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ALL INDIA INSTITUTE OF AYURVEDA (AIIA)

**GAUTAMPURI, SARITA VIHAR, MATHURA ROAD, DELHI
110076 (India)**

Website: www.aiia.gov.in

Email: central-store@aiia.gov.in

Phone Number 011-26950401

F.No. K-50/103/2021-AIIA

Dated 20th Jan, 2022

TENDER NOTICE

PATIENT DIET KITCHEN (PATHYAHAR) AND CANTEEN SERVICES FOR ALL INDIA INSTITUTE OF AYURVEDA (AIIA):

1. The All India Institute of Ayurveda is an Apex Institute for Ayurveda tertiary care hospital and providing postgraduate and doctoral courses in various disciplines of Ayurveda. Institute is 200 bed referral hospital and providing treatment to average 1000 patient daily in OPD. Institute has 12 Specialty Departments and 12 clinics with 8 inter-disciplinary research laboratories wherein more than 300 Scholars have access for PG & Ph. D programs every year.
2. The hospital is equipped with state of the art modern kitchen infrastructure which is being used for providing Patient Diet and Canteen Services to patient, attendant, faculty, staff, scholars and other visitors.
3. Sealed quotations under **Two Bid System** i. e. Technical Bid and Financial Bid are invited from reputed Canteen Service Providers having capacity to provide Patient Diet (PATHYAHAR) and Canteen Services for more than 500 persons (including patient, attendant, faculty, staff, scholars and other visitors) at All India Institute of Ayurveda (AIIA) for two years.
4. **Schedule: -**

Sl. No.	Activity Description	Schedule
1	Tender No.	K-12/150/2021-AIIA Dated: 20th January, 2022

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2	Availability of tender document	The tender document can be downloaded from the AIIA web site http://www.aiia.gov.in or from the procurement portal http://eprocure.gov.in/epublish/app	
		Schedule	Time
3	Document download start date	20/01/2022	1800 hrs.
4	Bid submission start date	21/01/2022	0930 hrs.
5	Pre-bid meeting	24/01/2022	1500 hrs.
6	Seeking clarification end date	27/01/2022	1530 hrs.
7	Bid submission end date	04/02/2022	1500 hrs.
8	Bid opening date	04/02/2022	1530 hrs.
9	Minimum Validity of tender offer	120 days from the date of opening of technical bid	
10	Services/Product to be offered	Patient Diet Service/Canteen Service	
11	Tender Document fee	NIL	
12	Performance Security	3% of the bid amount after award of contract.	

5. Submission of Technical Bid

- a) Tenders in the form of hard copies duly signed, stamped and page numbering on each page will be considered.
- b) The tenders – both **Technical and Financial** duly filled in the prescribed proforma at
- c) **Annexures – II & III** shall be placed in sealed envelopes with a name of work written on the envelope and addressed to "The Director, All India Institute of Ayurveda, Gautam Puri, Sarita Vihar, New Delhi -110076
- c) The 1st envelope (Technical Bid) shall contain the documents as mentioned in the terms and conditions (**Annexure - I**).
- d) The 2nd envelope (Financial Bid) shall contain priced schedule of Quotation, duly signed, Stamped and page numbering by the authorized signatory of the bidder.
- e) The Technical bids shall be opened at **3.30 PM on 04/02/2022** in Committee Room, All India Institute of Ayurveda (AIIA), Gautam Puri, Sarita Vihar, Mathura Road, New Delhi – 110076 in the presence of such bidders or their authorized representatives, who may wish to be present.
- f) The bidders, whose Technical bids are accepted, will be informed about the date of the opening of financial bids.
- g) All entries in the Technical bid in the proforma at **Annexure – II** should be filled up clearly. No overwriting or cutting is permitted in financial bid. However, cutting, if any, in the Technical Bid must be initialed by the person authorized to sign the technical bids.
- h) The bidder shall submit documents mentioned in Annexure – I with Technical Bid.

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6. Submission of Financial Bid:

- a) The Financial Bid of ONLY Technically Qualified Bidder will be opened.
- b) The price schedule of quotation as per format enclosed, duly signed, stamped and page numbering by the authorized signatory of the bidder is to be submitted. The unit rate and prices shall be quoted by the bidder entirely in Indian Rupee to be entered in words also.
- c) The breakup of Basic Price, GST, other taxes/charges, if any to be clearly mentioned in Indian rupee only.
- d) Financial Bid in any other form will not be accepted and shall be **SUMMARILY REJECTED**.

(e) Both the above envelopes should clearly be marked on top of envelope about type of envelope i.e., details of contents in envelope (Technical Bid/Commercial Bid as the case may be), name of agency submitting the bid and addressed to **"The Director, All India Institute of Ayurveda, Gautam Puri, Sarita Vihar, New Delhi -110076"**

(f) The main envelope containing the Technical Bids, Financial Bids must be superscribed **'Tender for Patient Diet Kitchen (PATHYAHAR) and Canteen Services for All India Institute of Ayurveda'**.

(g) Please note that the envelope containing Technical and Financial Bids are sealed properly, i.e. either wax or with adhesive cello tape on both ends. Rates quoted should be neat and clean without cutting/overwriting.

7. EARNEST MONEY DEPOSIT: -

- a) The quotations with separate Technical and Financial bids filled in the specified proforma, viz **Annexure - II & III** respectively should reach latest by **14.07.2021 up to 3:00 PM**
- b) EMD – Bidders need not to deposit EMD/Bid Security for this tender. However, Bidders to sign a Bid securing declaration (as per **Annexure- IX attached**) accepting that if they withdraw or modify their Bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the Two Years from being eligible to submit Bids for contracts with All India Institute of Ayurveda, New Delhi.

8. Unsigned and unstamped bids in unsealed/ stapled envelopes and bids shall be summarily rejected.

9. SINCE, IT IS A PATIENT DIET KITCHEN/CATEEN SERVICES CONTRACT PACKAGE, TENDER FOR ANY PART OF THE SERVICES WILL NOT BE ACCEPTED. THE RATE OF THE TOTAL PATIENT DIET KITCHEN/CANTEEN SERVICES WILL ONLY BE CONSIDERED.

10. Quotations qualified by such vague and indefinite expressions such as 'subject to immediate acceptance'; 'subject to prior sale' etc. will not be considered.

11. The quotations should be dropped in the Tender Box placed at All India Institute of Ayurveda (AIIA), Gautam Puri, Sarita Vihar, Mathura Road, New Delhi – 110076, by the stipulated date and time. Tenders received after the last date for submission of tenders or in any other manner including e-mail etc. will not be

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accepted;

12. Bidders should ensure that all the pages of bid document should be properly numbered in continuous order and that an Index should be provided to the bid document for quick reference to the requisite documents.

13. Intending tenderer may visit the Hospital Patient Diet Kitchen Site and get thoroughly acquainted with the site condition, nature and requirements of the work, requirement of other equipment, facilities for transport, labour and materials, access and storage for materials and removal of rubbish/Kitchen waste.

14. **Right to Accept / Reject: -**

a) The All India Institute of Ayurveda, New Delhi reserves the right to **reject** any or all tender without assigning any reason whatsoever. Also, Institute reserves the right to award any or part or full contract to any successful agency at its discretion and this will be binding on the tenderer.

b) Bid submitted for a bid validity of shorter period may be rejected as non-responsive.

18. Since it is a Patient Diet Kitchen/Catering Services Contract Package, tender for part of the requisite services will not be accepted. The rate of the total Patient Diet Kitchen/Catering services only will be considered.

19. The bidder should have a place of business and the complete Postal Address, Telephone/Mobile / Fax / E-mail address, etc. should be provided, while submitting the completed tender form.

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Other Terms and Conditions**1.QUALIFICATION CRITERIA FOR TECHNICAL BID**

The Bid is open to all eligible bidders, who deal in the Patient Diet Kitchen/Catering Services. The Patient Diet Kitchen/Catering Service provider agencies bidding for qualification should fulfill the following minimum requirement.

i) Bidder should be reputed, experienced and financially sound Companies/Agencies duly registered with Regional Labour Commissioner and also duly registered for EPF, ESI and Service tax, GST and having **with a minimum turnover of Rs. 30 Lakh each per annum during the last three financial years.**

ii) Should have completed Catering Services Contract satisfactorily during last three (3) years by or before the date of submission of the tender in a reputed organization (preferably in Hospitals) for at least three years in following manner.:

(a) **Three similar Catering Services Contract each costing not less than Rs.12 Lakh**
OR

(b) **Two similar Catering Services Contract each costing not less than Rs.15 Lakh**
OR

(c) **One similar Catering Services Contract each costing not less than Rs.24 Lakh**

Note: *Similar Work mean running of Catering Services for minimum 80 persons per day handling capacity in any Hospital/PSU/Educational Institutional Complex/Industrial Canteen/Govt. Canteen/Mess with high quality of workmanship etc.*

iii) It had dealing for providing Patient Diet Kitchen/Catering Services of similar nature work mentioned above during last Three years and has not been penalized for inferior or poor quality in delivery of services.

iv) The bidder registered under MSE and Starup schemes will be exempted from the condition of past experience and turnover.

v) STATUTORY OBLIGATIONS OF THE CONTRACTOR:

The contractor shall submit following documents:

- Copy of Labour license which should be valid till 2022-23 {Certificate under the Contract Labour (R&A) Act, 1970};
- License issued by Food Safety & Standards Authority of India (FSSAI).
- Copy of EPF Registration certificate; if applicable.
- Copy of ESIC Registration certificate; if applicable.
- Copy of PAN/TAN cards;
- Copy of GST Registration certificate;
- Copy of the Trade License essential for carrying out the activities under this contract, if applicable.
- The bidders who are not registered with ESIC and EPFO being not under their purview at the time of bid. They shall have to register themselves with EPFO and ESIC within a period of one month from the award of the contract.
- The bidder should have not been blacklisted by any organization/Institute. Affidavit duly notarized on Stamp Paper worth of Rs. 50/- from the contracting agency that it has not been banned/blacklisted by any Government Agency/Institute. (As per Annexure-V)
- Proof of the statutory payments viz, EPF, ESI regularly to the staff;
- Copies of at least similar running contracts with Central/State Government /Public Sector Undertakings / Autonomous Bodies / reputed Hospitals / Institutions /

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Organizations etc. during the last three years with details (the number of employees / workers employed by the organization, the period of contract of the contractor.)

- Audited accounts for the last three years; i.e.2018-19, 2019-20 and 2020-21
- Tender document should be signed and stamped at each page.
- The Bidders have to submit Bid Security Declaration (as per **Annexure - IX**)

2. EVALUATION PROCESS:

- a) Opening of envelope - Technical bid will be opened immediately after closing of bid time as per the schedule mentioned indicated above at AIIA, Sarita Vihar, New Delhi. Bidders or their authorized representative may present at the time of opening of the technical bid.
- b) Evaluation of technical bids will be done by the Screening Committee of AIIA subsequently. The qualified bidders in technical evaluation will be intimated through website of AIIA and e-mail.
- d) Financial bids of only the technically qualified bidders will be opened on the date and time indicated above, the firm may depute their representatives to attend the opening.
- (e) The bidders have to quote all the items listed in financial bids. Partial offers will be rejected treating non-responsive.
- (f) The selection of bidder will be based on total quoted price of all the item and lowest bidder will be selected.
- (g) In the financial bid offer is sought with discount for Staff, in the evaluation process, discounted rate will be considered in deciding L1.
- (h) In case of tie the rate quoted for visitors will be calculated and who stands L1 with that rates will be considered for the award of the contract.

Annexure- I

TERMS & CONDITIONS

1.The Successful Tenderer will have to execute a Contract Agreement on Non Judicial Stamp Paper of Rs.100/- (Rs. One Hundred Only) with the AIIA, Sarita Vihar, New Delhi) in the prescribed format given in Annexure

2.The contractor will be entirely responsible for the execution of the contract in all respects in accordance with the terms and conditions to be accepted by him as specified in the tender document.

3. PERIOD OF CONTRACT:- In general, the period of contract will be valid initially for two year. The period of the contract can be curtailed or extended for further period at the discretion of the Director, All India Institute of Ayurveda, New Delhi. However, extension can be granted to a maximum of two years beyond the initial period of two years, for one year on each occasion subject to performance and quality of services evaluation by the Institute and on mutual consent of Institute and Service Provider.

4.TRIAL PERIOD:- The contractor will be on trial for a period of three months from the date of operation of the kitchen/canteen services. If the Director, All India Institute of Ayurveda, New Delhi is satisfied with the quality of service being provided by the Contractor, the contract will be deemed to remain valid for the initial period of three years as laid down in this tender document. In case the canteen services are not found to be satisfactory, the contract can be terminated by Director AIIA.

5. The successful tenderer will have to submit performance security deposit of **3% of bid value(Approx Rs 60 lakh)** in form of Bank Guarantee in favor of Director, All India Institute of Ayurveda, New Delhi. The validity of this

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performance security shall be up to 60 days after expiry of contract period. The specimen of the Bank Guarantee is enclosed as **Annexure - VI**.

6.The contractor will have to arrange the required manpower, material and other resources for the establishment and operation of Patient Diet Kitchen and Canteen services within a period of 15 days of the award of the Contract/Letter of Intent.

7.The Contractor shall be responsible for engaging adequate number of trained / semi-trained manpower required (to be mutually agreed) for providing good patient's diet kitchen/canteen services in All India Institute of Ayurveda. The Kitchen personnel should consist of Site Manager, Supervisor, Head Cook, Cooks, Cook Mates, Masalchi, Distributors (stewards), store in-charge and cleaning personnel. Cleaning of kitchen area, seating area adjacent kitchen will be in the scope of Canteen Contractor. Therefore, the contract will have to engage house-keeping personnel also for cleaning etc. The material required for cleaning of floors, doors, furniture etc. will also be arranged by the contractor.

8. Manager, Supervisor should be experienced and should have Hotel/Catering Diploma of 3 years in Healthcare Industry. Certificate of the same should be attached. Head Cook & Cook should have at least 2-3 years' experience of working in Healthcare Industry. Certificate of the same should be attached.

SCOPE OF WORK

9.The firm/agency will also be required to provide canteen services to the faculty, students, staff of the Institute (approximately 500 people) and the patients (1000 OPD patients/day) and their attendants visiting the Hospital. Number of persons may vary on day to day basis.

10.The Canteen will be required to serve tea/coffee/cold drinks, snacks, high tea, lunch/dinner etc. in various official meetings, programs, seminars and functions organized by the Institute from time to time. In addition, people visiting All India Institute of Ayurveda in connection with various academic activities of the Institute also avail these services. The prices of these items to be charged as per the contract rates or shall be decided beforehand in consultation with the Institute.

11.While standard shift timings and attendance rules shall apply, the operations are across 3 shifts, 24*7 operations for 365(or 366) days.

12. The Patient Diet Kitchen service is basically meant for serving and making meals for patients admitted in the Hospital as per the written instructions of Hospital Dietician/Ward Sister-In-Charge in the All India Institute of Ayurveda. It includes arrangement of all raw material like Grocery, Spices, Fresh Vegetables, Fresh Fruits, Egg, Milk, Utensils etc. for preparation of Food and the distribution of the prepared fresh food items to each of the patients, bed-wise in the Patients Wards as per the direction of the concerned in-charge of the hospital authorized by the Director, AIIA. This preparation and distribution of the food of the Patient Diet Kitchen Services should be managed efficiently, through trained and experienced Patient Diet Kitchen Manpower and Supervisory Management as per the approved time schedule of diets given by the Competent Authority of Institute from 6.00 am to 12.00 pm on all the 7 days of the week for a period of one year from the date of commencement of contract. Participating Bidders, who are in this business, are well aware that diets are different for different categories of patients. There are three major categories of patients:

1)Those who can eat normal foods like rice, Roti, fruits etc.

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II) Those who can eat semisolid foods like khichadi, Dalia, soup etc.

III) Those who are very sick (n=50-100 patients) and can take only liquid diet or ryles feeds (milk or curd based with about 1-1.5 Kcal/ml energy). It may be high protein or low protein diet depending on patients (modification can be done under the guidance of dietitian)

The complete details of the various types of the patient diets along with quantity of each items being served and a sample menu of each of the diets may be seen at **Annexure – IV**. This diet is only illustrative for the benefit of the contractor to enable him to quote the prices in the Financial Bid. In cases where the diet plan may vary necessitated due to individual requirements, the cost for such meals will be worked out by the Institute and paid to the contractor

13. The Patient Diet Numbers would depend upon the Bed occupancy on per day basis and the successful bidder will have to provide the food as per requirement. At present 25-30 patients are taking meals from hospital kitchen.

14. The contractor has to cater to any additional need of All India Institute of Ayurveda, New Delhi on short notice (any increase in required manpower, duly paid), if any such need arises in the tenure of the Contract. However, the following minimum requirement of manpower is necessarily ensured to be hired by the Contractor on full time basis;

(1) Canteen Manager	01
(2) Kitchen Supervisor	02
(3) Head Cook	02
(4) Cook	04
(5) Kitchen Helper	04
(6) Steward	04

15. **Taxes and Duties:** The Contractor shall be entirely responsible for all Taxes, Duties, Food License Fees, etc. incurred until delivery of the contracted Services to the Purchaser. However, Sales tax/GST (not surcharge in lieu of Sales Tax/GST) in respect of the transaction between the Purchaser and the Supplier shall be payable extra, if so stipulated in the Letter of Award/Service Contract.

16. **Service and payment:-** The bidder shall have to facilitate the catering service during meetings/seminars/Lectures etc. The demand for the same will be raised by Institute through a designated person. These services will be provided on credit basis during entire calendar month. The payment will be made on submission of invoice along with demand received from the Institute.

17. **Applicable Law:** The Contract shall be interpreted in accordance with the laws of the Union of India

18. **Dispute and Jurisdiction:** Any legal disputes arising out of any breach of contract pertaining to the whole process of this tender shall be subject to the jurisdiction of Civil Court Delhi.

19. **Force Majeure:**

a) The service provider shall not be liable for forfeiture of its performance security, liquidated damages, penalty or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

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b) For purpose of this Clause, “**Force Majeure**” means an event beyond the control of the Service Provider Agency and not involving the Service Provider Agency’s fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the All India Institute of Ayurveda, New Delhi either in its sovereign or contractual capacity, wars or revolution, fires, floods, epidemics, quarantine restrictions and freight embargoes.

c) If a Force Majeure situation arises, the Service Provider Agency shall promptly notify the All India Institute of Ayurveda, New Delhi in writing with adequate proof of such conditions and the cause thereof. Unless otherwise directed by the All India Institute of Ayurveda, New Delhi in writing the Service Provider Agency will continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by Force Majeure event.

20. INSPECTION OF KITCHEN

a) The inspections shall be carried out by the Hospital Canteen Committee or Inspection Committee constituted by Director, All India Institute of Ayurveda, New Delhi at the premises of the Institute, where the Service provider Agency is presently operating their Patient Diet Kitchen/Catering Services.

b) Internal compliances must be adhered as per the NABH norms.

c) The Contractor shall maintain Key Performance Records and performance indicators in prescribed formats (feedback forms) which will be reviewed by inspection and **canteen committee** of All India Institute of Ayurveda, New Delhi from time- to-time.

d) Inspection note will be issued by the Inspection Committee verifying the Food Quality, ---Hygiene conditions during food preparation/distribution, Performance of Contractor, Details of services with the assessment of behavior and etiquettes of Contractor staff handling the services in such organization.

e) When the inspection conducted on the Contractor’s work place, all reasonable facilities and assistance including access to Food preparation, Storage, General Patient Diet Kitchen Records and distribution area shall be provided to the inspectors at no charge to the Purchaser.

f) Hospital Inspection Committee of All India Institute of Ayurveda, New Delhi has authority to collect the sample of Food/raw material used in the Kitchen any time for assessment of Food Quality and subsequent mode of action which shall be carried out by contractor.

g) The Institute reserves the right to appoint officers/officials to inspect the quality of raw material, food and other items prepared and sold in the canteen. Any defect(s) pointed out by such officers/officials during their visits shall be properly attended to by the Contractor, failing which penalty would be imposed at the discretion of the Competent Authority.

21. PAYMENT OF WAGES

a) The contractor shall be solely responsible for compliance to provisions of various Labour, Industrial and any other laws applicable and all statutory obligations, such as, Wages, Allowances, Compensations, EPF, Bonus, Gratuity, ESI, etc. relating to Patient Diet Kitchen personnel deployed in the Patient Diet Kitchen of All India Institute of Ayurveda, New Delhi as per the Central Govt. approved rates. **The ‘All India Institute of Ayurveda, New Delhi’ shall have no liability in this regard.**

b) Labour Wages to be paid as per prevailing rules to his deployed personnel

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on monthly basis on or before 7th of each month.

c) Insurance and Accidental Claim: The Contractor Agency shall be solely responsible for any Insurance/accident/medical/health related liability/compensation for the personnel deployed by it at Patient Diet Kitchen of All India Institute of Ayurveda, New Delhi for its smooth functioning. The 'All India Institute of Ayurveda, New Delhi shall have no liability in this regard.

22. Electricity, PNG and Water Charges:

a) The Contractor will be required to pay to the Institute electricity and water charges on actual basis usage in the hospital kitchen and canteen, for which sub-meters shall be provided.

b) The successful bidder has to make its own arrangement of LPG Gas and other items not part of the infrastructure provided by the Institute till PNG Connection is provided to them. PNG connection has been installed, however, the PNG supply is yet to be start. On successful supply of PNG and its usage the Bill of PNG will be paid by the contractor.

c) The Contractor shall arrange at his own cost proper back up of the gas, fuel, grocery and raw materials required to run the canteen. At no point of time the kitchen services should come to a halt for lack of the gas, fuel or other essential supply of grocery, raw materials etc.

23. TERMINATION OF CONTRACT

a) If the Contractor withdraw at any time or the services provided by the Contractor are not found satisfactory during the trial period of three months from the date of taking over charge of the canteen services, the All India Institute of Ayurveda, New Delhi reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

b) In case of failure to comply with the provisions of the terms and conditions mentioned, by the contractor / its agency that has been awarded the contract, the All India Institute of Ayurveda, New Delhi reserves the right to award the contract to the next higher tenderer or any other outside agency and the difference of price payable to the new agency will be recovered from the defaulter agency.

c) **The Contract can be terminated by either side, i.e., by All India Institute of Ayurveda, New Delhi or the Contractor, after giving three-month notice to the other party extendable by mutual agreement till alternate arrangements are made.** However, the All India Institute of Ayurveda, New Delhi reserves the right to terminate the contract without giving any notice in case the Contractor commits breach of any of the terms of the contract. The decision of the Director, All India Institute of Ayurveda, New Delhi in such a situation shall be final and binding for acceptance by the Contractor without any objection or resistance.

24. Facilities and Equipment provided by the Institute:

a) The All India Institute of Ayurveda, New Delhi will provide free of cost kitchen area measuring 230 sq. ft. along with state of the art, modern kitchen equipment as per items listed in **Annexure VII**. The Institute will also provide an area of 171 sq. ft. for the Canteen services for the benefit of the AIIA staff, faculties, students, patients and general public. The Institute will provide the entire infrastructure required with a state of the art/modern kitchen at its own

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cost to the contractor. The broad inventory list of such items may be seen at Annexure VII. Such items which are not provided by the Institute but is considered essential for the proper running of the kitchen shall be arranged by the contractor at his own cost.

b) Maintenance and Return of Equipment provided:	The Contractor will maintain all the equipment in good condition provided for the kitchen services and in the canteen at his own cost. This equipment will be periodically checked and kept in good working condition not only from the point of view functionality and safety but also from view of hygiene and cleanliness. On the expiry of the contract or termination, the Contractor shall return (as per inventory) all the equipment in good working condition and any damage or loss shall be duly compensated to the Institute. The decision of the Director, All India Institute of Ayurveda, New Delhi for amount of compensation for such damage/loss shall be final and binding on the Contractor.
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25 PENALTY:

Penalty clause	Amount of penalty	Repeat default
On the event of same Service Provider being awarded both "Running of Canteen for Hospital and Visitors" and "Inpatient Diet" contract, the staff and material shall not be used interchangeably	Rs. 5,000/ day	termination of the contract
No bill provide or excessively charged for food found	Rs.1000/- per occasion	
Noncompliance on hygiene	Rs.1000/- per Occasion	
Rotten or poor quality of vegetables /Fruits	Rs.2000/- per Occasion	
poor quality of rice	Rs.2000/- per Occasion	
each day of unauthorized closing of canteen	Rs. 5,000/ day	Black listing and termination of contract
over stay on termination of contract	Rs. 10,000/ day	
staff if found without proper uniform or ID card	Rs.50 per day of defaulter person.	
Any complaint by visitors or staff if not attended within 48 hrs.	Rs.500/- for each complaint	
complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc.) cooked along with food found in any food item	Rs. 5,000 per complaint	
Non-availability of complaint register or discouraging members from registering complaints	Rs. 2,500/-	

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Food poisoning	Rs.10,000/-	Black listing and termination of the contract
Dilute or adulterated milk	Rs 2,000/-	
Improper Pest control	Rs1,000/-	
Absence of proprietor or his representative empowered to take decision during meetings on due invitation or during inspections	Rs 10,000/-	

26. The **Pest & Rodent control** also stray animals & Hygiene of Canteen area is “**Zero Tolerance Zone**” and therefore, the Service provider is entirely responsible for proper pest, rodent control and stray animals in the whole Canteen area (control in food storage, processing, preparation areas, pantries, Vessel wash / Utility areas and staff rooms) and the Service Provider will at his own cost arrange for daily pest control check and an intensive, professional thorough pest control service during the night time once in a week. Report regarding such pest control carried should be submitted to Care takers Office. Non-compliance with respect to undertaking pest control or submission of requisite report will attract termination of service. Use of Professional Pest control services by the Service provider shall not be construed as subletting, in such case conduct of the persons engaged for pest and rodent control shall be the responsibility of service provider for any act commission & omission of performed by such persons. The Service Provider shall make proper arrangement for spraying with appropriate World Health Organization (WHO) approved pest control materials in and around all Canteen area on a daily basis/regularly to avoid fly / mosquito menace. The impute chemicals will be inspected by the committee/authorized official of the Hospital at their discretion before use.

27. The Service provider shall ensure that all flammables, disinfectants, cleaning agents, pesticides are stored in a separate demarcated area under lock & key at all the times with restricted access.

28. **Assistance to Contractor:** The contractor shall not be entitled to assistance either, in the procurement of raw materials required for the fulfillment of the contract or in the securing of transport facilities.

29. The rates once accepted by the All India Institute of Ayurveda, New Delhi shall remain unaltered throughout the period of contract, including any extended period.

30. The contractor shall not sublet transfer or assign the contract to any part thereof to any other party without the written permission of the Director, All India Institute of Ayurveda, New Delhi. In the event of the contractor contravening this condition, Director, All India Institute of Ayurveda, New Delhi shall be entitled to place the contract elsewhere on the contractor's account at his risk and contractor shall be liable for any loss or damage, which the Institute may sustain in consequence or arising out of such replacing of the contract.

31. CANTEEN PERSONNEL

a) The Contractor shall be responsible for engaging adequate number of trained/semi-trained manpower required for providing good patient diet kitchen/canteen services in All India Institute of Ayurveda.

b) The employees of the Contractor should possess good health and should be

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free from any diseases, especially contagious and frequently recurring diseases.

c) The Contractor will, prior to the commencement of the operation of contract, make available to the AIIA, the particulars of all the employees who will be deployed at the Institute's premises for running the Kitchen/Canteen. Such particulars, inter alia, should include age/date of birth, permanent address, police verification report and profile of the health status of the employees.

e) The Contractor shall be responsible for timely payment of wages to his/her workers as per Minimum Wages Act of NCT of Delhi Government and fulfill all other statutory obligations, such as, Provident Fund, ESI, Service Tax etc. in force from time-to-time.

f) The Contractor shall ensure proper discipline among his/her workers and further ensure that they do not indulge in any unlawful activity.

g) Employment of child labour is strictly prohibited under the law. Therefore, the Contractor will not employ any child below the age of 18.

h) Contractor should mandatorily report to the concerned Administrative Authorities in the Institute, who are looking the operations of Kitchen Dietary Services from Client Side (i.e. from All India Institute of Ayurveda, New Delhi) in writing for their staff absence due to sickness & give replacement if sickness is long term.

i) The workers employed by the Contractor shall be directly under the supervision, control and employment of the Contractor and they shall have no connection what-so-ever with All India Institute of Ayurveda (AIIA). The AIIA shall have no obligation to control or supervise such workers or to take any action against them except as permissible under the law. Such workers shall also not have any claim against AIIA for employment or regularization of their services by virtue of being employed by the Canteen Contractor, against any temporary or permanent posts in AIIA.

j) The Contractor shall ensure that either he/she himself/herself or his/ her representative is available for proper administration and supervision at the works to the entire satisfaction of the Institute.

k) The Contractor shall at all times keep indemnified the principal employer, namely, All India Institute of Ayurveda, New Delhi, Head of the Institute and its officers and concerned staff for and against all third party claims whatsoever (including property loss and damage, personal accident, injury or death of any person) and/or the owner and the Contractor shall at his/her own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act / Fatal Accident Act, Personal Injuries, Employees State Insurance Act, PF Act, etc. in force from time to time.

l) The kitchen/canteen staff shall be issued Identity Cards bearing photographs. The contractor shall provide sufficient sets of Uniforms and pair of shoes to his employees and shall ensure that they wear them all times and maintain them properly neat and clean.

m) The Contractor shall be personally responsible for conduct and behavior of his staff and any loss or damage to Institute's moveable or immoveable property due to the conduct of the Contractor's staff shall be made good by the contractor at his own cost. If it is found that the conduct or efficiency of any person employed by the Contractor is unsatisfactory, the Contractor shall have to remove the concerned person and engage a new person within 24 - 48 hours of intimation by All India Institute of Ayurveda, New Delhi. The decision of the Director, All India Institute of Ayurveda, New Delhi or the designated officer in

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this regard shall be final and binding on the Contractor.

32. HYGIENE OF KITCHEN:-

a) The Contractor shall ensure compliance of all laws relating to cleanliness, sanitary, hygienic and health conditions and other laws in force from time to time with regard to the environment around cooking place, dining hall and surrounding etc.

b) The Contractor shall keep the Kitchen/Canteen and its surrounding areas clean and up to date sanitation every day after the services are over. The cleaning includes cleaning of kitchen, canteen hall, floor, counter, benches, tables, chairs, etc. The administrative staff of the Institute will have 24-hour access to inspect the kitchen premises at any time for ensuring the cleanliness and hygienic conditions of the kitchen, canteen and dining hall premises

c) Deep cleaning of ducts, exhausts and ventilators and pest control will be performed at approved periodic intervals by successful bidder.

The bidders will observe the following conditions for hygiene

a. Bidders will ensure that all the workers thoroughly washed their hands with soap and hot water after touching food and before performing the next job function. Always dry hands on a clean towel. Hair can also carry germs so keep it tied back and wear a hairnet.

b. Clothings of staff should be cleaned and light-coloured so that stains are immediately visible.

c. It is essential to avoid contact between food and air so make sure it is always stored in lidded containers or covered with plastic wrap, particularly when it is still hot. The professional refrigerators line by Electrolux Professional are specifically designed to keep the internal temperature constant even with frequent opening and closing.

d. Food must be defrosted in the fridge to prevent the growth of bacteria caused by sudden temperature changes. Kitchen should be equipped with refrigerated cabinets the perfect microclimate and maintain the temperature and moisture content of the food.

e Bidder will use different utensils and chopping boards for raw and cooked foods and for different types of food to avoid cross-contamination from harmful microorganisms.

f. There is a very close relationship between temperature and microbial load: food must be served at a temperature of at least 70° C.

g. Food should be served without touching them directly.

h. Clean kitchens after every use. Wash and sanitise ovens and sinks once a day.

i. Use the right dishwashing detergents and temperatures or, even better, use dishwashers with a sanitising function, like the green&clean .

33. Storing/supply/sale and consumption of drugs, alcoholic drinks, cigarettes or any other items of intoxication are strictly prohibited in the Institute's premises, including Kitchen/Canteen. Any breach of such restrictions by the Contractor will attract deterrent action against the Contractor as per Statutory norms.

34. The Contractor shall not use the hospital kitchen or canteen premises for any other activity except for the purpose for which it has been provided for.

35. Medical Records:-

a) Contractor shall submit the medical records of its staff before they are deployed for the service at the premise of the client. Following tests would be covered under a general medical checkup:

o Physical

o CBC routine

o Urine routine

o Stool routine

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o Chest X-Ray at the time of recruitment (Chest X-Ray for all food handlers once in every three years)

b) The 6 monthly tests/costs for routine examinations would be carried out in the AIIA Hospital.

c) As a special case, contractor would bear the expense of the Hep. B injection and skin test only for food handlers.

35. MENU

a) Menu with grammages as per annexure IV & VIII shall be provided.

b) Menu will be planned by Department of Swasthvritta quarterly as per the availability of vegetables and fruits seasonally and prepared accordingly.

c). Non availability of raw material has to be informed by contractor. Replacement or any changes will be decided by Department of Swasthvritta.

d) Contractor would provide the standard brand list with 3-4 options of each item and food items of selected brand by Department of Swasthvritta will only be used.

e) The quality of the raw materials to be used for preparation of food and food served should be of highest standard and fresh. There shall be no compromise on the quality of food supplied by the contractor and if any such incidence or food adulteration is found, action deemed fit, including black listing the firm, shall be taken by the Institute and all the rules of Prevention of Food Adulteration Act (PFA Act) will apply.

f) Contractor should ensure that no MONOSODIUM GLUTAMATE will be used in food preparations.

36. Contractor to invest in crockery, cutlery, glassware & pots & pans. Crockery for service to different wards (Super-Delux, Deluxe & General patients) after approval from Director, AIIA or designated officer.

37. Billing format, meal preparation and delivery protocols & procedure will be finalized after approval of Director, AIIA or designated officer.

38. The Contractor shall maintain a Key Performance Records in formats approved by Director, AIIA or designated officer for Patient Diet Kitchen of All India Institute of Ayurveda, New Delhi and submit by end of every month.

39. The Contractor shall not use the hospital kitchen or canteen premises for any other activity except for the purpose for which it has been provided for.

40. Intercom will be provided by AIIA & no charges for the same will be borne by contractor.

41. Contractor should ensure that no chipped/cracked/stained/greasy crockery & cutlery will be used for staff, patients & visitors.

42. The Contractor shall not be entitled to use the accommodation allotted by the All India Institute of Ayurveda, New Delhi for any other purpose or business other than running of Patient Diet Kitchen and Canteen at All India Institute of Ayurveda, New Delhi Hospital Complex premises.

43. The Contractor shall not use the name of the All India Institute of Ayurveda, New Delhi in business dealing with other persons or traders.

44. The Contractor shall install his electronic fly - kill / insect repellent equipment, emergency lighting at his own cost; if it is not provided by the Institute.

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Technical Bid for Providing Patient Diet Kitchen Services To All India Institute Of Ayurveda, New Delhi

Name of the Company/Firm and

Complete registered address_____

1. Name of proprietor / Director of the Firm/Agency/Company

2. Legal Status (Individual, Proprietary firm, Partnership firm, Limited Company or Corporation) (A copy registration must be enclosed)

3. Has your company/firm ever changed its name any time? If so, when, the earlier name and the reason thereof?

4. Were you or your company ever required to suspend catering services for a period of more than 06 months continuously after you commenced the catering services? If so, give the name of the contract and reasons thereof.

5. Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract

6. Full Address of Reg. Office

7. Telephone Nos/ Fax Nos/ E-mail Id

8. Details of Banker of the Firm with full address

Telephone/ Fax Nos /E-mail Id. of Banker

9. Bank Ac/s No. of Firm for ECS

:

Payments

10. PAN, TIN, TAN, GST&

:

Registration No of the Firm
(Enclose a copy of the same)

11. Details of Cost of Tender

:

12. Food License & Other relevant

Certificate Details (Copy of the

Same must be enclosed)

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13 Labour License, EPF, ESI :

Registration (Copy of the Same must be enclosed)

14. Affidavit duly notarized on Stamp : _____

Paper Worth of Rs. 50/-) stating
that no Criminal/Black listing case
is pending against the firm.

15. Financial turnover of the participating Firm/Agency/Company for the last three financial
Years
(Attach separate sheet if space provided insufficient)

Financial Year	Turnover Amount (Rs.)	Remarks, if any
2018-2019		
2019-2020		
2020-2021		

16. Give details of major contracts handled of similar nature (i.e. Patient Diet Kitchen/Catering Services) by the tendering Firm / Agency/ Company for the last Three years in the following format (enclose the self-attested copies):(if the space provided is insufficient, a separate sheet may be attached)

S. No.	Details of client along with address, telephone numbers and Fax numbers	Amount of Contract (Rs.)	Duration of Contract	
			From	To
1				
2				

(Signature of authorized person)

Date_____

Full

Name:_____

Place:_____

Seal

:_____

ANNEXURE - III
Financial Bid

(In sealed Cover-II super scribed "Financial Bid")

The Financial Bid will be submitted in two Parts. Part I will be exclusively relating to Patient Diets

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as per specific details given in Annexure __. Part II will exclusively pertain to the Canteen Services meant for persons other than patients.

Part I - PATIENT DIET SERVICES

Offer of rates to be submitted in following sub-heads and shall be inclusive of all charges, statutory obligations and any other expenses related to or incident to performance of the job under reference and with regards to terms and conditions specified herein before. In bill the bifurcation of all taxes should be shown clearly. Please read the details regarding the Specification, Quantity of each of Diet as given in Annexure _____. The bidder should carefully read the details, specifications and quantity of each diet as given in the aforesaid Annexure

Types of Diet

- Ayurvedic Drinks**

S.No	Items	Rates (Amount in Rupees)
1.	One Cup Green tea (Readymade) - 200 ml	
2.	Ginger water - 125 ml	
3.	Lemon grass water - 125 ml	
4.	Full cream Milk (200ml) + 2 gm Turmeric powder	
5.	Buttermilk with cumin powder- 200ml	
6.	Bitter gourd juice (Patola Rasa) - 200 ml	
7.	Garlic Milk - 200ml	
8.	Milk (200ml)	

- Ayurvedic recipes**

S.No	Items	Rates
1.	Rice porridge (Yavagu) - 1 cup (300gm weight)	
2.	Kichadi (Prepared from 1 part of Rice + 1/4th Part of Mung dal) 1 cup (300 gm weight)	
3.	Rice Gruel (300 gm weight)	
4.	Mung Dal with Pomegranate without tadka (Dadima Yusha) 1 Katori - 25 gms (Raw weight) 125 gms cooked weight	
5.	Mung Dal with Pomegranate with takda (Dadima Yusha) 1 Katori - 25 gms (Raw weight) 125 gms cooked weight	
6.	Dalia - 1 cup (250 gm weight)	
7.	Idli (Plain) 2 pieces [25 gm each] with Chutney	
8.	Puffed Rice (Mumure) recipes - 1 Katori (150gm weight)	
9.	Soup prepared from Mung dal and Radish - 1 cup (300ml volume)	
10.	Vegetable Upma - 1 cup [250 gm]	

- Snacks and Biscuits**

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S.No	Items	Rates (Rs For staff)	Rates for Visitors
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1.)	One Samosa - 70 grams		
2.)	One Bonda - 70 grams		
3.)	One Dal Vada - 70 grams		
4.)	One Chana Vada- 70 grams		
5.)	One Gobhi Pakora - 70 grams		
6.)	One Half-piece Bread Pakora		
7.)	One Full piece Bread Pakora		
8.)	One piece Sambar Vada - Vada weighing 70 grams		
9.)	Two piece Sambar Vada - each vada weighing 70 grams		
10.)	One Vegetable Cutlet – 70gm grams		
11.)	One piece bread slice (big size)		
LUNCH			
12.)	One Roti (Tawa) - 70 grams		
13.)	One Roti Tandoori - 100 grams		
14.)	One Katori Dal - 200 grams		
15.)	One Katori Chhole - 200 grams		
16.)	One Katori Rajma - 200 grams		
17.)	One Katori Kadhi Pakora (with 02 piece pakoras) - 200 grams		
18.)	One Katori Seasonal Vegetable - 200 grams		
19.)	One Katori Kofta Curry with two pieces koftas - 20(grams		
20.)	One Katori Aalu Matar - 200 grams		
21.)	One Katori Baingan Bharta - 200 grams		
22.)	One Katori Mixed Vegetable - 200 grams		
23.)	One Katori Dahi - 200 grams		
24.)	One Katori Raita - 200 grams		
25.)	One Katori Dahi Vada (02 piece vada)- 200 grams		
26.)	One Katori Matar Paneer - 200 grams		
27.)	One Katori Kaju Korma - 200 grams		
28.)	One Katori Nutri Paneer - 200 grams		
29.)	Half Plate Rice (Basmati)/ Pulao - 200 grams		
30.)	One piece Gulab Jamun - 60 grams		
31.)	One Piece Burfi - 60 grams		
32.)	One Piece Ruskulla - 60 grams		
33.)	White gourd/Carrot Halwa - 60 grams		
34.)	Ice-Cream (Any brand and weight)		
35.)	Tetra pack juices		

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36.)	Matar Kulcha		
37.)	Roasted Peanuts		
38.)	Rostated Chana		
39.)	Coconut Water		
40.)	Buttermilk		
41.)	Nimbos		
42.)	Juice without sugar		
43.)	Aampana		
44.)	Herbal Tea		
45.)	Ice Tea		
46.)	Lemon Tea		
47.)	Boiled Chana Chaat		
48.)	Premix		
49.)	Paddu /Appe		
50.)	Bhelpuri		
51.)	Mini Dosa		
52.)	Pav Bhaji		
53.)	Nachos/Khakhra		
Catering services rate for Meetings/Seminars(as per Menu at Diet 15)			
54.)	Breakfast		
55.)	High Tea		
56.)	Evening Tea		
57.)	Working Lunch		
58.)	Ordinary Lunch		
59.)	Special Lunch		
Total			

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Types of Diet
Snehapana Diet
Antihypertensive diet Diet-2 Anti- arthritic diet Diet-3
Normal Diet(A)-4
Normal Diet(B)-5
Normal Diet(C)-6

ANNEXURE-IV**AYURVEDIC DIET**

Snehapana diet -1000 K Cal - Diet 1			
Meal pattern	Meals	Quantity	Amount
Meal when needed after taking Sneha	Chapathi/Phulka (Ghee glazed)	1 nos	1 [60 gm cooked weight]
	Seasonal Vegetables (Except Potato, peas, bhindi, pumpkin, brinjal or fibrous veg)	1 cup	200gm
	Rice gruel/Green gram soup	1 Karchi	25 g raw unit = 75 g
	Green gram soup	150 ml	
	Ginger & coriander powder processed warm Water	200 ml	
Evening	Dry Ginger Tea	1 cup	150 ml
Dinner	Rice green gram soup	1 Karchi	25 g (raw unit of 20 rice & 5 gm of Mung) = 75 g (cooked)
Bed time	Ginger water	1 glass	200 ml
No Bread or biscuits			

Anti-Hypertensive diet -1600 K Cal- Diet 2			
Meal pattern	Meals	Quantity	Amount
Break fast	Milk (Turmeric & Ginger processed)	1 glass	200 ml
	Veg Dalia	1 Karchi	75g(cooked weight)
Lunch	Chapathi/Phulka (No Ghee)	2 nos	1 medium size roti [60 gm cooked weight]
	Salads	1 Karchi	25 g (raw unit)
	Dal/Pulses/legumes		

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	(Green Gram, Horse gram, Dal, Masoor, Arhar)	1 Karchi	25 g (raw unit) = 125 g
	Seasonal Vegetables (Except Potato)	2 Karchi	200g (cooked weight)
	Butter milk (Garlic processed)	1 cup	200ml
Evening snacks	Fruits - Seasonal fruits	1 serving	
	Tea	1 cup	150 ml
Dinner	As same as lunch		
Bed time	Milk (Ginger processed)	1 glass	200ml

Arthritis diet -1400 K Cal Diet 3			
Meal pattern	Meals	Quantity	Amount
Break fast	Milk (Turmeric & Ginger processed)	1 glass	200 ml
	Dalia/cornflakes/Rice flakes	1 Karchi	75g(cooked weight)
Lunch	Chapathi/Phulka (glassed with Ghee)	2 nos	1 medium size roti [60 gm cooked weight]
	Dal/Pulses/legumes (Green Gram, Horsegram, Matki Dal, Masoor, Arhar)	1 Karchi	25 g(raw unit) = 125g
	Seasonal Vegetables (Except Potato, Cabbage,Cauliflower)	2 Karchi	200g (cooked weight)
	Butter milk (Garlic processed)	1 serving	200 ml
Evening Snacks	Tea/Ginger water	1 cup	150 ml
Dinner	As same as lunch		
Bed time	Milk (Ginger processed)	Bed time	Milk (Ginger processed)

• **Sample Diet For Normal Economy Category Diet 4**

Services	Diet	Specification Economy Rooms	Meal Size
Morning Tea	Readymade Tea/Coffee /Evening Snacks (Refer The	Tea Cup, 1 Hot Water Flask, 2 Biscuits Packet	150ml 2 No's

	Menu		
Breakfast	Cereal/ Snack 1 Milk	Cereal Bowl /Dal Bowl, Hot Water Flask,1Spoon, Condiment Bowl	60 Gm 200 Ml 150 Gm
Lunch	Chapatti Rice(Cooked) Veg 1 Lentil Curd Salad	Compartment Plate, salt and Pepper sachet, Spoon	3 no. (60gms each) 100 gm 100 gm 125 gm 100 gm 50 gm
EVENING TEA	Readymade Tea/Coffee	Tea Cup, Hot Water Flask, 1 Tea spoon	150 ml 2 No's
DINNER	Same as lunch (Note: No curd in dinner)		

- **Sample Menu Diet 5**

[illegible]

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	Ginger, Gur, dalchini)	Ginger, Gur, dalchini)	Ginger, Gur, dalchini)	Ginger, Gur, dalchini)	Ginger, Gur, dalchini)	Ginger, Gur, dalchini)	Ginger, Gur, dalchini)
Dinner	Chapatti	Chapatti	Chapatti	Chapatti	Chapatti	Chapatti	Chapatti
	Rice/ Khichri	Rice/ Khichri	Rice/ Khichri	Rice/ Khichri	Rice/ Khichri	Rice/ Khichri	Rice/ Khichri
	Yellow Moong dal/ Ghiya	Green moong dal	Yellow moong dal	Masoor dal	Green moong dal	Yellow moong dal	Green moong dal
	Mix Veg. With simple gravy	Sitaphal Veg. with simple gravy	Karela Veg. with simple gravy	Raw banana Veg. with simple gravy	Sitaphal Kachumbar Veg. with simple gravy	Methi veg Mix with simple gravy	Kundru/ Mix with Veg. simple gravy

• **Sample diet for Deluxe Category(B) [Diet 6]**

SERVICES	Diet	Specification For Delux Rooms	Meal Size
MORNING TEA	Readymade Tea/Coffee	Tea Cup, 1 Hot Water Flask, 2	150ml 2 no's
BREAKFAST	Cereal/ Snack 1 Milk Fruits	Cereal Bowl/Dal bowl, Hot water Flask, 1 Spoon, Condiment Bowl, Fruit Plate & Fork	60gms 200ml 150gms
MID-MORNING	Beverages (*Refer the cyclic menu)	Glass/bowl With salt & black pepper sachet	200 ml
LUNCH	Chapatti Rice(Cooked) Veg 1 Veg2 Lentil Rice Curd salad	Compartment Plate, Salt and Pepper sachet, Spoon	3 no's(60 gms each) 75 gms 100gm 100gms 125 gms 100gms 50 gms
EVENING TEA	Readymade Tea/Coffee /Evening Snacks(refer the menu)	1 B&B PLATE for /Snack, Tea Cup, Hot Water Flask, 1 Tea spoon	150 ml 2 No's/60gms
EVENING BEVERAGE	Soup		200ml
DINNER	Same as Lunch (Note: Curds will not be served during dinner)		
BEDTIME	Milk	Flask, Cup	200 ml

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- **Sample diet for Super-deluxe category(A) [Diet 7]**

Services	Diet	Specification	Meal Size
MORNING TEA	Tea/Coffee	Tea Cup, Saucer, Creamer, Stirrer, Napkin, 1 Sugar free sachet, 1 Regular Sugar, Hot Water Flask, Tea and coffee sachet, Tea spoon, Zip Bag	150ml 2 no's
BREAKFAST	Cereal Milk Snack 1 Fruits	Cereal Bowl, Underliner, sugar free sachet, Regular Sugar sachet 2 Spoons Napkin, Zip Bag Condiment Bowl Full Plate and Dal Bowl Salt and pepper sachet Fruit Plate & Fork	30 gm 200 ml 60 gm 150gms
MID MORNING	Beverages (*Refer the cyclic menu)	Glass/bowl With salt & black pepper sachet	200ml
LUNCH	Chapatti Rice(Cooked) Veg 1 VEG2(paneer veg) Lentil Salad Curd Dessert	Full Plate, 1 vegetable Bowls, 1 Rice Bowl, 1 dal Bowl, packed curd ,Salad Bowl, Pickle Sachet, Salt and Pepper sachet, Tooth pick, Mouth Freshener, Spoon and Fork, Dessert Bowl with Tea spoon/ B&b for cut fruits , Zip bag	3 no's (60 each) 75 gms 100gms 100gms 125 gms 50 gms 100 gms
EVENING TEA	Tea/Coffee /Evening Snacks	1 B&B PLATE for Sandwich, Tea Cup, Saucer, D'lecta Creamer, Stirrer, Napkin, 1Sugarfree, 1 Regular Sugar Hot Water Flask, Tea and coffee sachet, 2 Tea spoon, Zip Bag	150 ml 2 no's /60grms
EVENING BEVERAGE	Soup	Soup Flask, soup Bowl and Underliner, Soup Spoon, Salt and pepper sachet, Napkin	200ml
DINNER	Same as Lunch (Note: Curds will not be served during dinner)		
BEDTIME	Milk	Flask, Cup & Saucer,	200 ml

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		Sugar Free, Sugar Sachet, Tea spoon, Napkin	
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- Full Liquid Diet [Diet 8]**

S.No	Items
1.	Fruit juices-orange, mango, pineapple, litchi, mix fruit, guava, grapes, Apple
2.	Tender coconut water
3.	Milk
4.	Soups: Vegetables, Lentils soup etc, Ragi Soup
5.	Tea
6.	Coffee
7.	Butter milk
8.	Rice kanji

- Full Liquid Diet (Sample Menu per Day) [Diet 9]**

Meal pattern	Meals	Quantity	Amount
6am	Tea	1 cup	200 ml
8am	Milk/Milkshake/Buttermilk	1 glass	200 ml
10am	Coconut water	1 glass	200 ml
12pm	Strained Vegetable soup	1 cup	150 ml
4pm	Tea	1 cup	150 ml
6pm	Strained dal soup	1 bowl	200 ml
8pm	Milk + Haldi	1 glass	200 ml
10pm	Roohafza /Coconut water	1 glass	200 ml

- Clear Liquid Diet [Diet 10]**

S.No	Items
1.	Clear soups
2.	Tinned apple juice
3.	Tinned pineapple juice
4.	Tender coconut water
5.	Roohafza
6.	Strained fresh lime juice
7.	Strained dal water
8.	Rice kanji

- Clear Liquid Diet -Sample Menu per Day [Diet 11]**

Meal pattern	Meals	Quantity	Amount
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6am	Tea	1 cup	200 ml
8am	Strained Fruit Juices	1 glass	200ml
10am	Coconut water	1 glass	200ml
12pm	Strained Vegetable soup	1 cup	150 ml
4pm	Fruit Juices	1 glass	200ml
6pm	Lemon water	1 glass	200ml
8pm	Strained Dal soup	1 glass	200ml
10pm	Roohafza /Coconut water	1 glass	200ml

- DIABETIC LIQUID DIET [Diet 12]**

S.No	Items
1.	Active apple juice
2.	Any fresh fruit juice with no added sugar
3.	Milk
4.	Butter milk
5.	Tea
6.	Coffee
7.	Tender coconut water
8.	Soups
9.	Fresh lime juice
10.	Any diabetic feed

Ryles tube feeds- Every 2 hourly from 6 am to 12 pm Sample Menu: Special Blend [**Diet 13**]

Food items included (Raw Unit)	Quantity (Amount)	Make up
Milk	00 (ml)	Volume up to 800 ml for 4 feeds
Refined Oil	15 (ml)	
Glucose	75(g)	
Com Starch	5 (g)	
Skim Milk Powder/High protein Supplement	30 (g)	
Egg white	3 no's	
Salt		
Rose syrup	1 tbsp	
Potassium (mg)	125	

- Distribution of feeds: [Diet 14]**

Meal pattern	Meals	Amounts
6 am	Milk	200ml
8am	Special Blend	200ml
10am	Special Blend	200ml
12pm	Special Blend	150 ml
2pm	Special Blend	200ml
4pm	Special Blend	150 ml
6pm	Special Blend	200ml
8pm	Special Blend	200ml

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10pm	Special Blend	200ml
12pm	Rice water/Dal water	200ml

• **MENU FOR OFFICIAL VISITOR'S MEAL ETC [Diet 15]**

S. No	Meal	Items	Amount
1.	ORDINARY LUNCH	Plain Rice	100 gms
		Chapati/Puri	4
		Dal	125gms
		Seasonal Veg	150 gms
		Curd preparations	100 gms
		Salad	50gms
2.	SPECIAL LUNCH	Cold drink/Soup/Juice	150 ml
		Pulao	150 gms
		Poori/Roti/Nan/Parantha	4 each 60 gm
		Dal	125gm
		Seasonal Veg	100 gm
		Paneer Dish	150 gm
		Curd preparations	100 gm
		Salad	50 gms
		Chatni/Pickle & Papad	15gms
		Fruit/Dessert	100 gms
Note.- Two days Continental/south Indian food will be prepared Menu will have more variety in special lunch. Find sample menu for the same.			
3.	WORKING LUNCH	Soup/Cold drinks/Tea/Coffee/Juice	200ml
		Veg. Cutlets/Dhokla	3 [50 gm each]
		Sandwich Cheese Veg	2[medium size bread]
4.	HIGH TEA	Tea/Coffee/Cold drinks/Soup	150ml
		Wafer/Biscuits	3
		Cutlets/Any Dry Snack/ Sandwich/Patties	2
		Pastry/Sweet	1/100gms
5.	EVENING TEA	Tea/Coffee with two Samosas/Bondas/Cutlets/Dry snack as per staff menu Tea/Coffee with Biscuits	2 Types
		One Cup Tea/ One Cup Coffee	
6.	BREAKFAST	Milk Porridge (oats/daliya/cornflakes/wheat flakes	
		Two Dry item (Poha/Upma/Idli (2) /cutlet/sandwich/Bread butter/Paranthas (2) Nada/ Dhokla/Omelet/Eggs (1) / Puri (2)	2

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		Juice/Tea/Coffee	
		Seasonal Fruit	

ANNEXURE - V**CERTIFICATE**

1. I, _____ Son / Daughter / Wife of Shri _____ Proprietor / Director/ Authorized signatory of the Agency/Firm/Company, mentioned above, is competent to sign this declaration and execute this tender document;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. I, do hereby declare that the our firm has neither been blacklisted/no criminal case pending against him (attach an affidavit duly notarized on Stamp Paper Worth of Rs. 50/-, stating that no criminal/Black listing case is pending against the firm) by any of the Govt. Institute/Ministries/Departments/PSUs with which the firm had it had dealing for running similar Patient Diet Kitchen/Catering Services during last three years nor has been penalized for inferior or poor quality in their services.

(Signature of authorized person)

Date: _____ Full Name: _____

Place: _____ Seal : _____

I/1489/2022

ANNEXURE -VI**BANK GUARANTEE FORM FOR PERFORMANCE SECURITY DEPOSIT**

To,

Director
All India Institute of Ayurveda (AIIA),
Gautam Puri, Sarita Vihar, Mathura Road,
New Delhi - 110076

WHEREAS.....

.....(Name and address of the supplier) (hereinafter called " the supplier" has undertaken in pursuance of contract no. Dated to supply (description of goods and services) (hereinafter called "the contract")

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of

(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein,

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid up to and including the.....Day of.....2021

(Signature with date of the authorized officer of the Bank)

.....
(Name and designation of the officer)

.....
(Seal, name & address of the Bank and address of the Branch)

I/1489/2022

ANNEXURE - VII

LIST OF KITCHEN EQUIPMENT TO BE PROVIDED BY ALL INDIA INSTITUTE OF AYURVEDA

S.No.	Description of items
1	Wash units
2	Pantry Service Table
3	Electric Tea Boiler
4	Electric Salamander
5	Soiled Dish Landing
6	Clean Dish rack
7	Work Table with sink
8	Storage racks
9	Cooking range gas burners
10	Gas griddle plate
11	Three sink wash unit
12	Exhaust Hood
13	Stainless Steel rack with shelves
14	Masala Grinder
15	Pot rack (storage rack)
16	Four-door vertical fridge
17	Chairs
18	Sofa Type sitting seats
19	Sofa Tables
20	Standing Tables
21	Square Tables
22	Water Cooler
23	Wooden Counters
24	Cash Counter
25	Pesto Flash
26	Gas Cylinders
27	Exhaust Fans (18" x 12")

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ANNEXURE VIII
PERMISSIBLE BRAND OF COMMODITIES

ITEM	BRAND
Salt	Iodized salt such as Tata, Annapurna, Nature Fresh
Spices	MDH, MTR or equivalent quality brands
Ketchup	Maggi, Kissan, Heinz
Oil	Refined oil such as Sun drop, Nature Fresh, Godrej
Pickle	Mother's or Priya or Tops
Atta	Aashirvad, Pillsbury, Nature Fresh
Butter	Amul, Britannia, Mother Dairy
Bread	Harvest/Britannia make
Jam	Kissan, Nafed
Milk	Toned milk of Mother Dairy, Delhi Milk Scheme
Paneer	Amul/Mother Dairy
Tea	Brook Bond, Lipton, Tata
Coffee	Nescafe, Rich Bru
Biscuits	Britannia, Parle, Good Day
Ice Cream, Lassi, Curd	Mother Dairy, Amul, Cream Bell – all varieties
Mixtures/Chips	Haldiram/Bikaner
Mineral Water	ISI marked Kinley/Bisleri/Ganga
Besan, Dal	Rajdhani
Rice	Basmati
Cold Drinks	Pepsi, Coke etc.
Juices	Real, Tropicana
Lemon Water	Hello
Sweet	Bikaner, Haldiram

Declaration by the Contractor:

1. This is to certify that I/We before signing this contract have read and fully understood all the terms and conditions contained in agreement document regarding terms & condition of the contract, rules regarding daily functioning of the canteen with penal clauses. I/we agree to abide them.
2. No other charges would be payable by Client and there would be no increase in rates during the Concurrency of the Contract period.

(Signature of authorized person)

Date: _____ Full Name: _____

Place: _____ Seal : _____

ANNEXURE- IX

Bid Security Declaration by the Bidder

I/1489/2022

I/ We, M/s_____ hereby undertake and accept that if I/We withdraw or modify my/our Bids during the period of validity, or if I/We am/are awarded the contract and I/We fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/We_____ Shall have no objection if I/We am/are suspended for the two Years from being eligible to submit Bids for contracts with All India Institute of Ayurveda New Delhi.

Seal, Name & Address of the bidder/authorized person

Telephone No. & Email ID