

Tender
For
Main Mess Services

At

All India Institute of Medical Sciences, Jodhpur

NIT Issue Date	: 20th April 2023
NIT No.	: Admn/Tender/03/2023-AIIMS.JDH
Pre-Bid Meeting	: 28th April 2023 at 04:00 PM
Last Date of Submission	: 15th May 2023 at 03:00 PM
Bid opening	: 16th May 2023 at 03:45 P.M

Tender documents may be downloaded from institute's web site www.aiimsjodhpur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>



All India Institute of Medical Sciences, Jodhpur

Basni Phase - II, Jodhpur – 342005, Rajasthan,

email: procurement@aiimsjodhpur.edu.in

Website:- www.aiimsjodhpur.edu.in

INDEX

Sl.No.	. Subject	Descriptions	Page Nos.
1	Section 1	Notice Inviting Tender –Mess Services	05
	A	Introduction	05
	B	Notice Inviting Tender	05
2	Section 2	General Instructions to Bidder	07
	A	Introduction	07
	B	Instructions	07
	5	Amendments & Modification in Bidding Documents	07
	6	Preparation of Bidding Documents	08
	7	Language of Bid	09
	8	Submission of Bid	09
	9	Description of bidding Process	10
	10	QCBS Selection Terms	10
	11	Technical Bid Documents	12
	12	Financial Bid Information	12
	13	Selection Criteria	13
	14	Authorization	13
	15	Pre Bid Meeting	13
	16	Rejection of Tender	13
3	Section 3	General Terms and Conditions	14
	1.	Earnest Money Deposit	14
	2.	Bid Validity	14
	3.	Period of Contract	14
	4.	Performance Guarantee	15
	5	Security Deposit	15

	6	Subletting of Work &Premises	16
	7	Eligibility Criteria	16
	8	Acceptance and Rejection of Bid	16
	9	Right of Mess Committee	17
	10	Insurance	17
	11	Compliance	18
	12	Labour Law & Regulation	18
	13	Change of Law	19
	14	Assignment	19
	15	Discipline	20
	16	Verification of Manpower	21
	17	Security & Safety	22
	18	Performance	22
	19	Payment Terms	22
	20	Taxes	24
	21	Liquidated Damages	25
	22	Exit Clause	25
	23	Work at Risk Cost	25
	26	Termination Clause	25
	27	Breach of Contract	26
	28	Other Conditions	27
	29	Insolvency Clause	27
	30	Force Majeure	27
	31	Applicable Law	27
	32	Arbitration	27
	33	Jurisdiction	28

4	Section 4	Eligibility Criteria and Evaluation Procedure	29
	A	Eligibility Criteria	29
	B	Evaluation Procedure	32
5	Section 5	Scope of work and Operational Norms & Conditions	36
	A	Mess Service	36
	B	Compliance for Mess Services	39
	C	Personnel & Staffing Procedures	40
	D	Preparation of Food	44
	E	General Structure of the Menu	46
	F	Quality Control	45
	G	Mess Infrastructure & Maintenance	54
	H	Waste Management	61
	I	Feedback & Assessment	62
	J	Penalty Clause	64
6	Section 6	Standard Operating Procedure for Mess Kitchen Operation	69
7	Annexure -1	Tender Acceptance Certificate	83
8	Annexure -2	Part-1 Technical Bid Document Information	84
9	Annexure -3	Check List Technical Bid	88
10	Annexure -4	Declaration regarding Non -Blacklisted	91
11	Annexure -5	Annual Turnover Certificate Format	92
12	Annexure-6	Performance Certificate Format	93
13	Annexure -7	Format for bidder Past and Present Client Details	94
14	Annexure-8	Format of Performance Bank Guarantee	95
15	Annexure-9	Financial Bid	

SECTION-1

NOTICE INVITING TENDER FOR MAIN HOSTEL MESS SERVICES AT AIIMS, JODHPUR

A. INTRODUCTION

All India Institute of Medical Sciences (AIIMS), Jodhpur, is an apex healthcare institute established by the Ministry of Health and Family Welfare, Government of India, under the Pradhan Mantri Swasthya Suraksha Yojna (PMSSY). The Director, AIIMS, Jodhpur, would like to outsource the following services for the institute's day-to-day activities by inviting offers or bids.

1. All Indian Institute of Medical Sciences, Jodhpur, invites **online bids (e-tender)** in two bid (QCBS mode) systems from reputed, experienced, and financially sound parties for the following described work and services:

SI. No.	Tender No.	Brief Description of Services
1	Admn/Tender/03/2023-AIIMS.JDH	Main Mess - Mess Services for Students, Faculty and Staff in the Campus of AIIMS, Jodhpur.

2. At present, AIIMS –Jodhpur Main Mess is having the around **700 plus** enrolled students;
3. The number of residents may vary depending upon academic sessions and vacations;
4. AIIMS Jodhpur does not commit or guarantee any specific number of students for any particular mess. Students will be allowed to select Mess-based services based on the quality of service provided by the specific Mess vendor; however, for calculation purposes, 500 or more students and 300 or more faculty, residents and staff (pay and eat basis or both) are currently using Mess services;

B. NOTICE INVITING TENDER

Sl.No	Subject	Deprecation
1.	Type of Tender	Open tender (Online - Two Bid System)
2.	Description of Work/Services	“Providing Main Mess Kitchen mess services at AIIMS, Jodhpur”
3.	Tender No.	Admn/Tender/03/2023-AIIMS.JDH
4.	Published date and time	20th April 2023
5.	Closing Date & time of Online Bid submission (Technical & Financial Bid)	15th April 2023 at 03:00 PM
6.	Technical Bid Opening Date & Time	16th April 2023 at 03:00 PM
7.	Financial Bid Opening Date & Time	Will be posted on AIIMS Jodhpur website and updated Online on E-procurement (CPP)
8.	Bid Validity	180 Days from opening of Technical Bid

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

9.	Estimated Cost	INR 40,000,000. (Four Crore Only)
10.	EMD	3% of total estimated cost i.e. Rs 12,00,000/- (Twelve Lakhs only)
11.	Performance Guarantee	3% of the contract value in favour of “AIIMS Jodhpur” within 14 days on
12.	Security Deposit	5% of the contract value in favor of “AIIMS Jodhpur” within 14 Days on receiving the award of contract.
13.	Tender documents	Download from following websites: www.aiimsjodhpur.edu.in http://eprocure.gov.in
14.	Tender/Bid Submission	Tender/Bid shall be submitted online only at CPPP website: https://eprocure.gov.in/eprocure/app

SECTION-2
GENERAL INSTRUCTIONS TO BIDDERS

A. Introduction

The Director of AIIMS Jodhpur has decided to outsource the Main Mess Services for 500 plus students and 300 Post Graduation & faculty, the authority has decided to accomplish the bidding process for the selection of a bidder to whom the contract may be awarded. The brief particulars of the project are as follows:

- a) The bidder or service provider shall be responsible for providing mess services at the AIIMS Jodhpur Main Mess, in accordance with the detailed schedule of requirements or scope of work described in Section 5 of this tender document.
- b) Before submitting or formulating the bid, the bidders should read and examine all the terms, conditions, instructions, checklists, etc. contained herein in this tender document. Failure to provide and/or comply with the information, instructions, etc. incorporated in these tender documents may result in the rejection of the bid.
- c) No agency/ bidder shall submit more than one bid for the contract.

B. Instructions

1. The complete bidding process is conducted online. Bidders must have a valid digital signature certificate (DSC) of class II or III in order to submit bids online. Prior to bidding, DSC must be registered on the aforementioned website. If bidders require assistance with the e-bidding process, they can contact:

<p>"Deputy Director (Admin)" All India Institute of Medical Sciences, Jodhpur Basni, Phase-II Jodhpur-342005, Rajasthan helpdesk at 0291-2740741</p>
--

2. Bidders and service providers are advised to follow the instructions provided in "General Instructions to the Bidders" for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure/app>. Manual or offline bids shall not be accepted.

3. Bid documents may be scanned with **100 dpi with black and white** option which helps in reducing size of the scanned document. Bid documents should be scanned properly and bidder should ensure the same before uploading it online. In case documents are not readable/fade the same shall be summarily rejected.

4. Any amendment/corrigendum in the bidding document and extension of submission of tender shall be posted/notified on the e-procurement portal (CPP Portal) and the official website of AIIMS, JODHPUR i.e. www.aiimsjodhpur.edu.in

5. **Amendments & Modifications in Bidding Documents:** At any time prior to the date of submission of bids, the Institute may, for any reason, whether on its own initiative or in response to a clarification requested by a prospective bidder, modify/ amend the Bidding

Documents by issuing appropriate amendments or corrigenda for any reason, whether on its own initiative or in response to clarifications requested by an agency/bidder.

5.1. All amendments or corrigenda will be posted on the AIIMS-Jodhpur website, www.aiimsjodhpur.edu.in, on a regular basis. The bidders should continue to monitor the aforementioned websites for any updates or changes. The AIIMS Jodhpur will not notify any individual bidder about the amendments. All amendments by the AIIMS Jodhpur made until seven days prior to the bid submission date shall be binding on the bidders. If any bidder misses the information published on the website and their bid is rejected, no complaint will be entertained.

5.2. All modifications leading to changes in the contract with respect to technical and/or financial aspects shall be considered valid only when accepted in writing by AIIMS Jodhpur by issuing an amendment to the contract. It is agreed that the contractor shall carry out work in accordance with the directives provided by AIIMS Jodhpur, which may be amended from time to time by reasonable modifications as determined by AIIMS Jodhpur.

5.3. AIIMS Jodhpur reserves the right to add, delete, and modify the terms and conditions at any point in time.

5.4. To allow prospective agencies/bidders adequate time to prepare bids after receiving an addendum, the Institute may, at its discretion, extend the deadline for bid submission.

6. Preparation of bid documents Bidders must correctly complete, compose, and upload the technical bid form (furnished herein) as an annexure(s) in the bidding documents, along with all supporting documents, such as scanned copies of eligibility criteria supporting documents, and/or as required with the technical bid. If a particular query is not applicable in the bidder's case, it should be marked "NA." The agency and bidders must ensure that the uploaded PDF documents are legible. Bid documents can be scanned in black and white at 100 dpi to reduce the size of the scanned document.

6.1. Bidder(s) should go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the proper numbering of each document before bid submitting, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

6.2. Bidders should take into account any corrigendum published on the tender document before submitting their bids.

6.3. The bids should be on computer printouts or neatly typed and submitted online as per the guidelines of the CPP Portals. The bidder's or firm's stamp and signature should appear on each page of the bid document

6.4. Every page of the technical bid must be endorsed with a digitally sign by the competent person.

6.5. Individuals signing the bid or other documents connected with the contract shall indicate the full name below the signature and must specify whether he or she is signing as.

- a) A sole proprietor of the firm or sole proprietors constituted attorney.
- b) A partner of the firm, in which case he or she must have authority to represent the partnership firm in arbitration of disputes concerning the partnership firm's business, either by virtue of the partnership agreement or by power of attorney.
- c) A person signing the tender form or any other documents forming part of the contract on behalf of another is deemed to be giving a warranty that he/she has authority to sign such documents, and if, upon inquiry, it appears that the person does not have authority to do so, the Institute may, without prejudice to other civil and criminal remedies, cancel the contract and make or authorize execution of the contract or intended contract at the risk and cost of such person and hold the signatory liable to the Institute for all costs and damages arising from the cancellation of the contract, including any loss which the Institute may have on account of the execution of the contract or intended contract.

6.6. The bidders are expected to examine all instructions, forms, terms, and conditions (specifications) in the bidding documents. Failure to furnish all information required by the bidding documents will be at the bidder's risk. Tenders not complying with tender conditions and not conforming to tender specifications will result in the rejection of its bid without seeking any clarification

6.7. The bidders may visit and inspect the site of operations if needed.

7. Language of Bid The governing language for the contract shall be English. All contract documents, correspondence, and communications to be given, and all other documentation to be prepared and supplied under the contract, must be written in English, and the contract must be construed and interpreted in English. However, all correspondence and supporting documents relating to the bid exchanged by the bidder and the institute may also be written in Hindi.

8. Submission of Bid: The bids shall be submitted online in two parts: the technical bid and the financial bid. All the pages of the bid submitted must be signed and sequentially numbered by the bidders, irrespective of the nature of the content of the documents, before uploading.

8.1. In the technical bids, the bidder(s) are required to upload the entire documents in PDF format. All quotation both Technical and Financial should be submitted in the E-procurement portal <http://eprocure.gov.in/eprocure/app>.

8.2. Bidders should log in to the site well in advance of the bid submission deadline to ensure that the bid is uploaded on or before the bid submission timeline. Part I, the Technical Bid, and Part II, the Financial / Price Bid, must be submitted online by the agencies/bidders. Bidders will be responsible for any delay due to other issues.

8.3. The bidders have to digitally sign and upload and add scanned PDFs of all relevant documents in a single PDF file for the compliance sheet of all required bid documents, as indicated in the tender documents.

8.4. The offers submitted by Fax/email and by post shall not be considered, no correspondence will be entertained in this regard.

8.5. The bidders submitting the tender would be deemed to have considered and accepted all the terms and conditions of the contract. No verbal or written inquiries regarding the tender's acceptance or rejection will be entertained.

8.6. Bidder must submit financial bid in .xls (Excel workbook 97-2003 workbook) only.

8.7. Each bidder shall submit only one bid, either by himself, as a partner in a joint venture, or as a member of the consortium. A father and his son(s) or other close relatives who have business relationships with one another (i.e., when one or more partner(s) or director(s) are common) will not be permitted to bid for the same contract as separate competitors. A breach of this condition will result in the rejection of both parties' tenders.

8.8. The Institute will not be responsible for any type of technical issue regarding the uploading of tenders to its website.

8.9. The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.

9. Description of Bidding Process: The two-bid system will be followed for this tender bid. In this system, the bidder(s) must upload or submit their offer via the CPPP website's online portal: <https://eprocure.gov.in/eprocure/app>. in two parts: **the technical bid** and **the financial bid** (referred to as the "Bidding Process"), as described herein:

10. Under QCBS selection, the technical proposals will be allotted a weightage of 70% (seventy percent), while the financial proposals will be allotted a weightage of 30% (thirty percent)

10.1. Two-Bid System (QCBS mode), i.e., (1) **Technical Bid** containing all technical details as well as commercial terms and conditions, and (2) **Financial Bid** as per Annexure-9 from interested bidders/contractors for empanelment to run the Mess Service at Main Mess, AIIMS Jodhpur on a (A) Per Student Per Day Meal Cost basis as well as (B) Pay and Eat basis, or Both Basis.

11. The technical bid consists of various mandatory information and supporting documents, which are described in this tender document as well as Section 4 of the tender documents. These details and annexure(s)/form(s) shall be submitted online as a "technical bid" with supporting documentation. The technical bid should also include the following detailed information, as well as all relevant or supporting documents are to be uploaded.

a) Signed and Scanned copy of valid registration certificate (NSIC/ SSI/ MSME), earnest money deposit, correspondence address, telephone number and fax number/Email id of the bidder;

b) Complete details of the company or firm, indicating the name(s) of the owner(s), director(s), or authorized person. Have you ever changed the name of your company or firm? If so, when, the earlier name, and the reason thereof;

c) The company's legal status (individual, proprietorship firm, partnership firm, limited company, or corporation), as well as statutory details (Registration No., PAN, GST Registration No., RPFC/ESIC No., and other required valid licenses);

- d)** Authority letter in the name of the authorized signatory for signing and submitting the tender document on behalf of the proprietor, firm, or company in case the owner/proprietor or director is not signing the tender document;
- e)** Agency /bidder having any suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company) or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or any other laws in force shall also not be eligible. The bidder must submit undertaking on its letter head in this regard.
- f)** List of past clients, indicating the value of the contract and duration of the contract. Were you or your company ever required to suspend Mess services for more than three months after you began serving clients? If so, name the contract and explain why, or/and have you or your constituent ever left a contract awarded to you incomplete? If so, give the name of the contract and the reasons for not completing the contract;
- g)** List of present clients' along with the contract value and commencement date;
- h)** Bidders with at least three years of experience running the same or similar type of mess service for at least 700 students, and recommendations from a large number of students at reputed educational institutions, Public sector ,PSU and /or renowned institutions such as AIIMSSs, IITs, NIDs, NFSUs, NITs, IAS Academies, NDA, ISRO, Central Universities, SAIL, BHEL, NTPC ,Power GRID ,CIL,GAIL and ONGC, may apply with sufficient Satisfactory Performance Certificates of their experience and ability in running the mess service. In this connection, a committee constituted by the Director, AIIMS, Jodhpur, shall evaluate the technical bids specifically containing similar experiences of carrying out declare the qualified bidders. The committee will evaluate the bids as per the **evaluation criteria in Section 4** of this tender document, and their decision will be binding on all bidders who have submitted their bids.
- i)** The bidder must be a competent firm registered in India and in the business of Mess services as described above clause (h). The bidder must have been in a similar business for at least the previous Three (3) years ending on March 31, 2022.
- j)** Legible copies of performance and experience certificates as stated in above clause, where the bidders/service providers, provided Mess services over the last three years, in chronological order, from FY 2019–20, FY 2020-21 and FY 2021–22. The annual total order value must be clearly stated on the experience certificate.
- k)** Copy of the income tax returns of the firm, company, or individual for the last three financial years (i.e., 2019–20, 2020–21, and 2021–22).
- l)** Bidder should have an ISO 22000 certificate and an FSSAI license in accordance with the 2006 Food Safety and Standards Act for the in-house mess kitchen that Bidder has been running for the past few years.
- m)** Stamped checklist as Annexure-3
- n)** And/or all supporting documents pertaining to Section -4 of this tender document;

11.1. Similar work {(as per clause(h)} means the bidders should have completed at least one similar work worth at least Rs. 4 crore, or two similar works worth at least Rs. 3 crore each.

11.2. Technical Evaluation: The technical evaluation of the bids submitted will be based on pre-qualification criteria, required documents submitted, and physical inspection by the Committee of AIIMS, Jodhpur, of at least one renowned institute, organization, or public sector undertaking, as described in clause 11(h) section 2, where the bidders themselves provide the same or similar Mess services and have provided or submitted the performance and experience certificates. Based on the above, marks will be allotted to each bidder.

11.3. All the technical bids will be scrutinized by the evaluation committee constituted by the Director of AIIMS Jodhpur to check all relevant documents for their authenticity, and the tenderer whose technical bids are accepted will be informed about the date and time for opening the financial bids.

11.4. A bid that does not fulfil any of the above requirements and/or gives evasive information or a reply against any such requirement shall be liable to be declared unresponsive and summarily rejected.

12. The "**Financial Bid**" must be completed and submitted as a "Financial Bid." The .xls (Excel workbook 97-2003 workbook) must be submitted online on or before the due date.

12.1. The financial offer or bid submission format is available as Annexure-8 and should be quoted for both options, a rate **per student per day basis** (total of all four meals, i.e., breakfast, lunch, evening snacks with tea and coffee, and dinner) for registered regular students, and separately a rate for each meal, i.e., breakfast, lunch, evening snacks with tea and coffee, and dinner on a **pay and eat basis** for unregistered students, faculty, and guests.

12.2. The bidders must submit the following mess service/Mess rates

a) Traditional System: Meal cost per student per day (breakfast, lunch, evening snacks with tea and coffee, and dinner) for a fixed number of students (approximately 450-500). There may be some variations (15%) across the year

b) Pay and Eat basis. The numbers of residents and faculty who will use the mess are not fixed and may vary from day to day; hence, separate rates are to be quoted for all four meals, i.e., breakfast, lunch, evening snacks with tea and coffee, and dinner.

c) Note – The Pay and Eat rate for each meal for unregistered students, faculty, and guests shall be upto maximum 20% higher than the corresponding meal for regular traditional system.

d) The mess service rates/prices should be valid for 15 months from the date of signing the contract. Rates and prices must be fixed for the entire period of the contract, as specified in clause 3 of section -3. No claim for compensation or loss due to fluctuations or any other reasons/causes will be entertained. A bid with an adjustable price quotation will be treated as nonresponsive and will be rejected

13. Selection Criteria- The final selection of bidders for providing mess services shall be based on weighted criteria. Total marks will be computed as the sum of marks obtained as described in section 4 of this tender document, according to System, the bidders with the highest marks will be selected to provide Mess services at the AIIMS Jodhpur Main Mess.

13.1. Financial Evaluation: The Financial Bid of those Bidders who have been found to be technically eligible will be opened. The Financial bids of ineligible bidders will not be opened.

13.2. Evaluation of the bid(s) through the QCBS matrix- 70 % weightage will be awarded for Technical Evaluation and 30 % weightage will be awarded for Financial Evaluation, the details as described herein section 5 of this tender document.

13.3. The proposal(s) with the highest weighted combined score (quality and cost) shall be selected. The final selection of the caterer shall be based on a weighted criteria-scoring system to be derived from the submitted tender documents and inspection reports as described in Section 4 and the weightage of the financial bid.

13.4. The contract will be awarded to the second-highest scoring bidder for the Mess service if the top-scoring vendor fails to produce the necessary documentation, rejects or refuses the contract offer, or fails to deposit the performance and security amounts as per this tender document.

13.5. . The Bidder should specifically mention GST charges, etc. payable in addition to the price quoted, otherwise, the price quoted will be assumed to be all inclusive and no separate tax or charges will be paid in the event of the offer being accepted.

13.6. Note: If the Tender Committee arrives at a decision that the daily rate quoted by any bidder is too low with reference to the quality and quantity specified by the Mess Committee, the respective tenders are likely to be rejected from further consideration.

14. Authorization: The successful agency or contractor shall submit to the AIIMS Jodhpur Mess Committee the names, designations, and specimen signatures of the persons authorized by him to draw materials, sign joint measurements, bills, receive payments, receive instructions/notices etc., on behalf of the said agency or contractor.

15. Pre-bid meeting: Interested bidders are invited to attend a pre-bid meeting and inspect the mess premises. Please be present at the meeting room in the Administration Building, Jodhpur, for this purpose. The bidder(s) can inspect the facilities of the mess and kitchen of the respective mess and understand the modus operandi. Prospective bidders are encouraged to attend this meeting, but it is not mandatory.

16. Rejection of Tender: The AIIMS Jodhpur reserves the right to reject any or all tenders related to the work described in this Tender Document for any reason.

Section-3
GENERAL TERMS AND CONDITIONS

1. Earnest Money Deposit:- The bidder shall be required to submit the Earnest Money Deposit (EMD) equal to 3% of the total Estimate cost , i.e. for an amount of Rs.12,00,000/- (Rupees Twelve Lakhs Only) by way of demand drafts or Bank Guarantee or FDR only. The demand drafts shall be drawn in favour of “All India Institutes of Medical Sciences, Jodhpur” payable at Jodhpur. The demand drafts or Bank Guarantee or FDR for earnest money deposit must deliver to the AIIMS, Jodhpur on or before last date/time of submission of bids.

1.1. The EMD of the successful bidder shall be returned after the successful submission of Performance Guarantee and Security Deposit. For unsuccessful bidder(s) it would be returned after award of the contract. No interest will be paid on the EMD.

1.2. Any tender without the EMD will be considered as Non- responsive and will be summarily rejected.

1.3. The firms who are registered with National Small Industries Corporation (NSIC) / OR Small Scale Industrial (SSI) are exempted to submit the EMD (copy of registration must be provided along with).

1.4. No bidders will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited.

1.5. The EMD of the successful agency is liable to be forfeited if the agency fails to start the mess as per the date scheduled in the agreement/contract with the Institute and the bidders, upon becoming successful, fail to furnish the required security deposit or sign the agreement within the stipulated time.

2. Bid Validity: The quoted rates must be valid for a period of 180 days from the date of the opening of tender prescribed by the Institute. During the validity period, the overall offer for the assignment and the bidder(s) quoted price must remain unchanged. If a bidder quotes a validity period that is less than the required period, the bid will be considered unresponsive and may be rejected.

2.1. Bid valid for a shorter period shall be rejected by the Institute as non-responsive.

2.2. In case the Bidder withdraws, modifies or changes his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

3. Period of Contract: The contract will initially be for a period of **one year** from the date of award of the contract, and it may be extended for a further period of **one year** after reviewing the performance of the firm by the Hostel Management Committee and at the discretion of the Director, AIIMS, and JODHPUR on mutual consent with agreed upon terms and conditions.

3.1. During the initial period of 1(ONE) year of contract. **First three months being on trial period** and on satisfactory completion of the trial basis the contract will automatically be

extended for remaining months of the year. The rates quoted shall remain firm during the first year (i.e.15 months) of the contract including trial period . On satisfactory performance extension will be made for another one (1) year. However, in case of any defaults or negligence under such contract the Mess Committee may suggest to the AIIMS Jodhpur authority to impose fine or penalty against the contractor or termination of the contract.

3.2. After trial period of 90 days of operation the caterers will be evaluated on the basis of the guidelines and rules detailed in this document and in the leave and license agreement to be drawn. If the caterer fails to meet the expectation and promises made, then the leave and license agreement can be cancelled at that time

3.3. If the successful bidder declines the contract offer for whatever reason(s), his EMD will be forfeited.

3.4. A formal contract shall be entered into with the successful bidder. In this contract, the successful bidder shall be defined as contractor.

4. Performance Guarantee: The successful bidder will have to deposit an amount equal to **03% of the contract value** inclusive of GST and should be kept valid, irrevocable Performance guarantee of scheduled bank in favour of AIIMS, Jodhpur payable at Jodhpur as per the prescribed format attached as Annexure-9 valid for 90 days beyond the expiry period of contract and/ or in the form of FDR/TDR issued by any Nationalized Bank in favour of AIIMS Jodhpur payable at Jodhpur.

5. Security Deposit: The successful contractor will also be required to deposit an additional interest-free security deposit of 5% of the contract value. The security amount shall be deposited by way of demand draft or RTGS in favour of "All India Institute of Medical Sciences, Jodhpur," drawn on any nationalized scheduled bank and payable at JODHPUR within 14 days of contract award

5.1. The successful bidder must deposit the performance guarantee and additional security amount within 15 days of the tender's acceptance and commence work as described in this tender document ; otherwise, the contract may be cancelled and the EMD forfeited.

5.2. The performance guarantee should be valid for 15 months from the date of contract commencement, i.e., the initial contract period of one year and three months beyond the expiry period. The performance guarantee should also contain a claim period of three months from the last date of validity. The PG shall be further renewed on a yearly basis, subject to renewal of the contract by the AIIMS.

5.3. On due performance and completion of the contract in all respects, the additional security deposit will be returned to the successful bidder/contractor without any interest on presentation of an absolute no demand certificate in the prescribed form and upon the return in good and working condition of all the kitchen equipment, machinery, property furniture, and other articles belonging to the AIIMS Jodhpur, that has been issued or handed over to the contractor on the award of the contract.

5.4. The EMD of the successful bidders shall be returned after the submission/deposit of performance guarantee and additional security amount by the firm/successful bidder.

5.5. In the event the successful bidder/contractor fails to honour any of the commitments entered into under this agreement or in the event of termination of the contract under the provisions of this contract and/or in respect of any amount due from the contractor to AIIMS Jodhpur, AIIMS Jodhpur shall have an unconditional option under the guarantee to invoke the above bank guarantee and claim the amount from the bank. The bank shall be obliged to pay the amount to AIIMS Jodhpur on demand.

5.6. If the successful bidder/contractor fails in fulfilling any mentioned terms and conditions of this tender document, such failure will constitute a breach of the contract and the Competent Authority shall be entitled to make other arrangements at the risk and expense of the contractor.

5.7. Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract/this tender document.

5.8. Upon end of contract / termination thereof, the contractor/Service Provider is liable to return kitchen equipment, machinery furniture & fitting etc. which are provided by the Institute in good working condition/band new condition. For shortage/misplacement/theft, replacement, damage cost of the items will be recovered from the final bill or security deposit of the contractor / agency service provider as the case may be. Indent of list of items should be maintained after the contract is signed.

6. Subletting of Work & Premises: The firm shall not assign or sublet the work/job or any part of it to any other person or party without having first obtained permission in writing from AIIMS, Jodhpur, which will be at liberty to refuse if it thinks fit. The tender is not transferable. Only one tender shall be submitted by one bidder.

6.1. The successful contractor shall not sub-let the premises either in whole or in part. No additions or alterations of the premises will be made without permission of the Institute. The Contractor shall not utilize the premises and facilities of the Institute to cater any other client, other than AIIMS, JODHPUR students, faculty, staff and visiting faculties/guests.

7. Eligibility Criteria: Only agency/ bidders who meet the eligibility criteria and have sufficient experience handling Mess Services as per this tender document are eligible to submit a bid for this work. The documents indicated against each of the eligibility criteria must be submitted along with the technical bid.

7.1. Mess establishments, firms, agencies, or contractors that served in the AIIMS Jodhpur Hostel mess earlier but whose services were terminated before completing the contract period or whose services are not satisfactory are not eligible to participate in this tendering process.

8. Acceptance and rejection of bid: The Institute/AIIMS Jodhpur reserves the right to accept or reject any bid without assigning any reason at any time prior to the award of a contract, without thereby incurring any liability to the affected tenderer(s) or any obligations to inform the affected tenderer(s) of the grounds for the AIIMS Jodhpur action.

8.1. A bid document that does not fulfil any of the conditions as per the tender requirement or has incomplete documents in any respect will be rejected summarily.

8.2. The Director, AIIMS, Jodhpur, reserves the right to withdraw, relax, or modify any of the terms and conditions mentioned in the tender document if it is felt necessary for the benefit of the Institute.

8.3. The Director, AIIMS, Jodhpur, reserves the right to reject all or any tender in whole, or in part, without assigning any reasons therefore.

8.4. The Director, AIIMS, Jodhpur, is not bound to accept the lowest or any other tender and reserves the right to reject any or all tenders received without assigning any reason. All tenders in which any of the prescribed conditions are not fulfilled or any condition, including that of a conditional rebate, is put forth by the bidder, shall be summarily rejected.

8.5. Non compliance of any terms and conditions enumerated in the contract shall be treated as breach of contract as per clause 27 of section 3.

9. Right of the Mess Committee, AIIMS- Jodhpur: The Mess Committee, AIIMS Jodhpur reserves the right to suitably increase/reduce the scope of work put into this tender. In case of any ambiguity in the interpretation of any of the clauses in the tender document or the contract document, the interpretation of the clauses by the Mess Committee, AIIMS, Jodhpur, shall be final and binding on all bidders.

10. Insurance: The successful bidder/ contractor shall, at his own expense, arrange appropriate insurance to cover all risks assumed by the contractor under this contract in respect of its staff and other personnel deputed/employed under this contract, as well as the contractor's kitchen utensils or other accessories / tools and any other belongings of the successful bidder/ contractor or their personnel during the entire period of their engagement in connection with this contract. AIIMS Jodhpur will have no liability on this account and the contractor shall indemnify AIIMS against all acts, omissions, faults, breaches, and or any claim or demand, loss, injury, and expenses to which AIIMS, Jodhpur, may be party or involved as a result of the contractor's failure to comply with and of the obligation under the relevant act law which the contractor is to follow.

10.1. All necessary insurance policies for kitchen equipments, plant & machinery related to kitchen premises, professional Indemnity, all risk Insurance of according to equipment cost to be maintained by the contractor /vendor/agency throughout the contract period at his cost.

10.2. The successful bidder/Contractor shall take third party insurance to cover any accident or accidents of nature, for this type of work against damage /loss/ injury to property or person or loss of life during the complete period of the contract.

10.3. A copy of insurance policy will be handed over by the successful bidder /contractor to the concerned authority of the AIIMS Jodhpur before starting date of the work as specified in the work order/letter of intent. In case the contractor fails to take the insurance policy, the Institute would arrange for the same at the cost of the contractor, alternatively, the institute may stop payments of bills to the contractor till insurance is arranged by the contractor or terminates the contract at the risk and cost of the contractor/firm.

10.4. AIIMS Jodhpur is not liable for any illness or injury that occurs to the contractor / supplier, staff/ employees during food preparation, operation of kitchen equipment and maintenance of kitchen equipment.

10.5. Deductible: - The portion of any loss not covered by insurance provided for in this article that is not covered solely due to deductible provisions in such insurance policies shall be borne by the contractor.

11. Compliance with the AIIMS Jodhpur Rules & Regulations : The successful bidder/Contractor shall comply with all norms stipulated or if any implement time to time by AIIMS Jodhpur and or by Mess committee such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline and Decency at and around the work site, Safety Precautions and Safety Regulations.

11.1. The successful bidder/contractor should ensure that the payment is made to the worker as per Minimum wages act, to the satisfaction. The payment is to be made into the bank accounts of the employee's latest by 7th of every month and the statement of the accounts is to be submitted to the Mess Committee office every month/every week. EPF and ESI facilities must be provided to the workers and proof of doing so must be submitted to the Office of Mess Committee office on a monthly basis.

11.2. All the workers engaged by the successful bidder for carrying out tasks under this contract, shall be deemed to be the employees of the successful bidder/contractor only. The agency or contractor shall be solely responsible for their wages, fringe benefits, conduct, duty roster, leave-records, relievers, etc. The agency or contractor shall also provide its workers with photo identification cards, which shall be checked by the AIIMS, JODHPUR, as and when necessary.

11.3. The successful bidder/contractor shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. No smoking or consumption of alcohol/any other prohibited substance shall be permitted while on duty by any of contractor's personnel in AIIMS Jodhpur premises or during work hours.

11.4. Non compliance of any terms and conditions enumerated in the contract shall be treated as breach of contract as per clause 27 section 3 of this tender document.

12. Labour Laws, regulations, and compliance: The successful Bidder and his staff shall abide by various rules and regulations of AIIMS, JODHPUR as prevalent from time to time.

12.1. The successful Bidder shall comply with all existing labour legislations and Acts, Provisions, such as Contract Labour Regulation Act, Workmen's' Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, etc. For any lapse or breach on the part of the Tenderer in respect of non-compliance of any Labour legislation in force during the validity of the contract, the Tenderer would be fully responsible and would indemnify the Institute, in case the Institute is held liable for the lapse if any, in this regard.

12.2. CONTRACTOR shall comply with the provision of all laws including Labour Laws, rules, regulations and notifications issued there under from time to time. All safety and labour laws enforced by statutory agencies and by AIIMS Jodhpur shall be applicable in the performance of this CONTRACT and CONTRACTOR shall abide by these laws.

12.3. In the event of award of the contract, the contractor should register themselves with the Regional Labour Commissioner (Central), Jodhpur, as a contractor under the Contract Labour Regulation Act, obtain a labour license, and complete all required formalities.

12.4. The Caterer should obtain, within one month of award of work, the necessary license from FSSAI (Central) and Jodhpur Municipal Corporation to run a mess, on the address of the Office of Mess Committee AIIMS Jodhpur.

12.5. The Agency/Contractor shall comply with all norms stipulated or if any implement time to time by AIIMS Jodhpur and or by Mess committee such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline and Decency at and around the work site, Safety Precautions and Safety Regulations.

12.6. The successful Bidder shall submit to AIIMS, JODHPUR a list of all workers engaged to carry out the Mess work, indicating name, age, home address, qualifications, etc, and would also intimate as and when any change takes place. The Tenderer shall not at any time engage any minor (below 18 year age) to carry out the work under the contract.

13. Change in Law: In the event that the Government of India or any state government(s) or public body introduces new legislation or changes or amends or enforces any act or law, rule or regulation that becomes effective after the date of submission of the price bid or revised price bid, if any, for this Contract and results in increased cost of the works under the Contract through increased liability of taxes (other than personnel and corporate taxes), duties, The Contractor shall be indemnified by AIIMS Jodhpur for any such increased cost, subject to the production of documentary proof satisfactory to AIIMS Jodhpur to the extent that it is directly attributable to the new legislation, change, or amendment, and adjudication by the competent authority and the courts wherever the levy of such taxes or duties is disputed by AIIMS jodhpur.

13.1. The Contract Price and other prices given in the Prices/ Financial Bid are based on the applicable tariff as indicated by the Contractor in the Price/Financial Bid. In case this information subsequently proves to be wrong, incorrect or misleading, AIIMS Jodhpur will have no liability to reimburse/pay to the Contractor the excess duties, taxes, fees, if any finally levied / imposed by the concerned authorities. However, in such an event, AIIMS Jodhpur will have the right to recover the difference in case the rate of duty/tax finally assessed is on the lower side.

14. Assignment: The successful bidder/contractor will be responsible for repairing and regular preventive maintenance of all the property of the Institute given to the contractor for use in the student mess. The Agency shall replace inventory items, equipment, furniture and fixtures provided by the Institute in case of loss, theft or damage to the satisfaction of the Institute at its own cost and expense. On termination of the agreement, the Contractor will hand over all the kitchen equipment, machinery and other articles as supplied /provided by the Institute

in good working condition back to the Institute. In case of any damage beyond normal wear andtear, Institute can recover the cost from the bank guarantee/current bill payment of the contractor.

14.1. The contractor shall be responsible for ensuring safety and maintenance of all the Kitchen equipment, HVAC System, Furniture & fixtures installed/provided by the Institute in the Mess Kitchen and dining hall, during the entire period of the contract. If any damage/loss of equipment/breakage found then the same will be recovered from the contractor and AIIMS Jodhpur can recover the cost from the bank guarantee/ Security deposit/ current bill payment of the Agency. The contractor shall take adequate fire pre-cautions.

14.2. The successful Bidder shall be responsible to maintain all the kitchen equipment in good working conditions and coordinate with the supplier for timely service and repairing. All the expenses towards AMC, repairing and spare parts required for maintenances of kitchen equipment shall be borne by the contractor.

14.3. The successful Bidder shall be responsible for maintaining the kitchen equipment in good working condition throughout the contract period. The contractor/vendor shall not damage the kitchen area, and kitchen equipment, provided by the AIIMS Jodhpur and it will be contractor responsibility to maintaining and repairing of kitchen area. The contractor shall be responsible to maintain the inventory/log register.

14.4. The successful Bidder shall be responsible for procurements of all the Kitchen Chemicals, Detergents, etc. of the specification as approved by the consignee. AIIMS Jodhpur authorities may do surprise checks to verify that the items used are as per of approved make. All the expenses towards time to time procurements of such detergents and other chemicals required for the dishwasher, cleanness and etc, are borne by the contractor.

14.5. AIIMS Jodhpur is not liable for any illness or injury that occurs to the contractor / supplier, staff/ employees during food preparation, operation of kitchen equipment and maintenance of kitchen equipment.

15. Discipline: The contractor and his employees would be governed by the discipline rules as may be laid down by the Institute while they are in the Institute premises.

15.1. The bearer / staff (not below the age of 18 years) employed by the contractor shall have to be medically fit and kept neat and clean. The contractor shall not employ young children as prohibited under the law / rules / regulations.

15.2. The successful bidder/contractor shall carry out operations hereunder with due diligence and in a safe and workman like manner according to good practice. Contractor shall maintain strict discipline and good Contract among its employees and shall abide by and conform to all rules and regulations promulgated by AIIMS Jodhpur governing the operations. Should AIIMS Jodhpur feel that the conduct of any of Contractor or contractor's employees is detrimental to AIIMS Jodhpur interest, AIIMS Jodhpur shall have the unqualified right to request for the removal of such employee either for incompetence, unreliability, misbehavior, security reasons etc. while on or off the job. The **CONTRACTOR** shall comply with any such request to remove such personnel at Contractor's expense unconditionally. The

Contractor will be allowed a maximum of 2 working days to replace the person by competent qualified person at CONTRACTOR's cost.

15.3. The successful bidder / contractor shall not sell any cigarette, bidi, paan, alcohol etc. in the Mess and in the AIIMS premises, if anyone is found indulged in these business the person shall be asked to leave the campus immediately and the successful contractor shall be liable to lose the contract for breach of this condition as per Clause-26 & 27 section 3 of this tender document.

15.4. The contractor shall ensure that the people deployed are disciplined and CONTRACTOR shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable safety rules and instructions. No smoking, paan or consumption of alcohol or gambling / and any other prohibited substance shall be permitted while on duty by any of contractor's personnel in AIIMS Jodhpur premises or during work hours

15.5. The premises provided to the contractor shall be used for the Mess Services for AIIMS Jodhpur only. Under no circumstances, the kitchen area to be used for any other purpose, then what has been mentioned in the contract/tender.

15.6. The successful bidder/contractor shall take all measures necessary or proper to protect the personnel, work and facilities and shall observe all reasonable Discipline/ safety rules and instructions. No smoking or consumption of alcohol/any other prohibited substance shall be permitted while on duty by any of contractor's personnel in AIIMS Jodhpur premises or during work hours.

15.7. The successful contractor shall not sub-let the premises either in whole or in part. The premises shall not be used for residential purposes even for the Mess staff. No additions or alterations of the premises will be made without permission of the Institute. No washing of clothes etc. will be allowed in the Mess.

15.8. The premises shall not be used for residential purposes even for the Mess staff. No washing of clothes etc. will be allowed in the mess kitchen area.

15.9. Any worker/employee assigned by the successful bidder/contractor for mess services shall not be using the kitchen or institute premises for living purposes. The contractor/agency is responsible for arranging residential accommodations for his employees outside of the Institute premises. If essential/security personnel are required to meet functional requirements, a name of such one or two personnel shall be submitted to the Deputy Director for approval.

16. Verification of Character and Antecedents of Contractual/ Permanent Manpower:
The contractor shall submit the following documents to AIIMS Jodhpur prior to the start of work under contracts involving the deployment of the contractor's manpower within AIIMS Jodhpur premises:

16.1. An undertaking is to be provided by the successful bidder / contractor that the character and antecedents of the personnel proposed to be organized by their firm at AIIMS Jodhpur are impeccable.

16.2. An undertaking is to be provided by the successful bidder / contractor that their firm has investigated the previous work of the person(s) proposed to be deployed by them at AIIMS Jodhpur and found nothing negative about his / her character or antecedents.

16.3. The successful bidder/contractor shall submit a police verification certificate of all workers/employees (Indirect/direct) to the AIIMS Jodhpur authorized in-charge.

16.4. The successful bidder/contractor shall submit a medical fitness certificate (every six months) to the AIIMS Jodhpur authorized in-charge as proof of all workers/employees being healthy and fit to work in the kitchen, as described in SOP Section 6 - of this tender document.

16.5. The successful bidder/contractor shall submit a Complete Covid 19 Vaccination certificate with current Covid(-ve) report to the AIIMS Jodhpur authorized in-charge of all workers/employees

17. Security and Safety: AIIMS Jodhpur shall not be responsible for any loss/damage happened due to theft, accident; natural calamity or due to any reasons whatsoever to any type of inventory that may be kept in the kitchen store and kitchen premises. The Contactor shall be responsible to provide the security in kitchen premises.

17.1. In the case of any loss /theft in AIIMS Jodhpur kitchen premises or to kitchen equipment/machinery, the committee form by AIIMS Jodhpur will consider the circumstances leading to the loss and if the responsibility /liability is fixed on the agency/contractor/vendor, the Institute/AIIMS Jodhpur will make good losses by deducting the cost of loss from the security deposit/or next month's bill in one or more installments.

17.2. The successful Bidder shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.

18. Performance: The Contactor shall undertake to perform all services under this Contract with all- reasonable skill, diligence and care in accordance with sound industry practice to the satisfaction of AIIMS Jodhpur and accept full responsibility for the satisfactory quality of such services as performed by them. Any defect, deficiencies noticed in the **CONTRACTOR's** service will be promptly remedied by the Contractor within 3 days upon the receipt of written notice from AIIMS Jodhpur to improve their performance failing which AIIMS Jodhpur may terminate the **CONTRACT** by giving the **CONTRACTOR** 30 (thirty) day's written notice.

19. Payment Terms: AIIMS Jodhpur shall pay to Contractor for the services, to be provided by the Contractor as per the Scope of Work, Operational Norms and Conditions and the agreed contract rates on production of monthly bill for the amount due towards services rendered during the preceding one month. The monthly bill shall include supporting documents, satisfactory performance certificate along with documents verifying payment by the agency to its employees in the previous month. No other charges of any kind shall be payable. No advance payment shall be made to the Agency. There would be no increase in rates payable to the Agency during the Contract period. The Income-tax as applicable shall be deducted

from the bill unless exempted by the Income-tax Department.

20. Mess charges will not be paid to the contractor for holidays continuously for more than 3 days, when student leave the Institute campus for festivals like Diwali/Holi etc or otherwise. The Service provider will be informed in advance for such duration.

20.1. Absent Students are eligible to get rebate from the mess bill. Students who wish to get rebate in the mess bill shall notify his period of absence from the mess Committee, which approves the same and sends a list of exempted students to the Agency by email. Agency will not be paid for the notified days of absence of the student. The Agency shall be responsible for ensuring that the students who are given rebate are not allowed to dine during the period of the said absence. Minimum number of days that a student is eligible to avail the mess rebate at a stretch is Seven. However, students who are unwell due to medical condition are not bound by the number of rebate days.

20.2. Similarly, as and when faculty/staff/visiting faculty avail Mess/mess services, such charges should be collected by the Agency/Contractor directly, and the Institute shall not be responsible for the same.

20.3. AIIMS Jodhpur encourages cashless transaction system. As such, the Agency should have the POS Machine setup, and/or other cashless system like Paytm /Google Pay or other UPI mode and Rupay card, etc.

20.4. Invoices with original supporting documents duly countersigned by AIIMS Jodhpur authorized person/Committee wherever applicable will be submitted on monthly basis by the CONTRACTOR to AIIMS Jodhpur Account Office and payment shall be made within 15 (fifteen) calendar days from the date of receipt of clean invoice.

20.5. The GST invoices should invariably contain the following particulars:

- i.** Name, Address, GST No, Pan No. and the Registration Number (under the relevant Tax Rules) of the Service Provider/contractor
- ii.** Name and Address of the Service Receiver (Address of AIIMS Jodhpur)
- iii.** Description, Classification and Value of taxable service and the amount of applicable tax separately indicating Education Cess and Secondary & Higher Education Cess, wherever applicable

20.6. The original invoice should also accompany the following documents/details:

A. Following documents / details should be invariably furnished along with the first invoice:

- i.** Copy of valid Registration certificate under the GST rules
- ii.** Particulars required for making payments through Cheque/RTGS/NEFT, in accordance with the clause on 'MODE OF PAYMENT' of bid document;
- iii.** Contact Number -landline and mobile No and email address

15th April 2023 at 03:00 PM

B. Monthly payment:

- i. Invoice (i.e. Tax invoice as per relevant GST rules, in original and duplicate, clearly indicating GST registration number, Service Classification, Rate and amount of GST shown separately)
- ii. The contractor shall submit the bills in triplicate along with supporting documents of wages paid to workers through ECS/their ESIC and EPF/GST deposit challan/statement.
- iii. Any other document specifically mentioned in the Contract, or supporting documents in respect of other claims (if any), permissible under the Contract.

20.7. In the event of any dispute in a portion or whole of any invoice, AIIMS Jodhpur shall make payment of undisputed portion and shall promptly notify the CONTRACTOR's representative in writing for the remaining portion in CONTRACT to mutually resolve the dispute and if resolved in part or full, payment shall be made to the CONTRACTOR within 30 days of such settlement.

20.8. The payment to the contractor shall be released only after verification of the contracted service through a checking mechanism enforced by Designate Inspection Committee or Authorities person nominated by the Institute to assess the performance of the agency, both in terms of quantity and quality.

21. Taxes: Contractor, unless specified otherwise in the Contract, shall bear all tax liabilities, duties, Govt. levies etc. including. GST, Corporate and personal taxes levied or imposed on the Contractor on account of payments received by it from AIIMS Jodhpur for the work done under this Contract. The Contractor shall bear all personnel taxes levied or imposed on its personnel, vendors, consultants etc. on account of payment received under this Contract.

21.1. It shall be the responsibility of the Contractor to submit /deposit to the concerned Government authorities, GST amount, the returns and all other concerned documents required for this purpose and to comply in all respects with the requirements of the laws in this regard, in time

21.2. The Contractor shall bear all direct taxes, levied or imposed on the Contractor under the laws of India, as in force from time to time. The Contractor shall also be responsible for ensuring compliance with all provisions of the direct tax laws of India including, but not limited to, the filing of appropriate Returns and shall promptly provide all information required by AIIMS Jodhpur for discharging any of its responsibilities under such laws in relation to or arising out of the Contract.

21.3. Tax shall be deducted at source by AIIMS Jodhpur from all sums due to the Contractor in accordance with the provisions of the Income Tax Act, 1961, as in force at the relevant point of time.

21.4. As per the provisions of Section 206AA of Indian Income Tax Act, 1961, effective from 01.04.2010, it is required to furnish his Permanent Account Number (PAN) which is mandatory to the person responsible for deducting tax at source.

21.5. For the lapses, if any, on the part of the CONTRACTOR and consequential penal action taken by the Income Tax department, AIIMS Jodhpur shall not take any responsibility whether financial or otherwise.

22. Indemnity: The Agency/Contractor shall indemnify and keep indemnified the AIIMS Jodhpur Mess committee against all losses and claims for injuries and or damages to any person or property. The Agency/Contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Sales Tax, Royalty, Excise duty, Octroi, GST, Works contract etc., and shall keep the AIIMS Jodhpur indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law/regulations or Bylaws. The Agency shall not employ child labour. Payment to workers must be according to Minimum Wages Act.

23. Delay in Mobilization and Liquidated Damages (LD): CONTRACTOR shall mobilize and deploy the required services as per the Contract so as to commence the services at the specified site (s) within a maximum of 15 days from the date of Rate Contract /Work Order.

23.1. If the CONTRACTOR fails to mobilize and deploy the required services and / or fails to commence the operations within the period specified in sub clause (a) above, AIIMS Jodhpur shall have, without prejudice to any other provisions in the contract including sub clause (c) below, the right to terminate the contract.

23.2. If the contractor is unable to commence the operations within the period specified in sub clause (a) above, it may request AIIMS Jodhpur for extension of the time with unconditionally agreeing for payment of LD. Upon receipt of such a request, AIIMS Jodhpur may at its discretion, extend the period of mobilization and shall recover from the contractor, as an ascertained and agreed Liquidated Damages, a sum equivalent to Rs. 10,000/- , for each week of delay or part thereof, subject to a maximum of Rs. 50,000/- per month. The parties agree that the sum specified above is not a penalty but a genuine pre-estimate of the loss/damage which will be suffered by AIIMS Jodhpur on account of delay/breach on the part of the CONTRACTOR and the said amount will be payable without proof of actual loss or damage caused by such delay/breach

24. Exit Clause: The contract can be terminated by giving one-month notice period by AIIMS Jodhpur Mess Committee and three-month notice by the Agency /Contractor.

25. Work at Risk and Cost: The AIMS Jodhpur reserves the right to get the whole or part of the work executed by some other Agency/contractor at the risk and cost of the successful bidder /contractor/agency if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.

25.1. Upon the termination of the contract (except termination due to illegality) the AIIMS Jodhpur shall be entitled, at the risk and cost of the successful bidder/Agency/Contractor , to arrange for the meals and/or carry on the room services for the balance period of the contract as contemplated in the scope of the work through an independent Agency/Contractor or Agencies and to adjust any differential amount thus incurred (in addition to any other amounts, compensation and damage that the Institute is entitled to in terms of the contract or

otherwise) from the Performance Bank Guarantee/Security Deposit or any other amounts due or becoming due to the successful bidder /Agency/Contractor.

26. Termination of the Contract: AIIMS, JODHPUR would have the right to terminate the contract without notice before the expiry of the term, in case the work performance is not up to the standard, or in case there is any violation of AIIMS, JODHPUR rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the Tenderer or his staff. The decision of AIIMS, JODHPUR's management in this regard would be final and binding on the Tenderer. In such an event, AIIMS, JODHPUR shall have the right to engage any other Agency/Contractor to carry out the task.

26.1. Termination on expiry of the Contract: This Agreement shall be deemed to have been automatically terminated upon the expiration of the contract period, unless AIIMS Jodhpur has implemented its option to extend this contract in accordance with the provisions of this contract, if any.

26.2. Termination on account of Force Majeure: Either party shall have the right to terminate this CONTRACT on account of Force Majeure, as per clause Section 3 of this tender document.

26.3. Termination on Account of Insolvency: If the supplier becomes bankrupt or otherwise insolvent, the Institute reserves the right to terminate the contract at any time, by serving written notice to the supplier without any compensation, whatsoever, to the supplier, subject to the further condition that such termination will not prejudice or affect the rights and remedies which have accrued and/or will accrue thereafter to the Institute.

26.4. Termination for Unsatisfactory Performance: If AIIMS Jodhpur considers that the performance of the contractor is unsatisfactory or, not up to the expected standard, AIIMS Jodhpur shall notify the contractor in writing and specify in detail the cause of such dissatisfaction. If the contractor fails to comply with the requisitions contained in the said written notice, AIIMS Jodhpur may terminate this agreement by giving the contractor 30 days' written notice, and the performance security amount shall be forfeited.

26.5. Termination for delay in Mobilization: A successful bidder shall be required to mobilize specified services within a maximum of 15 (fifteen) days, along with workers or manpower, cooking utensils, and service ware, and shall commence the services at the mess kitchen AIIMS Jodhpur site, in line with the work order and rate contract as specified in this tender document. If the successful bidder or contractor fails to mobilize as above, AIIMS Jodhpur shall have the right to terminate the contract (as per clause 22 and its sub clauses) without consideration to any other provision of the contract.

27. Breach of Contract: In case the agency or contractor is found in breach of any terms and conditions or underperforms the services as mentioned in this tender document, the Competent Authority AIIMS Jodhpur, will have the right to cancel the work order or job without assigning any reason therefore, and nothing will be payable by AIIMS, Jodhpur, in that event. The performance guarantee or, security deposit shall also stand forfeited.

27.1. The Institute reserves the right to terminate the contract by giving a one months' notice to the Service Provider besides immediate termination of contract on compelling grounds.

27.2. The Institute in any situation will not be under any obligation to pay compensation or make the payment for which services are not rendered.

28. Other Conditions : AIIMS Jodhpur reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof

28.1. AIIMS Jodhpur reserves the right to relax, amend, or withdraw any of the terms and conditions contained in the Tender Document without assigning any reason therefore.

28.2. AIIMS Jodhpur reserves the right to modify, change, delete, or add any further terms and conditions prior to the issue of the purchase order or award of a contract letter.

29. Insolvency/Liquidation: In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court, or any other order under the Insolvency Act being made against them, or in the case of a company, the passing of any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified by AIIMS, Jodhpur shall have the power to terminate the contract without any prior notice and, the performance grantee or, security deposit shall also stand forfeited .

30. Force Majeure: If, at any time during the term of this contract, either party's performance of any obligation under this contract is prevented or delayed due to any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, explosions, epidemics, quarantine restriction, strikers' lockout, or act of God (hereinafter referred to as "events"), provided notice of happening of any such eventuality is given by party to other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries have been so resumed or not shall be final and conclusive.

Further, that if the performance in whole or in part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may, at least option to terminate the contract.

31. Applicable Law: The contract shall be governed by the laws and procedures established by the Government of India, within the framework of applicable legislation and enactments made from time to time concerning such commercial dealings and processing.

31.1. Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Jodhpur, Rajasthan, India only.

31.2. The arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996, and the venue of the arbitration shall be Jodhpur. The arbitrator's decision is final and binding on both parties.

32. Arbitration: If there is a disagreement about this agreement or its interpretation on payments made under it, it will be resolved through mutual consultation and negotiation. If

attempts for conciliation do not yield any result within a period of 30 days, either of the parties may make a request to the other party for submission of the dispute for decision by an arbitral tribunal containing a sole arbitrator to be appointed by the Secretary, Department of Legal Affairs Such requests must be accompanied by the names of three people who will act as the sole arbitrators. In the event that such an arbitrator refuses, becomes unwilling, or becomes incapable of acting, or if his mandate has been terminated under law, another arbitrator shall be appointed in the same manner from among the panel of three persons to be submitted by the claimant. The provisions of the Arbitration and Conciliation Act of 1990, as well as the rules framed under it and in force, shall apply to such proceedings.

33. Jurisdiction: Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all actions and proceedings arising out of or related to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil Jurisdiction in this behalf at JODHPUR (Rajasthan), and only the said court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other courts.

Deputy Director (Admin)
AIIMS, Jodhpur

Section-4

ELIGIBILITY CRITERIA AND EVALUATION PROCEDURE

A. Eligibility Criteria

- 1.** All the prospective Bidders must fulfill the following eligibility criteria and submit an online technical bid with the supporting the documents and the declarations (duly self-attested) in support of their claim along with the Bid. The bids those are not meeting the Eligibility Criteria stated below and not accompanied with the requisite documents and EMD shall be treated as incomplete hence be rejected.
- 2.** Bidders must submit online, duly attested copy of all the documents as described in clause 11 Section -2 of this tender document with the technical bid.
- 3.** Experience of executing similar work running and maintaining mess services in Central Government Higher Educational Institutions such as IITs, AIIMS, NITs, NIFTs, NIDs, NFSUs, IAS Academies, NDA, ISRO, IIMs, IISER, NISER, Central University, SAIL, BHEL, NTPC, Power Grid, CIL, GAIL, ONGC, and/or public sector institutions, other reputed industrial houses (with minimum 700 plus students strength) during last 3 years should be attached in the tender document. The bidder should submit at least 3 work orders of work completed or ongoing issued by any Institute of national importance as described above.
- 4.** Bidders/firm should have minimum three years of experience in institutional Mess in large reputed educational institutions (as described in clause 3 section 4), as on 31 Mar 2022. The bidders/ firm should have Satisfactory Performance Certificate or recommendation (as described in clause 11 sections 4 of this tender document) from at least of the three educational institution(s) where they have been providing similar services in the past three years.
- 5.** The bidders should have successfully completed/extended at least three contracts of minimum one year duration for providing Mess services in the last five years as of March 31, 2022, and be currently running at least 700 students' mess services. Bidders should submit copies of respective contracts, as well as documentary evidence of satisfactory execution and operation of each of those contracts in the form of experience-related performance certifications (indicating respective contract number, type and quality of services, start date, end date, total number of students / users, and performance report) from their clients, a previous and current institute, or a university as described above in clause 3 of this tender document.
- 6.** List of the present contracts with Government, public and or renowned institutions, as described in clause 3 & 4 section 4 to be provided with technical bid.
- 7.** The bidders should have the experience of serving/providing at least 700 or more plates per day of each breakfast, lunch, evening snack with tea or coffee, and dinner at the mess at government, public, or renowned institutions, as described in clause 3 section 4, during the last three years as of March 31, 2022. Certificate to that extent on the organization's letterhead with the issuing officer's contact details.

8. Bidders' experience-related performance certifications from their clients, a previous or current institute, or a university as described above clause 3&4 will be taken into account as proof of experience. No other piece of documentation will be accepted as experience verification. For the previous five years ending March 2022, the bidder must provide proof of successful completion or execution of work.

9. The annual average turnover of Mess Services provided by the bidder should not be less than **Rs. 4 (Four) Crores** during the last three years ending on 31st March 2022 as per their audit books of accounts/Tax Returns with clear evidence that the turnover is derived from provision of services which from the subject matter of the present notice. The Bidding Agency/contractors shall also attach/provide the yearly financial certificate directly issued by the previous or current buyer institute / university as described) as the supporting documents.

10. Duly Attested Annual Turnover Certificate from the Chartered Accountant for last three years i.e. 2019-20 to 2021-22. (Average Annual Turnover per year should be minimum Rs.4.00 Crores each year), from mess Business and should also submit Income tax return from the same period.

11. **Performance certificate: Performance certificates** from the currently served/extended Govt. / Reputed Institutes /Originations {as described herewith, in (Clause 3 Section 4)} duly signed to be submitted online with technical bid, the performance certificate from:

- a) the Administrative head or authorized person of the Institute and
- b) the Student Body of current served Mess (Elected Mess Committee of Students or Elected Representative of Students' Unions
- c) Performance Certificate for each work (of at least 1 year duration) completed/extended in the last three years and it should be certified, the bidders should provide a minimum of Two Performance reports for contracts successfully completed/extended in the last 3 years ending as on 31 Mar 2022.
- d) The Bidding Agency/contractors shall attach/provide the performance certificate directly issued by the previous or current buyer institute / university as described above as the supporting documents

12. Having successfully completed/extended at least one work of similar magnitude as per mentioned criteria during the last three years: Similar mean completed/extended one work of not less than Rs. 4 crores in one year or two similar works of at least 3 crores each.

Note-

- a) The work referred to above should be in the name of a firm as a single entity and not an aggregate of joint venture firms, associates, or cartels.
- b) In case the completed work were of composite nature, then specific split up of financial quantum used for Mess Services only, shall be considered
- c) Completed work shall mean work under one contract with extension/s. Work considered should either have been completed.

d) Concluded or should have been more than one year old live contracts with extension/s, if any. In case of running contract, value of payment received till date of issue of certificate shall be the qualifying amount.

e) Similar nature of work shall mean providing Mess Service

13. Financial Solvency Certificate - The bidder should have a solvency of Rs. 50.00 lakh (Rupees Fifty Lakh only). A certificate to this effect is to be enclosed from the banker).

14. The firm should have valid food license issued by Food Safety and Standards Authority of India (FSSAI) for their existing business of mess service as described and copy of the same should be attached with technical bid.

15. The firm should have valid ISO 9001-2008 certification or any other nationally or internationally acclaimed certification related to food safety and quality. The firm should have preferably ISO-22000:2005 (Food safety management systems) certification.

16. The bidders who do not fulfill the above Qualification Criteria shall be rejected during the Evaluation of Technical Bid. Supporting documents to be provided with page references.

17. Physical Inspection and Presentation i) The Mess Committee of AIIMS, Jodhpur, shall pay a visit to at least 1 institute, as described in clause 11(h) section 2 and above clause 3 section 4 of this tender document , where the bidder(s) himself is providing the same or similar nature of services. The evaluation shall be made based on the following parameters:

I. Physical Inspection

- a) Food quality and taste of food
- b) Cleanliness and hygienic condition of the working place such as the cooking area, service area, dining area, dish and utensil washing area, etc
- c) Maintenance of kitchen equipment , Hoods, Ducting ,Air washer and scrubber/ Fire Suppression system Service record / surveillance system /Fire fighting AMC AND Service Records
- d) Staff Grooming: Trained, Experienced, Uniform, Behavior, Personal hygiene, and Medical Records/ etc.
- e) Handling of Food: Raw Material, Storage ,Preparation, Cooking, Servicing and Disposal
- f) Waste Management: Pot wash, dish wash, serving area, garbage disposal system
- g) Pest Control Management: Service program, Schedule of service, Frequency of Description of the contracted services service, all details with records
- h) Manpower Ratio – Nos of Manger/Supervisor ,Nos of Production Manpower, Nos of Service Manpower, and Manpower for maintenance / purchase/account/ security etc
- i) Miscellaneous- Records Keeping, Inventory records Grievance cell / Feedback rewords

II. Presentation maximum 10 side covering following topic (how you implementing in current working) :

- a) **Food Chain Management**
- b) **Waste Management**
- c) **Health and Hygiene**

- d) Fire Safety
- e) Pest Management

B. Evaluation Procedure

18. The received bids will be scrutinized by the committee constituted by the institute on the basis of documents submitted, physical inspection feedback, and how the presentation topics are currently implemented in the day-to-day of running mess operations.

19. The evaluation of scrutinized bids will be done in two stages based on the QCBS (quality and cost-based selection), with **70% weightage for the technical evaluation bid** and **30% for the financial bid**.

20. **Technical Evaluation:** The technical bid evaluation committee will be constituted by AIIMS, Jodhpur to evaluate the Technical Proposals on the basis of their responsiveness to the tender terms, applying the evaluation criteria, sub 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:

Technical Evaluation Table

Sl.No	Criteria	Marks	Marking Parameters			
1.	Total years of experience in the field of Mess Services {as described in clause 8 section 4} (Firms less than 3 years' experience will not be considered)	15	3 > 5 yrs - 8 marks	>5 to 7 yrs - 10 marks	>7 to 9 yrs - 12 marks	> 9 yrs - 15 marks
2.	Total average annual turnover in the Business of providing Mess services {as described in clause 9 section 4} (Average annual turnover in the last three financial year i.e. 2019-20, 2020-21 and 2021-22)	15	4 > 6 Cr. - 8 marks	>6 to 8 Cr - 10 marks	>8 to 10 Cr - 12 marks	> 10 Cr - 15 marks
3.	Performance centric experience Certificate in the centrally funded educational institutions or reputed institutes under higher education {as described in clause 8 section 4} Performance-certificate document as described in clause 11 section 4(Note- without PC(performance certificate) marks not be consider)	15	1 > 3 Yrs - 8 marks	3 > 5 Yrs - 10 marks	5 > 7 Yrs - 12 marks	> 7 Yrs - 15 marks

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

4.	Each work order having yearly order value more than 3 crore Less than 3 crore project no marks, as described in clause 10 section 4	15	3 > 4 Cr. - 8 marks	>4 to 5 Cr - 10 marks	>5 to 6 Cr - 12 marks	> 6 Cr - 15 marks
5.	Currently running/ serving at least 700 students' full Meals / Plates of (Breakfast, Lunch, Evening Snacks and Dinner) Per day for at least one year, as described in clause-5 section 4. Less than 700 meals /day no marks	15	700 > 800 Meals/ day - 8 marks	800 > 900 Meals/d ay - 10 marks	900 > 1000 Meals/d ay - 12 marks	> 1000 Meals/d ay - 15 marks
6.	Site Visit by the Mess Committee members (To be arranged by the bidders on scheduled dates to be communicated)	25	Bidder qualifying in pre-qualification criteria and documentary evaluation will be eligible for further evaluation. The Mess Committee during the site visit will verify the factors/ parameter as described in clause-17 section- 4 and assign marks (2.5 marks each for 10 parameter including presentation) :			
Note: Supporting documents in favour of all above points have to be provided by the bidders as described in this tender document. Failing to do so, the technical bid will be rejected for further evaluations.						

21. The technical and financial evaluation of eligible bidders will be done as per the procedure described below:

- a) The proposal(s) with highest weighted combined score (quality and cost) shall be selected.
- b) On the basis of the **technical evaluation procedure**, the committee wills shortlist bidders who comply with all the criteria and score a minimum of 70% aggregate marks from total 100 marks for the criteria as described. Clause-20 Section -4: **Technical Evaluation Table**
- c) The Committee will recommend the name(s) of the technically qualified bidder(s) for the opening of the financial offer, and the list of these technically qualified bidder(s) shall be published on the institute's website (i.e., <https://aiimsjodhour.edu.in>) and also updated on the CPP Portal (e- procurement). No separate notification shall be sent to individual bidders.
- d) The financial bids will be opened for those bidders who have been shortlisted in the technical evaluation as per above clause-b.

- e) Under QCBS selection, the technical proposals will be allotted a weightage of 70% (seventy percent), while the financial proposals will be allotted a weightage of 30% (thirty percent). The proposed weightage for quality and cost shall be specified in the bid. A proposal with the lowest cost may be given a financial score of 100, and other proposals may be given financial scores that are inversely proportional to their prices compared to the lowest offer. Similarly, the proposal with the highest technical marks (as allotted by the evaluation committee) shall be given a score of 100, and other proposals shall be given technical scores that are proportional to their marks with respect to the highest technical marks. .
- f) Under QCBS selection, the total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up. On the basis of the combined weighted score for quality and cost, the bid shall be ranked in terms of the total score obtained. The proposal obtaining the highest total combined score in evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3 etc.
- g) The first two bidders will be selected for the purpose based on the marks they secure .The bidder securing the highest combined marks and ranked H-1 will be invited for negotiations, if required and shall be recommended for award of contract. In the event two or more bids have the same score in final ranking, the bid with highest technical score will be H-1.
- h) AIIMS Jodhpur reserves the right to select or reject any or all of the bids mentioned above without assigning any reasons.
- i) If any of the selected bidders (H1) withdraws, the (H2) bidder (who will be retained on the panel for 4 months) will be given the opportunity to run the Mess.

22. Evaluated Bid Score (B) will be calculated for each responsive Bid using the following method, which permits a comprehensive assessment of the Bid price and the technical merits of each Bid:

- **The lowest price bid of vendor P= ₹ X**
- **The price bid of vendor Q= ₹ Y**
- **The score of vendor P in financial proposal= 100 marks (as lowest price)**
- **The score of vendor Q in financial Proposal= $100 \times X/Y$ marks**
- **The total score will be computed on the basis of the QCBS system (70% weighted age to the technical evaluation score and 30% weighted age to the financial bid score**
- **The work will be awarded to the highest scorer bidder.**

Illustrations:

Stage-1 Technical bid Evaluation

As an example, the following procedure can be followed. In a particular case of selection of firm, it was decided to have minimum qualifying marks for technical qualifications as 70 (Seventy) and the weightage of the technical bids and a financial bid was kept as 70: 30 (Seventy: Thirty). In response to the bid, e.g. three proposals, A, B & C were received and

suppose the technical (T) evaluation committee awarded the following marks as under:

- A. 75 Marks
- B. 80 Marks
- C. 90 Marks

The minimum qualifying marks were 70 (Seventy) thus, all the three proposals were found technically suitable. Using the formula $100 \times T/T$ (high), the following technical points (round- off) are awarded by the evaluation committee

- A. $100 \times 75/90 = 83.33$ (83) Points
- B. $100 \times 80/90 = 88.88$ (89 Points)
- C. $100 \times 90/90 = 100$ Points

Stage-2 Financial bid Evaluation

The financial proposals of each qualified Bidders/firm were opened. The price/cost (C) evaluation committee examined the financial proposals and evaluated the quoted prices as under:

- A. ₹ 130
- B. ₹ 110
- C. ₹ 150

Using the formula $100 \times C(\text{low})/C$, the committee gave them the following points (round- off) for financial proposals

- A. $100 \times 110/130 = 84.61$ (85) Points
- B. $100 \times 110/110 = 100$ Points
- C. $100 \times 110/150 = 73.33$ (73) Points

In the combined evaluation, thereafter, the evaluation committee calculated the combined **70% weighted age to the technical evaluation score and 30% weighted age financial score as under:**

Proposal A: $83 \times 0.70 + 85 \times 0.30 = 83.6$ points.

Proposal B: $89 \times 0.70 + 100 \times 0.30 = 92.3$ points

Proposal C: $100 \times 0.70 + 73 \times 0.30 = 91.9$ points

The three proposals in the combined technical and financial evaluation were ranked as under:

Proposal A: 83.6 points: H-3

Proposal B: 92.3 points: H-1

Proposal C: 97.3 points: H-2

Proposal B at the evaluated cost of Rs.110 (Rupees One hundred and ten) was, therefore, declared as winner and recommended for approval, to the competent authority.

Section -5

SCOPE OF WORK, OPERATIONAL NORMS & CONDITIONS

A. MESS SERVICE

1. To prepare and serve breakfast, lunch, snacks, and dinner to students, faculty, and staff in the Main Mess of the AIIMS Jodhpur, Rajasthan, on a contract rate basis, as per the menu decided by both the AIIMS Jodhpur administration/mess- committee and the student's committee. The contractor should have one complete setup for the mess service. It is required to maintain the mess and its surroundings neat and clean. The contractor must have extensive, skilled and achievement based experience handling similar services at large and reputed academic campuses, as described in clause 11(h) Section 2 of this tender document. The contractor must deploy an adequate number of competent, qualified, disciplined, well-trained, and experienced workers, supervisors, and managers for mess services at AIMS Jodhpur. In the Main mess service, the contractor must a Sr. Manager/General Manger and at least two Supervisors for the Mess service.

The employees of the contractor have to work under the guidance of mess manager appointed by the contractor and coordinate with the authorized mess committee representative, and hostel warden of the AIIMS Jodhpur. The contractor or deployed employees must run the day-to-day operation of mess services as described in this tender document, and the food has to be prepared in clean, hygienic, and safe conditions as per the menu given.

2. The contractor will have to commence the Mess services within stipulated period as per award of the contract. The existing dining halls in the Main Mess have a seating capacity of 600 plus students (which can accommodate more than 600–800 students, faculty, and staff). As described in Section 1 of this tender document, at present the Main Mess has more than 500 enrolled students. The number of hostel residents may vary depending on academic sessions and vacations; AIIMS Jodhpur does not commit to or guarantee any specific number of students enrolled for mess service. Students will be allowed to select Mess-based services based on the quality of service provided by the Mess contractor; however, for calculation purposes, currently 500 and more students and 300 and more faculty, residents and staff are currently using Mess services.

3. The specified mess premises shall be used for the operation of mess services, for breakfast, lunch, evening snacks, and dinner for the institute's students, faculty, and guests, and for no other purpose or business. The contractor's employees shall not reside in the mess premises and shall not permit anyone else to live in the mess premises.

4. The Institute will provide the Contractor with kitchen equipment, fire suppression system, fire alarm system, Gas detector system, other machinery, furniture, and fittings, in the kitchen and dining area, the Contractor will execute a proper receipt in favour of the Institute for all such articles.

5. The Institute shall provide necessary Kitchen equipment in serviceable brand new condition and the Contractor is obligated to return the same to the Institute in good serviceable

condition at the expiry of term of the contract. Any damages caused thereof, shall be borne by the Contractor on expirer termination of the Agreement/contract. The contractor/bidder shall be responsible for maintaining all the kitchen equipment and other machinery throughout the contract period.

6. In case of any loss to the provided kitchen equipment, machinery, furniture, and other accessories within the contract period, these items should be replaced by a newly purchased similar item to the satisfaction of the issuing authority/committee.

7. Procurement Kitchen & Serving Utensils: - The agency / bidder will be responsible for procuring all of the utensils for food production as well as the service ware / utensils required for Mess service. The contractor shall bear all the expenses for procuring all cooking utensils required for cooking purposes and for service ware and other crockery and cutlery required for serving food in the dining area, as per clause-115 & 116 section 5. The AIIMS Jodhpur will provide only the kitchen equipment cooking and infrastructure facilities whatsoever are available.

8. The Mess's services include raw material procurement, and cooking and serving, cleaning and maintaining the dining hall, kitchen facilities, surrounding area and backyard efficiently, and the contractor also maintains and repairs at his own cost all the kitchen equipment, mess furniture, fixtures, and other machinery throughout the contract period.

9. All procurement of raw materials, vegetables, groceries, dairy, meat and bakery products, kitchen chemicals LPG/PNG, electricity bill and other items required for the day-to-day operation/running of the entire kitchens shall be arranged/purchased directly by the contractor/agency at own his cost.

10. The contractor shall, at their own cost, maintain an adequate stock of food, grains, groceries, etc. The contractor shall be responsible for the proper hygienic storage of all raw materials.

11. The Contractor/agency will be responsible for storing the dry grocery and perishable items in the dedicated storage area in a neat, well-organized, planned, and hygienic manner. The institute will not be liable for any loss or damage to material stock obtained or stored in the kitchen storage area.

12. The contractor has the responsibility for the day-to-day operations of the mess service and to bring the workforce to prepare and serve food, clean utensils, plates, cooking material, the kitchen, corridors, serving area, common dining hall, loading and unloading of material, and perform any other mess-related work.

13. The Institute will not provide any mode of transportation for workers, materials, or kitchen waste disposal; the contractor or agency must arrange its own mode of transportation.

14. The Contractor/agency will be responsible for adhering to the FSSAI guidelines, HACCP principles and standard operating procedures for mess service operation/management, including material procurement, raw material storage, food production, distribution or service of food, kitchen waste disposal, and management of

kitchen production/service staff. Section 6 of this tender document provides a detailed description of the SOP.

15. The contractor's workers will not be provided with any accommodations other than a changing room. All worker accommodations must be arranged outside of the AIIMS Jodhpur premises by the contractor at his/her own expense; no worker shall be permitted to stay on the AIIMS premises.

16. The selected Contractor /Services Provider should run Mess Service in the name of 'AIIMS, Jodhpur Mess ' and no other name should be used.

17. The contractor should not reassign/transfer the management, subcontract, or form a joint venture to run the mess service to any other individual or agency. It will be the responsibility of the contractor; to deploy a well-qualified Sr. Manager General Manager Main mess and he/she should be present at the premises and supervise the day-to-day operation of the mess services and shall not give scope for any complaints whatsoever. The mess committee, on the other hand, will inspect the mess premises on a regular schedule, and any deficiencies observed should be addressed immediately, or a penalty will be imposed on the contractor.

18. The contractor must provide the mess service throughout the year even during the vacations /holidays i.e. 365 days without closing the mess on any day unless ordered by the Mess Committee.

19. The Mess serving/ working hours for students, faculty, and guests of the institute shall be from 07:00 hrs to 22:00 hrs on all the days of week. Each major meal will be served over a period of at least two hours. The Institute shall, however, reserve the right to revise the timings as per convenience.

20. The timings of mess are as follows:

Sl.No.	Meals	Service Timings
1.	Breakfast	07:00 hrs - 09:00 hrs
2.	Lunch	12:30 hrs - 14:30 hrs
3.	Evening Tea & Coffee with Snacks	17:00 hrs - 18:30 hrs
4.	Dinner	19:30hrs - 22:00 hrs

21. Any changes to the schedule or menu will be decided by a committee appointed by the administration of AIIMS Jodhpur. Simultaneously, the contractor must obtain the Mess Committee's prior approval for any changes to the mode of operation, such as the mess menu, timings, etc,

22. The contractor shall have to make his own arrangements for the accommodation of its Mess staff and workers at his own cost. The Mess staff shall leave the campus latest by 23:30 hrs and shall be granted permission to enter the campus not earlier than 05:30 hrs in the

morning. However, a changing room shall be provided to the staff required to work during late hours and early morning hours.

23. In the event of an unexpected calamity, such as a pandemic or a disaster beyond the institute's control, the agency or contractor will continue mess operations within reason, unless the number of meals served in the mess is reduced by 75% and as when require the contractor must provide /distribute the packed food in the hostel accommodation. In these cases, a lower rate or a smaller menu may be negotiated.

24. The contractor shall be allowed only Biodegradable disposable plates, cups, blow, disposable garbage bags etc, for packed food service, serving tea and disposal of garbage etc. Note – Use of plasticmaterial disposable will be not allowed in kitchen, serving area, for packaging of food and disposal of waste food.

25. Faculty, staff, visiting parents, and guest meals or extra meals will be sold to the customer against cash or UPI payment, and contractors should collect such payment directly; the institute shall not be responsible for such payments. The price of the same shall be decided by the Committee in consultation with the Contractor as described in clause 12 sub clause 12.2(C) section 2 in this tender document.

26. Extra items e.g. extra bowls of curd/sweet dish, non veg. items, and special vegetarian dishes, etc. over and above the decided mess menu can be sold at extra prices decided in by the Mess committee in consultation with the contractor.

27. The owner of the agency or contractor shall attend a monthly meeting of the mess committee, failing which a penalty will be imposed. This meeting shall be attended by the owner/contractor himself or a senior representative who is authorized to take policy and monetary decisions.

B. COMPLIANCE FOR MESS SERVICES

28. It is the responsibility of the Contractor/agency to obtain the FSSAI license for said Mess kitchen of AIIMS Jodhpur prior to the commissioning of Mess services, and before and/or within four weeks of the commissioning of the mess services, the contractor must also obtain an ISO 22000:2005 (Food Safety Management System) certificate. The agency/bidder will be responsible for renewing the ISO 22000:2005 certificate and FSSAI license on an annual basis and maintaining them throughout the contract period.

29. It shall be the responsibility of the agency/bidder shall undergo the **Food Safety Audit** as conducted by FSSAI from time to time to check compliance with the standards of food safety and hygiene prescribed under Schedule 4 of the Food Safety and Standards (Licensing and Registration of Food Businesses) Regulation, 2011 in the premises of the mess kitchen at AIIMS, Jodhpur.

30. During the term of the Contract, the contractor/agency shall be responsible for running the Mess Kitchen in accordance with the applicable government rules such as provisions of the Employees' Provident Fund Act, ESI Act, and rules framed thereunder, and other relevant statutes, including Municipal Rules and Regulations, relating to the Mess Services in force

from time to time, during the term of the Contract. The contractor must obtain the necessary state and/or central government licenses to operate the commercial kitchen.

31. The contractor/agency shall be entirely responsible for the timely payment of any Government compliance and Statutory taxes, including, but not limited to, GST/Duties/Cess/Fee under existing or future Laws, Acts, Rules, Orders, Notifications, etc. issued by the Central or State Government of India or any Local /Center authority. It is the agency/bidder/responsibility to maintain the record of such payments throughout the contract period. AIIMS Jodhpur reserves the right to verify the information as needed.

32. The contractor/ agency is responsible for maintaining all books of accounts, employee registers, registrations, and other records necessary for the operation of the Mess services. These records must be available for inspection upon request by the AIIMS Jodhpur, ESIC, Provident Fund Authorities, Municipal Authorities, or any other official designated by the Competent Authority in this regard.

33. The contractor/agency shall not use AIIMS Jodhpur's trademark, trade name, or letterhead, and shall not represent himself as an agent of AIIMS Jodhpur, the relationship between the contractor/agency and AIIMS Jodhpur being principal-to-principal.

34. Electricity Charges: The main kitchen panel electricity will be supplied by AIIMS Jodhpur. The charges to the electrical consumption in the Mess kitchen which includes cooking area, washing area ,preparation area storage, kitchen offices, and other back of the house area use by contractor for day to day operation and, open corridors etc. will be recovered on actual consumption basis. A separate meter will be provided the contractor/agency shall pay electricity charges at the prevailing institutional electricity rates of Rajasthan state. In the dining hall area and for air scrubber and washer the electricity will be provided and borne by AIIMS Jodhpur.

35. PNG/LPG Charges: Cost of PNG and/ or other cooking gas shall be borne by the Contractor. LPG cylinders will not be allowed in inside the kitchen area as per fire norms.

36. Water Charges: The water required for running and maintaining the Mess and potable water require cooking and drinking shall be supplied by Institute. The Contractor shall ensure utmost economy in the consumption of water and shall ensure that there is no wastage of water in the Mess. The water charges of **Rs.10/- per student per month** will be recovered from the contractor's Monthly bill.

C. PERSONNEL STAFFING PROCEDURES

37. The Contractor/agency will be solely responsible for deploying adequate, qualified, well trained & experienced personnel/manpower - Cooks, Chef, Sr. Manager/General Manager , Supervisor, helpers Waiters, - for the smooth and timely operation of the kitchen production as well as the efficient and uninterrupted mess service as defined in the SOP, Section-6 of this tender document.

38. The contractor or agency must appoint a female candidate as senior manager or general manager with a bachelor's degree in hotel management, as well as at least two other female

workers, preferably with at least a diploma in hotel management, for the food service area in the AIIMS Jodhpur Main Mess Kitchen.

39. The contractor/agency must deploy a chef with a degree in hotel management and head cooks in the F&B production department with a bachelor's degree or diploma in hotel management or equivalent, or 4 years plus experience in professional Indian cooking. They all must have relevant experience in F&B production at the senior level.

40. It shall be the responsibility of the contractor or agency to deploy a supervisor as a food safety employee at the mess kitchen at AIIMS Jodhpur and get him or her trained under the FSSAI FoSTaC (Food Safety Training and Certification).

41. A chef is to be available at all days; he should be qualified and trained with sufficient experience at some renowned hotel/restaurant/institution and should have the knowledge and aptitude for preparing food (Indian, Chinese, and Continental).

42. The contractor or agency should engage supervisors and cooks with a degree or diploma in Mess from a recognized institution with sufficient experience. Managers and supervisors should be able to communicate in Hindi and English. (Penalties for not hiring qualified managers and staff will be levied as per the penalty clause.)

43. The contractor or agency will ensure that at least one supervisor will always be present during breakfast, lunch, evening tea or coffee, and dinner. It is desirable that the supervisor continues at least for one semester. In case of any change, the Mess Committee should be informed well in advance.

44. The Contractor/ agency shall be responsible for providing a sufficient number of uniforms, ID card, badges for its entire staff, as well as laundry services. The agency/bidder will provide at least three sets of good quality uniforms and a pair of shoes to the entire kitchen and service staff. The agency/bidder shall obtain prior approval from the mess committee on the selection of uniform.

45. It will be the responsibility of the contractor and mandatory for the working staff to wear neat and clean approved and specified uniforms and caps during the working hours every day, and the Contractor and his employees should be presentable in appearance i.e. well cut and groomed hair, properly combed, neat shaved etc and it is mandatory to all employees to implement SOP as per section 6.

46. The contractor/agency shall be responsible to provide /issue department-wise photo identification cards to all kitchen production and serving employees and before deploying employees/workers to themes service, AIIMS-Jodhpur, and all employees shall also display a photo identification card on their person, clipped to the shirt. The contractor agency must ensure that all employees/workers, direct or indirect, have gone through the police verification process.

47. The police verification records of all the workers will have to be maintained by the contractor /agency, and the copy of the same should be submitted to Mess committee /AIIMS Jodhpur administration.

48. The contractor/agency shall submit a medical fitness certificate (every six months) to the AIIMS Jodhpur authorized in-charge as proof of workers/employees being healthy and fit to work in the kitchen, as described in SOP Section 6 of this tender document and at all times all production and service staff should be free from contagious diseases.

49. The contractor/ agency shall not be engaging any child labour. Only those individuals who are medically fit shall be employed by the contractor/ agency in the mess services. AIIMS Jodhpur reserves the right to conduct medical examinations on any of its employees. Any medical examination expenses incurred by such employees shall be borne and paid for by the contractor/agency.

50. Any worker/employee assigned by the contractor/agency for mess service shall not be using the mess kitchen or institute premises for living purposes. The agency/bidder is responsible for arranging residential accommodations for his employees outside of the institute premises at his own expenses/cost.

51. The contractor's or agency's direct or indirect workers will not be permitted to stay overnight in the mess kitchen premises or any part of the institute premises under any circumstances.

52. The contractor or agency must ensure that his or her employees do not consume any prohibited substances, such as gutkha, pan masala, and similar items, In the Mess and its surroundings, smoking, tobacco use, pan masala, pan chewing, and the consumption of alcoholic beverages are strictly prohibited. If any violation or non-compliance on this front by the contractor agency worker or staff may lead to a heavy penalty on each occasion and ignorance of the same may lead to termination of the contract as per clause 26 sub clause 26.4 and/or Clause 27 section 3 and performance and security deposits will forfeiture.

53. The contractor/agency will make certain that a separate meal is provided for its employees or staff working in the mess and the timing will be before or after the mess serving schedule.

54. Manpower Planning: Work in the mess should be done in a minimum of two shifts per statutory requirements or laws; at no point will the working norms of eight hours per day for all employees be violated. Weekly holiday to be given.

54.1. The minimum numbers of staff from different categories to be employed by the agency per shift are as given in the table below:

STAFF CATEGORY	NUMBER OF STAFF TO BE EMPLOYED	MINIMUM EXPERIENCE
General/Sr. Manager	1- General Manager or Sr. Manager Full Time for overall operation candidate should be female.	F&B/Mess service with 4- 5 yrs of Experience.
Supervisor /Manager	3- supervisor or Manager- 2 shift 6 am-2 pm & 2 pm-10 pm	Mess Operation with 3 yrs of Experience.
Chef	1 Chef Full Time for overall F&B	Food Production 5 yrs of

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

	operation	Experience from reputed company/agency
Production Head Cook	3 Head cook 2 shift 6 am -2pm & 2 pm - 10 pm	Indian curry Production 3 yrs Experience from reputed mess/banquet
Cooks	1 For Every 150 Students, hence minimum 4-5 cooks, 3 shift 5:30 am to 1:30 pm ,11am to 7pm & 3 pm to 11 pm	Indian curry Production 1 yrs Experience
Helper	1 for every 100 students, hence 6 helper,4 shift 5:30 am to 1:30 pm ,7:30am to 3:30 pm ,1:30 pm to 9:30pm & 3:30 pm to 11:30 pm	Fresher
Service Counter Staff	3- Service captain 2 shift 6:30 am-2:30 pm & 2:30 pm-10:30 pm overall service in charge one candidate should be female.	F&B Service with 2- 3 yrs Experience from similar field
Service Girls/Boys	1 for every 100 Students, hence minimum 6-7 service staff , 3 shift 6:30 am to 2:30 pm ,1:00 pm to 9pm & 2:30 pm to 10:30 pm	F&B /House Keeping 1 yrs Experience from similar field
Note- All Employees must have similar field experience as specified above and be qualified as per clauses 53, 54, and 55, section 4, of this tender document.		

55. The above manpower deployment is indicative. This may be altered on any given day based on the needs and requirements of the Mess Committee.

56. All personnel deployed by the agency or contractor must have relevant professional qualifications and adequate experience in the hospitality industry in their respective fields. It will be the responsibility of the agency or contractor to submit or provide a copy of the resume, as well as any relevant documents, for all personnel deployed at the Mess.

57. The contractor or agency should deploy only adequately trained and experienced personnel at the AIIMS Jodhpur mess kitchen and arrange training courses for them as and when required or as directed by the Mess Committee. The agency must submit a medical report and police verification of newly hired employees within one week of their start date.

58. If the services are insufficient, the Mess Committee reserves the right to order additional staff. Details of staff employed by the agency or contractor in each category should be kept in the standard format and made available to the Mess Committee for inspection.

59. Service staff must be available in enough numbers to serve or refill the empty GN pan of Bain Maries, etc., on the food service counter. For the smooth running of the mess, a

feedback and complaint register should be made available in a prominent place in the dining hall. Contact numbers of the Mess Manager and Supervisors on duty should be displayed in the dining hall.

60. All personnel deployed by the agency or contractor must have relevant professional qualifications and adequate experience in the hospitality industry. It will be the responsibility of the agency or contractor to submit or provide a copy of the resume, as well as any relevant documents, for all personnel deployed at the Mess.

61. The entry of contractor or agency personnel into AIIMS Jodhpur premises will be subject to the gate passes issued by the AIIMS Jodhpur authority. AIIMS Jodhpur will issue the gate pass for a fixed period of time on the joint request of the contractor or agency and the concerned personnel. The contractor and staff jointly have to apply for the gate pass in the prescribed format along with the employee documents such as a police verification certificate, an Aadhar card, qualification certificates (10th standard onwards), Medical certificate an ESI card, and a provident fund number.

62. Issue of gate passes shall be subject to the approval of the Mess Committee officer-in-charge, and such approval shall be subject to the agency or contractor furnishing to the officer-in-charge, copy of the letter of appointment issued by the agency or contractor to each person with respect to whom the gate passes are sought, signed in acceptance by the persons to whom the letter of appointment is given, along with the submission of a request format application attached with above mention documents or certificates of the concerned person.

63. The contractor's or agency's employees shall not indulge in entertaining their guests, friends, or outsiders in the AIIMS Jodhpur premises, shall not loiter in the AIIMS Jodhpur premises, and shall not normally move out of their specified area of operation.

64. The AIIMS Jodhpur shall not be a party to any dispute that takes place between the contractor and his employees or outside vendors. The contractor/agency shall be responsible for the behavior and conduct of his workers. The contractor shall not engage any worker with doubtful integrity or with a bad record.

D. PREPARATION OF FOOD

65. The food shall be cooked, stored, and served under hygienic conditions. The service provider shall ensure that only freshly cooked food is served and that stale food is not recycled. Stale food shall be removed from the premises as soon as possible. Unrefrigerated cooked food, not consumed within 4 hours in summer months and 6 hours in winter months shall be deemed stale and unfit for consumption.

66. All cooking must be done with standard stainless steel utensils of the best quality (like SS 304 or 316), brass, or stainless steel cookers. Cooking in aluminum or hindalium utensils shall not be permitted. The food shall be cooked and served with clean utensils, and no negligence shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all times.

- 67.** It will be responsibility of the contractor and his employees that the vegetarian and non-vegetarian raw materials must be stored separately, and preparation and cooking of vegetarian and non-vegetarian food must be performed in separate utensils, served, and stored separately
- 68.** The contractor and his employees don't use monosodium glutamate (Ajinomoto), food preservatives, synthetic food colors, or any food chemicals, in the preparation and cooking of food, as their use is strictly prohibited.
- 69.** The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the tastes of the students, faculty, and visitors.
- 70.** The Institute/AIIMS Jodhpur reserves the right to refuse prepared foods, entire meals, or any dish that does not meet the expected standard of quality. The contractor/ agency will be required to follow the SOP in the day-to-day operation of the kitchen process, operation, or services. The quality of food must be maintained in consultation with the management, mess committee, and dietician, and the management's decision on the quantity and quality of food is final.
- 71.** The left-over cooking oil that remains from deep frying at the end of the day shall be disposed of and should not be recycled or used again. A record or logbook must be maintained and made available to the AIIMS Jodhpur authorized person in charge as and when required, and the record or logbook shall contain the daily consumption of cooking oil, the amount of used left-over cooking oil, and the amount of oil disposed of as per the guidelines of the FSSAI.
- 72.** Mixing of potato in vegetables will not be permitted unless specifically specified in the menu. Similarly excess water in pulses/lentils will not be acceptable. The contractor shall ensure that appropriate consists/proportion ratio of mixing pulse & water, proper ratio of two vegetable in cooking of vegetable and also ensure too served only hot food to the students, guest, and faculty or to staff.
- 73.** No food cooked in the mess may be taken out of the premises, and vice versa, no outside food will be allowed to be served in the mess without the prior permission of the Mess Committee.
- 74.** The Contractor /agency shall only serve mess kitchen-cooked food; no outside cooked food (semi or full) shall be permitted in a mess kitchen / service. If the contractor / agency violate the terms, AIIMS Jodhpur may terminate the contract, as per clause-26 & 27 of section 3 this tender document.
- 75.** AIIMS Jodhpur dietician / person authorized by institute have the right to analyze and check the nutritional value of any recipes and cooked food.
- 76.** The contractor shall keep the mess committee informed of all activities of the mess service and provide regular reports. The contractor must cooperate completely.
- 77.** The Mess Committee of AIIMS Jodhpur shall oversee the overall functioning of the dining halls. The Mess Committee consists of nominated students, staff, and faculty of AIIMS Jodhpur, and decisions taken by the said committee for issues with regard to the mess shall be final and abided by the contractor.

E. GERNERAL STRUCTURE OF THE MENU

78. The following is the general structure of the menu for every day, on average, The detailed weekly menu to be served, which specifies day-wise breakfast, lunch, evening snacks, and dinner menus, will be identified for a period of at least one month at the beginning of each month by the Mess Committee, and the students' representative, and shall be informed to the contractor at least one week in advance. It will be mandatory for the contractor or agency to serve this preset menu. In case of any difficulty in the same mess committee must be informed well in advance

79. It will be the responsibility of the contractor to occasionally serve the menu with continental or Chinese cuisine or a special menu on account of festivals or celebrations. All items (when served) will be in unlimited quantity except dessert and the non-vegetarian dish, the quantities for which have been indicated herein the table.

a. Breakfast

Sl.No	Items	Quantity
1.	White Bread/Brown bread	Unlimited
2.	Butter	20 g
3.	Jam	20 g
4.	Milk	250 ml
5.	Cornflakes/ Cereals/Porridge	75- 100 g /One Bowl.
6.	Sugar	20 g
7.	Sprouted Grains	100 g (cooked weight with chopped onion, lemon; 7 times a week)
8.	Bourn vita /Boots/Complan	10-15 g
9.	Coffee /Tea	250 ml/ one Cup
10.	Eggs-Boiled / Omelette /Fried Or Seasonal Fruit	2 nos.
		2 nos. Banana/ 150 g Cut Fruit Papaya/ Watermelon/ Muskmelon /Pear
11.	Plus One item from the list	Poha, Upma, Stuffed Paratha (Aloo- Pyaz / Methi / Dal / Gobi), Idli / Vada-Sambar, uttapam, Poori-Bhaji, Paav-bhaji, Vada-Paav, Vegetable Daliya Upma, Vermicelli Upma /Chettinad. Mattar Kulcha (Chatni and Tomato ketchup)
<p>Note:</p> <p>1. Bread, Butter, Jam and Milk: The limit is not on an individual basis; it just puts an upper bar on the overall consumption, so an individual student can pick more quantity of items as they require.</p> <p>2. Curd and pickle to be served with Parathas at all times</p> <p>3. Students will be given either fruit or Egg daily. Student can not avail both on the same day.</p>		

4. For vegetarian students, eggs will be replaced with cheese cubes/ sauté cottage cheese cubes etc

b. Lunch

Sl.No	Items	Quantity
1.	Dal Four days in a week	Unlimited
2.	White Channa, Rajma , Kaala Chana Twice a week	Unlimited
3.	Seasonal Vegetable -Daily	unlimited - Tinda Curry, /Tinda Bharwan,/ Lauki Sabzi,/ Kathal ki Sabzi, /Turai ki Sabzi,/ Soybean Mattar ,/ Gajar Mattar,/ Patta Gobhi Mattar,/ Baingan ka Bharta, /Jodhpuri Aloo,/ Sarson ka Saag, /Kaddu Ki Sabzi,/ Kurkuri Bhindi ,/ Pumpkin/ Jeera Aloo/ Aloo Beans
4.	Punjabi Kadhi, Rajasthani Kadhi , once a week	Unlimited
5.	Veg. Manchurian & Veg. Hakka Noodles once a week	Unlimited
6.	Paneer Gravy & Egg Curry Twice a week	Unlimited – Paneer Gravy -, Kadhai, Palak, Kofta, Mattar, Masala (200 g/Student) and Egg curry 2 nos. /student Will be prepared twice in week on same day. Student will be allowed to take only either one of them.
7.	Curd/Rita Daily	Unlimited Plain Rita/Curd , Rita- Aloo, Cucumber Onion Tomato
8.	Tawa Roti /Poori	Unlimited
9.	Basmati Rice Daily	Unlimited Plain, Jeera , Veg.Pulao, Peas Pulao, Lemon Rice, Curd Rice
10.	Egg Biryani and Paneer Biryani Once a week	Will be prepared once in week on same day. Student will be allowed to take only either one of them.
11.	Fresh Green Salad Daily	Unlimited.
12.	Sweets dish	Twice a week (2 PCs or 100 gram
<p>Choice of Dal -(Moongdhuli, Moongsabut, Moongchilke, MasurDhuli, MasurSabut, Chana Dal, Arhar Dal, , Kaalachana, , Lobia/ Raungi, Uradsabut, Rajma etc. No Dal must be served more than twice during a week) Seasonal Fresh Vegetables: Gajar, Matar, Gobi, Shimla Mirch, Beans, Pumpkin, Arbi, Ladyfinger, Baigun, Loki, Tinda, Tori, Palak, Sarso, Karela, Cauliflower, Cabbage Salad, will comprise of Lemon, and any three of tomatoes, cucumbers, onions, beetroots, carrots and reddish.</p>		

c. Evening Tea & Coffee with Snacks

Sl.No	Items	Quantity
1.	Ready Made Tea Sugar Separate and Coffee	Unlimited
2.	Snacks Options	Samosa, Bread Pakoda, Patties, Mirchi Vada, Aloo Vada, Kachodi/ Veg. Noodles Mix Veg. Pakoda/ Veg. Sandwich/ Vada Pav/ /Pasta/ Spring Rolls ,Veg./Paneer dumplings, Aloo Tikki, Aloo Bonda,Dhokla, Moti choor Laddu, Cutlets, Honey Chilli Potato, Potato Wedges
<p>Note-</p> <p>1. With evening tea and snacks, bread and butter are to be served on all seven days of the week, with (chatni and ketchup wherever applicable).</p> <p>2. Paper napkin should be provided when fried food is served. Butter paper should be used to keep the fried items</p>		

d. Dinner

Sl.No	Items	Quantity
1.	Dal - Daily	Unlimited
2.	Soya Chaap Masala, Methi Mattar Malai ,Mattar Mushroom once a week	Unlimited
3.	Seasonal Vegetable Dry Dish Daily	Unlimited- Aloo Gobhi, Methi Aloo, Mix Veg. Kashmiri Dum Aloo, Baingan Aloo,, Bhindi Do Pyaza , Aloo Beans, , Stuffed Capsicum, Bhindi ki Sabzi, Chatpata Baby Aloo , Aloo Parwal ,Arbi ki Sabzi
4.	Paneer Gravy Twice a week	Unlimited Paneer Gravy – Paneer Butter Masala, Kadhai Paneer, Shahi Paneer, Paneer Labadhar, Chilly Paneer (200 gram/Student)
5.	Mutton or Chicken Gravy Twice a week	Mutton Gravy- Chettinad, Rara, Punjabi Masala, Rogan Josh or Chicken Gravy –Butter , Punjabi Curry, Kadhai ,Chilly Chicken (200 gram)
6.	Soup Veg. & Non Veg.	Unlimited (3 times a week during Nov. to Feb.)
7.	Curd/Rita Daily	Plain Rita/Curd , Rita- Aloo, Cucumber Onion, Boondi
8.	Roti Tawa Daily	Unlimited (Tandoori Roti /Naan Twice a week)
9.	Basmati Rice Daily	Unlimited Plain, Jeera , Veg.Pulao, Peas Pulao, Fired,
10.	Fresh Green Salad Daily	Unlimited.

11.	Sweets dish	Twice a week (2 PCs or 100 gram)
<p>Choice of Dal – Dal Makhni once a week & Dal Tadka once a week No other Dal be served more than twice during a week.</p> <p>Seasonal Fresh Vegetables: Gajar, Matar, Gobi, Shimla Mirch, Beans, Pumpkin, Arbi, Ladyfinger, Baigun, Loki, Tinda, Tori, Palak, Sarso, Karela, Cauliflower, Cabbage</p> <p>Salad,: will comprise of Lemon, and any three of tomatoes, cucumbers, onions, beetroots, carrots and reddish</p>		

80. On special/festival occasions, the menu will be identified by the mess committee and prepared and served by the contractor/agency.

81. Contractor shall provide light/special food to the sick student/s during his/her/their sickness period and no extra charge will be paid for the same. The contractor will be informed in advance by mess warden.

82. A meal for sick student, such as kichdi, dalia, curd, milk, fruits, and so on, shall be ordered for any sick student on the doctor's advice. Special fast meals, during the fast /upwas on Navratri, Ramzan, Shivratri, and other festivals, can also be ordered on demand. During the Ramzan month, a special meal will be served for Iftar, with the items chosen in consultation with the mess committee. The contractor/agency will provide meal for sick students and special fast meal in lieu of the regular meals, at no extra cost

83. As when mess committee will decide, the contractor shall arrange evening Tea parties (once a semester) and also organize regional food festivals for at least for two days and four times a year at no extra cost.

84. The contractor shall prepare and served a special lunch or dinner with extraordinary menu on the following festival occasions as when the Mess Committee direct. The contractor shall provide such special dinner or lunch during the festival occasions, at no additional cost:

Special Occasions:

- 1) New Year celebration
- 2) Republic Day
- 3) Holi
- 4) Janmasthanami
- 5) Independence Day
- 6) Ram Navami
- 7) Diwali
- 8) Eid
- 9) Charismas

Special Menu Selection

Starter (2)	Vegetarian Choice (one) - Tandoori Mushrooms, Paneer Tikka, Paneer Chilli, Dahi ke Kabab, Soya chaap Tandoori
--------------------	---

	Non Vegetarian choice(one) – Murgh Tikka, Murgh Reshmi Kabab, Chilli Chicken, Chicken Pepper Fry, Chicken 65, Chicken Mali Tikka, chicken Seekh Kabab
Soups (1)	Vegetarian choice (one) –Tomato soup, Manchow Soup, Hot & sour soup, Sweet corn Soup
Salads (3)	Vegetarian Choice (Three)- Pasta salad with Crisp garden vegetables, Grilled American corn and green pepper salad, aloo chaat, Channa Chaat, Sprout salad, Green salad(Tomato wedges, Cucumber, Carrot slices, Latcha Onion)
Main Course (4)	Vegetarian Choice (One) –Paneer Lababdar, Paneer Makhani , Kadahi Paneer, Paneer butter masala, Chilli Paneer
	Vegetarian lentils Choice (One) – Pindi chole, Rajma Masala, Dal Makhani, Yellow Dal Tadka, and /or Pakoda Kadi, Gujrati Kadi, Rajasthani Kadi ,Rajasthani Gatta Kadi
	Vegetarian Sabzi choice (One) – Gobhi Aloo Adraki, Dhingri mutter, Bhindi Masala, Dum aloo Kashmir, Vegetable Jalfrezi, Mix Veg., Sarson ka Saag, Palak Corn/Aloo, Sehezuan style stir fired vegetables, Vegetable Manchurian , Sweet & Sour Vegetable.
	Non Vegetarian choice (one)- Murgh Makhani, Murgh Dhabha Style ,Murgh Tikka Masala, Chicken Lababdar, Kadahi Chicken ,Chilli Chicken, chicken sweet and sour, Chicken Sehezuan style, Kung Pao Chicken, Chicken Chettinad, Murgh Biryani
Rice (1)	Rice or Noodles choice (one)- Mutter Pulao, Jeera Rice, Vegetable Pulao, Steam rice, Kashmiri Pulao, and/or Veg. fried Rice/Noodles, Veg. Sehezuan fried rice/noodles, Veg. Hakka Noodles,
Assorted Indian Bread (2)	Choice from Tandoor (Two)- Naan, Lacha Paranth, Tandoori Roti, Misisi Roti, and or Pooori
Dessert (2)	Indian sweet Choice (one)- Moong Dal halwa, Gajjar ka halwa (Seasonal), Gulab jamun, Rasmalai, Rasogulla, Malai Kulfi
	Ice Cream Choice(one) –Vanilla, Strawberry, Chocolate Chip, Butterscotch, and /or Malai Kulfi

85. Services for Special Occasions: If the Mess Committee requires using the contractor/ agency's services for any occasion other than those listed above during the contract period, the contractor or agency will provide/arrange the Mess service mutually agreed-upon rates (provided the items are outside the rates of the items already included in the tender). If the Mess Committee wishes to include any additional food items in the menu, the price/rate of such items will be negotiated with the contractor/agency.

F. QUALITY CONTROL

86. The contractor shall use only the best-recommended quality branded raw materials (perishable and non-perishable) for preparing the food. All condiments, dairy products, and cooking medium used should be procured in sealed, brand-named packets, tins, containers, or jars and approved or certified by Agmark Grade 1 and FSSAI. It is the responsibility of the contractor to follow the list of recommended or selective brands or makes of perishable and non-perishable items provided herewith in the table.

87. For cooking purposes, the contractor must use only the FSSAI-approved monounsaturated MUFAs and polyunsaturated PUFAs oils or as advised by the Mess Committee. The use of hydrogenated (vanaspati) oil is strictly prohibited.

88. The agency or contractor may use brands (FPO, FSSAI, or AGMARK approved) other than those mentioned only if they are considered equivalent and permitted by the Mess Committee of AIIMS Jodhpur in writing.

89. The AIIMS Jodhpur authorized Mess Committee has full right to check all the raw materials, vegetables, dairy, and lean meat products brought by the agency or contractor to both the Mess kitchen store and the kitchen for cooking purposes.

90. If the agency or contractor will not follow the suggestions, instructions, advice, or order of the Mess Committee, and/or any clause of Mess Services, this will be considered a violation of the terms and conditions of the contract and shall invite penalty for the same as described herein in the obligations clause of this tender document, or the contract shall be terminated as per clause 26 sub clause 26.4 of this tender document.

A. Table of Recommended Perishable & Semi Perishable Items/Products

DAIRY PRODUCTS		
Sl.No.	Products/Items	Approved Brands/Make
1.	Milk with 3- 4% fat content	Amul/ Saras / Paras/ Mother Dairy
2.	Butter 500 gram	Amul /Saras/ Britannia,/Mother Dairy
3.	Butter Chippet	Amul /Britannia -10 or 20 gm or equivalent
4.	Processed Cheese	Amul/Britannia/ Le-Bon,/Go Cheese
5.	Mayonnaise	Cremica/Fun-foods /Veeba/Fric Bergen/Del Monte
6.	Pizza Sauce	Fun-foods/Veeba/Cremica/Del Monte or Fresh Made
7.	Curd/Yogurt	Amul/Saras/Mother Dairy or Fresh Made with full cream milk
8.	Frozen Peas/Corns	Safal / Godrej /(offseason)

9.	Cottage Cheese	Garhwal/Amul/Saras/Mother Dairy/Saras
10.	Tofu	Parag /Ruchi /Bio-Nutrients/Soya-Fit or Equivalent
11.	Ice Cream	Amul/Mother dairy /Kwality Walls/Vadilal /Havmor
12.	Mineral Water	Kinley /Bisleri /Aquafina /Catch / Himalaya
BAKERY PRODUCTS		
1.	Bread –White /Whole Wheat	Harvest/Britannia/ Perfect/Bonn/English Oven/ Modern
2.	Burger Bun	Harvest/English Oven/Bonn
3.	Kulcha	Harvest/ English Oven/Perfect/Britannia
4.	Pizza Base	Harvest/English Oven /Perfect or Fresh Hand Made
5.	Gobbles Cake	Britannia/Bonn/Cremica or Equivalent
6.	Biscuits	Britannia/Parle /Cremica/Sun-feast /Oreo/ Macvities/ Unibic Priya-Gold
POULTRY MEAT & FISH PRODUCTS		
1.	Egg	Preferably from Co-operative Society or Equivalent Sources proposed by vendor, approved by the committee
2.	Meat –Goat &Lamb	Preferably from Co-operative Society or Equivalent Sources proposed by vendor, approved by the committee
3.	Poultry & Fish	Preferably from Co-operative Society or Equivalent Sources proposed by vendor, approved by the committee
VEGETABLES & FRUITS		
1.	Vegetable & Fruits	Fresh Good quality from local Sabzi Mandi Preferably on daily basis and / three time in a week Sources proposed by vendor, approved by the committee

B. Table of Recommended Non-Perishable Items/Products

Groceries /Provisions		
S.No.	Products/Items	Approved Brands/Make
1.	Atta/Flour	Preferably MP Sharbati wheat or Lokwan wheat - Fresh Grounded on stone chakki mills or Ashierwad / Pillsbury / Annapurna
2.	Gram Flour	Shakti Bhog/Rajdhani/ Fortune /Tata Sampann/Pansari

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

3.	Refined Flour	Shakti Bhog/Rajdhani/ Fortune /Tata Sampann
4.	Legumes/Lentils	Fortune/Tata Sampann/Nafed/Mangat Ram/Big Basket /Rajdhani/Good-life
5.	Salt	Tata/Annapurna/Saffola /Ashierwad/Nature Fresh
6.	Rice -Basmati	India Gate/ Daawat /Lal-Quila /Golden Harvest /Nafed
7.	Soybean Products	Nutrela/ Saffola / Fortune
8.	Cooking Oil	Fortune /Patanjali /Nature Fresh/Sun-drop
9.	Mustard Oil	Fortune / Patanjali/ Kanodia/ Dhara Kachi Ghani/Nafed
10.	Olive Oil	Del Monte/Bertoli/Jivo
11.	Desi Ghee	Amul/ Verka/Saras/Patanjali/ Milk-food /Every Day
12.	Oats/Oatmeal	Bagrry's/ Kellogg's/Quaker
13.	Corn Flakes	Kellogg's/Mohan- Meakin
14.	Chocolate health drink	Bonavita/ Horlicks./Boost/ Complian
15.	Custard Powder	Weikfield/Brown & Polson/Pillsbury
16.	Jam	Kissan/Annapurna/Druk/Cremica
17.	Coffee	Nescafe/Bru/Sun feast
18.	Ketchup/ Sauce (Red/Green Chilli, Garlic, Soya, Tomato)	Kissan/Nestle Maggi/Cremica /Del Monte/Tops
19.	Corn flour	Weikfield/Brown & Polson
20.	Vinegars	Tops/Ching's/American/Heinz
21.	Tea	Brooke Bound/Tata/Lipton/Taj Mahal /Wagh Bakri
22.	Dalia/Sagoo	Rajdhani /Nafed/ /Nature Land /Fortune/Aashirvaad
23.	Vermicelli	Bambino/ Rajdhani /Ahaar
24.	Sabudana/Sooji	Ahaar/Deepak/Ektaa/Rajdhani/Kepler/Pansari/Aashirvaad
25.	Pasta & Macaroni	Del Monte/ Borges/ Barilla/ Riscossa/Bambino
26.	Noodles	Fresh Hand made

27.	Papad	Lijjat / or Equivalent
28.	Poha/Upma	Rajdhani /Golden Harvest /Shraddha/Ahaar/ Pansari
29.	Tea Bag	Tata Tetley/Taj Mahal /Lipton
30.	Pickle Chipleets	Cremica/Nilon's/Mothers/Tops
31.	Spices	MDH/Tata Sampann/Ramdev/ Bharat/ Catch/ Everest /MTR/ Catch / Patanjali /Golden Harvest/Good -Life
32.	Whole Spices	Nafed/Golden Harvest
33.	Peanut	Golden Harvest/Kepler/or Equivalent
34.	Nankeens	Haldirams/Bikano /Lay's/Uncle Chips/Bingo
35.	Soft Drinks	Lima /Coca Cola /Pepsi or equivalent
36.	Sport Drink	Gatorade/Blue/Energy
37.	Tetra Pack Juice	Real/Tropicana/Safal/Paper Boat/B- Natural
38.	Tetra Pack Flavored Milk /Lassi	Amul Kool /Chillz/Mother Dairy /Verka/ Cream Bell
CHEMICALS & DETERGENTS		
1.	Floor/Dishwasher etc cleaner	Diversey Taski / Ecolab or equivalent (R1 TO R7 or as per requirement)
2.	Floor & Toilet Disinfectant	Lizol,/Domex/Dettol,/Harpic/Sanifresh/ Ujjiyara/
3.	Liquid Hand wash	Lifebuoys/ Dettol/ Savlon
4.	Phenyl white	Trishul/Gainda/Bengal Chemical /Kleen/Marshall
5.	Cooking Utensil Liquid cleaner	Vim /Pril/kleanfix/Clean Mate
6.	Dish Washer Detergent	As per recommend brand/make

91. The contractor or agency shall also purchase at his own cost floor sanitizer, 3M / Johnson diversey degreaser concentrate, floor cleaner, detergent for utensils, recommended chemical for dishwashers, and all other chemicals.

G. MESS INFRASTRUCTURE & MAINTENANCE

92. AIIMS Jodhpur has a fully equipped, state-of-the-art kitchen for cooking in the mess. The contractor shall bear all the expenses for the maintenance of kitchen infrastructure and machinery and kitchen equipment provided in the mess kitchen, and there will be no financial responsibilities on AIIMS Jodhpur. All such repairing must be done within seven working days of such reporting, failing which the same must be replaced by the vendor with a new

one, and all expenses on the replacement of part or complete equipment, if any, shall be borne by the contractor.

93. The contractor/agency shall be responsible for maintaining all the kitchen equipment in good working conditions and coordinate with the supplier for timely service and repairing. All the expenses towards repairing and spare parts required for maintenances of kitchen equipment shall be borne by the contractor.

94. The contractor or agency is liable for any damage or mishandling of the institute's kitchen equipment, furniture, fittings, and other machinery in the kitchen and dining area. At the end of every three months, the officer duly authorized by the institute has the right to inspect and check all kitchen equipment, machinery, furniture, and fittings and penalize the contractor or agency for any mishandling or damage to any equipment, machinery, furniture, or fittings provided by the institute.

95. Expenses on replacement of any parts, repairs, maintenance and/or replacement of equipment of equipment due to operator or contractor negligence, if any, shall be borne by the contractor.

96. The Contractor shall not have the right to make any alteration in the infrastructure, change location or position of kitchen equipment, or remove or carry any item or equipment supplied by the AIIMS Jodhpur outside the premises either for the purpose of repairs or otherwise without the express permission in writing from the Mess Committee of the AIIMS Jodhpur.

97. The agency or contractor will be responsible for the repair and regular preventive maintenance of all the property of the institute given to the agency for use in both the student mess and the faculty mess. The agency or contractor shall replace inventory items, equipment, furniture, and fixtures provided by the institute in case of loss, theft, or damage to the satisfaction of the institute at its own cost and expense.

98. The PNG/LPG and the complete cooking gas system in the Mess Kitchen will be provided by AIIMS Jodhpur. It will be the contractor's responsibility to use, handle, and maintain the given infrastructure properly, safely, and as per fire department norms. In the case of LPG, the commercial cylinder will be arranged install by the contractor or agency at his own expense.

99. In the case of PNG, AIIMS Jodhpur will be providing a PNG connection in the mess kitchen with the required pressure; however, it will be the contractor's or agency's responsibility to pay or clear the bill timely to the concerned agency and submit a copy of the receipt or proof of payment along with the comprehensive bill to the warden's office or to the mess committee office.

100. In the case of LPG, commercial cylinder procurement, filling, and refilling are the responsibility of the contractor or agency at his own cost. These cylinders can be refilled at the rates listed under the NDE (non-domestic exempt) or commercial category. However, it is the responsibility of the contractor to refill the cylinders as per government norms and prices.

101. AIIMS Jodhpur will provide Water , and Electricity for cooking, washings, service cleaning and drinking through a water filter-cum-purifiers .The charge towards electricity , and water will be charge as per the clause 33,35 Section 5 of this tender document.

102. The contractor or agency shall not be permitted to use hard coal/wood for cooking purposes inside the kitchen area.

103. The agency or contractor will ensure that no fire or accident occurs due to the contractor's employees' negligence. In the event of such an incident, the vendor will be held liable for any loss. The Institute shall neither be liable for any damages nor be under any obligation to inform the applicants of the grounds for the same. Damage here refers to property or individuals.

104. The mess workers must be provided with a first aid box with sufficient material by the agency/contractor.

105. Housekeeping and routine maintenance of the Mess kitchen and dining hall will be the sole responsibility of the contractor. The contractor shall maintain FULL HYGIENIC CONDITIONS in the Mess kitchen as well as in dining hall throughout the contact period.

106. Maintaining cleanliness and hygiene of the complete kitchen area, such as the preparations area, cooking area, utensil-cleaning section, dishwashing section, kitchen corridors, and garbage section, will be the sole responsibility of the agency or contractor.

107. Cleaning and housekeeping of the dining area, including the floors, windows, and doors, will be the sole responsibility of the contractor. Cleaning of the service counter and Bain-Marie's furniture will also be the sole responsibility of the contractor. The contractor will maintain full cleanliness and hygienic conditions in the mess area. The dining hall and kitchen have to be disinfected every week by the contractor. The contractor uses fly catchers, air curtains, and mosquito repellent on a regular basis.

108. The contractor will ensure that water coolers and purifiers are regularly cleaned and maintained as per the instructions of the hostel warden or superintendent and the mess committee office.

109. Periodic cleaning of fixtures (including lights, fans, an AC unit, hood filters, air scrubbers and air washers, grease traps, and other equipment) shall be carried out bimonthly by the caterer, maintaining a record that will be checked by the hostel and mess committee.

110. The agency or contractor will be responsible for providing liquid soap for all the wash basins in the dining, cooking, and food service areas at his own expenses throughout the contact period.

111. The cleaning and washing of utensils, cutlery, crockery, and kitchen equipment and keeping the kitchen premises neat, clean, and hygienic are the responsibilities of the mess contractor. The kitchen(s) are to be well maintained. Hygiene, cleanliness, and presentation of a high standard in not only the mess kitchen and dining hall but also the staff should be given the top priority.

112. After every meal, all the plates, cups, water glasses, spoons, forks, knives, etc. are to be cleaned in soap solution, washed in the dishwasher, dried, and kept ready for the next meal. All the vessels used for cooking should also be washed in a soap solution in hot water and dried before being used for cooking the next meal.

113. Overall, it will be the responsibility of the contractor to maintain the entire mess. The kitchen, dining hall, hand washing area, and dishwashing area should be washed with water and soap solution and mopped after every major meal, i.e., after lunch and dinner, and should be disinfected once a week (or as and when required). The contractor also ensures kitchen tiles, the food service counter, Bain Maries', false ceilings, dining tables and chairs, etc., should be cleaned at regular intervals by the agency. All kitchen stainless steel drain chambers with grating grease traps will be cleaned on a daily basis and kept in serviceable condition. It will also be the responsibility of the contractor to clean the grease trap twice a month and to ensure that there is no stagnation of water in food zones. Any violation with respect to this clause will invoke a financial penalty or even the termination of the contract as per clause 26 sub clause 26.4 and /or clause 27 sections 3 of this tender document.

114. Pest control in the kitchen area, dining area, and storage area should be carried out through licensed agencies at least once a month by the agency or contractor at his own cost. Records of pest control carried out in the kitchen and dining area should be maintained in the mess office for inspection at all times. If the Institute at any given time arranges or carries out pest control in the kitchen and dining area, the pest control service payment will be recovered from the contractor's or agency's current bill payment.

115. The successful contractor will be responsible for maintaining the entire kitchen area while also ensuring hygiene, personal hygiene, raw and cooked food handling, and pest control in all areas of the kitchen, as per Section 6 of the SOP.

116. Procurement of Cooking and Service Utensils: As described above in the mess service scope of work, all cooking utensils, accessories, and service ware required for food production and service in the dining hall, as described in the table, as well as any other cooking or serving utensils and kitchen equipment required for the smooth running of the mess services, i.e., for food production and service, must be purchased by the agency or contractor at his own expense or cost to ensure the smooth and timely operation of the mess services.

117. All utensils and accessories used in the mess kitchen for cooking and serving food in the dining hall, i.e., for breakfast, lunch, evening snacks, and dinner, must be provided and procured by the contractor at his own expense. After the approval of the respective samples by the mess committee, the institute, the contractor, or agency must procure the following cutlery, utensils and equipment:

Table of all Utensils, Accessories and Appliances

UTENSILS /EQUIPMENT				
MAIN MESS				
Sl.No	QT Y.	DESCRIPTION	SPECIFICATIO N /SIZE	REMARKS
.				

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

1.	900	3 COMPARTMENT STAINLESS STEEL PLATE/TRAY	AISI-304	BREAK FAST /SNACKS
2.	900	5 COMPARTMENT STAINLESS STEEL PLATE/TRAY	AISI-304	LUNCH /DINNER
3.	1200	POLYCARBONATE FOOD BOWL	4 INCH (200ML)	FRUIT/CER EAL
4.	1200	POLYCARBONATE TEA CUPS & SAUCER	150 ML KENFORD/CAM BRO	MILK/TEA /COFFE
5.	1500	STAINLES STEEL DINNER/DESSERT SPOONS	304/316 OF 7"-8"	FOR ALL MEAL
6.	1200	STAINLES STEEL DESSERT FORK	304/316 OF 7"-8"	BREAKFAS T
7.	900	STAINLES STEEL BUTTER KINFE	304/316 OF 7"-8"	BREAKFAS T
8.	900	STAINLES STEEL SOUP SPOONS	304/316 OF 7"-8"	BF/DINNER
9.	100	STAINLES STEEL INSULATED FLASK FOR TEA/ COFFEE / MILK	250 ML	FOR PACKED FOOD IF REQUIRED
10.	1200	POLYCARBONATE WATER GLASS	250 ML KENFORD/CAM BRO	FOR ALL MEAL
11.	4	COMMERCIAL CONVEYOR TOASTER	300-400 SILCES/hr AKASA/TURFO RST	BREAK FAST
12.	4	HOT FOOD HOLDING CABINTES WITH 1/1 GN PANS	WASHMATIC OR EQU.	ALL MEAL
13.	4	FOOD CEREAL DISPANCER TWIN CONTAINER	500-600 GRAMS	BREAKFAS T
14.	4	SOUP TUREEN	10-15 LITERS	DINNER
15.	8	STAINLESS STEEL INSULATED TEA /COFFEE URN	10-LITERS	BF/, EVENING SNACKS
16.	4	MILK BOILER	30 LITERS/PARDE EP	BREAK FAST
17.	48	GASTRONORM PAN WITH LID STAINLESS STEEL	1/1 GN PAN 150 ML DEEP /ANUPAM	ALL MEAL

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

18.	2	VISI COOLER	600 LITERS ABOVE	SOFT DRINKS
19.	4	GLASS DOOR CHEST FREZZER	275-350 LITERS	ICE CREAM
20.	16	CHOPPER BOARDS (WHITE/GREEN/YELLOW/RED/BLUE)	600X450X25 6 SET	FOOD PREPARTION
21.	36	GASTRONORM PAN STAINLESS STEEL	1/1 GN PAN 200 ML	FOOD PREPARTION
22.	36	GASTRONORM PAN STAINLESS STEEL	1/2 GN PAN 200 ML	FOOD PREPARTION
23.	5	ASAI 304 STAINLES STEEL SANDWICH PATILAS (100-150 LITERS/ (AS REQUIRED) PARDEEP /MIRRA	FOOD COOKING
24.	8	ASAI 304 STAINLES STEEL SANDWICH PATILAS	50-70 LITERS/ PARDEEP /MIRRA	FOOD COOKING
25.	6	ASAI 304 STAINLES STEEL SANDWICH PATILAS	30-40 LITERS/ PARDEEP /MIRRA	FOOD COOKING
26.	AR	ASAI 304 STAINLES STEEL SANDWICH PATILAS	20/10 LITERS OR AS REQUIRED	FOOD COOKING
27.	3	ASAI 304 STAINLES STEEL KADHAI HEAVY	36INCH/ PARDEEP /MIRRA	FOOD COOKING
28.	3	ASAI 304 STAINLES STEEL KADHAI HEAVY	24INCH/ PARDEEP /MIRRA	FOOD COOKING
29.	4	ASAI 304 STAINLES STEEL RICE STRAINER	FULL SIZE/305 SS	COOKING SUPPORT
30.	4	ASAI 304 STAINLES STEEL CONICAL STRAINER	MEDIUM304 SS	COOKING SUPPORT
31.	4 EACH	ASAI 304 STAINLES STEEL PARAT	BIG/MEDIUM/S MAL/ 304 SS	FOOD PREPARTION
32.	2	PRESSURE COOKER	30 LITERS / ISI-STAINLESS STEEL	FOOD COOKING

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

33.	2	PRESSURE COOKER	20 LITERS / ISI-STAINLESS STEEL	FOOD COOKING
34.	36	GASTRONORM PAN FOR IDLI	AS PER SIZE	FOOD COOKING
35.	8 EAC H	FOOD THERMOMETER	Thermo Pro TP03 /Thermo Pro TP-16/ RAJ / TESTO -	FOOD TEMP. (FSSAI)
36.	6 EAC H	COLANDER	BIG/MEDIUM / PARDEEP/VINO D	COOKING SUPPORT
37.	20 EAC H	STAINLESS STEEL STORAGE DRUMS	BIG/MEDIUM/S MAL/ PARDEEP/VINO D	RAW FOOD STORAGE
38.	8	KITCHEN TOWELS DISPENSERS WITH JUMBO ROLL	BLUE MS FRAME	PERSONAL HYGIENE
39.	2	SHOES COVER DISPENSER MACHINE	EURONICS-ESCDI / DOLPHY-DSCD-0006	KITCHEN HYGIENE
40.	10	STAINLESS STEEL SOAP DISPENSER	1000 -1500ML	OEM
41.	10	PAPER TOWEL DISPANCER	450-600 MULTIFLOD	OEM
42.	2	HAND SANITIZER DISPENSER	1500-2000 ML	OEM
<p>Apart from above items, all other required food cooking accessories/utensil& service ware for running & operation of kitchen, shall be procured by the successful bidder on his cost, and ensuring smooth/timely functioning of the Mess Services. The contractor shall responsible to procure all food cooking utensil /accessories & service ware of AISI 304/FSSAI standard.</p>				

118. The contractor or agency shall bring his own new kitchen utensils, appliances and service- ware (cutlery, crockery, etc.) as described above in table. Any equipment/utensils brought by the vendor into the hostel premises must be registered with the AIIMS Jodhpur Mess Committee officer in charge / Manager

119. The contractor/agency shall be maintaining the all kitchen utensils in good working condition throughout the contract period. The contractor shall be responsible to maintain the inventory/log register for all the kitchen equipments provided by the AIIMS Jodhpur and all the other utensils procured by the successful contractor directly.

120. The agency or bidder shall be responsible for submitting a copy of the inventory list along with a copy of the original invoice copy to AIIMS Jodhpur's authorized in-charge for

verification of all the cooking, accessories, and serving utensils it supplies, procures, and purchases for cooking and serving food. The agency or bidder shall maintain a record of a duly checked and verified copy inventory list throughout the contract period, and on the date of expiration or termination of the contract, the agency/bidder shall remove all utensils in accordance with the verified, signed inventory list issued by the AIIMS Jodhpur authorized in-charge at the time of awarding the contract.

121. The Institute will not be responsible for the contractor's materials kept on institute or kitchen premises, and it will be the contractor's responsibility to keep an eye on his materials. The Institute will not be held liable for any loss or damage.

122. The agency or contractor will be liable for any loss or damage caused by the theft or pilferage of any items from the premises where the agency's or contractor's staff has been deployed, if such loss or damage is caused by the agency's or bidder's negligence. AIIMS Jodhpur shall not be liable for any such loss/damage, and any expenditure incurred by the agency/contractor for the purchase of new items shall be the sole responsibility of the agency/contractor.

123. Upon termination of the agreement or contract, the agency or contractor will hand over to the institute in good working order all kitchen equipment, machinery, furniture, and other items provided by the institute. In the event of damage that exceeds normal wear and tear, the institute may recover the cost from the agencies or contractor's current bill payment, security deposit, or even from the performance guarantee.

H. WASTE MANAGEMENT

124. The service provider must set up a proper waste management system and take all necessary measures to maintain hygiene in the kitchen, service area, and garbage disposal area. Garbage disposal is the responsibility of the service provider or contractor, and all the expenses will be borne by the contractor or agency.

125. Waste disposal must be done through properly segregated color-code bins for wet garbage in green and dry garbage in blue bins. Waste bins must be located away from food preparation area and in covered condition to avoid contamination. The detailed waste/garbage disposal processors as described in SOP Section –6 of this tender document.

126. The agency or contractor shall not throw any refuse junk, rubbish, or any kind of garbage anywhere on the AIIMS Jodhpur campus. All waste generated by the contractor must be segregated and disposed of by the vendor in accordance with the norms of Jodhpur municipal corporation jodhpur and directives issued from time to time by the AIIMS Jodhpur/Mess Committee.

127. The agency or contractor shall provide an adequate number of covered dustbins in the required colors (green and blue) for garbage segregation, as well as bio-grade polythene bags for garbage disposal. The agency or contractor shall be responsible, at his own cost/expense, for procuring and arrange adequate number of dustbins in the kitchen and dining area for kitchen wet waste.

128. Waste and garbage disposal must be done at least twice a day on a regular basis. If found unsatisfactory, the contract may be cancelled at any time by the Institute, with or without notice. The Institute reserves the right to impose a fine if deemed necessary.

129. Bio waste management: Bio-waste management should be carried out in accordance with the institute's waste management policy. The Mess premises and surroundings must be kept clean and tidy by placing trash cans in appropriate locations and are subject to inspection by the Mess Committee and Municipal Authorities. Noncompliance will result in a penalty, as detailed in the table in clause J-Section 5. Plastic bags will be completely prohibited on campus, and the agency and contractor will only use biodegradable rubbish bags. As recommended by FSSAI, the vendor must separate the rubbish into solid, wet, and non-biodegradable waste in different colored bins.

130. It shall be the responsibility of the agency/contractor that the kitchen be a pest- and insect-free area. The agency or contractor shall engage a pest control agency to control pests like rats, lizards, cockroaches, fly, and insects in the kitchen. The pest control management is described in SOP, Section 6, of this tender document.

I. FEEDBACK & ASSESSMENT

131. The agency or contractor will submit monthly feedback on mess service, duly signed by the registered students committee, in the prescribed format, to the Mess Committee Office, AIIMS, Jodhpur, by the 5th of each month. The Mess Committee will evaluate the performance of the agency or contractor based on this feedback. The feedback format as follows:

Daily Feedback Format for Evaluation

Overall Feedback of the Contractor or Agency						
Sl.No	Description	Very Good (4Points)	Good (3Point)	Average (2Point)	Poor (1Points)	Very Poor (0Point)
1	Quality of food					
2	Quantity of food					
3	Cleanliness ,Hygiene &Waste Disposal					
4	Mess Service & Punctuality					
5	Personnel Hygiene & Behavior					
	Overall Recommendation Marks					

	(sum of 1 to 4)				
<p>Quality of Food- taste, aroma, appearance and nutritional value of food. Quantity of food- servings and portion sizes of four meals, i.e., breakfast, lunch, snacks, and dinner. Cleanliness, Hygiene, and Waste Disposal- creating and maintaining hygienic and healthful conditions in the food preparation, storing and serving areas and waste disposal- the collection, processing, and recycling or deposition of the waste materials or leftover food Personnel Hygiene & Behavior-kitchen and service staff wearing appropriate and proper uniforms, production staff wear apron , wearing a hair net or cap in any food production and serving area , , Beard restraints in food production area, food service staff wearing disposable gloves and staff beards and moustaches neat</p>					

Note: The agency/contractor is expected to receive a minimum of 51% marks (i.e., above average performance) in every month. Less than 51% in the mark category will attract a penalty as follows: provided a minimum of 50% of students have submitted their feedback for the respective evaluation month.

132. If unsatisfactory performance exists for one quarter (taken as a total), then the agency or contractor will be served with a warning for contract termination and a higher penalty as indicated herein this tender document or a termination of contract notice shall be served as indicated herein in clause 26 & 27 section 3 of this tender document

Sl.No.	Performance Percentage	Consequence Deduction from Monthly Bill
1	≥51% (Greater or equal)	Nil
2	Less than 51% upto 45%	Rs. 15,000/- or 1.5% of monthly billing (whichever is higher)
3	Less than 45 upto 40%	Rs 25000 or 2.5% of monthly billing (Whichever is higher)
4	Less than 40% marks	Rs 35000 or 3.5% of monthly billing (Whichever is higher) & The Agency/Contractor will be served with first warning letter for Contract termination and if the agency /contractor performance category exists for three time in a the contract tenure will attract termination of contract as per clause26 sub clause 26.4 section 3

J. PENALTY FOR INAPPROPRIATE PERFORMANCE & VIOLATION OF RULES/TERMS & CONDITIONS

133. At any time, the authorized Mess Committee or any authorized AIIMS Jodhpur officials have the right to inspect and record video at the mess kitchen and take appropriate action.

134. In the case of any discrepancy (in terms of palatability of food, hygiene, or waste disposal) or any case of negligence, the appropriate punitive action shall be taken.

135. Financial penalty will be imposed by the AIIMS Jodhpur after giving one warning verbal or otherwise to the agency for the following:

- Violation of quality parameters of food
- Failure in providing sufficient quantity
- Poor hygiene
- Failure in keeping time schedule
- Violation of non-brands for articles are being used
- Non-availability of complaint register
- Non-availability of Supervisor at Mess Timing
- Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc) cooked along with food found in any food item
- Any complaint of stones / pebbles
- Hard and/or sharp objects like glass pieces, nails, hard plastic etc
- Food poisoning
- Three or more complaints of unclean utensils in a day
- Meal was not cooked properly
- Changes in menu of any meal
- Inappropriate personal hygiene of workers
- Failure to maintain a proper health check-up of the workers
- Absence of proprietor or his manager empowered to take decision from mess committee meetings on due invitation
- In case garbage items are found in waste water discharge and they further hamper the functioning of the drainage system/sewage treatment plant.
- Turnout/uniform of employees services non adherence
- For damages to the kitchen equipment's and other items supplied by the Institute.
- Any other thing as felt suitable by AIIMS Jodhpur Administration

136. Consecutive complaints regarding any of the above points will attract a financial penalty depending on gravity of the issue and in case of similar repetition AIIMS Jodhpur Administration can cancel the contract unilaterally without notice security deposit and bank guarantee will be forfeited.

137. As and when the AIIMS Jodhpur Mess Committee proposes a fine/penalty, they will notify the contractor's representative, and the fine will be imposed by the institute based on the Mess Committee's recommendation. The contractor will be fined/penalized if the agreed-upon terms are not fulfilled, according to the rules :

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

Rule Violation	Minimum Fine per complain
Non-availability of complaint register on the counter/per day basis	Rs. 10,000/- or 10% of daily billing for one day. (whichever is higher)
Insects cooked along with food	Rs. 60,000/- or 50% of daily billing for one day. (whichever is higher)
Soft objects like hair, rope, plastic, cloth etc. in food	Rs. 20,000/- or 25% of daily billing for one day. (whichever is higher)
Any complaint of stones / pebbles of diameter more than 2 mm in food	Rs. 30,000/- or 40% of daily billing for one day. (whichever is higher)
Hard and / or sharp objects like glass pieces, nails, hard plastic etc in food	Rs. 40,000/- or 45% of daily billing for one day. (whichever is higher)
Three or more complaints of unclean utensils in a week	Rs. 25,000/- or 20% of daily billing for one day. (whichever is higher)
If mess Committee in consultation with students in present mess agrees that certain item of a meal was not cooked properly / Under or over cooked / extra spicy or oily	Rs. 20,000/- or 25% of daily billing for one day. (whichever is higher)
Any instance of mixing of Veg. and Non-Veg. food, either during preparation or serving or with respect to the utensils	Rs. 25,000/- or 30% of daily billing for one day. (whichever is higher)
If Contractor use any artificial colour, preservatives , monosodium glutamate (Ajinomoto) or any Chemical base product	Rs. 40,000/- or 30% of daily billing for one day. (Whichever is higher)
Using sub-standard raw materials or brands not mentioned in the contract without prior permission and adulteration	Rs. 50,000/- 50% of daily billing for one day. (Whichever is higher)
If the quality of milk is not found to be appropriate, or it is diluted. It should have 3- 4% fat content or as recommended by Mess Committee	Rs. 30,000/- or 25% of daily billing for one day. (whichever is higher)
Changes in menu of any meal without permission of mess committee	Rs. 10,000/- or 10% of daily billing for one day. (Whichever is higher)
Timings mentioned in the tender or decided with the respective Committee	Rs. 15,000/- or 20% of daily billing for one day. (Whichever is higher)

should be followed strictly	
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 for breakfast and Evening Snacks	Rs. 10,000/- or 10% of daily billing for one day. (whichever is higher)
If any report of Food poisoning	Rs 4,00,000 to 20% of monthly billing depending upon severity (whichever is higher)
Non deployment of sufficient qualified manpower during the month.	Rs. 25,000/- or 2% of the monthly billing. (Whichever is higher)
Inadequate man-power during a month/. Violation of the term	Rs. 20,000/- or 1% of the monthly billing. (Whichever is higher)
Non-deployment of a qualified/experienced manager/supervisor during a month	Rs. 15,000/- or 15% of daily billing for one day. (whichever is higher)
Deputing the non-Vaccinated staff for Covid 19 or violation of Covid 19 instruction/ Guideline	Rs. 25,000/- or 1.5% of the monthly billing. (whichever is higher)
Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc & Noncompliance with workers dress code	Rs. 25,000/- or 30% of daily billing for one day. (whichever is higher)
Failure to maintain a proper health checkup of the workers	Rs. 25,000/- or 1.5% of the monthly billing. (whichever is higher)
If any personnel/employee of the contractor consume cigarettes, pan & Gutka, liquor etc at the Mess premises	Rs. 15,000/- or 20% of daily billing for one day. (whichever is higher)
Noncompliance with the rule/terms about any mess staff staying overnight in the mess	Rs. 15,000/- or 20% of daily billing for one day. (whichever is higher)
Any tampering with gas cylinders / gas pipelines	Rs. 25,000/- or 25% of daily billing for one day. (whichever is higher)
Use of newspapers to keep fried items or any cooked food will be fined severely	Rs. 20,000/- or 20% of daily billing for one day. (whichever is higher)
Poor maintenance/tampering of the drainage System	Rs. 15,000/- or 20% of daily billing for one day. (whichever is higher)

Use of Single use Plastic disposables of any form	Rs. 25,000/- or 25% of daily billing for one day. (whichever is higher)
Violations regarding waste disposal, e.g., littering, non-segregation of waste, improper cleaning of utensils, kitchen area and its surroundings, Chocking of drains	Rs. 20,000/- or 20% of daily billing for one day. (whichever is higher)
Not following /violation of the SOP as described herewith in section 6	Rs. 35,000/- or 35% of daily billing for one day. (whichever is higher)
<p>Note-</p> <p>I. Food Poisoning may invoke the above fines, along with cancellation of contract and possible blacklisting of the Agency / Contractor. The Performance Guarantee / security money deposited by the institute will not be refunded to Agency / Contractor in case contract is cancelled for the above reason.</p> <p>II. Absence of proprietor/contractor or his representative empowered to take decision from mess Committee meetings (which will be held once every month) on due invitation will attract a fine of Rs.20,000/- on agency/contractor.</p> <p>III. Severity of hygiene failure shall be assessed and decided by the mess Committee 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.</p> <p>IV. For damages caused by the contractor to the kitchen equipment's and other items supplied by the Institute. In such case twice the cost of the equipment will be recovered from the contractor/agency.</p>	

138. In the case of delay or default in payment of contribution under the ESI Scheme and the EPF Scheme, besides the recovery of the amounts due to the contractor towards their contribution, penal interest and/or damages as may be levied by the ESI and EPF Scheme Authorities, a penalty of 20% of the above amount would also be levied and recovered from their running bills. In the event of cessation of the contract due to any reason whatsoever, the security deposit will be refunded only after due satisfaction as regards the payment of ESI and EPF dues by the contractor.

139. For any relevant terms, conditions, or rules stated in the tender document

- a.** A first violation of the rule implies a fine as per the terms and rule. However, in exceptional cases where the nature of the violation is serious, the Mess Committee at AIIMS Jodhpur may propose higher fines than those indicated above;
- b.** If a second or subsequent violation of the same rule occurs within 60 days of the previous fine or penalty, the agency's or contractor's penalty amount will be increased by 50%.

c. If any of this tender's relevant terms or rules are violated multiple times within one quarter (taken as a total), the contractor would be liable for automatic disqualification, and the contract may be terminated, including the forfeiture of the performance guarantee and security deposit. However, this is not the only criteria for termination. The Institute reserves the right to terminate the contract at any time, considering the frequency and seriousness of the violations.

Section -6

MESS KITCHEN STANDARD OPERATING PROCEDURES

Introduction

1. Mess services are an essential part of student health and hygiene, given that good quality, hygienic, and nutritious food plays a vital role in remaining fit and healthy behaviors are

connected to academic achievement. Effective food safety management is dependent on a range of processes and handling of raw materials that involve selection, procurement, receiving, preparation, food production, and distribution or service of meals to the student in the respective mess dining area.

2. Food safety and hygiene are very important for the well-being and good health of students. It is therefore very important that the concerned agency or contractor know how to handle and process food in a professional and consistent manner by respecting the standard operating procedures.

3. It will be mandatory for the contractor or agency to follow the food and safety measures and other SOP parameters as described in this tender document in the day-to-day operation of mess services.

Objective

1. To ensure food hygiene applicable throughout the food chain (including primary production to the final user), to achieve the goal of ensuring that food is safe and suitable for student and faculty consumption.

2. To ensure personal hygiene to prevent contamination of food by food handlers (production and service work forces).

3. To recommend a HACCP-based and FSSAI-guideline approach as a means to enhance food safety.

4. To provide guidance for specific codes that may be needed for sectors of the food chain, processes, or commodities, and to amplify the hygiene requirements specific to those areas.

5. To ensure that all students, faculty, staff, and visitors have access to safely prepared nutritious food and effective and timely delivery of food services to the mess and to various hostel locations as and when they require it.

Food chain management

1. All raw materials and processed food purchased for the kitchen operation should only be procured from reputed fixed vendors in order to assure the safety of food served to students, faculty, and other customers.

2. The designated purchase person or person in charge shall be responsible to purchase, receive, and maintain inventory of all goods in a systematic manner and to ensure a consistently high specification of products sourced.

3. Kitchen Purchasing Standard Procedures: Ensure all purchases are carried out by authorized personnel

- Roles and responsibilities within the purchasing function should be clearly defined and communicated
- Only authorized personnel should be entitled to select vendors and make any purchase orders.
- Purchase specifications are used for all major goods purchased on a regular basis.

- Minimum and maximum stock levels or stocks should be maintained in the kitchen, with no raw material storage at any given time.
- Approved suppliers are selected on the basis of systematic evaluations to ensure that the best product qualities are achieved.
- The food safety status of all suppliers is assessed on a periodic basis.
- Supplier performance is monitored regularly, corrective action is taken, and relationships are evaluated annually.
- The chef or person in charge of purchasing should use the volume forecasting techniques used to assist in estimating purchasing requirements.
- Purchase requisition forms are used, and written purchase orders are issued.
- All purchase requisitions and procurement should be entered on the Material Management System software, and the system shall be integrated with the Mess Committee office and AIIMS Jodhpur network.
- Packed raw material must be checked for an FSSAI license number, an expiry date, a "best before" date, a "use by" date, and/or product integrity and storage condition.
- **Dairy Products:** The contractor or agency must ensure that the approved vendor or supplier maintains clean warehouses, adheres to safe storage and handling practices, and observes the delivery vehicles to ensure that they are clean and temperatures are properly controlled. The concerned person shall upload the report to AIIMS Jodhpur Kitchen's authorized in-charge for record-keeping purposes.
- **Lean Meat Product:** Meat and fresh shell eggs shall be purchased from the approved local licensed producers or government-approved cooperative societies, but because these foods are considered potentially hazardous, the products must be inspected for safety on a regular basis.

4. Raw Material Receiving and Storage Standard Producers

- The receiving area supervisor ensures that health and safety regulations are adhered to during deliveries.
- Coordinate delivery times with vendors and suppliers to ensure that deliveries are made when they can be stored immediately and product quantity and quality can be checked, including product temperatures.
- Receiving should be done in such a way that only one delivery at a time is made from approved suppliers, and make sure to verify the credentials of the delivery person.
- Record the date received on the outside of each package or box and a use-by date, if applicable.
- Ensures all primary and secondary food packaging and disposable service items are stored and covered all the time.
- Ensures all the raw materials are washed in before storing.
- Remove potentially hazardous foods (raw meat, poultry, and fish) from the temperature above ($>5^{\circ}\text{C}$) and place in storage as quickly as possible.
- Meat, poultry, and fish products should always be packed in vacuum bags, labeled with inspected/checked and receiving date, and stored at (-18°C).
- Procure only pasteurized dairy products.

- Ensures all damaged/rejected items are quickly removed or returned.
- Reject potentially hazardous foods that are not at an acceptable temperature and cans with swollen tops or bottoms, leakage, incomplete labels, or with rust, dents, etc
- The received products must always meet the tender specifications and the quality requirements.
- Packaging should be of good quality and contain the required date and source data, where relevant.
- **Receiving Frozen and Refrigerated Foods:** Carefully check and give extra focus during the receiving, and make sure that all frozen food is solid, and does not show evidence of thawing and re-freezing.
- Insert a clean and sanitized thermometer into the centre of the product for meat, fish, and poultry products to ensure a temperature of 5° Celsius or lower.
- Reject frozen foods that are delivered above 5° Celsius.
- Evaluate the quality of products by odour, sight, and touch and reject unacceptable products.
- Fish products must be fresh, with no staleness or odor, skin that does not break when pressed, and gills that are a bright pink color.
- Record date, employee initials, vendor, product name, and temperature of these products in the Receiving Temperature Log, and a copy of the same shall be submitted to the AIIMS Jodhpur kitchen authorized in-charge on a monthly basis.
- Transfer foods to their appropriate storage area (cold room chiller or freezer) as quickly as possible so as to avoid potential bacterial growth. Vegetarian and non-vegetarian foods are packed in clean packs, containers, or bags and stored in a segregated cold room.
- Deep chiller room storage temperatures range from 0° Celsius to -5° Celsius, freezer temperatures is -18° Celsius or lower, and dry storage temperatures range from 10° Celsius and 21° Celsius at 50% to 60% of humidity. Therefore, after receiving the goods or material, segregate and place them in storage at the required temperature.
- All vegetables shall be procured, preferably on a daily basis, otherwise three times in the week, and on receiving, they shall be thoroughly washed in the vegetable washer and stored in the chiller, excluding onions, potatoes, and garlic.
- While storing the material, mixing old food with new food is not acceptable. Therefore, it is recommended to use the "first in, first out (FIFO) inventory rotation of products in all storage areas to assure that the oldest products are used first and the products with the earliest use-by or expiration dates are stored in front of products with later dates. It will be the responsibility of the successful bidder or store in-charge to remove the expired material from the store on a day-to-day basis.
- **Chemical Handling and Safety:** All chemical products must be stored in a separate storage area and labeled in accordance with the instructions on the safety sheet. Chemicals must not be stored together with food raw materials or inflammable materials such as gas cylinders. It will be the responsibility of the store in-charge after receiving supply of chemicals to quickly check the labeling, mark the receipt, date it, and store it in a dedicated chemical storage area.

5. Preventing Cross-Contamination During Storage and Preparation

- Avoid touching ready-to-eat foods with bare hands, wash the hands rapidly during the procedure from receiving to storage.
- Separate hazardous foods, such as raw, fish, meat, and poultry, from ready-to-eat foods, such as lettuce, cut fruit salads, cooked meals, etc., during receiving, storage, and preparation.
- Separate unwashed fruits and vegetables from washed fruits and vegetables and other ready-to-eat foods.
- Raw or cooked food should be handled separately, separate equipment should be used, and raw and ready-to-eat/cook food should be stored separately; never ever store raw food above ready-to-eat/cook food to avoid cross-contamination.

6. Preparation and Processing of Food Standard Procedures

- The preparation/processing/cooking methods should ensure the foods are not contaminated. It is mandatory that vegetarian and non-vegetarian food products, as well as pre-preparation and cooking, be segregated.
- Ensure all the kitchen production staff shall wash hands thoroughly without touching surfaces and wear the toque or disposable cap and mask prior to preparing foods.
- All the cooking staff ensures to use clean and sanitized knives, equipment, and utensils while preparing food.
- Ensure vegetarian and non-vegetarian food should be handled in separate areas and separate equipment should be used
- Ensures temperatures of all potentially hazardous cold food will be taken during preparation to ensure the safety of all food served to customers, Use a clean, sanitized, calibrated thermometer to take the temperatures of potentially hazardous food products.
- Discard thawed potentially hazardous foods that have been above 5°C for more than four hours, and discard cold potentially hazardous foods after four hours if they have not been properly held below 5°C.
- Ensure that all utensils/apparatus chopping board, knives, chopper, peeler, processor blades, slicer, blender jars, work station, etc.) Should be thoroughly sterilized before pre-preparation of food and after use.
- Use colored cutting boards to prevent cross contamination as per food handling procedures and norms in different sections

COLOR CODE	RECOMMENDED FOOD
RED	RAW MEAT&POULTRY
BLUE	RAW FISH
YELLOW	COOKED MEAT FOODS
GREEN	SALAD & FRUITS
BROWN	VEGETABLES

WHITE	BAKERY & DAIRY
PURPLE	ALLERGENS

- Ensure raw vegetables, fruits are thoroughly washed in potable water, and raw meat, poultry, and fish are thoroughly checked, cleaned, and washed.
- Ensure hands shall be thoroughly washed before switching from pre-preparing non-vegetarian products to any other activity.

7. Cooking Standard Procedures

- The weekly menu cycle and formulation for a period of at least one month are reviewed with the Mess Committee. The Mess Committee will confirm that the menus deliver nutritional requirements sufficient to meet the needs of all students.
- On the basis of commendation, a standard menu booklet is to be compiled, containing codes indicating items suitable for variations on standard food. Small and large portions can be attended to at the point of service.
- The chef in charge should be responsible for ensuring that the hot foods are prepared using appropriate practices and procedures to ensure safety and sanitation
- Particular special diets and menus shall be planned, prepared, and served with consultation from the Mess Office or respective Mess Warden.
- **Preparing Hot Foods:**
- All foods will be cooked using appropriate practices and procedures to ensure safety. This includes cooking foods to required internal temperatures and taking and recording temperatures
- Discard food that has been sitting below 57° Celsius for more than 3 hours
- Implement the following:

A. Hold Hot Food at 60°C or above

☐ Hold Cold Food at 5°C or below

☐ **Services of Food:** Temperatures of all hot and cold foods are taken during service to assure that foods are maintained at appropriate temperatures

- Ensure that hot food temperatures during the service are within the parameters.
- Take corrective action, if needed. If hot foods are below 57° Celsius, they must be heated to above 74° Celsius before service and vice-versa for cold food.
- Never mix freshly prepared food with foods already being held for service to prevent cross contamination

Note: General Rule/Purpose of Temperature—FSSAI Guidelines

- a. "Foods enter their proper temperature zones within 2 hours. For cold foods, the food safe temperature is 5 degrees Celsius and below. For hot foods, the safe temperature is above 60 degrees Celsius, and if operating in a warm kitchen, it's above 32 degrees Celsius. Your food shouldn't be in the danger zone for longer than an hour".

- b. "The temperature danger zone is food temperatures between 5 and 57 degrees Celsius, and the most rapid bacterial growth occurs between 20 and 50 degrees Celsius. The longer food is kept in this temperature range, the greater the risk that bacteria will begin to grow on your food."

8. Food Distribution Service

- Food should be packed in clean GN/Food pans and transported through GN pan trolleys from the kitchen to the service area at the appropriate temperature as described above.
- Food pans and bain-maries should be cleaned and sanitized before loading consumable food items.
- Ensure food GN Pans are to be used only for serving food or diets, to avoid or protect them from contamination
- Ensure hot foods shall leave the kitchen at or above 70 degrees Celsius and cold food below 5 degrees Celsius. Ensure that, through the year, hot and cold food shall be served to students and faculty from Bain Maier in the servicing area at suitable temperatures, ie above or at 60 degrees Celsius and below or at 5 degrees Celsius for hot and cold food, respectively, according to the menu or plan.
- Trained staff shall maintain a high degree of personal cleanliness during the distribution of the food and practice hygienic food handling techniques
- During transportation of the food for service, food utensils shall be protected from contamination.
- All the utensils used for food distribution, such as GN pans, serving ladles, food trays, covers, etc., shall be made of stainless steel AISI 304, or food grade, and non-toxic material.
- Ensure collected soiled utensils are transported directly to the dishwashing section for washing, sanitizing and waste disposal.

9. Equipment & Utensils Cleaning and Sanitizing

- To ensure the safety of food served to students and faculty, equipment and utensils must be thoroughly washed and rinsed with hot water after each use.
- Clean utensils are stored at least 6 inches above the floor to prevent contamination and kept covered to protect from dirt and condensation.
- **Equipment:** It will be the agency's or contractor's responsibility to ensure that employees who use cooking equipment wash and sanitize removable parts after each use.
- Equipment and knives that handle potentially hazardous materials are cleaned and sanitized at least every eight hours.
- Wash, rinse, and sanitize all food contact surfaces of the equipment that is stationary.
- **Basic Cleaning Procedure for Equipment:** Use appropriate chemicals to loosen grease and debris-Clean off food debris-Rinse- Sanitize-Rinse -Allow to air dry or with disposable towels
- **Manual Cleaning of Cookware/ Utensils:**
- Ensure to remove food debris from cookware and utensils and dispose of it in

biodegradable bags.

- Wearing protective gloves, wash cookware and utensils in hot water (approximately 55°C) and detergent. Constantly replace cool or dirty water.
- Rinse, preferably in a separate big sink or area, in very hot, clean water (approximately 82°C). Items must be submerged for a minimum of 30 seconds to sanitize
- Allow to air dry in racks where they will not be contaminated.
- **Dishwashing of Crockery, / Cutlery, / Food Trays, / Service- ware:**
- All flatware, serving dishes, and utensils are washed, rinsed, and sanitized after each use. The machine for dishwashing will be checked prior to each meal period to ensure that it is functioning properly.
- Ensure Scrape leftover food debris off food trays, GN pans, crockery, etc., and dispose of it in biodegradable disposal bags.
- Ensure all items are pre-washed or rinsed before placing them in the machine.
- Load the dishwasher racks. Avoid overloading or improper loading

Note:

- a. Leftover food should never be thrown down the drain (waste, i.e., fibrous food, flour, tea leaves, raw or cooked meat, poultry, or fish trimmings, potato peelings; rice; vegetable trimmings, and/or any leftover food)
- b. NEVER pour grease, fat, or cooking oil down the drain; it can clog up drain pipes slowly.

10. Cleaning, Satiation and Waste Management

- Ensure safe practices for storage, handling, and collection of waste and recycling.
- A refuse bin shall be placed in all appropriate places with a proper cover and shall be emptied regularly. The design of the refuse bin shall be such that no hand touch is required. This avoids cross contamination chances. They shall be washed daily with a disinfectant and dried before next use.
- Before disposal, non-biodegradable waste such as plastics/metals/glass materials, bags, and containers should be separated
- Ensure garbage is removed from food preparation areas, washing areas, and service areas as soon as possible to prevent cross-contamination, odor, and pest problems.
- Walls and floors should be kept neat and clean. Kitchen floors are to be washed every day before closing the kitchen.
- Wash and sanitize food-contact surfaces (sinks, tables, etc.) with detergent solutions, and rinse surfaces with clean water.
- Waste disposal shall be done in accordance with local government rules and regulations in a hygienic manner.
- Garbage cans and bins need to be cleaned and sanitized inside and out once a week or more often as needed.
- All garbage should be bagged and placed in proper receptacles.
- **Food Waste:** Food to be scraped off plates, pots, and utensils for disposal.
- Garbage must be wrapped in biodegradable bags and tied before disposal.
- Use a clean and sanitized trash receptacle when throwing trash away. Ensure that trash receptacles are being emptied on a regular basis.

- Waste storage areas should be cleaned every day with hot water, and waste shall be disposed of in a timely manner, either twice in a day or at least once a day.

Note-

- a. The cleaning and sanitizing procedures should include the floors, drains clearing in food preparation areas, and utensil washing areas (e.g., remove the drain cover and basket; remove all debris and discard into the trash container; use an appropriate procedure to remove organic material from the drain hole).
- b. The primary focus should be on cleaning and sanitizing the entire kitchen area, which contains the sources of contamination most likely to occur in high-risk food preparation areas.

11. Kitchen Closing Producers

- Ensure to carry out all kitchen closing duties efficiently and effectively at all times, to ensure the safety and security of personnel, the premises, and stock, and to place the closing duty roster.
- **Ensure that all kitchen areas are fully cleaned prior to closing as per following system:**
 - a. Make sure that the walk-in refrigerators, freezers, and storage areas are left in a clean, tidy manner;
 - b. Floors are thoroughly washed, cleaned, and mopped;
 - c. Kitchen equipment ,and utensils are cleaned and placed properly;
 - d. The food preparation and production areas are cleanly maintained;
 - e. All the service ware, brain Maries' are cleaned and sanitized;
 - f. All the accumulated rubbish is removed and disposed of correctly;
- **Clean and store all kitchen utensils and equipment correctly:**
 - a. Only the correct clothes and cleaning materials are used for cleaning
 - b. All cutting and chopping boards in the section should be thoroughly cleaned and sterilized.
 - c. Kitchen equipment should be safely and correctly cleaned and placed in the correct location.
 - d. All kitchen utensils, cooking and serving ware should be washed and stored in accordance with the above instructions.
 - e. All the kitchen and chef knives were washed properly and placed in the UV sanitizer cabinet.
 - f. The spoiled clothes should be sent to the laundry for washing, and cleaning agents should be stored correctly.
- **Store all food items correctly:**
 - a. As mentioned above, ensure that the food items are properly covered, labeled, and placed in the walk-in freezers & chillers, refrigerators, and storage areas at the appropriate temperature.
 - b. Cold rooms and refrigerators used in the kitchen area should be working and operating at the correct temperatures.

- c. The food cold storage, dry storage, chemical storage, and supplies areas should be properly locked.
- **Ensure that all appropriate kitchen equipment is switched off**
 - a. All gas equipment is switched off.
 - b. All gas valves have been turned off.
 - c. The main supply gas valve is also switched off.
 - d. All power points and outlets are disconnected, where necessary.
 - e. Heating, lighting and ventilation are attended to as appropriate.
 - f. A final security check of doors and windows is carried out.

SOP: Personnel Hygiene

Objective: To identify the main personal hygiene hazards and to recognize the steps necessary to avoid cross-contamination and the spread of bacteria, leading to food poisoning.

1. HEALTH AND HYGIENE:

A. Health Status:

- A person known or suspected to be suffering from, or to be a carrier of, a disease or illness likely to be transmitted to food causing food contamination shall be prevented from handling food or materials that come into contact with food.
- Any person affected by illness (jaundice, tuberculosis, gastrointestinal disease, fever, sore throat with fever, COVID, visibly infected lesions, and discharges from the ear, eye, or nose) shall immediately be excluded from the food handling area, and a medical examination of the food handlers shall be carried out apart from the periodic check-ups.
- A food handler or worker who comes back to work after a medical leave (infected by a communicable disease) should carry his fitness certificate, authorized by a certified medical practitioner.
- Medical examination of all food handlers and employees shall be done before joining and then once a year to ensure that they are free from any infectious, contagious, and other communicable diseases. A record of these examinations, signed by a registered medical practitioner, shall be maintained for inspection purposes. They should also be vaccinated as per the schedule/protocols provided by the FSSAI guidelines.
- In order to prevent harmful bacteria from contaminating your food, cuts and wounds should be covered with a waterproof dressing, such as a plaster.

B. Personnel Hygiene

- Food handlers shall maintain a high degree of personal cleanliness and shall wear clean, washed, and ironed uniforms along with aprons or protective clothing. The hair shall be effectively covered through the use of a toque, a beanie, and/or a bouffant cap, and employees shall wear a face mask, gloves (wherever necessary), and footwear while at work.
- Working without gloves can be done provided there are necessary controls on the periodic usage of disinfectants at the food preparation work sections and the nature of the work being handled. However, where gloves are to be used for food handling, they shall be

clean and in good condition.

- Ensure the entire hand wash sinks are provided with liquid soap and paper roll dispensers, and follow the WHO guidelines for sequential steps for washing hands.
- Ensure that clean and sanitized cloths, towels, aprons, and mop heads are used at appropriate intervals during the work period.
- Protective clothing mandated for food processing areas or hygiene purposes shall not be used for any other purposes.
- All staff shall thoroughly wash their hands and wrist areas with soap and warm water before entering or starting work and after any break, handling raw meat, poultry, eggs, or contaminated material. The aim is wash hands properly, frequently and at the appropriate times. Fingernails shall be kept clean, trimmed, and without nail polish.

C. Personnel Behaviour

- Implement an effective personal hygiene measure that identifies hygienic behaviour and habits to be followed by personnel to prevent contamination of food.
- Ensure all service staff practice and adopt hygienic food-handling techniques.
- Personal belongings such as a mobile phone, jewelry, watches, pins, or other items should not be worn or brought into food handling areas.
- Separate lockers or places are provided to secure personal possessions away from production areas.
- Food contact tools, apparatus and food items shall not be kept in personal locker.
- Never cough or sneeze over food, or where food is being prepared or stored.
- Food handlers shall not be allowed for smoking, spitting, and tobacco/gutkha chewing, during the working hours /inside the Mess/ kitchen facilities.
- Smoke only in designated areas, outside the kitchen premises. Eat and drink in designated areas only.
- Wash hands and forearms vigorously and thoroughly with soap and warm water (the water temperature should be at least 37°C) for a period of 20 seconds.
- Wash hands using soap from a soap dispenser. Lather for at least 15 seconds. Wash between fingers thoroughly.
- **Wash your hands after:** toilet, handling raw food, blowing your nose, handling garbage, touching your ears, nose, mouth or other parts of the body, smoking, every break and handling animals and/or as and necessary.

D. Visitor Control

- Visitors should be discouraged from going inside the food handling area, particularly during food preparation timings, to avoid food cross-contamination;
- Visitor identity card provisions should be in place to maintain control over visitors' access to restricted areas;
- Ensure that visitors to food processing or handling areas must, wherever appropriate, wear protective clothing, footwear and adhere to all the personal hygiene provisions required for personnel required in food production;
- Visitors must wash their hands, and wear the disposal caps before entering food

production and clean kitchen areas, and they should be asked to wear gloves if they are wearing false fingernails or nail varnish;

- Employees and visitors should be advised that eating, drinking, and smoking are restricted to designated areas or outside the kitchen area;

SOP Pest Control

Objective: Ensure that pests are controlled in the entire kitchen area, including (food handling, store, service, and washing area), including the use of a licensed Pest Control Operator (PCO).

Use the methods of an integrated pest management program (IPM) using the following steps:

A. Step-1: Deny access to pests

- Use reputable suppliers for all material deliveries;
- Check all deliveries before they enter the kitchen premises;
- Reject shipments with pest infestation signs, such as gnaw marks on cardboard containers;
- Keep all exterior openings closed tightly. Check doors for proper fit without any gaps as part of the regular cleaning schedule;
- Check that all the electrical gang boxes are properly fitted without any cracks;
- Keep all equipment gaskets clean and check for cracks or gaps;

B. Step 2: Deny pests food, water, and a hiding or nesting place

- Dispose of garbage quickly and correctly. Keep garbage containers clean, in good condition, and tightly covered in all areas (indoor and outdoor). Clean up spills around garbage containers immediately. Wash, rinse, and sanitize containers regularly;
- Store recyclables in clean, pest-proof containers away from the building;
- Place food and supplies after delivery as quickly as possible into storage;
- Keep all food and supplies at least 150 mm off the floor and 50 mm away from walls;
- Refrigerated food after opening attracts insects, but most insects become inactive at temperatures below 5° Celsius;
- Place other opened packages of cereals and grains in storage containers with tight-fitting lids;
- Use FIFO (first-in, first-out) inventory rotation so pests do not have time to settle into these products and breed;
- Clean the facility thoroughly and regularly. Careful cleaning ensures food hygiene, destroys insect eggs, and reduces the number of places pests can safely take shelter.

C. Step 3: Determine Action and Eliminate

- Keep pests out of food/mess facilities rather than taking preventative measures once they have already entered;
- Emphasizes a non-chemical pest prevention approach and focuses on facility maintenance and sanitation, using non-chemical treatments like trapping or exclusion before using chemicals;

- Only when non-chemical techniques have failed or are inappropriate for the situation will chemical techniques be used in the least harmful dosages
- Assure that your IPM is destroying the pests without affecting your food safety program or work environment;
- Keep pesticides in their original containers and store them in locked cabinets in the chemical store, away from food storage and food preparation areas;
- Keep a copy of the corresponding or consummated Material Safety Data Sheets (MSDS) on the premises;
- Mess dining hall and kitchens should remain closed during and after the chemical treatment, as advised by the pest control agency or vendor.

SOP: Fire Safety Measures

Objective: Kitchen Fire Safety and Prevention Strategies to be implemented in the Kitchen Area to Minimize the Hazard of Fire in the Kitchen

A. Keep A Clean Kitchen

- Ensure to wipe up grease that spills over on top of the cooking space/equipment, and small pieces of food should never be allowed to burn on the range;
- With soapy water/chemical, thoroughly clean the grease from the walls and floor. Avoid sprinkling water on grease because it will only make the problem worse;
- Hood baffle filters should be cleaned every week by putting them in the dishwasher or pressure washing them with a degreasing solution;

B. Regular Hood and Exhaust Cleaning

- Exhaust Ventilation-Keep your kitchen exhaust vents clean with regular cleaning of kitchen exhaust systems. Grease and oil are detrimental to the performance of a kitchen system;
- Ensure thorough cleaning of the hood any time you notice grease building up;

C. Regular Electrical Maintenance

- Many electrical fires are the result of faulty wiring or short circuits. So prevent these incidents with regular maintenance. Stick to this schedule and contact a professional if you notice frayed wiring, a faulty switch or socket, an MCB, RCCB, TBA, etc;
- Kitchen staff should be trained to regularly inspect the electrical appliances and equipment for any noticeable damage and schedule regular professional maintenance assessments to ensure all systems are functioning properly;
- Ensure all motors, pumps, and other parts of the HVAC/exhaust system should be regularly checked and scheduled for professional maintenance by a trained, qualified, and certified company or person to assure all systems are functioning properly;

D. Inspection of Fire Suppression System & Extinguishers

- Ensure the fire suppression system on all kitchen exhaust ducts and hoods is regularly and professionally inspected so it's operating at peak efficiency;
- Ensure timely service of the fire suppression system;

- Ascertain that the gas deducting system is integrated with the fire suppression system;
- Check that the right extinguishers are in the right place at the right time and that they have been recently inspected;
- K-Class Fire Extinguisher: A multipurpose ABC fire extinguisher is not appropriate for a kitchen setting. Be sure that the kitchen has a silver K-class fire extinguisher that is more suitable for the fire hazards present in commercial kitchens;
- Ensure that you comply with all the kitchen fire safety regulations put in place by local authorities and ensure complete fire safety compliance;

E. Staff Training

- At least three employees should be trained to take on the role of first responders so that they can properly use extinguishers and fire suppression in the event of a fire;
- Ensure a safe way out of the fire, mock drill. Fires can happen even after all of the necessary preventative measures have been taken. Employees need to evacuate, emergency lights and exit signs will be critical in assisting them to the nearest safe exit. Emergency lights and exit signs require monthly checks and extensive annual inspections, so partner with a fire protection provider to ensure your lights are operational.
- Every employee must undergo rigorous fire safety training, and regular drills must be conducted by the contractor or agency on fire extinguisher location, fire hazards, proper procedures, and fire evacuation routes;
- Evacuation maps should be posted at the kitchen's main access points to clearly identify egress routes;
- Ensure that fire prevention and safety are always the primary concerns of all kitchen staff;

F. Kitchen Production Staff Responsibility

- Ensure the oil is heated slowly to the temperature needed for frying or sautéing;
- The smoke/heat detonator, fire alarm system, fire extinguisher, and hose reels should be checked monthly, and a log book should be kept.
- Never leave a hot stove unattended; if staff leaves the kitchen, even for a short time, they must turn off the stove;
- Place a lid on grease fires; never use water on oil or grease fires as it will cause the burning liquid to spatter, spreading the fire;
- Wear short sleeves or tight-fitting cotton clothes and tie back long hair. Smoke only in designated areas;

G. Regular General Kitchen Maintenance

- All cooking equipment, exhaust hoods and ductwork, grease removal devices, dampers, and fire extinguishing equipment should be regularly maintained and inspected semi-annually by the manufacturer's authorized installer.
- Ensure kitchen safety by making sure that oil and grease do not build up over a period of time.

Verification and Record Keeping

Procedure: It will be responsibility of the Agency/Contractor duty

Manager/Supervisor to records the complete Food Safety Checklist and other SOP(S) daily to indicate that monitoring is being conducted as specified above in section 6. The complete day to day records / checklist is to be kept on file for entire contract period,

TENDER ACCEPTANCE CERTIFICATE
(TO BE PROVIDED ON THE LETTERHEAD OF THE AGENCY)

To
The Executive Director,
All India Institute of Medical Sciences
Jodhpur Rajasthan

Date:

Tender No. NIT No. Admn/Tender/03/2023-AIIMS.JDH

(Notice Inviting Tender for Main Mess Services at AIIMS Jodhpur Campus for One Year)

1. I/We hereby submit our tender for Mess Services at Main Mess AIIMS Jodhpur Campus for One Year along with other required documents.
2. I/We hereby reconfirm and declare that I/We have carefully read, understood and complying the above referred tender document including instructions, terms and conditions, scope of work, schedule of quantities and all the contents stated therein.
3. I/We have gone through all terms and conditions of the tender document before submitting the same.
4. I/We also agree to keep this tender open for acceptance for a period of 180 days from the date fixed for opening the Technical Bid and in case the tender is withdrawn within the validity period or the contract if awarded is not accepted,.
5. The rate quoted is firm and I/we will offer the services as per the requirement of the Institute on the rates mentioned in this tender document and schedule and hereby bind myself/ourselves to carry out the work/services during the entire contract period as per the letter of acceptance of the tender/contract.
6. I/We also hereby agree to abide by the rules and regulations of the AIIMS Jodhpur, general conditions of the contract as amended from time to time and to carry out the work according to the conditions of the contract laid down by AIIMS Jodhpur.
7. I/We also certify that the information mentioned in the submitted documents is true and complete in every respect and explicitly agree that in case at a later date it is found out by the Institute-AIIMS Jodhpur Rajasthan that any details provided herein by us are incomplete/incorrect, any contract given to us may be summarily terminated forthwith, our firm may be blacklisted, and that the Institute may also initiate any other legal/penal proceedings, as deemed fit by it

Signature with Seal of the Tenderer:

Name in Block Letter:

Designation:

Full Address:

PART-A (TECHNICAL BID)

All the technical terms and conditions shall also be indicated in this part. Deviations, if any, to our specifications shall be brought out very clearly. Bidders shall mention point-wise and conform to technical specifications as described in this tender document.

Sl.No.	Particulars	Details
1.	Bidder Name	
2.	Agency/Firm Name	
3.	Registered office and Address	
4.	Corporate Office Address	
5.	Company Website	
6.	Year of Establishment	
7.	Type of Firm (Ownership, Partnership, Pvt. Ltd or Ltd Co.)	
8.	Details of ownership (Name and Address of the Board of Director, Partners etc)	
9.	Name of the authorized signatory who is authorized to sign all the relevant documents (power of attorney, if any to be submitted)	
10.	Contact Details	
	Name of the contact person	
	Designation	
	Telephone Number (Office)	
	Mobile Numbers	
	Email Id	

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

11.	Address for communication	
	Earnest Money Deposit	YES/NO
	DD Number,/UTR Number Amount and Date of the EMD submitted	
12.	BANK Particulars : Account Holder Name ,Type of account (SB/CA/CC), Account Number, IFS Code , Name of the & Bank Branch	
	Or other supporting document details for EMD	
	Solvency Certificate for Rs.50.00 Lakh. If Yes the successful bidder- “certificate to this effect is to be provided from the banker”	YES/NO
13.		
14.	Registration Numbers:	
A.	Firm Registration No.	
B.	FSSAI No./ Validity date	
C.	ISO Certification. /Validity date	
D.	GST No.	
E.	EPF No.	
F.	ESI No.	
G.	Labour License No.	
H.	MSME Registration No.	
I.	NSIC Registration No.	
J.	SSI Registration No.	
K.	Any other registration reference to mess services :	
15.	PAN Number Individual	
16.	PAN Number Company/Firm	

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

17.	Total Audit Annual Turnover for last three years	Yr 2019-20
		Yr 2020-21
		Yr 2021-22
18.	Audit Balance Sheet	Yr 2019-20
		Yr 2020-21
		Yr 2021-22
19.	Total Turnover for last three years from the Mess business Duly Certified by CA (Annexure)	Yr 2019-20
		Yr 2020-21
		Yr 2021-22
20.	Three Years Income Tax Return	Yr 2019-20
		Yr 2020-21
		Yr 2021-22
21.	Experience	
A.	Since Mess Service started (i.e. Date of Regn. / Incorporation Certificate with Date/Contract agreement	
B.	Mandatory bidders Experience : 03 Yrs Three (3) years ending on March 31, 2022 Minimum Three contract from three client need to attach as documentary proof	
C.	Mandatory Bidders experience of 3 yrs running mess services for at least 700 student of reputed educational institutions, Public sector ,PSU and /or renowned institutions as described in clause 11 (h) section 2 of this tender document (with documentary proof)	
D.	Performance certificate with the contract value till 31 st March	

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

	2022) (Duly issued by client need to attach)	
E.	List of Past and Present client indicating the value of the contract and duration of the contract / commencement date (with documentary proof) List should be with concern person name address and contact details such as mobile no and email id	
F.	No. of years of service in the field of Mess services/business (with documentary proof)	
22.	Whether bidding Agency /Firm have been blacklisted by any Govt or Semi-Govt. organization or any other organization? If yes, provide details	YES/NO
23.	Whether bidding agency/Firm or owner, partners, directors having/pending any court case? If yes, provide details	YES/NO
24.	Whether bidding agency/Firm or owner having been earlier convicted for violation of PF/ESI/Minimum Wages Act? If yes, provide details	YES/NO
25.	Do you accept all terms and conditions of tender document and signed the tender document?	YES/NO
26.	Do you have necessary license(s) to provide food Mess services? If yes, provide details	YES/NO
27.	Do you agree to provide services as per the Institute's requirement?	YES/NO

28.	Have you submitted the previous work order(s), work completion certificate(s), satisfactory certificates, and contract value certificate issued by the client? If yes, provide details with documentary proof.	YES/NO
------------	--	---------------

Enclose/Attached all certificates in support of above statements.

Date:

Authorized Signatory Name: Place:
Designation: Company Seal

Check List

Documents supporting Eligibility criteria, Qualification requirement and other supporting documents

The Bidder may use the check list below; to ensure that the tender submitted is complete and all the supporting documents has been upload as “**Technical Bid**”

Sl.No.	Description	Copy Attached Yes/No	Page No.
1.	Registration Certificate under Shops & Establishment Act. (Municipal License, Trade License)		
2.	Registration of Firm in case of Partnership or Certificate of Incorporation in case of company		
3.	Partnership Deed/ Memorandum & Articles of Association		
4.	FSSAI License for Food Processing/ Mess service		
5.	ISO Certification		
6.	License to employ contract labour, EPF, ESIC Registration etc		
7.	PAN copy of the bidder		
8.	GST Registration		
9.	Copies of last three years IT Returns		
10.	Audit Copies of Balance Sheet and P&L Account for the last 3 years		
11.	Audit Annual Turnover for last three years.		
12.	3 years Mess Turnover Certificates duly certified by the CA.		
13.	List of Past and Present client indicating the value of the contract and duration of the contract / commencement date (with documentary proof) with concern person details		
14.	Copies of Service Contract work order and Services completion Certificates along with Experience and performance certificate as require in this tender document for eligibility criteria		

Tender for Main Mess Services
Admn/Tender/03/2023-AIIMS.JDH

15.	No. of years of service in the field of Mess services/business (with documentary proof)		
16.	List of Arbitration/Court Cases (if any)		
17.	Submission of Earnest Money@ 3% of the total estimate cost i.e. Rs. 12,00,000/- A. Firms registered with NSIC are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate). Attested copy of NSIC Registration Certificate. B. Or whether the firm is a registered firm under SS I or MSME bidders are to mention UAM (Udyog Aadhar Memorandum) number issued by MSME. Attested copy of MSE/ SSI Registration Certificate		
18.	Bank Details : 1. Beneficiary Name : 2. Bank Name : 3. Account No : 4. IFSC Code : 5. Branch Address :		
19.	Any other information, if necessary		
20.	Signed Tender acceptance certificate as per Annexure-1		
21.	Signed undertaking by the Bidder/Agency (as per annexure -4)		

Note: This form will be completed by the Bidders and all the Supporting Documents, Copies of Various Registrations to be attached duly Authenticated with total Clarity and without any ambiguity.

Signature and seal of bidder with date

Declaration regarding Non-Blacklisted or Non- Debarred

To be executed by the bidders on Rs.100 Non-judicial Stamp Paper and attested by a Public Notary / Executive Magistrate

I / We _____, the Bidder , hereby declare that the Agency/Firm named _____ has not been blacklisted or debarred in the past by Union Government, a State Government, any organization or Institute in India or abroad from taking part in Government tenders in India.

OR

I/ We _____, the Bidder, hereby declare that the Agency/Firm named _____ was blacklisted or debarred in the past by Union Government, a State Government, any organization or Institute in India or abroad for a period of _____ years with effect from _____ to _____. The period of debarment completed on _____, and now I/We am/are entitled to take part in Government tenders in India.

In case the above information found false, I/we am/are fully aware that the Tender submitted will be rejected/cancelled by Executive Director, AIIMS Jodhpur, and the contract discontinued. Also, the EMD/Performance Security shall stand forfeited. In addition to the above, Executive Director, AIIMS Jodhpur, will not be responsible to pay the bills for any fully or partially completed work.

Signature of DEPONENT

Name _____

Address _____

Attested by: Public Notary / Executive Magistrate

ANNAUL TURNOVER CERTIFICATE FORMAT

(On the letter head of CA & duly certified)

This is to certify that M/s ----- having their Registered Office at ,-----
----- who is registered with EPF, ESI,GST and have the Annual turnover
(in rupees) for the past 03 years as mentioned below:

Turnover	2019-20	2020-21	2021-22
Total Turnover of the firm			
Total Turnover for Mess services/Business			

It is further stated that, the above firm has paid all the statutory dues to the respective agencies as on this date.

It is further certified that the above-mentioned amounts have been derived from the books of accounts presented before us for the above-mentioned periods. I shall be personally liable for any wrong information as mentioned above. Name and sign of the authorized person of the firm along with seal

Place:

Date:

Name, Seal and Signature of the Auditor

FORMAT FOR PERFORMANCE CERTIFICATE FOR MESS SERVICES

(TO BE TYPED ON THE LETTER HEAD OF INSTITUTE/ORGANIZATION)

Name of the firm: _____ Period of service
availed from the contractor: _____ to _____ Average
monthly number of meals during the period of the contract: _____ Average Monthly
Billing Amount Rs _____ - Value of the contract Rs. _____ (in lakhs)

Overall Feedback of the Contractor or Agency					
Sl.No.	Description	Very Good (5Points)	Good (4Point)	Average (3Point)	Poor (1Points)
1.	Quality/Taste of food				
2.	Quantity of food				
3.	Cleanliness ,Hygiene &Waste Disposal				
4.	Mess Service & Punctuality				
5.	Professionally trained Staff				
6.	Staff Personnel Hygiene & Behavior				

Any other feedback/ suggestions _____

Signature and Seal of the Assessor

Note: Performance Certificates shall only be considered with relevant work orders and Satisfactory Certificates and shall also be attested with authorized person

PROFORMA FOR BIDDERS PAST AND PRESENT MESS SERVICES

Name of Company/Firm _____

Sl.No.	Name of the Contract	Name of the Client	Annual Value of the Contract	Contract Commencement Date	Period of Contract	Name, Address & Tele No. of Officer to whom reference may be made	Attach copies of Work Orders
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)
	Contract Completed						
	Ongoing Contract						

I/We certified that the above information is/are best of our knowledge and nothing has been concealed

Note: Above form must be supported by Authentic Documents e.g. Work Orders, Completion Certificate and Performance remarks from the Clients etc

Signature and seal of bidder with date

PROFORMA OF BANK GUARANTEE (FOR PERFORMANCE GUARANTEE)

Whereas the All Indian Institute of Medical Sciences Jodhpur (hereinafter called “AIIMS-Jodhpur” which expression shall include its successors and assigns) having awarded a work order/contract/supply order No._____ Dated_____(hereinafter called the contract) to M/s_____(Hereinafter called the contractor / supplier) at a total price of Rs_____ subject to the terms and conditions contained in the contract,

Whereas, the terms and conditions of the contract require the contractor to furnish a bank guarantee for Rs._____ (Rupees_____)being _____% of the total value of the contract for proper execution and due fulfillment of the terms and conditions contained in the contract

We,_____ the Bank, (hereinafter called the “Bank”) do hereby unconditionally and irrevocably undertake to pay to AIIMS Jodhpur immediately on demand in writing and without protest/or demur all moneys payable by the contractor/supplier to AIIMS Jodhpur in connection with the execution/ supply of and performance of the works/equipment/Services, inclusive of any loss, damages, charges, expenses and costs caused to or suffered by or which would be caused to or suffered by AIIMS Jodhpur by reason of any breach by the contractor/supplier of any of the terms and conditions contained in the contract as specified in the notice of demand made by AIIMS Jodhpur to the bank. Any such demand made by AIIMS Jodhpur on the bank shall be conclusive evidence of the amount due and payable by the bank under this guarantee. However, the Bank’s liability under this guarantee shall be limited to Rs_____ in the aggregate and the bank hereby agrees to the following terms and conditions:-

1. This guarantee shall be a continuing guarantee and irrevocable for all claims of AIIMS Jodhpur as specified above and shall be valid during the period specified for the performance of the contract including the period of maintenance/warranty i.e. upto_____.
2. We, the said bank further agree with AIIMS Jodhpur that AIIMS Jodhpur shall have the fullest liberty without our consent and without affecting in any manner our obligations and liabilities hereunder to vary any of the terms and conditions of the said contract or to extend time for performance of contract by the contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by AIIMS Jodhpur against the contractor/supplier under the contract and forbear or enforce any of the terms and conditions relating to the said contract and we shall not be relieved from our liability by reason of any such variations or extension being granted to the contractor or for any forbearance, act or omission on the part of AIIMS Jodhpur or any indulgence by AIIMS Jodhpur to the contractor or by any such matter or thing whatsoever, which under the law relating to the sureties would, but for this provision, have effect of so relieving us.
3. This guarantee/undertaking shall be in addition to any other guarantee or security whatsoever AIIMS Jodhpur may now or at any time have in relation to the performance of the works/equipment and the company shall have full re-course to or enforce this security in performance to any other security or guarantee which the AIIMS Jodhpur may have or

obtained and there shall be no forbearance on the part of the company in enforcing or requiring enforcement of any other security which shall have the effect of releasing the Bank from its full liability. It shall not be necessary for AIIMS Jodhpur to proceed against the said contractor/supplier before proceeding against the Bank.

4. This guarantee/ undertaking shall not be determined or affected by the liquidation or winding up, dissolution or change of constitution or insolvency of the supplier/contractor, but shall in all respects and for all purposes be binding and operative until payment of all moneys payable to AIIMS Jodhpur in terms thereof are paid by the Bank.
5. The Bank hereby waives all rights at any time inconsistent with the terms of this Guarantee and the obligations of the bank in terms hereof, shall not be otherwise effected or suspended by reasons of any dispute or disputes having been raised by the supplier/contractor (whether or not pending before any Arbitrator/Tribunal / Court) or any denial of liability by the supplier/contractor stopping or preventing or purporting to stop or prevent any payment by the Bank to AIIMS Jodhpur in terms hereof.

We, the said Bank, lastly undertake not to revoke this guarantee during its currency except with the previous consent of AIIMS Jodhpur in writing. Unless a claim is made in writing within three months from the date of expiry of this guarantee i.e. _____ (Three months after the date of expiry) we shall be relieved from all liabilities under this guarantee thereafter.

Signed this _____ day of _____ at _____

Signature with date of authorized officer of the Bank

Name and designation of the officer

Seal, Name, Address & Branch of the Bank