



अखिल भारतीय आयुर्विज्ञान संस्थान, नागपुर

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, NAGPUR

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Notice Inviting Tender for

Outsourcing of Hospital Patient Dietary Services

At IPD & Cafeteria for other staff of

All India Institute of Medical Sciences Nagpur

| N o | Scheduled of Tender | Start Date & Time |
|----------------|--|------------------------------------|
| 1. | Tender No. | AIIMS-NAG/Kitchen-IPD/OTE/25-26/18 |
| 2. | Bid Publish Date | 18/12/2025 at 17.00 Hrs. |
| 3. | Bid Document Download/ Sale Start Date | 18/12/2025 at 17.05 Hrs. |
| 3. | Pre-Bid Meeting Date | 22/12/2025 at 12.00 Hrs. |
| 4. | Bid Submission Start Date | 23/12/2025 at 09.00 Hrs. |
| 5. | Bid Submission End Date | 19/01/2026 at 15.00 Hrs. |
| 6. | Opening of Technical Bid Date | 20/01/2026 at 15.00 Hrs. |

All India Institute of Medical Sciences, Nagpur

www.aiimsnagpur.edu.in

Notice Inviting Tender**All India Institute of Medical Sciences, Nagpur**Website: www.aiimsnagpur.edu.in

Director, AIIMS, Nagpur invites online tenders in two-bid system from Agencies/ Service providers or Service Providers or who have eligibility criteria as per the tender document for the work of Outsourcing of Hospital Patient Dietary Services of AIIMS, Nagpur established by an Act of Parliament under aegis of Ministry of Health & Family Welfare, Government of India. Prospective bidders are requested to quote their most economic offer along with the complete details as per the terms & conditions of the tender document. **The Contract is for a period of two years from the date of award of contract extendable for another two years on yearly basis based upon satisfactory performance and mutually agreed upon terms & conditions**

| Sl.No. | Item Description | EMD Amount |
|--------|---|--|
| 1. | Outsourcing of Hospital Patient Dietary Services at AIIMS, Nagpur on plan, design, supply, installation, commissioning, operation, maintenance of kitchen equipment and utensils including supply of raw materials e.g. food, grain, raw vegetables, paneer, egg, milk etc. preparation, cooking and distribution of good quality meal/food to collection of dirty dishes from each bed on daily basis for AIIMS, Nagpur, Maharashtra as per the requirement of the service receiver. | ₹ 40,00,000/- (Rupees Forty Lakhs Only) |

Instructions for the Bidders / The service providers:-

- Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.**
- The complete bidding process is online. Bidders should be in possession of valid digital Signature Certificate (DSC) of class II or III for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above. For any assistance for e-bidding process, if required, bidder may contact to the helpdesk at 0291-2740741.
- Tenderer/Contractor/Bidders are advised to follow the instructions provided in the 'Instructions to the service providers/ 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>'.**
- Bid documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document.**
- EARNEST MONEY DEPOSIT [EMD]**

Earnest Money Deposit (i.e. ₹ 40,00,000/-) to be deposited in the form of Account Payee Demand Draft/ FDR/ Banker's Cheque BG (including e-Bank Guarantee). In the case of EMD is submitted in the form BG the same need to essentially linked to SFMS by issuing bank for verification. Scanned copy to be enclosed with technical bid. It is also clarified that the bids submitted without earnest money will be summarily rejected. Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) may be prepared in the name of "The Director, AIIMS, Nagpur". The EMD (Original Insurance Surety Bonds/Demand Draft/ FDR/Banker's Cheque or BG (including e-Bank Guarantee) or any exemption certificate) must reach at Store Office, Ground Floor, Admin Block, Plot No. 2, Sector 20, MIHAN, Nagpur prior to opening of tender.

No request for transfer of any previous deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Nagpur in respect of any previous supply will be entertained. Tenderer shall not be permitted to withdraw his bid or modify the terms and conditions thereof. In case the tenderer fail to observe and comply with stipulations made herein or backs out after quoting the rates, the aforesaid amount of earnest money will be forfeited.

Tenders without Earnest Money will be summarily rejected.

No claim shall lie against the AIIMS Nagpur in respect of erosion in the value or interest on the amount of EMD. If MSME firm (only Micro and Small Enterprises) is registered for above tendered item, then the firm will be exempted for submission of EMD amount. Firm must upload scanned copy of following documents in support

of exemption.

- a) District Industries Centers (DIC)
- b) Khadi and Village Industries Commission (KVIC)
- c) Khadi and Village Industries Board
- d) Coir Board
- e) National Small Industries Corporation (NSIC)
- f) Directorate of Handicraft and Handloom
- g) Any other body specified by Ministry of MSME (MoMSME)
- h) Valid Udyog Aadhaar Acknowledgment/Udyog Aadhaar Memorandum/Udyam issued by MoMSME.
- i) Startups firms as recognized by Department of Industrial Policy & Promotion (DIPP) is also exempted for depositing of EMD amount. Valid documents should be uploaded.
- j) The earnest Money will be returned/refund to the unsuccessful tenderers after the tender is decided.

EMD should remain valid for a period of 45 days beyond the final bid validity period. When the tenderer agrees to extend the validity of bid, he shall also extend the validity of EMD suitably.

6. Submission of Tender:

The tender shall be submitted **Online** in two part, viz., technical bid and financial bid. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Fax/email shall not be considered. No correspondence will be entertained in this matter.

7. The tenderers may submit tenders for all the items/tests mentioned. Two cover tender procedure as per Rule. Tenderers are advised to note the qualification criteria specified in the tender document to qualify for award of the contract.

8. Tender document can be downloaded in e-Procurement portal

9. Tenderers/bidders can download tender document from the above address.

10. Tenders of only those Tenderers who fulfill the Terms and conditions of this tender will be considered for evaluation. The tender will undergo evaluation at every stage of processing and any tenderer found at any stage, not in conformity with the stipulated tender conditions including specification / found to be having defective and incomplete documents will be rejected.

11. Interested eligible Tenderers may obtain further information from the office of Executive Director, AIIMS NAGPUR.

12. Corrigendum/ Addendum/ Modifications/ corrections if any will be published in the website only. Bidders/ tenderers can access tender documents on the website, submit the completed tender document into electronic tender on CPP Portal.

13. The tenderer should upload the documents as mentioned in Minimum Qualification Requirements in Technical bid otherwise the tender will be treated as rejected.

14. The bidders are requested to download & upload the documents as early as possible. The Institute is not responsible, if the bidders are not able to access on the last day of submission due to simultaneous access of the website by many bidders or due to network jam etc.

15. The other details can be seen in the tender document.

16. The Tender Accepting Authority reserves the right to accept/reject/cancel the tender partially or fully without assigning any reason at any stage of processing

Executive Director, AIIMS Nagpur

General Terms and Conditions

Clarification of bidding documents - A prospective bidder requiring any clarification of the bidding documents shall contact the purchaser in writing at the purchaser's e-mail address i.e. procurement@aiimsnagpur.edu.in. The purchaser will respond in writing (through e-mail) to any request for clarification, provided that such request is received not later than 10 (ten) days prior to the deadline for submission of bids.

1. **Validity:** The quoted rates must be valid for a period for **120 days** from the date of opening of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

In case the tenderer 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 thereto. The Tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original Tender on mutual consent.

In exceptional circumstances prior to expiry of the original Bid validity period, AIIMS, NAGPUR may request the Bidder for a specified extension in the period of validity. The request and the responses thereto shall be made in writing or by E-mail. A Bidder may refuse the request without forfeiting his Bid Security. A Bidder agreeing to the request will neither be required nor permitted to modify his Bid, but will be required to extend the validity of his Bid Security correspondingly.

2. **Risk Purchase :** In case the tenderer on whom the supply order/ work contract has been placed, fails to make supplies/ carryout the work within the stipulated period and the service receiver has to resort to risk purchase/ services, the purchaser (AIIMS, Nagpur) may recover from the tenderer (from the payment on account of subsequent supply or performance security as the case may be) the difference between the cost calculated on the basis of risk purchase/ services price and that calculated on the basis of rates quoted by tenderer. In case of repeated failure in supplying the ordered goods/services work order may be cancelled and Bid/EMD/Performance security deposit will be forfeited and the firm will be Debarred for 03(three) years.
3. **FALL CLAUSE :** If, at any time, during the said period, the supplier reduce the said prices of such Stores/Equipment/Services or sales such stores to any other person/organization/Institution at a price lower than the price chargeable, he shall forthwith notify such reduction or sale to Executive Director, All India Institute of Medical Sciences (AIIMS) Nagpur and the price payable for the Stores supplied after the date of coming into force of such reduction or sale shall stand correspondingly reduced.

The supplier shall furnish the following certificate to Executive Director, AIIMS, Nagpur. "I/We certify that the Stores/ Services of description identical to the Stores/ Services supplied to the Institute under the contract against the Tender herein have not been offered/sold by me/us to any other person/organization/Institution up-to date of bill/the date of completion of supplies against all supply/work orders placed during the currency of the tender/rate contract at the price lower than that charged to the Institute under contract /against the tender".

4. **Performance Security:** (a)The successful tenderer will be required to furnish a Performance Security Deposit **@ 3% of total value of contract in the form of Fixed Deposit Receipt or Bank Guarantee from any Scheduled Bank duly pledged in the name of "Executive Director, AIIMS Nagpur"**. The security deposit can be forfeited or reduced by this Institute in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or non-observance of any condition of the contract.
5. The Performance Security shall remain valid for **60 (Sixty) days beyond the completion of the contract period**. Accordingly, the Performance Security shall initially be valid for **26 (Twenty-Six) months** (i.e., 24 months of contract period + 60 days). In case the contract is extended on a mutually agreed basis for an additional one year, the Service Provider shall **extend the Performance Security to cover the extended contract period plus 60 (Sixty) days**. If the contract is further extended for the fourth year on a mutually

agreed basis, the Service Provider shall again **extend the Performance Security to cover the revised contract period plus 60 (Sixty) days.**

- (b) The Tenderer shall have to execute a Contract Agreement with AIIMS, Nagpur while accepting the Supply/work order.
6. Bidder shall submit the Tender document and addenda thereto, if any, with each page signed with seal to confirm the acceptance of the entire Terms & Conditions as mentioned in the tender enquiry document.
 7. Compliance sheet of the Technical Specification of the goods/services under due signature & Seal with Technical printed literature must be enclosed with the bid.
 8. After due evaluation of the bid(s) Institute will award the contract to the responsive tenderer who has quoted the lowest Price as decided by the Competent Authority.
 9. Conditional Bids will be treated as unresponsive and therefore may be rejected.
 10. **The Institute reserves the right to accept in part or in full or reject any or more Tender / offer without assigning any reasons or cancel the tendering process and reject all Tenders at any time prior to award of contract, without accepting any liability, whatsoever.**
 11. The Purchaser reserves the right at the time of Contract award to increase or decrease the scope of work originally specified in the Schedule of Requirements as deemed necessary.
 12. If a firm quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
 13. *The Procurement of goods and services under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 of MoC&I (DIPP), Govt. Of India, therefore bidders who are claiming to be regulated under the said order are to submit documentary support in support of their claim.*
 14. **Debarment from bidding.**
 - (i) A bidder shall be debarred if he has been convicted of an offence-
 - (a) under the Prevention of Corruption Act, 1988; or
 - (b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
 - (ii) A bidder debarred under sub-section (i) or any successor of the bidder shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date of debarment. Department of Commerce (DGS&D) will maintain such list which will also be displayed on the website of DGS&D as well as Central Public Procurement Portal.
 - (iii) A procuring entity may debar a bidder or any of its successors, from participating in any procurement process undertaken by it, for a period not exceeding two years, if it determines that the bidder has breached the code of integrity. The Ministry/Department will maintain such list which will also be displayed on their website.
 - (iv) The bidder shall not be debarred unless such bidder has been given a reasonable opportunity to represent against such debarment.
 15. **Code of Integrity:**

No official of the bidder shall act in contravention of the codes which includes

 - (i) Prohibition of
 - (a) making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.

- (b) any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
- (c) any collusion, bid rigging or anticompetitive behavior that may impair the transparency, fairness and the progress of the procurement process.
- (d) Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
- (e) any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
- (f) any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
- (g) obstruction of any investigation or auditing of a procurement process.
- (h) making false declaration or providing false information for participation in a tender process or to secure a contract;
- (ii) disclosure of conflict of interest.
- (iii) Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub- clause with any entity in any country during the last three years or of being debarred by any other procuring entity.

The purchaser will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, Fraudulent, collusive or coercive practices in competing for the contract in question.

16. TENDER EVALUATION

Tenders' evaluation will be done in two stages under QCBS method as per following weightage:

- a. Technical bid (Weightage 70%)
- b. Financial bid. (Weightage 30%)

A) TECHNICAL BID:

The firm should upload the technical bid separately on CPP Portal along with all documents/certificates and NIT. Technical bid should contain the entire tender document signed with sealed at each page.

The Committee constituted by the Competent Authority shall evaluate the Technical Bid on the basis of documents, information furnished, Make/Brand quoted; literature enclosed, sample submitted wherever asked, Demo/Onsite demo/Presentation etc. if required, the authorization letter from manufacturer for the item etc. The committee as constituted for this purpose will adopt any other method as felt by them to evaluate the technical bid and the bidders have to accept the same.

The committee shall evaluate the Technical Bid based on the given parameters and due markings shall be made by the committee members. **Out of 100 marks (In technical evaluation) the service provider acquiring 60 marks or above shall be qualified for the next stage of evaluation.** The evaluation shall be made based on the following parameters. Price should not be quoted with Technical Bid, otherwise the tender will be rejected without any correspondence.

The Bidders who become qualified as per Technical Bid- Part-A & Part-B will be evaluated as below:

| S/No | Criteria | Marks | | |
|-----------------------|--|---------------|--------------|--------------------|
| 1 | Working experience in supplying Hospital Patient Diet Services to Government Hospitals or any reputed accredited hospitals in India with a minimum capacity of 500 beds (at least one such assignment in the last three (03) years from the date of publishing of this bid). The bidder shall submit sufficient proof issued by the concerned hospital(s) (Max MARKS:20) | 500 -600 beds | 601-800 beds | More than 800 beds |
| | | (10 Marks) | (15 Marks) | (20 Marks) |
| 2 | Total years of Experience with Minimum 3 Years in the Field of Hospital dietary service experience in any Govt. Hospitals / any reputed private hospital with Minimum of 500 beds (Duly certified supporting documents issued by the hospital to be attached). (Max MARKS:20) | 3-5 years | >5-7 years | More than 7 years |
| | | (10 Marks) | (15 Marks) | (20 Marks) |
| 3 | Total Average Annual Turn Over (in CRORES) For the Last Three Financial Years (FY 22-23,23-24 & 24-25) in providing Hospital Dietary/Catering services duly Certified by Chartered Accountant. *Kindly note if annual turnover is less and / or the document is not duly certified by CA, then no marks will be given. (Max MARKS:20) | 10-15 Cr | >15-25 Cr | More than 25 Cr |
| | | (10 Marks) | (15 Marks) | (20 Marks) |
| 4 | Number of similar hospital dietary service contracts (minimum 500-bedded hospitals) completed or currently running during the last five (05) years from the date of publication of this bid. Documentary evidence showing the year/month of award and status, no of beds issued by hospital (successfully completed / currently running) shall be submitted. (Max Marks 20) | 1-3 contracts | 4-6 Contract | More than 6 |
| | | (10 Marks) | (15 Marks) | (20 Marks) |
| 5 | The total number of manpower deployed by the bidder shall be determined based on the EPF and ESIC returns and contribution statements submitted for the last one year from the date of publishing of this bid (Max MARKS:20) | 100-250 | 251-500 | More than 500 |
| | | (10 Marks) | (15 Marks) | (20 Marks) |
| TOTAL (Maximum Marks) | | | | 100 |

Note- Bidders should get minimum qualifying marks in all section to qualify in technical bid

The qualifying mark in the technical bid shall be 60 out of the total of 100 marks. Kindly note that the committee has every right to verify the authenticity of the documents submitted by the bidders. Production of fraudulent documents shall be liable of rejection of bid. The bidders qualified in the above shall be considered for price bid opening and evaluation. The committee will have full discretion to award marks based on the above-mentioned documents.

B) FINANCIAL BID:

Financial Bid should be uploaded separately in BOQ_XXX.XLS format.

The price should indicate cost on mentioned at Para /clause above. Offers with price variation clause will not be accepted. The rates quoted in ambiguous terms such as “Freight on actual basis” or “GST as applicable extra” or “Packing forwarding extra” will render the bid liable for rejection. Thirty percentage (30%) weightage shall be given to the Financial Bid. The marks shall be determined on the basis of rates quoted by the bidders i.e. the rate of L1 service provider/ rate of individual vendor multiply by 30.

Example:

| Vendors | Rates quoted | Marking Method (L1/Quoted Price × 30) | Mark |
|---------|----------------|---------------------------------------|-------|
| V1 | Rs. 175/- (L4) | 100 / 175 × 30 | 17.14 |
| V2 | Rs. 150/- (L3) | 100 / 150 × 30 | 20 |
| V3 | Rs. 100/- (L1) | 100 / 100 × 30 | 30 |
| V4 | Rs. 125/- (L2) | 100 / 125 × 30 | 24 |

Finally, both Technical & Financial marks shall be added and the **highest marks achiever (H1)** shall be awarded with the contract. The final score shall be arrived as:

Illustration 1 (for Technical Weight age) If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation value shall be: 56 i.e. {80 x 70%} Financial/ Price Bid evaluation Criteria: The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weight age. The Bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e. 30% x 100).

Illustration 2 If the Bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be 86 i.e. (56 Technical Score + 30 Financial Score) The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below: 30 x Lowest Price (L1 Price) / Quoted Price (L2 OR L3.)

Illustration 3 If the Bidder at Illustration 1 is L2 Bidder and he quoted Rs.125, therefore 30% being the weighted value, the financial scores for L2 shall be computed as under 30 x 100 (lowest pricesL1) / 125 (quoted prices) = 24 (financial score) Therefore L2 Bidder shall have total score of 80 (56 Technical Score + 24 Financial Score)

17. Applicable Law:

- The contract shall be governed by the laws and procedures established by Government of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.
- Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Nagpur, Maharashtra, India only.
- The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Nagpur. The decision of the Arbitrator shall be final and binding on both the parties.
- Force Majeure: Any delay due to Force Majeure will be attributable to the supplier unless provided through documentary evidence.

Special Conditions to the Selected Service providers

1. RO-purified water source must be installed in the IPD kitchen as per requirement.
2. High-capacity **AC units, exhaust fans** for ventilation with AC curtains must be installed.
3. **Minimum 10 CCTV HD LED cameras with 30 days backup** must be installed in all nodal points as per the directions of Dietary committee, AIIMS Nagpur. Further, access to cameras and its backup shall be available with the institute whenever required.
4. The service provider must ensure **uninterrupted catering/dietary service** even during equipment breakdowns.
5. Installation of appropriate and adequate cold storage facilities is mandatory for maintenance of desired temperature for storage of perishable food items. This should include two walk-in refrigerators/cold storage unit in IPD kitchen area.
6. Any functional/ infrastructural changes need to be reported to Engineering Department of AIIMS Nagpur, prior approval from engineering department is mandate before any changes.

General Conditions to the Selected Service providers

1. The designated areas of IPD kitchen should be exclusively used for cooking of IPD patients' diet and for staff of AIIMS, Nagpur.
2. The executive lounge on first floor was not designed as a kitchen area, hence no cooking should be done there in order to prevent untoward incidents, especially fire and smoke.
3. The canteen space on the ground floor should be used exclusively for non-faculty staff, nursing officers, and other staff of AIIMS, Nagpur. Patient relatives should not be allowed in this canteen to prevent overcrowding and to ensure the IPD kitchen area remains clean.
4. The executive lounge on first floor should be operational 24×7 for resident doctors and faculty of AIIMS, Nagpur.
5. Additional plates may be required by management in **SOS conditions**.
6. **Timing and menu planning** of all diets, including enteral feeds, shall be done as per the instructions of Institute Dietitians.
7. **Microwave-safe/heat-resistant utensils** shall be used for serving patients.
8. **Basic cutlery such as spoons, forks and knife** preferably wooden, shall be provided by the service provider whenever required by the patients.
9. Diets for patients undergoing **tests/investigations** must be available promptly.
10. For patients with **communicable diseases**, disposable plates shall be used. If reusable plates are used, their collection and washing must be done separately.
11. The service provider shall be responsible for **complete kitchen cleanliness and staff hygiene**.
12. Monthly review meetings with Institute Dietitians are mandatory.
13. The service provider shall manage **water pipelines, gas pipelines, and chimneys**. The **gas bank must be located outside** the kitchen area.
14. **Nutritional supplements for enteral feeds** shall be provided by the service provider.
15. **Inventory records**, including checking, receiving, and sorting for IPD kitchen, shall be maintained separately.
16. Tea, coffee, milk, or any other beverages must be served in pre-packed paper cups with lids. **Open distribution of beverages is strictly prohibited**.
17. Audits should be conducted twice a year or more often if needed by the service provider by Government certified auditing agencies. The audit should be done to assess the premises (Kitchen and serving areas), equipment, and operational practices, including hygiene, food storage, preparation, and waste management. The audited reports must be submitted to the Catering Committee.

Technical Bid
ALL INDIA INSTITUTE OF MEDICAL SCIENCES
NAGPUR (Maharashtra)

AIIMS, Nagpur, Maharashtra reserves the right not to proceed with the Work or to change the configuration of the Work, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the work further with any respondent. No reimbursement of cost of any type or on any account will be made to persons or entities submitting their Bid.)

Complete set of Tender Documents can be downloaded from our website at free cost: www.aiimsnagpur.edu.in

AIIMS, NAGPUR reserves the right to ignore any trivial nature of deviation in tender documents as decided by the Competent Authority while processing the tender. The Institute may also seek any clarification / documents to substantiate the claim of the bidder at the later stage as felt necessary. However, the bidder cannot claim it as a matter of right and will be bound to comply the Terms & Conditions of the Tender without citing the ground of trivial deviation / seeking of the clarification/ documents in support of the cancellation of his/ her bid.

Prospective bidders are advised to regularly visit the Institute's website for corrigendum/amendments etc., if any, which will be notified on Institute's website only and separate advertisement, will not be made for this.

18. BRIEF SCOPE OF WORK

| Sr. No. | Location | Remarks |
|----------------|--------------------------------------|--------------------|
| 1. | Hospital Kitchen for Patients | Location IPD Block |
| 2. | Cafeteria for Staff of the Institute | Location IPD Block |

- I. Outsourcing of Hospital Patient Dietary Services on PLAN, DESIGN, SUPPLY, INSTALLATION, COMMISSIONING OPERATION, MAINTENANCE of equipment and Utensils including supply of food grain, raw vegetable etc., along with preparation, cooking and distribution of good quality of meal/food, collection of dirty dishes from each bed on daily basis and on other work pertaining to the dietary services as per the requirement of the AIIMS, Nagpur.
- II. The service provider has to supply Kitchen equipment as per tender specification and undertake the cooking, supply & distribution of good quality meal/food each bed and collection of dirty dishes to Kitchen for cleaning.
- III. Battery operated Light Moving Vehicle may be used for transportation of cooked food from Kitchen to Wards and separate Battery-operated Light Moving Vehicle should be used for bringing back dirty dishes from Wards.
- IV. Good quality trollies may also be used whenever the vehicle cannot go along with proper hygiene.
- V. The service provider has to provide adequate skilled 'manpower' trained for each activity of this service provider.
- VI. The service provider has to deploy his own trained kitchen staff to run the Kitchen including skilled operators for preparation and cooking and delivery man for distribution of meal/food and collection of dirty dishes for cleaning and supervisory personnel for supervision, Dietitian and coordination of overall kitchen work and timely serving of good quality meal to the hospital.
- VII. The staff deployed by the service provider shall wear hand gloves, head cap, uniforms/aprons at the time of processing for maintaining good hygienic condition.
- VIII. The complete responsibility lies with the service provider for providing of FSSAI, AGMARK & FSO certified raw material and hygienic food grains like Rice, Dal (Various type), Rajma, Gram, Atta etc. All fresh vegetables & fruits should be obtained from Govt. authorized/approved vendor for preparation and cooking using plant and machinery available at Kitchen in safe condition.
- IX. The hospital authority shall be entitled to reject the raw material of poor quality brought by the service provider for cooking.
- X. The hospital authority shall be entitled to reject any of the meal of poor quality or that have not been cooked properly and not as per routine diet chart.

- XI. The service provider shall maintain best hygienic condition in preparation, cooking washing and cleaning and storing and distribution of meal.
- XII. The service provider should take appropriate protective arrangement from Rat, Rodent and Vermi etc. in the Kitchen area.
- XIII. The service provider has to ensure distribution of food/meal with covered trolleys within the stipulated time to each bed of the hospital and collecting dirty dishes from each bed to kitchen by deputing sufficient man power.
- XIV. The service provider has to provide preventive as well as breakdown maintenance of Kitchen Equipment and accessories.
- XV. The space as indicated in the floor plan attached to this bid document for an in-house Kitchen shall be provided by AIIMS, NAGPUR to the Successful Bidder.
- XVI. The service provider will be the owner of their supplied Equipment & Trolleys for the period of contract and these will be taken back by the service provider on completion of contract of 02 (two) years.
- XVII. Contract period can be further extended for a period of 02 (two) years (yearly basis) on mutual agreement.
- XVIII. The service provider has to take the services of a trained/ well qualified dietician on his own cost to ensure proper preparation of the food.

The main objective of the Kitchen Service will be to provide better patient care, at reasonable cost, through properly planned nutritious and hygienic food supply services to patients, on time round the year.

19. **COMPLETION PERIOD:** The service providers shall complete the supply, installation and commissioning of all brand-new Kitchen Equipment with accessories and ready for providing service as per tender specifications within 30 days from date of Award of Contract.

The bidder should provide information regarding litigation/ Arbitration/termination cases for the last five year.

The bidder shall submit supporting documents regarding the information given in all ANNEXURES along with bidding document.

The service provider will indemnify Executive Director, AIIMS, Nagpur, Maharashtra against all penal action that may be levied/affected by any concerned authority for default in any labour regulation/PF/ESI and other statutory requirements of the relevant Acts/Laws related to the work of the service provider and will bear the legal charges, if any, and will pay the legal charges/dues directly to the concerned authority. The service provider has to take all fire safety measures as applicable under the law on its own cost along with license from the appropriate authority. The service provider has to ensure all its employees and equipment under the cover of good amount of insurance.

Even though the bidders meet the above criteria, they are subject to be disqualified, if they have made misleading or false representation in the form, statement and attachments submitted;/or found to have been black listed in any of the work.

20. **The bidder is advised to visit the site at AIIMS, NAGPUR to get “first-hand information” as regards to its approach, accessibility, working conditions, site conditions, availability of labour and material etc. and other matters affecting cost and work. All costs incurred in connection with submission of the tender shall be borne by the bidder irrespective of the outcome. They may visit the site between 9.30 am to 17.00hrs. on all working days with prior intimation in the e-mail of procurement@aiimsnagpur.edu.in**

If any information furnished by the bidder is found incorrect at a later stage, bidder shall be liable to be debarred from tendering in AIIMS, Nagpur for next 03 (three) years.

The Bidder shall bear all costs associated with the preparation and submission of his Bids and Director, AIIMS, Nagpur, Maharashtra will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

Bidders are requested to clear their queries before submission of bids and submit bids without any conditions. Conditional bids will be summarily rejected.

For any clarification on Bid Documents the bidder may visit the office of the Administrative officer, AIIMS, Nagpur, Maharashtra

The rates and prices quoted by the Bidder shall be fixed for all the items complete in all respect for the duration of the Contract and not subject to adjustment on any account except as otherwise provided in the conditions of Contract.

The Bidder shall fill most competitive rates for their total investment which they will quote as service charges

per month considering man, material & machine and Kitchen services for the period of 02 years and further extendable for another 02 years. (year on year basis)

The tender document shall be filled & signed only by the firm/ corporation in whose name the business runs for all purposes. The Bid shall be typed or written in indelible ink and duly signed by a person or persons duly authorized to sign the Bid or the Contract. Proof of authorization shall be furnished in the form of written Power of Attorney, which shall accompany the Bid.

21. All pages of Bid shall be numbered, with signature and stamped by the person signing the Bid.

The complete Bid shall be without alterations interlining and erasures. In case any interlining or erasure is noticed, the Authority at AIIMS, NAGPUR may accept or reject the Bid at his/ her discretion.

To assist in the examination, evaluation and comparison of Bids, AIIMS, NAGPUR may ask Bidders individually for clarification of their Bids, including break-up of unit prices. The request for clarification and the response shall be in e-mail, but no change in the price or substance of the Bid shall be sought, offered or permitted except as required to confirm the correction or arithmetical errors discovered by AIIMS, NAGPUR during the evaluation of the Bids.

AIIMS, NAGPUR will determine whether the Bid is substantially responsive to the requirements of the Bid documents.

For the purpose of this Clause, a substantially responsive Bid is one which conforms to all the terms, conditions and specifications of the Bid documents without any deviation or reservation.

22. Only such of the Bids which are found qualified in the technical & documentary evaluation will be consider for opening of price bids.

22.1 Bidders shall note that no preference of any nature will be given to any Bidder not withstanding any custom, usage or instructions to the contrary.

23. Bids, determined to be substantially responsive will be examined by AIIMS, NAGPUR for any arithmetical errors in computation and summation. Errors will be dealt with as follows:

Where there is discrepancy between rates indicated in figures and in words, rates in words will govern.

Incorrectly added totals will be corrected.

In case of any clerical error between rates indicated in figures and words, the rate in words shall prevail. In case there is any inconsistency between the rate and the value extended (after multiplication with the tender quantity), the rate quoted shall prevail.

If a Bidder does not accept the correction of errors as Outlined above, his Bid will be rejected. Director, AIIMS, Nagpur, Maharashtra reserves the right to accept or reject any application/bid/tender without assigning any reason or incurring any liability whatsoever.

24. Upon the receipt of the notification of Award by the successful Bidder, the successful Bidder shall fill the Agreement in accordance with form of Agreement included in the Bid documents as per Annexure- 'F' and submit the same to the Employer within two weeks of the date of receipt of notification of Award. The Bidder shall have to execute an agreement with AIIMS, NAGPUR in Non-judicial Stamp paper of Rs.500/-.

25. Within 15 (Fifteen) days of receipt of the intimation for accepting his bids, the successful Bidder shall furnish a Performance Security in the form of FDR/Bank Guarantee as per Annexure- 'G' from Nationalized/Scheduled bank for an amount equivalent to 03 % of the total contract value valid for 2 years& 60 days and to be extended for another period of two years on yearly basis based upon satisfactory performance and mutually agreed by both till the completion of tenure of contract. Bid Security shall be returned to the bidder after submission of Performance Security. The quantum of Performance Security is subject to revision at any time after increase of billed amount.

Successful bidder should submit bank guarantee within 21 days from date of award of Contract. Failure of the successful Bidder to lodge the required Bank Guarantee shall constitute sufficient grounds for the annulment of the Award and forfeiture of the Bid Security.

26. Annual Rate Revision

- a) The Basic rates quoted are fixed. GST as per actual will be applicable and paid extra.
- b) Rate Revision of contracted basic rate will be considered for revision on annual basis from the date of Contract, as per the following formula:
 1. 50% weightage for monthly Wholesale Price Index (WPI) of "All Commodities" and
 2. 50% weightage for monthly Wholesale Price Index(WPI) for "Food Articles"

3. These indices will be taken from the Website of Ministry of Commerce & Industry, Department of Industrial Policy & Promotion (DIPP) i.e.: <http://eaindustry.nic.in/home.asp>.
4. Increased rate will be rounded off to next figure in rupees.

27. Payment terms

The postpaid payment against the receipt of Bill in triplicate along with following documents after out sourced services for previous month shall be provided on monthly basis as per relevant item of work on accepted rates as indicated in the Price Bid.

Satisfactory certificate of performance from the designated authority of employer for the respective month's service provided by the Service Provider.

Original copies of Log books/challan signed by the Issuer and Receiver of meal/food for Hospital Patient Dietary Services on daily basis for the respective month with endorsement of designated authority of employer.

The Outsourcing concept for installation and operation of Kitchen Equipment and services would work as complete outsourced model, functioning as an intermediary service provider for **AIIMS, Nagpur, Maharashtra** under License agreement between AIIMS, NAGPUR and bidder. After expiry of the contract period the equipment used shall be taken over back by the service provider from **AIIMS, Nagpur, Maharashtra on completion of contract period**. The technical features and specifications of Kitchen Equipment are to be used for this out sourced services, shall be of modern and updated technology and not anyway lower configuration than the specifications mentioned in the bid document. The bidders are required to indicate make and model of the offered equipment.

The objective of out sourcing of Hospital Patient Dietary services is to provide better patient care through properly planned supplies at right time, right place, right quality and right quantity to **AIIMS,**

Nagpur, Maharashtra hereinafter called the “**First Party**”.

The successful service provider in this tender shall hereinafter be called as the “**Second Party**”.

The Service provider shall complete supply and installation of all brand-new Kitchen Equipment with accessories as per tender specifications and keep ready for service to the hospital within 45 days from date of Award of Contract.

Penalty shall be levied @ 0.5% of the Contract value for the delay in installation of kitchen equipment for each week of delay or part thereof, until entire installation is completed subject to a maximum of 10% of the contract price for delay, installation and Commissioning and service.

28. **License:** The license agreement shall be valid initially for a period of 02 (two) years from the date of commissioning of Kitchen Equipment further extendable for another 02 (two) years (year on year basis) based on the satisfactory performance as stated above.

- The license could be terminated at any time by giving written notice of 30 days in advance, after providing an opportunity of hearing, in case there occurs violation of terms and conditions of the contract by the licensee. However, during the notice period the required services shall continue to be provided by the bidder from the Kitchen.
- The licensee shall obtain and arrange a 3rd party **Insurance Policies** to cover all the incidents from / to workmen and all Kitchen Equipment involved in the out sourcing of services, against any mishap. The insurance policy for the workers to be involved for Hospital Patient Dietary services shall be obtained every year by the service provider till the last date of completion of contract. The licensee shall be abided by all the guidelines issued by the Government of India and Executive Director, AIIMS, Nagpur, Maharashtra from time to time during the lease period.

The licensee shall not sell or transfer any proprietary right or entrust any other third party to run the Hospital Patient Dietary services, cafeteria services.

The licensee shall observe the guidelines issued by health authorities for the control on spread of contamination.

Conforming to the services under the provision of the ‘Consumer Protection Act’ shall be the sole and absolute responsibility of the (2nd party) licensee and the first party will share no liability in this regard. Privacy and other ethical values of investigated patients will have to be maintained in individual case.

29. **Insurance:** The Goods supplied under the contract may be fully insured including transit insurance against various risks as required or approved by the purchaser arising out of transportation, storage, delivery, erection,

installation, testing, commissioning, operation & maintenance at his cost. Such Insurance policy shall be valid as stated above. The premium shall be borne by the Service provider.

- 29.1 For delivery of goods at site, the insurance may be obtained by the supplier in an amount equal to **110%** of the value of the goods from “Warehouse to warehouse” (final destination) on “all risks” basis including war, risks, strikes, erection, storage, fire, theft, terrorism, natural calamities etc. In any event the Goods are at the supplies risk and should be under valid insurance policy until their completion of contract at site. The insurance premium shall however be borne by the service provider.

30. The bidder shall submit detailed process planned under Kitchen and redundancy in the process. The typical Kitchen process is included to the bid document for reference only. Bidders are required to satisfy them self the likely Kitchen load from the hospital and submit their own process and plant layout along with the bid.

31. The service provider shall dispose-off the garbage, leftovers as per the municipal/Kayakalp norms and as per GOI rule and regulation from time to time.

Composting of organic waste should be done by the service provider with the help of Bio composting equipment's, to be installed in areas specified and allotted by the department of engineering. The installation of the Bio-composter should be as per the guidelines given by the engineering department.

32. The minimum qualification of workers in the kitchen should be 10th standard pass.

33. The installation & commissioning will include standard architectural programming and selection of interior materials having ease of replication & maintainability. These will be mutually decided after consultation between the two parties and will conform to all government regulations.

The space for installation, commissioning and operation of each Kitchen Equipment shall be provided by the first party at one location, as indicated in the floor plan attached to bid document. Executive Director, AIIMS, Nagpur, Maharashtra will not be responsible for any loss / damage to machine or property due to natural calamity, fire etc. or otherwise.

The first party will provide space for the Hospital Patient Dietary services conforming to all regulatory conditions and govt. regulations. The space allocated for purpose of Patient Dietary services shall be as per floor plan included.

34. **Electricity, water and PNG/LPG consumption for Kitchen:** The necessary expenditure for consumption of Electricity, Water and PNG/LPG is in the scope of service provider for operations of kitchen including Ducting & Ventilation in the premises. The first party shall provide water to the service provider however, RO Plant to be installed by the contractor (2nd party). The security arrangement and cleanliness of the equipment, space of installation and other associated area will be the sole responsibility of the 2nd party.

35. **Service provider will take in to account all the operational cost for minimum 900 beds capacity hospital in their offer including the following:**

1. SITC (Supply Installation Testing & Commissioning) of Kitchen equipment for the capacity of 900 beds
2. Electricity Consumption
3. Food grain, raw vegetable, Spices, Edible Oil required for cooking of breakfast/meal/snacks to be calculated for present strength of 900 beds
4. Manpower requirement
5. PNG/LPG Consumption (Commercial only)
6. Detergent/Soap for cleaning
7. Periodic maintenance
8. Misc. expenses
9. Depreciation etc.

The service provider should always use food grade chemicals, approved in Govt. Guidelines as per law, for the kitchen or kitchen equipment.

36. **Adequacy & training:** The service provider shall employ adequate number of well trained and qualified staff for the job. Service provider will provide uniforms, aprons and other protective gear to ensure proper protection to all workers. The service provider's staff deployed at AIIMS, Nagpur, Maharashtra Hospital premises should be in cleaned uniform with hand gloves, head caps/nets uniforms/aprons and masks etc. along with identity card to provide Hospital Patient Dietary services in hygienic environment. **All workers will be immunized by the service provider before employment & during the course of employment as & when needed. All personnel involved in collection, distribution, preparation, Cooking and washing**

of utensils & Trolleys should be consistently & appropriately trained at frequent intervals especially for the use of appropriate personal protective equipment and be supervised to assure compliance with protective procedures.

37. Medical examination of staff: The service provider shall employ only those persons in the Kitchen who are found to be medically fit. Hospital reserves its rights to examine any of the employees for medical fitness without prior notice. Expenses, if any incurred by AIIMS Hospital on medical examination of such employees, shall be borne and paid by the service provider.

38. Wages to employees and Insurance: The service provider shall comply with the laws applicable to employees working in the Kitchen regarding working hours, minimum wages, insurance, safety, cleanliness, leave, provident fund, retrenchment benefit, medical benefit like ESI etc. If on account of non-compliance with the provisions of any such laws, AIIMS Hospital is upon to make any payment to or in respect of his employees, the service provider shall fully reimburse to the employer all such payment or the first party shall be free to make deductions on this account from the amount of PSD/Security Deposit, in which case, the service provider shall immediately pay to the employer such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable to employer to the bidder. The service provider will sign an Indemnity Bond in favor of the first party to this effect. The staff of Licensee would ensure good business practice and high ethical values towards patients under overall supervision of employer. The services to be provided by licensee shall be as per standard guidelines for such services

The 2nd party shall also submit list of minimum trained manpower and their deployment schedule as per the attached at **Annexure –‘B’**.

The 2nd party should submit police verification report of their Staff/workers to be deployed for the kitchen to the hospital before beginning of works in the kitchen.

There shall be no master and servant relationship between the 1st party and the staff of the 2nd party.

39. Equipment and maintenance:

1. All equipment and consumables required for Hospital Patient Dietary services as per tender specifications shall be provided by the 2nd party, Equipment to be installed as per Qty, Specifications and shall be **brand new and as per make and model of as per List of Equipment -Annexure-D** and same will have to be maintained in good working conditions by the bidder by coordinating with the supplier. All the spares required during the period of out sourced services shall be arranged by bidder at his own cost. The **full insurance coverage for the Kitchen Equipment** are required to be provided by the 2nd party from the date of delivery of Equipment from the workshop to the last date of completion of the contract. The power and water outlets provided by hospital shall be used and maintained in safe usable condition by the 2nd party. **Preventive in-house maintenance and Breakdown maintenance will be the responsibility of the service provider.** The 2nd party will also be responsible for maintaining the Kitchen Equipment in working condition throughout the contract period. The 2nd party shall not damage the said premises and the equipment if any provided to them by the employer or allow the above mentioned to be damaged. The 1st party is not liable for any illness or injury that occurs to the staff during operation and maintenance of Kitchen equipment.

THE SERVICE PROVIDER SHALL FOLLOW THE INSTRUCTION OF THE INSTITUTE DIETITIANS / NURSING IN-CHARGE/DNS/FACULTY IN-CHARGE OF THE KITCHEN BEFORE PREPARATION OF THE FOODS ON DAILY BASIS.

40. Cleanliness

House-keeping of the Kitchen shall be scrupulously cleaned and hygienic condition shall be maintained by the 2nd Party.

Water Supply shall be provided by the Institute at the rate to be fixed and for electricity, actual bill is to be payable by the 2nd Party on metered basis. The service provider will however use these judiciously and will ensure that there is no wastage.

41. Security and safety

The 1st Party shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that may be kept in the said Kitchen store by the service provider. The premises provided to the service provider should only be used for the purpose as mentioned in the contract (i.e. Patient Dietary services for AIIMS, Nagpur, Maharashtra only). Under no circumstances, the premises are to be used for any other purpose, then what has been mentioned in the contract.

42. Services required:

- (i) Operation, Maintenance of Kitchen equipment including cooking & distribution of the cooked Food as per menu/diet chart to each hospital bed and collection of dirty dishes from each bed to the Kitchen for cleaning and proper disposal of the hospital kitchen wastes on daily basis at AIIMS, Nagpur, Maharashtra.
- (ii) Providing of good quality hygienic and qualitative food to patients from the Kitchen where Kitchen should be conducted under conditions, which are controlled, thereby contributing to a reduction in the incidence of contamination in the hospital.
- (iii) Collection of dirty plates from each bed (Patients) from Hospital to Kitchen for washing & cleaning. If required, testing & inspection as quality checking and delivery to each bed and maintaining record with log book/challan on daily basis.
- (iv) Co-ordination with the hospital authority in arranging food/meal on day to day basis for patient and hospital needs.
- (v) Setting up a comprehensive Kitchen facility within the space allocated in AIIMS, Nagpur, Maharashtra to fulfill requirements of Kitchen suitable for providing hygienic & qualitative meal to patients and to avoid any spread of unforeseen contamination.
- (vi) Providing of the good service practice for Kitchen required under this contract should be performed in the Kitchen of the service provider so set up at AIIMS, Nagpur, Maharashtra.
- (vii) Keeping up In-house Kitchen & store for AIIMS, Nagpur, Maharashtra open and functional round the year, i.e. 24x7 to serve the breakfast, meal etc. as per requirement of the Hospital.
- (viii) Ensuring of comprehensive Hospital Patient Dietary services with utmost care for all equipment and resultant services during the out sourced period.
- (ix) Providing of necessary Preventive & Breakdown maintenance of Kitchen Room and all Kitchen equipment
- (x) Operation and Maintenance of Kitchen with trained engineers/mechanics.

43. PENALTY CLAUSE:

| Sl.No. | Offence | Penalty |
|--------|---|-----------------------------------|
| A | Not displaying photo ID | ₹1,000 per person |
| B | Worker not in proper uniform including not wearing Uniform/Hand gloves/Cap/Shoes | ₹1,000 per person |
| C | Smoking / Drinking / Gutka / Tobacco chewing/Other substances of abuse during duty hours | ₹10,000 per person |
| D | Repeated duty by a worker for more than one shift in 24 hours | ₹5,000 per person |
| E | Poor quality / Rotten / Adulterated food | ₹50,000 per meal |
| F | Machine out of order / Deployment of lesser number of machines | ₹10,000 per Machine |
| G | Delay in meal service | ₹5,000 per meal |
| H | Complaints not registered or not redressed | ₹10,000 per complaints |
| I | Foreign item found in food | ₹10,000 per complaints |
| J | Poor hygiene standards of personnel | ₹10,000 per complaints |
| K | Non-compliance with diet instructions provided by Institute Dietitians | ₹10,000 per complaints |
| L | shortfall of meal against the target output due to non-availability of man power, raw material etc. | ₹10,000 per complaints |
| M | engaging the workers below their educational qualification. | ₹10,000 per person |
| N | engaging the workers below their educational qualification | Rs. 10,000/- per worker per month |
| O | Any other breach, violation, or contravention of tender terms | ₹10,000 per complaints |

Note: The amount of penalty shall be deducted from the bill of service provider.

44. COMMITMENTS BY THE BIDDER

The service provider will be the owner of the Kitchen Equipment and accessories supplied by them for the Kitchen for the period of contract and at the time of termination of the contract, the service provider shall

take away his all equipment and must hand over space. If the kitchen area is not vacated within 03(Three) days from the completion/ termination of the contract, a sum of Rs.50,000/- shall be recovered from the service provider per day till the performance security is exhausted to be followed by eviction and other legal recourses.

45. SUPERVISION & QUALITY CONTROL

- (i) The 1st Party shall have the right to terminate the contract of the services rendered by the service provider, which are not of the requisite standard as per procedure laid out in bid document.
- (ii) The 1st Party will have the right to inspect the premise, process of Kitchen, raw food materials, finished product at any point of time and the service provider will mandatorily cooperate with the authorities.

46. DISPOSAL OF KITCHEN WASTES

The service provider will arrange all the requisite dust bins and bags etc. and remove these and dispose of them as is being done for the hospital waste of such nature at their own cost as per the rates/ laws of Local Municipal Authority.

The Kitchen Services, as proposed on outsourcing, will have to offer professional ambience, uncompromising quality and hygiene at an acceptable cost and superior service for ready to use conditions.

47. RESPONSIBILITY OF SERVICE PROVIDER

- (i) The service provider shall provide Hospital Patient Dietary Services on plan, design, supply, installation and Commissioning, operation, maintenance of Kitchen Equipment including preparation and distribution of the meal/food items to each patient Bed and taking out of dirty plate for cleaning from the end-users to kitchen on daily basis for AIIMS, Nagpur, Maharashtra.
- (ii) The service provider must bring to the notice of the hospital authority prior to taking any item out of the hospital premises and they may take out after having permission by writing from the hospital authority or as per existing protocol of Institute.

The 2nd Party shall:

- a) Control on infection and contamination through maintaining of good hygiene, cleanliness and quality consciousness in Kitchen work.
- b) The 2nd party shall be responsible for delivery and distribution of quality & hygienic meal/food with closed Hampers/Carts/Trolleys to each bed within AIIMS, Nagpur, Maharashtra on daily basis.
- c) Separate closed Carts/Hampers/Trolleys for collection of dirty & used plates shall be used. Both the closed Carts/Hampers/Trolleys used for collection and distribution should be appropriately cleaned on daily basis after every use the dirty trolleys should be kept away from food trolleys.
- d) Maintenance of standard universal precautions while cooking, collecting & handling of meal/food items shall be the exclusive responsibility of the 2nd party.
- e) Laying of LPG/PNG pipeline from the Gas Banks/Supply line to the Stock pot, Gas fired equipment with all accessories taking all precautions as per the standard safety practice shall be the exclusive responsibility of the 2nd party.
- f) Setting-up a comprehensive Kitchen facility consisted of required equipment and procedures shall be the exclusive responsibility of the 2nd party.

48. Appraisal and Inspection:

AIIMS Nagpur reserves the right to appraise and evaluate the services of the provider, inspect food service operations and facilities with respect to:

- Quantity and quality of food served
- Method of service
- Freshness of food and raw materials
- Timeliness of meal service
- Safety, sanitation, and maintenance of the service areas

Food Testing:

AIIMS Nagpur reserves the right to check food quality at any time. Samples may be collected in the presence of the service provider's representative and sent for **adulteration/microbiological testing**.

- If results are unsatisfactory, fines will be imposed.
- Repeated non-compliance will lead to **termination of contract and forfeiture of the performance security deposit.**

Contaminated Food:

In case any **foreign particle** (hair, insect, worm, stone, metal, etc.) is found in food, AIIMS Nagpur shall ascertain the cause, and a penalty of **₹ 25,000 first Instance** shall be imposed based on the recommendation of Committee. In case such instances are noticed subsequently penalty @ rate of **₹ 50,000** per instance shall be imposed and recovered from the contractor.

49. Dispute Resolution Clause

- (i) If dispute or differences of any kind shall arise between the 1st Party and the 2nd Party in connection with or relating to the contract, the parties shall make every effort to resolve the same amicably by mutual consultations.
- (ii) If the service provider fails to resolve their dispute or difference by such mutual consultation within twenty-one days of its occurrence, then, either the 1st Party or the 2nd Party may give notice to the other party of its intention to commence arbitration, as hereinafter provided the applicable arbitration procedure will be as per the Arbitration and Conciliation Act 1996 of India. The dispute or difference shall be referred to the sole arbitrator to be appointed by the AIIMS, Nagpur, Maharashtra or her/his authorized representative. The award of the arbitrator shall be final and binding on the parties. In case the arbitration (as per RC to be amended)
- (iii) Venue of Arbitration: The venue of arbitration shall be the place from where the contract has been issued i.e., AIIMS, Nagpur, Maharashtra, India.

50. Insurance

All necessary insurance policies viz Policy for Kitchen equipment, WC, Professional Indemnity Insurance Policy, All Risk Insurance Policy of suitable amount to be maintained by the 2nd Party at his cost.

51. Tender Validity

- (i) The tenders shall remain valid for acceptance for a period of **120 days** after the date of tender opening prescribed in the Tender Document. Any tender valid for a shorter period shall be treated as non-responsive and rejected.
- (ii) In exceptional cases, the bidders may be requested by the employer to extend the validity of their tenders up to a specified period. Such request(s) and responses thereto shall be conveyed by e-mail. The bidders, who agree to extend the tender validity, are to extend the same without any change or modification of their original tender and they are also to extend the validity period of the EMD accordingly.
- (iii) In case the day up to which the tenders are to remain valid falls on / subsequently declared a holiday or closed day for AIIMS, Nagpur, Maharashtra, the tender validity shall automatically be extended up to the next working day.

52. Return of Earnest Money Deposit / Bid security / Security Deposit

The bid security of the unsuccessful bidders will be returned to them without any interest as promptly as possible by the AIIMS, NAGPUR. The bid security of the successful bidder will be returned upon the bidder executing the contract and furnishing the performance security.

53. Eligible Tenderers

This invitation for tenders is open to all firms who fulfill the eligibility criteria specified in these documents.

54. Eligible Goods and Services

All goods and related services to be supplied under the contract shall have their origin in India or any other country with which India has not banned trade relations. The term "origin" used in this clause means the place where the goods are mined, grown, produced or manufactured or from where the related services are

arranged and supplied.

55. Purchase of Tender Documents and Amendments to Tender Documents

- (i) Tender Documents can also be downloaded from the Institute's website: www.aiimsnagpur.edu.in
- (ii) Any amendment if any will be notified in institute website & CPP portal.
- (iii) In order to provide reasonable time to the prospective bidders to take necessary action in preparing their tenders as per the amendment, the purchaser may, at its discretion extend the deadline for the submission of tenders and other allied time frames, which are linked with that deadline.

56. Applicable Law

The contract shall be governed by rules and regulations of AIIMS, NAGPUR and with the laws of India for the time being in force.

55. **IMPORTANT POINTS FOR QUOTING PRICES (Cafeteria):-** The Bidder should also kept following points in mind during offering his price quotation against this online Tender Enquiry:-

(i) Bidder will quote firm rates inclusive of all Taxes & expenditure up to F.O.R. to AIIMS Nagpur basis. Rates should be according to a unit e.g. cost per unit (as asked in the Schedule of Requirement i.e. Kg/Ltr/Vial/Each/Kit/Item etc. which so ever applicable with clearly mentioning its pack size, preferably as per asked pack size) and not in any other form. Quoting of rates in variation to the prescribed unit will authorize the Competent Authority to cancel the quotation without any information to the bidder.

(ii) No item should be quoted with price more than the M.R.P. The prices should be quoted strictly in accordance with unit/quantity mentioned in the Financial Bid format.

56. Transit risk on firms account.

57. Other Branded packed food like of Amul, Haldiram, Nestle or company approved by M.S. and committee Member can be sold on MRP.
Products used in preparation of food like

- o Cooking Oil (Saffola, Dhara, Fortune or company approved under FSSAI Guidelines or by MS and Committee Member)
- o Flour (Ashirwad, Pillsbury or company approved under FSSAI Guidelines or by MS and Committee Member)
- o Rice (HMT, Dubraaj or company approved under FSSAI Guidelines or by MS and Committee Member)
- o Dal (Packed polished Dal only or approved under FSSAI Guidelines or by MS and Committee Member)
- o Masala (MDH, Everest, Ramdev or company approved under FSSAI Guidelines or by MS and Committee Member)
- o Salt (Tata, ITC or company approved under FSSAI Guidelines or by MS and Committee Member)

Any other products or raw product which the successful vendor wants to use needs to take prior approval for Medical Superintendent or appropriate authority).

Other conditions:-

1. The vendor needs to hire kitchen dietician (**minimum 05 dietician**) for monitoring and regulating of diet prescribed by the institute dietician.
2. Space for kitchen will be provided by the institute.
3. Electricity bill will be borne by the vender only after installation of the sub meter by the institute and

it is to be paid as per actual.

4. **It is mandatory for vendor to run cafeteria along with Diet supply.**
5. Space for running a Cafeteria will be providing by the institute **free of cost to the successful vendor** with prefixed rate and items allowed selling only for staff (Including Outsourced staff), Students & faculty of AIIMS Nagpur. (**Annexure-‘L’ Cafeteria Prefixed Menu**)
6. Alteration in the rate and addition of items will only be possible with the permission of MS and committee members.
7. RO water source of water as per the requirement of the Kitchen and Cafeteria and IPD is to be installed by the successful vendor and shall be used in cooking/drinking.
8. Installation of modular storage system is to be installed by the successful vendor.
9. High Capacity ACs to be installed by the successful vendor at the Kitchen & restaurant area. Serving of diet to IP patient will be permissible only after testing approval from institute dietician/ Kitchen Dietician or competent authority.
10. Payment to the contractor will be done on actual diet verified by the institute dietician.
11. Vendor to install High Definition resolution CCTV Camera inside the Kitchen and Cafeteria area in optimum quantity.
12. Vendor shall assure that no effect will be rendered on dietary services in case of any breakdown in the machinery.
13. Vendor shall assure that no employee of his shall use the kitchen area or hospital premises for accommodation or sleeping purpose.
14. All utensils, crockery and cutlery and serving dishes and furniture (standard quality) for cafeteria to be provided by the contractor.
15. LPG or Electric oven is to be used by the contractor for cooking. No Coal, wood or any other fossil fuel shall be used as fuel for cooking of food, heating of food etc.
16. The firm shall carry out Pest control services in the kitchen area allotted and the area in the vicinity of the IPD kitchen. The specific pest control activities for General Pest Control, Mosquito control (anti adult and Anti Larva) and Rodent Control shall be carried out by the firm registered with or having membership with any pest control association in India. All the Chemicals used should be certified by WHO under WHO Pesticide Evaluation Scheme (WHOPES) for public health utilization and approval with BIS certification. Frequency or periodicity of Pest control activity shall be 15 days or more if required.

Special Condition

- Health check-up in every six months should cover in following points.
 1. Stool and Urine test
 2. Tuberculosis
 3. Eye Sites
 4. Immunization
 5. CBC
- The deployed staff shall collect dietary indent sheet from the wards at scheduled time from nursing staff.
- Vendor should maintain food safety check list on daily basis at the kitchen site as per FSSAI guidelines.
- The staff supplying food to the patients should be literate and be able to read and act upon diet order/requisition slip.

- Inventory register shall be maintained which will include checking, receiving & storing of the food material done by vendor.

- Vendor shall maintain indoor patient diet register in the format prescribed as follow;

| Date | Indoor Patient Name | IP NO /Bed number | Category of diet | Tray lining layout | Filling | Packaging | loading |
|------|---------------------|-------------------|------------------|--------------------|---------|-----------|---------|
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

During execution of work the vendor should follow all standard norms of safety measures to avoid accident/ occupational hazards/ damage manpower, kitchen tool (Material safety Data Sheet) and building etc.

- 48 Hours Food Sample Records by vendor:** To counter any food related outbreaks. Preserve major meals (Breakfast, Lunch and Dinner) for next 48 hours and discard the same after confirming there was no outbreak which has come in the knowledge.

- The Contractor shall ensure strict compliance with the four-step utensil cleaning protocol, comprising:

- (1) pre-rinsing,
- (2) washing,
- (3) sanitizing with an approved food-grade sanitizer, and
- (4) heat disinfection within the designated dishwashing area.

- All required cleaning agents, chemicals, and sanitizers shall comply with applicable statutory and regulatory standards and shall be supplied, maintained, and replenished by the Contractor at their own cost. The Contractor shall be fully responsible for maintaining the highest standards of cleanliness and hygiene at all times, in accordance with hospital policies and all relevant regulatory requirements. The cost of running and maintenance of the dish washers shall be borne by the vendor himself.

The vendor will ensure to provide bed to bed meal services within the prescribed timings. The contractor will ensure that the food / the therapeutic diet is served to the patients on their beds in each ward at all levels in trays as required and the empty trays are collected back two hours after meals for cleaning.

Rights of AIIMS Nagpur:

AIIMS Nagpur Management shall have the right:

- a) To **stop the supply** of or **destroy** any article of food or drink found adulterated, contaminated, or of unsatisfactory quality.
- b) To **stop the service** rendered by the service provider in dietary services if it does not meet the requisite standard.
- c) To **demand and obtain samples** of any article of food or drink for inspection and analysis.
- d) To **allow officials of AIIMS Nagpur** to enter the kitchen for inspection and to execute any structural additions, alterations, or repairs (including electric, water, or sanitary installations) as found necessary from time to time.
- e) The **Institute Dietitians** shall be entitled to **deviate by addition or deletion** of any item of work mentioned in the specifications.
- f) **Routine notices/instructions/orders** shall be issued by Institute Dietitians or any other officer deputed

by the Institute.

g) In case of any **complaint or defect** pointed out by the Institute/Authorities, the service provider shall **immediately replace the concerned staff** without argument.

h) **Routine day-to-day maintenance** of public health, civil, and electrical areas in the kitchen premises shall be the **responsibility of the service provider**, including cleanliness, for which cleaning staff shall be engaged at the provider's own cost.

REPORTING AND INSTRUCTIONS

- a) The service provider shall take **daily instructions/orders** regarding diet or feed changes from the Institute Dietitians based on patient needs.
- b) The Institute Dietitians shall be entitled to **deviate by addition or deletion** of any item of work of the service provider.
- c) **Routine notices/instructions/orders** shall be given by the Dietitians or any other officer deputed by the Institute.
- d) Diets will be raised on the **HIMS system for each meal and for every patient**.
- e) Billing and meal count will be done strictly as per **HIMS records**.
- f) In case of diet change / NBM over / patient shifting, manual diet initiation sheets will be provided.
- g) These sheets must be filled by the Nursing Officer and duly signed for diet initiation.
- h) Diet will be dispatched only after receiving the signed manual sheet.
- i) Daily total and monthly total of received diets will be **verified and signed by the Senior Nursing Officer ward-wise**.
- j) Monthly accumulation of received diets (ward-wise) will be maintained for three months as records.
- k) These **records must be readily available for verification** whenever required.

ADDITIONAL TERMS

a) In case of any **complaint or defect** pointed out by the Institute/Authorities, the service provider shall **immediately replace the person** deployed without further argument.

b) All **equipment and containers** required to run the kitchen and hospital dietary/catering services shall be **provided and installed by the bidder**.

Technical Bid (Eligibility Criteria): PART-‘A’

The Scanned copies of the following Mandatory documents to be uploaded on e-Tendering Portal in the following format:

| Sl.No. | Details / Particulars | Submitted (Yes/No) If Yes page Ref. | Page No |
|----------|--|-------------------------------------|---------|
| A | (To be Mentioned in the Letter head). Name & Address of Tenderer with phone number, email-id Specify whether a Company /Proprietorship / Partnership firm (Mention in Letter head). Name of Proprietor /Partner/Managing Director/Director. Bidder must have registered in India with Central / state govt. (Copy of registration of firm to be submitted) | | |
| B | Name, Address & designation of the authorized person for signing the bid documents. (Authorization should be made in Letter head of the Organization). | | |
| C | Name, Address, Phone & Fax No. of Service Centre/Branch at Nagpur or nearby, If any. | | |
| D | PAN No. (enclose the attested copy of PAN Card) | | |
| E | Signed copy of GST Certificate showing clearly GST no. of the firm | | |
| F | Income Tax return for the last Three financial years. (FY 2022-23, 23-24 & 24-25) | | |
| G | The bidder should have a minimum annual turnover of ₹6 Crores in each of the last three financial years (FY 2022–23, 2023–24, and 2024–25). The turnover details shall be certified by a Chartered Accountant and must bear a valid UDIN | | |
| H | Whether the Firm/Agency has signed each and every page of Tender / NIT (document needs to be attached) | | |
| I | Details of the Earnest Money Deposit (EMD) Rs.40,00,000/- (Rupees Forty Lakhs) OR MSEs registered with any agency listed at Para- 5 (iv) of NIT (for Sales / Service of Hospital Patient food/Dietary services) are exempted from submission of EMD (subject to submission of copy of registration certificate). | | |
| J | Notarized affidavit on Indian Non-judicial stamp paper of Rs.100/- that (i) No police case is pending against the Proprietor / partner/Director of the Firm/Company (Agency). Indicate any convictions if any against the Company/firm/partner. (Annexure-B) (ii) Proprietor/firm has never blacklisted/debarred by any organization. (iii) you have not quoted the price higher than previously supplied to any Government Institute / Organization rate in recent past. If you don't fulfill these criteria, your tender will be out rightly rejected. | | |
| K | The Procurement of goods and services under this tender will be regulated as per the applicable provision of Public Procurement (Preference to Make in India), order 2017 of MoC&I (DIPP), Govt. Of India, therefore bidders who are claiming to be regulated under the said order are to submit documentary support in support of their claim. | | |
| L | Weather proof of authorization, if applicable, has been attached or not | | |
| M | List of Major Customer may be given on a separate sheet and proof of previous satisfactory services of related work, if any | | |

| | | | |
|----------|--|--|--|
| N | Bank Details: 1. Beneficiary Name: 2. Bank Name: 3. Account No: 4. IFSC Code: 5. Branch Address: | | |
| O | “I/We certify that the Stores/ Services of description identical to the Stores/ Services supplied to the Institute under the contract against the Tender herein have not been offered/ sold by me/ us to any other person/organization/Institution up-to date of bill/the date of completion of supplies against all supply/work orders placed during the currency of the tender/ rate contract at the price lower than that charged to the Institute under contract /against the tender”. | | |
| P | The Bidder should have single work experience of supplying, installation, testing and commissioning of Kitchen Equipment worth at- least Rs.25.00 (Twenty-Five) lakh for setting up Kitchen in any of the hospital. (Proof needs to be attached) | | |
| Q | The Bidder should be in the business of Hospital Patient Dietary Services in govt. hospital / reputed private hospital for at least 5 (five) years (evidence to be attached) | | |
| R | The Bidder should have satisfactory performance certificate from the concerned institution where the services have been provided. The certificates are to be given by the authorized person. | | |
| S | The Bidder should have valid labor license, trade license and other licenses as required under the law. (Those who do not possess such license for Nagpur jurisdiction, shall have to provide the same within 1(one) month of receiving the Award of Contract) | | |
| T | Bidder should have registration with ESI &PF as required under the applicable Labour Acts. | | |
| U | Bidder should also have ISO Certificate and FSSAI License as per FSS Act, 2006 and ISO:22000 food safety Management system certificate. | | |
| V | we have not quoted the price higher than previously supplied to any Government Institute / Organization / reputed Private Organization or DGS&D rate in recent past (declaration on letter head to be attached) | | |
| W | Copy of educational qualification certificate of key person as mentioned in Technical Bid Table to be attached | | |
| X | Supporting Document mentioned in technical Bid at 16(A) (for QCBS evaluation) | | |

Technical Bid (Eligibility Criteria): PART-‘B’

| S.No | Name of Document | Original/Copy | Page No. |
|------|---|---------------|----------|
| 1. | Criminal Liability Undertaking (Annexure-A) | | 26 |
| 2. | MINIMUM SUGGESTED MANPOWER TO BE LOCATED AT AIIMS, NAGPUR, (Annexure-“B”) | | 27 |
| 3. | Space Diagram (Annexure-“C”) | | 28 |
| 4. | Technical Specification of Equipment details (Annexure-“D”) | | 29-34 |
| 5. | WEEKLY MENU FOR NORMAL DIET OF A PATIENT ON REGULAR BASIS (Annexure-“E”) | | 35-50 |
| 6. | Agreement Format (Annexure-“F”) | | 51-54 |
| 7. | Proforma for Performance Security format (PSD) – BG /TDR/ FDR (Annexure-G) | | 55-56 |
| 8. | Financial Capabilities as per the format attached (Annexure –“H”) | | 57 |
| 9. | Item wise Technical Compliance Statement (Annexure-“I” .) | | 58 |
| 10. | Performance Statement Form (Annexure- “J”) | | 59 |
| 11. | Financial Bid (Annexure- “K”) | | 60-61 |
| 12. | Rate List for Staff for Cafeteria (Annexure- “L”) | | 62-63 |

ANNEXURE-“A”

Name of the Tender: Hospital Patient Dietary Services at AIIMS, Nagpur.

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Rs.10/- Non-judicial Stamp Paper duly attested by Public Notary)

I..... S/o.....
Resident of

Do solemnly pledge and affirm that,

1. I am the Proprietor/Partner/Director /authorized signatory of M/s.
2. No police case and/or case by CBI/FEMA/Income Tax/ Sales Tax authorities are pending against the Proprietor / Partner /Director of the firm/ company (Agency) and also against the firm/ company.
(Indicate any convictions if any against the above persons or Firm/ Company.)
3. The Proprietor / Partner /Director of the firm/ company (Agency) and also the firm/ company has never been blacklisted/debarred by any Government authority/ organization.
4. I/We have not quoted the price higher than previously supplied to any Government Institute / Organization / reputed Private Organization or DGS&D rate in recent past.

Signature

(Name)

Seal of the participating Bidder Company

Affirmation/Verification
By Notary Public

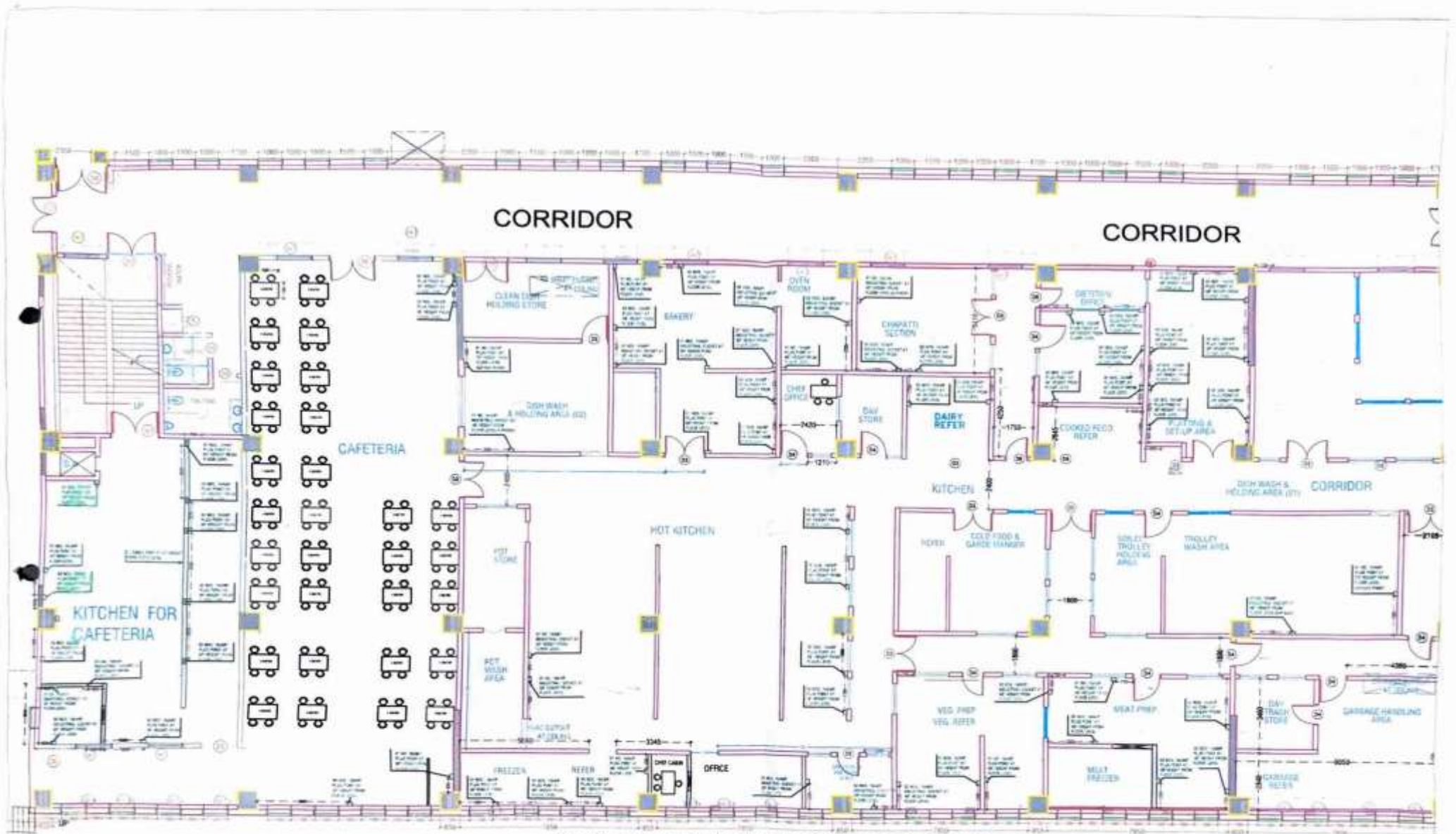
ANNEXURE- 'B'**MINIMUM SUGGESTED MANPOWER TO BE LOCATED AT AIIMS, NAGPUR, MAHARASHTRA**

| S/N | Type of manpower | Number of minimum manpower | |
|-----|---|---|---|
| | | Shift-A (06.00hrs – 14.00hrs daily) | Shift-B (14.00hrs – 22.00hrs daily) |
| 1 | Supervisor | | |
| 2 | Operator for Cooking and Chapatti section (Skilled) | | |
| 3 | Preparation and vegetable cutting (Semiskilled) | | |
| 4 | Store keeper | | |
| 5 | Attendant | | |
| 6 | Ward boy Distribution of diet and Collection of dirty dishes. | | |

Note:

1. **Employee deployed should not be below the age of 18 Yrs.**
2. **Qualified Staff:**
 - *Kitchen Manager:* Graduate with **8–10 years of hospital industry experience** and at least **2 years in hotel industry** for effective supervision.
 - *Stewards:* Senior Secondary Examination passed and capable of understanding diet instructions and diet sheets.
3. **Kitchen Dietitian:**
 - One (1) Dietitian per **200 patients** must be hired by the service provider.
4. **Staff Ratio:**
 - Maintain a minimum **Patient–Steward ratio of 40:1.**
5. **Employee Records:**
 - Duty rosters, educational qualifications, medical fitness certificates, and police verifications must be maintained and submitted regularly to Institute Dietitians.
6. **Uniforms & Safety:**
 - Each employee must be provided **two sets of uniforms, safety gear, and identity cards** within **7 days of appointment.**
 - **Vaccination certificates** for Typhoid and Hepatitis B must be submitted within **15 days.**
7. **Behavioural Standards:**
 - Employees must remain **well-behaved and disciplined.**
 - Strict prohibition on **alcohol, tobacco, gutka, or loitering** during duty hours.
8. **Health Assessment:**
 - Daily health checks, especially for staff in high-risk areas, must be conducted.
 - Employees showing symptoms of **gastrointestinal illness, boils, or infected wounds** shall be **temporarily removed** from food service areas until fully cured.

Annexure-C



KITCHEN EQUIPMENT ELECTRIC POINT

ANNEXURE-'D'**TECHNICAL SPECIFICATIONS OF EQUIPMENT**

| SL. No. | Equipment Details | Qty. | Unit | MAKE & MODEL |
|---------|--|------|------|--------------|
| 1 | SINGLE BURNER RANGE- Size- 750x750x600mm FRAME: 40X40X5 MM 304 AISI Grade MS Angle duly rust proof painted. The top & front of the unit shall be fabricated out of 16 swg 304 AISI Grade stainless steel sheet. Covering and Bottom shelf shall be fabricated out of 18 swg 304 AISI Grade pre-polished & film coated stainless steel sheet. The unit shall be fitted with 01 No. high pressure burner "UNITED" or equivalent, individual needle control valves with larger plunger "SAKA" or equivalent, pilot lamp, copper pigtail pipe etc. The unit shall be provided with heavy duty cast iron 01 no. pan support and SS drip tray under the unit. The Legs shall be made of 38 mm square 16 swg 304 AISI Grade stainless steel pipe fitted with bullet type adjustable feet. | 6 | Each | |
| 2 | SUPPORT TABLE-Size-750x750x600mm FRAME: 40X40X4 MM 304 AISI Grade SS Angle Top shall be fabricated out of 16 swg 304 AISI Grade stainless steel sheet and Under shelf shall be fabricated out of 18 swg stainless steel sheet and shall be fitted at 150 mm above the floor level. Rubber lining at the top for sound deadener. The legs shall be made of 38 mm Square pipe of 16 swg 304 AISI Grade stainless steel fitted with bullet type adjustable feet. | 6 | Each | |
| 3 | THREE BURNER RANGE- Size- 1800x600x850mm FRAME: 40X40X5 MM 304 AISI Grade MS Angle duly rust proof painted. The top & front of the unit shall be fabricated out of 16 swg 304 AISI Grade stainless steel sheet. Covering and Bottom shelf shall be fabricated out of 18 swg 304 AISI Grade pre-polished & film coated stainless steel sheet. The unit shall be fitted with 03 Nos. high pressure burner "UNITED" or equivalent, individual needle control valves with larger plunger "SAKA" or equivalent, pilot lamp, copper pigtail pipe etc. The unit shall be provided with 03 Nos. heavy-duty cast-iron pan support and SS drip trays under the unit. The Legs shall be made of 38 mm square 16 swg 304 AISI Grade stainless steel pipe fitted with bullet type adjustable feet. | 3 | Each | |
| 4 | WORK TABLE WITH SINK-Size-1500x600x850+150mm FRAME: 40X40X4 MM 304 AISI Grade SS Angle Top and Sink shall be fabricated out of 16 swg 304 AISI Grade stainless steel sheet and Under shelf shall be fabricated out of 18 swg stainless steel sheet and shall be fitted at 150 mm above the floor level. Rubber lining at the top for sound deadener. The legs shall be made of 38 mm Square pipe of 16 swg 304 AISI Grade stainless steel fitted with bullet type adjustable feet. | 4 | Each | |
| 5 | IDLY STEEMER - Cap.72 idlis FRAME: 40X40X4 mm 304 AISI Grade SS Angle The unit shall be fitted with 01 No. high pressure burner "UNITED" or equivalent, individual needle control valves with larger plunger "SAKA" or equivalent, pilot lamp, copper pigtail pipe etc. Legs in 38mm square pipes fitted with bullet type adjustable feet. | 4 | Each | |

| | | | | |
|----|--|---|------|--|
| 6 | <p>UNDER COUNTER REFERIGERATOR WITH OHS-Size-1800x600x850mm</p> <p>FRAME: The frame shall be made of 40x40x5 mm 304 AISI Grade SS angle. Horizontally, fully fabricated out of 304 AISI Grade stainless steel sheet Interior: 20 swg Exterior: 18 swg pre-polished & film coated Back: 20 swg 2 nos. Double walled doors duly insulated and shall be self-closing type loaded on springs and fitted with integrated handles. Removable & adjustable shelves made out of stainless-steel rods INSULATION: PUFF insulation CONDENSING UNIT: Hermetically sealed Kirloskar make Compressor fitted at one side below of the unit. MOTOR: AUE Fan motor, fan cooled condenser TEMPERATURE: Inside Temp. (+- 6) degree C visible on digital temperature controller (Sub Zero/Equivalent). The unit shall be fitted with thermostat (Danfoss) The Refrigerator shall have drain waste at bottom and two Drip Trays shall be provided underneath the unit. LEGS: Heavy-duty stainless-steel tubular pipe fitted with bullet type SS adjustable feet. The unit shall be provided with wire & plug, as required.</p> | 2 | Each | |
| 7 | <p>CHAPPTI ROLLING TABLE - Size-1500x600x275+100 mm or 4*4feet</p> <p>FRAME: 40X40X4 MM 304 AISI Grade SS Angle Top shall be of Marble in a channel frame work and Under shelf shall be fabricated out of 18 swg stainless steel sheet and shall be fitted at 150 mm above the floor level. Rubber lining at the top for sound deadner. The legs shall be made of 38 mm square 16 swg 304 AISI Grade stainless steel pipe fitted with bullet type adjustable feet.</p> | 6 | Each | |
| 8 | <p>CHAPPTI PLATE CUM PUFFER-Size-1500x600X275+100mm</p> <p>The top the unit shall be fabricated out of 18 mm thick heavy-duty MS Plate with grease trap sides. Covering and Bottom shelf shall be fabricated out of 18 swg pre- polished & film coated stainless steel sheet. FRAME: The frame shall be made of 40x40x5 mm MS angle. The unit shall be fitted with 03 Nos. "V" type high pressure Model -V450 burners "UNITED" or equivalent, individual needle control valves with larger plunger "SAKA" or equivalent, pilot lamps, copper pigtail pipes etc. 2 Nos. heavy duty puffers on right side of the unit. Legs shall be made of 38 mm square 16 swg stainless steel pipe fitted with bullet type adjustable feet.</p> | 2 | Each | |
| 9 | <p>CHAPPTI COLLECTION TABLE - Size-600x600x275+100 mm</p> <p>FRAME: 40X40X4 MM 304 AISI Grade SS Angle Top shall be fabricated out of 16 swg 304 AISI Grade stainless steel sheet with 100mm upward bended from all sides and Under shelf shall be fabricated out of 18 swg stainless steel sheet and shall be fitted at 150 mm above the floor level. Rubber lining at the top for sound deadner. The legs shall be made of 38 mm square 16 swg 304 AISI Grade stainless steel pipe fitted with bullet type adjustable feet.</p> | 2 | Each | |
| 10 | <p>MASALA TROLLEY-Size-600x600x850mm.</p> <p>FRAME:40X40X4 MM 304 AISI Grade SS Angle Top shall be fabricated out of 16 swg 304 AISI Grade stainless steel sheet and Cross Bracing shall be fabricated out of 25mm 16 swg stainless steel pipe and shall be fitted at 150 mm above the floor level. 6 Nos. spice containers shall be provided. The legs shall be made of 38 mm square 16 swg 304 AISI Grade stainless steel pipe fitted with 4 nos. 100mm diaswiveling castors.</p> | 2 | Each | |

| | | | | |
|----|---|----------------|------|--|
| 11 | DISH LANDING TABLE - SIZE: 1500x600x850+150 mm FRAME: 40X40X4 MM 304 AISI Grade SS Angle Top shall be fabricated out of 16 swg stainless steel sheet. The top of the table shall be fabricated with "V" groove and then turned down by 50 mm to cover SS frame before finally turning in by 12 mm. Under shelf shall be fabricated out of 18 swg pre-polished & film coated stainless steel sheet and shall be fitted at 150 mm above the floor level. Rubber lining at the top for sound deadner. The legs shall be made of 38 mm Square 16 swg stainless steel pipe fitted with bullet type adjustable feet. | 2 | Each | |
| 12 | THREE SINK UNIT - Size-1800x600x850+150 mm FRAME: 40x40x4mm 304 AISI Grade SS angle Top and sinks shall be fabricated out of 16 swg 304 AISI Grade stainless steel sheet. The unit shall have 3 nos. sinks of size 450x450x450 mm depth welded to the top and shall be provided with lever handle operated waste and over flow at rear. Rubber lining at the top for the sound deadner. Cross bracing of 25mm dia16 swg 304 AISI Grade stainless steel pipe shall be welded on three sides and front shall remain open. The legs shall be made of 38 mm square 16 swg 304 AISI Grade stainless steel pipe fitted with bullet type adjustable feet. | 2 | Each | |
| 13 | CLEAN DISH TABLE - SIZE: 1500x600x850+150mm FRAME: 40X40X4 MM 304 AISI Grade SS Angle Top shall be fabricated out of 16 swg stainless steel sheet and Under shelf shall be fabricated out of 18 swg pre-polished & film coated stainless steel sheet and shall be fitted at 150 mm above the floor level. Rubber lining at the top for sound deadner. The legs shall be made of 38 mm square 16 swg stainless steel pipe fitted with bullet type adjustable feet. | 2 | Each | |
| 14 | CLEAN DISH RACK - Size-700x450x1800 mm. The Rack shall have 4 nos. Shelves. Each shelf shall be fabricated out of 16 swg 304 AISI Grade pre-polished/plastic-coated stainless-steel sheet. The shelves shall be mounted on four vertical stainless-steel square pipes. Legs of SS pipe of size:40x40x1.6mm 304 AISI Grade stainless steel. | Minimum 6-8 | Each | |
| 15 | CLEAN DISH TABLE - Size-1200X600X850+150mm-FRAME: 40X40X4 MM 304 AISI Grade SS Angle- Top shall be fabricated out of 16 swg 304 AISI Grade stainless steel sheet and Bottom shelf shall be fabricated out of 18 swg stainless steel sheet. Bottom shelf shall be fitted at 150 mm above the floor level. Rubber lining at the top for sound deadener. The legs shall be made of 38 mm square 16 swg 304 AISI Grade stainless steel pipe fitted with bullet type adjustable feet. | 2 | Each | |
| 16 | POT RACK - Size- 1200x600x1800 mm -The Unit shall be provided with 4 nos. shelves. Cross bracing of 25 mm square 16 swg 304 grade stainless steel pipe shall be fixed at a equal distance shall be welded to uprights for shelving. Bottom shelf shall be at 150 mm from floor level. The Legs shall be made of 38 mm square 16 swg 304 AISI Grade stainless steel Pipe fitted with bullet type adjustable feet. | Minimum 6-8 | Each | |

| | | | | |
|----|--|--|------|--|
| 17 | WEIGHING SCALE DIGITAL - CAP. 300 KG -DIGITAL INSTRUMENT PANEL CONNECTED ON A VERTICAL STAND WITH A BACKLIT DISPLAY (MIN.CALIBRATION 50 GMS.) | 4 | Each | |
| 18 | STORAGE RACK - SS Storage Shelves shall be fabricated out of 14 swg 304 AISI Grade pre-polished/plastic-coated stainless-steel sheet. The shelves shall be welded to four vertical stainless-steel square pipe. UPRIGHTS: 304 AISI Grade SS square pipes of size:40x40x2 mm. All Shelves shall be bended by 50mm downwards and further bended by 12mm. The 1st Shelf shall be fixed at 50mm FFL and 2nd Shelf shall be fixed at 405mm above 1st Shelf, 3rd Shelf to be fixed at 910mm above to 2nd Shelf and 4th Shelf at 610mm above the 3rd Shelf. Size-1100x600x2000mm Size- 900x600x2000mm Size- 500x600x2000mm | 02 01 01 | Each | |
| 19 | STORAGE CONTAINER - CAP. 25 KG-O/S- 380mm dia x 330 mm Height - The Storage Containers shall be fabricated out 16 swg 304 grade stainless steel sheet fitted with toughened glass vertically to visualize the material inside. The unit shall be fitted with lid. Unit shall have hopper at bottom to as outlet for material. | 8 | Each | |
| 20 | STORAGE CONTAINER - CAP. 50 KG -O/S- 490mm dia x 380 mm Height-The Storage Containers shall be fabricated out 16 swg 304 grade stainless steel sheet fitted with toughened glass vertically to visualize the material inside. The unit shall be fitted with lid. Unit shall have hopper at bottom to as outlet for material. | 8 | Each | |
| 21 | STORAGE CONTAINER - CAP.100 KG -O/S- 490mm dia x 785 mm Height-The Storage Containers shall be fabricated out 16 swg 304 grade stainless steel sheet fitted with toughened glass vertically to visualize the material inside. The unit shall be fitted with lid. Unit shall have hopper at bottom to as outlet for material. | 8 | Each | |
| 22 | ONION/POTATO TROLLEY - Size-600x600x850mmEntire Bin shall be fabricated out of 3mm stainless steel sheet wire meshwith provision of hopper at the bottom side and SS angle frame work on top& bottom and vertical legs also in SS angle. Good quality swiveling Castors two with brakes shall be fitted in the trolley. | 4 | Each | |
| 23 | PLATFORM TROLLEY - Size-900x600x1050mm. Top of the Platform trolley should be fabricated out of 14 swg 304 grade stainless steel sheet fitted on MS frame work of 40x40x5mm MS Angle duly rust proof painted. The carrying handle should be fabricated from 40mm dia and 1.6mm thick 304 grade stainless steel pipe. The Trolley should be fitted with 150mm diaswiveling castor wheels. | Minimum 4-6 | Each | |
| 24 | WET GRINDER - Capacity of 10 ltr. -The covering shall be made of stainless- steel sheet. The unit shall have stainless steel revolving drum provided with grinding stone and scrapper. 1 HP electric motor of ABB/NGEF/Crompton/Kirloskatr or equivalent, complete with wire & plug, as required. | Minimum 2 nos of 10 Ltrs capacity | Each | |

| | | | | |
|----|--|-------------|------|--|
| 25 | POTATO PEELER - Capacity 10 kg per charge-The unit shall be vertical design and floor mounted type. The body constructed out of 16 swg 304 AISI Grade stainless steel. PEELING DISC: The peeling disc shall be made of 14 swg 304 AISI Grade stainless steel. The abrasive on the disc shall be fibre glass bonded carborundum and shall be easily removable for maintenance and cleaning. The unit shall be fitted with 1 HP Motor make of Crompton/Kirloskar/ABB/NGEF or equivalent. The machine shall be provided with On/Off Starter motor control & indicating lights, wire & plug, all complete as required. The unit shall be provided with hose connector, water inlet & outlet. The outlet shall be approx. 300 mm above floor level. | 2 | Each | |
| 26 | PULVERISER - CAP. 2 HP Heavy duty Pulveriser suitable for crushing and pulping from vegetables/ onion/tomato/garlic etc. 2 HP motor with 16 swg stainless steel sheet. | 1 | Each | |
| 27 | VEG. CUTTING MACHINE-MODEL/MAKE: ROBOCOUP OR Equivalent - CAPACITY: 200 Kg/Hour DESIGN: The unit shall be table top model and elegant design. BLADES: 5 nos. stainless steel blades for various cuttings. | 1 | Each | |
| 28 | DOUGH KNEADING MACHINE - CAP. 25 KG. -The bowl shall be provided with a protection guard made out of SS wire around the bowl with protection device. | 2 | Each | |
| 29 | CHOPPING BOARD ON TABLE - Size-450X450X850mmFRAME: 40X40X5 MM 304 AISI Grade SS AngleTop of Nylon of size-435x435x50mm thick fitted on the top frame and Under shelf shall be fabricated out of 18 swg stainless steel sheet and shall be fitted at 150 mm above the floor level. Rubber lining at the top for sound deadner. The legs shall be made of 38 mm square 16 swg 304 AISI Grade stainless steel pipe fitted with bullet type adjustable feet. | Minimum-6-8 | Each | |
| 30 | PREPARATION TABLE - Size-1200X600X850mmFRAME: 40X40X4 MM 304 AISI Grade SS AngleTop shall be fabricated out of 16 swg 304 AISI Grade stainless steel sheet and Under shelf shall be fabricated out of 18 swg stainless steel sheet and shall be fitted at 150 mm above the floor level. Rubber lining at the top for sound deadner.The legs shall be made of 38 mm square 16 swg 304 AISI Grade stainless steel pipe fitted with bullet type adjustable feet. | 8 | Each | |
| 31 | FOOD SERVICE TROLLEY -Size-900x600x850mm Top of trolley shall be fabricated out of 304 grade 16 swg stainless steel sheet with Provision to accomodate 1 No. 200 mm deep 1/1 GN Pans throughout the length & shall be provided with 4 Nos. Round containers. The trolley shall be provided with a bottom shelf of 16 swg stainless steel sheet. The trolley shall be covered from all three sides and doors in front of the trolley. SS handles at both ends shall be provided for carrying the trolley. FRAME: The frame shall be made of 40x40x5 mm MS angle duly rust proof primer & painted. CASTORS: Swivel castors of 150 mm dia 2 fixed & 2 movable. | 10 | Each | |
| 32 | Covered preheated Food Service trolley | 10 | Each | |
| 33 | INSECT KILLER 2 TUBES-REPUTE MAKE Insect Killers of 2 tubes. All complete as required and as per the direction of Engineer-in-charge. | 4 | Each | |
| 34 | HDP-DUSTBINS-CAP.50 LTR. | 4 | Each | |

| | | | | |
|----|---|---|------|--|
| 35 | LPG PIPE LINE & GAS BANK WITH ALL REQUIRED ACCESSORIES & FITTINGS: The Pipes shall be of MS "C" Class ERW Pipes. The main pipe line shall be of 1" & sub line of ½" dia. 2 nos. Manifold of 5 cylinders (each with specified number of cylinder adaptors) made from "C" class pipes with required fittings like NRV, Cylinder adaptor (click type) with flexible pipe of 3"-5" of Suraksha make. There should be an isolation ball valve in both the manifold individually, main gas shut off valve inside and outside the gas bank to isolate the LPG supply in case of emergency. The main pipe line should run into the kitchen area and from there it will be distributed to all kitchen equipment with a 2nd stage pressure regulator 15 psi of United make. There should be a Pressure Gauge with a needle control valve installed inside the kitchen and in the Gas Bank. The entire gas pipe line should properly be clamped with MS clamps on wall with respective ball valve along with respective fittings. There should be 2 Nos. Pressure Regulators (Inside and Outside) of 30 PSI. | With all accessories and proper setting as required | LOT | |
| 36 | Automatic Chapati Machine Capacity- 2000 chapatis / hour- machine should be roller type, auto ball making and roll the chapattis and cooks them in hygienic way. | 1 | Each | |
| 37 | Dish Washer with Drier, capacity- 155 to 200 Racks / hour with loading and unloading tables suitable for Dishwasher. | 2 | Each | |
| 38 | Brain Maries | 3 | Each | |
| 39 | Food Pickup Tables | Minimum 4-6 | Each | |

EQUIPMENT & CONTAINERS

(To be provided and installed by the bidder to run Kitchen and Hospital Dietary/Catering Services)

a) Equipment and containers that come in contact with food and used for food handling, storage, preparation, processing, packaging, and serving shall be made of **corrosion-free materials** that do not impart any toxicity to food. They must be easy to clean and/or disinfect (except single-use disposable types).

b) Equipment and utensils used in food preparation shall always be kept in **good order, repaired**, and maintained in a **clean and sanitary condition**. Such utensils or containers shall not be used for any other purpose.

c) Every utensil or container containing food or ingredients shall always be either **covered properly** or protected with **clean gauze/net material** to prevent contamination by dust, dirt, flies, and insects.

d) Equipment shall be so located and fabricated as to permit **necessary maintenance and cleaning functions**, enabling good hygiene practices within the premises, including monitoring and audit.

e) All items, fittings, and equipment that touch or come in contact with food must be:

- i. Kept in good condition to enable easy cleaning and disinfection.
- ii. **Chipped enamel containers shall not be used.** Stainless steel/aluminium containers, bottles, mugs, jugs, trays, etc., suitable for cooking and storing, shall be used. Brass utensils shall be frequently provided with lining.

f) **Patient food trays (6 compartments)** shall be replaced periodically or as and when required. They must be **microwave safe, dishwasher safe, with food grade material, stain-free, odour-free, and free of cracks or breakage** while packaging food for patients.

G) **A laminar flow unit must be installed and maintained for the preparation of enteral feeds** to ensure aseptic conditions and prevent contamination.

ANNEXURE- 'E'
Hospital Diet List for HMIS

1. ND=Normal Diet (Vegetarian)
2. ND= Normal Diet (Non-Vegetarian)
3. HPD= High Protein Diet (Vegetarian)
4. HPD= High Protein Diet (Non-Vegetarian)
5. DD= Diabetic Diet (Vegetarian)
6. DD= Diabetic Diet (Non-Vegetarian)
7. CD= Cardiac Diet (Vegetarian)
8. CD= Cardiac Diet (Non-Vegetarian)
9. RFD= Renal Diet (Vegetarian)
10. RFD= Renal Diet (Non-Vegetarian)
11. HFD= High Fiber Diet (Vegetarian)
12. HFD= High Fiber Diet (Non-Vegetarian)
13. BL SD= Bland Soft Diet (Vegetarian)
14. BL SD= Bland Soft Diet (Non-Vegetarian)
15. SD= Soft Diet (Vegetarian)
16. SD= Soft Diet (Non-Vegetarian)
17. HP SD= High Protein Soft Diet (Vegetarian)
18. HP SD= High Protein Soft Diet (Non-Vegetarian)
19. CSD= Cardiac Soft Diet (Vegetarian)
20. CSD= Cardiac Soft Diet (Non-Vegetarian)
21. DSD= Diabetic Soft Diet (Vegetarian)
22. DSD= Diabetic Soft Diet (Non-Vegetarian)
23. RF SD= Renal Failure Soft Diet (Vegetarian)
24. RF SD= Renal Failure Soft Diet (Non-Vegetarian)
25. CLD= Clear Liquid Diet (Vegetarian)
26. CLD= Clear Liquid Diet (Non-Vegetarian)
27. FLD= Full Liquid Diet (Vegetarian)
28. FLD= Full Liquid Diet (Non-Vegetarian)
29. HP LD= High Protein Liquid Diet (Vegetarian)
30. HP LD= High Protein Liquid Diet (Non-Vegetarian)
31. DLD= Diabetic Liquid Diet (Vegetarian)
32. DLD= Diabetic Liquid Diet (Non-Vegetarian)
33. RF LD= Renal Failure Liquid Diet (Vegetarian)
34. F-75 Diet
35. F-75 Lactose Free Diet
36. F-100 Diet
37. F-100 Low Lactose Diet
38. PD/CF=Paediatric Diet/ Complementary Feed for 6months to 2year (Vegetarian)
39. PD/CF=Paediatric Diet/ Complementary Feed 6months to 2year (Non-Vegetarian)
40. PD/CF=Paediatric Diet/ Complementary Feed for 2year to 6years (Vegetarian)
41. PD/CF=Paediatric Diet/ Complementary Feed 2year to 6years (Non-Vegetarian)
42. Neutropenic Diet (Vegetarian)
43. Neutropenic Diet (Non-Vegetarian)
44. GFD= Gluten-free Diet (Vegetarian)
45. GFD= Gluten-free Diet (Non-Vegetarian)
46. SRD= Salt Restricted Diet (Vegetarian)
47. SRD= Salt Restricted Diet (Non-Vegetarian)

48. DSRD= Diabetic Salt Restricted Diet (Vegetarian)
49. DSRD= Diabetic Salt Restricted Diet (Non-Vegetarian)
50. RF DD= Renal Failure Diabetic Diet (Vegetarian)
51. RF DD= Renal Failure Diabetic Diet (Non-Vegetarian)
52. FJ Feed= Feeding Jejunostomy (Oil- Based)
53. FJ Feed= Feeding Jejunostomy (Milk- Based)
54. High calorie High protein Feed (vegetarian/non- vegetarian)
55. Renal low protein feed (vegetarian/non- vegetarian)
56. Renal high protein feed (vegetarian/non-vegetarian)
57. High calorie moderate protein- Pediatric feed (vegetarian/non – vegetarian)

1. NORMAL DIET (Calorie: 2000Kcal/day, Protein: 60g/day)

| TIME | NON-VEG MENU | VEG MENU |
|---------------|--|---|
| Early Morning | Luke warm water 1 glass/ green tea 200ml + 5 Soaked almonds | Luke warm water 1 glass/ green tea 200ml + 5 Soaked almonds |
| Breakfast | <ol style="list-style-type: none"> 1. Any one of the following (one bowl): <ol style="list-style-type: none"> a. Suji upma b. Dalia with vegetables c. Poha d. Sewai upma e. Ragi upma f. Oats with vegetables g. Multigrain cucumber sandwich -2 (4 slices) h. Idli 4pcs with sambar 300ml 2. 01 Boiled egg. 3. 01 Seasonal fruit. 4. Milk (200 ml). | <ol style="list-style-type: none"> 1. Any one of the following (one bowl): <ol style="list-style-type: none"> a. Suji upma b. Dalia with vegetables c. Poha d. Sewai upma e. Ragi upma f. Oats with vegetables g. Multigrain cucumber sandwich-2 (4 slices) h. Idli 4pcs with sambar 300ml 2. Boiled paneer:50g 3. 01 seasonal fruit 4. Milk (200ml) |
| Lunch | <ol style="list-style-type: none"> 1. 01 bowl rice 2. 04 pcs roti 3. 01 bowl dal 4. 01 bowl mixed vegetables 5. 50g chicken 6. 100g curd 7. ½ bowl salad | <ol style="list-style-type: none"> 1. 01 bowl rice 2. 04 pcs roti 3. 01 bowl dal 4. 01 bowl mixed vegetables 5. 50g paneer 6. 100g curd 7. ½ bowl salad |
| Snacks | Tea 1 cup + 2pcs biscuits | Tea 1 cup + 2pcs Biscuits |
| Dinner | <ol style="list-style-type: none"> 1. 01 bowl rice 2. 04pcs roti 3. 01 bowl dal 4. 01 bowl mix vegetables 5. 01 bowl kheer/halva | <ol style="list-style-type: none"> 1. 01 bowl rice 2. 04pcs roti 3. 01 bowl dal 4. 01 bowl mix vegetables 5. 01 bowl kheer/halva |

1 bowl rice= cooked weight 300g/ raw weight 100g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, Tea 1cup= 200ml, 1 Medium size Roti= 25g Atta, 1 bread slice=30g, Mix vegetables = cooked weight 300g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight , poha 1 bowl= 200g cooked weight , kheer/halva 1bowl=100g, Salad 1 bowl: 100g

2. HIGH PROTEIN DIET (Calorie: 2200Kcal/day, Protein: 90g/day)

| TIME | MENU |
|---------------|--|
| Early Morning | Luke warm water 1 glass + Soaked Almonds 6pcs |
| Breakfast | Suji upma/ Veg-Dalia /poha/ sewai upma/ Ragi upma/veg-oats/brown bread toast/ Idli with 300ml sambar:1 bowl/ 4slices /4 pcs+ paneer: 80g/ Boiled egg- 2pcs+ Apple/Pear/Guava/Anar/mosambi/orange: one+ Milk: 250ml |
| Lunch | Rice 1bowl + Roti 4pcs + Dal- 1 bowl+ Mix vegetables 1bowl+ chicken/paneer :150g+ Curd 150g + Salad 1/2 bowl |
| Snacks | Sprouts: 1bowl+ Sattu feed 1 glass |
| Dinner | Rice 1bowl + Roti 4pcs + Dal- 1 bowl+ Mix vegetables 1bowl+ soychunk/Rajma/chana- 1bowl+ kheer/ halva 1 bowl |

1 bowl rice= cooked weight 300g/ raw weight 100g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, 1 Medium size Roti= 25g Atta, 1 bread slice=30g, Mix vegetables = cooked weight 300g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight

, poha 1 bowl= 200g cooked weight, soychunk/Rajma/chana- 1bowl= 30g/50g/50g raw weight, Sprouts 1 bowl= 150g, kheer/halva 1bowl= 100g, Sattu feed 1glass=250ml/45g raw weight, Salad 1 bowl 100g

3. DIABETIC DIET (Calorie: 1600kcal/day, Protein: 65g/day)

| TIME | MENU |
|---------------|---|
| Early Morning | Luke warm water 1 glass/green tea-1 cup + Soaked Almonds 3pcs |
| Breakfast | Suji upma/ Veg-Dalia/ sewai upma/ Ragi upma/veg-oats/Idli with 300ml sambar: 1/2 bowl /2 pcs+ paneer: 50g/ Boiled egg- 1pc + Apple/guava/pomegranate/mosambi/orange :one+ Skimmed Milk: 200ml |
| Lunch | Rice 1/2bowl or Multigrain Roti 2pcs + Dal- 1 bowl+ Mix vegetables 1bowl+ chicken/paneer :50g+ Curd 50g + Salad 1 bowl |
| Snacks | Sprouts Cucumber Salad 1 bowl |
| Dinner | Rice 1/2bowl or multigrain Roti 2pcs + Dal- 1 bowl+ Mix vegetables 1bowl+ kheer/ halva without sugar 1/2 bowl |
| Post Dinner | Milk -150 ml |

1 bowl rice= cooked weight 150g/ raw weight 50g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, 1 Medium size Roti= 25g Atta, Mix vegetables = cooked weight 400g, 1 seasonal fruit 100g, upma 1bowl = 200g cooked weight ,kheer/halva 1/2bowl=50g, Sprouts Cucumber Salad 1bowl= 200g

4. CARDIAC DIET(Calorie: 1700 Kcal/day, Protein: 70g/day, Fat : 20g/day)

| TIME | MENU |
|---------------|--|
| Early Morning | Luke warm water 1 glass + Soaked Almonds 3pcs |
| Breakfast | Suji upma/ Veg-Dalia /poha/ sewai upma/ Ragi upma/veg-oats/Multigrain cucumber sadwich/ Idli 4pcs with 300ml sambar: 1 bowl/ 2 + paneer: 50g/ Boiled egg white 1pc + Apple/pear/guava/pomegranate/mosambi/orange: one+ low fat Milk: 200ml |
| Lunch | Rice 1bowl + Roti 3pcs + Dal- 1 bowl+ Mix vegetables 1bowl+ chicken/paneer :50g+ low fat curd 100g + Salad 1bowl |
| Snacks | Sprouts Cucumber Salad 1 bowl |
| Dinner | Rice 1bowl or Roti 3pcs + Dal- 1 bowl+ Mix vegetables 1bowl+ kheer/ halva 1/2 bowl |

1 bowl rice= cooked weight 200g/ raw weight 65g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, 1 Medium size Roti= 25g Atta, 1 bread slice=30g,Mix vegetables = cooked weight 400g, 1 seasonal fruit 100g, upma 1bowl = 200g cooked weight , kheer/halva 1/2bowl=50g, Sprouts Cucumber Salad 1bowl= 200g

5. RENAL FAILURE DIET (Calorie: 1500Kcal/day, Protein: 40g/day)

| TIME | MENU |
|---------------|--|
| Early Morning | Luke warm water 1 glass |
| Breakfast | Suji upma/ Veg-Dalia /poha/ sewai upma/ sago Khichdi/veg-oats/white bread toast/ Idli 4pcs with 300ml renal sambar: 1 bowl/ 3slices + paneer: 20g/ Boiled egg white 1pc + Apple/pear/Guava/pineapple/pomegranate: 100g |
| Lunch | Rice 1bowl + Dal- 1/2 bowl+ Mix vegetables 1bowl + Salad 1/2 bowl (after leaching)+ curd -50 gm |
| Snacks | Lauki soup: 1 bowl/ Boiled veg Salad: 1 bowl |
| Dinner | Rice 1bowl + Dal- 1/2 bowl+ Mix vegetables 1bowl+ curd -50 gm |

1 bowl rice= cooked weight 300g/ raw weight 100g , 1 bowl Dal = cooked weight 150ml/ raw weight 20g, 1 bread slice=30g, Mix vegetables = cooked weight 300g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight , poha 1 bowl= 200g cooked weight , lauki soup 200ml, boiled veg Salad: 200g

6. HIGH FIBER DIET (Calorie: 2000Kcal/day, Protein: 60g/day, Fiber: 50g/day)

| TIME | MENU |
|---------------|---|
| Early Morning | Luke warm water 1 glass + Soaked Almonds 5pcs |

| | |
|------------------|--|
| Breakfast | Suji upma/ Veg-Dalia /poha/ sewai upma/ Ragi upma/veg-oats/multigrain cucumber sandwich/Idli 4pcs with 300ml sambar: 1 bowl/ 2 p/c (4slices) + paneer: 50g/ Boiled egg- 1pc + Seasonal fruit two+ Milk: 200ml |
| Lunch | Rice 1bowl + multigrain roti- 4pcs + Dal- 1 bowl+ Mix vegetables- 1bowl+ Curd 100g + Salad 1 bowl |
| Snacks | Sprouts with Cucumber carrots- 1bowl |
| Dinner | Rice 1bowl +multigrain Roti 4pcs + Dal- 1 bowl+ Mix vegetables- bowl+ kheer/ halva 1 bowl Salad -1 bowl |

1 bowl rice= cooked weight 300g/ raw weight 100g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, Sprouts with Cucumber carrots 1 bowl= 300g, Medium size Roti= 25g Atta, 1 bread slice=30g, Mix vegetables = cooked weight 300g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight , poha 1 bowl= 200g cooked weight , kheer/halva 1bowl=100g, Salad 1 bowl: 200g

7. BLAND SOFT DIET(Calorie: 2000Kcal/day, Protein: 60g/day, low spicy, no fried foods, low fiber)

| TIME | MENU |
|----------------------|--|
| Early Morning | Luke warm water 1 glass |
| Breakfast | Suji upma/ Veg-Dalia /poha/ sewai upma/ Ragi upma/veg-oats: 1 bowl+ paneer: 50g/ Boiled egg- 1pc + Banana/ boiled apple or pear one + Milk: 200ml |
| Lunch | Rice 1bowl + Dal- 1 bowl+ Mix vegetables 1bowl+ Curd 100g |
| Snacks | Potato Curd Salad 1bowl/ Boiled vegetables Salad 1 bowl |
| Dinner | Khichdi 1 bowl+ Dal- 1 bowl+ Mix vegetables 1bowl+ kheer/ halva 1 bowl |

1 bowl rice= cooked weight 300g/ raw weight 100g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, Khichdi 1 bowl= 300g, Mix vegetables = cooked weight 300g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight , poha 1 bowl= 200g cooked weight , kheer/halva 1bowl=100g, potato curd salad/ boiled veg Salad 1 bowl: 200g

8. SOFT DIET(Calorie: 2000Kcal/day, Protein:60g/day)

| TIME | MENU |
|----------------------|--|
| Early Morning | Luke warm water 1 glass |
| Breakfast | Suji kheer/ oats porridge/ veg dalia/ upma/sago porridge/ Ragi kheer 1 bowl/Idli 4pcs with 300ml sambar+ Paneer 50g/ Boiled egg 1+ 200ml milk+ Banana/ Boiled apple or pear one |
| Lunch | Dalia Khichdi/ millets Khichdi 1bowl+ Boiled Pulses with vegetables 1 bowl+ Curd 100g |
| Snacks | Thick Dal soup/ Thick Mix veg soup 1 bowl |
| Dinner | Rice Khichdi/ sabudana Khichdi 1 bowl + Boiled Pulses with vegetables 1 bowl+ kheer/ halva 1 bowl |

1 bowl Pulses with vegs = cooked weight 200g/raw weight 100g, Khichdi 1 bowl= 300g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight , porridge 1 bowl=300g, kheer/halva 1bowl=100g, Thick Dal soup/ Thick Mix veg soup 1 bowl=300ml

9. HIGH PROTEIN SOFT DIET (Calorie: 2200Kcal/day, Protein: 90g/day)

| TIME | MENU |
|----------------------|--|
| Early Morning | Luke warm water 1 glass + Sattu mix 3tbsp |
| Breakfast | Suji upma/ Veg-Dalia /poha/ sewai upma/ Ragi upma/veg-oats/Idli 4pcs with 300ml sambar: 1 bowl + paneer: 80g/ Boiled egg- 2pcs+ Boiled Apple/Pear: one+ Milk: 250ml |
| Lunch | Rice 1bowl/ dalia Khichdi 1bowl + Dal- 1 bowl+ Mix vegetables 1bowl+ chicken/paneer :150g+ Curd 150g |
| Snacks | Boiled Sprouts: 1bowl+ Sattu feed 1 glass / Dal soup-1 bowl |
| Dinner | Rice 1bowl / rice Khichdi 1 bowl+ Dal- 1 bowl+ Mix vegetables 1bowl+ moongdal kheer/ halva 1 bowl + Milk -150 ml |

1 bowl rice= cooked weight 300g/ raw weight 100g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, Mix vegetables = cooked weight 300g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight , poha 1 bowl= 200g cooked weight, soychunk/Rajma/chana- 1bowl= 30g/50g/50g raw weight, Sprouts 1 bowl= 150g, kheer/halva 1bowl= 100g, Sattu feed 1glass=250ml/45g raw weight, Salad 1 bowl 100g, Dal soup 1bowl=300ml, Khichdi 1 bowl = 300g

10. CARDIAC SOFT DIET(Calorie: 1700 Kcal/day, Protein: 70g/day, Fat : 20g/day)

| TIME | MENU |
|---------------|---|
| Early Morning | Luke warm water 1 glass |
| Breakfast | Suji upma/ Veg-Dalia /poha/ sewai upma/ Ragi upma/veg-oats/Idli 4pcs with 300ml sambar: 1 bowl+ paneer: 50g/ Boiled egg white 1pc + Boiled Apple/pear: one+ low fat Milk: 200ml |
| Lunch | Rice 1bowl/ Dalia Khichdi 1 bowl+ Dal- 1 bowl+ Mix vegetables 1bowl+ chicken/paneer :50g+ low fat curd 100g |
| Snacks | Boiled Sprouts with vegs Salad 1 bowl |
| Dinner | Rice 1bowl/ Dalia Khichdi 1 bowl+ Dal- 1 bowl+ Mix vegetables 1bowl+ kheer/ sheera -1/2 bowl |

1 bowl rice= cooked weight 200g/ raw weight 65g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, Mix vegetables = cooked weight 400g, 1 seasonal fruit 100g, upma 1bowl = 200g cooked weight , kheer/halva 1/2bowl=50g, Sprouts veg Salad 1bowl= 200g

11. DIABETIC SOFT DIET (Calorie: 1600kcal/day, Protein: 65g/day)

| TIME | MENU |
|---------------|--|
| Early Morning | Luke warm water 1 glass |
| Breakfast | Suji upma/ Veg-Dalia/ sewai upma/ Ragi upma/veg-oats/Idli 2pcs with 300ml sambar: 1/2 bowl + paneer: 50g/ Boiled egg- 1pc + Boiled Apple/guava :one+ Skimmed Milk: 200ml |
| Lunch | Rice 1/2bowl or Millets Khichdi 1/2 bowl+ Dal- 1 bowl+ Mix vegetables 1bowl+ chicken/paneer :50g+ Curd 50g |
| Snacks | Boiled Sprouts veg Salad 1 bowl |
| Dinner | Rice 1/2bowl or Millets Khichdi 1bowl+ Dal- 1 bowl+ Mix vegetables 1bowl+ kheer/ halva without sugar 1/2 bowl |

1 bowl rice= cooked weight 150g/ raw weight 50g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, Mix vegetables = cooked weight 400g, 1 seasonal fruit 100g, upma 1bowl = 200g cooked weight ,kheer/halva 1/2bowl=50g, Sprouts veg Salad 1bowl= 200g, Millets Khichdi 1/2bowl=200g

12. RENAL FAILURE SOFT DIET (Calorie: 1500Kcal/day, Protein: 40g/day)

| TIME | MENU |
|---------------|---|
| Early Morning | Luke warm water 1 glass |
| Breakfast | Suji upma/ Veg-Dalia /poha/ sewai upma/ sago Khichdi/veg-oats/ Idli 4pcs with 300ml sambar:1 bowl + paneer: 20g/ Boiled egg white 1pc + Boiled Apple/pear: 100g |
| Lunch | Rice khichdi -1 bowl+ Mix vegetables 1bowl + curd – 50 gm |
| Snacks | Lauki soupwith arrowroot/ corn starch flour : 1 bowl/ sabudana upma: 1 bowl |
| Dinner | Rice 1bowl + Dal- 1 bowl+ Mix vegetables 1bowl |

1 bowl rice= cooked weight 300g/ raw weight 100g , 1 bowl Dal = cooked weight 150ml/ raw weight 20g, Mix vegetables = cooked weight 300g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight , poha 1 bowl= 200g cooked weight , lauki soup 200ml, boiled veg Salad: 200g

13. CLEAR LIQUID DIET (Calorie:800Kcal/day , Protein: 20g/day)

| TIME | MENU |
|--------|------------------|
| 7:00am | Whey water 300ml |

| | |
|---------|----------------------------------|
| 10:00am | Fresh Apple juice 300ml |
| 01:00pm | Dal water 300ml |
| 04:00pm | Fresh mosambi/orange juice 300ml |
| 07:00pm | Whey water -300 ml |
| 10:00pm | Clear veg soup 300ml |
| 01:00am | Fresh coconut water 300ml |
| 04:00am | Strained Barley water 300ml |

14.FULL LIQUID DIET (Calorie:1300Kcal/day , Protein: 50 g/day)

| TIME | MENU |
|---------|--|
| 7:00am | Blended Mix veg soup 300ml |
| 10:00am | Milk Dalia/ Soy milk Dalia Blend 300ml |
| 01:00pm | Chicken soup/paneer soup Blend 300ml |
| 04:00pm | Fresh fruit juice 300ml |
| 07:00pm | Thick Dal soup 300ml |
| 10:00pm | Chicken /paneer soup Blend 300ml |
| 01:00am | Milk/Soya Milk 300ml |
| 04:00am | Chana Sattu premix feed 300ml |

15.HIGH PROTEIN LIQUID DIET (Calorie:1500Kcal/day , Protein: 65g/day)

| TIME | MENU |
|---------|---------------------------------------|
| 07:00am | Blended Green moong soup 300ml |
| 10:00am | Milk Dalia/ Soymilk Dalia Blend 300ml |
| 01:00pm | Chicken soup/paneer soup blend 300ml |
| 04:00pm | Egg flip/ paneer veg Blend soup 300ml |
| 07:00pm | Thick Dal soup 300ml |
| 10:00pm | Channa sattu premix feed Blend 300ml |
| 01:00am | Milk/Soya Milk 300ml |
| 04:00am | Chana Sattu premix feed 300ml |

16. DIABETIC LIQUID DIET (Calorie:1300Kcal/day , Protein: 50 g/day)

| TIME | MENU |
|---------|--|
| 07:00am | Blended Mix veg soup 300ml |
| 10:00am | Low fat Milk / Soymilk 300ml |
| 01:00pm | Chicken soup/low fat paneer soup 300ml |
| 04:00pm | Apple puree/ apple stew blend 300ml |
| 07:00pm | Thick Dal soup 300ml |
| 10:00pm | Thick lassi - 300ml |
| 01:00am | Low fat Milk/Soya Milk 300ml |
| 04:00am | Barley Sattu premix 300ml |

17. RENAL FAILURE LIQUID DIET (Calorie:1000Kcal/day , Protein: 10 g/day)

| TIME | MENU |
|---------|---------------------|
| 07:00am | Lauki soup 300ml |
| 10:00am | Mix veg soup 300ml |
| 01:00pm | Rice water 300ml |
| 04:00pm | Sago blend 300ml |
| 07:00pm | Dal Thin soup 300ml |
| 10:00pm | Mix veg soup 300ml |

| | |
|---------|--|
| 01:00am | Dal thin soup- 300ml |
| 04:00am | Unripe papaya/carrot soup 300ml(after leaching) |

18. F-75 DIET(Calorie: 75Kcal/100ml, Protein: 0.9g/100ml)

| CONTENTS(per 1000ml) | Starter Diet | Starter Diet(Cereal based) |
|-------------------------|--------------|----------------------------|
| Cow Milk(ml) | 300 | 300 |
| Sugar(g) | 100 | 70 |
| Powdered puffed rice(g) | - | 35 |
| Vegetable oil(ml) | 20 | 20 |
| Water to make (ml) | 1000 | 1000 |

19. F-75 DIET Lactose Free(Calorie: 75Kcal/100ml, Protein: 1g/100ml)

| CONTENTS (per 1000ml) | AMOUNT |
|--------------------------|--------|
| Egg white/chicken (g) | 50/30 |
| Glucose (g) | 35 |
| Powdered puffed rice (g) | 70 |
| Vegetable oil (ml) | 40 |
| Water to make (ml) | 1000 |

20. F-100 DIET(Calorie: 100Kcal/100ml, Protein: 2.9g/100ml)

| CONTENTS (per 100ml) | Catch-up Diet | Catch-up Diet |
|--------------------------|---------------|---------------|
| Cow Milk (ml) | 900 | 750 |
| Sugar (g) | 75 | 25 |
| Vegetable oil (ml) | 20 | 20 |
| Powdered puffed rice (g) | - | 70 |
| Water to make (ml) | 1000 | 1000 |

21.F-100 DIET low Lactose (Calorie: 100Kcal/100ml, Protein: 2.9g/100ml, Lactose:1g/100ml)

| CONTENTS (Per 1000ml) | AMOUNT |
|--------------------------|--------|
| Cow Milk (ml) | 250 |
| Egg white/chicken (g) | 120/72 |
| Vegetable oil (ml) | 40 |
| Powdered puffed rice (g) | 120 |
| Water to make (ml) | 1000 |

**22.PAEDIATRIC DIET/ COMPLEMENTARY FEED for 6months to 2years
(Calorie:1000kcal/day, Protein:12g/day)**

| TIME | MENU |
|---------------|---|
| Early Morning | Milk 200ml Below 1 year Thick sattu water |
| Breakfast | Milk suji/Milk Dalia/Milk Oats 1bowl+ 1 Boiled egg/ 40g paneer+ seasonal fruit Below 1 year thin suji/dalia/oats blended without sugar/salt/milk |
| Snacks | Carrot puree/Mix veg puree 1bowl |
| Lunch | Rice Khichdi/ Rice 1bowl+ Dal 1bowl +Mix vegetables 1bowl with 30g chicken/paneer |
| Snacks | Thick Dal soup/Thick Sattu feed 1bowl |
| Dinner | Milletts Khichdi/ Rice 1bowl+ Dal 1bowl +Mix vegetables 1bowl+ kheer/halva 1/2 bowl |

1 bowl rice= cooked weight 150g/ raw weight 30g , 1 bowl Dal = cooked weight 100ml/ raw weight 10g, Mix vegetables = cooked weight 200g, 1 seasonal fruit 80g, milk suji/milk dalia/milk oats 1bowl = 150g cooked weight , kheer/halva 1bowl=50g, Dal soup/sattu feed 150ml, puree 150

**23. PAEDIATRIC DIET/ COMPLEMENTARY FEED 2years to 6years
(Calorie:1300kcal/day, Protein:18g/day)**

| TIME | MENU |
|---------------|--|
| Early Morning | Milk 250ml |
| Breakfast | Milk suji/Milk Dalia/Milk Oats/suji upma 1bowl+ 1 Boiled egg/ 50g paneer+ seasonal fruit |
| Snacks | Boiled vegs with Sprouts 1 bowl |
| Lunch | Rice Khichdi/ Rice 1bowl+ Dal 1bowl +Mix vegetables 1bowl with 50g chicken/paneer |
| Snacks | Thick Dal soup/Thick Sattu feed 1bowl |
| Dinner | Millets Khichdi/ Rice 1bowl+ Dal 1bowl +Mix vegetables 1bowl+ kheer/halva 1/2 bowl |

1 bowl rice= cooked weight 200g/ raw weight 50g , 1 bowl Dal = cooked weight 150ml/ raw weight 15g, Mix vegetables = cooked weight 250g, 1 seasonal fruit 80g, milk suji/milk dalia/milk oats 1bowl = 200g cooked weight , kheer/halva 1bowl=80g, Dal soup/sattu feed 200ml, boiled veg with Sprouts 1 bowl =150g

24. NEUTROPENIC DIET (Calorie:2000 Kcal/day, Protein: 90g/day, low spicy, no raw foods, soft texture)

| TIME | MENU |
|---------------|--|
| Early Morning | 1 glass Luke warm water |
| Breakfast | Suji upma/ Veg-Dalia /poha/ sewai upma/ Ragi upma/veg-oats/Idli 4pcs with 300ml sambar: 1 bowl+ paneer: 80g/ Boiled egg- 2pcs+ Banana/ orange/mosambi: one |
| Lunch | Rice 1bowl + Dal- 1 bowl+ Mix vegetables 1bowl+ chicken/paneer :150g |
| Snacks | Boiled Sprouts with Boiled egg white 1 bowl/ Boiled chana Salad 1 bowl+ Thick Dal soup 1 bowl |
| Dinner | Dalia/rice/towards Khichdi 1bowl + mixed vegetables 1 bowl + dal -1 bowl |

1 bowl rice= cooked weight 300g/ raw weight 100g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, Mix vegetables = cooked weight 300g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight , poha 1 bowl= 200g cooked weight, soychunk/Rajma/chana- 1bowl= 30g/50g/50g raw weight, boiled Sprouts 1 bowl= 150g, Dal soup 1bowl =300ml

25.GLUTEN FREE DIET (Calorie: 2000Kcal/day, Protein: 60g/day, NO WHEAT, WHEAT PRODUCTS, RYE, BARLEY)

| TIME | MENU |
|---------------|--|
| Early Morning | Luke warm water 1 glass + Soaked Almonds 3pcs |
| Breakfast | Poha/ Ragi upma/sago Khichdi/ Ragi/rice flour cheela/Idli 4pcs with 300ml sambar: 1 bowl/ 2 p/c + paneer: 50g/ Boiled egg- 1pc + Seasonal fruit one+ Milk: 200ml |
| Lunch | Rice 1bowl + Dal- 1 bowl+ Mix vegetables 1bowl+ Curd 100g + Salad 1/2 bowl |
| Snacks | 1 Banana + boiled sprouts -1 bowl |
| Dinner | Rice 1bowl + Dal- 1 bowl+ Mix vegetables 1bowl+ kheer/ halva 1 bowl |

1 bowl rice= cooked weight 300g/ raw weight 100g , 1 bowl Dal = cooked weight 150ml/ raw weight 30g, Mix vegetables = cooked weight 300g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight , poha 1 bowl= 200g cooked weight , kheer/halva 1bowl=100g, Salad 1 bowl: 100g

26. RENAL FAILURE DIABETIC DIET (Calorie: 1400Kcal/day, Protein: 40g/day)

| TIME | MENU |
|---------------|--|
| Early Morning | Luke warm water 1 glass |
| Breakfast | Suji upma/ Veg-Dalia/ sewai upma/veg-oats/Idli 2pcs with 300ml renal sambar: 1 bowl + paneer: 20g/ Boiled egg white 1pc + Apple/pear/Guava/pomegranate: 100g |
| Lunch | Rice 1/2bowl or chapati -2 + Dal- 1/2bowl+ Mix vegetables 1bowl + Salad 1/2 bowl (after leaching)+ curd -150gm |
| Snacks | Lauki soup: 1 bowl/ Boiled veg Salad: 1 bowl |
| Dinner | Rice 1/2bowl or chapati -2 +Thin Dal- 1 bowl+ Mix vegetables 1bowl |

1 bowl rice= cooked weight 300g/ raw weight 100g , 1 bowl Dal = cooked weight 150ml/ raw weight 20g, Mix vegetables = cooked weight 400g, 1 seasonal fruit 100g, upma 1bowl = 300g cooked weight , lauki soup 200ml, boiled veg Salad: 200g

27. FEEDING JEJUNOSTOMY (OIL-BASED, Calorie: 67 Kcal/100ml, Protein: as per requirement)

| CONTENT | AMOUNT |
|-----------------|--------|
| Water(ml) | 1000 |
| Sugar(g) | 100 |
| Coconut Oil(ml) | 30 |

*Commercial formula may be added from the kitchen whenever advised by doctors or dietitians.

28. FEEDING JEJUNOSTOMY (MILK-BASED, Calorie: 108 Kcal/100ml, Protein: 3g/100ml)

| CONTENT | AMOUNT |
|-------------------|--------|
| Skimmed Milk (ml) | 1000 |
| Sugar(g) | 50 |
| Coconut oil (ml) | 20 |

*Commercial formula may be added from the kitchen whenever advised by doctors or dietitians.

29. HIGH CALORIE HIGH PROTEIN FEED 200ml /2 hourly (Calorie: 1900Kcal/day, Protein: 80g/day)

| TIME | MENU |
|-------|--|
| 7:00 | Milk + 2 scoop high protein supplement Blend |
| 9:00 | Thick dal soup + 2 egg white/paneer 50 gm + 1 tsp veg. Oil Blend |
| 11:00 | Whey water sattu feed blend |
| 1:00 | Dalia khichdi blend + 2 egg white/50gm paneer Blend |
| 3:00 | Moong dal soup+ ghia +1 tsp oil Blend |
| 5:00 | Rice/dalia kheer Blend |
| 7:00 | Dal+ dalia+ 2 egg white /50 gm paneer + 1 tsp veg oil Blend |
| 9:00 | Dal+ dalia+ 2 egg white /50 gm paneer + 1 tsp veg oil Blend |
| 11:00 | Milk + 2 scoop high protein powder |

30. Renal Low Protein FEED 200ml /2 hourly (Calorie: 1800Kcal/day, Protein: 40g/day)

| TIME | MENU |
|-------|--|
| 7:00 | Milk + 2 scoop Renal low protein supplement Blend |
| 9:00 | Thick dal soup + 1 egg white/paneer 20 gm + 2 tsp veg. Oil Blend |
| 11:00 | Ghia soup + 2 tsp corn starch/rice starch blend |
| 1:00 | Mushy rice blend + 2 tsp veg. Oil + pre boiled water Blend |
| 3:00 | Sago blend +1 egg white / 20 gm paneer + pre boiled water Blend |
| 5:00 | Veg. Soup(ghia/carrot) + 2 tsp corn starch/ rice starch Blend |
| 7:00 | dalia+ 1 tsp veg oil Blend |
| 9:00 | dalia+ 1 tsp veg. Oil Blend |
| 11:00 | Milk + 2 scoop Renal low protein powder |

31. Renal high protein FEED 200ml /2 hourly (Calorie: 1800Kcal/day, Protein: 70g/day)

| TIME | MENU |
|-------|---|
| 7:00 | Milk + 4 scoop Renal high protein supplement Blend |
| 9:00 | Thick dal soup + 1 egg white/paneer 20 gm + 1 tsp veg. Oil Blend |
| 11:00 | Ghia soup + 2 tsp corn starch/ rice starch blend |
| 1:00 | khichdi blend + 2 egg white/50gm paneer Blend |
| 3:00 | Sago/ rice blend with 100 ml whey water Blend |
| 5:00 | Veg. Soup (ghia/carrot) + 2 tsp corn/rice starch + 2 tsp veg. Oil Blend |
| 7:00 | Dal+ dalia + 1 tsp veg oil Blend |
| 9:00 | Dal+ dalia+ + 1 tsp veg oil Blend |
| 11:00 | Milk + 4 scoop Renal high protein powder |

32. HIGH CALORIE MODERATE PROTEIN FEED -PEDIATRICS 200ml /2 hourly (Calorie: 2500Kcal/day, Protein: 50g/day)

| TIME | MENU |
|-------|---|
| 7:00 | Milk + 2 scoop pediatric high calorie supplement Blend |
| 9:00 | Thick dal soup + 2 tsp sugar+2tsp veg. Oil+ 2 tsp rice/ corn starch Blend |
| 11:00 | sattu feed in fresh fruit juice blend |
| 1:00 | Dalia khichdi blend + 1 egg white/20gm paneer + 2 tsp veg. Oil Blend |
| 3:00 | Sago blend + 1 egg white/20 gm paneer Blend |
| 5:00 | Rice/dalia/suji kheer Blend |
| 7:00 | Mushy rice blend in veg soup + 1 tsp veg oil Blend |
| 9:00 | Dal+ dalia+ 2 tsp sugar+ 2 tsp veg oil Blend |
| 11:00 | Milk + 2 scoop pediatric high calorie powder |

- **Changes can be done in diets as per new guidelines and doctors/ Institute Dieticians suggestions**

Note:

- The service provider shall follow the instruction of the Institute Dieticians/Nursing in-charge/DNS/Faculty in-charge of the Kitchen before preparation of the Breakfast/Meal/Snacks on daily basis. They shall check and verify that the food items used are as per approved formula and right quantities.
- All types of Juices should be of reputed brand.
- Approved Brands/Makes of goods
 - Milk/Curd/Butter -Amul or reputed dairy brands
 - Edible oil – Reputed brand
- Inspection of Cold room, Raw food and Dry food store will be checked by the representative whenever required by the hospital authority.
- The left-out food stuff should be properly disposed by the service provider in a hygienic way and as per NABH/ Kayakalp guidelines.
- Collection of dirty dishes from the hospital bed should be made within 2 hours from the time of supply of food to that bed.
- Details of various types of Diet menu are provided in Diet Order. The bidders must carefully read and ensure that patient diets are supplied strictly as per the parameters included in the respective diet orders.

Scope of Work:

A. KITCHEN OPERATIONS

(To be provided and installed by the bidder to run Kitchen and Hospital Dietary/Catering Services)

1. Enteral Feeds:

All types of enteral feeds shall be available, including various **commercially prepared formulas** such as **Diabetic, High Protein, High Calorie, Paediatric, Renal, and other therapeutic feeds** as required. These formulas must be from **approved and reputed brands (ENSURE, PENTASURE, FRESUNIS, PROHANCE, RESOURCE and other equivalent Brands)** ensuring quality, safety, and consistency in patient nutrition.

2. Kitchen Timings and Operations:

The **Central Kitchen** shall function generally from **4:00 a.m. to 11:00 p.m.** However, as per the **direction of competent authority of AIIMS, Nagpur needs to function 24x7 (if necessary)**. All **night shift staff** will be responsible for **deep cleaning of the kitchen** premises and **collection of dinner plates from all wards** to maintain hygiene and smooth workflow.

- 3. Separate food and feed preparation** must be maintained for the **Bone Marrow Transplant Unit**. Ensure the availability of **4-5 compartment stainless steel tiffin's** that can be fit in a **pressure cooker**, with **separate tiffin's** designated for each patient in unit.

- 4. A minimum of two trained kitchen staff, one reliever, and two dedicated stewards** must be assigned specifically for **feed preparation and timely delivery of feeds.**

5. Overnight feeds need to be provided in ICUs paediatric wards or critical patients as per the direction of Institute dietician/Doctors.
6. **Utensil clearance** must be carried out promptly within one hours after two hours of meal service. A complete clearance from all wards should be ensured within this time frame. During **night hours**, clearance should also be done **two hours after meal service**, and any **leftover utensil must be cleared early in morning without delay**.
7. **Provide separate and sufficient crates** for each ward to place used utensils in an organized manner, ensuring no spillage and proper management of used utensils. Ensure **daily cleaning** of these crates.
8. **Timely service of meals as per given in table: -**

| MEAL | TIMINGS |
|---------------|--------------------|
| Early Morning | 6:00AM – 7:00 AM |
| Breakfast | 07:15 AM – 8:30 AM |
| Mid-morning | 10:00 AM -11:00 AM |
| Lunch | 12:00 PM-1:30 PM |
| Evening snack | 4:00 PM – 5:00 PM |
| Dinner | 7:30 PM – 09:00 PM |
| Post dinner | 09:00 PM -10:00 PM |

- **Timings for mid-morning and post dinner needs to be adhered in various therapeutic diets and in diet calls mentioned by institute dietitians.**

Food Handling and Safety Guidelines

1. All meals must be pre-plated before delivery.
2. No food items should be distributed openly in the wards.
3. Meal plating is not allowed inside the wards.
4. Every container sent to the ward must be covered and sealed.
5. Food trolleys should never be left unattended.
6. A sample of every meal must be kept for 48 hours for testing purposes.
7. Monthly food and water testing reports from reputed laboratories must be submitted by service provider at their cost.
8. The contractor is responsible for following dietitian recommendations on diet requirements, hygiene, staff numbers, grooming, etiquette, and conducting regular training.
9. Provide overnight enteral feeds including Tea, Coffee, F-75, and F-100 for timely overnight delivery, along with emergency diet and snack options on demand.
10. **Quality Standards:**
Only **FSSAI and AGMARK approved grains, pulses, and masalas** shall be used. **Milk and milk products** must be sourced exclusively from **branded dairies** having **FSSAI and BIS certification**, with **clearly marked manufacturing and expiry dates** on every product.
11. Service provider must ensure that samples of milk, paneer, masalas, grains, flours, pulses etc are tested periodically, at-least once every quarter through **FSSAI approved laboratories for adulteration and quality compliance**.
12. **Food Labelling:**
Labelling of all meal plates is **mandatory**. Each food plate shall clearly mention:
 - **Type of Diet**
 - **Patient Name**
 - **CR No.**
 - **Bed No.**

B. Dietary Requirements and Food Provision

1. Any food item specifically required as per the **IPD diet charts** shall be made available to patients **without any hassle or delay**.

2. Extra food items, other than the prescribed diet, if **requested by patients** or **recommended by doctors**, shall also be provided. These may be offered **on a chargeable basis**, but under **no circumstances** can the contractor deny provision. This includes, but is not limited to, **packaged drinking water bottles** for patients.

C. Standard Operating Procedure (SOP) Compliance

- The **Standard Operating Procedure (SOP) for the kitchen**, as prepared and issued by the **institute's dietitians**, must be followed **strictly and without deviation**.
- Any **subsequent updates or changes** to the SOP issued by the **Dietetics Department** must be **implemented immediately and without delay**.
- Service provider must seek approval from IPD Catering for any addition/deletion of items from listed menu/diet in contract.

D. Monitoring, Reporting & Penalties

Penalties may be imposed by the **IPD dietary services Committee** based on the following:

- **Monthly inspection reports**
- **Feedback reports** submitted by the **Dietitian**

E. PACKAGING

1. **Packaging materials** shall provide protection for all food products to prevent contamination, damage, and shall accommodate regulatory labelling as laid down under the **FSSAI Act and the Regulations** thereunder.
2. For **primary packaging** (i.e., packaging in which the food or ingredient comes in direct contact with the packaging material), only **food-grade materials** shall be used.
 - Materials such as aluminium, plastic, and tin must conform to **FSSAI standards** and the rules framed thereunder.
3. Packaging materials or gases, where used, shall be **non-toxic** and shall not pose any threat to the **safety or suitability of food** under the specified conditions of storage and use.

F. Good Manufacturing Practices (GMP) for Food Premises

1. Premises Requirements

- **Smoke Control:**
No smoke nuisance in food preparation areas. Install a chimney with appropriate suction capacity.
- **Hand Washing and Toilets:**
 - Adequate number of **porcelain or stainless-steel wash basins**.
 - Facilities must include:
 - Soap
 - Clean, dry towels
 - Hot and cold running water
 - Separate wash basins must be provided for **raw food washing**.
- **Changing Facilities:**
Separate facilities for **male and female staff** including:
 - Headgear
 - Gloves
 - Gum Boots
 - Masks

- Shoe racks
- Lockers

G. Good Food Hygiene Practices

Raw Material Handling

- Procure raw materials only from **known and reliable vendors**.
- Inspect all raw materials for:
 - **Visible deterioration**
 - **Off-odours**
- All materials must be:
 - Physically checked
 - Thoroughly cleaned
 - **Entries maintained in a register**

Sauces & Raw Pastes

- Store at appropriate temperatures in **covered containers**.

Fruits & Vegetables

- Wash with **50 ppm chlorinated water** before **cutting and peeling**.

Storage & Segregation

- **Separate storage & preparation areas** for **non-vegetarian** items.
- **Separate walk-in refrigerators**:
 - One for **received items** (daily basis).
 - One for **daily-use items** (e.g., fruits & vegetables).
 - Use **FIFO (First-In, First-Out)** system.

Refrigerator Storage Guidelines

- **Veg items stored above non-veg items**.
- **Cooked food above raw food**.
- Use **separate racks** to avoid cross-contamination.

Dry Food Storage

- Store dried foods **off the floor**, ideally in **sealed containers** to:
 - Allow easy cleaning
 - Protect from pests

H. Food Preparation & Handling

Cooking Oil

- Avoid reuse of cooking oil.
- If reused, **maximum reheating is 2 times**.

Reheating

- Reheated food must reach a **minimum internal temperature of 74°C**.
- **Do not use bain-marie** for reheating food.

Transportation

- Keep **transportation time minimal** to reduce microbial growth.

Cold Storage for Cooked Food

- Cooked foods intended to be served cold must be stored at $\leq 5^{\circ}\text{C}$.

Room Temperature Limit

- No food should be kept at room temperature for **more than 2 hours**.

I. Food Distribution / Service

- **Temperature and humidity** required for sustaining food safety and quality shall be maintained.
- Conveyances and/or containers shall be **designed, constructed, and maintained** to ensure they effectively maintain required temperature, humidity, and atmosphere conditions to protect food from contamination.
- Conveyances and/or containers used for transporting or serving food shall be **non-toxic**, easy to clean, and kept in good condition.

J. Audit, Documentation and Records

1. A **periodic audit** of the entire system, as per SOP, shall be done to identify any faults or gaps in *Good Manufacturing Practices* or *Good Hygiene Practices*.
2. **Records** of food processing, preparation, distribution, service, food quality, laboratory test results, cleaning and sanitation, pest control, and product recall shall be maintained for **one year or the product's shelf-life**, whichever is longer.
3. All records necessary for effective kitchen functioning shall be maintained by the contractor.
4. Records must ensure compliance with Kayakalp guidelines and NABH standards.
5. Records must be available for committee audits as required.
6. Reports of diet sheets and diet calls shall be maintained for the previous 3 months.
7. Documentation of employee vaccination and certificates must be submitted regularly.
8. SOPs of the kitchen, prepared by the institute dietitian, must be strictly followed.
9. Any subsequent changes or updates in SOPs issued by the institute dietitian must be implemented without delay.
10. The service provider must comply with all tasks designated by the institute dietitians related to the IPD kitchen and hospital-related work.

K. Personal Hygiene

1. Personnel suffering from or suspected to be carriers of diseases transmissible through food shall **not be allowed to enter** food-handling areas.
 - The service provider shall develop a system for **reporting illnesses** and ensuring medical examination of affected food handlers when required.
2. Food handlers shall maintain **high personal cleanliness**. The bidder shall ensure all handlers wear **clean protective clothing**, including head covering, apron, face mask, gloves, and footwear daily.
3. Hand washing with **soap and potable water** shall be mandatory. Hands shall be **disinfected and dried** using a hand dryer, clean towel, or disposable tissue.

L. Facilities

The kitchen facility must maintain an exclusive IPD kitchen dedicated solely to IPD patients, with a separate IPD patient store and a clearly demarcated, pre-dominated area labelled appropriately as IPD kitchen area.

The premises should include following facilities:

- Cold storage area- for safe storage of perishable food items.
- Pantry area- separate section for tea, coffee and other beverages.
- Walk in refrigerator- for bulk and temperature- controlled storage.
- Plating area- divided into:
 1. General diet section\
 2. Special diet section
 3. Laminar flow area for feed preparation and packaging under hygienic conditions
 4. Bone Marrow Transplant Unit designated area
- Preparation area-
 1. Raw food material preparation area.
 2. Cooked food preparation area.
- Cleaning area- separated into two sections:
 - Pots cleaning area
 - Dishes/plates cleaning area
 - With designated spot for spoiled and cleaned utensils.
- Dedicated office area- for managers and the kitchen dietitian, with almirahs for record maintenance.
- Essential displays- install notice boards, whiteboards, and other necessary display materials for instructions and updates.

M. Water Supply

1. Only **potable water** shall be used for cooking, preparation, and washing of vegetables, as well as for food prepared using steam and for ice.

2. Water used for **food handling, hand washing, and utensil washing** must be of such quality that it does not introduce any hazard or contamination.
3. **Water storage tanks** shall be cleaned periodically, and **records** of cleaning shall be maintained.
4. **Non potable water pipe shall be clearly distinguished from potable water.**
5. **Two directional movement within kitchen area** needs to be maintained to eliminate cross contamination in premises.
6. **Appropriate lighting, focus lights** needs to be installed and maintained for proper functioning of kitchen.
7. For **ventilation exhaust fans and chimneys** needs to be installed and maintained.

N. Drainage and Waste Disposal

1. **Food waste** shall be segregated into wet (cooked/uncooked) and dry waste and removed **daily** from the premises.
 - Refuse bins with **non-touch lids** shall be provided, emptied, washed with disinfectant, and dried before reuse.
2. Disposal of **sewage and effluents** shall comply with the requirements of the **Environmental Pollution Control Board**.
3. **Waste storage** shall be managed to prevent contamination of food, process, or storage areas both inside and outside the establishment.
 - All waste containers shall be **covered at all times**.

O. Firefighting

The Patient Diet Kitchen personnel should be adequately trained to perform **firefighting operations** and operate related equipment.

- For this purpose, **AIIMS Nagpur Firefighting Team** will provide necessary training for handling firefighting equipment to all deployed personnel from time to time to prevent any kind of fire accident within **AIIMS Nagpur** premises.
- The service provider shall **install fire safety equipment** at the contracted location and obtain **NOC from Project Cell, AIIMS Nagpur**.

P. Visitors

1. Generally, visitors shall be **discouraged from entering food handling areas**. Proper care shall be taken to ensure that food safety and hygiene are not compromised due to visitor presence.
2. The bidder shall ensure that visitors to the food manufacturing, cooking, preparation, storage, or handling areas must wear **appropriate protective clothing and footwear** and comply with all **personal hygiene provisions** mentioned in this section. Penalty of Rs.1000 will imposed for Instance.

Q. Layout and Design of Food Establishment

1. The layout and design of the food establishment shall be such that it ensures proper cleaning, maintenance, and hygienic operations.
2. The design shall provide adequate working space to allow for a smooth flow of food preparation operations without risk of cross-contamination between raw and cooked food.
3. Walls, floors, ceilings and working surfaces shall be made of materials to cover that are **durable, smooth, washable, and non-toxic**, to allow easy cleaning and disinfection.
4. The establishment shall have **sufficient lighting and ventilation**, ensuring that air does not flow from contaminated areas to clean areas.
5. Doors, windows, and other openings shall be covered/sealed to minimize dust and entry of pests.
6. Adequate drainage shall be provided and maintained in a manner that prevents backflow and accumulation of waste water.
7. The layout shall ensure **proper separation of areas** for raw material receiving preparation, cooking, packaging, and storage to prevent cross-contamination.

8. Handwashing stations and utensil washing areas shall be placed conveniently with potable water supply, soap, and drying facilities.
9. All fixtures, fittings, and equipment shall be installed in a manner that permits easy access for cleaning and maintenance.
10. All modification should be made with Prior approval of AIIMS Nagpur Engineering department at his own cost.

R. Food Establishment Premises – AIIMS Nagpur

1. The **floors, ceilings, and walls** of the food establishment shall be maintained in **sound condition** to minimize the accumulation of dirt, condensation, and the growth of undesirable microorganisms and moulds.
2. **Adequate pest control measures** shall be implemented to prevent the entry of insects and rodents. All **windows, doors, and other openings** shall be properly screened with **fine mesh wire**, and **doors shall be fitted with automatic closing springs** to maintain hygiene and prevent contamination.
3. The **service provider** shall ensure the **deployment of female staff** as per the operational requirements of the services

ANNEXURE- 'F'
FORM OF AGREEMENT

This Agreement made the _____ day of _____ 20____ between Executive Director, AIIMS, Nagpur, Maharashtra (hereinafter called "The 1st Party") and M/s.....(hereinafter called "The 2nd Party") of the other part.

Whereas the First party is desirous that certain works should be executed by the 2nd party, viz Outsourcing of Hospital Patient Dietary Services at AIIMS,NAGPUR on plan, design, supply, installation& commissioning, operation, maintenance of kitchen equipment and utensils including supply of raw materials e.g. food, grain, raw vegetables, paneer, egg, milk etc. preparation, cooking and distribution of good quality meal/food to collection of dirty dishes from each bed on daily basis for AIIMS, Nagpur, Maharashtra as per the requirement of the service receiver("the Works") and has accepted Bid by the Service provider for the execution and completion of the works and there me dying of any defects there in.

1. **Period of Contract:** The contract shall be for a period of 2 (Two) years from the date of acknowledgement of the contract by the respective service provider. The contract may be extended on a **year-on-year basis**, subject to a maximum extension of another 02 (Two) years, on the same terms and conditions and mutually agreed upon by the successful Supplier/Vendor/Firm and All India Institute of Medical Sciences (AIIMS) Nagpur.

2. **Penalty & Recover of sums due:**

1. If the selected Service provider fails to service as follows:

| S.No. | Offence | Penalty |
|-------|---|-----------------------------|
| A | Not displaying photo ID | ₹1,000 per person |
| B | Worker not in proper uniform including not wearing Uniform/Hand gloves/Cap/Shoes | ₹1,000 per person |
| C | Smoking / Drinking / Gutka / Tobacco chewing/Other substances of abuse during duty hours | ₹10,000 per person |
| D | Repeated duty by a worker for more than one shift in 24 hours | ₹5,000 per person |
| E | Poor quality / Rotten / Adulterated food | ₹50,000 per meal |
| F | Machine out of order / Deployment of lesser number of machines | ₹10,000 per Machine |
| G | Delay in meal service | ₹5,000 per meal |
| H | Complaints not registered or not redressed | ₹10,000 per complaints |
| I | Foreign item found in food | ₹10,000 per complaints |
| J | Poor hygiene standards of personnel | ₹10,000 per complaints_____ |
| K | Non-compliance with diet instructions provided by Institute Dietitians | ₹10,000 per complaints |
| L | shortfall of meal against the target output due to non-availability of man power, raw material etc. | ₹10,000 per complaints |
| M | engaging the workers below their educational qualification. | ₹10,000 per person |
| N | Any other breach, violation, or contravention of tender terms | ₹10,000 per complaints |

- The amount will be recovered from any of his subsequent / pending bills or security Deposit. In case the sum of the above is insufficient to cover the full amount recoverable, the service provider shall pay to the purchaser, on demand the remaining balance due.
- The rate quoted by the selected service provider, and as approved by the AIIMS Nagpur shall remain valid throughout the period of contract and the request to increase the rates for any or all type of meals/foods during the currency of contract, shall not be entertained at any stage.
- The Institute reserve the right to get the work done from other contractors in unavoidable circumstances or failure of contractor to provide the services. Further, a expenditure incurred in such situation shall be recovered from the contractor by way of forfeiting Performance security/Unpaid bills.

5. **Subletting of Contract**

The selected Company/Vendor/Firm shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this contract to any other Company/agencies/Firm without prior written consent of the AIIMS Nagpur. If it is found that the Company/Vendor/firm/Agency has given sub-contract for supply of essential drugs for AIIMS Hospital on the basis of procurement/ Purchase Order, the contract shall stand cancelled & the performance security shall be forfeited.

6. AIIMS Nagpur shall not be responsible for any financial loss or other damage or injury to any item or person deployed/supplied by the successful bidder in the course of their performing the duties to this office in connection with award of Contract for Hospital patient Dietary Services.

7. **Fall Clause:** (i) Prices charged for supplies under the Contract by the supplier should in no event exceed the lowest prices at which he bids to sell or sells the stores of identical description to any other Govt. hospitals/renewed private hospital/Individual during the period of the contract.

(ii). If at any time during the period of contract, the prices of tendered items is reduced or brought down by any law or Act of the Central or State government, the service provider shall be bound to inform Purchasing Authority immediately about such reduction in the contracted prices, in case the supplier fails to notify or fails to agree for such reduction of rates, the Purchasing authority will revise the rates on lower side. If there is a price increase for any raw materials/product after quoting the rates, the bidder will have to supply the item as per quoted rates. This office will not accept any higher rates after wards.

(iii). If at any time during the period of contract, the service provider quotes the sale price of such goods to any other Govt. hospitals/renewed private hospital/individual etc at a price lower than the price chargeable under the contract he shall forthwith notify such reduction to Purchasing Authority and the prices payable under the rate contract for the equipment's supplied from the date of coming into force of such price stands correspondingly reduced as per above stipulation.

8. The Competent Authority of AIIMS Nagpur reserves the right to relax/withdraw any of the terms and conditions mentioned in the Contract, in doing so if it is in the interest of the AIIMS Nagpur.

9. **DISASTER PLANNING:**

(i). **Objective:** The bidder shall ensure uninterrupted, safe, and hygienic nutrition services to all in- patients during any disaster or emergency, while safeguarding staff and infrastructure.

(ii). **Risk Identification:** The bidder shall maintain preparedness for the following internal and external risks:

- Internal: Fire, gas leak/LPG rupture, power outage, water supply disruption, food contamination, equipment breakdown, and staff shortage.
- External: Mass-casualty surge, flooding, supply chain interruption, earthquake impact, and pandemic-related restrictions.

(iii). **Emergency Stock & Supplies:** The bidder shall maintain a minimum 14-days emergency stock including ready-to-eat mixes (khichdi/porridge/upma), UHT milk, bottled water, dry rations (rice, dal, atta, sugar, salt), two additional full gas cylinders, and disposable crockery for water-outage situations.

(iv). **Equipment & Safety Readiness:** The bidder shall ensure availability and functionality of CO₂, foam, and wet-chemical fire extinguishers; fire blankets; emergency lighting; generator connectivity; gas-leak sensors with auto shut-off systems; and any additional safety equipment mandated by statutory bodies.

(v). **Staff Training Requirement:** The bidder shall conduct quarterly fire drills and provide training on gas-leak identification, basic burn first aid, and disaster-specific food production workflow.

(vi). **Disaster-Specific Response:**

- **Fire Incident:** The bidder shall immediately shift operations to the designated emergency cooking area and provide simplified meals (dry rations, khichdi mix, sandwiches, ORS) until restoration of kitchen services.
- **Mass-Casualty Surge:** The bidder shall activate high-volume catering, prepare bulk meals (khichdi, dal-rice, veg pulao), mobilize additional manpower, and prioritise therapeutic diets (high-protein, diabetic, low-salt, liquid diets).

- **Staff Shortage due to pandemic/epidemic/ Natural disaster:**

The bidder shall arrange staffs from other agencies and implement a minimal-staff service plan and provide a simplified menu (poha/upma/bread for breakfast; rice-dal-vegetable- curd for lunch/dinner) while ensuring safe dish handling

(vii). **Continuity of Patient Meal Service:** The bidder shall ensure uninterrupted food supply using alternate cooking arrangements, backup utilities, and emergency ration plans, regardless of the nature of the disaster.

10. **Force Majeure:** If, at any time during the subsistence of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, act of public enemy, civil commotion, sabotage, fire, floods, exception, 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, AIIMS, NAGPUR party may, at least option to terminate the contract.

11. **Parallel Contract/ Purchase:** The AIIMS Nagpur reserves the right to place an order for supply of any items mentioned in the contract, Proprietary Items or otherwise, to any other firm(s) in emergency/unavoidable situation. In case of emergency or non-supply of items from the rate contract holder, AIIMS, Nagpur may purchase Rate Contract items from other sources without any information to the Rate Contract holder.

12. **Price List & Implementation of GST:**(i)The essential items to be supplied by the manufacturer/Vendor/firm under Rate Contract basis is attached herewith (Annexure- A).

(ii). **GST:** In the event of implementation of GST, if there is any reduction in the basic price structure, the same be intimated to AIIMS, Nagpur with details. The Vender is also to pass the input credit as per the following Anti Profiteering clause of GST “Upon implementation of GST, any reduction in the rate of tax on supply of goods and services or the benefit of input tax credit shall be passed on to AIIMS, Nagpur by way of commensurate reduction in the prices”. In the event of increase in price, detailed justification and supporting evidence to be submitted for the consideration of AIIMS, Nagpur.

Performance Security: The Service Provider have to furnish Performance Security @ 3% of total value of contract in shape of FD/TDR/Bank Guarantee in the name of All India Institute of Medical Sciences, Nagpur. The Performance Security should be kept valid up to 60 days after completion of obligations under the contract.

13. **Arbitration:** If any difference arises concerning this agreement, its interpretation on payment to be made there under, the same shall be settled out by 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 Executive Director, AIIMS Nagpur to settle the dispute by Sole Arbitrator. Sole arbitrator will be appointed by Executive Director, AIIMS Nagpur. In case of such arbitrator refusing, unwilling or becoming incapable to act or his mandate having 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 provision of Arbitration and Conciliation Act, 1996 and the rule framed there under and in force shall be applicable to such proceedings.

14. **Insolvency etc.:** In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other under the Insolvency Act made against them or in the case of a company the passing 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 AIIMS, Nagpur shall have the power to terminate the contract without any prior notice.

15. **Right to call upon information regarding status of contract:** The AIIMS, NAGPUR will have the right to call upon information regarding status of contract at any point of time.

14. Legal Jurisdiction: The agreement shall be deemed to have been concluded in Nagpur, Maharashtra and all obligations hereunder shall be deemed to be located at Nagpur, Maharashtra and Court within Nagpur, Maharashtra will have Jurisdiction to the exclusion of other courts.

THIS AGREEMENT will take effect from _____ day _____ Month of _____ Two Thousand _____ and shall be valid for Two year.

IN WITNESS WHEREOF both the parties here to have caused their respective common seals to be hereunto affixed / (or have hereunto set their respective hands and seals) the day and year mentioned above in Nagpur in the presence of the witness:

| | |
|---|--|
| <p>For and on behalf of the “2nd Party”</p> <p>Signature of the authorized Official</p> <p>Name of the Official</p> <p>Stamp / Seal of the “2nd Party”</p> <p>SIGNED, SEALED AND DELIVERED</p> <p>By the Said</p> | <p>For and on behalf of the “1st Party”</p> <p>Signature of the authorized Officer</p> <p>Name of the Officer</p> <p>SIGNED, SEALED</p> <p>By the said</p> |
| <p>Name on behalf of the “2nd Party” in presence of</p> <p>Witness: _____</p> <p>Name: _____</p> <p>Address: _____</p> <p>_____</p> | <p>Name on behalf of the “1st Party” in presence of</p> <p>Witness: _____</p> <p>Name: _____</p> <p>Address: _____</p> <p>_____</p> |

ANNEXURE- 'G'
PROFORMA FOR PERFORMANCE BANK GUARANTEE

(On a stamp paper of appropriate value from any Nationalized Bank or Scheduled Bank)

To,

Executive Director,
AIIMS,
Nagpur,
Maharashtra

Dear Madam/Sir,

In consideration of the Director, All India Institute of Medical Sciences, Nagpur, Maharashtra (hereinafter called 'Employer') having awarded to M/s. _____ (hereinafter referred to as the said Service Provider which expression shall wherever the subject or context so permits include its successors and assignees) a Contract No. _____ In terms inter alia, of the Director, All India Institute of Medical Sciences, Nagpur, Maharashtra Letter No. _____ Dated _____ and the and the General Conditions of Contract and upon the condition of the Service provider's furnishing Security for the performance of the Service provider's obligations and discharge of the Service provider's liability under and in connection with the said Contract up to a sum of Rs. _____ (Rupees _____ only).

1. We, _____ (here in after called 'The Bank' which expression shall include its successors and assignees) hereby jointly and severally undertake to guarantee the payment to the **All India Institute of Medical Sciences, Nagpur, Maharashtra** in rupees forthwith on demand in writing and without protest or demur or any and all moneys payable by the Service provider to the **All India Institute of Medical Sciences, Nagpur, Maharashtra** in respect of or in connection with the said Contract inclusive of all the employer's losses and damages and costs, (inclusive between attorney and client) charges and expenses and other moneys payable in respect of the above as specified in any notice of demand made by the Employer to the Bank with reference to this guarantee up to an aggregate limit of Rs. _____ (Rupees _____ only).
2. We, _____ (bank further agree that the **All India Institute of Medical Sciences, Nagpur, Maharashtra** shall be sole judge of and as to whether the said Service provider has committed any breach or breaches of any of the terms and conditions of the said Contract and the extent of loss, damage, cost, charges and expenses caused to or suffered by or that may be caused to or suffered by the Employer on account thereof and the decision of the Employer that the said Service provider has committed such breach or breaches and as to the amount or amounts of loss, damage, costs, charges and expenses caused to or suffered by the Employer from time to time shall be final and binding onus.
3. The All India Institute of Medical Sciences, Nagpur, Maharashtra shall be at liberty without reference to the Bank and without affecting the full liability of the Bank hereunder to take any other Security in respect of the Service provider's obligations and liabilities hereunder or to vary the Contract or the work to be done there under vis-a-vis the Service provider or to grant time or indulgence to the Service provider or to reduce or to increase or otherwise vary the prices of the total Contract value or to release or to forbear from enforcement of all or any of the Security and/or any other Security(ies) now or hereafter held by The Employer and no such dealing(s) reduction(s) increase(s) or other indulgence(s) or arrangements with the Service provider or release or forbearance whatsoever shall absolve the bank of the full liability to the Employer hereunder or prejudice the rights of the Employer against the bank.
4. This guarantee shall not be This guarantee shall not be determined or affected by the liquidation or winding up, dissolution, or change of constitution or insolvency of the Service provider but shall in all respects and for all purposes be binding and operative until payment of all monies payable to the Employer in terms thereof.
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 anywise affected or suspended by reason of any dispute or disputes having been raised by the Service provider stopping or preventing or purporting to stop or prevent any payment by the Bank to the Employer in terms hereof.
6. The amount stated in any notice of demand addressed by the Employer to the Bank as liable to be paid to AIIMS, Nagpur by the Service provider or as suffered or incurred by the Employer on account of any losses or damages or costs, charges and/or expenses shall be conclusive evidence of the amount so liable to be paid to the Employer or suffered or incurred by the Employer as the case may be and shall be payable by the Bank to the Employer in terms hereof.

7. This guarantee shall be a continuing guarantee and shall remain valid and irrevocable for all claims of the Employer and liabilities of the Service provider arising up to and until midnight of _____.
8. This guarantee shall be in addition to any other guarantee or Security whatsoever that the Employer t may now or at any time anywise may have in relation to the Service provider's obligations/or liabilities under and/or in connection with the said Contract, and AIIMS, NAGPUR shall have full authority to have recourse to or enforce this Security in preference to any other guarantee or Security which AIIMS, NAGPUR may have or obtain and no forbearance on the part of AIIMS, NAGPUR in enforcing or requiring enforcement of any other Security shall have the effect of releasing the Bank from its full liability hereunder.
9. It shall not be necessary for AIIMS, NAGPUR to proceed against the said Service provider before proceeding against the Bank and the Guarantee herein contained shall be enforceable against the Bank notwithstanding that any Security which The Employer may have obtained or obtain from the Service provider shall at the time when proceedings are taken against the said bank hereunder be outstanding or un-realized.
10. We, the said Bank undertake not to revoke this guarantee during its currency except with the consent of the Employer t in writing and agree that any change in the constitution of the said Service provider or the said bank shall not discharge our liability here under.
11. We _____ the said Bank further that we shall pay forthwith the amount stated in the notice of demand notwithstanding any dispute/difference pending between the parties before the arbitrator and/or that any dispute is being referred to arbitration.
 "Not with Standing anything contained herein"
 Our liability under this Bank Guarantee shall not exceed Rs. _____ (Rupees _____ Only). This Bank Guarantee shall be valid up to _____. We are We are liable to pay the Guaranteed amount or any part thereof under this Guarantee only and only if All India Institute of Medical Sciences, Nagpur, Maharashtra serve upon us a written claim or demand on or before _____ (date of expiry of bank guarantee).

Not with standing anything contrary contained in any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the beneficiary. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank. Any invocation of guarantee can be made only the beneficiary directly.

Dated _____ day of _____ 20

For and behalf of Bank.

ANNEXURE- "H"**FINANCIAL CAPABILITIES****(Rs. In lacs)**

| Financial Year | Annual Turn Over in Indian Rupees or equivalent to Indian Rupees as per Audited Balance Sheet (Please attach audited balance sheets & IT return copies) |
|--|---|
| 2022-2023 | Rs. |
| 2023-2024 | Rs. |
| 2024-2025 | Rs. |
| Average Annual Turnover over the past four years | Rs. |

Note:-Financial Capabilities: The Audited Balance Sheets for the last three financial years (2022-23, 2023-24 & 2024-25) should be submitted and must demonstrate the soundness of the Bidder's financial position showing positive net worth and net profit.

Authorized Signatory of bidder

ANNEXURE-“I”

Technical Compliance: This information to be filled in as per the following format by all the bidders for each equipment provided by them, duly signed and to be submitted along with the techno-commercial bid:

| Item Ref. | Tender Specifications | Compliance of parameter/ specification | Non-Compliance of parameter/ specification | Remarks for Sr. No. (4) |
|------------------|------------------------------|---|---|--------------------------------|
| (1) | (2) | (3) | (4) | (5) |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

The information given above is factual & based on product specification details as per the latest catalogues/ product data sheets and technical literature enclosed.

Annexure – “J”

Performance Statement Form

Name of the Bidder

| Sl. No. | Order placed by the Organization and with (Full Name & Address) | Order No. &Date | Value of Work Order | Have the items been installed & commissioned satisfactorily (Yes/No) |
|---------|---|-----------------|---------------------|--|
| | | | | |

Signature and seal of the / Bidder

Place:

Date:

Note: Documents to be attached in support of the above.

ANNEXURE- “K”
FINANCIAL BID

To be uploaded on CPP Portal in BOQ Format XXX.xls

| S.no | Diet Name | Early Morning | Breakfast | Lunch | Snack | Dinner/ Post Dinner | Total Basic Cost | GST | TOTAL |
|------|---|---------------|-----------|-------|-------|---------------------|------------------|-----|-------|
| 1 | NORMAL DIET | | | | | | | | |
| 2 | HIGH PROTEIN DIET | | | | | | | | |
| 3 | DIABETIC DIET | | | | | | | | |
| 4 | CARDIAC DIET | | | | | | | | |
| 5 | RENAL FAILURE DIET | | | | | | | | |
| 6 | HIGH FIBER DIET | | | | | | | | |
| 7 | BLAND SOFT DIET | | | | | | | | |
| 8 | SOFT DIET | | | | | | | | |
| 9 | HIGH PROTEIN SOFT DIET | | | | | | | | |
| 10 | CARDIAC SOFT DIET | | | | | | | | |
| 11 | DIABETIC SOFT DIET | | | | | | | | |
| 12 | RENAL FAILURE SOFT DIET | | | | | | | | |
| 13 | F-75 DIET | | | | | | | | |
| 14 | F-75 DIET Lactose Free | | | | | | | | |
| 15 | F-100 DIET | | | | | | | | |
| 16 | F-100 DIET low Lactose | | | | | | | | |
| 17 | PAEDIATRIC DIET/ COMPLEMENTARY FEED for 6months to 2years | | | | | | | | |
| 18 | PAEDIATRIC DIET/ COMPLEMENTARY FEED 2years to 6years | | | | | | | | |
| 19 | NEUTROPENIC DIET | | | | | | | | |
| 20 | GLUTEN FREE DIET | | | | | | | | |
| 21 | RENAL FAILURE DIABETIC DIET | | | | | | | | |

| S.no | Diet Name | 7:00 AM | 10:00 AM | 1:00 PM | 4:00 PM | 7:00 PM | 10:00 PM | 1:00 AM | 4:00 AM | Total Basic Cost | GST | TOTAL |
|-------|--|---------|----------|---------|---------|---------|----------|---------|---------|------------------|-----|-------|
| 22 | CLEAR LIQUID DIET | | | | | | | | | | | |
| 23 | FULL LIQUID DIET | | | | | | | | | | | |
| 24 | HIGH PROTEIN LIQUID DIET | | | | | | | | | | | |
| 25 | DIABETIC LIQUID DIET | | | | | | | | | | | |
| 26 | RENAL FAILURE LIQUID DIET | | | | | | | | | | | |
| 27 | FEEDING JEJUNOSTOMY (OIL-BASED) | | | | | | | | | | | |
| 28 | FEEDING JEJUNOSTOMY (MILK-BASED) | | | | | | | | | | | |
| 29 | HIGH CALORIE HIGH PROTEIN Enteral FEED | | | | | | | | | | | |
| 30 | Renal Low Protein FEED 200ml /2 hourly | | | | | | | | | | | |
| 31 | Renal high protein FEED 200ml /2 hourly | | | | | | | | | | | |
| 32 | HIGH CALORIE MODERATE PROTEIN FEED -PEDIATRICS 200ml /2 hourly | | | | | | | | | | | |
| Total | | | | | | | | | | | | |

The above quote should include all applicable taxes. L1 vendor will be decided on the basis of **lowest price quoted for Normal Diet & High protein diet together.** *L1 vendor should match the lowest price quoted by other vendor in rest of menu.* Vendor should refer menu before quoting in BOQ and abnormally low bids were summarily rejected.

Declaration by the Bidder:

1. This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained in Tender document regarding terms & condition of the contract, rules regarding daily functioning of the kitchen with penalty clauses. I/we agree to abide them.
2. No other charges would be payable by AIIMS, Nagpur and there would be no increase in rates during the Contract period.

(Signature of Bidder with seal)

Place :

Date:

Name:

Seal:

Address:

e-mail:

Mobile No.:

Bidder's Signature with Seal

Annexure-“L”
Rate list for Staffs, Students & faculty
Department of Kitchen/Cafeteria at AIIMS Nagpur Hospital

| SL.N O | MENU ITEM | WEIGHT/GRAMS/NUMBER | RATE INCLUDING TAX ₹ |
|---------------|--|--|----------------------------|
| SNACKS | | | |
| 1 | Samosa/ Veg Cutlet | 1 no -50 gm | 15 |
| 2 | Dal vada/ Chana Dal Vada/ Batata Vada | 1 no- 50 gm | 15 |
| 3 | Bread Pakora/ Mix Veg Pakora | 1 no -75 gm | 15 |
| 4 | Bun bhaji | 2 Bun with 80 Grm Bhaji + Salad +Achar | 50 |
| 5 | Allo Bhonda | 1 no – 50 gm | 15 |
| 6 | Indian Dessert | 1 no- 50 gm | 20 |
| 7 | Veg Upma/Veg Poha | 150g | 30 |
| 8 | Idly Samber | 2 idli & 100 g Samber | 30 |
| 9 | Vada Samber | 2 vada & 100 g Samber | 30 |
| 10 | Chole Bun | 2 Bun with 100 Grm Choley + Salad +Achar | 50 |
| 11 | Egg Bhurji and Bun | 2 Bun with 80 Grm Egg Bhurji + Salad +Achar | 65 |
| 12 | Bread Omelette | 1 Egg & 2 bread Slices | 40 |
| 13 | Kachori Sabji | 2 Kachori 60 g + Aaloo Sabji 100 g | 50 |
| 14 | Paneer Pakora | 75 gm | 70 |
| 15 | Masala Dosa | 1 No with chutney & Sambar 100g, potato masala 50g, chutney 40g | 40 |
| 16 | Uttapam | 1 Nos (6 Inches) with Chutney and 100gm Sambar | 40 |
| 17 | Chaat | Dahi Puri, Bhel Puri, Gol Gappa etc. | |
| 18 | Maggi Noodles | 125g | 35 |
| 19 | Aloo/Veg Stuffed Paratha | 1 Nos (6 Inches)-with Pickle and Cup Curd 50g - 125g paratha | 50 |
| 20 | Egg Paratha | 1 Nos-with Pickle and Cup Curd | 60 |
| 21 | Poori Bhaji | 4 Poori with Bhaji of 100gm | 50 |
| 22 | Pav Bhaji | 2 Pav with Bhajji 100gms | 50 |
| 23 | Dhokla | 2 Nos with Chutney 40gm | 30 |
| 24 | Veg/Paneer Kathi Roll | 125 gm | 70 |
| 25 | Veg Burger / Hot dog | 100 gms | 60 |
| 26 | Veg Thali | Rice 150g, Dal 150g, Veg 100g (No Paneer) ,Salad 40g,Chappati 2 Nos 60 gm | 70 |

| | | | |
|-------------------------------|---|---|-----|
| 27 | Spec Thali Veg | Veg Thali + 1 Veg (Kofta / Paneer) + 2 Tandoori Roti/ 4 Poori/ 2Roti + Cup Curd | 100 |
| 28 | Paddy Field (Rajma Chawal/Kadhi Chawal/Choley Rice/Dal Makhani & Veg Rice) | Rice 200g, Curry 150g, Pickle | 60 |
| 29 | Egg Curry Combo | 2 Paratha /Pulao 150g with 2 Egg Curry | 120 |
| 30 | Veg Noodles/ Veg Fried Rice | 150gm | 80 |
| 31 | Veg Manchurian/ Veg Chinese Preparation | 100 gm | 80 |
| 32 | Veg Biryani | 200gm | 100 |
| 33 | Paneer Combo | 2 Paratha (70gms)/Pulao 200g with Paneer Curry 125g | 100 |
| BEVERAGES & JUICES | | | |
| 34 | Tea | Dip Tea, 90ml | 10 |
| 35 | Coffee | 90ml | 20 |
| 36 | Tomato Soup | 90ml | 35 |
| 37 | Seasonal Fresh Juice | 200 ml | 50 |
| 38 | Seasonal Milk Shake | 200 ml | 50 |
| 39 | Butter Milk | 200 ml | 30 |
| Bakery | | | |
| 40 | Veg Pattice | 40gm | 30 |
| 41 | Egg Puff | 40gm | 30 |
| 42 | Tea Cake/ Fruit Cake/ Swiss Roll | 60gm | MRP |
| 43 | Cookies | 35gm | MRP |
| 44 | Brownies | 75gm | MRP |
| 45 | Pastry/ Cream roll | 80gm | MRP |

Note:

- 1) The rates shown above shall be fixed for first year contract period. The vendor shall not increase price of the above items without prior approval of the competent authority.
- 2) Any revision of rates shall be affirmed only after due approval of competent authority and should be in conformity with WPI index as mentioned in Para 26 Page 12 of the tender in support of justification.
- 3) Vendor cannot provide item other than the mentioned above without prior approval of competent authority. However, vendor may provide packaged food, drinking water & beverages (as approved by FSSAI) as per MRP.

INTEGRITY PACT

PRE-CONTRACT INTEGRITY PACT

This Pre-Contract Integrity Pact (herein after called the Integrity Pact) is made on _____
_____ day of the month of _____ 20_

Between

ALL INDIA ISTITUTE MEDICAL SCIENE NAGPUR having its office at AIIMS NAGPUR-441108, (Hereinafter called which expression unless repugnant to the context or meaning thereof be deemed to mean and include its successors, legal representatives and assigns) of the First Party.

And

M/s.,..... with office at _____
represented by Shri _____, Chief Executive Officer (hereinafter called the "BIDDER/Seller"/Contractor which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Party.

Preamble

[Both AIIMS NAGPUR and BIDDER referred above are jointly referred to as the Parties]

AIIMS NAGPUR intends to award, under laid down organizational procedures, Purchase orders /contract/s against Tender /Work Order /Purchase Order No.

AIIMS NAGPUR desires full compliance with all relevant laws and regulations, and the principles of economic use of resources, and of fairness and transparency in its relations with its Bidder/s and Contractor/s.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to: -

1. Enable AIIMS NAGPUR to obtain the desired materials/ stores/equipment/ work/ project done at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement; and
2. Enable the BIDDER to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and AIIMS NAGPUR will commit to prevent corruption, in any form, by its officials by following transparent procedures. The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

Clause.1. Commitments of AIIMS NAGPUR

1.1 AIIMS NAGPUR undertakes that AIIMS NAGPUR and/or its Associates (i.e. employees, agents, consultants, advisors, etc.) will not demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.

1.2 AIIMS NAGPUR will, during the tender process / pre-contract stage, treat all BIDDERS with equity and reason, and will provide to all BIDDERS the same information and will not provide any such information or additional information, which is confidential in any manner, to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS in relation to tendering process or during the contract execution.

1.3 All the officials of AIIMS NAGPUR regarding this Integrity Pact will report to IEM, any attempted or completed

breaches of the above commitments as well as any substantial suspicion of such a breach shall not be permitted.

1.4 If the BIDDER reports to AIIMS NAGPUR with full and verifiable facts any misconduct on the part of AIIMS NAGPUR's Associates (i.e. employees, agents, consultants, advisors, etc.) and the same is prima facie found to be correct by AIIMS NAGPUR, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by AIIMS NAGPUR. Further, such an Associate may be debarred from further dealings related to the contract process. In such a case, while an enquiry is being conducted by AIIMS NAGPUR the proceedings under the contract would not be stalled.

Clause 2. Commitments of BIDDERS/ CONTRACTORS

2. The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

2.1 The BIDDER will not offer, directly or indirectly (i.e. employees, agents, consultants, advisors, etc.) any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of AIIMS NAGPUR, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.

2.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of AIIMS NAGPUR or otherwise in procuring the contract or forbearing to do or having done any act in relation to obtaining or execution of the contract or any other contract with AIIMS NAGPUR for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with AIIMS NAGPUR.

2.3* BIDDER shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.

2.4* BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.

2.5* The BIDDER further confirms and declares to AIIMS NAGPUR that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity of the defence stores and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to AIIMS NAGPUR or any of its functionaries, whether officially or unofficially to award the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation.

2.6 The BIDDER while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of AIIMS NAGPUR or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.

2.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.

2.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.

2.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.

2.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.

2.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.

2.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of AIIMS NAGPUR, or alternatively, if any relative of an officer of AIIMS

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NAGPUR has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 2(77) of the Companies Act 2013

2.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of AIIMS, NAGPUR.

Clause.3. Previous contravention and Disqualification from tender process and exclusion from future contracts

a. The BIDDER declares that no previous contravention occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

b. The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

If BIDDER before award or during execution has committed a contravention through a violation of Clause 2, above or in any other form such as to put his reliability or credibility in question, AIIMS NAGPUR is entitled to disqualify the BIDDER from the tender process.

Clause.4. Earnest Money Deposit (Security Deposit)

4.1 While submitting commercial bid, the BIDDER shall deposit an amount _____ as Earnest Money/Security Deposit, with the BUYER through any of the following instruments:

(i) Bank Draft or a Pay Order in favour of _____

(ii) A confirmed guarantee by an Indian Nationalised Bank, promising payment of the guaranteed sum to the BUYER on demand within three working days without any demur whatsoever and without seeking any reasons whatsoever. The demand for payment by the BUYER shall be treated as conclusive proof of payment

(iii) Any other mode or through any other instrument.

4.2 The Earnest Money/Security Deposit shall be valid upto a period of five years or the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the BUYER, including warranty period, whichever is later.

4.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining to Performance Bond in the Purchase Contract that the provisions of Sanctions for Violation shall be applicable for forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.

4.4 No interest shall be payable by the BUYER to the BIDDER on Earnest Money/Security Deposit for the period of its currency.

Clause.5. Consequences of Violation / Breach

5.1 Any breach of the aforesaid provision by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle AIIMSNAGPUR to take all or any one of the following action, wherever required: -

i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.

ii. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit/Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BUYER and the BUYER shall not be required to assign any reason therefore.

iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.

iv. To recover all sums already paid by the BUYER, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the UBOR. If any outstanding payment is due to the BIDDER from the BUYER in connection with any other contract for any other stores, such outstanding payment could also be utilized to recover the aforesaid sum and interest..

- v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the AIIMS Nagpur, along with interest .
- vi. To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission and the BUYER shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
- vii. To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which may be further extended at the discretion of the BUYER.
- viii. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the BUYER with the BIDDER, the same shall not be opened.
- x. Forfeiture of Performance Bond in case of a decision by the BUYER to forfeit the same without assigning any reason for imposing sanction for violation of this Pact
- 5.2 AIIMS NAGPUR will be entitled to all or any of the actions mentioned in Para 5.1 (i) to (x) of this pact also on the commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal Code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of AIIMS NAGPUR to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent External Monitor(s) appointed for the purposes of this Pact.

Clause.6. Fall Clause

The BIDDER undertakes that it has not supplied/is not supplying similar product/systems or subsystems OR providing similar services at a price / charge lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found any stage that similar product/systems or sub systems was supplied by the BIDDER to any to the Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to AIIMS NAGPUR, if the contract has already been concluded.

Clause.7. Independent External Monitors

7.1 The BUYER has appointed Independent Monitors (hereinafter referred to as Monitors) for this Pact in consultation with the Central Vigilance Commission. Name and address of IEMs are given below: -

1. Shri Rajendra Kalla,
16, Munirka Enclave,
Opp. Vasant Vihar Bus Depot.,
New Delhi-110067,
M No. 9167839661,
E-Mail: rajendra432000@yahoo.co.in
2. Shri Sanjeev Behari,
A-81, Sector 50,
Gautam Budh Nagar, Noida,
U. P.- 201301,
M No. 9869199464,
E-Mail: saloni_behari@yahoo.co.in

- 7.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 7.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 7.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 7.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 7.6 The BIDDER(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and

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demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Subcontractors. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/ Subcontractor(s) with confidentiality.

7.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.

7.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department! within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

Clause.8. Facilitation of Investigation

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination

Clause.9. Law and Place of Jurisdiction

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

Clause.10. Other Legal Actions

In case of any allegation of violation of any provisions of this Pact or payment of commission, AIIMSNAGPUR or its agencies shall be entitled to examine all the documents, including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

Clause.11. Law and Place of Jurisdiction

Both the Parties agree that this Pact is subject to Indian Law. The place of performance and hence this Pact shall be subject to Nagpur Jurisdiction.

Clause.12. other legal Actions

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

Clause.13. Validity and Duration of the Agreement

The validity of this Integrity Pact shall be from date of its signing and extend upto 5 years or the complete execution of the contract to the satisfaction of both the BUYER and the BIDDER/Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

14. The parties hereby sign this Integrity Pact at _____ on _____

AIIMS NAGPUR

Bidder

Signature

Signature

Name and Designation

Name and Designation

Witness

Witness

1.....

1.....

2.....

2.....

* Provisions of these clauses would be amended /deleted in line with the policy of the AIIMS NAGPUR in regard to involvement of Indian agents of foreign supplier