

National Drug Dependence Treatment Centre
All India Institute of Medical Sciences,

Tender. Fee: Rs. 500/-

(SCHEDULE - A)

(Forwarding Letter/ Undertaking)

Sr. No. of Tender	01/NDDTC/2017-18
Ref.File No.	01/DIET/NDDTC/2017-18/St.
Subject	Providing Dietary Services at NDDTC Centre. On Rate Contract Basis FOR THREE YEARS
Name of the party in whose favour the Tender form has been issued	

The Chief,
National Drug Dependence Treatment Centre
All India Institute of Medical Sciences
Ansari Nagar, New Delhi-110029

(SEAL OF THE OFFICER)

Dear Sir,

1. I/We hereby submit our offers against the above cited tender for Providing Dietary Services at NDDTC, AIIMS on Rate Contract basis FOR THREE YEARS
2. I/We now enclosing herewith the Bank Guarantee/Demand Draft/Pay Order No. _____ Dated _____ for **Rs.1.5 Lakhs (Rupees One and half Lakh)** drawn in favour of the “**Accounts Officer, NDDTC, AIIMS**” payable at New Delhi towards Bid Security.
(TENDERS NOT ACCOMPANIED WITH EMD/BID SECURITY ALONGWITH THE TECHNO-COMMERCIAL BID SHALL BE SUMMERILY REJECTED)
3. I/We have gone through all terms and conditions and instructions contained in this tender before submitting the same. I/We have also agreed in all respect to undertake myself/ourselves abide by all the said terms and conditions contained in this tender document by NDDTC, AIIMS.
4. I/We have noted that overwritten entries shall be deleted unless & re written and initialed.
5. Tender are duly signed (Not thumb impression should be affixed).
6. I/We Undertake to sign the contract/agreement, if required within 15 (Fifteen days) from the date of issue of the letter of acceptance, failing which our/my security money deposited may be forfeited and our/my name may be removed from the list of suppliers at the NDDTC, AIIMS.

NOTE:

- **ALL TERMS & CONDITIONS AND RATES HAVE BEEN INDICATED IN THE QUOTATIONS WOULD BE PRESUMED TO HAVE INCLUDED IN THE QUOTED RATES AND THAT THE RATES ARE INCLUSIVE OF ALL TAXES AND OTHER TERMS AND CONDITIONS ARE ALSO AS PER NDDTC, AIIMS’S REQUIREMENTS.**
- **THIS FORWARDING LETTER/SCHEDULE-A DULY SIGNED INVARIABLY BE RETURNED ALONG WITH TENDER FURNISHED, FAILING WHICH THE TENDER SHALL BE REJECTED.**

Yours faithfully,

**Signature with rubber stamp
of Tenderer with full Address**

WITNESS _____
WITNESS _____
WITNESS _____
WITNESS _____

National Drug Dependence Treatment Centre
All India Institute of Medical Sciences,
Ghaziabad, U.P.
(SCHEDULE - B)

Tender Ref. No.	: NDDTC-1/Diet/17-18
Subject	: Providing Dietary Services at NDDTC Centre. On Rate Contract Basis FOR THREE YEARS
Date of issue of Tender Document	: 23.11.2017
Date of Pre-Bid Conference	: 05.12.2017 at 12.00 PM
Venue of pre-bid conference	: Board Room, IIInd Floor, NDDTC, Ghaziabad
Uploading of Pre-Bid clarification (if any) by AIIMS in the website	: 06.12.2017
Last date of Sale of Tender Document	: 12.12.2017
Last Date & time of Submission of tender	: 13/12/2017 UPTO 4:00 pm
Date & time of Opening of Technical Bid	: 14/12/2017 at 11:30 am
Date & time of Opening of Financial Bid	: Will be intimated separately in due course of time to only those Bidders, who have Qualify in Technical Bid (i.e. whose bids found “Technical Responsive”).

Introduction

The National Drug Treatment Centre, Ghaziabad (NDDTC), AIIMS has been established as the apex centre for treatment of drugs and substance abuse disorders in the country. It provides a state of art model for de-addiction treatments and is a **WHO collaborating Centre for substance abuse**. This centre has full range of specialists & facilities. The NDDTC is situated on 10-acre beautiful campus near CGO Complex at Ghaziabad, U.P. It is presently having 50 bedded treatment facilities with expansion plan for the future.

Importance

The importance of dietary services at a reasonable cost to the patient by the hospital need no emphasis. Operational objective planning has to be made in such a way that at the schedule time, the different types of diets as advised by the dietician must be made available. Dietary services with the National Drug Dependence Treatment Centre, Ghaziabad. (NDDTC), AIIMS, is as important a therapeutic service. The main objectives of the dietary services will be to provide better patient care through properly planned and executed diets.

Terms & Conditions (T&C):

1. Tender should be addressed to the **Chief, National Drug Dependence Treatment Centre, All India Institute of Medical Sciences, Kamla Nehru Nagar, Ghaziabad, 201002, U.P.** and submitted in the **Office of the Stores Officer, B-308 Room, 2nd Floor, Administrative Wing** under sealed cover failing which the tender shall be rejected. It is the responsibility of the bidders to ensure that their bids, whether sent by post or by courier or by person, are dropped in the **“Tender Box of Stores Section, Office of the Stores Officer, B-308 Room, 2nd Floor, Administrative Wing** or received by the closing date and time as specified in Para above for receipt of bid, failing which the bid would be considered late and rejected. The bids dropped in the other Section/ Department/ Centres of NDDTC AIIMS, will not be considered for submission and such bids will be summarily rejected. The Tender Document is not transferable.

2. Terms and conditions for supply should invariably be indicated otherwise would be taken on its face value. The rates may be quoted on separate sheets failing which the tender(s) will be rejected. Mixed quotations will not be considered for acceptance. In the event of any of the above-mentioned dates being declared as a holiday/ closed day for AIIMS, the tender will be sold/ received/ opened on the next working day at the prescribed venue and time.

3. TENDER SHOULD INVARIABLE BE SUBMITTED IN TWO BID SYSTEM CONTAINING TWO PARTS AS DETAILED BELOW:

PART -1 : TECHNO-COMMERCIAL BID IN ONE SEALED COVER.
PART-2 : PRICE BID/FINANCIAL BID IN ONE SEALED COVER.

BOTH THE SEALED ENVELOPS SHOULD THEN BE PUT IN OUTER COVER INDICATING THERE IN:

1. Reference No. of the Tender : _____
2. Tender Regarding : _____
3. Last Date & time of Submission of tender : _____
4. Date & time of Opening of Technical Bid : _____
5. Name of the Firm : _____

PLEASE NOTE THAT PRICES SHOULD NOT BE INDICATED IN THE TECHNO-COMMERCIAL BID. THE PRE-QUALIFICATION DOCUMENTS INCLUDING E.M.D./BID SECURITY & OTHER REQUIRED DOCUMENTS AS PER QCBS (**clause 9 of T&C**) AS REQUIRED IN THE TENDER DOCUMENT SHOULD INVARIABLE BE ACCOMPANIED WITH TECHNO-COMMERCIAL BID.

NOTE: TENDERS SUBMITTED WITHOUT FOLLOWING TWO-BID SYSTEM PROCEDURE AS MENTIONED ABOVE WOULD BE SUMMARILY REJECTED.

NOTE: Price for A + B e.g. (A) dietary services for indoor patient and (B) staff canteen/cafeteria should be quoted jointly for both the services as one job in **financial bid (Annexure I)**. In any case the firm quoted the separate price for A + B. The final comparison shall be made after taking into account of total price of A + B.

4. In case of the tender documents downloaded from the website:- The bidder may download the tender documents directly from the website available at www.aiims.in, www.aiims.edu and www.tender.gov.in. in such case, the bidders are required to submit **the tender cost fee of Rs. 500/- (Non-refundable)** by way of **separate demand draft** in favor of “**Account Officer, NDDTC, AIIMS**” and the same should be essentially be enclosed along with the techno-

commercial bid. The bidders should specifically super scribe, **Download from the website** on the top left corner of the outer-envelop containing techno commercial bid and price bid separately. **In no case, the tender cost fee should be mixed with EMD amount.** The tenders not following the above procedure will be summarily rejected.

Eligibility Criteria: - The eligible bidders need to fulfil the following criteria : -

5. **Annual average turnover should be Rs. 50 lakhs. or more during last two financial years as under**

Financial Year	Annual Turnover (in Crore)
2015-16	Rs.
2016-17	Rs.

More turn over will lead to more technical score as per clause 9 subject to the submission of necessary proofs/evidences.

N.B.1:

Attach audited balance sheets and profit and loss account statements. Details of annual turnover should also be furnished as per format given below on letter head of the firm/ CA duly certified by a registered Chartered Accountant.

N.B.2:

Annual returns (ITRs) should also be attached for last two Financial Years i.e. 2015-16 and 2016-17.

6. The tenderer should have **minimum two years' experience** (as on the date of submission of tender form) of successful running of dietary services in a **hospital or an institution/residential organization/ Commercial establishment catering to minimum 50 personals** and should submit **fresh performance certificate**, in this regard failing which their quotation shall not be considered for further evaluation and shall be summarily rejected. The tender should be holding **continued business of dietary services within the last one year** of date of application. **Tenderer should submit declaration on a non-judicial stamp paper of Rs.10/- duly attested by notary, in this regard, failing which the tender shall not be considered and summarily rejected.** More number of years of experience will lead to more technical score as per clause 9 subject to the submission of necessary proof /evidences.
7. Vendor should submit statement of financial standing form an authorized bank. The name of the ban/firm along with full address should be furnished.

8. Earnest Money Deposit (EMD) & Performance Security:

8.1 The bidder shall furnish **Earnest Money Deposit of Rs. 1,50,000.00/-** (Rupees one and half lakh) along with its tender. The earnest money shall be denominated in Indian Rupees. The earnest money shall be furnished in one of the following forms:

- i) Account Payee Demand Draft
- ii) Banker's cheque and
- iii) Bank Guarantee

8.2 The demand draft/banker's cheque/bank guarantee shall be drawn on any scheduled bank in India or a commercial bank in the country, in favour of the "**Account Officer, NDDTC, AIIMS**, payable at **New Delhi**. Bank guarantee should be valid for 5 months and the same is to be provided from any scheduled bank in India or by a commercial bank in the country of the tendered as per the format specified under **Annexure VI** in these documents.

8.3 In respect of successful bidder, it will be returned after the submission of Performance Security Deposit of Rs. 3 Lakhs (**Three Lakhs**) to NDDTC, AIIMS Delhi and Performance Security Deposit should remain valid for a period of 120 days beyond the date of completion of all contractual obligations (i.e. 120 days after 05 years) initially and should be extended accordingly). Any other dues outstanding shall also be recovered from the Performance Security Deposit.

8.4 In case of unsuccessful bidders' earnest money will be returned to them without any interest, after expiry of the tender validity period, but not later than thirty days after conclusion of the resultant contract.

8.5 Performance Security is required to protect the purchaser against the risk of the bidder's conduct, which would warrant the forfeiture of the Performance security. Performance security of a bidder will be forfeited, if the bidder withdraws or amends its tender or impairs or derogates from the tender in any respect within the period of validity of its tender or if it comes to notice that the information/document furnished in its tender is incorrect, false, misleading or forged without prejudice to other right of the purchaser.

9. Quality cum Cost Based Selection (QCBS)

The **final tender evaluation** shall be done on weightage with 70% to Technical Evaluation and 30% to financial evaluation. Only bidders who meet the pre-qualification criteria shall be eligible for technical and financial evaluation.

Technical Proposals shall be evaluated on the basis of their responsiveness to the tender terms, applying the evaluation criteria and point system specified. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below.

Criteria (Max Score)				
Total years of experience in the field of Dietary Services (Determined from details submitted by the bidder under Clause 6 in Terms & conditions) (25 marks)	up to 5years	>5 up to 10 years	>10 up to 15 years	>15 years
	5 marks	10 marks	15 marks	25 marks
Total Average Annual turnover in the Business of providing Dietary Services for the past two years. (Determined from details submitted by the bidder under Clause 5 in Terms & conditions) (25 marks)	Up to 5 Crores	>5 Cr. to 10 Cr.	>10 Cr. to 15 Cr.	>15 Cr.
	5 marks	10 marks	15 marks	25 marks
Performance evaluation score given by Dietician/Medical superintendent / Director/CEO/any authorized person of the firm/Organization where the bidder has been providing / provided Dietary services catering to minimum 50 personals for 3 years in the last 6 years (To be determined from details provided by the bidder as per proforma enclosed in Annexure) (25 marks)	0-20 Score	21-40 Score	41-60 Score	61-100 Score
	5 marks	10 marks	15 marks	25 marks
Site Visit by the Technical evaluation Committee (25 marks)	25 marks			

Note : The performance evaluation score provided by the bidder can be cross verified by the technical evaluation committee.

Illustration 1 (for Technical Weightage)

If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation score shall be: 56 i.e. $\{80 \times 70\%$

Financial/ Price Bid Evaluation Criteria:

The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage. The Bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e. $30\% \times 100$).

Total Score of Bid Evaluation

Illustration 2

If, the bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be 86 i.e. (56 Technical Score + 30 Financial Score). The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:
 $30 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3....)}$

Illustration 3

If the Bidder at Illustration 1 is L2 Bidder and he quoted Rs.125, therefore 30% being the weighted value, the financial scores for L2 shall be computed as under
 $30 \times 100 (\text{lowest prices L1}) / 125 (\text{quoted prices} - \text{L2}) = 24$ (financial score) Therefore L2 Bidder shall have total value of 80 (56 Technical Value + 24 Financial Value)

Selection of Bidders

The following formula will be applied for the determine the successful bidder:

$$Q = [(L1/L) \times 0.30 + T \times 0.70]$$

L1 = price bid lowest bidder

L = bid value for evaluation or current price bid

T = technical bid score out of 100

Q = Final score

The Bidder meeting the minimum eligibility criteria and with the highest marks/ rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the Successful Bidder for respective units as determined by QCBS.

- 10. If there are more than three participating bidders, Minimum Technical score will be taken as 70%. Those bidders whose technical score is less than 70%, financial bids of those vendors will not be opened. If none of the bidders have a technical evaluation score of 70% and more, then the financial bid of the vendor who has scored highest technical score only shall be opened.**

Tender validity :

11. The tender shall remain valid for acceptance for a period of 6 months from the date of tender opening prescribed in the tender document. Any tender valid for a shorter period shall be treated as unresponsive and rejected.
12. The vendor has to give an affidavit on a Non-judicial paper of Rs.10/- that there is no vigilance/CBI case pending against the firm/supplier.
13. Tender shall give an undertaking on firm's letterhead stating that in case the contract is approved in their favor, they will also operate & provide staff canteen services as per list and menu for staff canteen on fixed rates basis.
14. The tender of the firm shall not be considered for evaluation, in case, failed to submit Goods and service tax registration certificate and an undertaking on firm's letterhead stating that there is no dues pending against the firm with the service tax department.
15. If the tenderer give a false statement on any of the above information, the firm will not be considered and their quotation/there shall be deemed to be rejected and security deposit will stand forfeited. If this information is received after the contract is awarded, the contract will be terminated and performance security shall be forfeited.
16. Any other statutory levy imposed by the Govt. of India from time to time will be authorized extra on demand with adequate proof thereof.
17. Force majeure will be accepted on adequate proof thereof.

18. The Chief, NDDTC, AIIMS, New Delhi shall be the final authority to reject full or any part of the supply which is not confirming to the specification and other terms and conditions.
19. The Chief, NDDTC, AIIMS, reserves the right to cancel/reject full or any part of the tender which do not fulfill the conditions stipulated in the tender.
20. Tenderers submitting tenders would be considered to have considered and accepted all the terms and conditions. No enquiries, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.
21. The tender should enclose Schedule -“A” undertaking (enclosed in tender documents) invariably, failing which the tender shall not be considered and shall summarily rejected.
22. The quantity shown in the tender can be increased or decreased to any extent depending upon the actual requirement.
23. Any action on the part of the tenderer to influence anybody in the said Centre institute, will be taken as an offence, he will not be allowed to participate in the tender enquiry and their offer will not be considered.

Clarification of tender documents/ Pre-Bid Conference:-

24. In case the bidder has any doubt about the meaning of anything contained in the tender document, he shall seek information during **PRE-BID CONFERENCE/MEETING to be held on the 05/12/2017 and 12:00 PM as specified in Notice Inviting Tender**. Any such clarification if agreed to by NDDTC, AIIMS, It would be issued as addendum (corrigendum document) to the tender document and will be available at websites www.aiims.in, www.aiims.edu and linked with www.tender.gov.in only and issued/downloaded tender document shall stand corrected/ detailed to that extent.
25. Except for any such written clarification by NDDTC, AIIMS, which is expressly stated to be an addendum to the tender document issued by the Office of Stores Officer (NDDTC), AIIMS, no written or oral communication, presentation or explanation by any other employee of the AIIMS shall be taken to bind or fetter the AIIMS under the contract.

Bid Opening and Evaluation: -

26. The Authorised Representative(s) of the NDDTC, AIIMS will open the bids received at date and time specified in bid document in presence of the bidder's representatives who may choose to attend the opening. Envelope 1 of the Bid for each of the bidders will be opened first by the Authorised Representative(s). The bidder's representative, who desires to attend the opening, shall bring an authority letter and sign the attendance sheet as a proof of his attendance. The names of all Bidders who have submitted bids will be read out and other such details as the NDDTC, AIIMS, at its discretion may consider appropriate, will be announced at the opening.

Prior to opening of Envelope-2 (Financial Bid), the AIIMS will determine whether each Technical Bid (Envelope-1 and & contents thereof) is **'responsive'** to the requirements of the Tender. A bid shall be considered **'responsive' only if all the documents are provided as per checklist enclosed in Annexure**

27. The NDDTC, AIIMS reserves the right to call for any documents/ clarification during the process for checking of responsiveness of Bid and to reject any Bid which is nonresponsive and no request for alteration, modification; substitution or withdrawal shall be entertained by the Authorized Representative(s) in respect of such Bid.
28. The AIIMS may waive any minor infirmity, nonconformity or irregularity in a bid that does not constitute a material deviation, and that does not prejudice or affect the relative position of any Bidder, provided it conforms to all the terms, conditions of the bidding documents without any material deviations, objections, conditionality or reservations. A material deviation, objection, conditionality or reservation is one
 - i) That affects in any substantial way the scope, quality or performance of the contract;
 - ii) That limits in any substantial way, inconsistent with the bidding documents, Authority's rights or the selected Bidder's obligations under the contract; or
 - iii) Whose rectification would unfairly affect the competitive position of other Bidders who are presenting responsive bids.
29. It is clarified that the selection of the Successful Bidders shall be subject to the verification of Bank Guarantee and scrutiny of other relevant documents as stipulated in this Bid Document, that the Bidders has submitted.
- 30. Financial Bid for technically qualified bidders only (Envelope 2) will be opened. Total evaluation shall be done based on the QCBS as detailed and illustrated in Clause 9 of T & C.**
31. The date and time of opening of Financial Bids shall be separately communicated to the eligible bidders. Each eligible bidder's representative, who desires to attend the opening, shall bring an authority letter and sign the attendance sheet as a proof of his attendance. Each eligible Bidder's name, bid price, and other such details as the Authorized Representative(s) may consider appropriate, will be announced at the opening.
32. The AIIMS will evaluate and compare the Bids previously determined to be eligible and responsive. If there is a discrepancy between words and figures, the amount in words will prevail. If the Bidder does not accept the correction of errors, the bid will be rejected.
- 33. The contract is initially for three years subject to the satisfactory performance by contractor and can be extended for further two years subject to the satisfactory performance by contractor. After three years of rate contract, if the institute wants to further extend the service of the successful bidder for two more years, then the percentage (%) increase in Wholesale Price Index (WPI) (Food Index) from the 2017 calendar year to latest calendar year (not Financial year) value available on that particular year will be taken into consideration and the vendor will be paid increased rate per day per patient accordingly for further period of two years. (percentage rise in Food Index value will be take into consideration). The values provided by Office of Economic advisor, Ministry of Commerce and industry, Department of Industrial Policy & Promotion (DIPP) will be taken into account as shown below:**

Yearly Wholesale Price Index
Name of Commodity : IV FOOD INDEX
Type : Group Item
Weight :
Base Year : 2011-12 = 100

Calendar Year Index
2016 133.2
2015 126.3
2014 124.9
2013 118.6
2012 -----

Figure 0 may be treated as index for particular item not-available.

Reference website address : http://eaindustry.nic.in/display_data_201112.asp

Illustration :

If Food index value in 2017 is 140 & the latest value that might be available in 2020, i.e. Food Index value of 2019 is 151, then difference in value (151-140 = 11) will be taken as the percentage rise and the per day unit cost of the food will be hiked accordingly. Price of the food will be hiked **only for single time** before extending the contract for further two years.

- 34. All the participating bidders should have registration certificate / license as per guidelines laid and mandated by FSSAI (Food safety & standards Authority of INDIA).**
- 35. The Participating bidders should have been providing dietary services in Delhi/NCR region invariably.**
36. Site visit to the premises where it is running the dietary services, by the representatives of the institute/Committee will be made to verify the claim and to assess vendor capacity and standing as per clause 9 of T& C.

(PART-A)

National Drug Dependence Treatment Centre

All India Institute of Medical Sciences.

PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICES.

Operational :

1. Time schedule & Menu planning, preparation and cooking of the diet, Therapeutic diets and Enteral feed in hospital (NDDTC) kitchen, if advised and will be as per the instructions of the catering committee. (schedule of Diet for Indoor patient enclosed). The preparation of various diets will be under direct supervision of the institute's dietician/any other officer as deputed by Chief NDDTC.
2. The vendor shall be responsible for procurement of all the raw materials. The raw materials procured will be highest quality. (only from laboratory tested reputed firms and GMARK/FPO/HACCP OR ISI marked where ever possible) fresh and fit for human CONSUMPTION. The raw materials must be stored properly to avoid contamination and infestation with pests.
3. It will be the responsible of the vender for transportation of the prepared diet to the patient according to specific requirement, in a covered trolley/already prearranged trays.
4. He will be responsible for collection, washing and cleaning with sage & standard quality of cleaning material, of the serving trays/utensils/bottles etc. (in case of non-disposable).
5. The vendor will responsible for sage disposal of the leftover food/vegetables/peels and other kitchen garbage as per the prevailing norms of the civic/Municipal/Authorities.
6. If disposable are used in any step of dietary services, they should be disposed off, as per civic/ municipal authorities requirement from time to time.
7. Disposables including cups, wrappings, foils and other items, wherever it is used should be of good quality and should be of superior grade material & which is suitable for consumption.
8. Only LPG (or Electricity when required for certain cooking procedure) will be used for cooking no coal, wood or any other fossil fuel shall be used as fuel for cooking of food, heating of food etc.
9. Serving size of all cooked food items and fruits and salads etc. to be provided to the patients as per prescribed quantity and measures.

Cleanliness

The vendor shall keep the kitchen scrupulously clean and in a sanitary condition to the satisfaction of the Dietary Department and administration. The vendor shall not damage the said kitchen. It shall be the responsibility of the vendor to employ adequate number of cleaners and sweepers provide them with adequate and necessary equipment/chemicals for keeping the kitchen scrupulously clean. Anti rodent and pest control measures will also be strictly followed and is responsibility of the vendor.

Manpower

The Vendor shall employ adequate number of well trained staff (bearers and cooks) at his own expense for the proper discharge of the responsibility entrusted to him under the Agreement and such employee shall be persons will enough experience. They shall be provided with uniform, apron, and headgear by the vendor at his own cost and they are to be maintained in neat and tidy condition while on duty. He shall provide two sets of dresses (shirts & pants) in a year to his servants. The servants should have the identity card issued from the NDDTC AIIMS, Ghaziabad officer before he is employed in the Hospital Kitchen by licensee. The licensee on his own shall not entertain any outsider in the Hospital Kitchen either as casual or as permanent boarder. Underage worker should not be employed by the contractor.

Medical examination of staff

The vendor shall employ only those person in the Kitchen who are found to be medically fit. Hospital reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by the NDDTC on medical examination of such employees shall be borne and paid by the vendor. Regular medical checkup, bi-annually to be done.

Equipment & Maintenance

The vendor should procure and install all the kitchen equipments/machine of different capacities/types including cooking utensils, crockery, and cutlery and serving dishes according to the menu. All machines must be cleaned every day after use, at regular interval. Preventive maintenance is a must. All operational and maintenance aspect of equipment will be the responsibility of the vendor. For Food Transport Trolleys however, Procurement will be responsibility of vendor, administrative support for maintenance of trolleys with the supplier of trolleys, whoever will be provided by hospital management.

Wages to employees and Insurance

The vendor shall comply with all laws, applicable to employees working in the kitchen regarding working hours, minimum wages, safety, cleanliness, leave, over time allowances, provident further retrenchment benefit, medical benefit, ESI contribution etc for all employees working in the centre. If on account non-compliance with provisions of any such laws, NDDTC, AIIMS the vendor shall be solely responsible to make such payments or fully reimburse to institute a such payment and institute shall be free to make deductions on this account from the amount of performance security deposit, in which case, the vendor shall immediately pay to the institute such amount a may be necessary to make up the required performance security deposit, or from dues which may be payable to institute to the vendor. **The vendor will sign an indemnity Bond in favor of NDDTC, AIIMS to this effect.**

Security and Safety

The NDDTC, AIIMS shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that may be kept in the said kitchen store by the vendor. The premises provided to the vendor should only be used for the purpose as a mentioned in the contract (i.e. Dietary Services for NDDTC only.) Under no circumstances, should the premises be used for any other purpose, than what has been mentioned in the contract.

Cooking gas

Vendor will have to make arrangement for supply of cooking gas from its own registered supply sources.

NDDTC MANAGEMENT SHALL HAVE THE RIGHT

- A. To stop the supply of or to destroy articles of food or drinks sold if found expiry date, adulterated, contaminated or of unsatisfactory quality.
- B. To stop the service rendered by the vendor in the Dietary services, which is not of the requisite standard, quality, quantity and prescribed measures.
- C. NDDTC management shall demand and be supplied with a sample of any article of food or drinks for inspection and analysis.
- D. NDDTC management shall demand and be supplied with a sample of any disposable article including cups, wrappings, foils and other items, wherever used, to check the quality & its material & if required, to send it for testing to authorized laboratories.

- E. The vendor shall assist the authorized/designated officials representing the Chief, NDDTC to inspect and execute any structural additions and alternations or repairs to the said kitchen premises, repair to electric, water and sanitary installations, which may be found necessary from time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties.

COMMITEMENTS BY THE HOSPITAL

Space and accommodation requirement

Place and accommodation for the kitchen will be provided by the NDDTC to the tender for specified of contract. At the time of termination of the contract, the vendor will have the liberty to either, remove all his machines, or to hand over to the next vendor. On the expiry or earlier termination of this agreement, the said kitchen shall be vacated peacefully by the vendor and handed over to the NDDTC, AIIMS, in the condition they had received. In case during the period of contract, the vendor decided to **terminate the contract, a notice for a period of not less than three months must be given to the NDDTC, Administration.**

Electricity and water supply

Constant sufficient supply of Electricity & clean water will be provided by NDDTC, AIIMS up to the point of usage for *free of cost*. In general, the vendor is expected to use these elements judiciously and ensure there is no wastage. AIIMS shall be at liberty to initiate punitive action if such wastages are observed.

Kitchen Dietician/Steward

Apart from kitchen operational staff, a dietician/steward/Assistant Nursing Superintendent/ any representative of Chief NDDTC from institute will be appointed, who will be over all in charge, so as to ensure proper cooking and cleaning procedures are followed.

OTHER TERMS AND CONDITIONS FOR HOSPITAL KITCHEN AT NDDTC, AIIMS, GHAZIABAD, U.P.

1. The licensor shall give license to the licensee and the licensee shall give acceptance to licensor to use the premises aforesaid for the purpose of licensees business of running the hospital kitchen at ward site in campus of the licensor at the NDDTC, AIIMS, Ghaziabad.
2. The licensee covenants with the licensor that the licensee shall during the subsistence of the license observe and perform and the following covenants and condition namely:
 - a. To provide the services in conformity with the quality, kind, rates of charges specified by the licensor form time to time. The charges shall exhibited by the contractor at the hospital kitchen notice board.

- b. The successful bidder shall be required to furnish a **Performance Security** within 15 days of receipt of ‘Letter of Award/Acceptance’ for an amount **Rs. 3,00,000/- (Rupees three lakh Only)** in the form of Pay Order/Demand Draft/Fixed Deposit Receipt from a scheduled bank, or Bank Guarantee from a scheduled bank in an acceptable form at **Annexure-VII** in favour of the **Accounts Officer, NDDTC, AIIMS, New Delhi**. The Performance Security shall remain valid for a period of 120 days beyond the date of completion of all contractual obligations i.e. 64 months from the date of award of contract.
- c. Not to make any additions, variations or alteration in the said premises or any part thereof and in case additions, variations or alteration is inevitable then prior permission in this regard should have to be obtained from the competent authority.
- d. To repair damage of any kind whatsoever caused to the said premises or any part thereof or to any other part of the said campus on account of any act or omission either or the licensor or any of his licensee’s visitor or customers whether the damages caused is willful or accidental.
- e. To remove himself from the said premises with all his belongings and leave it entirely vacant on revocation or termination of the license.
- f. To observe all Municipal and Govt. Regulations and the rules & regulations of the licensor’s in force from time to time in the use of the said premises.
- g. Not to become or cause annoyance or nuisance to the licensor it is further agreed that the decision of the licensor as to whether the licensee or his employee or his agent has caused nuisance or annoyance shall be final, conclusive and binding on the licensee and licensee shall not question or challenge the said decision of licensor.
- h. To allow the licensor, its servant or agents at all times to enter upon and to view the said premises and the condition thereof.
- i. Not to use any violent, obscene, abusive, disgusting or offensive language while inside the premises.
- j. To obtain police and or Municipal and/or any other authorities licensor’s permission required for the purpose of carrying on the licensee’s business and to abide by all the terms and conditions of the license so issued to the licensee.
- k. Not to admit any person in partnership or become partner or agent or any one for the purpose of carrying on the said business.
- l. To ensure the proper maintenance and upkeep of furniture items, provided by the NDDTC, AIIMS, Ghaziabad, & in case or the loss or damage of any property or NDDTC AIIMS Ghaziabad, the appropriate recovery will done from the Hospital Kitchen contractor as decided by the dietary committee or hospital management board.

- m. To ensure the use of electricity should not be misused which has been provided for free of cost.
- n. This license does not create any premise or tenancy of any other right in the said premises in favor of the licensee but it is only to use the said premises for the purpose specified above, it is further agreed that the licensee shall not assign or transfer his interest under the license which is purely personal to anyone.
- o. On the licensees observing all the terms and conditions of this license faithfully, the licensor agreed not to revoke or terminate this license hereby granted at any time prior to expiry period of three year from the date of issue of contract. After the said date or in case the licensee fails to perform or observe any convenats or conditions of this licensee then even before the said date at any time the license shall be revocable by the licensor by giving **at least four weeks notice in writing** to the licensee. The notice revocation shall be served personally or by post to the licensee or posted on the outer door of the said premises.
- p. The licensor shall refund to the licensee without interest the deposit amount only on the licensee removing himself with all his belongings from the said premises and giving vacant possession thereof to the licensor after deducting there from the compensation or dues payable by the license in arrears and the cost of making good damage caused by the licensee or any one on this behalf or by his servants or agents or either to the said premises or any one part campus provided, however from the said premises as aforesaid and given vacant possession of the said premises to the licensor on the expiry of the fixed period by the notice revocation the said deposit amount shall stand forfeited to the licensee, without prejudice to the right of the licensor, to levy and recover.
- q. The licensee shall keep the Hospital Kitchen including Kitchen pantry hall, ration stores and washing area neat and clean. Hygienic premises to be maintained up to the satisfaction to the NDDTC authorities.
- r. The food will be prepared strictly according to menu (enclosed) and no alteration/substitution in it will be allowed except with prior permission of authorities The meals will be severed as per the portioning mutually agreed upon and strictly as per the timings fixed.
- s. The meals and eatables served must be fresh, hygienic, palatable and of satisfactory quality, the authorities will monitor regularly for quality, quantity, hygienic, preparation cleanliness etc. payment will be released monthly only after the report of **satisfactory performance report from the users. (Annexure III & Annexure IV)**

- t. **Complaint book should be made available in In Patient Wards as well as Cafeteria/Mess.** In the event of any default on the part of licensee, the licensee shall render himself to the **penalty not less than Rs 1000/- for any given instance/complaint.** The licensee shall, however can be afforded an opportunity to furnish his explanation within seven days of the imposition of such penalty. The decision of the Chief, NDDTC or any officer authorized by him will be final and binding on the licensee.
- u. The contract is **initially for three years** subject to the satisfactory performance by contractor **and can be extended for further two years** subject to the satisfactory performance by contractor. However, the contract may be terminated/determined as per clause 'o' earlier also, if the service rendered by the agency is not found to be satisfactory of which the management (NDDTC, AIIMS, Ghaziabad) shall be the sole judge.

(A) Schedule of Diets for Indoor Patient

Sr. No.	Content	Existing Schedule
1.	Bed Tea	06:00 A.M. – 06:30 A.M.
2.	Breakfast	08:00 A.M. – 08:30 A.M.
3.	Mid Morning	10:00 A.M. – 10:30 A.M.
4.	Lunch	12:00 P.M. – 12:30 P.M.
5.	Tea	03:00 P.M. – 03:30 P.M.
6.	Dinner	07:00 P.M. – 08:00 P.M.
7.	Bed Time	09:00 P.M. – 09:30 P.M.

(B) Menu of Diet for indoor Patient

- Bed Tea** : Tea -1 cup with sugar sachet 10gms with Marie Biscuit Pack of (10gms)
- Breakfast** : Mill 500ml pack-3% of fat content (Pasteurized), Sugar 10gm sachet, Bread Slice-4 (Whole wheat Bread) each slice weighing 25-30gms. Egg-2 Nos. Normal Size/Cheese 2 Slice (25gms), Butter 8gms./Jam15gms. Chiplet
Or
Stuffed Prantha – 2 Nos. (Atta 40gm. Per parantha Butter 8gm chiplet
- Mid Morning** : Salted Lassi – 200ml.

Lunch : Chappati – 6 Nos. (150gms Atta raw unit), Rice 1½ serving 75gms Rice raw unit) Dal-1 Serving (25) gms Raw unit), Seasonal Vegetable-1 serving (150gms. Raw unit), Curd-90gms. (packed), Fruit one unit medium (Min. 100-200 gms., Cooking Oil- 10gms (used for cooking)

Evening Tea : 1 cup with sugar sachet 10gm with two Veg. sandwich/Bread pakoda-2pcs./samosa-2 pcs.

Dinner : Chappati- 6 Nos. (15gms Atta raw unit), Rice 1½ serving 75gms Rice raw unit) Dal-1 Serving (25gms Raw unit), Seasonal Vegetable-1 serving (150 gms. Raw unit), Curd -90gms. (packed), Suji/Sevian Halwa/Sweet dish-25gms. Cooking Oil-10gms (used for cooking)

Bed Time :

- Extra chapatti or rice may be recommended for few patient or additional caloric requirement.
- Dal and vegetable will be served according to the menu (Planned on 3 months basis).
- Fruits weight should be minimum as required. Fruit should be as per the recommended list of fruits. In fruits of smaller size, quantity to be increase appropriately.

Approx Nutritive value of the general ward diet :

Calories	-	3800 K. Cal.
Carbohydrate	-	630 gm.
Proteins	-	125 gm.
Fats	-	75 gm.

(C) Type of Service

1. Decentralized service for the patients.
2. Chapatti wrap to be used.
3. Sachets/Chiplets for butter/Jam.
4. Tea should have milk if (3% Fat, Pasteurized) content of minimum 30ml. per cup.
5. All cooking to be done in refined oil (Soya/Mustard Oil) only of approved brand only.

(D) Quality Control

1. All raw food products to be purchased from reputed government approved, laboratory tested certified agencies. Raw material should be procured once in a week & perishable items like fruits, vegetables, milk, curd etc. should be procured on daily basis.
2. Management can check these products at any point of time for quality control in terms of adulterating, freshness, colors, portion control weight appearance and palatability.

For Cooked food:

Management/ Assistant Nursing Superintendent/ Dietician/ Treating team to check and approve at any given time regarding the quality of cooked food in terms of nutritive value, cooking method, appearance, texture, taste and palatability.

(PART-B)

TERMS AND CONDITIONS TO RUN MESS/CAFETERIA SERVICES AT NDDTC, AIIMS :

1. The license covenants with the licensor that the license shall during the subsistence of the license observe and perform the following covenants and conditions namely :
 - a. To provide the services in conformity with the quality, kind, rates of the charges specified by the licensor from time to time. The charges shall be exhibited by the contractor at the counter.
 - b. To use the said premise only for the purpose of licensee business of preparing mess/cafeteria and no other business or no other purpose.
 - c. Not to store any hazardous and no inflammable combustible goods of substance or article which has no utility around the said premises.
 - d. Not to make addition, variations or alteration in the said premises or any part thereof without the permission of the authorities.
 - e. Under age employees will not be allowed as per Government norms.
 - f. Not to admit any person in partnership or become partner or to assign transfer by interest under the license or agent for the purpose of carrying on the said business.
 - g. To obtain police, Municipal and other authorities licensees business and to abide by all the terms and conditions of the license so issued to the licensee.
 - h. To ensure the proper maintenance and upkeep of furniture items provide by the NDDTC, AIIMS. In case not replaced the appropriate recovery will not be done from the mess/cafeteria contractor a decided by the committee.

- i. Electricity will provided for free of cost to the licensee by the lincenser and licensee should use it judiciously or else he will liable for suitable penalty as decided by chief NDDTC.

SPECIAL CONDITIONS:

- a. The license shall employ enough number of servants to cope with the workload of the Mess/Cafeteria and the servant employed by the contractor shall be of good character and sound health.
- b. To right of admission to the mess/cafeteria will be reserved to the AIIMS doctors, students, Patient attendants, teaching and research staff and as well as other staff on the administrative side and their guests.
- c. To servant shall be well dressed and the licensee shall provide two sets of dress (shirt & pants) in a year to his servants and servant shall keep their dresses neat and clean while serving in the kitchen and dining hall.
- d. Licensee is not allowed to supply food outside the NDDTC, AIIMS, per except in a special case where he is required to take permission from the Chief, NDDTC, AIIMS.
- e. The licensee shall keep the mess/cafeteria **open from 6:30 A.M to 10.30 P.M on all days including holiday and Sunday**. Authorized mess workers (Labor, with due permission & identity card will be allowed to stay in the mess premises during the night.
- f. The menu has been fixed by the catering committee and given below. The menu may be changed as per requirements of the catering committee. The licensee shall have to follow it.
- g. The meals and other eatable provided by the licensee should be palatable and nutritious. The quality of material used for preparation served should be of food standard and to the satisfaction of the mess members of catering committee.
- h. The mess charges, rates of meals and other eatable items are given below and may be revised by the catering committee from time to time as & when needed and the approved price list shall be displayed by the licensee on the notice board of the Mess/Cafeteria. The rates approved will be binding on the contractor.
- i. The licensee shall provide garden umbrella if required in the Mess/Cafeteria open area.
- j. The licensee shall provide all the crockery and cutlery etc., in the Mess/Cafeteria. All equipments required like gas chulha, gas cylinder, refrigerator, hot case etc, will be arranged by the contractor and no claim of maintenance of the same shall be entertained by NDDTC, AIIMS, Ghaziabad.

- k. The licensee may charge for the food taken by the staff for each order. He shall also **collect an advance of Rs.1000/- for those staff who want to avail food delivery service** to faculty longue, Hostel TV room & Hostel rooms (Dinner only may be delivered to hostel rooms) or may allow credit at his own risk & responsibility, without any liability on the chief, or any other officer authorized by him.
- l. The licensee shall bear and pay all the cost charges and expenses if, any incidental to the preparation and execution of this licensee in duplicate.
- m. The original copy of this licensee shall be kept with the licensor and licensee shall keep the duplicate copy of this license.
- n. The licensee shall maintain **complaint book**, which will be make available to the mess/cafeteria members on demand.
- o. The contract is initially for **three years and can be further extended for two more years** on subject to the satisfactory performance by contractor. However, the contract may be terminated/determined earlier also if, services rendered by the agency is not found to be satisfactory for which the management, NDDTC, AIIMS shall be the sole judge.
- p. In the event of any default one the part of licesee, the licensee shall render himself to the **penalty not less than Rs. 1000/-** for any given offense. The licensee shall, however the afforded an opportunity to furnish his explanation within seven days of the imposition of such penalty. The decision of the chief, NDDTC in all their behalf shall be final and binding on the licensee.
- q. **Non-veg meal will be provided by the vendor after giving prior order to the canteen with specific quantity and reasonable rates may be charged which should be acceptable to catering committee.**
- r. **The vendor should supply Breakfast, Lunch & Dinner as per the menu attached in this tender to the staff of NDDTC throughout the week. At least two snacks should be made available every day from 09:00 AM to 10:00PM. They should also be able to supply the Breakfast, Lunch & snacks to faculty longue as well as TV room in Hostels and dinner to Hostel rooms upon the prior telephonic order. Vendor should be able to deliver the food within 10 minutes of the order. The vendor should provide two mobile contact numbers to the staff for placing the orders.**

- s. The vendor should also be able to operate Tea/Coffee Vending Machine in the kitchen or OPD & may charge to the tea/coffee as per the prescribed rates.**
- t. Beverages, Milk & Milk products like Lassi, Butter Milk etc., Juices (Tetra packs) also be made available in cafeteria and should be sold as per M.R.P rates only.**
- u. The Vendor shall also make available the General store items like Tooth Paste, Tooth Brush, Shampoos, Soaps, Detergents for washing clothes, Hair oil, Locker & key etc. in the mess/cafeteria for the benefit of patients and also residents residing in the hostel campus. The vendor has also procure and supply any stationary or general store item to the staff/residents & patients within 24 hours as and when demand is raised.**
- v. For release of monthly payments to the successful bidder, Performance reports as attached as annexure III & IV along with complaint books from wards and staff cafeteria must be submitted by the vendor to the stores officer without which request for payment will not be processed.**

List and Menu for Staff Canteen (Fixed Rate)

S.No.	Name of Items	Fixed Rates
1.	Breakfast: (Menu may be changed by catering committee as and when needed)	
	Monday – Poori (4-6), Sabji (1 standard serving bowl)	Rs.30/-
	Tuesday – Chhola(1 standard serving bowl) Bhatura (2)	Rs.30/-
	Wednesday – Idli(Small-4, Large 2-3) Sambar (1-2 standard serving bowl)/Upma (1 standard plate)	Rs.30/-
	Thursday – Poori (4-6), Sabji (1 standard serving bowl)	Rs.30/-
	Friday – Plain Parantha (3) with Chhole Sabji (1 medium standard serving bowl)	Rs.30/-
	Saturday – Stuffed Parantha (2) with packed curd	Rs.30/-
	Sunday – Sandwitch (2) Raw/Grilled	Rs.30/-
2.	Lunch/Dinner	
	(Normal Thali) Rice, Roti Dal or Kadhi or Sambhar, Veg Green/Sabji, and Salad	Rs.40/-
	(Special Thali) - Rice, Roti, Dal or Kadhi or Sambhar, Veg Green/sabji , Fruit Salad and Pudding /Sweet.	Rs.50/-
3.	Other Items :	
	- Tea	Rs.6/-
	- Coffee	Rs.8/-
	- Standard Packed Curd (Preferably from Mother Diary)	MRP
	- Cold Drinks	MRP
	- Biscuits and other packed items	MRP

➤ **At least two snacks should be made available every day/every time.**

Note:

1. Vendors are advised to quote their rates per diet for indoor patients only in the format (**Annexure-I**).
2. The comparison of rates quoted of technically shortlisted vendors, who fulfill pre-requisite documents including **EMD**, shall be done on the basis of QCBS evaluation of the firms and contract shall be awarded to best weighted evaluated bidder as per the combined technical and financial scores.
3. Vendor must provide items/service in the staff canteen as per rates indicated in the above table so all tenderers are advised not to quote rates for the items to be provided in the staff canteen.
4. The entire contract (for providing dietary services for indoor patients and operation of staff canteen at NDDTC Centre) shall be awarded on three years rate contract basis to the tenderer who qualify & shortlisted on basis of QCBS evaluation for indoor patients and if performance of the bidder is found to be satisfactory & if mutually agreed may be extended for further two more years.

Annexure-I (FINANCIAL BID)

File no: **01/DIET/NDDTC/2017-18/St.**

Sl.no.	Service to be provided	Rates per day Per Patient	Goods and Service tax, (if any)	Rates per day (Net)inclusive of all taxes
01.	Dietary service for indoor patients as per schedule & menu of diet given in the tender document			
02.	Rates per day (Net) inclusive of all taxes Total in Words			

Signature of tenderer with seal

Note : Financial bid should be submitted in a separate envelope. In case of any difference in words & figures quoted, then amount in words will be considered as final quote.

Annexure-II

Tenderers are advised to submit their document as per check list and also enclose the copy of the check list in the techno-commercial bid (Part-I)

Subject: Tender for providing dietary services for indoor patients and operation of staff canteen at NDDTC centre for three years rate on rate contract basis.

Sl.No.	Document to be submitted along with the techno-commercial bid (part-I)	Attached at page number
a.	The tender should have minimum two years' experience (as on the date of submission of tender form) of successful running of dietary services in a hospital or an institution/residential organization/commercial establishment catering to minimum 50 Nos of personals and should submit fresh performance certificate as per tender clause no.06 in terms and conditions.	
b.	Certificate regarding the Constitution of the firm/ ownership/ partnership/incorporation and compliance with FSSAI license/registration requirement if selected.	
c.	The tender should be holding continued of dietary service within the last one year of date of application. Tender should submit declaration on a non-judicial stamp paper of Rs. 10/- duly attested by notary as per tender clause no.06 in terms and conditions.	
d.	Audited balance sheets, Profit & Loss statements, Annual turnover as certified by CA & Annual Income tax returns for last two financial years as per tender clause no.05 in terms and conditions.	
e.	Vendor should submit statement of financial standing from an authorized bank. The name of the bank/firm along with full address should be furnished as per tender clause no.08 in terms and conditions.	
f.	Earnest money deposit as per tender clause no. 07 in terms and conditions.	
g.	The tenderer shall furnish as certificate on firm's letterhead that the firm has not been blacklisted in the past by any government/private institution and there is no vigilance/CBI case pending against the firm/supplier as per tender clause no.12 in terms and conditions.	
h.	An undertaking on firm's letterhead stating that in case the contract is approved in their favor, they will also operate & provide staff canteen service as per list and menu for staff canteen on fixed rates basis as per tender clause no.13 in terms and conditions.	
i.	The tenderer will submit Goods & service tax registration certificate (GSTN) on firm's letterhead stating that there are no dues pending against the firm with the service tax department as per tender clause no.14 in terms and conditions.	
j.	The forwarding letter/undertaking (Schedule -A) along with tender document duly signed on each page should invariably be submitted in technical bid as per tender clause no. 21 in terms and conditions. Annexure VIII also needs to be submitted.	
k.	Duly filled Performance Evaluation Score for QCBS evaluation. (Annexure V) . Non-submission of this document will not lead to rejection of tender.	

Note:

- a) If the certificate/documents, mentioned above are not submitted along with the tender, such offers will not be considered and will be out rightly rejected and no further correspondence will be entertained, what so ever the case may be.
- b) Any tenderer/supplier giving false information shall be disqualified and removed from the rate contract. No business, henceforth, will be done with the firm/supplier and will be debarred for next five years.
- c) It is the responsibility of the bidders to see that the complete bidding documents are submitted in the NDDTC, Ghaziabad (AIIMS) on or before of the date of submission of the quotation, failing which, the bid would be considered late and will not be entertained under any circumstances.
- d) Mere handing over of the bidding documents in any counter/room/section or to any person cannot be considered as submission of bid/tender and shall not be entertained.
- e) A complete set of tender documents may be obtained by interested firms from NDDTC, Ghaziabad (AIIMS) from 2:00 P.M. to 4:00 P.M. (from Monday to Friday) & 11.00 A.M to 12.00 Noon on Saturday except Sunday and govt. holidays on submission of a written application/request on letter-head of the manufacturing firm (without which the representative of the tenderer will not be allowed to collect the tender document) and upon payment (tender cost) of a non-refundable fee of Rs. 500.00 (Rupees five hundred only) in form of demand draft in favor of Account Officer, NDDTC, AIIMS only.

The techno-commercial bids will be opened on _____ At 02.30 P.M. at _____ in the presence of representatives of firms who intend to be present on the occasion.

Annexure -III
Performance Report from Inpatient Areas

Date: ___/___/20___

Fill the appropriate one for release of payment to the Dietary Services Providing firm:

This is to certify that food supplied by M/s _____
was satisfactory for the period from ___/___/20___ to ___/___/20___. There were no
complaints in the service provided by the firm during the above period.

(Or)

This is to certify that food supplied by M/s _____
was satisfactory for the period from ___/___/20___ to ___/___/20___. There were _____
(Number) complaints registered in the complaint books available in the wards regarding the
service provided by the firm during the above period.

(Or)

This is to certify that food supplied M/s _____
was not at all satisfactory for the period from ___/___/20___ to ___/___/20___. There was
no improvement in the quality of service despite giving multiple instructions to the firm from
time to time.

Assistant Nursing Superintendent
NDDTC

Duty officer
NDDTC

Officer Incharge
Inpatient Areas NDDTC

Annexure - IV

Performance Report from Staff Cafeteria

Date: ___/___/20___

Fill the appropriate one for release of payment to the Dietary Services Providing firm:

This is to certify that service provided by M/s_____ was satisfactory for the period from ___/___/20___ to ___/___/20___. There were no complaints in the service provided by the firm during the above period.

(Or)

This is to certify that service provided by M/s_____ was satisfactory for the period from ___/___/20___ to ___/___/20___. There were _____ (Number) complaints registered in the complaint books available in the cafeteria regarding the service provided by the firm during the above period.

(Or)

This is to certify that service provided by M/s_____ was not at all satisfactory for the period from ___/___/20___ to ___/___/20___. There was no improvement in the quality of service despite giving multiple instructions to the firm from time to time.

Resident Representative
NDDTC

Duty officer
NDDTC

Officer Incharge
Hostels NDDTC

Annexure - V:

Performance Evaluation Score

Date: ___/___/2017.

To Whom so Ever It May Concern

This is to certify that M/s _____
(Name of the bidder/Vendor)

has been providing Dietary services since _____ Years (No.) i.e from ___/___/20___ to till date.

(or)

had provided Dietary services from ___/___/20___ to ___/___/20___ for _____ years (No.)

to _____.
(Name of Establishment / Organization to which bidder had provided / has been providing service)

I am authorized representative of the organization /establishment to evaluate the performance of the service provider and performance of the vendor is scored by me under various parameters as follows:

Score the service provided/being provided by the firm/Vendor on the scale of 10.

Sl.No.	Parameter	Score (Out of 10)
1.	Food Delivery System *	
2.	Use of utensils**	
3.	Cleaning of Mess/cafeteria & Kitchen	
4.	Employing adequate staff	
5.	Staff hygiene Practice	
6.	General training of staff ***	
7.	General behavior of staff with Hospital staff and patients / Customers / Users	
8.	Food storage	
9.	Food Procurement system ****	
10.	Quality & Palatability of served food	

* Timely delivery of food, Proper maintenance of Food delivery trolleys.

** Providing good quality plates & other crockery.

*** Whether Staff is trained adequately in the Dietary practices that needs to be adopted while preparing & delivering the food.

**** Procurement of good quality food items at regular intervals.

()

**Signature of Authorized representative* of the firm in the brackets
with Seal**

Full Name:

Designation:

Address of the firm:

Contact number:

* Can be signed by Dietician/ Medical Superintendent/ CEO /Director/Authorized representative of the firm which has utilized / being utilized the services offered by Bidder/vendor.

Annexure – VI

BANK GUARANTEE FORM FOR BID SECURITY

Whereas _____ (Name and address of the Bidder)
(hereinafter called the "Bidders")
has submitted its Bid dated _____ for the
supply of _____
(hereinafter called the "Bid")
against the purchaser's NIT No. _____

Know all persons by these presents that we _____
having our registered office at _____
(Hereinafter called the "Bank")
are bound unto NDDTC, AIIMS, New Delhi
(hereinafter called the "Purchaser")
in the sum of _____ for which payment will and truly
to be made to the said Purchaser, the Bank binds itself, its successors and assigns
by these presents. Sealed with the Common Seal of the said Bank this
_____ day of _____ 20____.

The conditions of this obligation are:

- 1) If the Bidder withdraws or amends, impairs or derogates from the bid in any respect within the period of validity of this Bid.
- 2) If the Bidder having been notified of the acceptance of his Bid by the Purchaser during the period of its validity: -
 - a. If the bidder fails or refuses to furnish the performance security for the due performance of the contract or
 - b. If the bidder fails or refuses to accept/execute the contract or
 - c. If it comes to notice at any time, that the information/documents furnished in its Bid are false or incorrect or misleading or forged

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or more the three conditions, specifying the occurred condition(s).

This guarantee will remain in force up to _____ (insert date of additional forty-five days after Bid validity) and any demand in respect thereof should reach the Bank not later than the above date.

.....
 (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)

Annexure – VII

BANK GUARANTEE FORM FOR PERFORMANCE SECURITY (IF APPLICABLE)

WHEREAS _____ (Name and address of the Contractor/Service Provider) (Hereinafter called “the Contractor/Service Provider”)

has undertaken, in pursuance of Purchase Order/ Contract no _____ dated _____ to Catering Services. (Hereinafter called “the Contract”).

AND WHEREAS it has been stipulated by you in the said contract that the Contractor/Service Provider 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 Contractor/Service Provider such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the Contractor/Service Provider, up to a total of _____ (insert *Amount of the guarantee in words and figures*), and we undertake to pay you, upon your first written demand declaring the Contractor/Service Provider 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 Contractor/Service Provider 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 Contractor/Service Provider 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 will remain in force upto _____ (insert *date of five years & 3 months after contract date*) and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature with date of the authorised officer of the Bank)

.....
Name and designation of the officer

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

Annexure – VIII

TENDER ACCEPTANCE FORM

To

The Chief,

NDDTC,

All India Institute of Medical Sciences,

Ghaziabad, U.P. India.

Ref. Your NIT No.01/DIET/NDDTC/2017-18/St. due for opening on _____.(insert date)

We, the undersigned have examined the above mentioned Tender document, including amendment/corrigendum (*if any*), the receipt of which is hereby confirmed. We now offer to provide Catering services in conformity with your above referred document for the sum as shown in the BoQ uploaded herewith and made part of this bid. If our bid is accepted, we undertake to give Catering services as mentioned in the Tender Documents, in accordance with the delivery schedule specified.

We further confirm that, if our bid is accepted, we shall provide you with a performance security of required amount in an acceptable form as per Tender enquiry Document for due performance of the contract.

We agree to keep our bid valid for acceptance as per Tender Enquiry Document. We also accordingly confirm to abide by this bid up to the aforesaid period and this bid may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, this bid read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any bid you may receive against your above-referred Advertised Tender Enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by any Central Govt. Ministries/Departments/Hospitals/Institutes.

We confirm that we fully agree to the terms and conditions specified in above mentioned Tender Enquiry Document, including amendment/ corrigendum if any.

“We hereby certify that if at any time, information furnished by us is proved to be false or incorrect, we are liable for any action as deemed fit by the purchaser in addition to forfeiture of the Bid security/Performance Security.”

Name:

Business Address:

Place: _____

Date: _____

