



अखिल भारतीय आयुर्विज्ञान संस्थान भोपाल
All India Institute of Medical Sciences Bhopal

SHORT TENDER ENQUIRY

Tender No.: 263 AIIMS Bhopal/Convocation 2018

Date: 25/09/2018

Sub: Invitation of sealed SHORT TENDER ENQUIRY for providing “Catering Services for Convocation – 2018” at AIIMS Bhopal Campus as per details shown in the Annexure-I & II

All India Institute of Medical Sciences Bhopal (AIIMS Bhopal) invites short tender enquiry for providing “Catering Services for Convocation – 2018” at AIIMS Bhopal Campus as per details shown in the Annexure-I & II on the following terms & conditions:

1.

1.1. All India Institute of Medical Sciences Bhopal (AIIMS Bhopal) invites technical and financial Sealed bids in the proforma as per Annexure I and II from the eligible & interested caterers for providing “Catering Services for Convocation- 2018 at AIIMS Bhopal Campus on the following terms & conditions (documentary proof shall be submitted along with technical offer):

- Have rich, varied and vast experience of having handled similar services for Large academic campuses of repute and corporate houses.
- Have highly motivated, disciplined and experienced workforce in catering Service and managing service delivery during the convocation.
- Will have a dedicated and trained team of workforce and supervisor of good disposition Vis–a-Vis interacting with and serving the guests.

1.2. Eligibility Criteria (documentary proofs shall be submitted in technical offer) for submitting the tender for firms:

The bidder must have:

1.2.1. Should possess statutory requirements such as Municipal Food License, FSSAI, Sales Tax, GST registration, Shop and Establishment registration certificate and PAN card.

1.2.2. Minimum five years of experience in catering in a large reputed educational institution such as AIIMS, IITs, IIMs, IISER, Central/state Universities, or state/central government organizations/reputed industrial houses (with a purchase order indicating such a service in the past)

1.2.3. The committee/institute representative may visit to inspect and/or test/check the quality and hygienic condition of food at the bidder’s site and also visit the stored materials/ingredients therein for use pursuant to the contract/and or any ingredient to be used in the preparation of food intended or sale pursuant to the contract.

1.3. Tender Fee : Rs. 500/- (Non – Refundable)

1.4. EMD Amount : Rs. 12,000/-

1.5. Tender should have validity of 60 days from the date of opening of the bid.

1.6. PERFORMANCE SECURITY DEPOSIT:-

The successful Bidder will liable to deposit 10% of value of the Work Order as Performance Security Deposit in favor of “Director, AIIMS Bhopal” by way of “Performance Bank Guarantee” Fixed Demand Receipt” from nationalized/Commercial Bank refundable after satisfactory completion of the work (valid for i.e. 2 months) Performance Security Deposit is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect.

1.7 **Eligibility criteria : Bidder should have submitted 3 previous purchase order during the last three Financial Years.**

i) Should have satisfactorily completed Similar Single Work of Rs. 4.50 Lakh

OR

ii) Should have satisfactorily completed Two Similar works each costing Rs.3.40 Lakh

OR

iii) Should have satisfactorily completed Three Similar Works each costing Rs. 2.20 Lakh

1.8 Catering Services shall be operational for a minimum of 4 hrs. on the day of convocation.

1.9 Work/Service(s) shall be completed before a date set by AIIMS BHOPAL. The timing of services will be intimated to the vendor at least 5 days in advance.

1.10. Sealed quotation marked “Tender for Providing Catering Services for Convocation –2018 at AIIMS Bhopal Campus consisting of three envelopes containing Tender Fee and EMD, Sealed Technical Offer and Financial Offer must reach the following address latest by **05:00 PM** on 1st October 2018 to **Dr Ashok Kumar, Faculty Incharge stores, Department of Biochemistry, All India Institute of Medical Sciences, Bhopal** The technical and financial offers received beyond the stipulated date & time will not be accepted/considered under any circumstances.

The first cover should contain DD/Banker’s Cheque of EMD& Tender Fee. The Second Cover contains Copies of Work Orders/Rate Contracts and Successful execution of the contract for past performance, Copy of PAN No., Audited Balance Sheets or Income tax return, GST registration and copy of constitution of firm/Company. The third Cover should contain the financial offer of the proposed convocation menu (refer Annexure-II) of the cited catering services. All the envelopes should be put in a bigger envelope and this outer should be sealed.

1.11. The vendor/bidder should download the tender document from the Institute’s website (i.e. www.aiimsbhopal.edu.in). The vendor/bidder(s) are required to submit the tender document on their letterhead along with the endorsed (by seal & signature) copy of the technical and financial offer(s) as acceptance of terms and conditions. Incomplete tenders, amendments and additions to tender after opening or late tenders are liable to be ignored and rejected.

1.12. **The Bid will be opened on 03.10.2018 at 03.00 PM at AIIMS Bhopal Premises.**

a.) The bidder(s) or their authorized representative may also be present during the opening of the technical and financial offer, if they desire so, at their own expenses.

b.) The tender committee reserves its right to select or reject any or all of the service(s) mentioned above without assigning any reasons.

1.13. The date of the Convocation - 2018 is **October 15, 2018**.

2. GENERAL TERMS AND CONDITIONS FOR SERVICE/WORK(S):

2.1 AIIMS Bhopal reserves the right to reject all or any of the quotation and to split up the requirements or relax any of the conditions without assigning any reason.

2.2 Any quotation received after the date and time specified in Para 1.7 will not be accepted.

2.3 Canvassing in connection with quotation is strictly prohibited and the quotations submitted by the bidders who resort to canvassing are liable to be rejected.

2.4 If there happens to be a holiday on any date indicated in the quotation, the transaction shall be performed on the next working day.

2.5 Food safety clearance shall be made available for the cited service/work(s).

2.6 The sealed quotation received without proper filling up and without signature on each page will be summarily rejected.

2.7 AIIMS Bhopal reserves the rights to accept/reject any offer in full or in part or accept any offer other than the lowest offer without assigning any reason thereof. Any offer containing incorrect and incomplete information shall be liable for rejection.

2.8 Any effort by a supplier/vendor to influence AIIMSBHOPAL's tender evaluation, tender comparison or contract/order award decisions may result in the rejection of the supplier's tender.

2.9 After opening of bids, information relating to the examination, clarification, evaluation and comparisons of bids and recommendations concerning the award of contract shall not be disclosed to bidders or other persons not officially concerned with such process.

3. SPECIAL OPERATIONAL CONDITION:

Catering Services shall be required at three locations as follows:

- a) Tea and Snacks (10:00am) served for the dignitaries at specified location in Medical College building. (Indicated in Annexure II)
- b) Lunch (1:30pm) buffet type for the invited guests in the designated lunch area.
- c) In addition, Lunch needs to be provided as table service to dignitaries in the designated area. (Indicated in Annexure II)

4. RATES AND PRICES (Financial Offer):

4.1 Bidders should quote unit price in the prescribed proforma (Annexure-II). Rates should be inclusive of all taxes including delivery / service at site including loading, unloading, erection, testing if any, dismantling, transportation etc. The service provider must clearly indicate in their offers, the different taxes and duties which they propose to charge extra, mentioning clearly the present rates there of. If tax component not given separately then the amount will be taken as inclusive of all taxes. Recoveries as per the government norms shall be made while making payment.

4.2 Incomplete bids will summarily be rejected. All corrections and alterations in the entries of quotation papers will be signed in full by the bidder with date. No erasing or over-writings are permissible.

4.3 Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall not be permitted.

4.4 Any other Terms & Conditions may please be indicated separately.

4.5 Any correction / alterations in the bid should be suitably countersigned and attested by the bidder in the concerned place (s).

5. PLACE OF DELIVERY/SERVICE(S):

Place of delivery / service shall be AIIMS Bhopal campus including its hired premises unless otherwise specified. No additional freight or any other charges would be payable towards transportation etc. The location of Service may be altered by AIIMS BHOPAL to its convenience.

6. Tender Fee and EMD: -

6.1 The Tender Fee of Rs. 500/- (Rupees Five Hundred Only) and EMD of Rs. 12,000/- (Rupees Twelve Thousand Only) should be in the form of a Banker Cheque / Demand Draft drawn in favour of “**AIIMS Bhopal**” payable at **Bhopal** and **it should be placed in the separate envelope containing the Tender Fee &EMD only otherwise the bid will not be considered.**

6.2 Bid received without Tender Fee and EMD will not be considered.

6.3 The EMD shall not carry any interest.

6.4 EMD of unsuccessful bidders will be returned within thirty (30) days from the date after the award of contract/ bid is decided.

6.5 The EMD/PSD shall be forfeited:-

i) If the bidder withdraws his bid during the validity period of the bid.

ii) In the case of successful bidder, if he fails to furnish the required items/ deliver items/service(s) within the specified time limit.

6.6 The EMD of successful bidder shall be refunded after satisfactory execution of the services after completion of the event and the EMD of the unsuccessful bidder shall be refunded within 30 working days after the contract/bid is decided.

7. PAYMENT:-

Payments shall be made based on the actual satisfactory services rendered.

No advances shall be paid.

The payment shall be paid within four weeks of convocation subject to satisfactory performance after clearing of all material and making good any damaged surface and against a bill prepared and submitted by the Vendor.

8. TERMINATION:

In case of continued non-performance and inability to meet service requirements, AIIMS Bhopal shall reserve the right to terminate the contract after giving a notice in writing.

9. AIIMS Bhopal reserves the right to modify any terms / conditions at the time of agreement.

I / We hereby declare and affirm that I / We have read and understood the terms and condition of the contract.

Sign of bidder:- _____

Date:- _____

Name of the bidder:- _____

Firm's Name:- _____

ANNEXURE-I

1. Hygiene and cleanliness should be maintained while preparing and serving Lunch.
2. There should be enough counters to avoid crowding at one particular place. (Minimum stalls arranged for each item should be 06)
3. All food items should be less spicy & less oily.
4. The Catering service Provider has to maintain minimum number of well trained staff from their end for smooth operation at their own costs. Furthermore, the service provider must provide the neat and clean uniform, netted hat and gloves to their staff members at their own costs.
5. **No utensils and other necessary items/equipment will be provided from AIIMS Bhopal and it should be arranged by the Service Provider at their own cost** i.e. vessels, plates, spoons, forks, big bins, heating equipment good quality napkins and other items if any. All utensils should be very clean and will be checked by our members before the lunch and should be brought enough numbers in order to serve everyone hassle free.
6. Washing and cleaning of utensils should be managed by the vendor
7. Dishes are expected to be arranged in the designated area (except tandoor preparation) thirty (30) Minutes prior to the commencement of specified Lunch time.
8. Any damage to movable/immovable property while carrying out work shall be made good by the agency at its own cost and the site must be handed back neat and clean to the satisfaction of AIIMS BHOPAL.
9. The service provider/agency shall nominate a person with mobile /telephone to receive the instructions. Another alternative telephone number of the owner or his representative of the firm shall also be conveyed with email ID to convey the instructions.
10. Menu will be finalized by the committee members.
11. The bins to collect waste food and used plates should be arranged by the caterers.
12. In respect to packaged products like ice cream etc. the caterer has to ensure the availability of sufficient stocks from approved vendor.
13. The quality of the available brand is as suggested by convocation committee.
14. The contractor shall be responsible and liable for all the claims of his employees if any emergency occurs.
15. The contractor shall be responsible for adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.
16. Polythene bags / plastic cups shall not be used during Convocation. Plastic containers / polythene pouches in which any milk products or eatables are generally soiled should be disposed of as quickly as possible.
17. Food wastage should be segregated from regular wastes and should be disposed properly as per extant laws.

18. Violation of any of the above clauses will be entitled in financial penalty decided by the institute.

Penalties would be levied for:

- Partially cooked food
- Foreign particles found in food
- Using sub-standard raw materials
- Unhygienic cooking conditions (Kitchen /cook/server)

Penalties would include

- Monetary penalty up to 30% of total invoice. The Institute reserves the right to impose the penalty at its own discretion.

Inspection and Testing by the Institute:

The Institute shall be entitled to inspect and/or test by itself or through any of its representatives or an independent agency, any materials stored therein for use pursuant to the contract and/or any ingredient to be used in the preparation of food intended for provision or sale pursuant to the contract.

If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of the Institute or its authorized representative shall be final), the contractor shall not use such material, and shall keep the Institute indemnified from and against any claim of infection, **poisoning or illness arising from any bad, stale or defective food or material provided by the contractor.**

<<Signature Competent Authority>>

ANNEXURE-II
PROPOSED RATES
Menu for Convocation- 2018

(A)

Particulars	Rate Per Plate	Approx. Pax	Amount (Rs).
<p>Indicative Menu for Lunch Option A (Vegetarian) (Approx.1000 Pax Buffet Type + 100 Pax service Type)</p> <ul style="list-style-type: none"> • Appetizer • Traditional Aam Panna (Sweet and Salty) OR Chachh (any one) • Soup (Tomato / Mushroom / mixed veg) • Sabudana Khichdi (with curd / coriander chutney) • Assortment of seasonal fruits (with chaat masala) • SALAD: • Fresh Green Salad (Tomato, Onion, Cucumber, Beetroot, Carrot) (Separated) with lemon wedges • MAIN COURSE: • Butter Paneer Masala • Chat pata Aloo (semi dry) • Sauté Vegetables • Punjabi Kadi Pakora • Pulao • Mint and Cucumber Raita • ADD ON: • Fried Papad • Pickle • LIVE COUNTER: (Any 1) • 3 in 1 Pasta Counter (Bechamel + Tomato + Basil Sauce) • Delhi Chaat Counter • INDIAN BREAD: • Tandoori Roti • Naan • Poori • Amul Sachet Butter Cubes (Small) • SWEET/DESSERTS: (Any 2) • One Sugar free dessert AND Any one of following • Moongthal Halwa with Pineapple Rabdi • Imarti with Kesa rBasundi • Ice cream with chocolate sauce • MINERAL WATER (200 ml BOTTLES) 		<p>1100 pax (+10%)</p>	
Total Amount in Rs. (Inclusive of all taxes & charges): -			

(B)

Particulars	Rate Per Plate	Approx. Pax	Amount (Rs).
Indicative Menu for Hi-Tea (Vegetarian Approx.1000 Pax) Service type <ul style="list-style-type: none">• Tea / Coffee• Regular Tea and Masala Tea• Regular CoffeeSugar extra and Sugar free options available• Snacks• Hara Bhara Kabab• Vegetable Cutlet• Mini Samosa• SWEET/DESSERTS:• One Sugar free dessert AND One sweet• MINERAL WATER (200 ml BOTTLES)		50 Pax (+- 10%)	
Total Amount in Rs. (A+B) (Inclusive of all taxes & charges): -			

Date: (Full Signature of the Bidder)

Place: Seal:

NOTE:

- The above-mentioned menu is tentative, and it will be changed with the consent of the vendor/service provider after the finalization of bid.

- Per plate L-1 rate will be determined with the combined price of Lunch (A) and HiTea(B).

Form A
PARTICULARS TO BE FILLED BY THE BIDDER

1. Name of the Supplier:

2. Complete Address of the Supplier:

3. Availability for technical presentation for service(s) offer at AIIMS Bhopal: Yes / No

[Please √]

4. Cost of the Tender enclosed: Yes/No [Please √] If yes,

a.) Name of the Bank _____

b.) Amount in (₹) _____

c.) Demand Draft No. _____

5. Earnest Money Deposit enclosed: Yes / No [Please √] if Yes,

a.) Name of the Bank _____

b.) Amount in (₹) _____

c.) Demand Draft No. _____

d.) Last Validity date of the enclosed DD _____

6. Communication details of the concerned contact person to whom all references shall be made regarding this tender enquiry. [NOTE: Any changes after submission of Tender documents kindly update AIIMS Bhopal]

a.) Full Name:

b.) Complete Postal Address:

c.) Telephone No.:

d.) Fax No.:

e.) Mobile No.:

f.) E-mail:

g.) Website Address:

Note: - Demand Drafts must be complied with CTS 2010 standards prescribed by Reserve Bank of India.

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

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

Note: - Please attach original cancelled cheque along with the RTGS/National Electronic Fund Transfer (NEFT) Mandate Form.

Form C

Checklist of Providing “Catering Services for Convocation – 2018 at AIIMS Bhopal”

Checklist – Tender Fee &EMD			
Sr. No.	Particulars	Documents to be attached wherever applicable (Please ‘√’)	
		Yes	No
1.	Demand Draft for Rs. 500/- (Rupees Five Hundred Only) towards non-refundable tender fee is enclosed.		
2.	Demand Draft for Rs. 12,000/- (Rupees Twelve Thousand Only) towards refundable EMD is enclosed.		
3.	Envelope is marked as “ Tender Fee and EMD ”		

Checklist – Technical Offer			
Sr. No.	Particulars	Documents to be attached wherever applicable (Please ‘√’)	
		Yes	No
1.	Attached documents as required in the tender document (i.e. supplier/firm is manufacturer/ authorized dealer/sole distributor certificate, copy of PAN, Certificate of firm/company registration, GST registration (Sales tax) and service tax registration		
2.	Whether endorse tender document is attached		
3.	Supporting Documents attached as required and mentioned in tender document		
4.	Duly filled Form – A & Form –B along with Cancelled Cheque		
5.	Envelope is marked as “ Technical Offer ”		

Sr. No.	Particulars	Documents to be attached wherever applicable (Please ‘√’)	
		Yes	No
1.	Financial Offer of the “Proposed Menu” as proforma available as Annexure-II		
2.	Envelope is marked as “ Financial Offer ”		

Checklist – Master Envelope			
Sr. No.	Particulars	Documents to be attached wherever applicable (Please ‘√’)	
		Yes	No
1.	Master envelope containing Envelopes of “ Technical Offer ”, “ Financial Offer ” and “ Tender Fee and EMD ” are super scribed with Tender Number, Title of tender and Due Date of the tender		