for the purpose will be optimally used.
- (jj) Mixing of potato in vegetables will not be permitted unless specifically told.
- (kk) For Lunch and Dinner a variety and freshness must be ensured. The agency has to ensure that drinking water is provided at dining tables regularly.
- (ll) **The detailed daily meal wise menu specifying the dals and vegetables to be served, will be identified in the beginning of each month by the Mess Committee/AIIMS, Vijaypur, Jammu admin. It will be mandatory for the agency to serve this pre-decided menu. In case of any difficulty in the same mess committee must be informed well in advance.**
- (mm) The agency will be required to provide khichri or any other suitable item for sick residents in lieu of the regular meals on demand.
- (nn) The agency will not serve any item that has not been approved by the AIIMS, Vijaypur, Jammu admin/Mess Committee beforehand.
- (oo) All raw material expiry dates will be displayed on a stock board in front of each store category wise. Under no circumstances will any expiry item be used in cooking.
- (pp) Use of colours / banned items as per industrial practices is prohibited.

(qq) Quality of ingredients and other items:

The ingredients used must be of reputed brands. In case of non-availability of the reputed brand, any other brand will be approved by the Administration, AIIMS, Vijaypur, Jammu / Mess Committee before use.

Sl. No	Item	Brand
1.	Salt	Tata, Annapurna, Nature fresh or equivalent brand
2.	Spices	MDH, Badshah, Everest or equivalent brand
3.	Ketchup	Maggi, Kissan or equivalent brand
4.	Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara (Use of Hydrogenated (vanaspati) oil is prohibited) or equivalent brand
5.	Pickle	Mother's or Priya or Nilon or equivalent brand
6.	Atta / Besan	Ashirvad, Shaktibhog, Patanjali or equivalent brand
7.	Dals	Patanjali or equivalent brand
8.	Papad	Lijjat / Bhikaji or equivalent brand
9.	Butter	Amul, Britannia, Mother Dairy, Saras or equivalent brand
10.	Bread	Star / Harvest or equivalent brand
11.	Cornflakes	Mohans or equivalent brand
12.	Jam	Kissan or Maggi or equivalent brand
13.	Ghee	Amul, Mother Dairy, Britannia, Sara or equivalent brand
14.	Milk	Saras, Amul, Mother Dairy (Without Water) or equivalent brand
15.	Paneer	Amul, Saras or equivalent brand
16.	Tea	Brook bond, Lipton, Tata, Taaza or equivalent brand
17.	Coffee	Nescafe or equivalent brand
18.	Ice Cream	Amul, Mother Dairy, Kwality, Havmor or equivalent brand

Note : Standard or other brands of similar quality may be considered with prior permission of AIIMS, Vijaypur, Jammu Admin/Mess Committee.

(rr) **Manpower deployment planning for this EOI (Shift wise):**

S No	Designation	Shift	Total Manpower Per Day (Minimum)
1	Manager	General	01
2	Supervisor	General	02
3	Chef	General	01
4	Waiter	General	03
5	Assistant Chef	General	To be decided in consultation with AIIMS, Vijaypur, Jammu based on the quantum of Work.
6	Helper for Chefs	General	
7	Dish Washers	General	
8	Table Cleaner	General	
9	Floor Cleaner	General	
10	Sweeper for Wash room	General	

- (a) Work in the mess should take place in minimum two shifts as per statutory requirement/laws, at no stage will working norms of 08 hours per day/48 hours per week be violated for all employees. Proper rest and holiday to be given.
- (b) Minimum two chef/assistant chef are to be available at all times, they should be qualified and trained with minimum experience of 10/02 years respectively at some renowned hotel/restaurant/institution and should have the knowledge and aptitude of preparing food (Indian, Chinese, Continental) both vegetarian and non-vegetarian.
- (c) All the personal deployed by the agency should have relevant professional qualification and adequate experience in the related field as per the industry standard.
- (d) The above shift wise deployment of manpower is indicative. This may be altered on any day as per the needs and requirements with prior permission of AIIMS, Vijaypur, Jammu admin.

(ss) **Service Timings:**

- a) Breakfast: 7.30 am to 09.30 am on Monday to Saturday and 8.00 am to 10.00 am on Sunday and Institute Holiday
- b) Lunch: 01.00 pm to 3.00 pm on all days
- c) Evening Tea with Snacks: 5.00 pm to 6.30 pm on all days
- d) Dinner: 8.00 pm to 10.00 pm

Note: The timing stated above is subject to change by the order of AIIMS, Vijaypur, Jammu administration/mess committee.

(tt) **Hygiene/Turn Out:**

The agency shall ensure best hygiene / turn out of his / her employees, failure to do which shall attract penalty per violation.

- a) Approved / prescribed neat and clean properly ironed uniform including apron, gloves and head cover will be worn by all staff at the time they enter the mess.
- b) Short hair.
- c) Regular cutting of nails.
- d) Separate shoes for use in the kitchen/dining area.

(uu) **Penalty**

- a) Any member of the designated Mess committee or AIIMS, Vijaypur, Jammu administration can inspect the mess, kitchen or any process without any prior notice to agency. In case of any discrepancy (in terms of quality of food or hygiene) or any case of negligence, appropriate punitive action in terms of financial penalty shall be levied.
- b) Penalty will be imposed by the institute after giving one warning verbal or otherwise to the contractor to explain his part irrespective of the following:
- Violation of quality parameters of food
 - Failure in providing sufficient quantity
 - Poor hygiene
 - Failure in keeping time schedule
 - Violation of non-brands for articles are being used
 - Non-availability of complaint register
 - Non-availability of Supervisor at Mess Timing
 - Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc.) cooked along with food found in any food item
 - Any complaint of stones / pebbles
 - Hard and/or sharp objects like glass pieces, nails, hard plastic etc
 - Food poisoning
 - Three or more complaints of unclean utensils in a day
 - Meal was not cooked properly
 - Changes in menu of any meal
 - Inappropriate personal hygiene of workers
 - Failure to maintain a proper health check-up of the workers
 - Absence of proprietor or his manager empowered to take decision from mess committee meetings on due invitation
 - In case garbage items are found in waste water discharge and they further hamper the functioning of the drainage system/sewage treatment plant.
 - Turnout/uniform of employees
 - Services non adherence
 - Any other thing as felt suitable by AIIMS, Vijaypur, Jammu administration.
 - Three or more consecutive complaints regarding any of the above points will attract a *financial penalty depending on gravity of the issue and in case of similar repetition AIIMS, Vijaypur, JAMMU admin can cancel the contract unilaterally without notice and bank guarantee will be forfeited.
- c) Three or more consecutive complaints regarding any of the above points will attract a *financial penalty depending on gravity of the issue and in case of similar repetition AIIMS, Vijaypur, Jammu admin can cancel the contract unilaterally without notice and bank guarantee will be forefeted.
- (*Financial Penalty for Rs. 500/- (Rupees Five Hundred only) for first complaint of similar nature and Rs 1000/- (Rupees One Thousand only) for second complaint onwards of similar nature).

(vv) **Disposal of Waste/Garbage:**

- a) The agency will be responsible for garbage disposal and will ensure proper disposal of the collected waste solid/liquid on a daily basis under his own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the AIIMS, Vijaypur, Jammu premises. It shall be the responsibility of the Agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms/ practice by the local authority / AIIMS, Vijaypur, Jammu.
- b) Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition. All dust bins will be washed / sanitized at least once in a week.
- c) The agency shall arrange authorized material plastic bags/trolleys/transportation arrangements etc for disposal of waste material/garbage, malba, minor building rubbish, earth, etc., to be disposed off beyond the premises up to authorized Municipal dumping yard/ground etc. at its own cost.
- d) The agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in AIIMS, Vijaypur, JAMMU Mess Area for disposal.
- e) It shall be the responsibility of the contractor or his deployed personnel to dispose of garbage, accumulated during the operation of this contract, as per rules and regulations of the Corporation, at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum. The contractor shall ensure that garbage should never be kept overnight in the premises of AIIMS, Vijaypur, Jammu Mess Area.

3. ELIGIBILITY CRITERIA:

- a) The agency should be a registered and licensed vendor i.e. **FSSAI** licensed in the similar line of business covered under this tender. Appropriated documents/certificates issued from appropriate authorities of FSSAI should be enclosed to support this.
- b) The agency should have ISO-22000:2005 or ISO 9001: 2015 Certification.
- c) The bidder should have sufficient/ adequate Infrastructure, manpower and financial strength to undertake the contract.
- d) The bidder should have branch / registered office preferably at Jammu.
- e) The bidder should have valid labour license of existing business along with PF, ESI etc. registration numbers.
- f) The agency should have a minimum one year of experience in providing a similar type of services as on 31 December 2021 (Cafeteria service experience will not be considered). The agency should have worked with the Government institute /organization, Autonomous Bodies, PSU, Large/Reputed Private Sector institute /organization and Educational Institutes like IIMs, IITs, Medical Colleges / Academic Institute etc.
- g) The bidder should have not been debarred/black listed/should have not been terminated /ceased without completing the entire duration of contract period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past three (03) years from the last date of submission of bids.
- h) The Agency should have PAN Number and GTS Registration.

4. SUBMISSION OF BID (INSTRUCTIONS FOR OFFLINE BID SUBMISSION)

Department of Expenditure has issued the directive to publish the tender document on the Central Public Procurement Portal (URL: <https://eprocure.gov.in/epublish/app>). The bidders

are required to submit hard copies of their bids at Camp office of AIIMS, Vijaypur, Jammu. For more information, bidders may visit the CPP Portal <https://eprocure.gov.in/epublish/app>. EOI document can also be downloaded from AIIMS, Vijaypur, Jammu Website (www.aiimsjammu.edu.in)

4.1. Bid Preparation

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the EOI advertisement and the EOI document carefully to understand the documents required to be submitted as part of the bid.
- c) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- d) 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 hard copy formats.

4.2. Bid Submission

- a) The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid.
- b) Bidder to log into the site of CPP Portal (URL: <https://eprocure.gov.in/epublish/app>) or AIIMS Vijaypur, Jammu website (www.aiimsjammu.edu.in) well in advance for bid documents download so that he/she submit documents of the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- c) The bidder to sign the required bid documents one by one as indicated in the EOI document.
- d) A standard format of documents has been provided with the EOI document to be filled by all the bidders. Bidder to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- e) Bids not submitted, as per the above Performa will be summarily rejected.
- f) Bidder should number the pages submitted in form of Technical Bid and provide an index indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid.
- g) The Technical Bid should be accompanied by the relevant documents and as per sequence mentioned in **Annexure-I**, duly signed and stamped by Authorised Signatory on each page of Technical Bid and relevant documents, without which the EOI will be considered incomplete and hence, summarily rejected.
- h) The Technical Bid should be accompanied by a copy of this Tender Document with each page duly signed by the authorized signatory of the bidders, who has signed the bid, as taken of having read, understood and complied with tender, the terms, and conditions contained herein. Bids not accompanied by a duly signed copy of the Tender Document will not be considered.
- i) Technical Bid and all relevant documents should be duly signed by Authorised Signatory.
- j) The bid should be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required through 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.
- k) EOI forms containing 'over written' or 'erased' rate or rates and amount not shown in figures and words in English are liable to rejection.

- l) The bid should be clear and without any condition. Conditional bids shall be summarily rejected.
- m) Any change/corrigendum/extension of closing/ opening dates in respect of this tender shall be issued through CPP E-procurement portal and AIIMS, Vijaypur, Jammu website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit AIIMS, Vijaypur, Jammu website for updates.
- n) Application of EOI Documents as submitted by a Bidder shall become the property of AIIMS, Vijaypur, Jammu and AIIMS, Vijaypur, Jammu shall have no obligation to return the same to the Bidder.
- o) The application for EOI does not entitle any Bidder for automatic grant of award.

4.3. Offline Bids Submission:

The Offline bids (complete in all respect) must be Submitted in two covers as explained below:

COVER – 1 (TECHNICAL BID)			
(Following documents to be provided as single PDF file)			
Sr. No.	Documents	Content	File Types
1.	Technical Bid	Technical Bid As per Annexure - I	Hard Copy
2.		All Supporting Documents as per Annexure- I	Hard Copy
3.		EOI Acceptance Letter as per Annexure-II	Hard Copy
4.		Brief profile of the Agency as per Annexure-III.	Hard Copy
5.		Copy of ISO-22000:2005 or ISO 9001: 2015 Certificate.	Hard Copy
6.		Copy of Appropriate documents/certificates issued from appropriate authorities of FSSAI.	Hard Copy
7.		Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.	Hard Copy
8.		Copy of GST Registration Certificate.	Hard Copy
9.		Valid document in support of Registered/ Branch office at Jammu, If Applicable.	Hard Copy
10.		Copy of profit loss statement/ balance sheet/ income tax return of Last Three Financial Years.	Hard Copy
11.		Detail of Experience as per Annexure-IV , along with the copy of work order and completion / performance certificates.	Hard Copy
12.		Self-Declaration about Non Black Listing as per Annexure-V.	Hard Copy
13.		Duly signed and stamped of the entire EOI document along with its addendum/ corrigendum, if any.	Hard Copy
14.		All other documents, as required in terms of the EOI, to claim eligibility.	Hard Copy
Note: Institute may ask the vendor to submit any other certificate/document as it may deem fit.			
COVER – 2 FINANCIAL BID (PRICE-BID)			
Sr. No.	Types	Content	File Types
1.	Financial Bid	Financial Bid As per Annexure - VI	Hard Copy

- (i) The Financial Bid (Price Bid) shall be submitted in Tender Box located at Camp Office of AIIMS, Vijaypur, Jammu only in conformity with the EOI documents.
- (ii) The financial cover shall contain price bid in the enclosed "Price Bid Format". Submission of the Financial Bid (Price Bid) by any other means shall not be accepted by the institute in any circumstances.
- (iii) Offline submission of the bid will not be permitted after expiry of submission time and the Bidder shall not be permitted to submit the same by any other mode.
- (iv) The bidders are advised to quote their rates in Indian Rupees (INR) only. Goods and Service Tax has to be separately quoted.
- (v) The Financial Bids of only those firms qualifying the technical evaluation will be considered.

4.4. Assistance to Bidders

- a) Any queries relating to the EOI documents and the terms and conditions contained therein should be addressed to the EOI Inviting Authority for a EOI or the relevant contact person indicated in the EOI.
- b) Any queries relating to the process of offline bid submission or queries relating EOI documents in general may be directed to the camp office of AIIMS, Vijaypur, Jammu. The contact number for the helpdesk is 8899950166

4.5. General Instruction to the Bidders

- a) The EOI documents will be submitted through Offline in the tender Box placed at Camp Office of AIIMS, Vijaypur, Jammu located at Gmc, Doctor's Guest House, Maheshpura Chowk, Jammu-180001.
- b) Bidders are advised to follow instructions provided in the EOI document may please. The hard copy of EOI document may please collected from Camp Office of AIIMS, Vijaypur, Jammu located at Gmc, Doctor's Guest House, Maheshpura Chowk, Jammu-180001.

5. BID OPENING & EVALUATION

- (a) Bids will be opened as per schedule in presence of EOI Opening Committee.
- (b) **The Technical bid** will be first opened and evaluated. In the primary screening, technical bid of only those who satisfy the eligibility criteria will be evaluated.
- (c) **The Financial bid** of only those bidders whose technical bid is found to be technically responsive by the Committee will be opened. The Financial bids of ineligible bidders will not be opened.
- (d) **Selection of successful bidder:** The evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between the partial amount and the total amount, or between word and figures the former will prevail. In addition to the above corrections, the items described in the Technical Proposal but not priced shall be assumed to be included in the prices of other activities or items.
- (e) Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Bid shall not be considered.
- (f) The institute reserves the right to seek clarifications or additional information/documents from any bidder regarding its technical bid. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the bidder does not furnish the clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.

- (g) The bidders may depute their authorized representatives to remain present during the bid opening process subject to submission of valid authorization letter in the name of the representative to attend the bid opening process.
- (h) In case the day of opening of tender is declared as a Public Holiday or there is non-functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose. No separate intimation will be given.
- (i) AIIMS, Vijaypur, Jammu reserves the right to negotiate the quoted price with the successful bidder to arrive at the fair and reasonable price.

6. AWARD OF CONTRACT

- (a) The AIIMS, Vijaypur, Jammu is not bound to award contract at the lowest price received in the EOI and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer of the same to the bidders. All other terms and conditions of the EOI shall remain operative even if a counter offer rate is offered to the bidders.
- (b) The Successful Bidder should accept the offer within 03 days from the date of receipt of "Letter of Offer", failing which the offer will be cancelled. The contract agreement would be executed immediately once the Award of Contract has been accepted by successful bidder and his services shall be executed simultaneously at the designated premises (Hostel) i.e. latest within 07 days of Award of Contract.
- (c) AIIMS, Vijaypur, Jammu reserves the right to modify/change/delete/add any further terms and conditions prior to the issue of work order.

7. TERMS OF CONTRACT

- a) **Period of Contract:** Contract period will be initially for one year. This period may be extended by two years on one year extension + one year extension basis i.e (1 yr. + 1 yr ext.+1 yr ext) on same rate and terms & conditions subject to the satisfactory performance. In case of performance of the agency in one part or the entire contract is not found to be satisfactory as per operational parameters set out of the contract or not in conformity with the terms & conditions of the tender, then that part or the entire contract shall be terminated even before the scheduled time by giving advance notice of one month to this effect. In the event of premature closure of contract for reasons mentioned herein above, the Bank Guarantee shall be absolutely forfeited.
- b) The quoted rates shall remain firm throughout the tenure of the contract including extension period and no revision is permissible for any reason.
- c) **Exit Clause:** The contract can be terminated by giving one-month notice period by the Institute and three-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor will not found satisfactory.
- d) **Contract Agreement:** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 100/- (One hundred only). AIIMS, Vijaypur, Jammu reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.
- e) **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
- f) The contractor and his employees shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency at and around the work site, Safety Precautions and Safety Regulations.
- g) **Misconduct:** The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees to the Institute. All the employees should be police verified.

- h) Wearing of mask, cotton clothes, kitchen aprons, cotton gloves, headgear and a separate pair of slippers (for kitchen use only) provided by the contractor/agency should be adhered to whilst preparing the food. The contractor/agency is required to maintain cleanliness and personal hygiene, wearing gloves & head gear during service. The use of mobile phones in the canteen kitchen will not be allowed.
- i) The persons employed by the contractor will be the employees of the contractor and the AIIMS, Vijaypur, Jammu shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the AIIMS, Vijaypur, Jammu and the personnel employed by the contractor shall have no right whatsoever to claim employment or other rights from the AIIMS, Vijaypur, Jammu.
- j) There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency) and the firm should not be blacklisted. An undertaking to this effect on firm letterhead should be attached.
- k) None of the employees of the contractor shall enter into any kind of private work within the make shift hostel / the camp office of the AIIMS, Vijaypur, Jammu Non-compliance with this provision will be deemed to be violative of the contract inviting penal action/cancellation of contract.
- l) The contractor shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the AIIMS, Vijaypur, Jammu / Govt. of India / any State or any Union Territory.
- m) The staff (not below the age of 18 years) employed by the contractor shall have to be medically fit and kept neat and clean. The contractor shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the Contractor.
- n) The contractor shall maintain record of major/minor incidents on daily basis and report the same to the AIIMS, Vijaypur, Jammu administration in this regard. The Agency will also enquire about any incidents, like theft, indiscipline, disobedience or any unauthorized activities/criminal activities happening in the campus. The contractor shall also be responsible to lodge complaints with police authorities in such instances and take follow-up action for recovery of lost material/equipment.
- o) The contractor will have to register all his employees who will be working in the hostel premises along with a copy of their photographs, residential details for clearance by the AIIMS, Vijaypur, Jammu Security along with police verification certificate.
- p) The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to AIIMS, Vijaypur, Jammu and shall indemnify AIIMS, Vijaypur, Jammu against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIMS, Vijaypur, Jammu may party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.
- q) The AIIMS, Vijaypur, Jammu will not provide any residential space for accommodation to the Agency. The agency has to make its own arrangement for the residential accommodation to the deployed staff.

r) Taxes, Labour Laws and Other Regulations:

- The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- The contractor is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything done or services rendered pursuant thereto.
- The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, Migrant Labour Act, Essential

Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental agency or authority.

- The Contractor shall be responsible for proper maintenance of all registers, records and accounts as far as it relates to compliance of any statutory provisions/ obligations. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and for depositing the P.F. and ESI contributions, with the authorities concerned.
 - The contractor shall be responsible and liable for all the claims of his employees.
 - The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Central Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill be cleared only on the submission of the said license. The contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
 - The contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.
 - The contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Sales Tax, Royalty, Excise duty, Octroi, Works contract etc. and shall keep the Institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws. The contractor shall not employ child labor. Payment to workers must be according to Minimum Wages Act.
- s) **Interpretation:** All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.
- t) In addition to the prescribed manpower, whenever required, contractor has to provide additional manpower and/or equipment at the rates quoted in the tender.
- u) **Safety and Security:** Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.
- v) **Work at Risk and Cost:** The institute reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
- w) **Force Majeure:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the AIIMS, Vijaypur, Jammu as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract.

- x) **Penalty:** Financial Penalty for Rs. 500/- (Rupees Five Hundred only) for first complaint of similar nature and Rs 1000/- (Rupees One Thousand only) for second complaint onwards of similar nature.
- y) In case of any disputes on execution of the work during the period of contract, the decision of the Executive Director & CEO, AIIMS, Vijaypur, Jammu shall be binding and final, agreeable.

8. PERFORMANCE SECURITY

- a) The successful bidder is required to furnish 3% of estimated contract value (i.e Rs 1,000,00,000/-) as security deposit, in form of Performance Bank Guarantee as per **Annexure-VII** within 30 days from the date of execution of contract which would be returned on successful completion of the contract.
- b) In case of breach of contract, performance security shall be forfeited and the agency shall be blacklisted for such period as decided by the competent authority in addition to termination of the contract.

9. PAYMENTS TERMS

- a) Bill shall be raised on monthly basis and submit the same succeeding month for payment. AIIMS, Vijaypur, Jammu will normally settle the bill within 15 days from the receipt of the bill. However for delayed payment, the service provider will not charge any penalty or interest to AIIMS, Vijaypur, Jammu.
- b) The payment under this agreement shall be made on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues / claims of the AIIMS, Vijaypur, Jammu.
- c) Bill to be made in the name of AIIMS, Vijaypur, Jammu.
- d) No advance payment will be made to the agency under any circumstances.
- e) TDS/ Income Tax etc. are to be deducted at source from the bills of service provider as per rule.

10. GENERAL TERMS & CONDITIONS

- a) Intending Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site on the day of the pre-bid meeting or before submitting bid. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A Bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a Bidder implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work do be done.
- b) Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.
- c) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the EOI, will not be considered for empanelment.
- d) Canvassing/marketing /offering promotional services etc. in any form whether directly or indirectly in connection with the EOI is strictly prohibited and the tenders submitted by the Agency/ Firm / Company who resort to canvassing will be liable for rejection without any further reference.
- e) AIIMS, Vijaypur, Jammu reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.

- f) AIIMS, Vijaypur, Jammu reserves the right to modify, expand, change, alter, restrict, scrap, refloat or cancel the EOI at any stage without assigning any reason whatsoever.
- g) AIIMS, Vijaypur, Jammu reserves the right to relax/amend/add/withdraw any of the terms and conditions contained in the EOI Document without assigning any reason thereof. Any enquiry after submission of the quotation will not be entertained.
- h) The decision of Competent Authority, AIIMS, Vijaypur, Jammu will be final in all matters relating to the empanelment and binding. AIIMS, Vijaypur, Jammu reserves the right to reject any application without assigning any reason.
- i) In case of any dispute arising out of the terms and conditions of contract or assignment, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, AIIMS, Vijaypur, Jammu and the award of the Sole Arbitrator will be binding on both the parties. Further, any legal dispute arising out of any breach of contract pertaining to this empanelment shall be settled in the court of competent jurisdiction located within the local limits of Jammu, J&K.

Special Note for Site Visit

Bidders in their own interest at their cost are advised to visit, inspect and examine the camp office / hostel and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government, that may be necessary for preparing the bid and execution of the contract, before submitting their Bids in respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, Source and extent of availability of suitable materials including water etc. and labour, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract. No extra charges consequent upon lack of any information/ knowledge and understanding shall be entertained or payable by the Institute. The bidders should note that information, if any, with regard to the camp office/ hostel and local conditions, as contained in this Bid document has been given merely to assist the bidders and is not warranted complete in all respects. The bidder should ascertain all other information pertaining to and needed for the work including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract. All the temporary services/arrangements shall be made by Contractor at no extra cost to Institute.

**Deputy Director (Administration)
On Behalf of ED & CEO
All India Institute of Medical Sciences, Jammu
Name, Signature and Seal of Authorized
Signatory of Applicant**

Technical Bid

(To be submitted on the letterhead of the Applicant)

FOR MESS AND CATERING SERVICES

EOI for : MESS AND CATERING SERVICES AT AIIMS, VIJAYPUR, JAMMU	
EOI Ref. NO: AIIMS/JMU/EOI/MESS AND CATERING SERVICES/2021-22/03 Dated: 22.02.2022	
Name of the Bidder: Correspondence Address: Tel/Mob No.: Email Id: Contact Person Name: Mobile No (Contact Person):	

Copies of all supporting documents duly signed and stamped by the bidder in support of below particulars must be attached along with this checklist

Sr. No.	Particulars	Details/ Compliance (Y/N)	If Submitted, Mention Page No.		Remarks
			From	To	
1.	EOI Acceptance Letter As per Annexure – II				
2.	Brief profile of the Agency/Firm. As per Annexure – III				
3.	The agency should have ISO-22000:2005 or ISO 9001: 2015 Certification. copy of certificates to be attached.				
4.	The agency should be a registered and licensed vendor i.e FSSAI licensed in the similar line of business covered under this tender. Valid Document/certificate issued from appropriate authorities of FSSAI should be enclosed to support this.				
5.	The bidder should have valid labour license of existing business along with PF, ESI etc. registration numbers.				
6.	Copy of Permanent Account Number (PAN)				
7.	Copy of GST Registration Certificate				
8.	Valid document in support of Registered/ Branch office at Jammu, If Applicable.				
9.	Details of work experience (as per Annexure-IV) in support of Experience related eligibility criteria. (Minimum one year of experience in providing a similar type of services as on 31 December 2021). Letter of award of contract / work order along				

Sr. No.	Particulars	Details/ Compliance (Y/N)	If Submitted, Mention Page No.		Remarks
			From	To	
	with Satisfactory completion certificate / performance certificate in this regard issued from Government institute /organization, Autonomous Bodies, PSU, Large/Reputed Private Sector institute /organization and Educational Institutes like IIMs, IITs, government medical college / academic institutes etc must also be attached along with Annexure-IV .				
10.	Self-Declaration About Non Black-Listing (as per Annexure-V)				
11.	Duly signed and stamped of the entire tender document along with its addendum/corrigendum, if any				
12.	All other documents, as required in terms of the tender, to claim eligibility.				

I/We (Name of the Authorized Representative of Bidder) of (Name of the bidder) do hereby declare that the entries made here are true to the best of my/our knowledge. I/We hereby agree to abide by all terms and conditions laid down in EOI document.

Place & Date:

(Name & Signature with stamp of the bidder)

LETTER FOR ACCEPTANCE OF TERMS & CONDITIONS

(On the letter head of the Agency)

To

Date:

Deputy Director (Administration),
All India Institute of Medical Sciences, Jammu
Camp Office – GMC Doctor's Guest House,
Maheshpura Chowk,
Jammu-180001 (J&K)

Sub: Acceptance of Terms & Conditions of EOI for 'MESS AND CATERING SERVICES' vide EOI' Ref. No: AIIMS/JMU/EOI/MESS AND CATERING SERVICES /2021-22/03

Dear Sir,

I / We have downloaded / obtained the EOI document(s) for the above mentioned "EOI / Work" from the web site(s) namely as per your notice given in the above-mentioned website(s).

1. I / We hereby certify that I / we have read the entire terms and conditions of the EOI documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department / organization with this EOI has also been taken into consideration, while submitting this acceptance letter.
3. I / We hereby unconditionally accept the EOI conditions of above mentioned EOI document(s) / corrigendum(s) in its totality / entirely.
4. No employee or direct relation of any employee of AIIMS, Jammu is in way connected as Partner / Shareholder / Director / Advisor / Consultant / Employee etc. with the Agency / Firm / Company.
5. I / We certify that all information and data furnished and attachments submitted with the application by our Agency / Firm / Company are true & correct.
6. I / We do hereby declare that the I/we/our firm/company has neither been black listed nor any criminal case is pending against me/us/our firm/our company (attach an affidavit duly notarized on Stamp Paper Worth of Rs. 50/- stating that I/we/our firm/company has never been Black listed and no criminal case etc./ is pending against me /us/our firm/company) by any of the Govt. Institute/Ministries /Departments/PSUs.

Yours Faithfully,

(Signature of the Applicant, with Official Seal)

BRIEF PROFILE OF THE AGENCY

(To be submitted on the letterhead of the bidder)

1.	Name of the Agency (In Block Letters)	::	
2.	Registered Office Address (with telephone no. & email address)	::	
3.	Address of Jammu Office, If Any (with telephone no. & email address)	::	
4.	Status of the organization Proprietary/Partnership/Pvt. Ltd./Public Ltd. Company	::	
5.	Year of incorporation /constitution of agency	::	
6.	Registration No./Trade License No.	::	
7.	PAN No.	::	
8.	GST No.	::	
9.	Authorized Signatory Details	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
10.	Details of Contact Person Other than Authorized Signatory:	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
11.	Bank Details	::	Beneficiary Name: _____ Account No: _____ Bank Name: _____ Branch: _____ IFSC Code: _____ MICR No.: _____ Type of Account: (Saving/Current) _____
12.	Total No. of Year of Similar Experience	::	

13.	Website, if any	::
14.	Details of Infrastructure available at Jammu, If Applicable	::
15.	Name of the cities where Agency / Firm / Company is having branches	::
16.	Total number of employees	:: No. of Managers (Hotel Management): _____ No. of Managers (Other): _____ No. of Supervisor (Hotel Management): _____ No. of Supervisor (Other): _____ No. of Chef (Hotel Management): _____ No. of Chef (Other): _____ No of Assistant Chef: _____ No of other supporting staff: _____
17.	Whether the Agency faced any litigation with any organization earlier, if yes, kindly furnish the same with name of the organization and brief details of litigation.	::
18.	Any other information	::
<p>Registration and Other Statutory document details:</p> <p>The agency should possess all statutory requirement including labour License, Food License, PF, ESIC, GST, PAN etc.</p>		
19.	PF Registration No.	::
20.	ESI Registration No.	::
21.	Labour Licence No. of existing business	::

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by AIIMS, Vijaypur, Jammu, if it deems fit.

Signature of authorized signatory

Name:

Seal:

DETAILS OF EXPERIENCE

(To be submitted on the letterhead of the bidder)

Sr. No	Name of the organization/ Institute where goods /services were provided with Name of Contact Person, Contact No. & email id.	Value of the contract per annum in INR	Duration of contract		Total years of experience (YY/MM)	Whether it is academic institute (Yes/No)	Copy of contract along with the performance report (Yes/No)
			From (DD/MM/YYYY)	To (DD/MM/YYYY)			
1.							
2.							
3.							
4.							
5.							
6.							

Note: Bidder may add row / rows in the above format, if No of organizations / Institutions are more.

Signature of Bidder

Name: _____

Designation: _____

Organization Name: _____

Contact No.: _____

SELF-DECLARATION ABOUT NON BLACK-LISTING

(To be submitted on the letterhead of the bidder)

To

Date:

Executive Director and CEO ,
AIIMS, Vijaypur, Jammu
Jammu-184120 (J&K)

Subject: Self Declaration About Non Black-Listing for "MESS AND CATERING SERVICES AT AIIMS, Vijaypur, Jammu' vide Tender' Ref. No. : AIIMS/JMU/EOI/MESS AND CATERING SERVICES/2021-22/03 dt: 22.02.2022

Sir,

In response to EOI under reference, I / We hereby declare that presently our Agency / Firm / Company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency/ firm is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the last date of submission of bid.

Yours faithfully,

(Name & signature with stamp of the bidder)

EOI Ref No: AIIMS/JMU/EOI/MESS AND CATERING SERVICES/2021-22/03 Dated: 22nd Feb 2022**FINANCIAL BID**

(To be submitted on the letterhead of the Applicant)

MESS AND CATERING SERVICES

Sr. No	Category	Unit	Rate per person per day excluding GST
1.	Catering charges for Standard Category (A): as per menu (Inclusive of Breakfast, Lunch, Evening Tea with Snacks and Dinner)	01	
2.	Catering charges Deluxe Category (B)- (Special Lunch / Dinner): as per menu for Special Occasion	01	
3.	Catering charges Deluxe Category (B)- (High Tea): as per menu for Special Occasion	01	
4.	Routine Meeting Category (C)		
	(i) Tea / Black Tea	01	
	(ii) Coffee	01	
	(iii) Green Tea plain or with honey	01	
	(iv) Lemon Tea	01	
	(v) Soups (Tomato/ Clear Veg./Hot & Sour/ Sweet Corn etc.	01	
	(vi) Lassi (Freshly Prepared)	01	
	(vii) Butter Milk (Freshly Prepared)	01	
	(viii) Lime Juice (Freshly Prepared)	01	
	(ix) Fresh Juices (Freshly Prepared)	01	
	(x) Tea/Coffee with cookies, wafers	01	
	(xi) Tea/Coffee/Green Tea/Black Tea with cookies, wafers and 08 pieces roasted almonds/ cashew	01	
	(xii) Tea/Coffee/Green Tea/ Black Tea with freshly prepared snacks- Sandwich (Plain, Grilled, Toasted), Samosa / Pakoda (Veg, Paneer) etc.	01	
	(xiii) Tea/Coffee/Green Tea/Black Tea with freshly prepared Snacks, Roasted Almonds / Cashew and Sweet Dish- Cup Cake/ Pastry / Brownie / Sweet etc.	01	

Financial bid should contain Providers / Agencies name including all charges to be quoted by bidder.

(Signature of the authorized Signatory)

Date:.....

Name of Signatory:

Place:.....

Name of the Service Provider(s)/ Building owner(s)/Agencies:

FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT JAMMU OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT JAMMU OR ANY SCHEDULED BANK (OTHER THAN NATIONALISED BANK) SITUATED AT JAMMU. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

To,
 AIIMS, Vijaypur, Jammu,
 Jammu-184120
 India

LETTER OF GUARANTEE

WHEREAS AIIMS, Vijaypur, Jammu (Buyer) have invited EOI vide EOI No.....dt.....for..... and whereas the said tender document requires that any eligible successful Bidder (Vendor) wishing to provide/supply of Services/ Goods/ Material as per tender document in response thereto shall establish an irrevocable Performance Guarantee Bond in favor of "AIIMS, Vijaypur, Jammu," in the form of Bank Guarantee for Rs and valid till five years from the date of issue of Performance Bank Guarantee may be submitted within days from the date of acceptance as a successful Bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said Bidder (Vendor) failing to abide by any of the conditions referred in tender document / purchase order / work Order etc. this bank shall pay to AIIMS, Vijaypur, Jammu on demand and without protest or demur Rs (Rupees.....).

This bank further agrees that the decision of AIIMS, Vijaypur, Jammu (Buyer) as to whether the said Bidder (Vendor) has committed a breach of any of the conditions referred in EOI document / purchase order shall be final and binding.

We, (name of the bank & branch) hereby further agree that the guarantee herein contained shall not be affected by any change in the constitution of the Bidder (Vendor) and/ or AIIMS, Vijaypur, Jammu (Buyer).

Notwithstanding anything contained herein:

1. Our liability under this Bank Guarantee shall not exceed Rs. (Indian Rupees only).
2. This Bank Guarantee shall be valid up to (date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if Institute serve upon us a written claim or demand on or before (date).

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

Yours truly,

Signature and seal of the guarantor:

Name of Bank:

Address:

Date:

Instruction to Bank: Bank should note that on expiry of Guarantee Period, the Original Guarantee will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.