



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

A pre-bid meeting was held on 01 January 2024 (Monday) from 2:00 pm 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/2023/02 dated 18th Dec 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	Chairman
2.	Dr Abhinav Mani	Member Secretary
3	Dr Shivani Gandhi	Member
4	Dr Karthik S.	Member
5	Dr Kanika Gupta	Member
6	Dr Nazia Anjum	Member

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

S/ No.	Name of an authorised representative of the bidder/ firm	Name of Firm
1	Mr. Gaurav Bhalla	17miles Hotel
2	Mr. Rakesh Wazir	Katra Mata Vaishnodevi Hotels and Restaurant Pvt Ltd
3	Mr. Darpan Lamba	Life Pillar Foods Pvt Ltd
4	Mr. Sanjay Gupta	Encompass
5	Mr. Rahil Chaudhary	Mahamaya Sales Corp.
6	Mr. Sudhanshu Kohli	The Grandstand Restaurant

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 and via email is attached as **APPENDIX**.



APPENDIX

The representatives of the participating agencies raised the queries physically and 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.

S/No.	Tender content	Query	Reply
Firm/Bidder: Katra Mata Vaishno Devi Hotels & Restaurants Pvt. Ltd.			
1.	In technical evaluation, technical evaluation criteria (Parameter column S.No.1) it is emphasized for providing having experience of Running Mess Catering Services/Hospital canteen where as our suggestion is that instead of Mess catering Service/Hospital Canteen the word or <u>experience in the Catering should be there</u>	Instead of Mess catering Service/Hospital Canteen the word or experience in the Catering should be there.	Not accepted No marks will be given for general catering/hotel services in technical evaluation.
2.	In technical evaluation, technical evaluation criteria (Parameter column S.No.2) Number of years of experience in running Mess Catering/Hospital canteen Service in institutes catering to a <u>minimum of 200 person per contract instead of 300 should be there.</u>	Minimum of 200 person per contract instead of 300 should be there.	Not accepted. As our per strength of students/staff is more than 300 which is anticipated to increase from July 2024 onwards.
3.	Experience with various institute <u>the word institutes be incorporated with at least one contract/s of value</u> of not less than 1 crore per annum in running Mess Catering/Hospital canteen service here the	Experience with various institute the word institutes be incorporated with at least one contract/s of value of not less than 1 crore per annum in running Mess Catering/Hospital canteen service here the word	Not accepted. Already clarified in point 1.

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S/No.	Tender content	Query	Reply
	word or <u>General catering should be there.</u>	or General catering should be there.	
4.	In technical evaluation, technical evaluation criteria (Parameter column 4) again <u>word or Hospitality and general catering should be added</u>	In technical evaluation, technical evaluation criteria (Parameter column 4) again word or Hospitality and general catering should be added	Not accepted. Already clarified in point 1.
5.	In technical evaluation, technical evaluation criteria (Parameter column 5). <u>The marks per FSSAI unit should be 3 with a ceiling of 10 marks instead of ISO 22000:2018 and ISO 9001:2015. It means if a Company or Firm may have 3 units, he may get 9 marks.</u>	The marks per FSSAI unit should be 3 with a ceiling of 10 marks instead of ISO 22000:2018 and ISO 9001:2015. It means if a Company or Firm may have 3 units, he may get 9 marks.	Not accepted. As certification is for the firm not for the institutes catered.
6.	On page 25 point 5 i.e. Proof of EMD <u>If the firm is registered firm under MSEs is written but it should be cleared whether it MSEs or it is MSME</u>	If the firm is registered firm under MSEs is written but it should be cleared whether it MSEs or it is MSME	Read MSE as MSME (Micro Small and Medium Enterprises) wherever applicable.
7.	<u>On Page 5 point 3: Civil work completion is kept in the scope of bidder but it should be done by AIIMS authorities.</u>	Civil work completion is kept in the scope of bidder but it should be done by AIIMS authorities.	Not accepted. All necessary civil work is to be done by the successful bidder.

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S/No.	Tender content	Query	Reply
8.	On page 5 point 7, mention of rent is there but it is not specified how much it is to be given thus <u>it should be cleared i.e. area vis-à-vis rent per sq ft.</u>	It should be cleared i.e. area vis-à-vis rent per sq. ft.	Prospective bidders may visit the site before submission of tenders for better understanding Rate will be charged as per prevailing CPWD rates.
9.	Rate of items to be sold in canteen	Rates of items to be sold in the canteen are not specified whereas those should be specified before the submission of Tender with annual increase of those rates.	Annexure attached (Annexure A). No annual increase of rates. Rates will be revised after three years only.
10.	Earnest money	Earnest money of 14,00,000 is too high it should be decreased.	Accepted. 10 lakhs as EMD.
11.	Security deposit	Security deposit of 10% on 4.9 Cr is too high it should be made at the most 5%	Accepted 5% of the contract value.
12.	Page 9 point 40	Similar lines of business should be cleared more by adding i.e. like business from catering/Hospitality etc.	Similar line of business will include only mess catering/ hospital canteen services.
13.	Page 9 point 41	Instead of mess catering /hospital canteen experience the words or catering and	Not accepted. Already clarified in point 1.

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S/No.	Tender content	Query	Reply
		hospitality services should be added.	
14	Similar changes wherever required for adding the word/s or catering and hospitality services in other columns if change made be added.		Not accepted. Already clarified in point 1.
Firm/Bidder: Life pillar			
15	Page no. 2 Point no. 13, Performance bank guarantee is 10% of estimated contract value	Should be either 3% of the contract value or max 5% of the contract value, 10% is too high we request you to kindly do necessary changes in this.	Accepted. PBG will be 5% of the contract value.
16	Page no. 5 point no. 1, the successful bidder is expected to provide dining services for students/staff in two hostel mess (two floor in each mess with only one kitchen to be made functional initially in each mess)	Can we start one kitchen initially as we need to serve initially only 300 pax per day only & we can serve them with one kitchen only otherwise 2 kitchens will increase unnecessary our capex as well as OPEX cost initially	Accepted Only one kitchen may be made operational initially. Timely distribution and quality should be ensured all the three serving points by the successful vendor. The subsequent kitchen should be made functional once the strength of the staff/students exceeds 500 or as deemed necessary by the competent

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S/No.	Tender content	Query	Reply
			authority of AIIMS Jammu.
17	Page no. 5 point no. 2, All civil & electrical including maintenance work of the kitchen area of two messes & one cafeteria shall be done by successful bidder	We request you that all civil & electrical work should be in the preview of AIIMS as these are not movable items & we cannot carry this with us when the contact will be over & that will always be property of AIIMS.	Not accepted. Already clarified in point 7.
18	Page no. 5 Point no. 17	we request you kindly not to charge rent from the successful bidder as capex cost already on higher side & estimated contract cost is on lower side, we want to provide you best services within this cost only. Rental cost will hamper our Opex cost & will also hamper quality of the food within this cost so we suggest you not to charge Rental from the successful bidder (Still share the tentative rental space Area & CPWD price per square feet & per month approx. cost)	Not accepted. Already clarified in point 8.
19	Page no. 14 point no. 83, the student dining in the mess for a particular month will pay the contractor by any mode of payment into the contractor account by the 7th of the next month the contractor will check the receipts & submit a list of students who have not	we have few recommendations regarding payment parts Can we have monthly advance payment from students just as one-month security or	Not accepted. No advance payment will be made by the students. Payment will be made only on the monthly basis.

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S/No.	Tender content	Query	Reply
	paid the mess charges to committee by 10th of that month. The mess committee will ensure that all students dining in the mess have paid the contractor by 20th of that month...	actual payment per diet basis at the time of daily diet consumption or 10th of next month should the last date for payment by students	The terms as per page 14 point 83 will prevail. Vendor may not serve food to the defaulters (not paid by the 20 th of next month) after bringing to the notice of the competent authority of AIIMS Jammu.
20	Cafeteria Counter in academic block	Can we get menu of Cafeteria with selling price of the item wise. For making data for student/staff/nurses who are consuming food in mess. We can issue coupons on monthly basis or can install biometric machine for attendance purpose instead of maintenance of register at Main gate as it will create mess when 300 students/staff/Nurses will come in one go for breakfast/lunch & dinner	Annexure attached. (Annexure-A) This is only tentative rate list. Final costing will be decided on agreement between the successful bidder and competent authority, AIIMS Jammu. Biometric machine may be installed in the phased manner after taking permission from the competent authority. Till then manual register should be maintained by the successful bidder.

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S/No.	Tender content	Query	Reply
21	Page No. 20 General Structure of Mess/cafeteria Menu	<p>We have observed that Grammage is not mentioned in any menu of breakfast/Lunch & dinner as we are looking towards the tender cost & considering Capex cost the grammage should be fixed in Breakfast/Lunch & Dinner Our observations are mentioned in yellow part</p> <p>General Structure of the Mess/ Cafeteria 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 / competent authority though the suggested menu may be taken from time to time (Detail of menu is mentioned in the below-tabulated form).....</p>	Annexure attached. (Annexure-B)

Note:

1. Both halal and jhatka chicken/meat is to be served.
2. CCTV cameras should be installed and operated by the successful bidder in all the concerned areas. The footage data should be stored by the bidder for at least 3 months and should be provided to the competent authority as and when demanded. In case of noncompliance, vendor will be imposed a heavy penalty.

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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 Kanika Gupta
Member,
Mess Committee

Dr Shivani Gandhi
Member,
Mess Committee

Dr Karthik S.
Member,
Mess Committee

Dr Nazia Anjum
Member,
Mess Committee

Dr Abhinav Mani
Member Secretary,
Mess Committee

Prof (Dr) Meeta Gupta
Chairperson,
Mess Committee

CANTEEN ITEMS			
S. No	Item description	Unit	Rate (INR)
Beverages			
1	Tea	100 ml	10
2.	Coffee	200 ml	20
3.	Cold coffee	250 ml	30
4.	Lassi (sweet/salted)	250 ml	30
5.	Milk shake (chocolate, banana, mango etc)	250 ml	30
Sandwich			
1.	Veg sandwich	2 large bread pcs	20
2.	Veg cheese sandwich	2 large bread pcs	30
3.	Paneer sandwich	2 large bread pcs	30
4.	Paneer grill sandwich	2 large bread pcs	30
5.	Bread butter	2 large bread pcs	20
6	Bread jam	2 large bread pcs	20
7.	Egg (1egg) sandwich	2 large bread pcs	30
Noodles			
1.	Plain Noodles	250 gram	20
2.	Vegetable Noodles	250 gram	30
3.	Paneer Noodles	250 gram	40
4.	Egg Noodles	250 gram	40
South Indian Items			
1.	Idli sambar	2 pcs (medium size)	20
2.	Sambar vada	2 pcs (medium size)	20
3.	Dosa plain	12 inch dia with sambar and coconut chutney and tomato chutney / green chutney	30
4.	Masala dosa/onion dosa	12 inch dia with sambar and coconut chutney and tomato chutney / green chutney	40
5.	Paneer dosa	12 inch dia with sambar and coconut chutney and tomato chutney / green chutney	50
Chinese Items			
1.	Veg Manchurian	6 pcs, 250 gram	30
2.	Veg chowmein	250 gram	30
3.	Egg chowmein	250 gram	40
4.	Chili paneer	250 gram	80
5.	Honey chili potato	250 gram	40

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Continental			
1.	French toast	4 pcs	20
2.	French fries	1plate, 100gram	30
3.	Veg Burger (large)	1 pc	30
4.	Cheese burger (large)	1 pc	40
5.	Macaroni	250gram	40
Indian Snacks			
1.	Vegetable Poha	1 plate, 250gram	20
2.	Mirchi Payaz Pakoda	100 gram	20
3.	Paneer Pakoda	6 pieces, 100gram	40
4.	Samosa	1 pc, 150 gram	10
5.	Kachori	1 pc, 150gram	15
6.	Paratha (Plain)	1 pc	15
7.	Paratha (Stuffed)	1 pc	20
8.	Paratha (Paneer)	1 pc	30
9.	Upma	1 plate , 200gm	25
Egg Preparations			
1.	Boiled egg	2 eggs	20
2.	Plain omelette	2 eggs (medium, 50 gm)	25
4.	Bread omelette	2 large bread pieces and 2 medium eggs	35
5.	Egg bhurji	2 eggs	20

Note- The items listed above and the rates can be revised (decreased or Increased) by the competent authority once in six month after due negotiations depending on input costs and the volume of orders

FIXED PRICE LIST

The following items will be sold on MRP or below rates. The brand of these items may be finalized with mutual consent between Contractor/Service Provider and AIIMS.

Sl. No.	Items	Selling Price
1	Water	MRP
2	Juice/Soft Drink	MRP
3	Curd/ yoghurt	MRP
4	Flavoured Milk	MRP
5	Butter Milk/Lassi	MRP
6	Packed Biscuit	MRP
7	Namkeen/Chips	MRP

Note: Aforementioned fixed rates items should be available in cafeteria at all times. Other items may be kept with the permission of competent authority.

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Items	Weekdays	Menus
Break Fast	07:00 am to 09:00 am	<p>a) Cornflakes(50gm)/Flavored Cornflakes/Chocos/Wheat flakes with milk (hot or cold 150ml)</p> <p>b) Slices of plain bread (2 slices White/Brown) & toasted, Jam (1 sachet 15gm), Butter (10gm chiplet) & preservers of Kissan/Amul/Mothers Dairy etc. and Sandwiches.</p> <p>c) Idli (4nos 50gm each)-sambhar (150gm thick consistency) or Dosa (1) or Stuffed paratha (2 in no. 80gm each) or Chole bhaturey(2 in no.50gm each) or Wada (4 no each 30gm)- sambhar or Poha(200gm) +Jalebi or Upma(100gm) or Parantha (2 in no. 60gm each Aaloo, Paneer, Onion, Gobhi) or Uttapam(100gm) (Onion, Podi) or Chhole Bhaturrey or similar type*</p> <p>d) Eggs to order (2 in no. Boiled / Scrambled/ Omelet)</p> <p>e) Tea(150ml)/Coffee/Milk-Bournvita</p> <p>f) Fruit (200gm Any Fruit but not repeating) & Fruit Juices(200ml), Shakes.</p> <p>g) Chutney(50gm) Souse where applicable, Pickles (15gm 1 sachet) and Curd(100gm).</p>
Items	Weekdays	Menus
Lunch	12:30 pm to 3:00 pm	<p>(one or more Menu as per Mess committee requirement)</p> <p>1. North Indian:</p> <p>a) Rice-Plain or Jeera) or Biryani or Pulao or Equivalent (unlimited quantity).</p> <p>b) Roti-Plain Tawa(unlimited) or Tandoori or Naan or Paratha.</p> <p>c) One Seasonal vegetable dry(unlimited)</p> <p>d) One Vegetable with gravy and soup(unlimited).</p> <p>e) Daal fry / Daal Makhani(unlimited).</p> <p>f) Desert/ Custard(50gm).</p> <p>2. South India:</p> <p>a) Rice (unlimited)</p> <p>b) South Indian Vegetable with Gravy(unlimited)</p> <p>c) South Indian Vegetable Dry (unlimited)</p> <p>d) Sambhar(150gm)/ Rasam(150ml)</p> <p>e) Curd Rice, Lemon Rice, Tamarind Rice(unlimited)</p> <p>3. Chinese:</p> <p>a) Noodles (chowmin, Hakka Noodles 200gm)</p> <p>b) Rice (fried, singapuri fried rice, Schezwan rice) unlimited</p> <p>c) Manchurian Gravy, chilly paneer (dry, gravey) (150ml)</p> <p>4. Continental Menu: To be decided by Mess Committee.</p>

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Evening Tea/ Snacks	05:30 pm to 06:30 pm	Samosas / Wadas / Kachori / Sandwiches / Paneer Pao Bhaji / Pakodas / Chowmin / Pasta should be served with Sauce/Chutney. b) Tea & Coffee
Items	Weekdays	Menus
Dinner	08:00 pm to 10:00 pm	<p>(one of the following Menu on different days as per approval of the Mess committee)</p> <p>1. North Indian:</p> <p>a) Rice-Plain or Jeera or Biryani or Pulao or Equivalent. (unlimited)</p> <p>b) Roti-Plain Tawa or Tandoori. (unlimited)</p> <p>c) One Seasonal vegetable dry</p> <p>d) One Vegetable with gravy</p> <p>e) Dal fry / Daal Makhani. (unlimited)</p> <p>2. South India:</p> <p>a) Rice (unlimited)</p> <p>b) South Indian Vegetable with Gravy (unlimited)</p> <p>c) South Indian Vegetable Dry</p> <p>d) Sambhar (150gm)/ Rasam(150ml)</p> <p>e) Curd Rice, Lemon Rice, Tamarind Rice (unlimited)</p> <p>3. Chinese:</p> <p>a) Noodles</p> <p>b) Rice</p> <p>c) Manchurian Gravy</p> <p>4. Continental Menu: To be decided by Mess Committee.</p> <p>Common to above menus:</p> <p>Special Note: 1 Non-Veg item for non-vegetarian (3 days/week, i.e., Monday/ Wednesday/ Friday) (Chicken(150gm)/Mutton/Fish) per serving and 1Veg special item for vegetarian (3 days/week, i.e., Monday Wednesday) Friday) Paneer(100gm) per serving varieties dishes. Egg curry (2 eggs) will be served 1 day/week.</p> <p>(b) Sweet Dish (includes Ice-Cream (1 scoop)/Pastries (1)/kheer/halwa (1 serving) etc.) to be served with dinner</p> <p>(c) Vegetable Soup(150ml) in winters three time in a week.</p> <p>(d) Papad or Pakoda or French Fries (50gm each).</p> <p>(e) Salad(60gm)- Green Salad to be served with lunch and dinner.</p> <p>(f) Pickles (Two Types) with each meal.</p> <p>(g) Plain Curd(100gm) or Raita or Lassi with each meal.</p> <p>(h) Sufficient quantity of Fresh Seasonal Fruits of excellent quality/Sweets</p> <p>(i) Sauf/Mishri with each meal.</p>
		Sick Patient meals like Kichri(200gm) / Special Meal as prescribed by doctor

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annexure-B