

**ALL INDIA INSTITUTE OF MEDICAL SCIENCES
ANSARI NAGAR, NEW DELHI-110029**

F.No.14-88/2010/Hostel

Dated : 4.10.10

NOTICE

Sealed applications are invited from experienced persons / firms to undertake 11 months contract i.e. from 1st December 2010 to 31st October 2011 for the following establishments at different Hostels of All India Institute of Medical Sciences, Ansari Nagar, New Delhi-110029. The details are available on the website www.aiims.ac.in. & www.aiims.edu.

S. No.	Hostel	Establishment	Security Amount	License Fee(p.a]	Ref.No.
1	Gents Hostel No.5	Café	20,000/-	9600/-	G-5/Cafe/14-88/2010/Hostel
2.	Gents Hostel No.7	Dhobi Shop	5,000/-	3600/-	G-Dhobi/14-88/2010/Hostel
3.	MM RDH*	Café	20,000/-	9600/-	MM/Cafe/14-88/2010/Hostel
4. #	Gents Hostel	Coffee shop #	20,000/-	14,400/-	G- coffee shop/ 14-88/2010/Hostel

*Masjid Moth Resident Doctors Hostel

Only reputed and branded firms may apply.

Application should be submitted as per prescribed format (Annexure I) with bio-data (six copies) in sealed envelope to the Supdt. of Hostels, Hostel Section, (Hostel No.VII, Gents Hostel Complex) All India Institute of Medical Sciences, Ansari Nagar, New Delhi-110029 on or before 9.11.10 up to 1.00 p.m. The reference No. and the name of the Establishment with location should be clearly indicated on the envelope.

The above contracts will be awarded on purely temporary basis.

The applications will be opened on 9.11.10 at 3.00 p.m. in the T.V. room, Hostel no. VII, Ist floor, Gents hostel complex .

The proposed date of interview will be provided on web-sites later.

Note : The Shops / Establishment in the hostels of the AIIMS are facilities for hostlers who are students, residents doctors, trainees from India and abroad. The sole purpose of these establishments is to facilitate the stay of the hostlers with amenities of high standards at the lowest possible rates. Hence, proposed rate-list (Annexure-II) with General terms and conditions (Annexure-III) also given. Only those applicants who feel capable of maintaining these standards at the rates provided may apply.

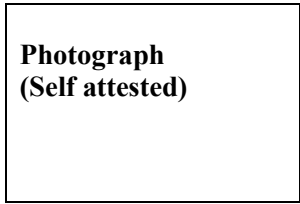
Note: No application will be entertained without necessary certificates or evidences catalogues and other annexure that would required as mentioned in the application form under the head `Enclosures`.

SUPDT. OF HOSTEL

APPLICATION FORM

ANNEXURE-I

Name and full address of
the quoting firm / individual :



Telephone No. :

Name of the Shop
with location :

License Fee / Security : As mentioned in the Notice

Enclosures (signed on every page and
numbered) to be submitted

:Biodata including educational qualifications financial
capability, previous experience and performance, special
category (physically handicapped, war widows, women,
ex-servicemen, sports person etc) **along with necessary
certificates or evidences Catalogues and other
annexure that would help in** providing evidences of
capability to run the establishment efficiently providing
quality food and Services at a nominal cost to the hostlers.

Signature_____

Name & full address_____

Telephone No._____

N.B. In case of thumb impression it should be witnessed by two persons other than who are quoting
for this work.

**Note: No application will be entertained without necessary certificates or evidences
catalogues and other annexure that would required as mentioned in the application
form under head `Enclosures`.**

RATE LIST CAFE

S.NO.	ITEMS	QUANTITY WEIGHT	RATE
1	Tea	150 ML	Rs.3.00
2	Milk Tea	150ML	Rs.4.00
3	Milk	150ML	Rs.5.00
4	Milk Coffee	150 ML	Rs.5.00
5	Black Coffee	150ML	Rs.4.00
6	Coffee	150ML	Rs.5.00
7	Cold Coffee	150ML	Rs.7.00
8	Lime Water	150ML	Rs.3.00
9	Cold Drink		Market Price
10	Lassi	150ML	Rs.8.00
11	Banana Shake	150ML	Rs.8.00
12	Mango Shake	150ML	Rs.8.00
13	Ice Cream (Mother Dairy)		Market Price
14	Sarbat Rasana	150ML	Rs.4.00
15	Butter Slice	2 Slice	Rs.5.00
16	Jam Slice	2 Slice	Rs.5.00
17	Butter Jam Slice	2 Slice	Rs.6.00
18	Butter Toast	2 Slice	Rs.5.00
19	Jam Toast	2 Slice	Rs.5.00
20	Butter Jam Toast	2 Slice	Rs.6.00
21	Butter (10 gm)		Rs.3.00
22	Vegetable Sandwich	80 GM	Rs.6.00
23	Egg Sandwich	One egg with two slice	Rs.8.00
24	Panner Sandwich	80 GM	Rs.8.00
25	French Toast	2 Slice	Rs.8.00
26	Milk Toast	2 slice	Rs.7.00
27	Tomato Sandwich	80 GM	Rs.6.00
28	Cottage Cheese Sandwich	80GM	Rs.6.50
29	Omlet	(One Egg with two slice)	Rs.6.00
30	Bhurji	One egg.	Rs.5.00
31	Boiled Egg	One	Rs.4.00
32	Half Fry Egg	One	Rs.4.00
33	Full Fry Egg	One	Rs.4.00
34	Bread Omlet	One egg with two slice	Rs.6.00
35	Plain Slice	One	Rs.1.00
36	Maggi Masala	One Pkt.	Rs.13.00
37	Vegetable Maggi	One Pkt.	Rs.15.00
38	Egg Maggi	One pkt	Rs.17.00

	BREAKFAST (TIMINGS 9.00 AM TO 11.00 AM)		Pg. no.2
39	Alu Onion Parantha	200 GM	Rs.3.50
40	Alu Parantha	200 GM	Rs.3.00
41	Gobi Parantha	200GM	Rs.4.00
42	Egg Parantha	200GM	Rs.5.00
43	Paneer Parantha	200GM	Rs.5.00
44	Muli Parantha	200GM	Rs.3.50
45	Methi Parantha	200GM	Rs.4.00
46	Palak Paneer	200GM	Rs.10.00
47	Matter Paneer	200GM	Rs.10.00
48	Shahi Paneer	200GM	Rs.10.00
49	Paneer Kofta	200GM	Rs.10.00
50	Paneer Korma	200GM	Rs.12.00

51	Khoya Paneer	200 GM	Rs.12.00
52	Reshmi Paneer	200 GM	Rs.13.00
53	Kadai Paneer	200 GM	Rs.13.00
54	Paneer Bhurji	200 GM	Rs.13.00
55	Paneer Pasanda	200 GM	Rs.13.00
56	Paneer Masala	200 GM	Rs.12.00
57	Malai Kofta	200 GM	Rs.10.00
58	Kofta Cury	200 GM	Rs.8.00
59	Cheese Tomato	200 GM	Rs.10.00
60	Stuff Tomato	200 GM	Rs.8.00
61	Mattar Masroom	200 GM	Rs.12.00
62	Seasonal Vegetable	200 GM	Rs.7.00
63	Mix Vegetable	200 GM	Rs.8.00
64	Alu Mattar	200 GM	Rs.7.00
65	Peas Fry	200 GM	Rs.8.00
66	Alu Soyabeen	200 GM	Rs.7.00
67	Alu Tomato	200 GM	Rs.7.00
68	Alu Methi	200 GM	Rs.7.00
69	Dahi Alu	200 GM	Rs.8.00
70	Zeera Alu	200 GM	Rs.6.00
71	Curry Pakora	200 GM	Rs.7.00
72	Dal Makhani	200GM	Rs.7.00
73	Dal Fry	200 GM	Rs.8.00
74	Rajma	200 GM	Rs.8.00
75	Alu Rajma	200 GM	Rs.8.00
76	Shahi Rajma	200 GM	Rs.8.00
77	Choley	200 GM	Rs.8.00
78	Alu Choley	200 GM	Rs.7.00
	NON-VEG DISHES		Pg. no. 3
79	Mutton Masala Half	100 GM	Rs.20.00

	Plate		
80	Mutton Do Piyaza	100 GM	Rs.20.00
81	Mutton Sagg	100 GM	Rs.20.00
82	Mutton Curry	100 GM	Rs.20.00
83	Mutton Pulao	150 GM	Rs.20.00
84	Mutton Pulao	100 GM	Rs.15.00
85	Keema Curry	150 GM	Rs.15.00
86	Keema Mattar	150 GM	Rs.15.00
87	Keema Kaleji	150 GM	Rs.15.00
88	Seek Masala	150 GM	Rs.14.00
89	Chicken Masala	150 GM	Rs.30.00
90	Butter Chicken	150 GM	Rs.30.00
91	Chicken Do Piyaza	150 GM	Rs.30.00
92	Chicken Cury	150 GM	Rs.30.00
93	Kadai Chicken	150 GM	Rs.30.00
94	Chicken Fry	150 GM	Rs.28.00
95	Chicken Tandoori (Full)		Rs.90.00
96	Chicken Tandoori (Half)		Rs.50.00
97	Chicken Pulao		Rs.32.00
98	Egg Curry	One egg	Rs.7.00
	RICE		
99	Plain Rice (Full)	150 GM	Rs.6.00
100	Plain Rice (Half)	100 GM	Rs.4.00
101	Zeera Fry Rice (Full)	150 GM	Rs.7.00
102	Zeera Fry Rice (Half)	100 GM	Rs.5.00
103	Peas Pulao (Full)	150 GM	Rs.9.00
104	Peas Pulao (Half)	100 GM	Rs.6.00
105	Paneer Pulao (Full)	200 GM	Rs.17.00
106	Paneer Pulao (Half)	100 GM	Rs.10.00
	TANDOOR ITEMS		
107	Tandoori Roti	50 GM	Rs.1.50
108	Plain Parantha	50 GM	Rs.3.00
109	Sutff Parantha	50 GM	Rs.4.00
110	Plain Naan	50 GM	Rs.3.00
111	Butter Naan	50 GM	Rs.5.00
112	Stuff Naan	50 GM	Rs.5.00
113	Paneer Tikka (5 piece)	150 GM	Rs.15.00
	EVENING SNACKS (TIMING 5.30 PM TO 7.30 PM)		Page no. 4
114	Vegetable Cuttlet (2 small)	ONE 40 GM	Rs.7.00

115	Kachori (2 small)	ONE 40 GM	Rs.7.00
116	Bread Pakora	40 GM	Rs.3.50
117	Samosa	50 GM	Rs.3.50
118	Bread Roll	40 GM	Rs.3.50
119	Pav Bhaji	One pav with bhaji	Rs.7.00
120	Mathhi	40 GM	Rs.4.00
121	Gobi Pakora	100 GM	Rs.5.00
122	Onion Pakora	100 GM	Rs.6.00
123	Palak Pakora	100 GM	Rs.6.00
124	Alu Pakora	100 GM	Rs.6.00
125	Mixed Pakora (Half Plate)	100 GM	Rs.6.00
126	Choley Bhaturey (Full)	Two	Rs.12.00
127	Choley Bhaturey (Half)	One	Rs.8.00
	SWEET DISHES		
128	Badam Kheer	150 GM	Rs.8.00
129	Gulab Jamun	40 GM	Rs.5.00
130	Rashgulla	40GM	Rs.5.00
	CHINESE DISEHES (SOUP VEG.)		
131	Tomato Soup	200 ml	
132	Thuppa	200 ml	Rs.7.50
133	Talumien	200 ml	Rs.8.00
134	Sweet Corn	200 ml	Rs.7.50
135	Hot. N.Sour	200 ml	Rs.7.50
	SOUP NON-VEG (CHICKEN)		
136	Thuppa	200 ml	Rs.12.00
137	Talumien	200 ml	Rs.12.00
138	Sweet Corn	200 ml	Rs.10.00
139	Hot. N.Sour	200 ml	Rs.10.00
	CHOWMIN		
140	Veg. (Full)	150 GM	Rs.10.00
141	Veg. (Half)	100 GM	Rs.6.00
142	Egg (Full)	150 GM	Rs.14.00
143	Egg (Half)	100 GM	Rs.7.00
144	Chicken (Full)	150 GM	Rs.15.00
145	Chicken (Half)	100 GM	Rs.8.00
	FRIED RICE		Page no. 5.
146	Veg (Full)	200 gm	Rs.11.00

147	Veg (Half)	100 gm	Rs.6.00
148	Egg (Full)	200 gm	Rs.12.00
149	Egg (Half)	100 gm	Rs.8.00
150	Chicken (Full)	200 gm	Rs.16.00
151	Chicken (Half)	100 gm	Rs.10.00
	CHOPSUEY		
152	Veg (Full)	100 gm	Rs.12.00
153	Veg (Half)	60 gm	Rs.7.00
154	Egg (Full)	100 gm	Rs.14.50
155	Egg (Half)	60 gm	Rs.8.00
156	Chicken (Full)	100 gm	Rs.16.00
157	Chicken (Half)	60 gm.	Rs.10.00
	SAUCE		
158	Chilli Garlic	150 GM	Rs.7.00
159	Sweet and Sour	150 GM	Rs.7.00
	SPRING ROLL		
160	Veg	100 GM	Rs.10.00
161	Chicken	100 GM	Rs.14.00
	MOMO'S (DINNER)		
162	Mutton (Full)	4 PIECE	Rs.16.00
163	Mutton (Half)	2 Piece	Rs.8.00
164	Fried Mutton (Full)	4 Piece	Rs.20.00
165	Fried Mutton (Half)	2 piece	Rs.12.00
	MACRONI		
166	MACRONI	80 gm	15.00
167	Paneer Chilly Garlic (Full)	50 gm	Rs.15.00
168	Paneer Chilly Garlic (Half)	30 gm	Rs.8.00
169	Chilly Chicken Boneless (Full)	50 gm	Rs.25.00
170	Chilly Chicken Boneless (Half)	30 gm	Rs.15.00
	OTHERS		
171	Dahi Alu	150 GM	Rs.5.00
172	Raita	150 GM	Rs.6.00
	SPECIAL THALI DISHES		Page no. 6

173	Mutton Thali Items: Mutton Curry/Keema curry/Seekh Masala Dalmakhani/Dal Fry/Rajma/Chole Vegetable, Raita Dahi Peas Pulao/Zera Rice/Plane Rice, Roti (2 pieces/Naan (1 piece), Salad		Rs.22.00
174	Chicken Thali Items – Chicken cury/Chicken Masala/ Chicken do piyaza Dalmakhani/Dal fry/Rajma/ Chole Vegetable Peas Pulao/Zera rice/Plane rice Roti (2 pieces) Naan (1 piece, Salad)		Rs.35.00
175	Egg Thali Items, Egg Cury, Dalmakhani/Dal fry/Rajma/Chole Vegetable Raita/Dhai, Peas Pulao/Zera rice/Plane rice Roti (2 pieces) Naan (1 piece, Salad		Rs.20.00
176	Veg Thali Items - Paneer Masala/Rashmi Paneer/Kadai Paneer/ Shahi Paneer Mattar Paneer/Palak Paneer, Dalmakhani/Dal fry/Rajma/Chole Vegetable, Raita/Dahi Peas Pulao/Zera Rice/Plane rice, Roti (2 pieces, Naan (1 piece), Salad		Rs.18.00

RATE LIST DHOBI SHOP

S.NO.	ITEM Washing + Press	RATE
1	Pant	Rs.4.00
2	Shirt	Rs.3.00
3	Kurta	Rs.4.00
4	Pajama	Rs.3.00
5	Dr.Coat	Rs.4.00
6	Lungi	Rs.3.00
7	Vest	Rs.2.00
8	Buniyan	Rs.2.00
9	Salwar	Rs.4.00
10	Ladies Kurta	Rs.4.00
11	Saree Cotton	Rs.7.00
12	Blouce	Rs.3.00
13	Paticcoat	Rs.3.00
14	Maxy	Rs.4.00
15	Towel	Rs.3.00
16	Pillow Cover	Rs.3.00
17	Bed Sheet	Rs.4.00
18	Bed Sheet (Double)	Rs.6.00
19	Jean	Rs.5.00
20	Chuni	Rs.2.50
21	Saree Silk	Rs.9.00
22	Curtain	Rs.9.00
23	Quilt Cover	Rs.6.00
	PRESS RATES PER PIECE	
1	Jean Paint	Rs.2.00
2	Saree	Rs.4.00
3	All Clothes Accept above	Rs.2.00

RATE LIST - COFFEE SHOP
[Only branded and reputed firms may apply]

S.NO.	ITEM	QUANTITY WEIGHT	RATE
1.	Coffee [Classic]	110 ml	.Rs.06.00
2.	Cappuccino	110 ml	Rs.10.00
3.	Cappuccino (low sugar)	110 ml	Rs.10.00
4.	Mocaccino	110 ML	Rs.10.00
5.	Black Coffee	110 ML	Rs.8.00
6.	Black Coffee (without Sugar)		Rs.8.00
	Fine Teas		
7.	Tea with tea bag	110 ML	Rs.4.00
8.	Tea Cardamom	110 ML	Rs. 5.00
	Hot favourite		
9.	Hot chocolate	110 ML	Rs.8.00
10.	Maggi Tomato Soup	110 ML	Rs.7.00
11.	Badam Milk Hot	110 ML	Rs.08.00
	Cold Refresher		
12.	Frappe/Cold coffee	250 ml	Rs.15.00
13.	Badam Milk Cold	250 ml	Rs.15.00
14.	Iced Tea	250 ml	Rs.15.00
	Eatables		
15.	Muffins	65 gm	Rs.12.00
16.	Maggi Noodles-Masala	One Pkt.	Rs. 13.00
17.	Maggi Noodlees-Veg. Atta/Dal	One Pkt.	Rs. 20.00
18.	Maggi Noodles- Rice	One Pkt	Rs. 22.00
	Other Snacks		
19.	Aloo Tikki Bun	100 gm	Rs. 15.00
20.	Croissant	80 gm	Rs. 15.00
21.	Grilled Sandwich	100 gm	RS. 20.00
22.	Veg Patty	100 gm	Rs. 20.00
23.	Veg Pizza	135 gm	Rs. 25.00

UNDERTAKING TO BE FILLED BY THE APPLICANT

- 1 The rate as quoted in the attached schedule are inclusive of all charges/expenses required for installation and running of the shops.
- 2 I/We also undertake to be responsible for payment of all taxes/surcharges/fee etc. if required to be paid to local municipal or other government agency.
- 3 I/We also agree to all terms and conditions of the All India Institute of Medical Sciences as stipulated in the tender form or as issued from time to time.
- 4 There is no criminal case pending against me/ us, nor have I / we been convicted for any criminal offence earlier.
- 5 I / We understand that my / our performance shall be reviewed at the end of one month before formal awarding of the license / contract.
- 6 I / We also agree to sign the License Deed within 10 days from the date of issue of formal letter of acceptance / award, failing which the license / contract shall be liable to be terminated by the All India Institute of Medical Sciences.
- 7 I understand that in the event of any declarations and annexure being false or untrue the contract is liable to be terminated.

8

<hr/> (Signature)	<hr/> (Signature)
Name (in full):	Name (in full):
<hr/>	<hr/>
<hr/>	<hr/>
Address (in full with PIN code)	Address (in full with PIN code)
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>
Telephone Number:	Telephone Number:
<hr/>	<hr/>
FAX : _____	FAX : _____
E mail: _____	E mail: _____

- Note:*
- 1. In case of thumb impression it should be witnessed by two person other than those who are quoting for this work.
 - 2. In case of a partnership both partners are to sign the undertaking. The managing partner or the person with whom the responsibility of the contract shall lie should be mentioned,
 - 3. Authorized signatories of firms / organizations must provide letter of authorization.

GENERAL TERMS AND CONDITIONS

- 1 Application forms duly complete in all respect should be submitted in the office of the Hostel Section, All India Institute of Medical Sciences, New Delhi in a sealed cover, failing which the Application may be liable to be rejected.
- 2 Application and annexures I, II and III should be submitted in the office of Supdt. of Hostels, Hostel Section (Gents Hostel No.VII), All India Institute of Medical Sciences, Ansari Nagar, New Delhi-110029 in a sealed envelope indicating on the envelope reference number and name and location of the establishment.
- 3 The Application forms shall be legible filled in ink or typed neatly giving full address of the applicant. Any alteration, overwriting etc. shall be duly attested by the tenderer.
- 4 The Application should be signed by the tenderer himself/themselves or his/their-authorized agent/representative. (The authorization to be enclosed wherever applicable)
- 5 The successful applicant will be allowed to sell the items listed in Annexure-II as per rates given against each and no other items will be allowed to sell in the said shop.
- 6 Besides the license fee the applicant should pay security deposit (refundable), electricity charges and other charges as levied by the All India Institute of Medical Sciences.
- 7 The license shall be for a period 11 months from the date of signing of the license Deed and thereafter may be renewed with mutual consent on terms and conditions to be settled mutually.
- 8 The shops are primarily for residents/scientists/students. No outsiders should be allowed. Staff working in the hostels may be permitted. When residents/faculty/officers send guests or attendants with orders they should send a signed note with the order. These notes are to be maintained for scrutiny by Hostel Secretary / Warden.
- 9 Approved rate list (with signatures of hostel authority) to be on display at all times as prominently as possible. In addition to this, the approved rate-list be display in white paint on black painted wall in front of shop.
- 10 Contractors should maintain the hygiene / cleanliness of the Messes / Cafes/Shop.
- 11 The conduct/behavior and cleanliness of all shop attendants will be the responsibility of the contractors. The contractors should obtain the necessary police verification of all employees.
- 12 All employees should be provided with two sets of dresses / aprons of different colors as decided by the Superintendent of Hostels
- 13 All employees of mess / café are to undergo regular medical check-up as decided by the Superintendent of Hostels.
- 14 If, in the opinion of the Institute, there is any defect or deficiency in the performance of this contract, the Superintendent of Hostels may terminate the license or impose a fine of Rs.100/- (Rupees one hundred only) on the licensee on each occasion. Such fines will be deductible from the security deposit or any amount due to the licensee, if not sooner paid by the licensee.

- 15 Complaint books are to be maintained and submitted to the Hostel Office for scrutiny every month. If complaint books are not submitted on the first working day of every month for scrutiny and signing a fine of Rs.100/- will be imposed and further action as deemed fit will be taken.

ANNEXURE-III PAGE NO.3

- 16 Sudden closure of the premises and stoppage of work without prior permission from the Superintendent of Hostels may result in cancellation of the license / contract and forfeiture of the security deposit.
- 17 The successful applicant should enter into an agreement with AIIMS. While submitting the Application the applicant is deemed to agree abide by terms and conditions as given in tender document and as stipulated in agreement.
- 18 The applicant should deposit security money as mentioned in notice, before signing the agreement. Also if the licensee fails to vacate the premises on expiry of license deed, is liable to pay damage charges twice the amount of license fee or Rs.25,000/-(Twenty five thousand only) per month whichever is higher.
- 19 The security money will be refunded after successful completion of the license period and getting a No Demand Certificate from the Engineering Services Department of AIIMS that licensee have cleared all dues in respect of Electricity Bills and handed over the premises without any damage.
- 20 On acceptance of the offer/contract the agreement of License deed is to be signed by the firm within 10 days of issue of letter of acceptance to the firm.
- 21 After acceptance of contract /offer or after signing of agreement if the firm/individual fails to take over the shop or fail to operate the shop the security money shall be forfeited.
- 22 The Superintendent of Hostels, AIIMS reserves the right to reject any or all applications/offers without assigning any reason.
- 23 Rates and other columns of the Schedule as attached at Annexure-I to be filled by the applicant and signed while submitting the application form.
- 24 Every page is to be signed by the applicant.
- 25 Selection criteria includes biodata including educational qualifications, financial capability, previous experience and performance, special category (physically handicapped, war widows, women, ex-servicemen, reputed sports person etc) and a personal interview.
- 26 Any form of canvassing or influencing the decisions of the authorities will result in disqualification of the applicant and if necessary appropriate action according to law.

27 Superintendent of Hostels, AIIMS can alter any conditions of the tender at any time without giving any time.

SPECIAL CONDITION:

1. The contract will be awarded on purely temporary basis. In case of three regular complaints and unsatisfactory services, hostel authorities reserves the right to cancel the contract at one month notice.
2. Hostel authority reserves the right to terminate as well as forfeit the security, in case of violation of any term and condition of the contract agreement.

(Signature)

(Signature)

Name (in full): _____

Name (in full): _____

Address (in full with PIN code)

Address (in full with PIN code)

Telephone Number :

Telephone Number :

FAX : _____

FAX : _____

E-mail : _____

E-mail: _____

- Note:*
1. In case of thumb impression it should be witnessed by two person other than those who are quoting for this work.
 2. In case of a partnership both partners are to sign the undertaking. The managing partner or the person with whom the responsibility of the contract shall lie should be mentioned.
 3. Authorized signatories of firms / organizations must provide letter of authorization