



**Pre- Bid Meeting for  
Hostel Mess & Cafeteria Services, AIIMS Jammu**

**Sub: Pre-bid meeting held on 30 Oct 2023 at 11:00 am onwards in the Conference Hall, Camp office, AIIMS Jammu pursuant to EOI for hiring of Reputed Firm/Company/Agency for providing Hostel Mess & Cafeteria Services for AIIMS Jammu.**

**Minutes of Meeting**

A pre-bid meeting was held on 30<sup>th</sup> Oct (Monday), 2023 at 11:00 am onwards in the Conference Hall, Camp office, AIIMS Jammu, located at GMC Doctor's Guest house, Maheshpura Chowk, Jammu – 180001, under the chairmanship of Prof (Dr) Meeta Gupta, HoD Obstetrics & Gynaecology, to discuss and clarify the queries of representatives of various vendors for Hostel Mess & Cafeteria Services on the Expression of Interest (EOI) floated vide EOI No. AIIMS/JMU/EOI/SERVICES/2023/01 dated 17<sup>th</sup> Oct, 2023 (Tuesday) floated on CPP Portal and website of AIIMS Jammu.

The participants of the Committee during pre-bid meeting were as follows:

S/ No.	Name & Designation	Chairman/Member
1	Prof (Dr) Meeta Gupta Department of Obst & Gynae	Chairperson
2.	Dr Abhinav Mani, Assistant Professor Department of Trauma & Emergency	Member Secretary
3	Dr Shivani Gandhi, Assistant Professor Department of Pathology	Member
4	Dr Karthik, Assistant Professor Department of Orthodontics	Member
5	Dr Kanika Gupta, Assistant Professor Department of Anaesthesiology	Member
6	Dr Nazia Anjum, Assistant Professor Department of Ophthalmology	Member

Page 1 of 20



The following members representing AIIMS Jammu also attended the meeting:

S/ No.	Name	Designation
1	Mr Jatinder Goswami	Financial Advisor
2.	Dr Pranay Mahajan,	Assistant Professor, Department of Hospital Administration
3	Dr Mohd Anwar UI Khaliq	Senior Resident, Department of Hospital Administration
4	Dr Neelam Kotwal	Senior Resident, Department of Hospital Administration
5	Dr Amit Chaudhary	Senior Resident, Department of Hospital Administration
6	Mr Shukal Chopra	Account Officer

The representatives of the vendors/firm during the pre-bid meeting were as follows:

S/ No.	Name of an authorised representative of the bidder/vendor	Name of Firm
1	Arun Kumar RA	Hotel Rajasthan
2	Akhilesh Kumar Singh	Sugandhim Food & Catering Pvt Ltd New Delhi
3	Sachin Gupta	Laxmi Chand & Son's Jammu
4	Rahil Choudhary	Mahamaya Sales Corp. Gandhi Nagar, Jammu
5	Sachin Gupta	M/s EKR Pvt Ltd
6	Ghanshyam	GKN Enterprises Delhi
7	Rajendra Prusty	Navi Harish Hospitality Pvt Ltd New Delhi

In order to bring the uniformity and clarity among the prospective bidders for the various terms and conditions as mentioned in the EOI document the queries were raised by the participant who attended the meeting physically or the queries received through emails. The clarification against the queries raised by the participants physically/via email is attached as **APPENDIX**.





**APPENDIX**

The representatives of the participating agencies raised the queries physically/by email to which the following responses are recorded. The reply to the queries of individual firm is for information of all the prospective bidders.

Tender Page No	Tender Content	Question / Request from Hotel Rajasthan	Reply
Page No. 2 Point No. 10	Estimated Cost: Approximately Rupees 9.7 Cr. (Rupees Nine Crore & Seventy Lakh only) per annum	Please provide clarification/ bifurcation of the estimated cost of the tender provided as 9.7 Cr. Per annum.	The estimated cost of Rs.9.7 crores is only for reference/guiding purpose. It includes the cost of civil work and equipment to be installed in the <b>two kitchens</b> , cost of manpower to be deployed in <b>two kitchens and one extension counter in cafeteria</b> and raw materials (for first year only).
Page no.5 & Point no. 1	Installation & Maintenance of Dining tables and chairs in all Dining areas shall be the responsibility of the contractor	Table & Chair Should be provided by the institute and Dining area should completely arranged by the institute. Please define the scope of work of the civil and electrical work (only in kitchen or in other places also).	<ol style="list-style-type: none"> <li>1. Civil and electric work for cooking and dining area to be done by the vendor</li> <li>2. Furniture for seating arrangement in dining area of mess and cafeteria to be provided by the vendor (as per the CPWD drawing and approval by the mess committee as mentioned in scope of work <b>page 5 point 1</b> of the EOI document)</li> <li>3. The mess shall be designed and commissioned upfront for full capacity with scope of expansion for up to 100 percent when required.</li> <li>4. Partitions for different categories of the staff in the cafeteria of the Academic building shall</li> </ol>



			<p>be the responsibility of the vendor for which prior approval of the mess committee has to be obtained.</p> <p>5. No specifications of equipment will be given by AIIMS Jammu authority</p>
Page no.5 & Point no. 12	No accommodation except the changing / resting room will be provided to the Contractor's workmen.	At-least one room for manager should be provided for better operational feasibility.	<p>Only the office for the manager will be provided by AIIMS.</p> <p><b>No residential area will be provided.</b></p>
Page no.5 & Point no.13	Notwithstanding any other provisions made in the contract, the Executive Director & CEO, AIIMS, Jammu reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in the interest of the Institute. The contractor is not eligible for any compensation or claim in the event of such cancellation.	There is a heavy capital expenditure to be incurred by the vendor so there should be minimum lock in period of 3 years.	<ol style="list-style-type: none"> <li>1. This will be applicable as we are dealing with the health of students and the staff members.</li> <li>2. The contract period shall be for three years initially and extendable for subsequent two years. <b>Refer to page 6 point A (1).</b></li> <li>3. The contract may be terminated by the Vendor after giving a notice of three months. However, the contract will be terminated by AIIMS, Vijaypur, Jammu in any instant if service of the vendor is not found satisfactory after three repeated notices.</li> </ol>





Page no.6 & Point no.5	In the event of the contract being terminated under provision of any of the Clause/Condition of the agreement, the Performance Security Deposit shall stand forfeited in full and shall be absolutely at the disposal of the Executive Director & CEO, AIIMS Jammu.	Under such harsh condition how is it possible for any vendor to work. In case of termination capital cost is also lost and PBG is also forfeited.	It will remain same as per EOI
Page no.7 & Point no.18	The cooked meals should be served in casseroles on the tables where the students are seated and also on the buffets.	In all the places in India, Meal in mess is served only in buffet not on tables, else it will lead to unimaginable wastage of food left in the casseroles.	Casseroles on each table for supply of items to be served in unlimited quantity to avoid any rush at the buffet counter for the smooth operational function of the mess

*cm* *aw* *Sharma* *Raw* *Nayan* *Raw*  
Page 5 of 20



<p>Page no.7 &amp; Point no.19</p>	<p>The contractor must ensure that there is at least one waiter for every 15 people eating in the mess. During mealtimes attendance of all waiters is compulsory.</p>	<p>Standard deployment of overall staff to student ratio is 1:20, which is considered as most appropriate deployment ratio.</p>	
<p>Page no.7 &amp; Point no.20</p>	<p>The presence of the contractor/ Supervisor is compulsory at all times in the messes &amp; Cafeterias. Apart from the mess supervisor, the following minimum number of staff should be available in the mess &amp; cafeteria daily for each Dining Hall in each shift:</p> <ul style="list-style-type: none"><li>a) Cooks (Certified/ Trained): 3</li><li>b) Roti makers: 2</li><li>c) Helpers for roti making: 2</li><li>d) One waiter for every 15 people dining in the mess/ cafeteria</li><li>e) Staff for washing utensils: 3</li><li>f) Staff for cleaning kitchen &amp; dining hall: 4</li></ul>		<p>One waiter for every 15 people to avoid any rush at the buffet counter for the smooth operational function of the mess</p>

*[Handwritten signatures and initials]*



<p>Page no.8 &amp; Point no.21</p>	<p>The contractor shall be responsible for ensuring safety and maintenance of all the fixtures installed/provided by the Institute, during the entire period of the contract. If any damage/loss of fixtures found, then the same will be recovered from the contractor. The contractor has to take all fire safety measures as per NBC and other applicable law, rules, regulations on its own cost along with fire extinguishers and fire NOC from the appropriate authority.</p>	<p>Fire NOC is taken for the whole building at once and not separately for the kitchen. The responsibility of procuring the Fire NOC is that of the Institute.</p>	
<p>Page no.22 &amp; point no.116</p>	<p>Firefighting arrangement provided by the Institute at the start of the contract to be always kept serviceable and handed over back to the AIIMS JAMMU after finishing of the contract. Fire Extinguishers in Mess Kitchen/ Mess Dining hall are installed for safety point of view. They are refilled once in a year. If Refilling time comes during the contract period of agency, these will have to be refilled by agency at its own cost.</p>	<p>Further as per Point No. 116 of Pg-22 it is mentioned that the same will be provided by the institute and maintained by the vendor. The firefighting arrangement should be supplied by the Institute as it will remain the property of the institute.</p>	<p>Fire safety equipment installation and NOC shall be provided by the AIIMS, Vijaypur, Jammu, whereas refilling and maintenance of the fire extinguishers shall be the responsibility of the vendor for the entire duration of the contract.</p>

Page 7 of 20



Page no.8 & Point no.22	The monthly electricity bill and water charges with Security deposit of Rs. 60,000/- will be paid by the contractor on actual basis along with fixed charges levied by the Electricity Board and water charges as applicable in the UT of J&K, for which sub-meter shall be provided by AIIMS Jammu. The electricity & water charges will be paid on or before 5th of every month on monthly reading basis.	We are already submitting 5% PBG, then why separate security deposit required for electricity and water.	Electricity and water charges are monthly and recurring, thus additional security deposits over the PBG is required  <b>The security deposit for electricity and water will be refunded after the contract period once the vendor has cleared the electricity and water charges.</b>
Page no.9 & Point no.39	The bidder should have sufficient / adequate Infrastructure, manpower and financial strength to undertake the contract.	What document is required to justify this like solvency certificate or net worth certificate or PF ESI enrolled employees.	Government authorised bank certificate for documentation
Page no.9 & Point no.41	The bidder should have branch/ registered office preferably at Jammu.	It is not possible for every bidder to have a local office at all the places in India.  Hence, please allow to submit a declaration that the local office will be opened within 30 days from the date of award of tender.	The vendor must establish an office at Vijaypur/Jammu within 30 days of award of contract.
Page no.10 & Point no. c/a/1	Vendor Profile (No. of Staff, office etc.) Based on the Valid proof submitted (EPF/ESI proof etc)	Please clarify number of staff to be enrolled in PF ESI for maximum 10 Marks.	As mentioned below 1. 0-70 staff members - zero (0) mark 2. 71- 100 staff members- five (5) marks 3. More than 100 staff members - ten (10) marks

*[Handwritten signatures and initials]*  
Page 8 of 20





Page no.14 & Point no.79	The students dining in the mess for a particular month will pay the Contractor by any mode of payment into the Contractors account by the 7th of the next month.	It is not possible for the vendor to collect payment from the students directly. This creates a lot of conflict in the long run.	It will remain same as per EOI
Page no.14 & Point no. 79C	Bill shall be raised on monthly basis and submit the same succeeding month for payment. AIIMS 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 Jammu.	Billing has to be done on a monthly basis directly to the institute for the mess services offered to the students as mentioned in this point.	The contactor must directly collect the payment from the students and staff. <b>It is not the responsibility of AIIMS administration.</b>
Page No.20 & Point No.4	<p><b>Common to above menus:</b></p> <p><b>(a) Special Note: 1 Non-Veg item for non-vegetarian</b> (3 days/week, i.e., Monday/ Wednesday/ Friday) (Chicken/ Mutton/ Fish) and <b>1 Veg special item for vegetarian</b> (3 days/week, i.e., Monday Wednesday) Friday) Paneer varieties dishes. Egg curry will be served 1 day/week</p> <p><b>(b) Sweet Dish</b> (includes Ice-</p>	Please clarify whether all these items are required to be served with all the meals. Please share a tentative weekly menu for better clarification.	<p>Monthly menu to be approved by the Mess committee after receiving the award of contract.</p> <p><b>Type of menu</b></p> <ol style="list-style-type: none"> <li>1. Monthly menu should be approved by the mess committee.</li> <li>2. Sweet dish should be served with dinner.</li> <li>3. Salad with lunch and dinner</li> <li>4. Pickles with each meal.</li> <li>5. Plain curd or raita with each meal.</li> </ol>



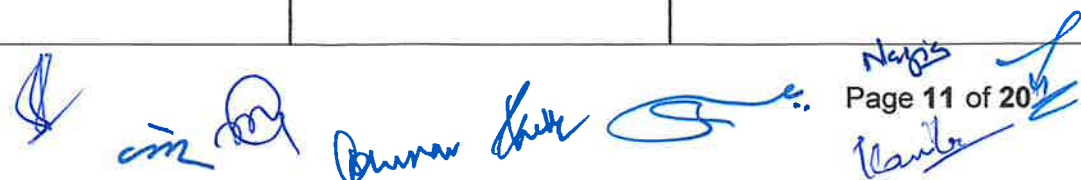


	<p>Cream/Pastries/kheer/halwa etc.)</p> <p>(c) Vegetable Soup in winters three time in a week.</p> <p>(d) Papad or Pakoda or French Fries.</p> <p>(e) Salad- Green Salad/ Russian/ Pasta.</p> <p>(f) Pickles (Two Types)</p> <p>(g) Plain Curd or Raita or Lassi/Butter Milk/Fruit Shakes Equivalent.</p> <p>(h) Sufficient quantity of Fresh Seasonal Fruits of excellent quality/Sweets</p> <p>(i) Sauf/Mishri</p>		
Page no.21 & Point no.97	<p>The menu as given above is to be served in unlimited quantity, however the special items like sweet, ice cream, pastry etc. may be served in limited quantity as per strength of diners.</p>	<p>Please clarify the quantity of limited items as mentioned, so that there is no dispute between the diners and the servers. Further, the quantity of nonveg items and paneer items are also not mentioned, or those items are also to be served unlimited.</p>	<p><b>Quantity:</b></p> <p>Chicken approx. 150gm/serving</p> <p>Paneer approx. 100gm/serving</p> <p>One serving/one item for sweet dish</p> <p>Two eggs per serving</p>
Page no.23 & Point no.2	<p>Spices</p>	<p>Please add Catch also for wider availability and procurement.</p>	<p><b>Accepted</b></p>

Page 10 of 20



Page no.23 & Point no.6	Atta/Besan - Ashirwad, Shaktibhog, fortune	Victoria Foods (Rajdhani) should also be added as commercial packaging of 50Kg is available in Victoria Foods which is also highly reputed brand in line with Ashirwad, Shaktibhog and fortune.	<b>Accepted</b>
Page no.23 & Point no.6	Dals - Goodlife, Tata Sampann, Teen Ekka, Nourish.	Commercial packing of dal is not available with the brands as mentioned. Please allow to use good quality FSSAI approved brands which provide commercial packaging.	<b>Accepted</b> Use of good quality FSSAI approved brands which are provided in commercial packaging will be allowed after getting approval from the mess committee
Page no.26 & Point no.14	<p>Total number of employees</p> <p>The Agency has to submit the Valid Proof regarding No of Staff (proof of ESI/EPF deposit Latest Month) along with the details of staff with designation.</p> <p>No. of Managers (Hotel Management): No. of Managers (Other):</p> <p>No. of Supervisor (Hotel Management): No. of Supervisor (Other):</p> <p>No. of Chef (Hotel Management): No. of Chef (Other):</p> <p>No of Assistant Chef:</p> <p>No of other supporting staff:</p>	The employees with Hotel Management have higher salary which is not covered in ESI & EPF, so how it is possible to show the proof of such employees in ESI & EPF.	Salary slips of last 6 months of the employees not covered under ESI & EPF to be submitted as proof.





Page no.36 & Point no.5	There would be no increase in rates during the Contract period including extension period.	Fixing the rate for 5 years is not justified. The rate should increase as per annual inflation index after at least 2 years.	<ol style="list-style-type: none"> <li>1. The rate will be fixed for 3 years initially. Rate may be considered to increase/ decrease after considering inflation index (5-7%).</li> <li>2. The selected contractor is required to establish and seek approval from the competent authority for the pricing of all additional items in the mess and cafeteria.</li> <li>3. Any alterations to the items or their prices at any time can only be made following the administration's approval</li> </ol>
<b>Tender Page No</b>	<b>Tender Content</b>	<b>Question / Request from M/s Sugandhim Food &amp; Catering Pvt Ltd</b>	<b>Reply</b>
		<p>Relaxation of Two Financial years (2020-21 and 2021-22) in respect of Turnover and exclude FY 2022-23.</p> <p>Consider Average Annual Turnover of the best 3 Financial Years in last six financial years i.e., from 2017-18 to 2021-23</p>	<p><b>Accepted</b></p> <p>Provide the <b>best of 2 consecutive financial years</b> in the last 6 years.</p>
		Reducing the highest limit of annual turnover corresponding to the bid value, as per Gol norms.	<p><b>Not accepted.</b></p> <p>It will remain same as per EOI.</p>





Tender Page No	Tender Content	Question / Request from M/s Mahamaya Sales Corp. Gandhi Nagar, Jammu	Reply
		The limits set on the annual turnover for assessing the technical bid is considerably high, approximately 100%, whereas the ideal criterion is for it to be around 20 to 25% of the total tender cost.	<b>Not accepted.</b> It will remain same as per EOI.
		Is it possible for the annual turnover of the firm to encompass revenues from various business sources, or should it only pertain to similar business lines?	<b>Not accepted.</b> It will remain same as per EOI.
		Will bidders with local businesses in the Jammu area receive any additional marks in the evaluation process?	Being a national institute business of all regions will be given equal importance.
		What is the method of sending the financial bid? Is it online?	Bid shall be submitted in form of Hard copy in Tender Box in one envelope consisting of inner separate envelope for Technical bid and Financial Bid.  <b>Refer to page 3 (disclaimer) point 3.</b>





Tender Page No	Tender Content	Question / Request from M/s Laxmi Chand & Son's Jammu	Reply
		What is the estimated total area of the mess, encompassing both the cooking and dining areas?	As per the layout attached
		How many chairs and tables are needed in dining area, and are there any specifications for them?	Model, make, specifications, and colour should be approved by the mess committee prior to installation. Chairs and tables needed in dining area; to accommodate approx. 600 students/staff in each mess at one time.
		Blueprints for the kitchens of two messes and one cafeteria to facilitate our assessment of the required civil and electrical work for valuation.	As per the layout attached
Tender Page No	Tender Content	Question / Request from M/s EKR Pvt Ltd	Reply
		Will the fire safety arrangements be taken care of administration, or is it the responsibility of contractor?	Fire extinguisher installation will be on the part of administration, but maintenance will be the responsibility of vendor.
		Will the ratio of boys and girls be equal? What is the distribution at each mess and cafeteria?	Ratio of boys and girls cannot be predicted, as the admission process depends on National Entrance exam. Approx. 600 students/staff in each mess at one time
		Is it the contractor's obligation to cover the electricity costs for the dining area also? In the case of centralized air conditioning in dining area, this can lead to significant costs. Is it possible to install a	1. Complete electricity bill of cooking area will be the responsibility of vendor. Submeter for the cooking area will be installed for the same. 2. The electricity bill of the dining area will be taken care by the administration.



		submeter for the cooking area and have the contractor cover only those specific electricity expenses?	
		What is the system for garbage disposal? Will it be handled by the administration?	<ol style="list-style-type: none"><li>1. Dust, and waste materials accumulated following shall be collected in proper bins with segregation of wet and dry waste and disposed on daily basis.</li><li>2. Waste and garbage disposal must be done at least twice a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum on regular basis after proper segregation of dry and wet waste to the central collection unit of the institute.</li><li>3. The bidder shall ensure that garbage should never be kept overnight in the premises of AIIMS, Jammu Mess/cafeteria Area.</li><li>4. Garbage bins should be washed once/day with soap and water.</li></ol>

*(Handwritten signatures and initials)*

Page 15 of 20



All the concerned are informed that the following amendments are made in the EOI documents:

S/ No.	EOI document page number and Point/Para Reference	For	Read	Remarks
1	Page 2 Point 15	Contract	Contact	For information of all the concerned
2	Page 5 Point 4	The strength of mess members is expected to be Approx. 500 during the contract. The same may be increased/ decreased.	<ol style="list-style-type: none"><li>1. The vendor is expected to provide dining services in two messes (two floors in each mess) and cafeteria.</li><li>2. There will no cooking area provided in the cafeteria. Only an extension serving counter will be provided to the vendor in the cafeteria.</li><li>3. The mess shall be designed and commissioned upfront for full capacity with scope of expansion for up to 100 percent when required.</li><li>4. AIIMS, Vijaypur, Jammu, reserves the right to open new cafeterias and award of this tender in no way give right to bidders for exclusivity of food and beverages services within the hospital.</li><li>5. Approx. 600 people per mess per day per meal will be using the facility.</li></ol>	For information of all the concerned





3	Page 6 Point 5	The Performance Security Deposit shall be initially valid for the period of 38 Months.	The Performance Security Deposit shall be initially valid for the period of 39 Months.	For information of all the concerned
4	Page 8 Point 22	The monthly electricity bill and water charges with Security deposit of Rs. 60,000/- will be paid by the contractor on actual basis along with fixed charges levied by the Electricity Board and water charges as applicable in the UT of J&K, for which sub-meter shall be provided by AIIMS Jammu.	Omit the word fixed  The security deposit made for electricity and water will be refunded after the contract period once the vendor has cleared the electricity and water charges.	For information of all the concerned
5	Page 8 Point 31(e)	Waste and garbage disposal must be done at least twice a day on regular basis.	Waste and garbage disposal must be done at least twice a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/ garbage drum on regular basis after proper segregation of dry and wet waste to the central collection unit of the institute.	For information of all the concerned
6	Page 9 point 41	The bidder should have branch / registered office preferably at Jammu.	1. The bidder should have their registered office/ branch in Vijaypur/Jammu. 2. If not, an office should be opened in Vijaypur/Jammu within 30 days from the date of the award of work.	For information of all the concerned

*[Handwritten signatures and initials]*



	Page 9 Point 42	minimum annual turnover	average annual turnover	For information of all the concerned
7	Page 10 Point C(a)	TOTAL: 100 MARKS (Min. 40 Marks required for Qualification)	TOTAL: 100 MARKS (Min. 60 Marks required for Qualification)	For information of all the concerned
8	Page 11 S. no 5	2017-18 to 2021-23	2017-18 to 2022-23	For information of all the concerned
9	Page 14 Point F(79(c,d,e))	<p>c. Bill shall be raised on monthly basis and submit the same succeeding month for payment. AIIMS 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 Jammu.</p> <p>d. 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 JAMMU.</p>	<p><b>The points c,d,e are deleted.</b></p> <p>The contactor must directly collect the payment from the students and staff.</p> <p>It is not the responsibility of AIIMS administration.</p>	For information of all the concerned



		e. Bill to be made in the name of AIIMS Jammu.		
10	Page 15 Point H	Secretary, Department of Legal Affairs	Competent authority, AIIMS, Vijaypur, Jammu	For information of all the concerned
11	Page 15 Point H	Arbitration and Conciliation Act, 1990	Arbitration and Conciliation Act, 1996	For information of all the concerned
12	Page 16 Point L (b)	Competent Court and Forum in Jammu	Competent Court and Forum in Vijaypur/ Jammu	For information of all the concerned
13	Page 16 Point L (c)	the venue of arbitration shall be at Jammu	the venue of arbitration shall be at Vijaypur/ Jammu	For information of all the concerned
			<b>Successful bidder will be charged monthly rent for mess and cafeteria area as per the prevailing CPWD rates.</b>	For information of all the concerned

Prof (Dr) Meeta Gupta, Chairperson, thanked the participating service providers for their valuable inputs/ suggestions and the meeting ended by the vote of thanks to the chair.



**Dr Meeta Gupta**  
Chairperson, Mess Committee

**Dr Shivani Gandhi**  
Member, Mess Committee

**Dr Karthik S.**  
Member, Mess Committee

**Dr Kanika Gupta**  
Member, Mess Committee

**Dr Nazia Anjum**  
Member, Mess Committee

**Dr Abhinav Mani**  
Member Secretary, Mess  
Committee

**Mr Jatinder Goswami**  
Financial Advisor

**Dr Mohd Anwar UI Khaliq**  
Dept. of Hospital  
Administration

**Mr Shukal Chopra**  
Account Officer