



All India Institute of Medical Sciences, Raipur

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DISCLAIMER

This tender is not an offer by the All India Institute of Medical Sciences, Raipur, but an invitation to receive offer from bidders/firm/agency etc. No contractual obligation whatsoever shall arise from this tender process unless and until a formal contract is signed and executed by duly authorised officers of AIIMS, Raipur with the selected bidder/firm/agency.

Notice Inviting Tender
For
“Three Year Rate Contract for Outsourcing of Food Services for IPD in
Hospital & other Staff ”
At
All India Institute of Medical Sciences, Raipur
(Two Bid System)

CRITICAL DATE SHEET

Published Date	29/10/2020 06:00 pm
Bid Document Download / Sale Start Date	30/10/2020 10:00 am
Clarification Start Date	30/10/2020 10:00 am
Clarification End Date	06/11/2020 03:00 pm
Pre bid meeting	06/11/2020 03:30 pm
Bid Submission Start Date	12/11/2020 04:00 pm
Bid Submission End Date	01/12/2020 06:00 pm
Bid Opening Date	03/12/2020 03:30 pm
Tender document cost	Exempted as per GFR - 2017
EMD cost	₹5,00,000/-

Section - I

NOTICE INVITING TENDER

1. Online bids are invited on behalf of Director, AIIMS Raipur on single stage two bid system from Reputed, Eligible and Qualified Tenderer agencies to enter into Annual rate contract for Outsourcing of Food Services for IPD & other Staff. **Manual bids shall not be accepted.**
2. Tender document may be downloaded from AIIMS, Raipur web site www.aiimsraipur.edu.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.
3. Bid shall be submitted online at CPPP website: <https://eprocure.gov.in/eprocure/app>.
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
5. Tenderer who has downloaded the tender from the **AIIMS, Raipur web site www.aiimsraipur.edu.in** and Central Public Procurement Portal (CPPP) e-Procurement website <https://eprocure.gov.in/eprocure/app> **shall not tamper/modify the tender form including downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender shall be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with AIIMS Raipur.
6. **Manual bid shall not be accepted in any circumstance.**
7. The complete bidding process in online bidding, Bidder should be possession of valid Digital Signature Certificate (DSC) for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
8. **Tenderers are advised to follow the instructions provided in the ‘Instructions to the Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e Procurement at <https://eprocure.gov.in/eprocure/app>.**
9. **Quotations/Bid should be valid for 180 days** from the tender due date i.e. tender opening date. The bidder should clearly indicate the period of delivery & warranty terms etc. whichever is applicable
5. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> on Store office at AIIMS Raipur Premises at the time of bid opening.
10. **AIIMS Raipur reserves the rights to accept/reject any bid in full or in part or accept any bid other than the lowest bid without assigning any reason thereof. Any bid containing incorrect and incomplete information shall be liable for rejection.**
11. The Tender/Bid will be opened online at website <https://eprocure.gov.in/eprocure/app> in Stores office at AIIMS Raipur Premises at the time of bid opening.
 - i. Only those financial bids will be opened whose technical bids are found suitable by the expert committee appointed for the scrutiny of the tender.
 - ii. No separate information shall be given to individual bidders. In incomparable situation, the committee may negotiate price with the technically and financially qualified bidder before awarding the bid.
12. Tenderer to submit the scanned Copies of original documents (with technical bid) defining the constitution or legal status, place of registration and principal place of business of the company or firm or partnership, etc.

13. The competent authority reserves all rights to reject the service if the same are not found in accordance with the required description / quality.
14. All the rates should be mentioned in Indian National Currency (INR) only. The rates quoted in foreign currency will not be entertained in this tender enquiry & such quotations will be cancelled straightway
15. Rates quoted should be inclusive of all applicable taxes etc. at FOR AIIMS Raipur. Tenderer must mention taxes/duties clearly.
16. The tender document must be accompanied by copy of PAN, Certificate of firm/company registration and GST.
17. The quotations should be given for the items in the same order as in the tender document.
18. This is the Rate Contract, hence actual quantity may vary as per demand of the Institute at the time of placement of order.
19. The Vendor must be able to provide the product / items within specified time period as prescribed in the Purchase Order. Failing which the EMD will be forfeited. Furthermore on completion of the stipulated time period, Purchase Order may be cancelled and award may be given to another qualified bidder in negotiated terms & conditions.
20. All disputes shall be subject to Raipur Jurisdiction only.
21. The place of arbitration and the language to be used in arbitral proceedings shall be decided by the arbitrator.
22. In the event of any dispute or difference(s) between the AIIMS Raipur and the vendor(s) arising out of non-supply of material or supplies not found according to the specifications or any other cause whatsoever relating to the supply or purchase order before or after the supply has been executed, shall be referred to the concerned authority of AIIMS Raipur who may decide the matter himself or may appoint arbitrator(s) under the arbitration and conciliation Act 1996. The decision of the arbitrator shall be final and binding on both the parties.
23. Full description & specifications, make/brand and name of the manufacturing firm must be clearly mentioned in the tender, failing which the tender will not be considered.
24. **AIIMS Raipur reserves the rights to accept/reject any offer in full or in part or accept any offer other than the lowest offer without assigning any reason thereof. Any offer containing incorrect and incomplete information shall be liable for rejection.**
25. **Pre-bid meeting will be held on dated 06-11-2020 03:30 pm at chamber of Medical Superintendent, Gate no.-01, Tatibandh, AIIMS Rapur.**
26. In case the supplier requires any elucidation regarding the tender documents, they are requested to contact to the Stores Officer, AIIMS Raipur through e-mail storesofficer.hp@aiimsraipur.edu.in on or before 06-11-2020 at 3:00 PM. and Earnest Money Deposit (EMD) in form of demand draft Pay Order of ₹ 5,00,000/- towards refundable EMD from a Schedule bank in favour of **“All India Institute of Medical Sciences, Raipur”** payable at Raipur and scanned image to be uploaded with technical bid. The demand draft should be valid for 90 days (Demand Drafts must be complied with CTS 2010 standards prescribed by Reserve Bank of India). Without the EMD the bid will not be considered. The EMD of the successful bidder will be returned to them without any interest after completing the successful execution of Agreement. The earnest money of unsuccessful bidders will be returned to them without any interest after awarding the offer.

Section-II.Other Terms and Conditions

1. Earnest Money:-

S.No.	Name of the Items	EMD
1.	Rate contract for Outsourcing of Food services for IPD in Hospital	₹5,00,000/-

Earnest money (i.e. ₹ **₹5,00,000**) by means of a Bank Demand Draft/ FDR, a scanned copy to be enclosed. It is also clarified that the bids submitted without earnest money will be summarily rejected. The DD/FD may be prepared in the name of "All India Institute of Medical Sciences, Raipur (AIIMS RAIPUR)". The EMD cost must reach at office of the Stores Officer Gate no.1, C-block, Lower Ground Floor, Room no. 146, AIIMS, Raipur before opening of tender.

i) No request for transfer of any pervious deposit of earnest money or security deposit or payment of any pending bill held by the AIIMS Raipur 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.

ii) Tenders without Earnest Money or Tender cost will be summarily rejected.

iii) No claim shall lie against the AIIMS Raipur in respect of erosion in the value or interest on the amount of EMD.

iv) MSME units interested in availing exemption from payment of bid security should submit a valid copy of their registration certificate issued by the concerned NSIC/UdyogAadhaar. If the bidder is a MSME, it shall declare in the bid document the UdyogAadhar Memorandum Number issued to it under the MSME Act, 2006. If a MSME bidder do not furnish the UAM Number along with bid documents, such MSME unit will not be eligible for the benefits available under Public Procurement Policy for MSEs Order 2012. But the Party has to provide Performance Security/Security Deposit if Tender is awarded to them.

v) The earnest money will be returned/refund to the unsuccessful tenderers after the tender is decided.

vi) 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.

2. Experience:-Tenderer must provide evidence of having similar services experience in government hospital/reputed private hospital organizations in India for minimum 2 Crore (total) experience is completed in at least one of the last three years. Similar experience means hospital dietary services.

Note:-The tenderer should have been in such business in hospital (minimum 500 beds hospital).

3. Turnover:-The firm should be registered and the bidder should have the average annual turnover of minimum ₹ 07 Crore for in the last three financial years. Copies of authenticated balance sheet for the last three financial years should be submitted.

4. (A) To meet the Eligibility and Essential Qualification Criteria, the Bidders should possess and furnish the following documents:-

- 1) License Food Safety and Standards Authority of India (FSSAI)
- 2) Accredited ISO : 22000 (Food Safety Management System) Certificate
- 3) Accredited ISO : 9001 : 2008 Certificate
- 4) GST Registration Certificate Form 26AS

(B) To meet the Eligibility and Essential Qualification Criteria, the Bidders should furnish the following as per Bidding Document:-

- 1) Required Bid Security (Amount, validity etc.)/ Exemption documents uploaded and hard copy of original furnished by due date & time.
- 2) Tender Acceptance Form (signed & stamped).

C) The Bidders are required to have upload the above documents as mentioned in para 2 to 4 them along with the Techno-commercial Bid, to meet the Eligibility and Essential Qualification Criteria, failing which their bids shall be summarily rejected and will not be considered further for evaluation.

5. 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 after two years on each year basis based on consumer food price index issued by ministry of Statistics and program implementation, GOI.

6. Signing of Tender:

All the duly filled/completed pages of the tender should be given serial /page number on each page and signed. The individual signing the tender or other documents connected with contract must specify whether he sign as:

- a) A sole proprietor of the concern or constituted attorney of such sole proprietor;
- b) A partner of the firm, if it is a partnership firm in which case he must have authority to execute the contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
- c) Director or a principal officer duly authorized by the Board of Directors of the Company, if it is a company.

7. N.B.

In case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.

- i.** In the case of partnerships firm, where no authority to refer disputes concerning the business of partnership firm has been conferred on any partner, the tender and all other related document must be signed by all partners of the firm.
- ii.** A person signing the tender form or any document forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the person so signing had no authority to do so, AIIMS, Raipur may without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.
- iii.** The tenderer should sign and affix his firm's stamp at each page of the tender and all its annexure as the acceptance of the offer made by tenderer will be deemed as a contract and no separate formal contract will be drawn. **NO PAGE SHOULD BE REMOVED/ DETACHED FROM THIS NOTICE INVITING TENDER.**

8. Performance Security Deposit:

- a. The successful bidder shall have to submit a performance security deposit within 30 days from the date of issue of Letter of Award (LOA). Extension of time for submission of PSD beyond 30 days band up to 60 days from the date of issue of LOA may be given by the competent authority to sign the contract agreement however a penal interest of 15% per annum shall be charged for the delay beyond 30 days. i.e. 31st day after the date of issue of LOA. In case of the contract fails to submit the requisite PSD even after 60 days from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract . The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Security Deposit is mandatory.
- b. Successful supplier/firm should submit performance security deposit as prescribed in favour of **“AIIMS, Raipur”** and to be received in the **Gate no.1 Store Office, Lower ground floor, C-Block, Room no. 146, Tatibandh, AIIMS Raipur (C.G) Pin-492099** before the date of commencement of supply or 30 days from the date of acceptance of the purchase order, whichever is earlier. The performance security deposit to be furnished in the form (as per form Annexure-A) of Bank Guarantee as per given Proforma of the tender documents, for an amount covering 10% of the contract value (Annual).
- c. The Performance Security Deposit should be established in favour of “AIIMS Raipur” through any Schedule Bank with a clause to enforce the same on their local branch at Raipur.
- d. Validity of the performance security deposit shall be for a period of 60 days beyond entire contract period

9. Validity of the bids:

The bids shall be valid for a period of 180 days from the date of opening of the tender. This has to be so specified by the tenderer in the commercial bid which may be extended, if required.

10. Right of Acceptance:

AIIMS, Raipur reserves the right to accept or reject any or all tenders/quotations without assigning any reason there of and also does not bind itself to accept the lowest quotation or any tender. AIIMS, Raipur also reserves the rights to accept all the items in the given tender or only part of it in any given schedule without assigning any reason.

11. Communication of Acceptance:

AIIMS, Raipur reserves all right to reject any tender including of those tenderers who fails to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tender. The decision of this Institute in this regard will be final and binding.

12. Duration of Contract:

The duration of Rate Contract for Catering Services shall be **Three year**, which may be extendable for another **Two years** on each year basis by mutually agreed demand by Director AIIMS, Raipur.

13. 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 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, Raipur party may, at least option to terminate the contract.

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, Raipur shall have the power to terminate the contract without any prior notice.

15. Breach of Terms and Conditions

In case of breach of any terms and conditions as mentioned above, the Competent Authority, will have the right to cancel the work order / job without assigning any reasons thereof and nothing will be payable by AIIMS, Raipur. In that event the security deposit shall also stand forfeited.

16. Arbitration:

If any difference arises concerning this agreement, its interpretation on payment to the 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 the Director, AIIMS, Raipur to settle the dispute by Sole Arbitrator. Sole arbitrator will be appointed by the Director, AIIMS, Raipur. 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.

17. Right to call upon information regarding status of work:

The AIIMS, Raipur will have the right to call upon information regarding status of work/job at any point of time.

18. Evaluation of services and Termination for Default

- a). AIIMS Raipur reserves the right to appraise and evaluate the operations of the Contractor/Service Provider, inspect and evaluate the operations and condition of the food service facilities with respect to the quantity and quality of food sold and served, the methods of service, freshness of food and raw material, the prices, the hours of meal service, and the safety, sanitation, and maintenance of the areas where the services are provided.
- b). AIIMS Raipur reserves the right to check the food quality of items prepared in the kitchen at any time and to take the samples in the presence of representatives of Contractor/Service Provider and get it tested from Government approved Laboratories for Microbiology/Adulterant testing of raw food, cooked food, etc. regularly to maintain hygiene standards. In case the quality is found unsatisfactory and after repeated warnings the Service Provider / Contractor is not providing good quality hygienic food as per contract, the contract will be terminated and Performance Security shall be forfeited.
- c). In case of any foreign particle like hair, insect, worm, stones, metal etc. are found in food, AIIMS Raipur shall ascertain the reason and if fault of the contractor/service provider found, it shall be penalized with a penalty of Rs.10,000/- (min.) per occurrence depending on the severity. On repetitions of such incidences responsible persons may be terminated and the contract may be cancelled.

19. Timely starting of Catering Services, Penalty and Termination for Default

- a) The Catering Services at each of the locations as per Scope of Work is given in Section IV, should start within 90 days from the date of award of contract or handing over, whichever is later. In case of delay in services, penalty of Rs. 10,000/- per week of delay will be imposed.
- b) In case it is found that after repeated warning, the Service Provider/ Contractor is not providing good quality hygienic food, are not abiding any of the clause of contract the contract will be terminated and Performance Security shall be forfeited.

20. Subletting of Work:

The firm shall not assign or sublet the work/job or any part of it to any other person or party without having first obtained permission in writing of AIIMS, Raipur, which will be at liberty to refuse if thinks fit. The tender is not transferable. One tenderer shall submit only one tender.

21. Fall Clause:

1. Prices charged for supplies of the above items by the supplier should in no event exceed the lowest prices at which he offers to sell or sells the stores of identical description to any other Govt. Medical Institutes/State Government/DGS&D /Public Undertaking during the period of the contract.
2. 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 supplier 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 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 afterwards.
3. If at any time during the period of contract, the supplier quotes the sale price of such goods to any other State Govt. /DGS&D and Public Undertakings at a price lower than the price chargeable under the rate contract he shall forthwith notify such reduction to Purchasing Authority and the prices payable for the items supplied from the date of coming into force of such price stands correspondingly reduced as per above stipulation.

Any deviation in the material and the specifications from the accepted terms may liable to be rejected and the suppliers need to supply all the goods in the specified form to the satisfaction / specifications specified in the Purchase order and demonstrate at the their own cost.

22. Legal Jurisdiction:

The agreement shall be deemed to have been concluded in Raipur, Chhattisgarh and all obligations hereunder shall be deemed to be located at Raipur, Chhattisgarh and Court within Raipur, Chhattisgarh will have Jurisdiction to the exclusion of other courts.

23. IMPORTANT POINTS FOR QUOTING PRICES:-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 Raipur 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.
- (iii)** 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.

24. The Successful Bidder shall have a license under Contract Labour (R&A) Act, 1970 and also submit a copy of such license with bidding documents. The Successful Bidder shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation and any other laws and rules applicable in this regard.

25. The Successful Bidder shall have license under Food Safety and Standard Regulation Act 2006 and submit a copy of such license with bid. The Successful Bidder shall abide by all the necessary provisions of various other requirement of this act.

26. The Successful Bidder/Bidder, himself, shall be responsible for any type of statutory/mandatory claims or penalties in light of the default with reference to the above provisions.

27. The Successful Bidder shall himself liable for procure all required raw material & consumables that will include all perishable, Liquid Petroleum Gas(LPG), Dairy, Vegetables, Grains, other required consumables that include cleaning agents, chemicals and consumables etc for efficiently running of awarded Patient Diet Kitchen Services of the AIIMS Raipur. Bidder is liable to properly maintain and keep their Patient Diet Kitchen Stores for storage of Grains, Vegetables, Dairy and other products with necessary arrangement of supporting Equipment like Deep Freezers for maintaining Temperature, Storage Air Tight Containers etc. The proper record of such stores shall be maintained by the store keeper/Manager/ Service Dietitian of the Successful Bidder for readiness for necessary cross verification. The Hospital Dietitian will carry out surprise and regular checks of the stores without any prior intimation time to time to monitoring of Patient Diet Kitchen Service Bidder Area use, performance and records.

28. Arrangement of LPG Cooking Gas Cylinders & compliance of Fire Safety Rules:

- (a) The Caterer shall be required to make himself necessary arrangement for cooking and keep LPG Gas refills in sufficient quantity for cooking purposes on his own cost as per the prevailing Rules and Regulation of LPG Gas Agencies.

- (b) The Caterer shall be responsible for any loss/theft of the LPG Gas Cylinders and other Equipment provided to him by the Institute or he himself arranged in the premises of AIIMS Raipur.
- (c) The Caterer is liable for compliance of norms of Gas Cylinder Rules, 2004 under Explosives Act 1884 (4 of 1884) for commercial activities.
- (d) No Coal, wood or any other fossil fuel shall be used as fuel for cooking of food, heating of food etc

29. The Payment against supplied Patient Diets shall be reimbursed on submission of monthly payment claim against Number of Patient Diets (EXCEPT NIL BY MOUTH /NPO) provided during the month with all the supportive documents basis within One month (30) days/considerable time from the date of receipt of GST enable Invoice duly certified & recommended by designated officer in charge/Dietitian of AIIMS Raipur.

30. In case of delay in release of monthly payment Bill of the Bidder should ensure timely submission of the required documents to the client for early release of payments and in the meantime make payments to its engaged manpower & consumable without affecting the work.

31. In case any person engaged by the Bidder is found to be inefficient, unruly or is loud to engage in indiscipline or unlawful activities bidder will have to replace such person with a suitable substitute at the direction of the competent authority within a period of three days.

32. The AIIMS Raipur will not provide any sort of accommodation to the staff or person deployed by the Successful Bidder and no lodging will be allowed in the premises of the Client at any time.

33. The AIIMS Raipur shall not provide the free food to the staff or person deployed by the Successful Bidder. Provision for providing meals to the staff deployed on duty, their charges and payment mode would be discussed and finalized at the time of entering into Contract Agreement with the successful bidder.

34. Every Diet kitchen staff shall wear the prescribed neat and clean uniform according to season affixing thereon the badge mentioning on the same, his name and designation or Photo Identity card of the worker provided by the Successful Bidder at his own cost.

35. The Successful Bidder shall not engage the staff below the age of 18 years. All the staff deployed by the Successful Bidder shall be medically fit and their antecedent be verified prior to the deployment in the Institute. Their regular medical checkup and desired vaccination should be done at the vendor's expense.

36. Smoking cigarette, bidi, chewing, pan, Gutkha etc. is strictly prohibited inside the Institute's premises. Non-Compliance by any staff may lead to suitable penalty.

- 37.** If any complaint of misbehaviour and misconduct comes into the knowledge of the Client then all such responsibility shall be of the Successful Bidder and any loss owing to negligence or mishandling by the staff, the Successful Bidder shall himself be responsible to make good for the losses so suffered by the institute.
- 38.** In any case notwithstanding anything contrary contained in any of the provisions of the Contract Agreement, the liability of the either party against any risk other than bodily injury and statutory non-compliances shall not exceed total amount invoiced by the Bidder/bidder during the preceding financial year i.e. April to March
- 39.** The Successful Bidder shall not, at any stage, cause or permit any sort of nuisance in the premises of Client or do anything which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in the client premises and near to it.
- 40. The Successful Bidder shall for providing Patient Diet kitchen services, ensure the following:-**
- a. That a daily report for provided Patient Diets in various wards as per the Diet Order communicated by Ward Nursing In charge /ANS of AIIMS Raipur properly recorded & all record shall be maintained properly.
 - b. That their staffs do not smoke/drink/abuse drugs at the place of work.
 - c. That any specific work related to Patient Diet Kitchen Services assigned to it by the Client or any officer authorized by him is carried out by him diligently and well in time.
- 41.** The vendor may also furnish that the salary wages shall be distributed in full as per Minimum Wages Act by the Successful Bidder to the deployed staff preferably before 7th of each month preferably on their Bank Accounts.

1) Tax deduction at source shall be governed by the prevailing rules.

2) The Client (AIIMS Raipur) reserves the right to:

- 2.1 Amend the scope and value of any of contract (i.e. Patient Diet Kitchen Services) under this Work Contract.
- 2.2 Reject or accept any application without assigning any reasons thereof and
- 2.3 Reject all applications and cancel the e-Tender.
- 2.4 The Client/Employer/ Consultant shall neither be liable for any such actions nor be under any obligation to inform the Applicants.

42. PENALTY CLAUSES

42.1 In case the Bidder fails to commence / execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract: Client reserves the right to impose the penalty as detailed below:

- a) First instance the penalty should be @5% of the value of concerned monthly payment claim (on without Tax part).
- b) Second instance the penalty should be @10 % of the value of concerned monthly payment claim (on without Tax part).

- c) Third instance, Client reserve the right to cancel the contract and withhold the agreement and forfeit the Performance Security Deposit as applicable and get this job to be carried out from at the risk and cost of the such defaulter Bidder from any other source. The defaulting Bidder will be blacklisted from participating in any e-Tender of AIIMS Raipur for next five years if such event occurred.
- d) The amount payable for the preceding month can be partially/ fully deducted depending on the severity of default in case of non-compliance with work stipulations, post the commencement of Patient Diet Kitchen Services Contract.

42.2 For any breach of contract, designated committee or Authority or any person nominated by or on behalf of the Client shall be entitled to impose a penalty up to Rs. 1000/- on the first occasion upon the Successful Bidder in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of the Client. If the lapse is repeated, again the extent of penalty will be doubled on each such occasion. The decision of the said officer/committee in this regard shall be final and binding upon the Bidder. Some of the instances in which penalty would be imposed are enumerated below. (But these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).

- a) If the personnel working in kitchen (i.e. Patient Diet Kitchen) are not found in proper uniform and displaying their photo identity card.
- b) If the personnel found indulging in smoking/under influence of alcohol or narcotics during duty hours.
- c) Penalty will also be imposed if the behaviour of personnel(s) found is discourteous to anyone in the hospital including staff or patients.
- d) If any personal found performing duty by submitting a fake name and address, the services of such person shall be terminated and the Bidder will be held responsible for such lapse.
- e) If any personnel found on duty other than those mentioned in the approved list is supplied by the agencies to the hospital authorities.
- f) In the case of any loss/theft of AIIMS Raipur property or any patient property, the committee will consider the circumstances leading to the loss and if the responsibility is fixed on the Bidder, the Institute will make good the losses by deducting the cost of loss from the security deposit/or next month's bill in one or more instalments.

42.3 In case of any foreign substance like hair, insect, worm, stones etc. are found in patient meal, the Bidder shall be penalized with a penalty of Rs. 10000/- for 1st such case, Rs. 20000/- in case of 2nd instance and if it occurs more than 2 times than a deduction of Rs. 10000/- in multiple of number of such complaints would be imposed in the respective month's bill.

43. PAYMENT TERMS:-

- 43.1 The payment to the service provider shall be made as per actual Diets supplied by him during the month on his accepted price and not exceed quoted price (supported by wages paid to workers through ECS / their ESIC and EPF/Service/GST Tax Deposit challan (if applicable)/Bank Statement for transferring Salaries to engaged manpower. The deployment of manpower may require to be workout as per the current load of Patient Diet Kitchen Service requirement, which may vary as per need basis and would be assessed on dynamic basis. Monthly assessment and review for deployment of manpower to handle services efficiently is needed to be done by Bidder along with the Hospital Dietician of Patient Diet Kitchen Services of AIIMS Raipur and the Patient Diet Kitchen Bidder is liable to make remuneration to their engaged manpower as per prevailing minimum wage scales on monthly basis as per applicable labour laws during entire Contract Period.
- 43.2 The service provider shall raise bill by the first week of next month (i.e. after completion of each month). The payment shall be made preferably within Thirty (30) days of submission of bill. Disputed amount or amount on which clarification is required may be held up till the time matter is sorted out. However, rest amount shall be released by due date to avoid the sustainability of services in larger patient.
- 43.3 Bill along with all supportive documents should be submitted to the Administration MS office through proper channel otherwise bill will be deemed to be submitted on the next working day.
- 43.4 Payment from Client shall be made by electronic fund transfer to the supplier's account by NEFT or RTGS for which purpose Bidder is expected to submit their complete bank details.
- 43.5 Penalty would be in terms of part of negligence, which would be deducted and reflected in month's payment.
- 43.6 Along with payment claim for providing Patient Diet Services, the details of Payment paid to the deployed manpower must be submitted with following documents for further processing of the bill:-
- a. ECS Statement duly verified by Bank Officer of concerned branch of Bank where the Bidder having the Bank Account for monthly salary disbursement in the bank account of employees on or before 07th of every month by the service provider (as a proof of compliance to ensure that monthly salary paid is not less than the statutory provision of minimum wages act as applicable in Raipur, Chhattisgarh for the respective category of worker, and as being charged from Client, the employee shall be paid at least the quoted). Client may approve acceptance of other equivalent documents if judged adequate to confirm compliance in lieu of ECS statement for salary payment on recommendation of the management committee.
 - b. Monthly Statement of ESIC deposit done against the work force deployed
 - c. Monthly Statement of EPF deposit done against the work force deployed
 - d. Bonus payment to be reimbursed (as per actual subject to maximum as quoted in the price bid format) after submission of proof of credit in the bank account of employee
- 43.7 The payment to the Bidder shall be released only verification of the contracted service through a checking mechanism enforced by Designate Inspection Committee or Authority or any person nominated by or on behalf of the Client (i.e. AIIMS Raipur) to assess the performance of the Bidder, both in terms of quantity and quality.

43.8 The PFMS System has been implemented at AIIMS Raipur and all the payment claim should be settled through electronically through NEFT/RTGS. For this purpose the Bidder Company is needed to be submit their details in the PFMS Format enclosed at Section VI FORM –B.

In this behalf at Raipur (CG) and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts.

Other conditions:-

- 1. It is mandatory for vendor to run cafeteria along with Diet supply.**
2. Space for running a Cafeteria will be provided by the institute free of cost to the successful vendor with prefixed rate and items allowed selling. **(Section VII Cafeteria Prefixed Menu)**
3. Alteration in the rate and addition of items will only be possible with the permission of MS and committee members.
4. 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.
5. 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.
6. Payment to the contractor will be done on actual diet verified by the institute dietician.
7. Vendor to install High Definition resolution CCTV Camera inside the Kitchen and Cafeteria area in optimum quantity.
8. Vendor shall assure that no effect will be rendered on dietary services in case of any breakdown in the machinery.
9. Vendor shall assure that no employee of his shall use the kitchen area or hospital premises for accommodation or sleeping purpose.
- 10. The disposal of garbage will be the responsibility of the service providing agency.**
- 11. Penalty for delayed supply of diet will be @ Rs. 1,000 /- per occasion per place.**
- 12. The cost of disposable items will be bare by the service provider as and when required by AIIMS, Raipur.**

III GENERAL CONDITIONS OF CONTRACT

(Annexure to Agreement)

The important Terms and Conditions for the dietary services in AIIMS, Raipur is listed below for convenience.

A. Terms & Conditions

1. The no. of beds in AIIMS Raipur is 960 Beds with occupancy ratio around 70% (approx.)
Total No. of ICU Beds is around 100 Beds (out of 960 beds).

Sr. No.	Diet	General proportion of distribution of diet
1	Regular Diet 2000 Kcal	60%
2.	Enteral feeds/liquid diet (both)	15%
3.	Therapeutic diet i.e. Diabetic, Hypertension diets etc.	20%
4.	All other diets (not covered above)	5%
	Total	100%

Note:- AIIMS Raipur does not guarantee over the occupancy ratio and distribution of diet ratio. The above proportion figure is based on common experience. The vendor is advised to assess over on their own and quote the price.

2. Additional plates may be asked by management in SOS condition.
3. Surprise visit to the premises where it is running the dietary services with Kitchen and Cafeteria, by the representatives of the institute (or committee) shall be made to assess vendor capacity and standing.
4. The Vendor should give an affidavit on a Non –judicial paper of Rs. 100 that the firm has not been blacklisted in the past by any Government/Semi-govt./ Semi Govt. / private institution.
5. The vendor has to give an affidavit on a Non –judicial paper of Rs. 100 that there is no vigilance / CBI case pending against the firm/ supplier.
6. If the tenderer give a false statement on any of the above information, the firm / supplier will not be considered and their quotation shall be deemed to be rejected and security deposit will be forfeited. Administrative action will be initiated.
7. Rates quoted should be valid for 180 days from the date of opening of tender for its finalization.
8. The AIIMS, Raipur shall be the final authority to reject full or any part of the supply which is not confirming to the specification and other terms and conditions.
9. The Director, AIIMS, Raipur reserves the right to cancel/reject full or any part of the tender which do not fulfil the conditions stipulated in the tender.
10. Tenderers submitting tenders would be considered and accepted all the terms and conditions. No enquiries, verbal or written, shall be entertained in respect of acceptance or rejection of the tender.
11. The quantity shown in the tender can be increased or decreased to any extent depending upon the actual requirement. Any action on the part of the tendered to influence anybody in the said Centre /Institute will be taken as an offence, he will not be allowed to participate in the tender enquiry and their offer will not be considered. Vendor should have food license and Gumasta from Nagar Nigam to participate.

B. PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICES OPERATIONAL

1. Time schedule & Menu planning, preparation and cooking of the normal diet, Therapeutic diet and Enteral feeds in hospital (AIIMS, RAIPUR) kitchen as per the instructions of the Diet- In-charge. The preparation of various diets will be under direct supervision of the Institute's dietician.
2. All type of nutritional supplements (for all types of patients including RT feed) shall be provided by the contractor.
3. It will be the responsibility of the vendor for transportation of the prepared diet to the patient according to specific requirement, in a covered hot trolley and sufficient numbers of trolley should be arranged by the vendor
4. Microwave resistant utensils preferably steel covered plates should be used for indoor patient.
5. Contractor will be responsible for collection, washing and cleaning with safe & standard quality of cleaning material, of the serving trays / utensil/ bottles etc (in case of non-disposable).
6. The vendor will be responsible for safe disposal of the left over food/ vegetable peels/ and other kitchen garbage as per the prevailing norms of the Nagar Nigam, Raipur.
7. The vendor shall be responsible for providing food to patients in emergency as per instructions of dietary in-charge at times other than specified timings in the diet schedule including night (example when patients goes for some test or investigations).
8. The vendor will be responsible for entire cleanliness of kitchen and hygiene of staff deployed by the vendor.
- 9.If disposables are used in any step of dietary service, they should be disposed off, as per Raipur Nagar Nigam requirement from time to time.
- 13.Only LPG or Electric oven will be used for cooking. No Coal, wood or any other fossil fuel shall be used as fuel for cooking of food, heating of food etc.
- 14.The vendor will need to have a meeting with In-charge of Dietary Department, AIIMS, RAIPUR once in a month/on call to review the services.

12. Timing of mealsserving :

- (i) Breakfast 08.00 hrs. to 08.30 Hrs.
- (ii) Lunch 12.00 Hrs. to 13.00 Hrs.
- (iii) Evening Tea/snacks 16.30 Hrs. to 17.00 Hrs.
- (iv) Dinner 20.00 Hrs. to 20.30 Hrs.

13. The vendor shall maintain drainage system, water pipe line, gas pipe line, exhaust, air conditioning, liquid section (RT feed liquid prep area with laminar flow cabinet).The Gas bank should be located outside of kitchen area.

C. Manpower

The vendor shall employ adequate number of well trained & educated staff (bearers and cooks) at his own expense for the proper discharge of the responsibility entrusted to him under the Agreement and such employee shall be qualified persons with enough experience. They shall be provided with uniforms, apron, hand gloves and head gear by the vendor at his own cost and they are to be maintained in neat and tidy condition while on duty. Vendor shall provide agreement copy of manpower engaged by them for the contract to the administration.

D. Security and safety

The AIIMS, Raipur 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 vendor. The premises provided to the vendor should only be used for the purpose as mentioned in the contract (i.e. Dietary services). Under no circumstances, should the premises be used for any other purpose, than what has been mentioned in the contract. Vendor shall assure safety of female workers (especially during night duties).

E. AIIMS, RAIPUR MANAGEMENT SHALL HAVE THE RIGHT.

(A) To stop the supply of or to destroy any article of food or drinks sold if found adulterated, contaminated or of unsatisfactory quality.

(B) To stop the service rendered by the vendor in the Dietary service, which is not of the requisite standard.

(C) AIIMS, Raipur management shall demand and be supplied with a sample of any article of food or drinks for inspection and analysis.

(D) The vendor shall allow the official of the AIIMS, Raipur to enter the kitchen in order to inspect and execute, any Structural additions and alterations or repairs to the said kitchen premises, repairs to electric, water and sanitary installations, which may be found necessary from, time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties.

F. CONTRACTOR ON HIS PART SHALL BE RESPONSIBLE FOR:

To arrange quality ration items from the market at his own cost required for contract services. The contractor will prepare and make supplies as per specifications given. Ration so procured will have to meet the optimum quality and be to the satisfaction of vis-à-vis. Concerned Dietician/Chief Dietician/any other officer so deputed for the purpose.

- a) To prepare and process the cooking of food and to ensure that the same is supplied/distributed and served at fixed timing as per the diet schedule in the requisite area
 - i) To make arrangements for deployment of staff and supervise their work.
 - ii) All the workers to be deployed will get declared medically fit from any Government hospital at his own Cost. Thereafter, their health check-up will be got done twice in a year i.e. after every six months at the cost of the contractor. Immunization of the workers for different infective diseases shall be got done by the contractor at his own cost
 - iii) All workers of the contractor shall wear the prescribed uniform at the time of duty and shall display identity cards so supplied by the contractor.
 - iv) The contractor shall supply a list of all the workers so deployed to the office of the Medical Superintendent/Consultant Dietician before they are put to work. Similarly he/she will also inform immediately in case any workers has been changed.
 - v) All the workers shall be paid the wages by the contractor as per the Labour Laws and he/she shall submit a certificate every month in this regard.
 - vi) All workers deployed shall primarily be the workers of the contractor. The Institute will have no obligation; they will have no right to claim any job from the AIIMS, Raipur on this account.
 - vii) The contractor 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 after meals for cleaning.

- b) The contractor shall be liable to obtain any license under the Food Act at his own from the competent authority as required under the relevant rules and submit a copy of the same to the Institute.
- c) Routine day to day maintenance of the area relating to Public Health, Civil & Electrical services will be the responsibility of the contractor.
- d) The cleanliness of the area is the entire responsibility of the contractor. He will engage cleaning staff at his own cost. He shall ensure that all waste so generated in the area is transported in appropriate manner to the designated disposal points in the AIIMS, Raipur.
- e) Catering activities will be carried out on all days of work all the year round including Sundays and holidays.

G. REPORTS AND INSTRUCTIONS:

- a) The Contractor/his representative shall take daily instructions/orders regarding diets/feeds changes on daily basis as per the patients' needs as mentioned in the given annexure for the work to be undertaken or relating to the contract from the Dietician/any other officer assigned for the job that shall be officer in-charge to supervise the work of the contractor and verify the bill accordingly.
- b) The concerned Dietician shall be entitled to deviate either by addition or by deletion of items of work in the said specification.
- c) Routine notices/instructions/orders shall be given by the Dietician/any other officer so deputed by the Institute.

H. COMPENSATION:

- a) For any loss or damage caused to the property of the Institute by the Contractor or his workers, the Contractor shall be liable to pay compensation to the extent to be decided by the Institute.
- b) The Contractor, in addition to fine, shall also be liable to compensate the Institute of any liability which may fall on the Institute for breach of any term of the contract or for violation of provision of the Contract by him during his tenure as Contractor.

I. Payment:

Payment to the contractor against the dietary services provided, shall be made month-wise as per **actual numbers of diets provided to patients** duly verified by the Institute Dietician, after submitting the Tax invoice (3 copy) along with other relevant supporting documents. Bills are to be submitted to Medical Superintendent, AIIMS Raipur. **The no. of patients shall be reckoned as admitted at mid night of earlier day.**

J. ADDITIONAL TERMS AND CONDITIONS:

- 1) The successful bidder should deposit Performance Security money of 10% of the tender value either in the form of Bank Guarantee or DD/FDR valid upto 3 months in addition to the validity of contract period in favour of "AIIMS, Raipur" before signing the agreement.
- 2) The Contractor shall deploy the required personnel to provide the said service and immediately communicate the names and residential address, age etc. of the persons as and when deployed or changed from time to time.
- 3) For the purpose of proper identification of the employee of the contractor deployed at various

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points, the Contractor shall himself issue them the Identity cards/identification document to his employees and they shall be duty bound to display the identity cards at the time of duty. The employees deployed by the contractor would be required to wear uniform supplied by him during cooking and service meals on duty.

- 4) The competent authority or any their representative (or committee) so authorized shall be at liberty to carry out any surprise check on the working of the contractor.
- 5) The competent authority of the institute or any authorized representative can check the food qualities prepared in the Hospital Kitchen at any time and can also take samples of the same to be tested in the Institute. In case, on testing the quality of food is not found up to the mark, action as deemed fit will be taken against the contractor. Any decision taken by the competent authority in this regard shall be final. The contractor shall take daily orders for the work to be undertaken regarding quality and verify of food to be served from the schedule given.
- 6) The persons deployed by the contractor for the work shall be the employees of the contractor for all intents and purposes and in no case, there shall be any relationship of employer and employee between the said persons and the Institution.
- 7) The persons so deployed shall be under the overall control and supervision of the contractor and the contractor shall be liable for payment of their wages etc. and all other dues which the contractor is liable to pay under the various Labour Regulation and other statutory provisions. The Institute shall be absolved of any such liability at its own level.
- 8) The uniforms will be supplied by the contractor at this own cost, to the persons deployed for this work, as per this Institute instructions.
- 9) The contractor shall take all reasonable precautions to prevent any unlawful riots or disorderly conduct or acts of his employees so deployed and for the preservations of peace and protection of persons and property for the Institution.
- 10) In case any of the persons so deployed by the contractor indulge in any unlawful activity or disorderly conduct, the contractor shall take suitable action against such employee.
- 11) In case of any complaint/defect pointed out by the Institute/Authorities, the contractor shall immediately replace the particular person so deployed without further arguments.
- 12) The contractor shall keep the Institution indemnified against all the loss caused to the Institute property by way of theft, mishandling or otherwise and the claims whatsoever in respect of the employees deployed by the contractor so deployed enters in dispute of any nature whatsoever, it will be the sole responsibility of the contractor concerned to contest the same. In case institution is also made a party and is supposed to contest the case, the cost, if any of the actual expenses incurred towards counsel fee and other expenses shall be paid to the Institute by the contractor in advance on demand. Further, the contractor shall ensure that no financial or any other legal liability comes on the Institution in the respect of any nature whatsoever for the act done by the person of the contractor and shall keep the institution indemnified in this respect.
- 13) The Institution shall have further right to adjust or readjust or deduct any of the amounts as aforesaid from the payments to be made to the Contractor under this Contract or out of the bank guarantee of the Contractor.

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- 14) The Contractor shall furnish an indemnity bond from Insurance Company at its own cost of indemnifying Institute against any claim arising out of or connected with this agreement.
- 15) A Hospital Food Safety Committee as constituted by the competent authority shall observe matters related to the Kitchen, Cafeteria and Dietary services on SOS conditions. However if required annual/biannual meeting may be organized to sort out the issues pertaining to kitchen, dietary and cafeteria services.
- 16) In the event of exigencies arising due to the death, infirmity, insolvency of the contractor or/for any other reason or circumstances liabilities thereof of the contract shall be borne by the following on such terms and conditions, as the Director/Medical Superintendent, AIIMS, Raipur may further think proper in Public Interest on revoke the contract, namely:
- (a) Legal heirs in case of sole proprietor;
- (b) The next partners in the case of Company or Institution otherwise the competent Authority of the institute shall reserve the right to settle the matter according to the circumstances of the case as he may think proper.

K. Evaluation Criteria of Bids and Award Criteria

- a) Techno-commercial Bids will be evaluated first. The Bidders who is Eligible & commercially responsive as per Bidding Documents will be treated as Technically Qualified Bidder further consideration and its Financial Bids will be opened.
- b) The L-1 will be decided by the price of Normal Diet (Plan-5) as required in the price bid (BOQ). Rates of other diets will be fixed as per following table:

Price schedule for Dietary tender as per diet plans		
	Plan	% higher/lower from Normal diet
	Plan-1	20 % lower
	Plan-2	20 % lower
	Plan-3	6 % lower
	Plan-4	same as plan-5
Normal diet	Plan-5	Base price
	Plan-6	20% higher
	Plan-7	26 % higher
	Plan-8	33 % higher
	Plan-9	40% higher
	Plan-10	45 % higher
	Plan-11	same as plan-5
	Plan-12	6 % lower
	Plan-13	same as plan-5
	Plan-14	20% higher
	Plan-15	19 % lower
	Plan-16	19 % lower
	Plan-17	same as plan-5

Note: Bidders who accept the above criteria only need to be participated.
*Price will be rounded off to nearest multiple of Rupees.

L. Purchaser's Right to accept any bid and to reject any or all bids.

The purchaser reserves the right to accept in part or in full any bid or reject any or more bid(s) without assigning any reason or to cancel the Tender process and reject all bids at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder(s).

M. Inclusion of additional locations

Based on requirement the additional locations for staff/ visitors will be given at contracted rates with mutual consent between Service Provider/Contractor and AIIMS Raipur on same terms & conditions.

N. Termination for Convenience

- i Both AIIMS Raipur & Vendor may terminate the contract, by serving written notice of 90 days to each other currency of the contract.
- ii At the end of the contract or during termination, the contractor will leave all the equipped machinery including asset, furniture etc.in intact and/or in the functional status failing which the contractor shall be liable to pay the damages occurred due to lapse on his part. The amount of the damages of equipment or asset or furniture will be deducted from the Security Deposits.
- iii The Director, AIIMS Raipur has the right to terminate the contract which are not of the requisite standard by giving 3 months notice in writing. Also, when any situation arises out in the violation of the terms and condition of the contract executed between the parties to terminate or cancel or at the time of expiry of the contract.

O. Notices

- a. Notice, if any, relating to the contract given by one party to the other, shall be sent in writing or by Facsimile/email and confirmed in writing. The procedure will also provide the sender of the notice, the proof of receipt of the notice by the receiver. The addresses of the parties for exchanging such notices will be the addresses as incorporated in the contract.
- b. The effective date of a notice shall be either the date when delivered to the recipient or the effective date specifically mentioned in the notice, whichever is later.

**Section IV
ANNEXURE-I**

A. Scope of Work

To provide entire kitchen & cafeteria services by developing fully equipped kitchen; procuring raw material, cooking and serving of all Meals - Breakfast, Lunch, Dinner, Snacks, Beverage etc., for Patients, Employees of AIIMS Raipur (Doctors, Faculty, Students, Staffs, etc.) and Visitors (OPD Patients & their relatives etc.), providing state-of-the-art sales and serving counters in serving area at various locations of AIIMS Raipur for a period of 3 years, may be extendable for a period of further 2 years based on mutual consent and the certificate issued by Director, AIIMS Raipur.

Sno.	Location	Remarks
1.	Hospital Kitchen for Patients	Location D Block
2.	Cafeteria	Location D-D1 Block

Above mentioned are existing identified locations where services will be provided. AIIMS Raipur reserves the right to reallocate the above location/locations if required.

DETAILED SCOPE OF WORK

DETAILED SCOPE OF WORK OF PATIENT DIET KITCHEN SERVICES AT AIIMS Raipur is as under:-

The AIIMS Raipur is one of the Six new AIIMS established under PMSSY, MOHFW, Government of India to abolish regional imbalances in the tertiary care in the Country. The AIIMS Raipur is fast public health care institution catering to the Chhattisgarh and surrounding states. Presently OPD, IPD and ICU services are being provided. These services will be upgrading in phased manner from currently 700 to 960 beds, round the clock emergency and trauma services.

1. Vendor's responsibilities:

It would be responsibility of the vendor to ensure that:-

- There is no contaminated food or potential for food contamination.
- Advance preparation of food, i.e. more than a half day, is to be avoided.
- There is no undercooked food.
- There is no cross-contamination of cooked food by raw food during preparation or storage
- There is no contamination by food handlers.
- Food is always stored at food at appropriate temperature / refrigeration and appropriate place.
- Reheating unless definitively indicated and does not result in potential microbial growth is avoided.
- No unhygienic preparation of any kind of food.

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- There is no food contamination by using reliable supplies of food; providing adequate storage facilities; separation of raw and cooked food to prevent cross-contamination; preparation of food taking all hygienic precautions; use of appropriate cooking methods to prevent microbial growth in food, and adequate refrigeration of uncooked and prepared food.
- Kitchen staff should not work in street clothing. It shall be ensured that the kitchen staff does not leave kitchen area in clothing meant for kitchen. Each shift staff shall be provided a fresh set of kitchen clothing and the same shall be changed as and when soiled.
- The hair shall always be covered with kitchen cap.
- Food handlers must carefully wash their hands before preparing food and maintain scrupulous personal hygiene. They should avoid handling food when suffering from an infectious disease (enteric, respiratory or skin infection) and report all infections.
- Adequate clean water for cooking should be available.
- All work surfaces and food storage areas must be kept clean and sanitary.
- Food should be served as soon as possible after preparation.
- Food storage refrigerators and freezers should be properly maintained and the temperature checked daily by thermometers.
- Left-over food should be discarded, as per prevalent waste disposal rules.
- Utensils containing any heavy / injurious metals shall not be used.
- Dishwashing machines should be preferably used for crockery and utensils.
- The waste disposal shall be as per prevalent rules / guidelines.
- The aforementioned points are inclusive but not exhaustive. It would be responsibility of the vendor that overall hygiene is always maintained for things which may not have been covered above.
- Records of all the above shall be documented in register having pages numbered.
- The kitchen would be made accessible for inspection / sampling of any kind by the hospital authority.

The successful bidder shall provide and render the entire patient diet kitchen services through fully equipped kitchen and stores comprising of procurement, preparation and serving of all Meals, Breakfast, Lunch, Dinner, Tea and Snacks etc, for patients conforming to the specifications and the best quality standards on all days of the week round the clock for and in accordance with the requirement of Institute as per laid down quality standards:

- 1.1** Bidder should engage Qualified Staffs like Diet Supervisor, stewards, Cooks, Dietitian should possess the applicable Certificate/Diploma/Degree etc., provide Kitchen utensils, equipment, furniture, fixtures, food carrying hot and cold trolleys, electronic Bain Marie and miscellaneous items required to provide efficient and uninterrupted dietary services.
- 1.2** Prepare and provide food to patients as per the instructions of the Hospital Dietitian and/or authorized person.
- 1.3** Clean and maintain proper sanitation, hygiene and cleanliness in food preparation, service and Service areas and use fresh food and raw materials in preparation of patient diets/foods.

1.4 GENERAL REQUIREMENT ON HYGIENIC AND SANITARY PRACTICE SHOULD BE STRICTLY FOLLOWED BY BIDDER AT AIIMS RAIPUR

The establishment in which food is being handled, processed, manufactured, packed, stored, and distributed and the persons handling them should conform to the sanitary and hygienic requirement, food safety measures and other standards as specified below.

It shall also be deemed to be the responsibility of the Bidder operator to ensure adherence to necessary requirements.

In addition to the requirements specified below, the Bidder operator shall identify steps in the activities of food business, which are critical to ensure food safety, and ensure that safety procedures are identified, implemented, maintained and reviewed periodically.

1.5 EQUIPMENT & CONTAINERS (To be provided & installed by bidder to run kitchen and dietary services)

- 1) 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 which do not impart any toxicity to the food material and should be easy to clean and /or disinfect (other than disposable single use types).
- 2) Equipment and utensils used in the preparation of food shall be kept at all times in good order and repair and in a clean and sanitary condition. Such utensil or container shall not be used for any other purpose.
- 3) Every utensil or container containing any food or ingredient of food intended for sale shall at all times be either provided with a properly fitted cover/lid or with a clean gauze net or other material of texture sufficiently fine to protect the food completely from dust, dirt and flies and other insects.
- 4) No utensil or container used for the manufacture or preparation of or containing any food or ingredient of food intended for sale shall be kept in any place in which such utensil or container is likely by reason of impure air or dust or any offensive, noxious or deleterious gas or substance or any noxious or injurious emanations, exhalation, or effluvium, to be contaminated and thereby render the food noxious.
- 5) Equipment shall be so located, designed and fabricated that it permits necessary maintenance and cleaning functions as per its intended use and facilitates good hygiene practices inside the premise including monitoring and audit.
- 6) Appropriate facilities for the cleaning and disinfecting of equipment and instruments and wherever possible cleaning in place (CIP) system shall be adopted.
- 7) Equipment and containers for waste, by-products and inedible or dangerous substances, shall be specifically identifiable and suitably constructed.

- 8) Containers used to hold cleaning chemicals and other dangerous substances shall be identified and stored separately to prevent malicious or accidental contamination of food.
- 9) If required, a waste water disposal system / effluent treatment plant shall be put in place.
- 10) All items, fittings and equipment that touch or come in contact with food must be:
 - a. Kept in good condition in a way that enables them to be kept clean and wherever necessary, to be disinfected.
 - b. Chipped enameled containers will not be used. Stainless steel /aluminum / containers, bottles mugs, jugs, trays etc. suitable for cooking and storing shall be used. *Brass utensils shall be frequently provided with lining.*
- 11) Equipment's like dishwashing machine with commercial dryer, 3 bin dishwashing sink, Geezer, Hydraulic pallet truck, storage self, Bain Marie, air curtain, pesto flash, Hot covered food trolleys must be the part of kitchen equipments.

1.6 FACILITIES

A. Water supply

- 1) Only potable (drinking) water, with appropriate facilities for its storage and distribution shall be used as an ingredient in processing and cooking.
- 2) Water used for food handling, washing, should be of such quality that it does not introduce any hazard or contamination to render the finished food article unsafe.
- 3) Water storage tanks shall be cleaned periodically (monthly basis) and records of the same shall be maintained in a register.
- 4) Non potable water can be used provided it is intended only for cleaning of equipment not coming in contact with food, which does not come into contact with food steam production, fire fighting & refrigeration equipment and provided that pipes installed for this purpose preclude the use of this water for other purposes and present no direct or indirect risk of contamination of the raw material, dairy products or food products so processed, packed & kept in the premise.
- 5) Non potable water pipes shall be clearly distinguished from those in use for potable water.

B. For Cleaning Utensils / Equipment

Adequate facilities for cleaning, disinfecting of utensils and equipment shall be made. The facilities must have an adequate supply of hot and cold water.

C. Washing of Raw materials

Adequate facilities for washing of raw food should be made. Every sink (or other facilities) for washing food must have an adequate supply of hot and/or cold water. Vendor has to make it sure to keep these facilities must be kept clean and, where necessary, disinfected. Preferably, sinks which are used for washing raw foods shall be kept separate and that should not be used for washing utensils or any other purposes.

D. Ice and Steam

Ice and steam used in direct contact with food shall be made from potable water and shall comply all the mandatory safety measures. Ice and steam shall be produced, handled and stored in such a manner that no contamination can happen.

E. Drainage and waste disposal

- 1) Food waste and other waste materials shall be removed daily from the place where food is being handled or cooked or manufactured to avoid building up. A refuse bin of adequate size with a proper cover preferably one which need not be touched for opening shall be provided in the premises for collection of waste material. This shall be emptied and washed daily with a disinfectant and dried before next use.
- 2) The disposal of sewage and effluents (solid, liquid and gas) shall be in conformity with requirements of Factory / Environment Pollution Control Board. Adequate drainage, waste disposal systems and facilities shall be provided and they shall be made in such manner so that the risk of contaminating food or the potable water supply is eliminated.
- 3) Waste storage shall be located in such manner that it does not contaminate the food process, storage areas, environment inside and outside the food establishment and waste shall be kept in covered containers and shall be removed at regular intervals after every major meals i.e. Breakfast, Lunch, Dinner.
- 4) Periodic disposal of the refuse / waste should be made compulsory. No waste shall be kept open inside the premise and shall be disposed of in an appropriate manner as per local rules and regulations including those for plastics and other non environment friendly materials.
- 5) The bidder will be responsible for safe disposal of the leftover food/ vegetable peels/ and other kitchen garbage, dry and wet left over should be weighed and recorded periodically as per the prevailing norms of the Nagar Palika , Raipur.

F. Food Operations and Control

a) Procurement of raw materials

- 1) All raw materials, food additives and ingredients, wherever applicable, shall conform to all the Regulations and standards laid down under the Act.
- 2) No raw material or ingredient thereof shall be accepted by an establishment if it is known to contain parasites, undesirable micro-organisms, pesticides, veterinary drugs or toxic items,

decomposed or extraneous substances, which would not be reduced to an acceptable level by normal sorting and/or processing.

- 3) Records of raw materials, food additives and ingredients as well as their source of procurement shall be maintained in a register for inspection.
- 4) All raw materials should be checked & cleaned physically thoroughly, recorded maintained in a register.
- 5) Raw materials should be purchased in quantities that correspond to storage/ preservation capacity such as :
 - Perishable food items such as dairy products – daily basis
 - Semi Perishable food items such as vegetables and fruits – three times in a week as per Indoor patient diet menu
 - Non Perishable food items such as groceries – once in 15 days or depending on usage, whichever is early.
- 6) Packaged raw material must be checked for 'expiry date'/ 'best before'/ 'use by' date, packaging integrity and storage conditions.
- 7) Receiving temperature of potentially high risk food should be at or below 5°C (as per FSSAI guidelines).
- 8) Receiving temperature of frozen food should be -18°C or below (as per FSSAI guidelines).

b) Storage of raw materials and food (as per FSSAI guidelines).

- 1) Food storage facilities shall be designed and constructed to enable food to be effectively protected from contamination during storage; permit adequate maintenance and cleaning, to avoid pest access and accumulation.
- 2) Cold Storage facility of Perishable food and Semi Perishable food items shall be provided to raw, processed / packed food according to the type and requirement.
- 3) Segregation shall be provided for the storage of raw, processed, rejected, recalled or returned materials or products which will be distinguishably marked and secured. Raw materials and food shall be stored in separate areas from printed packaging materials, stationary, hardware and cleaning materials / chemicals.
- 4) Raw food/ products shall be cold stored separately from the area of work-in-progress, processed, cooked and packaged products. The conditions of storage in terms of temperature and humidity requisite for enhancing the shelf life of the respective food materials / products shall be maintained.
- 5) Storage of raw materials, ingredients, work-in-progress and processed / cooked or packaged food products shall be subject to FIFO (First in, First Out), FEFO (First Expire First Out) stock rotation system.
- 6) Containers made of non-toxic, bio degradable materials shall be provided for storage of raw materials, work-in-progress and finished / ready to serve products. The food materials shall be stored on 6 inches racks / pallets such that they are reasonably well above the floor level and away from the wall so as to facilitate effective cleaning and prevent harboring of any pests, insects or rodents (as per FSSAI guidelines).

c) Food Processing / Preparation, Packaging and Distribution / Service

- 1) Time and temperature control.

- 2) The Bidder shall develop and maintain the systems to ensure that time and temperature are controlled effectively where it is critical to the safety and suitability of food. Such control shall include time and temperature of receiving, processing, cooking, cooling, storage, packaging, distribution and food service upto the consumer, should be recorded and maintained in the register.
- 2) Whenever frozen food / raw materials are being used / handled / transported, proper care should be taken so that defrosted / thawed material are not stored back after opening for future use.
- 3) If thawing is required then only required portion of the food should be thawed at a time.
- 4) Wherever cooking is done on open fire, proper outlets for smoke/steam etc. like chimney, exhaust fan etc. shall be provided.

d) Food Packaging

- 1) Packaging materials shall provide protection for all food products to prevent contamination, damage and shall accommodate required labeling as laid down under the FSS Act & the Regulations there under.
- 2) For primary packaging (i.e. packaging in which the food or ingredient or additive comes in direct contact with the packaging material), only Food grade packaging materials are to be used. For packaging materials like aluminum plastic and tin, the standards to be followed are as mentioned under the FSS Regulations and rules framed there under.
- 3) Packaging materials or gases where used, shall be non-toxic and shall not pose a threat to the safety and suitability of food under the specified conditions of storage and use.

c) Food Distribution / Service

- 1) All critical links in the supply chain need to be identified and provided for to minimize food spoilage during food pick - up and transportation. Processed / packaged and / or ready-to-eat food shall be protected as per the required storage conditions during transportation and / or service.
- 2) Temperatures and humidity which are necessary for sustaining food safety and quality shall be maintained. The conveyances and /or containers shall be designed, constructed and maintained in such manner that they can effectively maintain the requisite temperature, humidity, atmosphere and other conditions necessary to protect food conveyances and / or containers used for transporting / serving foodstuffs shall be non toxic, kept clean and maintained in good condition in order to protect foodstuffs from any contamination.
- 3) Receptacles in vehicles and / or containers shall not be used for transporting anything other than foodstuffs where this may result in contamination of foodstuffs. Where the same conveyance or container is used for transportation of different foods, or high risk foods such as dairy products, eggs etc., effective cleaning and disinfections shall be carried out between loads to avoid the risk of cross- contamination. For bulk transport of food, containers and conveyances shall be designated and marked for food use only and be used only for that purpose.

G. MANAGEMENT AND SUPERVISION

- 1) A detailed Standard Operating Procedure (SOP) by the bidder, for the processing of food as well as its packing, dispatch and storage will be developed for proper management which in turn would help in identifying any problem and the exact point, so that damage control would be faster.

- 2) Bidder should engage Qualified Staffs like Diet Supervisor, stewards, Cooks, Dietician should possess the applicable Certificate/Diploma/Degree etc. and job description as applicable.
- 3) The Bidder needs to hire kitchen dietician (as per 1 dietician for 200 patients) for monitoring and regulating of diet prescribed by the Hospital dietician and stewards (as per 1 steward for 1 ward).
- 4) The Bidder shall ensure that technical managers and supervisors have appropriate qualifications, knowledge and skills on food hygiene principles and practices to be able to ensure food safety and quality of its products, judge food hazards, take appropriate preventive and corrective action, and to ensure effective monitoring and supervision.

H. FOOD TESTING FACILITIES

AIIMS Raipur reserves the right to check the food quality of items prepared in the kitchen at any time and to take the samples in the presence of representatives of Contractor/Service Provider and get it tested from Government approved Laboratories for Microbiology/Adulterant testing of raw food, cooked food, etc. or an accredited lab notified by FSSAI, regularly to maintain hygiene standards, in case of complaints received and if so required, the bidder shall do additional testing.

I. AUDIT, DOCUMENTATION AND RECORDS

- 1) A periodic audit of the whole system according to the SOP shall be done to find out any fault / gap in the Good Manufacturing Practices / Good Hygiene Practices system.
- 2) Appropriate records of food processing / preparation, production / cooking, storage, distribution, service, food quality, laboratory test results, cleaning and sanitation, pest control and product recall shall be kept and retained for a period of one year or the shelf- life of the product, whichever is more.

J. SANITATION AND MAINTENANCE OF ESTABLISHMENT PREMISES

a) Cleaning and Maintenance

- i. A cleaning and sanitation programme shall be drawn up and observed and the record thereof shall be properly maintained, which shall indicate specific areas to be cleaned, cleaning frequency and cleaning procedure to be followed, including equipment and materials to be used for cleaning. Equipment used in manufacturing will be cleaned and sterilized at set frequencies
- ii. Cleaning chemicals shall be handled and used carefully in accordance with the instructions of the manufacturer and shall be stored separately away from food materials, in clearly identified containers, to avoid any risk of contaminating food.

b) Pest Control Systems

- i. Kitchen, including equipment and building shall be kept in good repair to prevent pest access and to eliminate potential breeding sites. Holes, drains and other places where pests are likely to gain access shall be kept in sealed condition or fitted with mesh / grills / claddings or any other suitable means as required and animals, birds and pets shall not be allowed to enter into the food establishment areas/ premises as per pest control product and act control .
- ii. Food materials shall be stored in pest-proof containers stacked above the ground and away from walls.

- c) Pest infestations shall be dealt with immediately and without adversely affecting the food safety or suitability. Treatment with permissible chemical, physical or biological agents, within the appropriate limits, shall be carried out without posing a threat to the safety or suitability of food. Records of pesticides / insecticides used along with dates and frequency shall be maintained.

K. PERSONAL HYGIENE

a) Health Status

- 1) Personnel known, or believed, to be suffering from, or to be a carrier of a disease or illness likely to be transmitted through food, shall not be allowed to enter into any food handling area. The Bidder shall develop system, whereby any person so affected, shall immediately report illness or symptoms of illness to the management and medical examination of a food handler shall be carried out apart from the periodic checkups, if clinically or epidemiologically indicated.
- 2) Arrangements shall be made to get the food handlers / employees of the establishment medically examined twice a year to ensure that they are free from any infectious, contagious and other communicable diseases. A record of these examinations signed by a registered medical practitioner shall be maintained for inspection purpose.
- 3) The kitchen staff shall be compulsorily inoculated against the enteric group of diseases as per recommended schedule of the vaccine and a record shall be kept for inspection.
- 4) In case of an epidemic/pandemic, all workers are to be vaccinated irrespective of the scheduled vaccination.

b) Personal Cleanliness

- 1) Food handlers shall maintain a high degree of personal cleanliness. The Bidder shall provide to all food handlers adequate and suitable clean protective clothing, head covering, face mask, gloves and footwear and the Bidder shall ensure that the food handlers at work wear only clean protective clothes, head covering and footwear every day.
- 2) Food handlers shall always wash their hands with soap and clean potable water, disinfect their hands and then dry with hand drier or clean cloth towel or disposable paper at the beginning of food handling activities immediately after handling raw food or any contaminated material, tools, equipment or work surface, where this could result in contamination of other food items or after using the toilet.
- 3) Food handlers engaged in food handling activities shall refrain from smoking, spitting, chewing, sneezing or coughing over any food whether protected or unprotected and eating in food preparation and food service areas.
- 4) The food handlers should trim their nails and hair periodically, do not encourage or practice unhygienic habits while handling food.
- 5) Persons working directly with and handling raw materials or food products shall maintain high standards of personal cleanliness at all times. In particular:
 - i. they shall not smoke, spit, eat or drink in areas or rooms where raw materials and food products are handled or stored;
 - ii. wash their hands at least each time work is resumed and whenever contamination of their hands has occurred; e.g. after coughing / sneezing, visiting toilet, using telephone, smoking etc.
 - iii. avoid certain hand habits - e.g. scratching nose, running finger through hair, rubbing eyes, ears and mouth, scratching beard, scratching parts of bodies etc.- that are potentially hazardous when associated with handling food products, and might lead to food contamination through

the transfer of bacteria from the employee to product during its preparation. When unavoidable, hands should be effectively washed before resuming work after such actions.

L. Visitors

- 1) Generally visitors should be discouraged from going inside the food handling areas. Proper care has to be taken to ensure that food safety & hygiene is not getting compromised due to visitors in the floor area.
- 2) The Bidder shall ensure that visitors to its food manufacturing, cooking, preparation, storage or handling areas must wherever appropriate, wear protective clothing, footwear and adhere to the other personal hygiene provisions envisaged in this section.

M. PRODUCT INFORMATION AND CONSUMER AWARENESS

All packaged food products shall carry a label and requisite information as per provisions of Food Safety and Standards Act, 2006 and Regulations made there under so as to ensure that adequate and accessible information is available to the each person in the food chain to enable them to handle, store, process, prepare and display the food products safely and correctly and that the lot or batch can be easily traced and recalled if necessary.

N. TRAINING

- 1) The Bidder shall ensure that all food handlers are aware of their role and responsibility in protecting food from contamination or deterioration. Food handlers shall have the necessary knowledge and skills which are relevant to food processing / manufacturing, packing, storing and serving so as to ensure the food safety and food quality.
 - 2) The Bidder shall ensure that all the food handlers are instructed and trained in food hygiene and food safety aspects along with personal hygiene requirements commensurate with their work activities, the nature of food, its handling, processing, preparation, packaging, storage, service and distribution.
 - 3) Periodic assessments and records of the effectiveness of training, awareness of safety requirements and competency level shall be made, as well as routine supervision and checks to ensure that food hygiene and food safety procedures are being carried out effectively.
 - 4) Training programmers shall be routinely reviewed and updated regularly.
- O.** Remove all trash and garbage to waste receptacles inside the premises of the hospital and dispose of the garbage as per applicable methods/procedures/standards issued/ communicated time to time by AIIMS Raipur /Municipal Corporation /Pollution Control Board of Raipur District.
- P.** Successful bidder shall provide list of all its' personnel scheduled to work in the premises of the hospital.
- Q.** Bidder shall be responsible for all its staff uniforms and its laundry services – a minimum of 2 sets of uniforms to all its employees is to be provided with a pair of shoes.
- R.** All procurement in terms of raw material, vegetables, grocery, dairy, bakery products, cleaning agents, manpower and any other items etc to run the Patient Diet kitchen services, including cooking fuel (LPG), would be arranged and liable for its directly payment to the respective Item supplier/Service provider by Patient Diet Kitchen Bidder for handling this Contract.

- S. All transportation and vehicle costs required for Bidder operation and all applicable taxes and insurance costs incurred by Bidder himself.
- T. Bidder shall maintain a daily awareness of the health of individuals and in specific areas paying particular attention to the signs and symptoms of communicable diseases that can be transmitted by food products. If an employee is suffering from gastrointestinal illness, boils, infected wounds etc, shall be temporarily removed of his duties till cured.
- U. Bidder shall issue photo identity cards to all its employees bearing their individual photograph within 7 days from the date of this agreement coming in operation. The identity card shall bear the name of the employing organization, deployment establishment and shall bear the period of contract and date of issue and the Proprietor/authorized representative of the Bidder shall sign expiry. Any new employee shall be issued a new identity card within 10 days of the deployment.
- V. Bidder shall ensure that all employees and workers of the Bidder have undergone police verification process.
- W. Bidder will ensure that the raw material being used in the preparation of food for patients will meet the quality specifications and guidelines as prescribed by FSSAI. The Bidder will be allowed only serve vegetarian diets and products in Patient Diet kitchen Services at AIIMS Raipur.
All the items to be procured shall be food grade (i.e. Agmark) and FSSAI certification mandatory.

S.No. Items Quality/Brand (preferably)

(A) Dairy Products

- Milk- Toned/Double Toned/Full Cream Amul/Mother Dairy /Devbhog.
- Butter - Amul/Britannia/Sanchi Dairy.
- Processed Cheese - Britannia/Gowardhan/Amul/Sanchi Dairy.
- Curd - Sanchi Dairy/Nestle/Amul/Devbhog
- Fresh Paneer - AmulPaneer/Paras/Sanchi/Devbhog.
- Ice Cream - Sanchi Dairy/Kwality Walls/Amul/Top & Town/Mother Dairy.

(B) Bakery Products

- Bread - Harvest/ Britannia/Bake o Fun / A1/Popular/Nice

(C) Eggs

- Eggs Best Quality - Available from standard vendors.

(D)Provision & Stores

- Atta - DLF/Modi/Rajdhani/Shakti Bhog/Ashirwad/ShudhAahar/Silver Coin/ Fortune
- Baked Beans - Heinz/ Druk/Bhutan/Crown
- Baking Powder - Tops/Ajanta/Crown
- Besan - Shakti Bhog/Rajdhani/Nafed/Swach/ShudhAahar/Ashirwad/Fortune/ Tata
- Biscuits - Nestle/Britannia/Parle/Sunfeast/Good Day/ Patanjali
- Bournvita / Cadbury

- Chilli Sauce - Tops/Diamond/Golden Crown/Kishan
- Coconut Powder - Peacock/Nafed
- Coffee - Nescafe/Bru/Tata Coffee
- Tomato Ketchup - Tops/Kissan/Nestle
- Corn Flakes - Kellogs/Mohan Meaken/Bagrry's
- Cornflour - Wiekfield/Brown & Polson
- Custard Powder - Wiekfield/Brown & Polson/Crown
- Ghee - Amul/ Sanchi/Aashirvaad/Gowardhan/Motherdairy/Madhusudan
- Dalia - Rajdhani/Nafed/Shaktibhog/Ashirwad/Silver coin/Aashirvaad
- Artificial Sweetner - Equal/Sugar free/ Stevia
- Gelatin - Parasuma's/Topsal
- Hing - Catch/MDH/Everest
- Jam - Tops/Katyis/Kissan
- Jelly - Rex/Wiekfield
- Juices - Real/Tropicana/B-Natural
- Macaroni - Bambinno/Maggie/Colavita
- Maida - Shakti Bhog/Rajdhani/Nafed/Ashirwad/ShudhAahar
- Makki Atta - Nafed/Gangwal
- Masalas (Brand) - Catch/MDH/Badshah/Everest
- Milk Creamer - Nestle/Amul
- Oats - Bagrry's/Champion/Saffola/Quaker/ Kelloggs
- Olive Oil - Figaro/Oleev Active
- Pasta - Monte Regale/Bombino
- Pickle - Tops/Mother Recepte/ Nilons / Haldiram
- Plain Noodle - Tops/Weikfield
- Poha - Rajdhani/Nafed/Ashirward/Swach
- Pulses,Dal, Beans - Nafed/Tata/Rajdhani
- Refined Oil - Soyumn/Ruchi/Fortune/Kriti/Mahakosh/ Saffola
- Rice Basmati - Jagat/India gate/Dawat
- Rice Parmal - Nafed/ Quaker
- Roohafza , Hamdard
- Sabudana Best Quality - Verlaxmi/Jain Traiding Co. /Sachamoti/ Mother Recipe
- Salt (iodized) - Tata/Annapurna/Captain Cook Salt n Pepper Sachets - Catch/Everest
- Sevian - Lion/Super star/Nafed/Nilons/ Fespro
- Soft Drinks - Pepsi/ Coke/Fanta/Mirinda/Sprite/ Thums Up
- Soya Bean Badi - Nafed/Nutrela/Fortune
- Soya Nugget - Ruchi/Nafed/Manna
- Soya Sauce - Tops/Diamond Golden Crown/Hachi
- Spice Whole - Nafed/Catch/Everest
- Sugar - Sachet Hi Choice/Trust/Madhur
- Sweetcorn - Golden Crown/Kaytis/Bhutan
- Tea Bag - Brooke Bond/Tata/Tetley/Lipton
- Tomato Ketchup Sachet -Tops/Maggie/Heinz/Kissan
- Vermicilli - Bambino/Fespro/Nilons
- Vinegar - Tops/Diamond/Golden Crown
- Mineral Water - Kinley/Bisleri/Aquafina/Aquasure
- Idli Mix - Pilsburry/MTR/Gangwal
- Wostershire Sauce - Solar/Bawa
- Pickle Sachets - Hi Choice/Halls/Tops/Nilons/Kissan

- Jam Sachets - Hi Choice/Halls/Tops/Kissan/Duerrs
- Marmalade - Hi Choice/Halls/Tops/Keiller

(E) Fruits & Vegetable

- Fresh Fruits & Vegetable of Good Quality – Local Market/ Odoor/BestPrice/Dmart/Bigbazaar.

(F) Misc

1.Packed Coconut Water Cocolal –Jain Agro Food Product/Real Active

2.White Butter - Sanchi Dairy/Amul

3.Crockery, Cutlery & Glassware, required Kitchen Utensils, Equipment, Appliances shall be provided by the contractor and the successful bidder shall bear all cost of the breakages/losses.

4.Any other products, raw products or change in the existing products and changes in the rate / price, which the successful bidder wants to use needs to take prior approval of the competent authority of AIIMS Raipur.

5.The Bidder shall supply a list of all the workers so deployed to the office of the Medical Superintendent/Hospital Dietician before they are put to work. Similarly he/she will also inform immediately in case any workers has been changed.

6.Up gradation, Preparation and submission of standard operating procedure (SOP): Related to Patient Diet kitchen services as approved by Client/ Hospital Dietitian. The suggestion of the Client/ Hospital Dietitian shall be incorporated in the SOP by the Bidder.

X. Firefighting: The Patient Diet kitchen personnel's should be adequately trained to perform firefighting operations and operate related equipment. For this purpose, AIIMS Raipur Firefighting team will give the necessary trainings for handling Firefighting Equipment to all deployed personnel's time to time for preventing any kind of fire accident in AIIMS Raipur premises. Firefighting Equipment will be provided by the bidder according to the fire fighting norms.

Y. Requirement of 24x7 Patient Diet Kitchen Services Operations in the AIIMS Raipur:-

- 1) As per present workload in the AIIMS Raipur, the Patient Diet Kitchen Services Operations Timings starting from Morning 6 am to Evening 10 PM.
- 2) The AIIMS Raipur, Cafeteria will provide full range of snacks, beverages, thali etc. at designated location. The Cafeteria will be opened 24 x 7 basis and time for regular food will be from 08.00 hrs to 22.00 hrs while in night from 22.00 hrs to 08.00 hrs dry items, Tea , Milk, Packaged drinks bakery items, MRP packaged items will be available.

1 LIABILITIES OF INSTITUTE

2.1 The AIIMS Raipur will provide space, water and electricity connection in the designated place for operating "Patient Diet Kitchen" at AIIMS Raipur premises.

The space for installation, commissioning and operation of Kitchen Equipment required for smooth functioning of Patient Diet Kitchen only shall be provided by the first party at one location within the Hospital Premises. The second Party himself responsible for arrangement of all the required equipment for delivering their Patient Diet Kitchen Services at AIIMS Raipur on their own cost. The Director, AIIMS, Raipur CG will not be responsible for any loss / damage to machine or property due to natural calamity, fire etc or otherwise.

The first party will only provide duly constructed space for the Patient Dietary services conforming to all regulatory conditions and govt. regulations. The Electricity connection, water connection for Patient Diet Kitchen services will be provided by AIIMS Raipur and the necessary expenditure for consumption of Electricity, and Water is in the scope of Bidder for operations of kitchen including Ducting & Ventilation in the premises. The Bidder will deposit Electricity Charges (as per Electricity Meter Reading) and Water Charges (as per Water Meter Reading) in the name of "Director, AIIMS Raipur" on monthly basis. The second party will insure to use safe drinking water use for preparation of their meals preferably treated/UV water, and for this purpose they will install UV Water Treatment Unit in the Patient Diet Kitchen Area on their own cost. The security arrangement and cleanliness of the equipment, space of installation and other associated area of the Patient Diet Kitchen will be the sole responsibility of the Patient Diet Service Provider Bidder.

2.2 LAYOUT AND DESIGN OF FOOD ESTABLISHMENT PREMISES in the AIIMS Raipur As far as possible, the layout of the food establishment shall be such that food preparation / manufacturing processes are amenable to cross-contamination from other pre and post manufacturing operations like goods receiving, pre processing (viz. packaging, washing / portioning of ready-to-eat food etc).

- 1) Floors, ceilings and walls must be maintained in a sound condition to minimize the accumulation of dirt, condensation and growth of undesirable Micro Organism moulds.
- 2) Adequate control measures should be in place to prevent insects and rodents from entering the processing area from drains.
- 3) Windows, doors & all other openings to outside environment shall be well screened with wire-mesh or insect proof screen as applicable to protect the premise from fly and other insects / pests / animals & the doors be fitted with automatic closing springs. The mesh or the screen should be of such type which can be easily removed for cleaning.

Interested Bidder is advised to physically visit AIIMS Raipur Patient Diet Kitchen Area in earmarked location for their clear understanding and internal assessment for preparation and participation against this e-Tender.

2.3 SUPERVISION & QUALITY CONTROL:-AIIMS Raipur Authority will have unfettered right to inspect the Patient Diet kitchen premises, process of cooking and catering, at any time. Client will have overriding supervising power to give instructions and it must be complied with.

3. LIABILITIES OF SERVICE PROVIDER

1. All required Raw Material, Utensils, Equipment, Appliances needed to be arranged by the Bidder and deploy the required number of Manpower for handling and running of Patient Diet Kitchen Services by Bidder at AIIMS Raipur on their own cost.

It is advised to the Bidder to engage Qualified (i.e. should have Cooking/Catering Services/Hotel Management Degree/Diploma/Certificates), Trained, young, smart and well-mannered adult manpower with compliance of all applicable Labour Laws with wearing proper approved color uniform, ID Cards during discharging their services at AIIMS Raipur.

The Bidder should clearly understand, make their own assessment and analysis for workload and prepare their bid with keeping in mind for engagement of required adequate Manpower (i.e. Cooks/Kitchen Helpers/Serving Boys/Cleaning/Supervisory Staff), Raw Materials, Utensils, Equipments, Appliances needed to be arranged for efficiently handling and running of Patient Diet Kitchen Services for providing of trouble free services for 960 Bedded Hospital at AIIMS Raipur. The cost of such manpower engagement, Raw Material, Utensils, Equipments, Appliances and any other Govt. Taxes/Levy for running and handling of Patient Diet Kitchen Services is borne by Supplier Bidder on their part, means AIIMS Raipur will not pay any money regarding any Manpower engaged by Bidder for providing of Services to AIIMS Raipur beyond the approved per Diet Prices against this e-Tender.

2. Will issue I-card with signature of authorized official.
3. The service provider shall make available CV of the employees in hard copy and/or soft copy giving out the details of all the employees deployed in AIIMS Raipur.
4. The shift of the staff would be rotated periodically and a roaster would be maintained.
5. The staff would be changed with proper handing & taking over of kitchen equipment every month / week as per roster to avoid possible contacts/collusion for better security arrangement from operational point of view.
6. The Bidder shall pay its employees salary in to their respective bank account through ECS (mandatory requirement). The ECS statement of monthly salary payment duly verified by bank official would have to be submitted with bill for payment.
7. All liabilities such as Wages, ESIC, EPF, Bonus and other statutory requirements of staff will be borne by Bidder. Bidder will submit the proof of PF & ESIC payments with ECS statement for salary payment with the monthly bill.
8. The Bidder will maintain highest level of hygiene during service delivery at AIIMS Raipur as per prevailing norms of Raipur Municipal Corporation/Pollution Control Board/Any other Statutory Organization like NGT etc. and make sure the availability of all required Equipment's/Garbage Disposal Bins/Insect killing Machines should be provided by him and for this purpose AIIMS Raipur will not pay any extra amount to any Bidder. It means that all above required items cost is also included in the quoted rates of the Bidder.
9. No person shall manufacture, store or expose for sale or permit the sale of any article of food in any premises not effectively separated to the satisfaction of the licensing authority from any privy, urinal, sullage, drain or place of storage of foul and waste matter.

10. The service provider shall also provide female staff as per need of the services. The Bidder shall bear all costs associated with the preparation and submission of bid and AIIMS Raipur will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
 11. The bidder must read the prescribed terms & conditions and accept the same to proceed further to submit the bids.
 12. After downloading / getting the e-Tender schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise, the bid will be rejected.
 13. Bidder must unconditionally accept all terms and conditions stipulated in the original/downloaded e-Tender document and submit/upload the entire signed and stamped document.
 14. The bidder has to submit the e-Tender document online well in advance before the prescribed time to avoid any delay or problem during the submission process.
 15. All documents submitted should be self-attested with seal of the bidder.
 16. In case the date of opening of e-Tenders is declared a holiday for unexpected reasons, the e-Tenders shall be opened same time on the next working day.
 17. All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the bidder or his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.
- 4. DETAILS OF PATIENT DIET MENUS :** Details of Patient Diet Menus is given in the **Diet Orders**, all bidder are advised to read carefully, understand clearly and make sure to besupply patient diet as per the parameters indicated on the same and will require to offer their rates for all the requested **Diet Orders** asked in this e-tender enquiry, so that in case of determining the overall Single L-1 Bidder Agency for engaging for this work will be clearly identified after comparing others participating bidders offered prices for Diet Orders.

PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICES
Operational

1. Time schedule & Menu planning, preparation and cooking of the normal diet, Therapeutic diet and Enteral feeds in hospital (AIIMS, RAIPUR) kitchen as per the instructions of the Hospital Dietician. (Terms and condition are enclosed as per Section B). The preparation of various diets will be under direct supervision of the Institute's dietician.
2. All type of nutritional supplements (for all types of patients including RT feed) shall be provided by the bidder.
3. It will be the responsibility of the vendor for transportation of the prepared diet to the patient according to specific requirement, in a covered trolley / already prearranged trays under hygienic conditions.
4. Microwave resistant utensils should be used for indoor patient.
5. Bidder will be responsible for collection, washing and cleaning with safe & standard quality of cleaning material, of the serving trays / utensil/ bottles etc (in case of non-disposable).

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6. The bidder shall be responsible for providing food to patients in emergency as per instructions of dietary in-charge at times other than specified timings in the diet schedule including night (example when patients goes for some test or investigations).
7. The bidder will need to have a meeting with Head of Dietetics Department, AIIMS RAIPUR once in a month/on call to review the services.
8. The bidder will ensure to provide bed to bed meal services within the prescribed timings. The bidder 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 after meals for cleaning.

Annexure -II

Patient Diet Orders

Details of Patient Diet as per following Menus required be preparing and providing to Patient Admitted in the various Wards as per diet order communicated by Dietician/Nursing Ward In-charge, AIIMS Raipur

This general or routine diet must be nutritionally adequate either to maintain adequate nutrition or to improve the nutritional status. This general or full diet may be served to ambulatory patients who are not under therapeutic diet. This diet should contain minimum number of rich foods and foods that require longer time for digestion, since hospital patients are physically less active than average normal persons. Patients who need adaptations or modifications in their diet, due to illness, accident or injury, may be served a modified diet until they become ambulatory patients who can be served the general diet.

General Diets

All General diet plans are in accordance with RDA 2010 (Ref.: NIN, ICMR) .

Indicative menus for General diets are as follows :-

Recommended Dietary Allowances for Indians (Macronutrients and Minerals)

Group	Particulars	Body weight kg	Net Energy Kcal/d	Protein g/d	Visible Fat	Calcium mg/d	Iron mg/d
Man	Sedentary work	60	2320	60	25	600	17
	Moderate work		2730		30		
	Heavy work		3490		40		
Woman	Sedentary work	55	1900	55	20	600	21
	Moderate work		2230		25		
	Heavy work		2850		30		
	Pregnant woman		+350	+23	30	1200	35
	Lactation 0-6 months		+600	+19	30	1200	21
	6-12 months		+520	+13	30		

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Infant	0-6 months	5.4	92Kcal/k g/d	1.16g/ kg/d	–	500	46ug/kg/ d
	6-12 months	8.4	80Kcal/ kg/d	1.69g/ kg/d	19		5
Children	1-3 years	12.9	1060	16.7	27	600	9
	4-6 years	18	1350	20.1	25		13
	7-9 years	25.1	1690	29.5	30		16
Boys	10-12 years	34.3	2190	39.9	35	800	21
Girls	10-12 years	35.0	2010	40.4	35	800	27
Boys	13-15 years	47.6	2750	54.3	45	800	32
Girls	13-15 years	46.6	2330	51.9	40	800	27
Boys	16-17 years	55.4	3020	61.5	50	800	28
Girls	16-17 years	52.1	2440	55.5	35	800	26

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Pediatric Plan - A : 1000Kcals : [For Age Group of 01 Years to 03 Years]

Foods included per patient per day (Raw Unit) Quantity(Amounts)

Early Morning	Breakfast	Lunch	Evening Snacks	Dinner	Bed time
Milk – 150ml + Glucose biscuit – 4No.	Cereals (whole wheat atta/ rice)– 30g + Milk – 100ml + Fruit – 100g	Cereals (whole wheat atta/ rice) – 30g+ Whole pulses/ dal / legumes -15g +Root & tubers – 50g + Curd – 50gm	Kheer – 100g/ Cutlet – 100g/ pakoda- 100g/ paneer – 30g / Idli 100g + sambhar / Custard- 100g / sweet buns – 1 medium size	Cereals (whole wheat atta/ rice) – 30g + Whole pulses/ dal / legumes -15g + seasonal vegs – 100g + Paneer – 30g	Milk – 150ml

Note : - The Menu is suggestive and Hospital dietitian would be the final authority to take appropriate decision on the menu without compromising the quality.

Mid morning service(fruit -100g) is clubbed with the breakfast service.

Bed Time : Milk 150ml. (Use Full CreamMilk)

If child cannot chew, the same items he appropriately processed to make them palatable.

Pediatric Plan - B : 1400Kcals : [For Age Group of 04 Years to 06 Years]

Foods included per patient per day (Raw Unit) Quantity(Amounts)

Early Morning	Breakfast	Lunch	Evening Snacks	Dinner	Bed time
Milk – 150ml + Glucose biscuit – 4No.	Cereals (whole wheat atta/ rice)– 60g + Milk – 100ml + Fruit – 100g	Cereals (whole wheat atta/ rice) – 60g + Whole pulses/ dal / legumes -20 g + Root & tubers – 50g +Curd – 50gm	Kheer – 100g/ VegCutlet – 100g/ veg pakoda- 100g/ paneer – 30g / Idli 100g + Sambhar/ Custard- 150g / sweet buns – 1 medium size	Cereals (whole wheat atta/ rice) – 60g + Whole pulses/ dal / legumes -20 g + seasonal vegs – 100g + Paneer/tofu – 30g	Milk – 200ml

Note : - The Menu is suggestive and Hospital dietitian would be the final authority to take appropriate decision on the menu without compromising the quality.

Mid morningservice(fruit -100g) is clubbed with the breakfast service.

Bed Time : Milk 150ml. (Use Full CreamMilk)

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Diet scale: 1400 Kcal Diet-3

Food items included per patient day(Raw Unit)Quantity (Amounts)

Milk	500 ml
Curd	100 g
Bread (Whole wheat Atta)	2 slices (1large slice =30g)
Whole wheat Atta / Rice	150 g
Whole pulses / legumes / Dal	50 g
Seasonal vegetables	300 g
Roots & tubers	50 g
Fruits	120 g (1 medium size)
Cooking Oil (Refined)	10 ml
Spices& Condiments I &II	5-10g
Salt	5g

Sample Menu per day:

Meal pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
	Milk	1glass	200 ml
	Bread	2 slices	60 g (1large slice=30g)
	Fruits	1 serving	120 g(1 medium)
Lunch	Chapati	2 nos.	1 medium size roti =25g atta (raw unit)
	Rice	1Karchi	25 g (raw unit) = 75 g (cooked weight)
	Dal/Pulses/ legumes	1Karchi	25 g (raw unit) = 125 g (cooked weight)
	Seasonal Vegetables	1Karchi	100g (cooked weight)
	Curd	1 cup	100 g (packed)
	Salad	1Medium	100 g
Evening	Tea	1 cup	150 ml
Dinner	As same as lunch		
Bed Time	Milk	1 glass	

Note: 1 Fruits will be served with breakfast and curd only in the lunch. Please see the general instructions

Diet scale: 1600 Kcal Diet-4

Food items included per patient per day (Raw Unit)Quantity (Amounts)

Milk	500 ml
Curd	100 g (packed)
Bread(Whole wheat Atta)	2 slices (1large slice=30g)
Paneer / Egg	25g / 50g
Whole wheat Atta / Rice	150 g
Whole pulses / legumes / Dal	50 g
Seasonal vegetables	400 g
Roots & tubers	100 g
Evening Snacks	25 g
Fruits	120 g (1 medium size)
Cooking Oil (Refined)	10 ml
Sugar	10 g
Spices& Condiments I &II	5-10g
Salt	5g

Sample Menu per day:

Meal pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	1 glass	200 ml
	Bread	2 slices	60 g (1large slice=30g)
	Paneer / Egg	1 slice/1 medium	25g/50g
	Fruit	1 medium	100g
Lunch	Chapati	2 nos.	1medium size roti=25g atta (raw unit)
	Rice	1 Karchi	25 g raw unit = 75 g (cooked weight)
	Dal/ Pulses/ legumes	1 Karchi	25 g raw unit = 125 g (cooked weight)
	Seasonal Vegetables	2 Karchi	200 g (cooked weight)
	Curd	1 cup	100 g (packed)
	Salad	1 Medium	100g

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Evening Snacks	Tea	1 cup	150 ml
	Biscuits	5 Nos.	25g (or)
	Sandwich	1 serving	1 slices
Dinner	As same as lunch		
Bed Time	Milk	1 glass	200 ml

- Note: 1. Curds and fruits will be served in the lunch
2. Rice will be served twice
 3. Please see the general instructions.

Diet scale: 1800 Kcal Diet-5 (Normal Diet)

Food items included per patient per day (Raw Unit) Quantity (Amounts)

Milk	500 ml
Curd	100 g (packed)
Bread (whole wheat atta)/ Cornflakes/Oats/ Dalia	2 slices (1 large slice = 30 g)
Paneer / Egg	25g/50g (1 slice/ 1 medium size)
Whole wheat Atta / Rice	200 g
Whole pulses / legumes / Dal	50 g
Seasonal vegetables	500 g
Roots & tubers	100 g
Evening Snacks	25 g
Fruits	120 g (1 medium size)
Cooking Oil (Refined)	10 ml
Sugar	10 g
Spices & Condiments I & II	5-10g
Salt	5-10g

Sample Menu per day:

Meal pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	1 glass	200 ml
	Bread/Cornflakes/Oats/ Dalia	2 slices	60 g (1large slice=30g)
	Paneer / Egg	1slice/1 medium size	25g/50g
	Fruits	1 medium	120 g
Lunch	Chapathi	3 nos.	1 medium size roti=25g atta (raw unit)
	Rice	1 Karchi	25 g raw unit = 75 g (cooked weight)
	Dal /Pulses /legumes	1 Karchi	25 g raw unit = 125 g (cooked weight)
	Seasonal Vegetables	2 Karchi	200 g (cooked weight)
	Curds	1 cup	100 g (packed)
	Salad	1 medium	100 g
Evening Snacks	Tea	1 cup	150 ml
	Biscuits	5 Nos.	25g (or)
	Sandwich	1 serving	1 slices
Dinner	As same as lunch		
Bed Time	Milk	1 glass	

Note: 1 Fruits will be served with breakfast and curd only in the lunch.

2.Please see the general instructions

Diet scale:2000 Kcal Diet -6 (High protein diet)

Food items included per patient per day(Raw Unit) Quantity(Amounts

Milk	500 ml
Curd	100 g (packed)
Paneer/Egg	50g/ 50g (1slice/1 medium size)
Bread (Whole wheat Atta)/ Cornflakes/Oats/ Dalia	2 slices (1large slice= 30 g)
Whole wheat Atta / Rice	200 g
Whole pulses / legumes / Dal	50 g
Seasonal vegetables	500 g
Roots & tubers	100 g

Evening Snacks	25 g
Fruits	120 g
Cooking Oil (Refined)	20 ml
Sugar	20 g
Spices & Condiments I &II	5-15g
Salt	5g

Sample Menu per day:

Meal pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	1 glass	200 ml
	Bread / Cornflakes/Oats/ Dalia	2 slices	60g (1large slice=30g)
	Paneer/egg	2 slice/1 medium	50 g /50 g
	Fruit	1 Medium	100 g
	Lunch	Chapati	3 nos.
Rice		1 Karchi	25 g raw unit = 75 g (cooked weight)
Dal/pulses/ legumes		1 Karchi	25 g raw unit = 125 g (cooked weight)
Seasonal Vegetables		2 Karchi	200g (cooked weight)
Curd		1 cup	100g (packed)
Salad		1 Medium	100 g (1Medium)
Evening Snacks	Tea	1 cup	150 ml
	Biscuits	5 Nos.	25g (or)
	Idli/Sandwiches/ Dhokla	1 serving	1 slices
Dinner	As same as lunch		
Bed Time	Milk	1 glass	

Note: 1 Fruits will be served with breakfast and curd only in the lunch.

2.Please see the general instructions.

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Diet scale:2200Kcal Diet-7(High protein high calorie)

Food items included per patient per day (Raw Unit) Quantity(Amounts)

Milk	600 ml
Curd	200 g (packed)
Paneer/Egg	50 g/50g (1 slice/1 medium)
Butter/Jam	10g
Bread (whole wheat atta)/ Cornflakes/Oats/Dalia	2 slices (1large slice=30g)
Whole wheat Atta / Rice	225 g
Whole pulses / legumes / Dal	50 g
Seasonal vegetables	500 g
Roots & Tubers	100 g
Evening Snacks	25 g
Fruits	120 g (1 medium size)
Cooking Oil (Refined)	20 ml
Sugar	20 g
Salt	5g
Spices & condiments I&II	5-15g

Sample Menu per day:

Meal pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	2 glass	400 ml
	Bread	2 slices	60g(1large slice=30g)
	Paneer/egg	1slice/1 medium unit	25g / 50g
	Fruit	1 Medium	100 g
Lunch	Chapathi	3No's	1medium size roti =25 g atta (raw unit)
	Rice	2 Karchi	25 g (raw unit) = 75 g (cooked weight)
	Dal/Pulses/ Legumes	1 Karchi	25g (raw unit)=125 g (cooked weight)
	Seasonal Vegetables	2 Karchi	200 g (cooked weight)
	Curd	1 cup	200 g (packed)
	Salad	1 medium	100 g
Evening Snacks	Tea	1 cup	150 ml
	Biscuits	5 Nos.	25g (or)
	Sandwich/ Dhokla/Idli	1 serving	1 slices

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Dinner	As same as lunch		
Bed Time	Milk	1 glass	200 ml

- Note: 1. Fruits will be served with breakfast and curd only in the lunch.
2. Please see the general instruction

Diet scale: 2400Kcal Diet-8 (High Carbohydrate Diet)

Food items included per patient per day(Raw Unit)	Quantity(Amounts)
Milk	600 ml
Curds	200 g (packed)
Paneer/Egg	50g/ 2 medium size (1medium egg=50g)
Jam	10 g
Butter	10g (2 tsp)
Bread (Whole wheat Atta)	2 slices (1large slice=30g)
Whole wheat Atta / Rice	250 g
Whole pulses / legumes / Dal3	50 g Seasonal
Vegetables	500 g
Roots & tubers	100 g
Evening Snacks	25 g
Fruits	200 g
Cooking Oil (Refined)	20 ml
Sugar	20g
Custard /Rice/Sevai/Suji/Rice flakes	50g
Salt	5g
Spices & condiments I&II	5-15g

Sample Menu per day:

Meal pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	1 glass	200 ml
	Paneer/egg	2 slices/2Medium	50g/2egg (1 medium size=50g)
	Bread	2 slice	60g (1 large slice =30g)

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	Butter	10g	2 tsp (1cube)
	Jam	10g	2 tsp (1cube)
	Fruits	2serving	200 g(2medium)
Lunch	Salads	80 g	1 Big spoon
	Chapati	4 nos.	1 medium size roti =25 g atta raw unit
	Rice	1 Karchi	25 g raw unit = 75 g cooked weight
	Dal/pulses /legumes	1 Karchi	25 g raw unit = 125 g cooked weight
	Seasonal Vegetables	2 Karchi	200g (cooked weight)
	Mashed potato	1 karchi	100g (cooked weight)
	Curds	1 cup	200 g (packed)
	Custard/Rice/ Sevai/Suji/Rice flakes	1 karchi	100g (cooked weight)
Evening Snacks	Tea	1 cup	150 ml
	Biscuits	5 Nos.	25g (or)
	Sandwiches	1serving	1 slices
Dinner	As same as lunch		
Bed Time	Milk	1 glass	200 ml

Note: 1. Fruits will be served with breakfast and curd only in the lunch. 2 .Please see the general instructions.

Diet scale: 2600 Kcal Diet-9

Food items included per patient per day(RawUnit)

Quantity (Amounts)

Milk	700 ml
Curds	200 g (packed)
Paneer/Egg	50/ 2 Nos.(1medium size=50g)
Bread (Whole wheat Atta)	2 slices (1 large slice=30g)
Butter	10 g (2tsp/1cube)
Jam	10 g (2tsp/1cube)
Dalia/cornflakes/rice flakes	25g
Whole wheat Atta / Rice	250g

Whole pulses / legumes / Dal	50 g
Seasonal vegetables	500 g
Roots & tubers	200 g
Evening Snacks	25 g
Fruits	200 g
Cooking Oil (Refined)	20 ml
Sugar	20 g
Custard /Rice/Sevai/Suji/Rice flakes	50g
Sago Salt	5-15g
Spices & condiments I&II	5-15g

Sample Menu per day:

Meal pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	1 ½ glass	300 ml
	Bread	slices	60 g (1 large slice=30g)
	Paneer/egg	1 slice/ Medium	25g/50 g
	Butter	2tsp/1 cube	10g
	Jam	2tsp/1 cube	10g
	Dalia/cornflakes/ rice flakes	1 karchi	75g (cooked weight)
	Fruits	2 serving	0 g (2 medium size)
Lunch	Chapati	4no's	medium size roti =25g atta (raw unit)
	Rice	1 Karchi	75 g raw unit = 75 g (cooked weight)
	Dal/ pulses /legumes	1 Karchi	125 g raw unit = 125 g (cooked weight)
	Seasonal Vegetables	2 Karchi	0g (cooked weight)
	Mashed potato/finger chips	5 no's	0g/25g (cooked weight)
	Custard/Rice/Sevai /Suji/Rice flakes	1 karchi	0 g (cooked weight)
	Curd	1 cup	0 g (packed)
	Salad	1 serving	0 g
Evening Snacks	Tea	1 cup	0 ml

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	Biscuits	5 Nos.	g (or)
	Sandwiches	1serving	slices
Dinner	As same as lunch		
Bed Time	Milk	1 glass	0 ml

Note : 1. Fruits will be served with breakfast and curd only in the lunch.

2. Two cereal items will be served in the breakfast
3. Please see the general instructions

❖ Diet scale : 2800 Kcal Diet-10

Food items included per patient per day (Raw Unit) Quantity (Amounts)

Milk	750 ml
Curds	200 g (packed)
Paneer/Egg	100 g / 4 Nos (1 medium size = 50 g)
Bread (Whole wheat Atta)	2 slices (1 large slice = 30g)
Butter	10 g (2tsp/1 cube)
Jam	10g (2tsp/1 cube)
Dalia/cornflakes/rice flakes	25g
Whole wheat Atta / Rice	250g
Whole pulses / legumes / Dal	50 g
Seasonal vegetables	500 g
Roots & tubers	200 g
Evening Snacks	25 g
Fruits	200 g
Cooking Oil (Refined)	25 ml
Sugar	25 g
Custard / Rice/Sevai/Suji/Rice flakes/Sago	50 g

Sample Menu per day:

Meal pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	2 glass	400 ml
	Bread	2 slices	60g (1 large slice)
	Paneer/egg	4 slices / 4 eggs	100 g / 1 Medium size egg = 50 g
	Butter	2tsp	10g (1 cube)
	Jam	2tsp	10g (cube)
	Dalia/cornflakes/Riceflakes	1 karchi	75g (cooked weight)
	Fruits	1 serving	200 g (2 medium)
Lunch	Chapathi	4 nos	1 medium size roti = 25 g Atta (raw unit)

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	Rice	1 Karchi	25 g (raw unit) = 75 g (raw unit)
	Dal/Pulses/ legumes	1 Karchi	25 g (raw unit) = 125 g (cooked weight)
	Seasonal Vegetables	2 Karchi	200g (cooked weight)
	Mashed potato/finger chips	5 nos.	25g (cooked weight)
	Custard /Rice/Sevai/Suji/Rice flakes/Sago	1 karchi	100 g (cooked weight)
	Curds	1 cup	200 g (packed)
	Salad	1 serving	0 g
Evening Snacks	Tea	1 cup	150 ml
	Biscuits	5 Nos.	25g (or)
	Sandwiches	1 serving	1 slices
Dinner	As same as lunch		
Bed Time	Milk	1 glass	200 ml

Note: 1 Fruits will be served with breakfast and curd only in the lunch.

2. Two cereal item will be included in the breakfast
3. Please see the general instructions

Diet scale: Gluten Free Diet -11

Food items included per patient per day (Raw Unit) Quantity (Amounts)

Milk	500 ml
Curds	100 g (packed)
Rice flakes/ puffed rice	50g
Paneer/Eggs	25g/50g (1 slice/1 medium size)
Butter	10g
Jam	10g
Maize flour/rice flour/Rice	175 g
Whole Pulses/legumes/dal	50 g
Seasonal vegetables	400 g
Roots and tubers	100 g
Evening snacks	25 g
Fruits	120g (1 medium size)
Cooking Oil (Refined)	15ml
Sugar	15g

Sample Menuper day per day:

Meal Pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	1 glass	200 ml
	Rice flakes/Puffed rice/Besanchilla/Idli	karchi 2 small/2-3 Nos.	75g (cooked weight)
	Paneer/egg	25g/50 g	1 slice/1Medium
	Butter	2tsp/cube	10g
	Jam	2tsp/cube	10g
	Fruits	1 medium	120g
Lunch	Maize Chapati	4no.	1 medium size roti =25 g maize atta (raw unit)
	Rice	1 Karchi	25 g (raw unit) =75g (cooked weight)
	Seasonal Vegetables	1karchi	100 g (cooked weight)
	Whole pulses/ legumes/ dal	1karchi	25 g (raw unit)= 125g (cooked weight)
	Mashed potato/Finger chips	1karchi/5no's	100g (cooked weight)
	Curds	1 cup	100g (Packed)
Evening snacks	Tea	1 cup	150 ml
	Rice flakes/ puffed rice /	1karchi	100g(cooked weight)
Dinner	As same as lunch		
Bed Time	Milk	1 glass	200g

Avoid: Wheat & Wheat flour. Atta, Maida & maida products, Suji, Bread , Biscuits, Dalia, Cornflakes, Maggi , Noodles, Macaroni, Sauce, Semiyan.

Note: 1. Curds and fruits will be served only in the lunch

2. Please see the general instructions

Diet scale: 30 g Protein Renal diet-12

Milk	250 ml
Curds	100 g (packed)
Paneer/Egg	25g/ 1no (50 g medium size)
Unsalted Butter	10g

Bread (Whole wheat Atta)	2 slices (1 large slice=30g)
Arrow root Biscuit	25 g (15 Nos.)
Whole wheat Atta / Rice	50g
Arrow root powder	50g
Sago	50g
Seasonal vegetables	250 g
Potato after leaching	50 g
Fruits	120g(1 medium size)
Cooking Oil (Refined)	30 g
Sugar	30 g
Sago	50g
Salt	2-3g
Spices & condiments I I&II	5-10g

Sample Menu per day:

Meal pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	1 glass	200 ml
	Bread	2 slices	60g(1 large size=30g)
	Paneer/Egg	25g/50g	1 slice/1 Medium size
	Unsalted Butter	10g	2 tsp/1 cube
Lunch	Chapathi	1 no.	1 medium size roti =25 g atta(raw unit)
	Rice	1 Karchi	25 g (raw unit) =75g (cooked weight)
	Seasonal Vegetables	1 Karchi	100 g (cooked weight)
	Mashed potato curry	1 karchi	50g (cooked weight)
	Fruits	1 serving	120 g (1 medium size)
	Curds	1 cup	100 g (packed)
	Sago khichri	1 karchi	25 g raw unit= 100 g (cooked weight)
	Custard/Rice/Sevai/Suji/Rice flakes/Sago	1 karchi	100g (cooked weight)
Evening snacks	Tea	1 cup	150ml
	Arrow root biscuits	15 Nos.	25 g (or)
	Sago vada	2 Nos.	60g
Dinner	As same as lunch		

Note: 1. Curds and fruits will be served only in the lunch.

- Please see the general instructions.
- 150ml toned milk will be served in the bed time.

50g Protein Renal Diet -13

Food items included per patient perday(RawUnit)Quantity(Amounts)

Milk	500 ml
Curd	200 g (packed)
Paneer/Egg	25g/50 g (1slice/1 medium size)
Unsalted Butter	10g
Bread (Whole wheat atta)	2 slices (1large size=30g)
Whole wheat atta/Rice	150 g
Arrow root Biscuit	25 g (15 Nos.)
Arrow Root Powder	50g
Dehusked dal	25 g
Sago	50
Seasonal vegetables	250 g
Potato after leaching	100 g
Cooking Oil (Refined)	20 ml
Sugar	20g
Custard/rice/seviya/rice flakes	50g
Fruits	120g (1 Medium size)

Sample Menu per day:

Meal Pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	1 glass	200 ml
	Bread	2 slices	60g(1large slice=30g)
	Dalia/cornflakes/ Riceflakes	1 karchi	75g (cooked weight)
	Unsalted butter	2tsp/1cube	10g
	Paneer/egg	1slice/ 1Medium size	25g/50g
	Fruits	1 serving	120g(1Medium size)
Lunch	Chapati	4no.	1 medium size roti =25 g atta(raw unit)
	Dehusked dal	1 Karchi	25g(raw unit)=125g (cooked weight)
	Rice	1 Karchi	25g (raw unit) =75g (cooked weight)
	Seasonal Vegetables	1 karchi	100 g (cooked weight)
	Sago Khichri	1 karchi	50g (cooked weight)
	Mashed potato curry	1 karchi	100g (cooked weight)
	Curds	1cup	100g (packed)

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	Custard/kheer/Rice/ riceflakes/sago/ Seviya	1 karchi	100g (cooked weight)
Evening snacks	Tea	1 cup	150 ml
	Arrow root Biscuits	15 Nos.	25 g (or)
	Sago vada	2 no's	60g
Dinner	As same as lunch		

Note: 1. Curd and fruit will be served only in the lunch

- Please see the general instructions
- 150ml toned milk will be served in the bed time.

70g Protein Renal Diet -14

Food items included per patient perday(RawUnit)Quantity(Amounts)

Milk	350ml
Curd	100 g (packed)
Paneer/Egg	75g/150 g (1slice/1 medium size)
Unsalted Butter	10g
Bread (Whole wheat atta)	2 slices (1large size=30g)
Whole wheat atta/Rice	150 g
Arrow root Biscuit	25 g (15 Nos.)
Dehusked dal	50 g
Seasonal vegetables	250 g
Roots & Tuber	100 g
Cooking Oil (Refined)	10 ml
Sugar	30g
Fruits	100g (1 Medium size)

Sample Menu per day:

Meal Pattern	Meals	Quantity	Amounts
Bed Tea	Tea	1 cup	150 ml
Break fast	Milk	1 glass	150 ml
	Bread	2 slices	60g(1large slice=30g)
	Dalia/cornflakes/ Riceflakes	1 karchi	150g (cooked weight)
	Unsalted butter	2tsp/1cube	10g
	Paneer/egg	pcs/ no.	5-6/2 no
	Fruits	1 serving	100g(1Medium size)
Lunch	Chapathi	3 no.	1 medium size roti =25 g atta (raw unit)
	Dehusked dal	1 Karchi	25g (raw unit)=125g (cooked weight)

NIT No. : AIIMS/R/Food Services/20-21/RC

	Rice	1 Karchi	25 g (raw unit) =75g (cooked weight)
	Seasonal Vegetables	1 karchi	100 g (cooked weight)
	Paneer/egg/ soyabean		3-4 pcs/2 no./1 Karchi
	Curds	1cup	100g (packed)
	Custard/kheer/Rice/ riceflakes/sago/ Seviya	1 karchi	100g (cooked weight)
	Salad	1 serving	3- 4 slice
Evening snacks	Tea	1 cup	150 ml
	Arrow root Biscuits	15 Nos.	25 g (or)
	Sago vada/ rice flakes/ Sevai/ Upma	2 no's	75g
Dinner	As same as lunch, (no paneer/egg/ soyabean)		

Note: 1. Curd and fruit will be served only in the lunch.

2. Please see the general instructions

3 150ml toned milk will be served in the bed time.

4 Semi Solid Diet - 15 :- Soft diet will be modified according to the health conditions.

Soft diet : Plan – 16

MEAL PATTERN	MEALS	QUANTITY	AMOUNT
Bed Tea	Tea	1 Cup	150 ml
Break Fast	Corn Flakes Milk	1 Cup	100 gm
	Break Slice	Glass	200 ml
	Paneer/Egg	Slices	60 gm
		1 Slice / 1 Medium	25 gm /50 gm
Mid morning	Vegetable Soup	1 Bowl	200 ml
Lunch	OverCookedKhichdi Dal	1Bowl	50 gm Raw Weight
	Curd	1Bowl	25 gm Raw Weight
	MashedPotato Banana	1 Karchi	100gm
		1 No.	100gm
		1 Slice	120gm
Evening Snack	Tea	1 Cup	150 ml
	Biscuit	5 No.	25gm
	Bread	1 Slice	30gm
Dinner	Same As Lunch		
Bed Time	Milk	1 Glass	200 ml

Note: CURDS AND FRUITS WILL BE SERVED ONLY IN LUNCH

DIABETIC DIET - 17

Meal pattern	Meals	Quantity	Amount
Bed Tea	Tea (without Sugar) Marie biscuits	1 Cup	150 ml 3 no.
Break Fast	Wheat Bread	2 Slices	60 gm
	Milk(without Sugar)	1 Glass	200 ml
	Veg Salad	1 Cup	100 gm
	Paneer/Egg	1 Slice/1 Medium	25 gm / 50 gm
	Fruit	1 medium	100gm
Lunch	Roti	3 no.	1 medium size roti =25 g atta (raw unit)
	Daliya	1 Karchi	25g (raw unit)=125g (cooked weight)
	Dal	1 Karchi	25 g (raw unit) =75g (cooked weight)
	Curd	1 cup	100 gm
	Salad	1 cup	100 gm
	Veg Curry	1 cup	250 gm
	Salad	1 Medium	100 gm
Evening Snack	Tea	1 Cup	150 ml
	Seasoned Sprouts / Veg Bhel	1 cup	120 gm
Dinner	Same As Lunch (daliya will not be serve)		
Bed Time	Milk	1 cup	150 ML
	Biscuit	3 Nos.	15 GM

General instructions for diet management

Normal Diet & Therapeutic Diet {Annexure- IIB - Diet No 1 to 17 }

Diet no: 5 (1800 Kcal) will be considered as normal diet.

- Attending mother of the child upto one year would be provided with normal adult diet (PLAN – 7) if the child is dependent upon mother's milk.
- The normal diet breakfast menu will be prepared only after consultation with dietician (to include milk Dalia/milk cornflakes/milk oats) etc. In case of diabetic diet from 1000-2800kcal

Sugar, Banana, grapes, chikoo, mango, potato, arvi, zimikhand will not be added in the diet. It will be served only on recommendation basis if it is required.

- Diet No:7(2200kcal) will be served in case of high protein high calorie diet on recommendation basis.
- Diet no:8(2400- 2800) kcal will be served in case of high carbohydrate diet on recommendation basis.
- In case of soft and bland diet whole cereals, whole pulses , spices (Condiment I & Condiment II) & fiber will be restricted (dehusked dal – preferably moongdal will be served, refined wheat flour and refined wheat flour bread will be served and low fiber content of vegetables will be served on recommendation basis.
- In case of low salt diet, salt will be restricted in the total diet on recommendation basis.
- In case of low cholesterol diet butter and fat will be limited.
- In case of low purine diet whole pulses / legumes namely rajma, chana, dal chana, lobia and lentil dal will be restricted and cabbage, cauliflower, beans, radish and Spinach will be restricted in the total diet on recommendation basis.
- In case of low calcium & low oxalate diet all green leafy vegetables & citrus fruits like lemon, orange, sweet lime will be restricted in the total diet on recommendation basis.
- In case of low residue diet milk, whole cereals, salad, whole pulses will be restricted in the total diet and curds, dehusked dal – preferably moongdal will be served on recommendation basis. Standardization of the recipe will be done from time to time in the presence of the Dietician/stewards.
- The preparation of the menu will be set by the Hospital dietician/ Service dietician from time to time as per these season changes/seasonal vegetables available from the market.
- Milk(3%fat) toned and curd packed from the reputed company will be used.
- Low potassium content of seasonal fruits (namely Papaya, Apple, Pineapple, Pears, Pineapple slices/cubes) will be served on recommendation basis.
- High potassium content of seasonal vegetables namely Arvi, Zimikhand, Lotus stem, Kathal, Plantain, sweet potato, Palak and Bathua will be served on recommendation basis.
- Potato to be leached (boiled and drained) for cooking on recommendation basis.
- High potassium content of fruits namely Mango, Banana, Peaches Plums, Custard apple, Oranges, Sweet lime, Melons will be served on recommendation basis.
- In case of renal with diabetic diet sugar, banana, grapes, chikoo, mango, potato, arvi, zimikhand will not be served in the diet. It will be served only on recommendation basis if it is required.

Gluten Free Diet (Diet no. 11)

In case of restricted to wheat and wheat products following food items are not to be served. Wheat atta bread/Maida bread, Dalia, wheat Atta, Noodles, Maida, Macaroni, Spaghetti, Suji, Sevai, Wheat Atta Biscuits, Arrow Root, Biscuits, Barley, Rye, Oats.

Foods to be included:

Maize flour, Rice flour, chana flour, black chana flour will be included for making chapatti Gluten free diet will be served on the variations of different calories as mentioned in the diet scale 1- 15.

Note:

1. Including (all food materials) Salt, Bread, Curds (packed) & Milk (3 % fat toned) will be purchased from the reputed company and agency
2. Sodium value has calculated only from food items (Salt has not included for calculation of sodium value).

Annexure-III

General ward Liquid diet {(Enteral feeds)-Blenderised}

Note: 1. Up to 20-25% will be on liquid Diet

2. Up to 3000 kcal and volume of feeds will be increased **Liquid Diet -1Half Strength Milk**

(500ml = 1 glucose bottle)

Food items included (Raw Unit)

Quantity (amount)

Milk (toned 3% fat)	250 ml
Water	250 ml

Nutritive Value /500ml:

Energy (Kcal)	74
Carbohydrate (g)	5.5
Protein (g)	4.0
Fat (g)	4.0
Sodium (mg)	20.0
Potassium (mg)	175.0

Liquid Diet: 2 Full Strength Milk (500ml = 1 glucose bottle) Food items included (Raw Unit) Quantity (amount)

Milk (toned 3%fat)- 500ml

Nutritive Value /500ml:

Energy (Kcal)	296
Carbohydrate (g)	22
Protein (g)	16
Fat (g)	16
Sodium (mg)	160
Potassium (mg)	700

Liquid Diet: 3 Special Feed (500ml = 1 glucose bottle) (High Protein High Calorie Feed)

Food items included (Raw Unit)

Quantity (amount)

Milk (toned 3% fat)	-375 (ml)
Sugar	-10 (g)
Refined Oil	-10 (g)
Corn starch	-15 (g)
Egg	-1 No (40g)
High protein supplement powder	-10(g)

Nutritive Value /500ml:

Energy (Kcal)	505
Carbohydrate (g)	42
Protein (g)	29
Fat (g)	27
Sodium (mg)	221
Potassium (mg)	597

Liquid Diet: 4 Diabetic Feed (500ml = 1 glucose bottle)

Diabetic Feed (As Same as Liquid Diet: 3 Special Feed except sugar

(Note: Sugar will not be added in the diabetic feeds)

Nutritive Value /500ml:

Energy (Kcal)	465
Carbohydrate (g)	42
Protein (g)	29
Fat (g)	27
Sodium (mg)	221
Potassium (mg)	597

Liquid Diet: 5 Renal Feed (500ml = 1 glucose bottle (30g protein / one liter)

<u>Food items included (RawUnit)</u>	<u>Quantity(amount)</u>
Milk (toned3%fat)	- 300(ml)
Sugar	- 30(g)
RefinedOil	- 30(g)
Cornstarchkichiri	- 30(g)
Egg	- 1 No(40g)

Nutritive Value /500ml:

Energy (Kcal)	-	713
Carbohydrate (g)	-	60
Protein (g)	-	17
Fat (g)	-	44
Sodium (mg)	-	113
Potassium (mg)	-	468

Liquid Diet: 6Renal Feed (500ml = 1 glucose bottle (40g protein / one liter)

<u>Food items included (Raw Unit)</u>	<u>Quantity (amount)</u>
Milk	- 300(ml)
Sugar	- 40(g)
Refined Oil	- 40(g)
Corn starch	- 30(g)
Egg	- 1 No (40g)
High protein supplementpowder-	5(g)

Nutritive Value /500ml:

Energy (Kcal)	887
Carbohydrate (g)	71
Protein (g)	20
Fat (g)	54
Sodium (mg)	113
Potassium (mg)	668

Liquid Diet: 7 Diabetic Renal Feed (500ml = 1 glucose bottle (30g protein / one liter)

Diabetic Renal Feed (As Same as Liquid Diet: 5 Renal Feed except sugar

(Note: Sugar will not be added in the diabetic renal feeds)

Nutritive Value /500ml:

Energy (Kcal)	
Carbohydrate (g)	
Protein (g)	
Fat (g)	
Sodium (mg)	
Potassium (mg)	

Liquid Diet: 8 Diabetic Renal Feed (500ml = 1 glucose bottle (40g protein / one liter)

Diabetic Renal Feed (As Same as Liquid Diet: 6 Renal Feed except sugar)

(Note: Sugar will not be added in the diabetic renal feeds)

Nutritive Value /500ml:

Energy (Kcal)	727
Carbohydrate (g)	61
Protein (g)	20
Fat (g)	54
Sodium (mg)	113
Potassium (mg)	668

Liquid Diet: 9 Hepatic Coma Feed (500ml= 1 glucose bottle(0g protein)

Food items included (Raw Unit)

Quantity	(amount)
Rooafza(Rose Syrup)	- 50 (ml) Arrowrootpowder -
50 (g) Sugar	- 100(g)

Nutritive Value /500ml

Energy (Kcal)	-	568
Carbohydrate (g)	-	142
Protein (g)	-	nil
Fat (g)	-	nil
Sodium (mg)	-	2
Potassium (mg)	-	14

Liquid Diet: 10Hepatic Feed (500ml = 1 glucose bottle

Food items included (Raw Unit) Quantity (amount)

MoongDal	-	15(g)
Rice	-	15(g)
Sugar	-	20(g)
Coconutoil	-	20(g)

Nutritive Value /500ml:

Energy (Kcal)	-	359
Carbohydrate (g)	-	40
Protein (g)	-	4.8
Fat (g)	-	20
Sodium (mg)	-	5.4
Potassium (mg)	-	182

Liquid Diet: 11 **Curd based Feed (500ml = 1 glucose bottle)** **Food items included (Raw Unit) Quantity (amount)**

Curds	-	200(g)
Refined Oil	-	20(g)
Sugar	-	20(g)
Cornstarch	-	20(g)
High protein supplement powder	-	20(g)

Nutritive Value /500ml :

Energy (Kcal) 484

Carbohydrate (g)	43
Protein (g)	15
Fat (g)	28
Sodium (mg)	64
Potassium (mg)	25

Liquid Diet-Clear / Full Liquid Diet

Clear Liquid Diet is for patients in the pre or post-operative stage for one or two days. This diet should be completely free of any solids even those found in the milk. Only clear liquids such as tea or coffee without cream or milk, clear soup etc. should be given. This diet is nutritionally inadequate but to be used for a very short period of time. Full liquid diet should be given for all acute conditions before diagnosis.

Liquid Diet: 12: Clear Liquid Diet

Early Morning 6am	Dal Soup, 300 ml
Breakfast 8am	Clear Veg Soup (Double Strain) - 300 ml
Mid-Morning [10: 00 AM]	Fruit Juice - 300 ml (Only Packed Apple juice)
Lunch [12 : 00 PM]	Tomato Soup - 300 ml
2 : 00 PM	Coconut Water 150-300 ml
Evening Tea [4:00 PM]	Vegetable Soup, 300 ml
6 : 00 PM	Rice Water / Sago Water, 300ml

Dinner [8:00 PM]	Lemon Water, 300 ml
Bed Time [10:00 PM]	Whey Water 300 ml
Note :	No milk in clear liquid diet. Coconut water, Fruit Juice without pulp, Vegetable soup can be given in Clear liquid diet. 3. Fruit juices, lemon juice, coconut water depending upon potassium level in case of renal patients. 4. Fruit juices should be strictly avoided, lemon juice, coconut water depending upon Blood Glucose level in case of Diabetic patients.

Liquid Diet: 13 : Full Liquid Diet

Early Morning 6am	Tea
Breakfast 8am	Sattu Feed (300 ml) Milk – 150 ml Sattu – 30 gm Sugar – 5 gm to 7 gm
Mid-Morning [10: 00 AM]	Dal Soup + Salt & Pepper sachet
Lunch [12 : 00 PM]	Churn Diet – Khichdi + Curd/Paneer + Oil [5 ml] rich in MUFA & PUFA)
2 : 00 PM	Packed Lassi
Evening Tea [4:00 PM]	Tea
6 : 00 PM	Packed milk shake preferably vanilla
Dinner [8:00 PM]	Churn Diet – Khichdi + Curd/Paneer + Oil [5 ml] rich in MUFA & PUFA)
Bed Time [10:00 PM]	Milk
<p>Note: The diet menu is suggestive and may be changed on the recommendation of the dietitian / Hospital Dietician</p> <p>Packed Fruit juices & fruit milk shake - Banana/chikoo/mango/lemon juice/coconut water depending upon potassium level in case of Renal Patient.</p> <p>Fruit juices & fresh fruit shake - Banana/chikoo/mango should be strictly avoided, lemon juice, coconut water depending upon Blood glucose level in case of Diabetic patients.</p> <p>In case of 1-2 hourly feeding and overnight feed, 12-24 feed/day. Provide above mention or the dietitian / Hospital Dietician would be the final authority to take appropriate decision on the menu without compromising the quality.</p>	

Liquid Diet: 14 : Scientific formula feed plan (Dilution : 30ml water/ milk in 8-10gms nutritional formula)

Liquid Diet: 15 : Ketogenic feed, will be combination of soya products like soy milk, tofu etc. + MCT oil + Amul cream + Amul butter + Specialised Nutritional formula in concerned with the ratio of fat is to carbohydrate and protein (2:1;3:1,4:1).

F-75

Items included (Raw Unit) Quantity (amount) for 100ml of the feed

Milk	-	50ml
RefinedOil/ MCT oil	-	3 ml
Sugar	-	5(g)
Murmura powder	-	5(g)

F-100

Items included (Raw Unit) Quantity (amount) for 100ml of the feed

Milk	-	75ml
RefinedOil/ MCT oil	-	3ml
Sugar	-	3(g)
Murmura powder	-	8(g)

IMPORTANT GUIDELINES TO BE STRICTLY FOLLOWED BY BIDDER DURING HIS PATIENTDIET KITCHEN SERVICES AT AIIMS RAIPUR

Specific Hygienic and Sanitary Practices to be followed by Practices to be followed by Bidder Operators engaged in catering / food service establishments / Patient Diet Kitchen Services for AIIMS Raipur/ Patient Diet Services for AIIMS Raipur as per the Food Safety and Standards Regulations. THE GAZETTE OF INDIA: EXTRAORDINARY [PART III—SEC. 4]. 1st August, 2011. Food Safety and Standards Authority of India. MINISTRY OF HEALTH AND FAMILY WELFARE. <https://www.fssai.gov.in/home/fss-legislation/fss-regulations.html>

The Catering/ food Service establishment / Patient Diet Kitchen Services for AIIMS Raipur in which food is being handled, processed, manufactured, stored, distributed and ultimately sold to the customers and the persons handling them should conform to the sanitary and hygienic requirement, food safety measures and other standard as specified below.

I. GOOD MANUFACTURING PRACTICES FOR WHOLEPREMISE

1. Food Preparation Areas

The following rules apply to the area where food is prepared. There will be no smoke nuisance in the food preparation area. Wherever cooking or frying of any kind is being done, a chimney having appropriate suction capacity as per the size of the kitchen has to be installed prior to start of business.

2. Hand washing facilities and toilets

- (1) Adequate number of wash-hand basins made of porcelain/stainless steel shall be provided along with soap to wash hands, with hot and cold running water, and materials for cleaning hands and drying them hygienically. Clean and dry towels shall be kept for the use of customers.
- (2) Separate sinks must be provided, where necessary, for washing raw food like vegetables, fruits etc., and cleaning equipment.
- (3) Sinks with a draining board, detergent and hot water shall be provided to ensure proper cleaning of utensils, crockery and cutlery there will be a separate place for washing pots and pans.

3. Changing facilities:

Facilities for staff to change their clothes, where necessary must be provided.

II. GOOD FOOD HYGIENE PRACTICES

1. Cleaning

- Food areas and equipment between different tasks, especially after handling raw food shall be cleaned through the chlorinated tablets.
- The surface shall be thoroughly cleaned in case if somebody spills food / water / drink.
- A systematic cleaning schedule and instructions has to be developed by the FBO.
- Food handlers should strictly follow the systematic cleaning schedule to make sure that surfaces and equipment are cleaned when they need to be. The schedule should include:-
 - what needs to be cleaned
 - how often it needs to be cleaned
 - how the cleaning should be done

Cleaning instructions should indicate:-

- what cleaning products should be used
- how the products should be stored (away from raw, cooked, packed food) and used
- how much they should be used or diluted
- how long that should be left in contact with the surface (following the manufacturer's instructions)

2. Raw materials

- Raw materials shall be purchased from reliable and known dealers and checked for visible deterioration & off-odour.
- There should be no physical hazards and foreign body contamination.
- Raw paste, sauces etc. should be stored in properly covered containers made of food grade material and checked regularly for fungal growth, deterioration etc.

Preparation of fruits/ vegetables:

- Fruits and vegetables that have been protected from cross-contamination and properly conserved should be used.
- Whole fruits and vegetables should be washed in potable water before being cut, mixed with other ingredients. Uncooked, ready-to-eat fruits & vegetables should be with 50 ppm chlorinated water before cutting, peeling or serving.
- Fruits and vegetables should be peeled, squeezed and/or cut, as appropriate, with clean equipment/ utensils made of non-absorbent food grade materials.
- Previously prepared fruits/vegetables should be kept in clean and properly covered food grade containers under refrigeration or at a maximum temperature suitable for the product in question.

Preparation of Non Veg ONLY Eggs:—

- Eggs should be separated from other foods; items and surfaces.
- Separate items (e.g. cutting boards, dishes, knives) and preparation area should be used to avoid cross contamination of food.
- Hands should be thoroughly washed before switching from preparing to any other activity to avoid the food allergies.
- Ensure proper cooking of all food products.
- Used surfaces should be washed with antibacterial cleaning agent, rinsed properly with water and sanitized after Preparation.

3. Cooking

- a) The preparation/ processing/ cooking should be adequate to eliminate and reduce hazards to an acceptable level which might have been introduced at the raw food level.
- b) The preparation/ processing/ cooking methods should ensure that the foods are not re-contaminated.
- c) The preparation/ processing/ cooking of veg. & non-veg. products should be segregated.
- d) Whenever cooking or reheating of food is done, it should be hot all the way through, It is especially important to make sure that food is cooked thoroughly.
- e) Re-use of cooking oil should be avoided in all the preparation areas.
- f) Food hot held at 60°C and cooled at 21°C within 2 hrs or cooled to 5°C in 4 hours and thereafter refrigerated might be reheated.
- g) Reheated food must reach a minimum internal temperature of 74°C. When using microwave to reheat, food must reach a minimum temperature of 74°C and stayed covered for 5 minutes to allow the temperature to equilibrate.
- h) Reheat food quickly in ovens, steamer, and microwave oven and/or on top of range in a steam kettle.
- i) Never reheat food on a steam table, in a Bain Marie, in a bun drawer and/or under a heat lamp.
- j) In case of reheating of oil use maximum three times to avoid the formation of trans fat. It is ideal to use once if possible.

4. Chilling

- Semi cooked or cooked dishes and other ready-to-eat foods such as prepared salads and dessert shaving short shelf life should not be left standing at room temperature.
- Chilled food intended for consumption should be cold enough.
- Food items that need to be chilled should be put straight away into the fridge.

- Cooked food should be cooled as quickly as possible and then put it in the fridge.
- Chilled food should be processed in the shortest time possible.
- Fridge and display units should be cold enough and as per requirement.
- In practice, fridge should be set at 5 °C to make sure that food is kept in chilled condition. Also, fridge and display units should be maintained in good working condition to avoid food spoilage and contamination.

5. Cross-contamination

Following should be done to avoid cross - contamination.

- Raw food and ready-to-eat foods should be kept separate at all times.
- Hands should be thoroughly washed after finishing the given step.
- Work surfaces, chopping boards and equipments should be thoroughly cleaned before the preparing of food starts and after it has been used.
- Separate chopping boards and knives for raw fruit/ vegetables/ egg and ready-to-eat food should be used.
- Staff should be made aware how to avoid cross-contamination.

III. PERSONALHYGIENE

1. High standards of personal hygiene should be maintained.
2. All employees handling food should wash their hands properly:
 - before preparing food
 - after touching raw food or materials, specially eggs
 - after breaks
 - after using the toilet
 - after cleaning the raw materials or utensils/equipments.
3. Street shoes inside the food preparation area should not be worn while handling & preparing food.
4. Food handlers should ensure careful food handling & protect food from environmental exposure.
5. Food handler should not handle soiled currency notes to avoid cross contamination.

IV. TRANSPORTATION AND HANDLING OFFOOD

- (1) The vehicle/transportation being used to carry cooked/prepared/processed food should be clean and, dedicated for this purpose and should not carry anything else.
- (2) Time required for transportation should be minimum, to avoid microbial proliferation.
- (3) Cooked food served hot should be kept at a temperature of at least 60°C to prevent microbial growth.
- (4) Cooked food to be served cold should be kept below 5°C to prevent growth of pathogens.
- (5) All foods during transportation must be kept covered and in such a way as to limit pathogen growth or toxin formation by controlling time of transportation, exposure, temperature control and using safe water for cleaning etc.

- (7) Handling of food should be minimal. It should be ensured that utensils, crockery, cutlery and specially hands of the food handlers/seller are clean and sanitized.
- (8) All surplus food and unused thawed food should be discarded.
- (9) Food to be kept for cold storage should be distributed in small volumes to ensure uniform cooling.
- (10) Dry, fermented and acidified foods should be stored in cool and dry place.
- (11) All packaged food viz. sterilized milk, bottled beverages, canned foods etc. should be stored properly during transportation to ensure that seals remain intact and undamaged.

V. STORAGE

1. It is very important to store food properly for the purpose of food safety. Following things must be sure:

- Foods should be cooked, stored and kept at right temperature
- Raw eggs should be stored separately from other foods
- Veg. foods should always be stored above non-veg. foods and cooked foods above uncooked foods on separate racks in the refrigerator.
- Storage temperature of frozen food should be -18°C or below.
- Cooked food to be eaten later should be cooled quickly, and kept it in the refrigerator - It is advisable to put date on food packages or containers, using stickers or any other way of identification, before keeping inside the refrigerator to keep track of food prepared date wise and use accordingly to minimize wastage.
- Storage instructions over food packaging should be followed.
- Dried foods (such as grains and pulses) should be stored off the floor, ideally in sealable containers, to allow proper cleaning and protection from pests.

2. Stock rotation

The rule for stock rotation is FIFO (first in, first out), FEFO (first expire, first out) to make sure that older food is used first. This will help to prevent wastage.

VI. SPECIAL REQUIREMENTS FOR HIGH RISK FOODS

This section deals selectively with varieties of food which are high risk as per HACCP and may need special attention. The type of foods covered here are as follows:

1. Cut fruits/salads, fresh juices and beverages

- (1) Fresh fruits /vegetables cut or juiced should be used immediately; however, short storage should be only under refrigeration in sanitized and properly covered vessels.
- (2) Water used in beverages should be potable.
- (3) Ice used should be made of potable water only.
- (4) Food or beverages should not be stored in the same container used to store the ice intended for consumption.
- (5) Juice concentrates must be checked regularly for any fungal growth / change of colour, odour or gas formation in the bottle.
- (6) Juice dispensing machine should be cleaned and rinsed with water regularly.

2. Confectionery products

- (1) Prepared confectionery products should be kept in airtight containers and displayed hygienically.
- (2) Cream to be used should be stored covered under refrigeration.
- (3) Finished products should be refrigerated with proper labels indicating date of expiry.
- (4) Products should be properly wrapped/ packaged after proper cooling.

3. Meat, poultry & fish products

- (1) Non veg. products/raw materials should be purchased (chilled products temperature should be at 5Degree Centigrade or below and frozen products at -18 Degree Centigrade or below) from authorized/ licensed slaughterhouses/vendors.
- (2) Processing area should be cleaned and disinfected promptly.
- (3) Preparation and processing of meat, poultry and marine products should be separate.
- (4) Non-veg. products are washed with potable water before use.
- (5) Non-veg. products are cooked thoroughly (core temperature 75⁰ C) for at least 15 seconds or an effective time/temperature control e.g. 65⁰C for 10 minutes, 70⁰C for 2minutes.
- (6) Non-veg. products should be stored covered in refrigerator below the veg. products.
- (7) Raw and cooked products should be stored physically separated with cooked products at the top.
- (8) All refuse/waste should be promptly removed from preparation area.

4. Water based chutneys, sauces etc.

- (1) All fruits/vegetables should be washed properly before processing.
- (2) Clean and disinfected chopping boards/grinding stone/machine should be used.
- (3) Personal hygiene of food handlers need to be sure.
- (4) Water used in the chutneys should be safe and potable.
- (5) Only permitted food additives should be used, if required, and be added in recommended quantities only.
- (6) Spoiled products should be discarded immediately after confirmation of spoilage (change in colour/ texture/ odour).
- (7) Sauces and chutneys should be stored in glass/food grade plastic containers with proper lids.
- (8) Clean and intact containers should be used for storing sauces and chutneys.
- (9) Sauces and chutneys should be stored in refrigerator when not in use.
- (10) Perishable/uncooked chutneys should be consumed immediately.

5. Foods transported to point of sale from the point of cooking

- (1) Food should be reheated more than 74⁰ C before consumption.
- (2) Food should be consumed or served for consumption within 4 hours of reheating.

6. Foods with Gravy

- (1) Food products should not be stored at room temperature for more than 2 hours during display or sale.
- (2) For prolonged storage, foods should be stored in refrigerators or kept for hot holding at or above60°C.
- (3) No water should be added after cooking/reheating/boiling.

7. Fried Foods

- (1) Good quality / branded oils/fats should be used for food preparation, frying etc.
- (2) Use packaged oil only.
- (3) Use of oils with high trans fats (like vanaspati) should be avoided as far as possible.
- (4) Re-heating and reuse of oil should be avoided as far as possible. Avoid using leftover oil wherever possible.

8. Adding ingredients after cooking

- (1) Ingredients added to the cooked food should be thoroughly washed/cleaned.
- (2) After cooking or post cooked mixing, the food should be used immediately.
- (3) Garnishes etc., if added, should be prepared using fresh, thoroughly washed and freshly cut vegetables and used immediately.

Reuse of cooked food is not recommended.

- Potentially hazardous foods and high risk foods such as refried beans, scrambled eggs and cut fruits are to be discarded.
- All food at banquet setting that has been on display are to be discarded.
- Food kept at more than 60°C during service may be reused, only by following the procedure indicated below:
- Never mix leftover with fresh product. If in doubt, throw out the product.
- Reheat leftover food temperature to morethan74°C

9. Thawing of Frozen Products.

Thawing-In Refrigerator

- Items being thawed should be labelled with defrost date to indicate the beginning of 2nd shelf life.
- Thaw food at 5°C or less.
- Temperature controlled thawing is recommended for meat, poultry and fish.
- Any other means of thawing apart from running water and microwave is not allowed.

Thawing In Running Water

- Items being thawed should be labelled with date and time.
- Thawing in running water advisable shellfish and seafood.
- Thawing in running water should not exceed 90minutes.
- Ensure air break between tap and water.
- Use sanitized food grade container.
- Sink must not be used for other purposes during thawing
- After thawing, product must be used within 12hours.
- Cold running water (from mains) should be at 15°C or less

The rest of Terms and Conditions shall be applicable as per Tender Document for entire validity period and the Second Party liable for strict compliance of the same during delivering their services at AIIMS Raipur.

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 Raipur in the presence of the witness:

Patient Diet Kitchen Layout Plan given here only for General Information, Interested Bidders are advised to visit AIIMS RAIPUR for physically verified the details of earmarked area for their clear understanding and assessment for preparation of their Bids

Section V

The Contractor/Service Provider shall:

1. Ensure compliance of Schedule 4 (Part 2) and (Part 5) of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011 of FSSAI and to any revision issued by FSSAI from time to time.
2. Ensure to have valid FSSAI License during currency of contract and also submit a copy of same to the Institute & renew periodically on its own.
3. Ensure Trained and Certified Food Safety Supervisor as per FSSAI norms.
4. Ensure proper sanitation/hygienic conditions in food preparation, service and Service.
5. Ensure that food is served in a neat and clean utensil.
6. Ensure to use fresh raw materials.
7. Ensure to deploy persons free from infectious diseases/ contractor should get his employers with Health card with Health authority.
8. Remove all trash and garbage to waste receptacles inside the premises of the kitchen & Cafeteria locations. The Contractor shall be responsible to make arrangements for disposal of his own garbage. The management will not provide any facilities to store/dispose/incinerate the garbage.
9. Provide list of all its' personnel scheduled to work in the premises of the hospital. Bidder shall be responsible for statutory compliances, payment of ESI, PF & Bonus as per current state laws.
10. The contractor should agree that it is liable and responsible for and undertakes to pay wages not less than the minimum wages, allowances, and other benefits due and payable under the various applicable statutes/regulations to the personnel employed by the Bidder on the said services.
11. Ensure to have valid license under Contract Labour (R&A) Act, 1970 and also submit a copy of such license to the Institute & renew periodically on its own cost.
12. Ensure to have valid Trade license and also submit a copy of same to the Institute & renew it periodically on its own cost.
13. Shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation and any other laws and rules applicable in this regard.
14. Be responsible for verifying antecedents of the persons deployed by him by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority.
15. Ensure that he provides its employees prescribed neat and clean uniform according to season, give badges to its employees with their name and designation at his own cost and ensure that they wear the same.
16. Make arrangements for serving of food for patients only for Paying Ward Rooms on payment basis.
17. Make arrangements for service of tea/coffee, cold drinks, snacks, breakfast/lunch etc. in Conference Rooms for meetings on payment basis.

18. Ensure that food material used in canteen should conform to the latest FSSAI standards.
20. Install Fire Safety equipment at the contracted location and obtain NOC from Fire Department.
21. Ensure that the staff is not below the age of 18 years and are medically fit.
22. Ensure the regulations of Government regarding non-smoking in public place.
23. Maintenance of locations handed over for cafeteria services for sanitation, conservancy services of the kitchen, serving area, facades glasses and the common/entrance areas.
24. Ensure that no advertisements of any brand, firm etc. will be displayed in the contracted locations.
25. Ensure use of Water Quality as per Government Norms and get it checked on half yearly basis from Microbiology Department, AIIMS Raipur.
26. No subletting of contract or/and sub-contracting is allowed.
Accommodation for the workers has to be provided by the Contractor at his own cost.
27. Separate provision for inpatient cooking area and cafeteria cooking has to be maintained by contractor to avoid cross contamination.

Special Condition

- Health check-up in every six month should cover in following points.
 1. Stool and Urine test
 2. Tuberculosis
 3. Eye Sites
 4. Immunization
- 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.

- 24 Hours Food Sample Records by vendor:** To counter any food related outbreaks. Preserve major meals (Breakfast, Lunch and Dinner) for next 24 hours and discard the same after confirming there would not outbreak come in the knowledge.

- Vendor shall clean dishes in which the meals are served with clean hot water and eco-friendly branded dish washing powder/soap/liquid before and after serving of meals. The dishes should be served to patients in clean condition after hygienic transport from the kitchen/wash area to the wards. For hospital setting dishwasher should be installed by vendor at his own cost. 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 one and half hours after meals for cleaning.

Section – VI

Form A

PARTICULARS TO BE FILLED BY THE BIDDER

1. Name of the Supplier : _____
2. Complete Address of the Supplier : _____
3. Availability for demonstration of items at AIIMS Raipur. Yes/No [Please√]
4. Earnest Money Deposit enclosed: Yes/No[Please√] if Yes,
 - a.) Name of the Bank : _____
 - b.) Amount in (Rs.) : _____
 - c.) Demand Draft No. : _____
 - d.) Validity date of the enclosed DD/FDR : _____
5. Communication details of the concerned contact person to whom all references shall be made regarding this tender enquiry.

[NOTE: Any changes after submission of Tender documents kindly update AIIMS Raipur]

- a.) Full Name : _____
- b.) Complete Postal Address : _____
- c.) Telephone No. : _____
- d.) Fax No. : _____
- e.) Mobile No. : _____
- f.) E-mail : _____
- g.) Website Address : _____

Note: - Demand Drafts must be complied with CTS 2010 standards prescribed by Reserve Bank of India.

Form B

**PARTICULARS FOR REFUND OF EMD TO SUCCESSFUL/UNSUCCESSFUL BIDDER
RTGS / National Electronic Fund Transfer (NEFT) Mandate Form**

1.	Name of the Bidder	
2.	Permanent Account No(PAN)	
3.	Particulars of Bank Account	
	a) Name of the Bank	
	b) Name of the Branch	
	c) Branch Code	
	d) Address	
	e) City Name	
	f) Telephone No	
	g) NEFT/IFSC Code	
	h) RTGS Code	
	i) 9 Digit MICR Code appearing on the cheque book	
	j) Type of Account	
k) Account No.		
4.	Email id of the Bidder	

Form C
Past Performance Statement

The Bidders are required to give details of all catering services contracts of last 5 years (April 2015- March 2020) where average annual turnover of each contract should be clearly mentioned below:

Sr. No.	Contract		Client		Nature of service	Period of contract		Satisfactory performance certificate (dated 01.04.2015 onwards)	Annual turnover against each contract in Rupees					
	No.	Date	Name	Govt./ PSU/ Private		From	To		2015 - 16	2016 - 17	2017- 18	2018 - 19	2019- 20	Average Annual Turnover of 5 Financial Years
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1														
2														
3														
4														
5														
6														
7														

Note:- Bidder has to furnish the following for the above furnished details:

1. Self attested copy of Contract (Column-2 & 3),
2. Original satisfactory Performance Certificates (Column -9)
3. Annual Turnover of years last three years against each contract to be certified by CA. In cases where the period of contract is less than a Financial Year, the Average Annual Turnover of that contract may be calculated by annual turnover divided by period of the contract(Column-10 to 15).

Signature of the Tendered:

Name & Address with stamp:

Place and Date:

**Form-D
CHECKLIST TECHNICAL BID**

S. NO.	NAME OF DOCUMENT'S LEGIBLE SCANNED COPIES REQUIRED TO BE UPLOADED*	YES	NO	Remarks
I	EMD as per clause-1(Section-II) of Rs. 5,00,000/- (Five Lakh only) in the form of FDR/BG or NEFT/RTGS			
II	Original copy of Undertaking for acceptance of all Terms & Conditions mentioned in this E-Tender on Non Judicial Stamp Paper worth of Rs. 100/- as per Annexure-B , duly attested by notary public.			
III	Original copy of Undertaking for Criminal Liability on Non Judicial Stamp Paper worth of Rs. 100/- as per Annexure-D , duly attested by notary public.			
IV	Tenderer must provide an affirmation on letter head that they have not quoted the price higher than previously supplied to any government Institute / Organization / reputed Private Organization or DGS&D rate in recent past.			
V	Signed and Scanned copy of Covering letter on participating Firm's Letter Head indicating the list of enclosures must uploaded.			
VI	Signed and scanned photocopy of valid Registration/Incorporation Certificate of the Firm.			
VII	Signed and Scanned Copy of GST Registration Certificate showing clearly GST Number of the participating Company/firm.			
VIII	Signed and scanned copy of PAN Card of the firm/company / proprietor issued by Income Tax Department.			
IX	Signed and Scanned copy of valid FSSAI license under Food Safety and Standard Regulation Act 2006 issued by Food & Administration Deptt. Must require to be uploaded.			
X	Signed and Scanned copy of valid Registration of the participating Bidder with EPF and ESIC and strictly following the applicable Statutory requirements as per prevailing Labour Law rules.			
XI	Signed and attested legible scanned copies of Average Turnover as per Clause-3 (Section-II) for during last three Financial years. Audited Balance Sheet and Profit & Loss Account for last three Financial Years) duly certified by Chartered Accountant/Company Secretary on his Letter Head is required to be uploaded.			
XII	Signed and scanned copy of Income Tax return of the firm/company for the last Three Financial Years must require to be uploaded.			

NIT No. : AIIMS/R/Food Services/20-21/RC

XIII	<p>Participating Bidder Company required to upload duly Singed and attested legible scanned copies of Performance Reports regarding providing similar nature Patient Diet Kitchen Services in the Govt.</p> <p>Hospitals/reputed Government Institutions/PSU's/Other reputed Institutions in India, where the Bidder discharged similar nature Services in last Five Financial Years in Chronological Order from FY-2015-16 to 2019-20. Minimum Three numbers of Previous Work Orders/Contract Agreement Copies for handling similar nature Patient Diet Kitchen Services to any Government Institute/PSU's/Other reputed Institutions in India in Last Five financial years (i.e. 2015-2016, 2016-2017,2017-2018, 2018-19 & 2019-20) must upload.</p>			
XIV	<p>Signed and scanned copy of List of Kitchen Equipment/Cutlery/Utensils availability with Participating Bidder required for handling AIIMS Raipur Patient Diet Kitchen (for at least 750 IPD Patients) needed to be placed at AIIMS Raipur by them should be uploaded in the Techno-Commercial Bid Slot of e-Tendering portal of AIIMS Raipur. The AIIMS Raipur Hospital will only provide space, water connection, and electricity connection.</p>			
XV	<p>Signed and scanned copy of List of available qualified manpower with Participating Bidder including clearly mentioning each Personal Professional Qualification for handling the Patient Diet Kitchen Services at AIIMS Raipur should be uploaded in the Techno-Commercial Bid Slot of e-Tendering portal of AIIMS Raipur.</p>			
XVI	<p>Signed & scanned copy of the authorization from proprietor / owner to sign the documents in case the owner/proprietor is not signing the e-Tender document. In case of partnership, the copy of authorization to sign the e-Tender document should be submitted by the other partner / partners. Copy of partnership deed should also be submitted.</p>			
XVII	<p>Digitally Signed copy of the referenced e-Tender ID E-Tender Document is must be uploaded (means authentic e-Tender document file downloaded from e-Tender portal needs to be uploaded through your DSC in the portal again).</p>			
XVIII	<p>Affirmation from vendor as per Annexure-C</p>			
XIX	<p>“Declaration by the Bidder “(Annexure-E) should be uploaded as mentioned in tender document should be uploaded.</p>			
	<p>If the above all desired document's from legible scanned copies has not uploaded by the any participating Bidder, his bid liable for rejection in “Techno-Commercial Bid” Stage.</p>			

Note:

- i. **In case of non-fulfilment of any of the above information/ document(s), the Tender will be summarily rejected without giving any notice.**

(Dated Signature of the Tenderer with stamp of firm)

Two Bid System:

PART-A

Technical Bid

**Tender for Dietary Services for AIIMS Hospital
Raipur (Chhattisgarh)**

The following documents are required to upload by the Bidder along with Technical Bid as per the tender document:

- a) Scanned Copy of EMD Cost must be uploaded.
- b) Original copy of Undertaking for acceptance of all Terms & Conditions mentioned in this E-Tender on Non Judicial Stamp Paper worth of Rs. 100/- as per Annexure-B, duly attested by notary public.
- c) Original copy of Undertaking for Criminal Liability on Non Judicial Stamp Paper worth of Rs. 100/- as per Annexure-C, duly attested by notary public.
- d) Tenderer must provide an affirmation on letter head that they have not quoted the price higher than previously supplied to any government Institute / Organisation / reputed Private Organisation or DGS&D rate in recent past.
- e) Signed and Scanned copy of Covering letter on participating Firm's Letter Head indicating the list of enclosures must uploaded.
- f) Signed and scanned photocopy of valid Registration/Incorporation Certificate of the Firm.
- g) Signed and Scanned Copy of GST Registration Certificate showing clearly GST Number of the participating Company/firm.
- h) Signed and scanned copy of PAN Card of the firm/company / proprietor issued by Income Tax Department.
- i) Signed and Scanned copy of valid FSSAI license under Food Safety and Standard Regulation Act 2006 issued by Food & Administration Deptt. Must require to be uploaded.
- j) Signed and Scanned copy of valid Registration of the participating Bidder with EPF and ESIC and strictly following the applicable Statutory requirements as per prevailing Labour Law rules.

- k) Signed and scanned copy of Income Tax return of the firm/company for the last Three Financial Years must require to be uploaded.
- l) Signed and attested legible scanned copies of Average Turnover as per Clause-3 (Section-II) for during last three Financial years. Audited Balance Sheet and Profit & Loss Account for last three Financial Years) duly certified by Chartered Accountant/Company Secretary on his Letter Head is required to be uploaded.
- m) Participating Bidder Company required to upload duly Singed and attested legible scanned copies of Performance Reports regarding providing similar nature Patient Diet Kitchen Services in the Govt.
- n) Hospitals/reputed Government Institutions/PSU's/Other reputed Institutions in India, where the Bidder discharged similar nature Services in last Five Financial Years in Chronological Order from FY-2015-16 to 2019-20. Minimum Three numbers of Previous Work Orders/Contract Agreement Copies for handling similar nature Patient Diet Kitchen Services to any Government Institute/PSU's/Other reputed Institutions in India in Last Five financial years (i.e. 2015-2016, 2016-2017,2017-2018, 2018-19 & 2019-20) must upload.
- o) Signed and scanned copy of List of Kitchen Equipment/Cutlery/Utensils availability with Participating Bidder required for handling AIIMS Raipur Patient Diet Kitchen (for at least 750 IPD Patients) needed to be placed at AIIMS Raipur by them should be uploaded in the Techno-Commercial Bid Slot of e-Tendering portal of AIIMS Raipur. The AIIMS Raipur Hospital will only provide space, water connection, and electricity connection.
- p) Signed and scanned copy of List of available qualified manpower with Participating Bidder including clearly mentioning each Personal Professional Qualification for handling the Patient Diet Kitchen Services at AIIMS Raipur should be uploaded in the Techno-Commercial Bid Slot of e-Tendering portal of AIIMS Raipur.
- q) Signed & scanned copy of the authorization from proprietor / owner to sign the documents in case the owner/proprietor is not signing the e-Tender document. In case of partnership, the copy of authorization to sign the e-Tender document should be submitted by the other partner / partners. Copy of partnership deed should also be submitted.
- r) Digitally Signed copy of the referenced e-Tender ID E-Tender Document is must be uploaded (means authentic e-Tender document file downloaded from e-Tender portal needs to be uploaded through your DSC in the portal again).
- f)** The GST registration details may please be furnished.

- g)** Tenderer must provide evidence of experience of dietary services (Form-C) as mentioned in tender document should be uploaded. Also supportive document with respect to experience must be uploaded.
- k)** “Declaration by the Bidder “(Annexure-E) should be uploaded as mentioned in tender document should be uploaded.
- n)** Form A with duly filled by bidder should be uploaded.
- O)** Affirmation from vendor as per Annexure-C

PART-B

PRICE BID

Price bid in the form of **BOQ.xls**

ANNEXURE-A

PARTICULARS FOR PERFORMANCE SECURITY DEPOSIT

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of Two Hundred) (TO BE ESTABLISHED THROUGH ANY OF THE SCHEDULED BANK (WHETHER SITUATED AT RAIPUR OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT RAIPUR. BONDS ISSUED BY CO- OPERATIVE BANKS ARE NOT ACCEPTED.)

To,
The Director
All India Institute of Medical Sciences (AIIMS),
Tatibandh, GE Road, Raipur-492 099 (C.G.)

LETTER OF GUARANTEE

WHEREAS All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) have invited Tenders vide Tender No..... Dt..... for purchase of AND WHEREAS the said tender document requires the supplier / firm (seller) whose tender is accepted for the supply of instrument / machinery, etc. in response thereto shall establish an irrevocable Performance Guarantee Bond in favour of **“AIIMS Raipur”** in the form of Bank Guarantee for Rs..... [10% (ten percent) of the purchase value] which will be valid for entire warranty period from the date of acceptance, the said Performance Guarantee Bond is to be submitted within 30 (Thirty) days from the date of Acceptance.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said supplier/firm (seller) failing to abide by any of the conditions referred to in tender document / purchase order/ performance of the instrument / machinery/ Consumables, etc. this Bank shall pay to All India Institute of Medical Sciences (AIIMS) Raipur on demand and without protest or demur Rs (Rupees.....).

This Bank further agrees that the decision of All India Institute of Medical Sciences (AIIMS) Raipur (Buyer) as to whether the said supplier/firm (Seller) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, (name of the Bank & branch) hereby further agree that the Guarantee herein contained shall not be affected by any change in the constitution of the supplier/firm (Seller) and/ or All India Institute of Medical Sciences (AIIMS) Raipur (Buyer). Notwithstanding anything contained herein:

- a. Our liability under this Bank Guarantee shall not exceed Rs.....(Indian Rupeesonly).
- b. This Bank Guarantee shall be valid up to(date) and
- c. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if AIIMS Raipur serve upon us a written claim or demand on or before.....(date)

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at situated at.....(Address of local branch).

Yours truly,

Signature and seal of the Guarantor

Name of the

Complete Postal Address:

Bank:.....

.....

Seal & Sign of the bidder

ANNEXURE-B

UNDERTAKING

FOR COMPLIANCE OF ALL TERMS & CONDITIONS MENTIONED IN THIS TENDER
DOCUMENT

**(To be executed on Rs. 100/-Non-judicial Stamp Paper duly attested by Public
Notary)**

To,

The Director,

AIIMS Raipur,

Tatibandh, GE Road, 492099, India

Sir,

1. The undersigned certify that I/we have gone through the terms and conditions mentioned in the tender document and undertake to comply with them. I have no objection for any of the content of the tender document and I undertake not to submit any complaint/ representation against the tender document after submission date and time of the tender. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of tender.
2. **I/We undersigned hereby bind myself/ourselves to ALL INDIA INSTITUTE OF MEDICAL SCIENCES RAIPUR, TATIBANDH, RAIPUR-492099 (CG) INDIA to provide the Patient Diet Kitchen Services in the approved prices to AIIMS Raipur, during the currency of Contract period under this contract.**
3. I/We should arrange a demonstration of the preparation of Patient Diets (if required), preferably within the hospital premises to duly constituted committee. Cost of such demonstration shall be borne by me.
4. I/We should deposit One time Performance security of 10% of the annual estimated value of contract for providing Patient Diet Kitchen Services at AIIMS Raipur in the form of FDR/Bank Guarantee in the name of The Director, All India Institute of Medical Sciences, Raipur (India) in the format at Annexure-A attached herewith on award of the contract and shall remain in the custody of the Director till the validity of the Tender Contract plus three month.
5. I/We should provide all the assigned Patient Diet Kitchen Services and if any service being found of inferior quality, it shall be immediately improved by me/us free of cost in time to prevent inconvenience.
6. I/We hereby undertake to provide all the assigned services as per General Terms and Condition of this Tender Enquiry during the validity of tender as per directions given in the Notification of Award/Work Order/Contract Agreement within validity/any extension of time of this Contract period positively.

7. **If I/We fail to provide the desired assigned services in stipulated period the AIIMS Raipur hospital has full power to compound or forfeit the Bid Security/security deposit.**
8. I/We declare that no legal/financial irregularities are pending against our firm.
9. I/We undertake that the rates quoted by me for providing patient diets as and when approved and selected by the Director, AIIMS Raipur will be valid for entire rate contract or till extended as mutually agreed upon. I/we undertake to commence the Patient diet services within 30days time to AIIMS Raipur on receipt of Work Commencement Letter. I/we undertake to commence and provide the contracted services within stipulated period and if fail to commence the services within stipulated period, the necessary action can be taken by the Director, AIIMS Raipur, India and the same shall be accepted to me.
10. I/We undertake that if the patient Diet Rates are lowered due to any reason, I will charge the lower rates.
11. I/We undertake that the Patient Diet being prepared and provided to AIIMS Raipur, I will arrange the Demonstration (if any asked by AIIMS Raipur) and all cost for the same shall be borne by me.
12. I/We undertake that the quoted rates for Patient Diets are not higher than that approved in any other Govt. institutions in India for the similar nature Patient Diets during the current Financial Year.
13. Affidavit regarding No CBI Inquiry/FEMA/ Criminal proceeding/Black listing is pending or going on against the manufacturer/bidder firm is also enclosed. I undertake that I will not submit any irrelevant documents with the tender and in doing so I will not have any objection if my tender is rejected on that ground.
14. **I/we do hereby confirm that the prices/rates quoted are fixed for entire validity period of this Rate Contract and its any subsequent extension and are at par with the prices quoted by me/us to any other Govt. of India/Govt. Hospitals/Medical Institutions/PSUs./Limited Companies.**
15. I/we have necessary infrastructure for handling Patient Diet Kitchen Services at AIIMS Raipur Hospital and will arrange and deploy all the required qualified Manpower, Raw material, Utensils, Equipments to efficiently running the Patient Diet Kitchen Services at AIIMS Raipur Hospital.
- I/we undertake, If as a result of post payment audit any over payment is deducted in respect of any extra payment for Patient Diet Kitchen Services /work done by our Bidder or alleged to have been done by our Bidder under this tender, it shall be recovered by the AIIMS Raipur from our Bidder.
16. I/we undertake, if any under payment is discovered, the amount shall be duly paid to our Bidder by the AIIMS Raipur.
17. I/we undertake that we shall liable to provide all the relevant records copies during the concurrency period of Contract or otherwise even after the Contract is over, whenever required by AIIMS Raipur.

ANNEXURE-C

Affirmation

I pledge and solemnly affirm that the information submitted in tender documents is true to the best of my knowledge and belief. I further pledge and solemnly affirm that nothing has been concealed by me and if anything adverse comes to the notice of purchaser during the validity of tender period The Director, All India Institute of Medical Sciences, Raipur (India) will have full authority to take appropriate action deem fit against our Firm.

Signature of Bidder

(Name of Bidder)

Place

With seal of firm

Date.....

ANNEXURE – D

Name of the e-Tender: Rate Contract for supply of Dietary Services for IPD patients & other staff at AIIMS Raipur

CRIMINAL LIABILITY UNDERTAKING

(To be executed on Rs.100/-Non-judicial Stamp Paper duly attested by Public Notary)

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

.....

..... Do solemnly pledge and affirm: -

1. That I am the proprietor /partner/authorized signatory of

M/s.

2. That my firm has not been declared defaulter by any Govt. Bidder and that NO case of any nature i.e. CBI/FEMA/Criminal/Income Tax/GST/EPF/ESIC/FSSAI/Labour Department or Blacklisting is pending against my firm.

Name & Signature

Seal of the participating Bidder Company

ANNEXURE-E

Name of the FirmDate..... Place.....

Declaration by the Bidder:

1. This is to certify that I/We before signing this e-tender have read and fully understood all the terms and conditions contained in e-Tender document regarding terms & condition of the contract, rules regarding daily functioning of the mess with penal clauses. I/we agree to abide them.
2. No other charges would be payable by Client and there would be no increase in rates during the Concurrency of the Contract period for Patient Diet Kitchen Services and claim the payment against number of patient diets provided to Patients as per daily Diet orders receipt from AIIMS Raipur Dietitian/Nursing In-charge of Ward on each patient wise as per approved Diet Orders Rate wise on each successive month. All record for provided diets shall maintained by me as per the instructions/formats of Diet Orders provided by AIIMS Raipur Hospital.

Name(s) & Signature of Authorized person of the Bidder Company with seal

Section- VII**Rate list for Staffs, Students & Visitors
Department of Kitchen/Cafeteria at AIIMS Raipur Hospital**

SL.NO	MENU ITEM	WEIGHT/GRAMS/NUMBER	RATE INCLUDING TAX ₹
SNACKS			
1	Samosa/ Veg Cutlet	1 no -50 gm	5
2	Dal vada/ Chana Dal Vad/ BatataVada	1 no- 50 gm	7
3	Bread Pakora/ Mix Veg Pakora	1 no -75 gm	10
4	Bun bhaji	2 Bun with 80 GrmBhaji + Salad +Achar	20
5	AlloBhonda	1 no – 50 gm	5
6	Indian Dessert	1 no- 50 gm	5
7	Veg Upma/Veg Poha	150g	10
8	Idly Samber	2 idli& 100 g Samber	15
9	VadaSamber	2 vada& 100 g Samber	15
10	Chole Bun	2 Bun with 100 GrmCholey + Salad +Achar	20
11	Egg Bhurji and Bun	2 Bun with 80 Grm Egg Bhurji + Salad +Achar	30
12	Bread Omelette	1 Egg & 2 bread Slices	25
13	KachoriSabji	2 Kachori 60 g + AalooSabji 100 g	20
14	PaneerPakora	75 gm	25
15	Masala Dosa	1 No with chutney & Sambar100g, potato masala 50g, chutney 40g	25
16	Uttapam	1 Nos (6 Inches) with Chutney and 100gm Sambar	20
17	Chaat	DahiPuri, BhelPuri,GolGappa etc.	15
18	Maggi Noodles	125g	15
19	Aloo/Veg Stuffed Paratha	1 Nos (6 Inches)-with Pickle and Cup Curd 50g - 125g paratha	20
20	Egg Paratha	1 Nos-with Pickle and Cup Curd	25
21	PooriBhaji	4 Poori with Bhaji of 100gm	20
22	PavBhaji	2 Pav with Bhajji 100gms	20
23	Dhokla	2 Nos with Chutney 40gm	20
24	Veg/PaneerKathi Roll	125gm	25
25	Veg Burger / Hot dog	100gms	25
THALI/COMBO			
26	Veg Thali	Rice 150g, Dal 150g, Veg 100g (No Paneer) ,Salad 40g,Chappati 2 Nos 60 gm	40

27	Spec Thali Veg	Normal Thali with Veg as Paneer or Kofta+With Tandoori Roti/Poori/Roti + Cup Curd (Veg with Kofta/Paneer)	60
28	Paddy Field (RajmaChawal/Kadhi Chawal/Choley Rice/Dal Makhani & Veg Rice)	Rice 200g, Curry 150g, Pickle	35
29	Egg Curry Combo	2 Paratha /Pulao 150g with 2 Egg Curry	40
30	Veg Noodles/ Veg Fried Rice	150gm	20
31	Veg Manchurian/ Veg Chinese Preparation	100 gm	25
32	Veg Biryani	200gm	35
33	Paneer Combo	2 Paratha (70gms)/Pulao 200g with Paneer Curry 125g	40
BEVERAGES & JUICES			
34	Tea	Dip Tea, 90ml	5
35	Coffee	90ml	7
36	Tomato Soup	90ml	10
37	Seasonal Fresh Juice	200 ml	15
38	Seasonal Milk Shake	200 ml	15
39	Butter Milk	200 ml	7
Bakery			
40	Veg Pattice	40gm	10
41	Egg Puff	40gm	15
42	Tea Cake/ Fruit Cake/ Swiss Roll	60gm	15
43	Cookies	35gm	15
44	Brownies	75gm	25
45	Pastry/ Cream roll	80gm	20

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 5 Page 6 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.