



अखिल भारतीय आयुर्विज्ञान संस्थान, नागपुर

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR

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File No. AIIMS/HA/NCPS/2026/MSO- 2096/NIQ/ Cate. Day 1/18

Dt. 20/08/2026

NOTICE INVITING QUOTATIONS

The Executive Director, All India Institute of Medical Sciences, Nagpur invites quotations from the reputed agencies for Hiring of Catering Services Day 1 for National Conference on Patient Safety (NCPS) 2026 at AIIMS, Nagpur details are given below:

Sr. No.	Item Description	No of Days	Total Cost (Excluding GST) for one days	GST %	Total Cost with GST
1	Hiring of Catering Services Day 1 for National Conference on Patient Safety (NCPS) 2026 As per Annexure - I	1 Day (11 th Sept. 2026)			
Total -----					

Note:

- The technical specification of the Service is attached as Annexure-I.
- A compiled statement of technical specification against the service needs to be submitted along with quotation.

TERMS OF CONDITIONS:

- All quotations to be submitted in the name of **Executive Director, AIIMS Nagpur** only. Quotations not addressed to Executive Director, AIIMS, Nagpur will not be opened and rejected summarily.
- Copy of NIQ along with along with Annexure – I duly signed and stamped by the vendor to be submitted along with quotation by accepting all the terms and conditions of NIQ.**
- HSN Code of the service needs to be mentioned.
- Rates of service should be quoted without including GST. (as mentioned in the above format)
- Taxes livable should be quoted separately.
- Service Period: - 11th September 2026.
- A declaration by vendor is required to be submitted along with quotation stating that vendor is not debarred by Department of Commerce or Ministry/ Department concerned. The date of declaration should not be before the date of NIQ and after the last date of submitted of quotation.**
- In the Event of the seller's failure to do service appropriate action will be taken as per the decision of competent Authority as per GFR/ procurement rules.
- Payment will be released on inspection of Service found satisfactory by the concerned department as regard to quality of services.
- Bank details such as Account Number, IFSC Code etc. should be furnished so as to facilitate payment on line, if any.
- Interested parties should submit their quotations in **sealed envelope in store office, super scribing "QUOTATION FOR HIRING OF CATERING SERVICES DAY-1 FOR NATIONAL CONFERENCE ON PATIENT SAFETY (NCPS) 2026 FOR OFFICE OF MEDICAL SUPERINTENDENT at AIIMS, NAGPUR WITH NUMBER OF NIQ"** on or before 24/08/2026 before 17.00 hrs which will be opened on 25/08/2026 at 11.00 hrs.
- Rights to accept/reject any quotation rests with the AIIMS Nagpur.



20.08.2026

Administrative Officer (P&MM)

AIIMS, Nagpur

निपिन कुमार/Vipin Kumar

प्रशासनिक अधिकारी (पी एंड एमएम)/Administrative Officer (P & MM)

अ.भा.आ.स. नागपुर/AIIMS, Nagpur

Specification for Catering Services for NCPS 2026Catering Services for Conference: Day 1

Sr. No.	Items	No. of Days	Qty.
1.	Lunch - Day 1 Menu: 1. Vegetarian Soup - 1 variety 2. Vegetarian Starter - Paneer / Non-Paneer - 1 variety (As decided by the user) 3. Non-Vegetarian Starter - Chicken - 1 variety 4. Paneer Gravy - 1 variety 5. Vegetarian Dry Sabji - 1 variety 6. Chicken Gravy - 1 variety 7. Fish Gravy - 1 variety 8. Dahi Wada - 1 variety 9. Boondi Raita - 1 variety 10. Mixed Salad - assorted 11. Dal Fry - Live Counter 12. Jeera Rice 13. Assorted Rotis - Live Counter 14. Rabdi Jalebi 15. Ice Cream - flavour as approved by the User Department. 16. Assorted Salads 17. Achar/Pickle 18. Papad 19. Packaged Drinking Water	1	700 Pax
2	High Tea - Day 1 Service: Tea and Coffee with different variants, continuously available from 08:00 AM to 05:00 PM. Evening Snacks: Matar Kachori, Dhokla or approved equivalent, Plum Cake and assorted cookies.	1	700 Pax

TECHNICAL SPECIFICATIONS**1. General Catering Requirement**

- The caterer shall provide complete catering services on a turnkey basis for the specified number of persons.
- The quoted rate shall include food, raw materials, cooking, transportation, service staff, crockery, cutlery, serving equipment, buffet counters, table linen, manpower, cleaning, disposal of food waste and all incidental expenses.
- All food shall be prepared fresh on the day of service.
- No previously cooked, frozen or reheated food shall be served, except items where freezing/refrigeration is an inherent part of the approved preparation process.
- The caterer shall ensure adequate quantity of food throughout the service period and shall replenish buffet dishes continuously.
- No item listed in the approved menu shall be omitted or substituted without prior approval of the User/Engineer-in-Charge.

2. Strict Food Quality Requirements**Vegetarian Items**

- Paneer shall be of good quality and fresh.
- Vegetables shall be fresh and free from visible spoilage.
- Cooking oil shall be of food-grade quality and suitable for human consumption.
- Dal, rice and other staples shall be of good quality.
- Salad shall be freshly prepared and properly washed.
- Curd used for raita/dahi wada shall be fresh and of good quality.

Non-Vegetarian Items

- Chicken shall be fresh, hygienically processed and fit for human consumption.
- Fish shall be fresh/frozen food-grade fish of acceptable quality.
- No stale, spoiled, foul-smelling or improperly stored meat/fish shall be used.
- Separate cutting/preparation equipment shall be used for vegetarian and non-vegetarian food.

Sweets and Desserts

Rabdi, jalebi and ice cream shall be fresh and of acceptable commercial quality. Ice cream shall be maintained at the manufacturer-recommended temperature until service.

3. Menu Approval

The caterer shall submit the detailed menu to the User Department/Event Coordinator sufficiently in advance. For items where alternatives are permitted, the final choice shall be approved by the User Department before procurement/preparation.

No unilateral substitution shall be permitted.



4. Food Quantity

The quantity shall be adequate for 700 persons.

The caterer shall maintain sufficient additional food to ensure that no guest is left without any menu item during the stipulated serving period.

The contractor shall not use a shortage of food as a reason for substitution or reduction in portion size.

Minimum service expectation

- All buffet counters shall remain operational throughout the specified lunch period.
- Popular items shall be replenished immediately.
- No buffet tray shall remain empty during service.

5. Live Counters

The following shall be served through properly operated live counters:

Dal Fry - Live Counter

- Fresh preparation/service.
- Proper heating arrangement.
- Dedicated serving personnel.
- Adequate serving utensils.

Assorted Rotis - Live Counter

- Rotis shall be prepared/served hot.
- Minimum 3 varieties of roti/Indian bread may be provided, subject to final menu approval.
- Suitable insulated containers shall be used to maintain serving temperature.

The caterer shall provide all necessary live-counter equipment, fuel/electrical arrangements, serving staff and safety arrangements.

6. Catering Arrangement - Two Independent Serving Locations

- The successful Catering Service Provider shall make arrangements for food service at two separate and independent locations during the National Conference on Patient Safety (NCPS) 2026 scheduled to be held on 11th-12th September 2026, as detailed below:

o VIP/Dignitary Dining Area:

Food shall be served at the designated dining area on the Second Floor, exclusively for VIPs and dignitaries.

o Delegate Dining Area:

Food shall be served simultaneously at the designated dining area for other delegates/participants.

- The above two food-service locations shall be independent of each other in terms of functionality and operations.
- Accordingly, the successful caterer shall deploy adequate and separate manpower, food counters/stalls, serving arrangements, crockery/cutlery, buffet equipment, tables, furniture, electrical connections, service equipment and all other necessary accessories and facilities required for smooth and uninterrupted food service at both locations.
- The bidder shall factor the above requirement while quoting the rates. No dependence of one serving location on the other shall be permitted. Both locations shall be fully capable of functioning independently and simultaneously throughout the scheduled meal/service timings.
- The caterer shall ensure adequate supervision and deployment of sufficient trained personnel at each location to maintain efficient, hygienic, orderly and timely service, without causing any inconvenience to VIPs, dignitaries or other delegates/participants.

7. High Tea

Tea and coffee shall be available continuously from 08:00 AM to 05:00 PM.

The caterer shall provide:

- Regular tea.
- Coffee.
- At least one additional tea/coffee variant as approved.
- Sugar/sugar substitute.
- Milk/cream as appropriate.
- Disposable/ceramic cups as approved.
- Stirrer/spoon.
- Drinking water.



Evening Snacks

The evening snack service shall include:

- Matar Kachori.
- Dhokla or an equivalent item only with prior approval.
- Plum Cake.
- Assorted Cookies.

Snacks shall be served fresh and replenished throughout the designated service period.

8. Buffet Arrangement

The caterer shall provide adequate buffet tables/counters with:

- Clean tablecloths.
- Food-grade serving vessels.
- Chafing dishes/hot cases where required.
- Serving spoons/tongs.
- Plates.
- Bowls.
- Spoons.
- Forks.
- Knives.
- Glasses/cups.
- Tissue/napkins.
- Appropriate waste bins.

All crockery and cutlery shall be clean, hygienic and free from chips/cracks.

9. Food Temperature

Hot food shall be maintained at a safe serving temperature throughout the service.

Cold food/desserts shall be maintained under suitable refrigeration/cooling conditions.

The caterer shall ensure that food is not exposed unnecessarily to ambient temperature for prolonged periods.

10. Drinking Water

Adequate quantity of safe potable drinking water shall be available throughout the catering service.

Water dispensers/serving arrangements shall be positioned at convenient locations.

11. Hygiene and Food Safety

The caterer shall comply with all applicable FSSAI requirements and food-safety regulations.

The caterer shall ensure:

- Hygienic food preparation.
- Clean kitchen/food preparation area.
- Clean utensils.
- Safe storage of raw materials.
- Proper refrigeration.
- Pest-control measures.
- Safe handling of cooked food.
- Personal hygiene of food handlers.
- Use of clean gloves/hairnets/aprons wherever appropriate.
- No bare-hand handling of ready-to-eat food wherever avoidable.

12. Food Handlers

All catering personnel shall:

- Wear clean uniform/apron.
- Wear hairnets/caps.
- Maintain personal hygiene.
- Have clean hands and trimmed nails.
- Not report for duty if suffering from any communicable illness.
- Follow hygienic food-handling practices.

The caterer shall deploy adequate service staff to ensure that guests are served efficiently without crowding.

13. Catering Manpower

The contractor shall provide adequate manpower for:

- Food preparation.
- Buffet management.



- Live counters.
- Tea/coffee service.
- Replenishment.
- Clearing of used crockery.
- Cleaning.
- Waste collection.
- Technical/support requirements.

The manpower shall be sufficient to prevent delays and queues.

14. Service Timing

The caterer shall strictly follow the timing communicated by the User Department/Event Coordinator.

The caterer shall ensure that:

High Tea: 08:00 AM to 05:00 PM

Lunch shall be ready for service at the time specified by the Event Coordinator.

All buffet arrangements shall be **fully ready at least 30 minutes before the scheduled service time.**

15. Inspection and Approval

The User Department/Engineer-in-Charge shall have the right to inspect:

- Raw materials.
- Kitchen/food preparation arrangements.
- Food quality.
- Cooking arrangements.
- Buffet setup.
- Crockery/cutlery.
- Manpower.
- Hygiene arrangements.

Any food/material found to be substandard shall be rejected and replaced immediately at the contractor's own cost.

16. Replacement of Unsatisfactory Food

If any food item is found to be:

- Stale.
- Undercooked.
- Overcooked.
- Spoiled.
- Excessively oily.
- Contaminated.
- Of unacceptable taste/quality.
- Served at an unsafe temperature.

the User Department may order immediate removal and replacement of the item.

No additional payment shall be admissible for such replacement.

17. Food Safety / Contamination

In the event of suspected food contamination or food poisoning attributable to the caterer's negligence, the caterer shall be responsible for all consequences arising from such deficiency, subject to applicable law and contractual provisions.

The Institute shall have the right to stop further food service immediately if serious food-safety concerns arise.

18. Vegetarian / Non-Vegetarian Segregation

Separate utensils, preparation areas and serving equipment shall be used for vegetarian and non-vegetarian food wherever required.

Vegetarian and non-vegetarian dishes shall be clearly identified and separately displayed.

19. Allergen / Dietary Information

The caterer shall provide information regarding major ingredients/allergens when requested by the User Department.

Any special dietary requirement communicated sufficiently in advance shall be accommodated **subject to the approved scope and menu.**

20. Waste Management

The caterer shall provide adequate covered waste bins at the service area.



All food waste, packaging material, disposable items and other catering waste shall be collected and removed from the venue by the caterer.

The venue shall be left clean and free from food waste after completion of service.

21. No Additional Charges

The quoted rate shall be **all-inclusive**.

No additional payment shall be made for:

- Cooking.
- Transportation.
- LPG/fuel/electricity required for catering operations.
- Manpower.
- Buffet counters.
- Serving equipment.
- Crockery.
- Cutlery.
- Table linen.
- Cleaning.
- Waste disposal.
- Replenishment.
- Any other incidental requirement.

22. Mandatory Documents

The successful bidder shall submit, as applicable:

1. Valid FSSAI registration/licence.
2. PAN.
3. GST registration.
4. Details of catering establishment/kitchen.
5. Relevant experience credentials.
6. Contact details of the responsible catering manager.
7. Any other documents prescribed in the tender.

23. Catering Manager

The contractor shall nominate **one responsible Catering Manager/Event Supervisor** who shall remain available throughout the service.

The Catering Manager shall coordinate with the Event Coordinator and shall be responsible for:

- Timely service.
- Food quality.
- Replenishment.
- Manpower.
- Hygiene.
- Immediate resolution of complaints.

24. Emergency / Backup Arrangement

The caterer shall maintain adequate standby arrangements for:

- Food replenishment.
- Tea/coffee equipment.
- Cooking/service equipment.
- Crockery/cutlery.
- Serving staff.
- Electrical equipment required for catering.

Any equipment failure shall be rectified **immediately without affecting service**.

25. Prohibition on Subletting

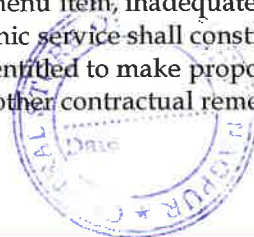
The successful bidder shall not sublet, transfer or assign the complete catering work to another agency without prior written approval of the competent authority.

The principal contractor shall remain responsible for the entire work.

26. Performance and Deficiency

Failure to provide any approved menu item, inadequate quantity, delayed service, poor-quality food, inadequate manpower or unhygienic service shall constitute **deficiency in service**.

The competent authority shall be entitled to make proportionate recovery from the contractor's bill for deficiencies, without prejudice to other contractual remedies.



27. Final Acceptance and Payment

Payment shall be released only after:

- Successful completion of the catering service.
- Satisfactory quality and quantity of food.
- Completion of the stipulated service period.
- Cleaning of the venue.
- Certification by the authorised representative of AIIMS Nagpur.

No payment shall be made for rejected food or services not satisfactorily rendered.

Additional user added clause for the tender

"The catering service shall be executed on a complete turnkey basis. The contractor shall be responsible for providing all food items, ingredients, cooking arrangements, equipment, manpower, service arrangements, crockery, cutlery, buffet counters, live counters, transportation, cleaning, waste disposal, hygiene and all other accessories necessary for satisfactory execution of the catering service. The quantities specified in the BOQ represent the minimum number of persons to be served. The contractor shall ensure adequate availability and continuous replenishment of all approved menu items throughout the service period. No additional financial implication shall be admissible to AIIMS Nagpur for any item or arrangement reasonably required for safe, hygienic and satisfactory catering service."

