
Minutes of Pre Bid Meeting

Sub. AIIMS/R/FOOD SERVICES/2018/

Ref. Pre bid meeting held on 25-10-2018 at Office of the Medical Superintendent.

The following Bidder's Representatives attended the pre-bid meeting:

Sr. No.	Name	Organization/Firm
1.	Mr. Mayank	Prime Services
2.	Mr. Sagar Gulati	Hotel MP inn
3.	Mr. Sambhu Das	Synergy Kitchen & Hospitality (P) Ltd.
4.	Mr. Aksharesh	Apollo Sindoori Hotels Limited
5.	Mr. Himanshu Sahni	Shree Sai Services
6.	Mr. Philip	CH. Philip Caterers
7.	Mr. Kundan Kumar	Hotel Venkatesh

Proceeding of the pre-bid meeting is as follows:

1. At the outset, a briefing about the scope of services and purpose of the pre-bid meeting were deliberated.
2. Thereafter, prospective bidders were requested to put up their queries related to scope and terms and conditions given in the Bidding document.
3. The queries from prospective bidders were appropriately responded. The representatives were also requested to send their queries in writing through e-mail within 2 days.
4. The responses to queries sought from prospective bidders in writing and those asked during the meeting have been compiled.
5. The amendments made pursuant to the Bidding Documents shall be issued separately.

Deliberation:

Sr. No.	Tender Page no. /Clause no.	Query	Response / clarification
1	--	The scope of work is not mentioned clearly - It would need elaborated details as to how many beds needs to be served & subsequently how that number would increase. There has to be some time frame within which the increase would happen.	The scope of work is mentioned in section IV(A) at Page 22 -23. Vendor to note that AIIMS Raipur Hospital is currently under progression stage and as per first para at Page 15, it is clearly spelt out that "AIIMS Raipur does not guarantee over the occupancy ratio and distribution of diet ratio and the vendor is advised to assess over on their own and quote the price." It is advisable that vendor must visit the site before bidding.
2	--	Tender estimate is not mentioned clearly it should be explicitly stated	<u>Not agreed</u>
3	--	Although in PQ condition you are demanding RS 5 Cr & 2 Cr along with 300 Beds. On what pretext are these PQ conditions & figures are set when the estimate is of the tender is not mentioned. PQ conditions are usually set in the context of the Estimate of the Tender for fare competition.	Please refer corrigendum in this regard.
4	Tender Page no. 9- 10 Clause no. 21	Its observed that the tender is floated to give preference to some specific firm/firms as the score system opted gives such an impression as heavy weightage of 35 points is given on turnover	<u>Not agreed.</u>
5	--	Current Turn over on the particular services & what's the future turnover	<u>Not agreed being incomplete query</u>
6	---	AIIMS Jhajjar has floated similar kind tender but these types of PQ conditions & weightage are not the selection criteria on the tender.	<u>Not agreed</u>
7	Tender page no. 9, clause no.21	Its mentioned that methodology would get 17 points - but how would these points would be awarded is not mentioned.	The competent authority of AIIMS Raipur reserves the right to award the points based on Methodology write up given by bidders the evaluation will be done. If required representatives from AIIMS Raipur can visit any of the ongoing project of the firm. Further participating vendors to note that No deviation shall be allowed from the methodology submitted presented to its actual implementation after awarding the contract failing which it will be considered as breach

			of contract and further administrative action will be taken as per extant rule.
8	Tender page no. 9, clause no.21	Observation highlighted on account of point (4) & (5) highlighted above its clearly looks that these score point have been set to give preference to a particular firm/firms & not for fare competition. Also your evaluation is 70 % on quality weightage & only 30 % is rate weightage. In 70% - 35% is on turnover and big contracts which looks favourable to 1 or 2 party only.	<u>Not agreed</u>
9	-----	There needs to be details list of equipment and machineries that are required to be installed in kitchen. As this information would be required by which one can calculate the price. As without these details every party will have different opinion of Machines and Equipment and price will be differed by this.	Please refer corrigendum in this regard.
10	----	Other Govt hospitals like AIIMS Jhajjar (floated By AIIMS, Delhi) & Safdarganj Hospital has floated same kind of tender with details of machinery required in kitchen with all the specifications clearly mentioned.	Noted. Please refer corrigendum in this regard.
11	----	AIIMS -Raipur must upload kitchen & dining layout in their tender as soon as possible to make ease of kitchen set up.	Please refer corrigendum in this regard.
12		What Modular kitchen is - well define list of kitchen equipment which AIIMS - Raipur ask from vendor side, that list must upload in tender with require kitchen equipment as soon as because scores for kitchen development is there and in good numbers, so definition of modular kitchen is different for caterer A & different for caterer B. Instead of doing that AIIMS - Raipur tell us which type of equipment they are looking for (with lists of items)	Please see Sr. No. 9 above.
13	---	In civil work of kitchen, modification require from vendor side, AIIMS- Raipur must consider the same without any hesitation.	It is made cleared herewith that No civil work will be done by AIIMS Raipur except for drainage and water supply. The prospective bidders to note that they have to use the existing space judiciously and without harming the structure of the building. If required, prior permission from competent authority of AIIMS Raipur to be obtained from vendor for any civil work in the given area.
14	---	What will be the payment terms & conditions from AIIMS - Raipur side that also they need to mention (after submission	It is made cleared herewith that the monthly Payment shall be made within 15- 30 days after submission of technical and commercial clear

		of bills verified by dieticians of AIIMS, how many days will take to clear payment and if those days cross than what will be the interest on payment.	bills/invoices. No interest will be made on payment to vendor.
15	Tender Page no.6 clause no. 5	During annual rate revision time, AIIMS – Raipur must keep Annual Increment Impact of manpower also in mind (nationwide average 5 to 8% hike) along with WPI Website	<u>Not agreed</u>
16	--	Every Ward wide pantry is suitable idea to serve and cater patients best.	<u>Not agreed</u>
17	Tender Page no.14 General conditions	Rather going to give charge on calorie wise food or beverages, please keep simple and understandable terminology as 100% accurate calorie count not going to serve in any case by any vendor, rather AIIMS – Raipur can keep ward wise charges like general ward F&B charges, semi special, special & deluxe. Or AIIMS – Raipur can keep diet wise rates like for normal diet (it include high protein, normal diabetic, low fat, normal renal, or any other normal diet) – 190/-, soft diet – 160/-, Liquid Diet/ RT feeds – 180/-. These type of things valid and one can do proper evolution also with this while calorie wise evolution is quite difficult to judge.	<u>Not agreed</u> Please refer tender's Page 14 and sample menu at Page 40 and 41 of the tender document
18		AIIMS – Raipur consider same caterer for nursing & medical college also so that caterer can able to recover or manage shows, however clause will be there for hostel & collages to make their own menu in food committee and hand over to caterer will supply according only.	<u>Not agreed</u>
19	-----	We are rendering catering services for patient diets in AIIMS, Raipur from last 3 year. Sir we have given order for 150 beds for 3 years and last month it was around 265 beds. But in your tender you have asked in experience point no 3 for minimum 300 hundred beds in Hospital. Sire in last tender you have given option of 300 bedded hospital/hostel so we qualified. In this tender you have given only option of Hospital with 300 beds by above criteria we will be disqualified and will not be able to participate. But as your existing vendor we should be given chance to appear in	<u>Not agreed</u>

		tender.	
20	--	We are running Hostel of up to 900 beds and Total maximum turnover in Hostel is 1.8 crore according to your scoring system we will not be able to score as your criteria starts with 2 crore so we request you to make condition of 1 crore in 1 year.	<u>Not agreed</u>
21		Kitchen & Cafeteria Layout is not mentioned in NIT	Please see Sr.No. 11 above.
22	--	Who will do the civil work inside the kitchen & Cafeteria	Please see Sr.No. 13 above.
23	Page no.6 clause no. 5	If minimum wages revised any rate revision provision.	Please see Sr.No. 15 above.
24	Page no. 5 & 6 clause no. 2	Experience :- Tenderer must provide evidence of having similar services experience in government hospital/reputed private hospital organizations in India for similar nature of services minimum 5 crore item for minimum experience is completed in last three years i.e. 2015-16,2016-17,2017-18.	Please refer corrigendum in this regard.
25	Page 5 Clause 1	Attached MSME (Udyog Adhar Number have the eligibility of exemption on EMD) ?	Bidders to note that all the valid relevant documents regarding exemption of EMD should be uploaded by vendor in their online technical bid
26	Page no. 22 Section IV (A)	Scope of Service for students is unclear – The tender document does not specify whether student mess service is included. Monthly package, 4 services.	Scope of Work is clearly mentioned in tender at Page no.22 Section IV(A)
27	--	Cafeteria pricing fixed and same for all – The cafeteria rates are fixed & very low, considering the investment in kitchen infrastructure to be done the vendor, it is a loss making proposition. The rates have been kept same for all gives no room for vendor to breakeven. The rates are always different for staff & visitors.	<u>Not agreed</u> Please refer page 39 and page 20 (para 15) of tender document.
28	--	Different rates for Inpatient meals – This is not only commercially unviable but also makes the meal accounting difficult. Rates for inpatient meals to be kept same & differentiated based on the type of ward e.g. General, Private as presentation differs.	<u>Not agreed</u>
29	Page no.13 Under clause Other conditions	Setting up kitchen & Cafeteria infrastructure – Vendor can do the design and invest in kitchen & Cafeteria Equipment. The fixed infrastructure investment should be done by AIIMS like exhaust, fire-fighting, water pipeline, gas pipeline, RO plant, air – conditioning. This is a huge	<u>Not agreed.</u>

		investment & requires specific expertise on civil. MEP, Moreover how does AIIMS decide on the quality of investment done by vendor.	
30	Page 17 under Clause Payment towards electricity and Rents	Electricity Charges – This is a Govt. Hospital, the rates needs to be as low as possible, recurring expense of electricity will have huge effect on patient rates, electricity should be free for the vendor with clause to use judiciously, huge penalty if found used for some other purpose than intended.	<u>Not agreed</u>

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AIIMS, Raipur