

Tender Document for catering Services for Hostel 1 AIIMS Bhopal (AIIMS /Tender/BPL/03 dated 8th august 2012)

We are in the process of selection of a catering contractor for the mess in the Hostel 1 on the campus. The terms and conditions on which the contract is to be awarded are given in the following pages and are divided under the following headings:

1. Term & condition of catering contract.
2. Rules pertaining to the daily functioning of the mess.
3. General structure of the menu.
4. Representative mess menu.
5. Penalties for violation of mess rules.
6. Proforma for Technical and commercial bids.

You are welcome to inspect the Hostel mess premises with prior appointment with our manager of Hostel 1, who can be contacted on Telephone No. 08305705231

In case you are interested in the above mess contract please submit the following:

- a) Technical bid in the proforma provided on page 10, containing documents as stated in page 11.
- b) Commercial bid containing the rates (per student per month) to be charged, presented in the format provided on page 12.

These should be submitted in two SEPARATE envelopes superscribed as "Technical Bid" and "Commercial Bid". Both these envelopes should be placed in a third sealed envelope superscribed as "Tender for Catering Service" and must reach the **Administrative Officer, AIIMS Bhopal, Saket nagar, Bhopal Madhya Pradesh by 15:00 hrs. on 24th August 2012. Submission of technical and commercial bids in a single envelope shall lead to disqualification.** The technical bid will be opened on same day (i.e. 24th August) at 16:00 hrs at AIIMS Bhopal.

Commercial Bid will be opened on 28th August 2012 at 16:00 hrs. Names of the parties shortlisted on the basis of technical bid will be published on www.aiimsbhopal.edu.in. If you are shortlisted, then you may attend the opening of commercial bid on the above mentioned date and time at such venue as may be given on the webpage. The contract will be awarded on 30th August 2012 and work must commence from 15th September 2012.

MESS CATERING CONTRACT FOR HOSTEL 1 - TERMS & CONDITIONS

The Mess in the Hostel No 1 on the campus consists of a kitchen and a dining hall. The important Terms and Conditions are listed below for convenience.

1. The Contract Agreement would be for a period of one year and subsequently, may be extended by two years, one year at a time depending on performance of the agency and at the discretion of competent authority.
2. Bank Guarantee of Rs. one Lakh valid for contract period issued by a scheduled nationalized bank will be required from the catering contractor, which may be refunded in case of successful completion of work & due compliance of stipulated term & condition.
3. The catering contractor has to pay license fee of Rs.1000/- per month for the first year and at such rate as may be fixed by the Institute for the subsequent years.
4. The catering contractor will pay Rs.500/- towards water charges every month.
5. Electricity charges will as per sub meter fitted in the kitchen.
6. Contractor must submit all necessary statutory documents, as stated on page 12.
7. In the event of award of the contract, the contractor should register himself with the Regional Labour Commissioner (Central), Bhopal as a contractor under the Contract Labour Regulation Act and obtain a Labour License and complete all required formalities.
8.
 - a) The caterer should adhere to the provisions of the Provident Fund Act, the Minimum Wages Act and other such acts which are applicable.
 - b) The caterer should ensure that the payment is made to the labourers as per Minimum wages act to the satisfaction of the licensee.
 - c) The Caterer shall not employ child labour and upon violation legal action would be taken.
 - d) The personnel / labourers provided by agency will not claim to become employees of AIIMS Bhopal and there will be no employee and employer relationship between them and institution.
9. Engagement of required staff, providing uniforms etc. shall be done by the caterer with approval of AIIMS Hostel.
10. The approximate strength of mess members is expected to be a minimum of 50 students in the 1st year and it will be 150 in the 2nd year during regular semester. Mess is likely to be closed during the summer and winter vacations, unless prior agreement is reached between Hostel 1 mess council and the caterer.
11. The timings, menu and price of extra items would be determined by the Committee and the Student Council in consultation with the caterer.

12. The caterer shall, at his cost, maintain adequate stocks of food grain, grocery, and adhere to the standards of the Institute.
13. No food cooked in the mess may be taken out of the premises without prior permission.
14. Vegetarian and Non Vegetarian food will be cooked and served separately.
15. Major civil and electrical works will be attended to Hospitality Manager. Minor maintenance jobs such as replacement of light bulbs, tube lights etc. are the responsibility of the catering contractor.
16. Kitchen equipment, gas burners with industrial cylinder dining hall furniture, service counters, cooking utensils, crockery, cutlery etc. will be provided by AIIMS Bhopal Hostel. Upkeep of all items provided by the AIIMS Bhopal Hostel will be the sole responsibility of the caterer.
17. Refilling of industrial cylinders provided and procurement of good quality provisions and other consumables is the responsibility of the caterer.
18. Security of licensed premises, equipment, fittings and fixtures, furniture etc. is the responsibility of the catering contractor.
19. Maintenance of kitchen equipment will be covered to the scope of service contract entered into by AIIMS Bhopal with equipment suppliers, but catering contractor should inform service contractor of maintenance requirements. Additional expenses on repairs and maintenance of equipment, if any, shall be borne by the caterer.
20.
 - a) Cleaning and Housekeeping of Kitchen and dining area, will be the sole responsibility of the caterer.
 - b) Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture is also responsibility of the caterer.
21. AIIMS Bhopal reserves the right to check cleanliness and upkeep of premises and quality of provisions, and quality of the food.
22. The caterer shall attend a monthly meeting of the mess committee, failing which a penalty will be imposed.
23. No accommodation, except a changing/resting room, will be provided to the workmen of the caterer.
24. Only those caterers who have establishment in Bhopal adjoining areas shall be considered.
25. The caterer should preferably have experience of catering in an establishment of capacity of few hundreds.
26. The dining hall will be furnished by the AIIMS but it will be maintained in good décor and hygienically by the catering contractor.

Hostel 1 Mess, AIIMS Bhopal

Rules pertaining to the daily functioning of the mess:

1. Mess timings

Breakfast	:	7:00 AM to 8:00 AM
Lunch	:	1:00 PM to 2:30 PM
Tea time	:	5:00 PM to 6:00 PM
Dinner	:	8:00 PM to 9:30 PM

- Unlimited salad will be provided during lunch and dinner. It will comprise of lemon and any three of the following in every meal: Tomatoes, cucumbers, onions, beetroots, carrots, and cabbage.
- Mouth freshener (Fennel seeds and sugar) and Pickle to be provided with every meal.
- Paneer is to be served once in a week if so decided in the menu.
- Chaas (1 glass of 200 ml), Lassi (1 glass of 200 ml), Raita, shrikhand, curd rice each, must be served during lunch on one day of the week, if so decided in the menu. On other days when chaas/lassi/raita/shrikhand/curd rice will not be served, curd must be served.
- Coconut chutney & sambhar will be served with all south Indian dishes (like idli, dosa , uttappam, etc.)
- Sweet Dish or Ice Cream (1 cup or bar) or Milkshake (1 glass of 200 ml) or one serving of Fruit have to be served with dinner on all seven days. Sweets must include variety from all parts of the country like Bengali, Gujarati, South Indian sweets etc.
- Whenever butter is provided, Students will be served ~20 gms of butter. Ketchup has to be provided along with dishes like Maggie, Samosa, Paratha etc.
- Imli Chutney will be served with items like samosa, kachori, all types of chats etc.
- Jain Food (for ~10 students) will be served on a separate counter.
- Menu as decided by the mess committee will be strictly followed.
- Extra items e.g. extra bowls of curd, non veg. items, and special vegetarian dishes etc. over and above the decided mess menu can be sold at prices decided in by the Mess Council in consultation with the caterer.
- Sufficient counters should be operational. The need will be decided by the Mess Council.
- Catering services for institute events held within the premises of the hostel may be undertaken only after obtaining a written permission from the mess council and warden at least three days prior to the event.

15. Coupons for guest meals and extra will be sold (given) to the customer either on the basis of a student writing for it in the register maintained or against cash payment for the same to the caterers. The price of the same shall be decided by the mess council in consultation with the Caterer.
16. Rebate will be given to students for a minimum period of three days on which he does not avail mess facility with prior notification of one day.
17. Hostels will get 60% on any surplus amount paid for the guest meals.
18. In case the mess is closed on any occasion or for pest control then special dinner / lunch shall be provided, at no extra cost.
19. In case a special event is organized in the hostel for which food is arranged from another caterer/restaurant, the students will get a discount corresponding to the food charges for that meal.

General Structure of the Mess Menu

The following is the general structure of the menu. The detailed menu is provided in the table that follows.

Breakfast*

Indian dish or 2 boiled Eggs or Double omelet

AND

4 Slices of Toasted Bread with butter and jam.

AND

Milk (one Glass of 200 ml) with Cornflakes or Tea or Coffee

AND

Fruits

*All options should be available on all days

Lunch

Unlimited Rice, Unlimited Chapatti (with and without Ghee) or Plain Parantha or Poori, Unlimited Dal or Sambar, One Unlimited Curry, *Sabji* (green vegetable), Salad, *Papad*, Curd/Raita / Chaas / Lassi / Shrikhand / Curd Rice as mentioned

Tea Time

- Snack items (*Poha*/Cutlet/*pakori*/*pakoda*/*aaloo bada* / *Halwa*/Toast/Biscuit)
- Unlimited Tea and Coffee, Juice/Cold drinks/ milk-shakes

Dinner

- Unlimited Rice, Unlimited Chapatti (with and without Ghee) or Plain Parantha, Unlimited Dal ,One Unlimited Curry/Non-veg curry , *Sabji* (green vegetable or seasonal vegetable), Salad, Pickle, Curd, Papad/ Sprouts
- South Indian/ Chinese should be served once in a week
- Sweet Dish or Ice Cream , Fruit(Papaya)

Sample mess menu (This is a representative menu only)

	Breakfast	Lunch	Tiffin	Dinner
Monday	Cutlet	Rajma, Methi Poori, Rice, Dal, Curd Rice, Salad, Pickle	Dosa, Coconut Chutney, Sambhar	Veg. Hariyali, Roti, Dal, Rice, Pineapple Slice, Salad, Pickle
Tuesday	Sprouts	Veg. Korma, Dal Makhani, Rice, Curd, Plain Parantha, Salad, Fried Papad, Pickle	Chowmin	Alu-Pattagobi, Roti, Dal, Rice, Ice Cream, Green Chillies Chutney, Salad, Pickle
Wednesday	Vermicelli Upma	Shahi Paneer, Poori, Rice, Dal, Shrikhand, Salad, Pickle	Maggi	Veg. Biryani, Dal, Roti, Alu-Cauliflower, Kheer, Salad, Pickle
Thursday	Poha	Kalachana, Jeera Rice, Dal, Roti, Tomato Chutney, Chaas, Salad, Fried Papad, Pickle	Idli, Sambhar, Coconut Chutney	Khichdi, Kadhi-Pakoda, Roti, Jeera Aloo, Fruit, Green Chillies Chutney, Salad, Pickle Extra : Paneer Makhni Extra : Egg Masala
Friday	Upma	Chhole Bhature, Rice, Lassi, Dal, Imli Chutney, Salad, Pickle	Dahi Vada	Tomato Soup, Bread Crumbs, Veg. Noodles, Egg Noodles, Veg. Fried Rice, Veg. Manchurian, Watermelon Slice, Salad, Pickle
Saturday	Alu Parantha, Dahi	Matar Paneer, Roti, Veg Pulao, Veg Raita, Salad, Roasted Papad, Pickle	Samosa	Chawli Sabji, Roti, Rice, Sambhar, Roasted Papad, Green Chillies Chutney, Apple, Salad, Pickle
Sunday	Onion Paratha, Lassi	Malai Kofta, Roti, Rice, Dal, Dahi, Salad, Roasted Papad, Pickle	Pani Puri, Imli Chutney	Dum Aloo, Plain Parantha, Rice, Dal Makhani, Sweet, Salad, Pickle Extra : Masala Chicken

*In breakfast, only the item present as Indian Dish has been mentioned. Rest all items as stated earlier will always be there, as indicated by.

Penalties for violation or rules, terms and conditions

The caterer will be fined in case of violation of the following rules

1. Non-availability of complaint register on the counter/discouraging students from registering complaints would lead to a fine of Rs.2,000/- on the caterer.
2. 3 or more complaints of insects and/or foreign object cooked along with food found in any food item would invite a fine of Rs.4,000/- on the caterer.
3. 3 or more complaints of unclean utensils in a day would lead to a fine of Rs.4,000/- on the caterer.
4. If mess committee agrees that certain meal was not cooked properly then a fine of Rs.4,000/- would be imposed on the caterer.
5. If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes of breakfast and Tiffin then a fine of Rs.2,000/- would be imposed on the caterer. The timing for that meal will be extended equivalent to delay time.
6. Changes in menu of any meal without permission of mess committee would result in a fine of Rs.4,000/- on the caterer.
7. Fine on any discrepancy (personal hygiene of workers, misbehavior by workers etc.) will lead to fine of Rs.4,000/- on caterer for every instance.
8. For any rules stated in the agreement,
 - First violation of the rule implies fine as per the rule. ‘
 - Second and subsequent violations of the same rule ***within 30 days of previous fine*** will attract triple the initial amount of fine on the caterer.
9. Absence of proprietor or his representative empowered to take decision from mess council meetings on due invitation (which will be held once every month) will attract a fine of Rs.10,000/- on caterer.
10. As and when mess council proposes a fine it will inform the representative of the caterer or mess manager and fine will be imposed with consent of the wardens.
11. Using of brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and decided by the mess council with consent with the wardens.
12. Severity of hygiene failure shall be assessed and decided by the mess council and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash and/or summary termination of the Contract.

Brands of consumables permissible in Hostel 1 mess

Item	Brand
Salt	Tata, Annapurna, Nature fresh
Spices	M.D.H. Masala, Satyam, Badshah, Everest
Chicken	Venky's Chicken, Godrej Real good
Ketchup	Maggi, Kissan
Oil (Sunflower)	Sundrop, Godrej, Saffola, Fortune, Dhara (use of Hydrogenated (vanaspati) oil is prohibited)
Pickle	Mother's or Pravin or Priya
Atta	Ashirvad, Pillsbury, Annapurna
Instant Noodles	Maggi
Flavoured fruit drinks	Real
Papad	Lijjat
Butter	Amul, Britannia, Mother Dairy
Bread	Sanchi ,Modern, Kwality, Wibs
Cornflakes	Kellog's
Jam	Kisan or Maggi
Ghee	Sanchi ,Amul, Mother Dairy, Britannia
Shrikhand	Sanchi ,Amul
Milk	Sanchi, Amul, Mother Dairy (Without Water)
Paneer	Amul
Tea	Brook bond, Lipton, Tata, Taaza
Coffee	Nescafe
Ice Cream	Top n Town, Amul, Mother Dairy, Kwality

The caterer may use any other FPO approved brands only if permitted by the Mess Council in writing.

Proforma for the Technical Bid
(In separate sealed cover superscribed as "Technical Bid")

1. Name of the Catering Agency: _____

2. Constitution of catering Agency: Individual/Sole Proprietor firm/ Partnership firm/ Ltd Company

3. Name of contact person with designation :(i.e. Sole proprietor/ Partner /Director)

4. Contact Address: _____

5. Contact Phone: _____ Fax: _____

e-mail address: _____ Cell phone: _____

6. Major establishments in/ around Madhya Pradesh, where catering services are provided:

(i) _____ (ii) _____

(iii) _____ (iv) _____

Signature of the Proprietor or Authorized Representative

Date: _____

Name of the Signatory: _____

Place: _____

Designation: _____

Stamp:

Information to be provided in the Technical Bid

1. Details of Experience of handling large institutional/corporate cafeteria/food outlet: Current and Earlier (during last 5 years) [Certificate issued from client organization indicating magnitude, contract amount, period of contract duly attested by gazetted officer of central/state Govt. must be enclosed].
2. Any other pertinent information.

Documents to be provided with the Technical Bid

1. Two References.
2. Xerox copy of the following documents:
 - a) Income tax clearance certificate -last three financial years
 - b) Catering, food outlet & labour license,
 - c) Municipal license
 - d)Registration Certificate
 - e) PF/ESIC information,
 - f) Balance Sheet - last 3 financial years,
 - g) Partnership deed
 - h) Sales Tax certificate,
 - i) Shop & Establishment Registration
 - j) Municipal Certificate,
 - k) Work orders from other organizations

Proforma for Commercial Bid
(In separate sealed cover superscribed as "Commercial Bid")

To

Administrative Officer
All India Institute of Medical Sciences Bhopal
Saket Nagar, Bhopal 462 024
Madhya Pradesh

Sub: Mess Catering Contract for Hostel 1 at AIIMS Bhopal

Name of the Agency: _____

Our quotation for the mess is: Rs. _____ (in words _____)
per student per month. The above quotation includes all applicable taxes as detailed below:

	Rs.
Catering charges per student per month	
Taxes (all inclusive including service tax)	
Total	

We have read and agree to

1. Terms and conditions of Mess Catering contract
2. Rules pertaining to the daily functioning of the mess
3. Fines.

Signature of the Proprietor or Authorized Representative

Date: _____

Name of the Signatory: _____

Place: _____

Designation: _____

Stamp: