

Auction Notice

General Detail

- Office/Zone** : Ministry of Health and Family Welfare
 -Department of Health and Family Welfare
 -All India Institute of Medical Sciences (AIIMS)
- Seller/Auctioneer Name** : Nikhil Bhagwatiprasad Pandey-Auctioneer
- Reference No.** : LRC/IPD-02
- Category** : Land/Building
- Auction Brief** : AIIMS Nagpur invites through GeM portal (forward auction) for renting out the space for Cafeteria/ snacks centre/ canteen Service provider/ restaurant/ Food court contractor(s)/ Service provider to run the food items provision and snacks services (Cafeteria) at AIIMS Nagpur campus on justified tentative rates fixed by the Institute to cater for the needs of the students, employees, staff, patients and visitors of the Institute.

- Auction Detail** : **Following location is to be run by one firm only at two locations (LRC, IPD cafeteria shall be serving only packed items/ cooked items only, microwave/ induction/ heater can be used for serving hot/ warm purpose, cooking may be permitted for certain items only at the same location subject to prior approval of the competent authority)**

Sr. no.	Cafeteria Location	Area of Kitchen/ Serving (in Sq. Ft)	Utility charges per
1	LRC Building (Ground Floor)(8:00 am to 12:00 pm)	450	Monthly Rental Ch recovered (based sqft /-) = 77,000.00
2	IPD Cafeteria (24*7) (specially required during night hours for employees of AIIMS Nagpur with healthy limited menu	400	increment in mont given later para. Contract to be awa over reserve price contract. (Electricity charge any to be paid sep consumption).
Total Area		850 sqft	

S/N	Description	Details
1	Reserve price or Base Rate	90.59/- * 850 = 77,000.00/-
2	Annual Increment in the Monthly license fee	First year – rates quoted by Second year – 7.5 % increment Third year – 5 % increment t
3	EMD amount	10,000
4	Duration of Contract	1 Year (Extendable up to ad satisfactory completion of se of dues every month timely)
Note : 1) Contractor/Firm will be awarded based on H1 rates quoted by the bidder at the auction which shall be paid only once, however fixed monthly, electricity and water charges shall be paid separately.		
2) Contractor will have to pay fixed monthly charges (i.e. – 77,000.00/-), however the firm shall be awarded to the firm who will quote H1 rates above the reserve price subject to all the other criteria.		
3) Dedicated manager/ supervisor shall be provided to monitor the activities / services at these locations		
4) Skilled cooking manpower, Service persons, table / Floor / washrooms/ basins cleaning the area dining as well as kitchen area to be provided		

Project Location - Pin Code :

#	Pin Code	City	District	State
1	441108	Nagpur	Nagpur	MAHARASHTRA

Bid Submission Rule

Bidding Access : Open

Item wise Time : No

Reserve Price : Applicable

Set PQ Validation : Yes

PQ Submission Start Date and Time : 04/09/2026 12:00

PQ Submission End Date and Time : 17/09/2026 17:00

PQ Assessment End Date and Time : 22/09/2026 17:00

EMD/Post Event Deposit

Allow EMD : Yes

EMD Mode : Offline

EMD : 10000.00

EMD Payment Start Date} : 22/09/2026 17:00

EMD Payment End Date : 26/09/2026 13:00

Auction Timing rule

Auction Start Date & Time : 28/09/2026 12:00

Auction End Date & Time : 05/10/2026 17:00

Auto Extension : Applicable

Auto Extension Mode : Unlimited

Bidding Template : Land/Building

Business Rules

Auction Start Date & Time	Auction End Date & Time	Extend Time When Valid Bid Received in Last(In Minutes)	Extend Time By (In Minutes)
28/09/2026 12:00	05/10/2026 17:00	10	10

Sr.No.	Name of Sublet/Lease Item	Opening Price (Rs)	Increment Price (Rs)
1	LRC Canteen	40,765.00	500.00
2	IPD GF area	36,235.00	500.00

Download Document

Auction Document(s) : [Download](#)

Scope of Services & Additional Terms & Conditions (ATC)

AIIMS Nagpur invites through GeM portal (forward auction) for renting out the space for Cafeteria/ snacks centre/ canteen Service provider/ restaurant/ Food court contractor(s)/ Service provider to run the food items provision and snacks services (Cafeteria) at AIIMS Nagpur campus on justified tentative rates fixed by the Institute to cater for the needs of the students, employees, staff, patients and visitors of the Institute.

→ Following location is to be run by one firm only at two locations (LRC, IPD cafeteria shall be serving only packed items/ cooked items only, microwave/ induction/ heater can be used for serving hot/ warm purpose, cooking may be permitted for certain items only at the same location subject to prior approval of the competent authority)

Sr. no.	Cafeteria Location	Area of Kitchen/ Serving (in Sq. Ft)	Utility charges per Month
1	LRC Building (Ground Floor)(8:00 am to 12:00 pm)	450	Monthly Rental Charges to be recovered (based on rates ₹ 90.59 per sqft /-) = 77,000.00/- subject annual increment in monthly license fee as given later para. Contract to be awarded to H1 bidder over reserve price for the complete contract. (Electricity charges, water charges, if any to be paid separately as per actual consumption).
2	IPD Cafeteria (24*7) (specially required during night hours for employees of AIIMS Nagpur with healthy limited menu	400	
Total Area		850 sqft	

S/N	Description	Details
1	Reserve price or Base Rate	₹ 90.59/- * 850 = ₹ 77,000.00/- (Including GST)
2	Annual Increment in the Monthly license fee	First year – rates quoted by H1 bidder Second year – 7.5 % increment than first year Third year – 5 % increment than second year
3	EMD amount	₹ 10,000
4	Duration of Contract	1 Year (Extendable up to additional 1+1 year on satisfactory completion of services and clearing of dues every month timely)
Note : 1) Contractor/Firm will be awarded based on H1 rates quoted by the bidder in forward auction which shall be paid only once, however fixed monthly, electricity and water charges shall be paid separately.		
2) Contractor will have to pay fixed monthly charges (i.e. – 77,000.00/-), however contract /tender shall be awarded to the firm who will quote H1 rates above the reserve price subject to meeting the other criteria.		
3) Dedicated manager/ supervisor shall be provided to monitor the activities / services being rendered at these locations		
4) Skilled cooking manpower, Service persons, table / Floor / washrooms/ basins cleaning manpower for the area dining as well as kitchen area to be provided		

* The Service provider will have to pay the License Fees and electricity, water charges as applicable for the facilities to be used within 10 days of receipt / generation of bills by the AIIMS Nagpur. Delay in payment will attract 100 ₹ per day fine of late payment. Delay for more than 60 days will lead to cancellation of tender / contract and forfeiture of Performance guarantee.

1. The Service provider may be allocated one additional area for operation on the same terms and condition, if considered appropriate by the Institute authorities (subject to jurisdiction and requirement of AIIMS Nagpur and satisfactory services rendered by the service provider).
2. The snacks centre services are also required to be extended during the examinations seminars, workshops, farewell tea, annual events, orientation courses and any other event as directed by the AIIMS Nagpur.
3. Food/ Snacks item menu shall be as per given later in the document and changes shall be finalized in consultation with the delegated Committee of the Institute from time to time.
4. Any queries relating to the bid document and the terms and conditions contained therein shall be addressed to the Superintending Engineer, AIIMS Nagpur on Email id- se@aiimsnagpur.edu.in, eecivil@aiimsnagpur.edu.in.
5. The contract period shall start on the date of commencement and shall remain for valid for 1 year (extendable up to additional 1+1 year), however it is to be renewed annually based on satisfactory performance (depends on timely rent payment/ complaints/ food taste and quality/ hygiene standards/ following AIIMS protocol) (certified by committee/ Engineering department designated by AIIMS Nagpur) on the same terms conditions and the rates at which the contract is awarded at the discretion of the Institute authorities. Any escalation/de-escalation indicated in the financial bid shall be taken for the purpose of price evaluation prior to award of contract. Claims after the e-bidding process, whatsoever, on account of increase in the rate of material to be used and other factors such as statutory payments, etc., shall not be entertained and it will be the responsibility of the contractor/Service provider to bear such expenses. However, if there is any downward revision of all the rates due to revision of govt. taxes etc. or any other reasons, the same shall be passed on to the AIIMS Nagpur through appropriate reduction of the contracted rates.
6. **The bidder must visit the campus and the area designated to run the services to see the infrastructure before bidding. Kitchen furniture, kitchen utensils, serving plates, LPG etc. will be in the scope of bidder. No additional furniture other than available shall be provided by AIIMS Nagpur.**
7. Technical Bid will be scrutinized by the technical evaluation committee constituted by the Director, AIIMS Nagpur. The committee to check all relevant documents for bidder's authenticity and technical eligibility, technically qualified bidders will be informed about the date and time for opening the Financial Bids or as per rule applicable for mode of procurement.
8. Earnest Money Deposit (EMD) of ₹ 10,000/- in the form of Fixed deposit or Demand draft or Bank Guarantee in favour of "**Director AIIMS Nagpur**" is to be enclosed online and hardcopy to be submitted to office of tender issuing authority and shall be valid for 120 days or extendable till finalization of the bid whichever, is later and submitted to the Tender Inviting Authority within the closing date and time of bid. After finalization and award of the contract EMD of all unsuccessful bidders will be returned. **The successful bidder has to submit performance guarantee (3 month rental charges, i.e. = 77000*3= 2,31,000.00/-) valid for a period of 26 months (extendable for contract duration).**
9. No bidder will be allowed to withdraw after submission of the e-bids within the bid validity period otherwise the EMD submitted shall be forfeited. In case the successful Service provider declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
10. A formal contract/ Leave and License agreement shall be entered into with the successful bidder. In this contract, the successful bidder shall be defined as contractor.
11. The contractor shall take at its own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to AIIMS Nagpur and shall indemnify AIIMS Nagpur against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIMS Nagpur may be party or involved as a result of

the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.

12. The successful bidder/contractor will be required to enter into an Agreement/ Contract. The Service provider has to undertake to sign the rate contract agreement within 15 (fifteen) days from the issue of the letter of acceptance, failing which EMD/security deposit may be forfeited and name may be removed from the list of contractor/supplier at AIIMS Nagpur. The successful Service provider shall have to enter into an agreement with the Institute and the cost incurred in this connection, shall be borne by the contractor/bidder/Service provider.

13. The catering services will be provided to the Institute at the fixed rate. The timings and working days of the snacks centre will be regulated by the Institute authorities. The contractor shall display the list of items & rates in the premises. The prices of the items to be sold shall not be more than the MRP / local market rate (whichever is lower) and shall be approved and reviewed by committee designated of AIIMS Nagpur officials.

14. The Service provider has to submit undertaking/ self-declaration on letter head that there is no vigilance/CBI case pending against the firm/ contractor.

15. The contractor shall have to construct /make his own modular /fabricated structure /furniture set up, at their own cost and risk, for the food/snacks corner without destroying /alteration of the Institute premises, if required for catering the services. Setting up of kitchen can be done with provision of Exhaust system effective with separate gas pipeline, No fuel/ kitchen gas etc. to be stored inside the building. (Separate kitchen, if any required to be provisioned shall be open/ with toughened glass partition).

16. The contractor will use only the commercial cylinder and ISI marked gas stove for the purpose of cooking, if required. **Electronic billing machine** for token system is mandatory.

17. The Service provider shall ensure that either Manager/ Supervisor remains present during breakfast/lunch/dinner services to the employees/ patient visitors / students.

18. The Institute committee members shall have free access to inspect the kitchen, service counters and dining hall at any time on any working day.

19. The Service provider shall not keep the food services closed without prior permission from the AIIMS Nagpur. Any such incident shall be treated as breach of contract and suitable action including penalty shall be taken for the same by AIIMS Nagpur, as it may deem fit.

20. AIIMS Nagpur 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 Nagpur 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 Service provider or his staff. The decision of the Executive Director, AIIMS Nagpur in this regard would be final and binding on the Service provider. In such an event, AIIMS Nagpur shall have the right to engage any other Service provider to carry out the task.

21. Any attempt at negotiation direct or indirect on the part of the Service provider with the authority to whom he has submitted the tender or the authority who is competent finally to accept it after he has submitted his tender or any endeavour to secure any interest for an actual or prospective Service provider or to influence by any means the acceptance of a particular tender will render the tender liable to exclusion from consideration.

22. The Service provider 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 Service provider in respect of non-compliance of any Labour legislation in force during the validity of the contract, the Service provider would be fully responsible and would indemnify the Institute, in case the Institute is held liable for the lapse if any, in this regard.

23. The Service provider shall offer all of the items or 90 % of items (foodstuff/menu) indicated by the Institute as attached in this file.

24. The Service provider must possess the requisite valid license issued by the competent authority for carrying out the business and shall be responsible for complying with all laws pertaining to the services in question as well as those pertaining to engagement of manpower under him and should obtain necessary license/ clearance certificate of the State Food inspector/ health authorities and should produce certified copies of certificate fulfilling the requirements.

25. The Service provider and his staff shall comply with all instructions and directions of AIIMS Nagpur authorities given from time to time. In the event of any emergent situation, the staff of the Service provider shall comply with instructions given by the AIIMS Nagpur authorities, without waiting for confirmation by the Service provider.

26. The Service provider/contractor shall keep and maintain complaint register/ book in a prominent place in the premises and in such a way that it is easily accessible to any person who wishes to record any complaint/feedback and the said book shall be open for inspection by the concerned officer of AIIMS Nagpur.

27. The Service provider/contractor should have minimum average annual financial turnover of ₹ 10, 00,000.00 (Rupees Ten lakh) during the last three financial year.

28. The Service provider should have had the experience of running a registered/recognised Guest House/Hotel/Restaurant/Coffee Shop/Snack Corner/ cafeteria during last three years ending last day of month previous to the one in which e-tender/ this notice is invited either of the following: Provision of catering services / Guest house or hotel or restaurant in at least one organization or running one unit where the bidder had served regular meals to at least 100 -120 heads per day.

29. Service provider shall have three years of experience in the related field, having necessary license/ clearance certificate of the State Food inspector/food authorities and should produce certified copies of certificate fulfilling the requirements. Prequalification /Post Qualification shall be entirely upon the capability and resources of prospective Service provider to perform the particular contract satisfactorily, taking into account their

(i) experience and past performance on similar contracts (catering services / Guest house or hotel or restaurant) for the last three years

(ii) Capabilities with respect to Personnel (At least two Qualified Cook, two experienced attendant, and two cleaners), Equipment (automized equipments for catering purpose)

(iii) financial standing through annual report (balance sheet and Profit & Loss account) of last 3 (three) years. Fulfilment of eligibility criteria is to be supported with documentary evidence in the form of certified /self-attested copies of work order, completion certificates, report, payment certificates, indicating the period of work .In case of Joint venture/partnership firm, the experience of the signatory /lead Service provider will be taken into consideration for qualification of the Service provider.

30. The Service provider will have to pay the License Fees and electricity, water charges as applicable for the facilities to be used within 10 days of receipt / generation of bills by the AIIMS Nagpur. If any delay in payment of License fees, electricity and water charges penalty of ₹ 100 per days shall be levied on payment.

31. The rates for different types of snacks /food /beverages, etc, once accepted, will remain the same for the entire period of contract or extended period, if any. A revision if felt necessary can only be initiated after 6 months of commencement of service. However at one time more than 10 % rate increase is not permitted. Any addition/ modification in the food menu is not permissible. If firm is wishing to provide additional food items to the customers, such items shall be approved by AIIMS Nagpur in advance with rates justifications.

32. The Service provider will be responsible for conduct of the persons engaged by him at AIIMS Nagpur, which will be conducive for maintaining the harmonious atmosphere in the hospital and will be responsible for any act commission & omission of such persons. **Quarterly medical report** shall be submitted by the service provider for the manpower deployed by the firm.

33. Only purified water (purified by Aqua guard/Aqua sure or other purifier of similar standard) has to be served in the premises, if applicable.

34. The Service provider should keep the outlet clean. If, at any point the area allotted and its premises are found to be unclean, the Service provider shall be held responsible and action deemed fit shall be taken by the competent authority. All floors and counter tops are to be scrubbed regularly and non-corrosive detergents or soap, and all vertical surfaces/wall are to be dusted /cleaned regularly. The standard of cleaning should be such that there is no visible dirt or marks at any point of time.

35. The Service provider shall not be allowed to prepare food in the Institute's premises other than area allotted at AIIMS Nagpur. The Service provider shall not utilize the premises and facilities of the Institute to cater any other client, other than AIIMS Nagpur students, faculty, staff and visiting faculties/guests.

36. The Service provider shall bear at the expenses for running the outlet and the Institute shall not in any manner be liable for any damage caused on incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury caused to its workmen during discharging their duty.

37. The Service provider shall not be entitled to use the area allotted by the Hospital for any other purpose or business other than the specified services. In the event of loss/theft/damage of property caused due to negligence of any of the manpower of the Service provider, the Institute shall be entitled to get compensation from the Service provider as decided by Director, AIIMS Nagpur or authorized representative.

38. AIIMS Nagpur would not be liable for any compensation due to stoppage/change in scope of work due to local disturbance, change of Govt. policy, Law and any other Judiciary, obstruction of delay by any outside elements Service provider.

39. The Service provider should not permit to sublease the building or any part of the building or premises to anyone.

40. The Service provider shall not sell cigarette, bidi, pan, gutka, tobacco items, alcohol or any other prohibited items. If anyone is found indulging in these businesses, the Service provider shall be asked to leave the campus immediately and the Service provider shall be liable to lose the service for breach of this condition.

41. If the Service provider gives wrong information in their tender and creates circumstances for acceptance of the bid, the Institute reserves the right to reject such tender or rescind contract at any stage.

42. The Service provider shall use the water-supply and electricity economically. Electricity & Water Charges shall be paid by contractor as per actual consumption on the prevailing rates of MSEB or at such higher rates as may be decided by the Institute from time to time. Electricity charges will be charged as per actual consumption through a meter to be installed in the premises/ Cafeteria as per actual consumption to be calculated as per the load. Electricity will be charged only for kitchen area which is being used by the service provider. Water charges will be charged on monthly basis as per readings of water metre to be installed by the contractor, metre shall be approved by Engineering Dept AIIMS Nagpur.

43. Noncompliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.

44. The contractor if want to leave the operation of business shall have to give notice of 3 months, during the notice period no services shall be disturbed to the area allotted to the firm.

SPECIAL TERMS & CONDITIONS (STC)

1. Operational: The Service provider shall not cook anything which creates disturbance (such as smoke/ odour / sound to the area being allotted to provide these services and all food /items provided should be ready made and fresh. The food /snacks item must be stored properly to avoid contamination and infestation with pests. Sample of the food materials in the store will be checked by the hospital representative from time to time. The Food safety checklist prescribed by the Food Safety and Standards Authority of India, New Delhi (www.fssai.gov.in) as amended from time to time, should be signed and adhered to by the bidders/Service provider. Vegetarian items should be segregated properly at all stages; storage, preparation and serving. The Service provider will be responsible for collection, serving trays/utensils/bottles etc (in case of non-disposable) with safe and standard quality of cleaning material. No revision of rates will be allowed during the contract period. The Service provider's services will be monitored by the Director, AIIMS Nagpur or authorized representative or committee nominated, at regular intervals. The Service provider shall ensure that:

- (a) Food ingredients, additives and materials must be of best quality available in the market
- (b) Vegetables, bread, fruits and other perishable items should be fresh from the market on daily basis
- (c) The Service provider shall take meticulous care to provide clean and quality food in all preparations
- (d) The raw materials procured will be of the highest quality, (FPO, AGMARK, or ISI marked should be adhered to as far as possible) fresh and fit for human consumption. Any raw material ingredient can be inspected at any point of time.
- (e) Permission from local bodies/ food inspection authority/ Fire NoC required shall be obtained by the firm itself.

The Service provider will be responsible for safe disposal of the leftover food/vegetable peels/and other garbage hygienically so that it does not pollute the environment etc. If disposables are used in any of the snacks centre, they should be disposed off, as per Civil/Municipal Authorities requirement from time to time.

There shall be no compromise on the quality of food supplied by the Service provider and if any such incidence or food adulteration is found, action deemed fit, including black listing of the firm, shall be taken by the Competent Authority. Prevention of Food Adulteration Act (PFA Act), The Food Safety and Standards Authority of India, New Delhi notification/ rules as amended from time to time, should be signed and adhered by the Service provider.

2. Manpower: The Service provider shall engage adequate number of well-trained manpower (cooks and bearers, cleaners, Manager, Supervisors) at his own expense for the proper discharge of the responsibility entrusted to him under the agreement and such manpower shall be experienced. The Service provider shall submit to AIIMS Nagpur a list of all manpower to be engaged to carry out the food/ snacks centre services. The Service provider shall not at any time engage any minor to carry out the work under the contract. All manpower deployed /engaged should be police verified and PVR shall be responsibility of the Service provider, shall be submitted to the office if required.

Special attention shall be provided during night hours food services (post 10:00 pm) at IPD GF and LRC building.

The manpower engaged by the Service provider should wear the uniforms, aprons, headgears, etc., be free from any contagious diseases and should obtain the Medical Fitness Certificate from the AIIMS Nagpur hospital before commencement of services. The Service provider and its manpower should not cause any disturbance, obstruction & hospital unrest in and around the hospital premises or within the said building or around the area allocated at any time for any reason. Manpower of the Service provider shall be provided with Identity Card that will be issued by Service provider with countersigned by security officer or official authorized by AIIMS Nagpur.

The Service provider shall be responsible for complete job of running and maintenance of the above premises and shall include house-keeping, cleanliness, room services, and catering services. All manpower required for the jobs shall be provided by the successful Service provider at its own cost.

3. Space and Accommodation: Space will be provided by AIIMS Nagpur to the Service provider for a specified period of the contract. At the time of termination of the contract/ closure of agreement period/ early termination due to any reasons, the Service provider will have to hand over the area in same condition it was provided by AIIMS Nagpur. In case during the period of contract, the Service provider decides to terminate the contract, a notice for a period of not less than three months must be given to the AIIMS Nagpur administration.

Area allotted and its Premises shall not be used for residential purposes even for the manpower deployed to run the services. No additions or alterations of the premises will be made without permission of the Institute. No bathing and washing of clothes etc. will be allowed in the allotted area to run the services. The Service provider shall be responsible for ensuring safety and maintenance of all the equipment/fixtures installed/provided by the Institute, during the entire period of the contract. If any damage/loss of equipment/fixtures found then the same will be recovered from the contractor. The contractor shall take adequate fire pre-cautions. It will be the responsibility of the contractor/ firm to obtain FIRE NOC & Fire fitness certificate from appropriate authority /Fire Dept., MADC to run the services at AIIMS Nagpur.

The Service provider shall keep the area scrupulously clean and in a sanitary condition to the satisfaction of the dietary department and administration. The Service provider shall not damage the fittings and fixtures in the area provided by the Institute. In case of damage the Service provider shall be responsible for repair and replacement. It shall be the responsibility of the Service provider to engage adequate number of cleaners and waste handlers and to provide them with adequate and necessary equipments/chemicals for keeping the area scrupulously clean. Anti-rodent and pest control measures are to be strictly followed which will be the responsibility of the Service provider. **It will be the responsibility of the contractor/ firm to obtain FIRE NOC & Fire fitness certificate from appropriate authority /Fire Dept., MADC to run the services at AIIMS Nagpur.**

*Separate space for employees of AIIMS Nagpur (at IPD Ground Floor) is being marked that shall be supplied and staff / server shall be made available for that area especially during night hours.

4. Security and Safety: AIIMS Nagpur shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that maybe kept in the area store by the Service provider. The premises provided to the Service provider should only be used for the purpose as mentioned in the contract. Under no circumstances, should the premises be used for any other purpose, than what has been mentioned in the contract. Service provider will not store any hazardous and/or inflammable/ combustible goods or substances or articles in or around the area.

5. AIIMS Nagpur MANAGEMENT SHALL HAVE THE RIGHT

- A. To stop the supply of or to destroy any article of food or drinks sold if found adulterated, contaminated, and unfit for human consumption or of unsatisfactory quality.
- B. To stop the service rendered by the Service provider, if detected not of the requisite standard.
- C. to inspect any article of food or drinks being used by the service provider.
- D. To enter the area in order to inspect and execute, any structural additions and alterations or repairs to the said area premises, repairs to electric, water and sanitary installation necessary from time to time.
- E. The food analysts and Public Health Authority of the Government will have the right to inspect the premises and to collect the food sample as per the law. The Service provider will be solely responsible of any shortfall/deficiency in this regard.

6. Arbitration & Jurisdiction: Executive Director, AIIMS Nagpur shall be the final authority in all disputes and decision will be binding on all concerned. All disputes arising between the parties shall be referred to and settled through Arbitration conducted in accordance with the provisions of the Arbitration & Conciliation Act, 1996 or as amended and the rules framed there under. Such Disputes shall be adjudicated by an arbitral tribunal comprising of three arbitrators, one to be engaged by each party and the two engaged arbitrators shall jointly appoint the third arbitrator for the purposes of constituting the arbitration tribunal. The arbitrators shall have powers to award only such remedy as is contemplated by this Agreement, including as appropriate, injunctive relief. The venue of arbitration shall be the place from where the contract has been issued, i.e., AIIMS Nagpur. The language of arbitration shall be English or Hindi.

Notwithstanding any other court or courts having jurisdiction to decide the questions(s) forming the subject matter of the reference if the same had been the subject matter of suit, any and all actions and proceedings arising out of or relating to the contract (including any arbitration in terms thereof) shall lie only in the court of competent civil jurisdiction in this behalf at Nagpur and only the said courts shall have jurisdiction to entertain and try such action(s) and /or proceedings to the exclusion of all the other courts.

***In case of following quality issues/ complaints of customers officer / committee responsible may impose penalty to the firm**

		Fine	
1.	Complaints regarding diet quality from patients or hospital staff	Replacement of food & Rs 100/- per complaints there after	
2.	Complaints from staff or patients	Rs 100/- per valid complaint	
3.	Not using apron, cap while serving and not removing nails of cooks employed weekly	Rs 100/- per occasion	
4.	System of keeping utensils with food on kitchen platform not followed	Rs 100/- per occasion	
5.	Not covering utensils containing food in place	Rs 100/- per occasion	
6.	System of using separate towel not followed	Rs 100/- per occasion	
7.	Deficiency of lapse in hygiene at preparation site	Rs 100/- per occasion	
8.	Uniform/conduct of staff – If the staff of the operator is found without prescribed uniform and if an improper conduct of the staff is observed	Rs 100/- per occasion. This will in addition to the right of the hospital administration to remove such staff from the hospital premises	
9.	Shortage of manpower	Rs 100 per occasion	
10.	Non compliance of environmental friendly disposal of garbage	Rs 500 per occasion	
11.	Ultimately deposit of monthly licensee fee, for delays beyond a month	Interest at the rate of 18% per annum	

List of Items/ Menu

S/N	Items	Quantity/ One Unit with measures	Fixed Price with taxes (in ₹)
	Milk Plain	200 ml	20
1.	Masala Milk (Turmeric/ Cardamom/Ginger etc)	200 ml	25
2.	Tea (Vending Machine)	100 ml	10
3.	Normal Tea	100 ml	10
4.	Lemon Tea	100 ml	10
5.	Ice Tea	100 ml	15
6.	Fresh Juice (Mausambi, Orange, Pineapple, Anar, sugarcane)	250 ml.	35
7.	Fresh Shakes (Pineapple/ Banana/Chocolate, Mango, Litchi)	250 ml.	40
8.	Lemon Water	200 ml.	10
9.	Coffee (Vending Machine) Nestle or equivalent	100 ml.	15
10.	Hot Coffee	100 ml.	15
11.	Cold Coffee	100 ml.	25
12.	Patties (Potato, Paneer, Cheese etc.)	Standard Size	20
13.	Idli-Sambhar with Chutney	2 Idli and Sambhar 200 ml	30
14.	Masala Dosa with Sambhar & Chutney	Min Size 12 inch min Sambhar 250 gms	45
15.	Vada-Sambar	1 plate, 2 pcs	35
16.	Dahi-Vada	1 plate, 2 pcs	35
17.	Dal Rice Combo / Dal chawal mix/ Khichdi	Standard thali	70
18.	Poha Plate	150 gms	30
19.	Dhokla	6 pieces	30
20.	Bread Pakora	1 pc	20
21.	Vegetable Cutler	1 pc	20
22.	Chhole Bhathure (Minimum 6" bhature)	1 plate, 2 pcs	45
23.	Upma plate	150 gm	35
24.	Bread Omlette	1 pc (02 Eggs)	40
25.	Egg Boil	2 pc	30
26.	Egg Curry	1 Plate (02 Eggs)	60
27.	Bread- roll (Plain)	1 pc	20
28.	Aloo, Paneer, Gobi Paratha (with pickle)	2 pcs	40
29.	Uttapam Sambhar	1 plate min size 9 inch	30
30.	Puri Bhaji (05 puri + 100 gm bhaji)	Per Plate	50
31.	<u>Standard Vegetable Thali (Veg meal) for lunch and Dinner</u> Boiled/Steam Rice (200g), Pooris/Roti/plain paratha(2Nos) , Curries (1 Nos, 125gm)/ Veg fry Daal/sambar(100 g), Dry Veg/ seasonal veg, Curd/Raita, Salad, Papad and Pickle/Lemon,	Per Plate	110

	Special curry Paneer /Mushroom- 120 gm 'Quantity can be adjusted for individual requirement(Roti for rice/Rice for roti)		
32.	<u>Meal for Special Occasion as per menu (Special Lunch / Dinner) (buffet system)</u> a) Veg Soup (1) -Hot & Sour, Sweet Corn, Clear, Tomato, Mushroom, Vegetable - 100 ml (any one) b) Starters (2): Veg- Hara bhara kabab/ Roasted Paneer/ Paneer Tikka/ Spring Roll etc.-100 gm c) Rice- Plain or Jeera or Pulao- 200 gm d) Roti-Plain Tawa or Tandoori or Naan- 04 nos e) Green Salad and Sprouts f) Daal fry / Daal Makhani - g) 1 item of Paneer with gravy h) 1 Vegetable dry i) Plain curd or Raita j) Pickles & Papad k) Sufficient quantity of Fresh Seasonal Fruits of excellent quality- 200 gm l) Sweet / Ice Cream/Pudding-02 pc/100 gm m) Saunf & Mishri	Per Plate	350
33.	<u>For Special Occasion as per menu (High Tea)</u> a) Pastry (Black Forest or Pineapple or Chocolate or Butter Scotch)-200 gm b) Veg Pakoda (Paneer/Cheese) or Kachori or Samosa or Veg Cutlet or fried Snacks- 100 gm c) Biscuits (Bakery/Monaco/Parle/Krack Jack/Sunfeast) or Wafers (branded) with different flavours- 50gm d) Patties – 01 no. e) Tea/Coffee (Nescafe or equivalent)- 100 ml f) Cold Drinks -200 ml g) Roasted dry fruits such as Cashew & Almonds- 50 gm	Per Plate	150
34.	Plain Noodles (Maggie)	Plate of 75 gms	30
35.	Veg Noodles	Plate of 75 gms	40
36.	Veg. Sandwich	2 Bread Piece Sandwich	35
37.	Grilled Sandwich Veg	2 Bread Piece Sandwich	45
38.	Cheese Sandwich	2 Bread Piece Sandwich	50
39.	Paneer pakoda	1 (150 Gms./ 6-7 pieces (1 Plate)	80
40.	Veg Biryani	250 Gms. (1 Plate)	70
41.	Pav Bhaji	1 plate (02 Pc Pav and bhaji)	70
42.	Fried Rice Veg	250 Gms. (1 Plate)	70
43.	Fried Rice Egg	250 Gms. (1 Plate)	80
44.	Bread & Butter	2 Bread Piece Sandwich	30

45.	Aaloo Samosa per plate	Standard Size (2pc)	30
46.	Pyaj Pakodi	Standard Size (8-9pc per plate)	40
47.	Paneer Bhurji	150 gm	70
48.	Chillas (Besan/ Moong chilla/ Oats chilla)	9-10 inches	50
49.	Pasta (Red/ White /Pink)	1 Standard serving	70
50.	Fruit shakes/ Ice cream shakes	250-300 ml	(rate to approved by the AIIMS Nagpur)
51.	Chocolates (Butter Scotch, Lemon, Caramel, Strawberry, Cherry, Blueberry etc.)		At MRP or at discounted rates
52.	Cold Drinks (all brands & sizes available in the market)		
53.	Ice Cream		
54.	Biscuits & other packed foods		
55.	Fruit Juices (packed)		
56.	Mineral Water (Bisleri, Aquafina, Kinley)		
57.	Milk Flavored		

***any alteration/modification to rates or food item is shall be governed by the scope of the this tender and with prior approval of the competent authority**

***Firm cannot modify the item by making special on its own and rate increment.**

Products to be used in preparation of food

Suggested brand quality of F&B ingredients/ raw material: The below given list is not extensive, however indicative of the expected quality. However, no item should be bought which has shelf life less than 50% and under no circumstances shall expired ingredients be used.

S/N	Description	Indicative Brand (The Firm can proposenational brands in addition to the suggested brands which would be subject to approval by AIIMS Nagpur)
Milk Products:		
1.	Milk-Toned, Full Cream Pouch	Mother Dairy/ Amul / Haldiram
2.	Butter	Amul/ Britannia/ Mother Dairy/Haldiram
3.	Cheese-Processed	Amul/ Britannia / Mother Dairy/Haldiram
4.	Condensed Milk	Milk Maid/ Nestle/Amul
5.	Ice Cream	Dinshaw/ Vadilal/ Amul/ Havmore/London Dairy/Quality Walls/Mother Dairy
6.	Fresh Cream	Amul/Mother Dairy
7.	Curd	Amul/Mother Dairy/ Haldiram
Bakery Products:		
8.	Bread	Haldiram/ Ajit/ Panino/Dinshaw or equivalent
9.	Biscuits	Britannia / Horlicks /Parle/ Cadbury or equivalent
Provisions: (approval shall be taken by the AIIMS Nagpur for any specific brand which shall be well known and equivalent to below mentioned brands)		
10.	Atta	Pillsbery / Annapurna / Nature Fresh/Aashirwad/Fortune
11.	Basmati Rice	Kohinoor, Chamak, Lal Quilla, Dawat, HMT

12.	Sugar Cube	Daurala/ Trust Classic/ Dhampure
13.	Tea bag	Tata Tetley/ Taj Mahal/ Girnar
14.	Tea Leaves	Brook Bond/ Tata/ Red Label
15.	Coffee	Nescafe/
16.	Corn Flakes	Kellogs
17.	Jam	Kissan / Mapro/ Maggi
18.	Pickles	Dippy's /Mothers Special / Ruchie
19.	Refined Oil	Suffola/ Fortune/ Gemini/ Sweekar/ Dhara/ Sunpure
20.	Tomato Sauce	Maggi/ Kissan/ Henz/ Funfoods/Delmonte
21.	Red/ Green Chilli Sauce	Ching's/ Weikfield/ Habanero
22.	Soya Sauce	Ching's/ Weikfield
23.	Vinegar	DiSano/ Ching's/ Dabur
24.	Pappad	Lijjat
25.	Chat /Channa /Garam masala	M.D.H/ Badshah/ Everest
26.	Kasuri Methi / Kitchen King	M.D.H/ Badshah/ Everest
27.	Table Salt	TATA / Catch/ MDH
28.	White Pepper Powder (Table)	Catch/ TATA/ MDH
29.	Custard Powder	Brown & Polson
30.	Corn Flour	Brown & Polson / Blu Bird
31.	Corriander/ Chilli Powder	Agmark /ISI
32.	Turmeric Powder	Agmark /ISI
33.	Sambar /Rasam Powder	MTR /Everest
34.	Jelly	Rex/ Weikfield
35.	Sweet Corn	Safal/ Kings/ Frozen Treat
36.	Salt	Aashirwad/ TATA/ITC
37.	Whole Garam Masala	Approved Agmark quality
38.	Cashewnut/ Almonds	Approved Agmark quality
Vegetables & Fruits:		
39.	Frozen vegetables	Safal/ Amul/ Maccain's
Poultry:		
40	Eggs	Fresh acceptable approved quality from local market

Technical Bid (Mandatory documents to be submitted for qualifying criteria)

(ANNEXURE –A)

Having read and accepted all terms and condition in the tender document we submit the details for Cafeteria as follows:-

1	Name and address of the Registered office of the Service provider/ firm (as per Annexure –B)	
2	Name of the owner(s) Partners (Attach Bio-data of all Partners, if any)	
	Mobile / Telephone no.	
	Email address	
3	List of Organizations/office, where firm has provided or presently providing cafeteria services in ANY GOVT organisation (self-attested copy of running contracts / work order of similar nature in organization to be attached)	
4	EMD/Bid Security Declaration on Firm's letter head (copy of EMD is to be attached)- NO EMD exemption applicable	
5	Whether the firm/ Service provider is registered, attached copy of the certificate of registration with central govt. / state govt. (copy of COI/Partnership Deed as the case may be and in case of individuals S. Tax, VAT, GST or Shop and Establishment Registration)	
6	Non blacklisting certificate / Undertaking on firm's letter head	
7	Declaration/ Undertaking that no suit/criminal case is 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	
8	PAN details (attach copy of PAN)	
9	GST Number (copy of GST to be attached)	
10	Food License issued by appropriate authority for catering service and processing of food on or before date of issuance of tender. (for shop/ resta where service is provided as per experience)	
11	Details of Similar services which have done by the contractor or in under process (please attach proof of minimum 03 year contracts issued by government / reputed private organisation during last 3 Yrs)	
12	Please attach the copies of the balance sheets/ Turnover certificate for 2022-23, 2023-24, 2024-25 and 2025-26 duly certified by Chartered Accountant (mentioning UDIN no on each balance sheet).	
13	Acceptance of Terms & Conditions Annexure 'C'	
14	Undertaking by Firm Annexure 'C' and Annexure 'D'	
15	List of Manpower available	

Signature - _____

Name of Firm / Proprietor - _____

Mobile No - _____, **Email Address-** _____

Date & Place - _____

ANNEXURE- B (Bidder details)
(To be submitted on Letter Head of bidder)

1. CONTACT DETAILS		
1	Name of the Organization Company / Firm	
2	Type of the Organization/ (Company, Proprietorship, Partnership, Society/Trust, Private Ltd. etc.)	
3	Name of the Head/owner/partners/ Directors of the Organization	
4	Full Postal Address (Including Telephone no, email id etc.)	
5	Web Site (if any)	
3	Address of Registered Office or Branch office in region	
5	Permanent Income Tax number(PAN)	
6	GSTIN registration number & Date	
10	Labour License (if applicable)	
12	No. of manpower on rolls:	
2. BANK DETAILS		
1.	Account Holder Name	
2.	Bank Name with Branch	
3.	Account type	
4.	Account No.	
5.	IFSC Code No.	
6.	MICR No.	
7.	EMD Demand Draft (₹ 10000/-)	
Note: Certificates of experience/Work orders issued by concerned organization/department must be uploaded		
Signature: _____ In the capacity of: _____ Duly authorized to sign Proposal for And on behalf of: _____ Date: _____ Place: _____		

(Renting out the space/area for Cafeteria/ snacks centre/ canteen Service provider/ restaurant/ Food court contractor(s)/ Service provider to run the food items provision and snacks services (Cafeteria) at AIIMS Nagpur)

ACCEPTANCE CERTIFICATE

(To be submitted along with technical bid on letter head)

I..... (On behalf of) (Name of the Company)
.....

Have read and understood and hereby accept the terms and conditions of the tender and agreement for the Integrated renting out the space/area for Cafeteria/ snacks centre/ canteen Service provider/ restaurant/ Food court contractor(s)/ Service provider to run the food items provision and snacks services (Cafeteria) at AIIMS Nagpur.

Signature: _____

Name: _____

Seal of contracting
Agency/ firm/company

Date:

Place:

(Renting out the space/area for Cafeteria/ snacks centre/ canteen Service provider/ restaurant/ Food court contractor(s)/ Service provider to run the food items provision and snacks services (Cafeteria) at AIIMS Nagpur)

No Claim Certificate

(To be submitted along with technical bid on letter head)

I..... (On behalf of) (Name of the Company)
.....

Have read and understood and hereby accept the terms and conditions of the tender and agreement. I will not claim any rights on property being taken on rented purpose for the period of contract.

I also understand institute reserves the right to cancel the contract any point of time without assigning any reasons thereof.

I agree that after expiry of contract I will vacate the premises/ space immediately.

Signature:_____

Name: _____

Seal of contracting
Agency/firm/company

Date:

Place:

(Renting out the space/area for Cafeteria/ snacks centre/ canteen Service provider/ restaurant/ Food court contractor(s)/ Service provider to run the food items provision and snacks services (Cafeteria) at AIIMS Nagpur)