

**Tender**  
**For**  
**OUTSOURCING OF DIETARY SERVICES**  
**At**  
**All India Institute of Medical Sciences, Jodhpur**

<b>NIT Issue Date</b>	<b>: 04<sup>th</sup> February 2023</b>
<b>NIT No.</b>	<b>: Admn/Tender/09/2022-AIIMS.JDH</b>
<b>Pre-Bid Meeting</b>	<b>: 15<sup>th</sup> February 2023 at 03:30 PM</b>
<b>Last Date of Submission</b>	<b>: 02<sup>nd</sup> March 2023 at 03:00 PM</b>
<b>Bid opening</b>	<b>: 03<sup>rd</sup> March 2023 at 03:15 P.M</b>

Tender documents may be downloaded from institute's web site [www.aiimsjodhpur.edu.in](http://www.aiimsjodhpur.edu.in) (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app>



**All India Institute of Medical Sciences, Jodhpur**

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All India Institute of Medical Sciences (AIIMS), Jodhpur, Rajasthan, an apex healthcare Institute being established by Act of Parliament of India under aegis of Health & Family Welfare, Government of India, invites online tenders for outsourcing of dietary services at AIIMS, Jodhpur. You are requested to quote your best offer along with the complete details of specifications, terms & conditions.

## Terms & Conditions:

### Instructions:

1. **Bids shall be submitted online only at CPPP website: <https://eprocure.gov.in/eprocure/app>.**
2. The complete bidding process is online. Bidders should be in possession of a valid digital Signature Certificate (DSC) of class II or III for online submission of bids. Prior to bidding, DSC needs to be registered on the website mentioned above. For free of cost training of the e-bidding process, if required, and for any other assistance, bidder may contact the helpdesk at 0291-2740741.
3. **Tenderer/Contractor are advised to follow the instructions provided in the ‘Instructions to the Contractors/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>’.**
4. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing the size of the scanned document.
5. **EMD Payment:-**

The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of **Rs. 12,00,000/- (Rupees Twelve Lakhs Only)** by way of demand drafts or Bank Guarantee or FDR only. The demand drafts shall be drawn in favour of “All India Institute of Medical Sciences, Jodhpur” payable at Jodhpur. The demand drafts or Bank Guarantee or FDR for earnest money deposit must be delivered to the AIIMS, Jodhpur on or before the last date/time of submission of bids. The EMD of the successful bidder shall be returned after the successful submission of Bank Guarantee/ Security Deposit and for unsuccessful bidder(s) it would be returned after award of the contract. Bid(s) received without demand drafts of EMD will be rejected.

The firms who are registered with National Small Industries Corporation (NSIC) / OR Small Scale Industrial (SSI) are exempted to submit the EMD (copy of registration must be provided along with).
6. **Submission of Tender:**

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

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

### **Technical Bid**

- i) The following documents are to be furnished by the Contractor along with **Technical Bid** as per the tender document:
- ii) Signed and scanned copy of valid registration certificate (NSIC/ SSI/ MSME), earnest money deposit, experience certificate as per the tender notice, PAN, GST registration certificate and Tender Acceptance Letter.

### **Financial Bid –**

- i) **Bidder must submit financial bid in .xls (Excel workbook 97-2003 workbook) only.**

**Scope of Work:**

- 1 Purchasing, Storing, Processing, cooking and serving of food and therapeutic diets to all indoor patients as required by AIIMS, Jodhpur.
- 2 The number of daily diets for indoor patients shall be as per meals consumed in the ward of AIIMS, Jodhpur on actual basis.
- 3 The diet shall be supplied to the in-patients as per Annexure- I appended and at such place and time in the Hospital as may be decided by the AIIMS, Jodhpur from time -to-time.
- 4 **The disposables etc. for the packed food shall be of excellent quality with good hygiene and in a presentable manner and of food grade material.** The contractor shall provide disposable items required for serving food.
- 5 The food items supplied shall be contamination-free, palatable and fresh. No left-over or balance food item shall be served.
- 6 The catering contractor service will include:- a) Regular procurements of all quality foods items and accessories as per requirement (As per the list enclosed) b) Proper storage, daily use of meal wise ration as per schedule, processing & proper food production as per instructions from AIIMS, Jodhpur Dietician/officials. c) Bulk Food and individual meals and their distribution bed wise & room wise, Patients diet thali is to be tagged as per meal type (veg/ non veg) type of diet for example: diabetic diet/ semi solid diet etc.
- 7 Using brands not mentioned in the list provided (Annexure I) without prior permission from Dietician/ Committee may lead to penalty.
- 8 For cooking purpose safe drinking water /filtered as standard norms should be used for cooking food.
- 9 Food Timings should be strictly adhered to as advised by the Dietician/AIIMS officials and mentioned in Annexure-I. Delay of food will lead to non-agreement of contract and further implications of penalty or necessary action by the AIIMS authorities.
- 10 Additional meal/meals (if required) not covered under Annexure-I shall be supplied by the tenderer and payment shall be made as mutually agreed.
- 11 The tenderer will be required to give one extra meal per day for monitoring the quality of food by Dietician/ Medical Officer/ Nursing staff, vegetarian and non-vegetarian food should be cooked and served separately with proper slips and tags on them.
- 12 In the event of contractor failing to execute the Patient's Dietary Service under contract in whole or in part an alternative arrangement will be made by the AIIMS, Jodhpur totally at the risk and cost of contractor limited to the performance guarantee.
- 13 If the contractor fails to provide food at the given time and plan or food provided is of a sub-standard or quality not acceptable as reported by dietician/staff nurse for the number of diets in question, AIIMS, Jodhpur will recover a penalty so levied @ the rate of 4 times of that particular meal rate mentioned in contract.
- 14 Institute will not provide any space in the AIIMS premises for preparation of food. The successful bidder must submit documentary proof of space where the food for dietary services will be prepared. The location of the kitchen should be within a radius of 3 Kms from AIIMS, Jodhpur IPD building. The payment will be made based on the number of Diets supplied and there will no minimum assured diet payment for a given period of time.
- 15 The successful bidder should make sure that his work (Manpower, Space etc.) should be as per the guidelines laid by FSSAI (Food Safety and Standards Authority of India).
- 16 The successful bidder must ensure that hot/ warm pre-packed food should be served to patients.
- 17 **Distribution of food within the hospital premises will be managed by AIIMS, Jodhpur.**

**Terms & Conditions:****A. General Conditions:**

1. Pre-bid meeting shall be held in the AIIMS, Jodhpur to clarify any queries of the tenderer on **15<sup>th</sup> February 2023 at 03:30 PM.**
2. **Period of Contract:** The contract period shall commence on the date of Commencement of dietary services and shall remain for 1 year. The period is further extendable for a maximum period of 2 years (1 year at a time) on the same terms and conditions and the rates at which the contract is awarded and will be valid throughout the contract.
3. All the Technical Bid will be scrutinized, by the evaluation committee constituted by the Director to check all relevant documents for their authenticity and the Tenderer whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bid.
4. No tenderer will be allowed to withdraw after submission of the tenders within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited.
5. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
6. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.
7. The successful tenderer will have to deposit an amount equal to 03% of order value inclusive of GST and should be kept valid by way of Bank Guarantee of scheduled bank in favour of AIIMS, Jodhpur payable at Jodhpur as per the prescribed format attached as Annexure- II valid for 60 days beyond the expiry period of contract.
8. The successful Tenderer will have to deposit the Bank Guarantee and commence the work within **30 days of acceptance of tender** otherwise the contract may be cancelled and EMD will be forfeited.
9. The Director, AIIMS, Jodhpur reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary in the benefit of the Institute.
10. The Director, AIIMS, Jodhpur reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.
11. The Director, AIIMS, Jodhpur does not bind itself to accept the lowest rates or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate is put forth by the tenderer shall be summarily rejected.
12. The contractor shall bear the cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to AIIMS and shall indemnify AIIMS against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which AIIMS, Jodhpur may be party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.
13. The successful bidder/contractor will be required to enter into an Agreement/Contract.
14. The tenderer is advised to visit the site before participating in the tender. The tenderer should assess the volume of business by him. The Institute will not guarantee any minimum/ maximum business.

15. The food service will run on all days including Sundays and Holidays.
16. The contractor will be responsible for maintaining adequate number of persons engaged in cooking/distribution of food.
17. The bearer / staff (not below the age of 18 years) employed by the contractor shall have to be medically fit and kept neat and clean. The contractor shall not employ young children as prohibited under the law / rules / regulations.
18. The contractor shall be responsible for ensuring safety and maintenance of all the equipment/fixtures installed in the Institute, during the entire period of the contract. If any damage/loss of equipment/fixtures found, then the same will be recovered from the contractor.
19. The contractor shall maintain the Institute premises in good condition and shall not cause any damage thereto. If any damage is caused to the premises by the contractor or his workers, employees or agents the same shall be rectified by the contractor at his own cost either by rectifying the damage or by paying cash compensation as may be determined by the Institute.
20. The contractor and his employees would be governed by the discipline rules as may be laid down by the Institute while they are in the Institute premises.
21. Quality of food/services provided will be inspected/checked periodically from time to time by duly appointed committee and if found unsatisfactory the contract may be cancelled at any time by the Institute with/ without furnishing any notice. The Institute reserves the right to impose a fine, if deemed necessary.
22. The conduct/characters/antecedents and proper bonafide of the workers in the dietary services shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees (permanent, temporary, casual) to the Institute. All the employees should be police verified.
23. The contractor will use only the commercial cylinder and ISI marked gas stove for the purpose of cooking. He shall maintain suitable fire-safety equipment at the kitchen site and obtain necessary Fire Licence required for the operation of LPG ovens at his kitchen-site.
24. Police verification and worker's identity cards will be compulsory before taking the charge of complementary dietary services. Employees will be in proper uniform provided by the contractor, medically found fit, hygienically suitable, nails trimmed, haircut and shave taken.
25. **As regards quality of materials and preparation, the tenderer shall ensure that:** (a) Food ingredients, additives and materials must be of best quality available in the market, (b) Vegetables, bread, fruits, chicken and other such perishable items should be purchased fresh from the market on daily basis, (c) the Tenderer shall take meticulous care to provide clean and quality food in all preparations, (d) the menu decided by the Dietician /officials should be invariably followed. **The dieticians /AIIMS officials shall have free access to inspect the kitchen /dietary service area at any time on any working day.**
26. The Tenderer shall ensure that the staff engaged by him observes safety precautions and security regulations at the campus.
27. The Tenderer shall not utilize the premises and facilities of the Institute to cater any other client, other than AIIMS, JODHPUR.
28. The tenderer shall not keep the premises of dietary services closed without prior permission from the AIIMS, JODHPUR authority. Also during unexpected circumstance like strike, pandemics, lockdowns

etc, dietary services should be continued by the contactor thereby making alternative arrangements if required and ensuring proper and timely arrangement of food for patients. Any such incident shall be treated as breach of contract and suitable action including penalty shall be taken for the same by AIIMS, JODHPUR, as it may deem fit.

29. The contractor shall supply to his workers all gadgets/items required for safety purposes, such as masks, gloves, caps etc. It is also desired that he maintains a FIRST AID BOX in the premises in case of accidents/emergency.

30. The successful bidder should make sure that his work should be as per the guidelines laid by FSSAI (Food Safety and Standards Authority of India).

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

32. The technical evaluation committee may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the committee shall have sole discretion to call for discussion / presentation.

### **B. LEGAL TERMS AND CONDITIONS**

33. The Tenderer and his staff shall abide by various rules and regulations of AIIMS, JODHPUR as prevalent from time to time.

34. The Tenderer shall comply with all existing labour legislations and Acts, Provisions, such as Contract Labour Regulation Act, Workmen's Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, etc. For any lapse or breach on the part of the Tenderer in respect of non-compliance of any Labour legislation in force during the validity of the contract, the Tenderer would be fully responsible and would indemnify the Institute, in case the Institute is held liable for the lapse if any, in this regard.

35. The Tenderer shall submit to AIIMS, JODHPUR a list of all workers engaged to carry out the dietary work, indicating name, age, home address, qualifications etc. and would also intimate as and when any change takes place. The Tenderer shall not at any time engage any minor to carry out the work under the contract. No unhealthy workers should be allowed to prepare and serve foods. Appropriate measures for the health and safety of the staff engaged in the patients' dietary services should be undertaken by the vendor on regular basis in accordance with the guidelines of FSSAI & Kayakalp. A report regarding the same shall be submitted by the vendor to the institute on quarterly basis and after obtaining the necessary fitness certificate they should be allowed to work.

36. The Tenderer shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.

37. AIIMS, JODHPUR would have the right to terminate the contract without notice before the expiry of the term, in case the work performance is not up to the standard, or in case there is any violation of AIIMS, JODHPUR rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the Tenderer or his staff. The decision of AIIMS, JODHPUR's management in this regard would be final and binding on the Tenderer. In such an event, AIIMS, JODHPUR shall have the right to engage any other tenderer to carry out the task.

38. The Tenderer and his staff shall comply with all instructions and directions of the AIIMS, JODHPUR authorities given from time to time. In the event of any emergent situation, the staff of the Tenderer shall

comply with instructions given by the AIIMS, JODHPUR authorities, without waiting for confirmation by the Tenderer.

39. The tenderer shall maintain utmost hygiene standards with regards to the food items, utensils for cooking and serving as well as in respect of personnel engaged in cooking and serving food to the satisfaction of AIIMS, Jodhpur and as mandated in the relevant Law (Food & Adulteration Act).

40. All the workers engaged by the Tenderer for carrying out tasks under this contract, shall be deemed to be the employees of the Tenderer only. The tenderer shall be solely responsible for their wages, fringe benefits, conduct, duty roster, leave-records, relievers, etc. The tenderer shall also provide its Workers photo-identity cards which shall be checked by the AIIMS, JODHPUR, as and when necessary.

41. The successful vendor shall maintain a complaint book in a prominent place in the premises and in such a way that it is easily accessible to any person who wishes to record any complaint and the said book shall be open for inspection by the concerned officer of AIIMS, Jodhpur.

42. The Contractor shall maintain and provide all necessary documentation, registers and records in connection with the performance of dietary services and other related documents including for complying with any statutory requirements and provisions of applicable laws.

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

44. The contractor shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.

45. **Dispute Settlement:** - It is mutually agreed that all differences and disputes arising out of or in connection with this agreement shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the Director, AIIMS, JODHPUR whose decision shall be final and binding on both the parties.

#### **C. Payment Terms:**

46. AIIMS, Jodhpur shall pay the agreed amount on production of monthly bill (in duplicate) for the amount due towards services rendered during the preceding one month. The monthly bill shall include supporting documents, satisfactory performance certificate by the authority designated by AIIMS, Jodhpur along with documents verifying payment by the agency to its employees in the previous month. No other charges of any kind shall be payable. No advance payment shall be made to the Agency. There would be no increase in rates payable to the Agency during the Contract period. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.

#### **D. Qualifying Requirements:-**

47. The firm must have valid FSSAI licence issued on or before date of issuance of tender.

48. The bidder shall have at least 3 years' experience in last 5 years as on 31<sup>st</sup> March 2022 for **Dietary Services in Government/NABH accredited Hospitals** having not less than 500 beds.

49. The Bidder shall have at least 3 years' experience as on 31<sup>st</sup> March 2022 in last five years of providing **Dietary** services. Only registered, bonafide, reputed and experienced firms/ agencies having at least three years' experience in the field of **Dietary Services** in Govt. /NABH Accredited hospitals having not less than 500 beds capacity to handle jobs relating to Dietary services of large complexes. Proof of successfully completion/execution of work for the last five years and required to be enclosed.

50. Having successfully completed at least one work of similar magnitude as per below mentioned criteria during the last five years:

One similar completed work of not less than Rs. 4,80,00,000 /- in one year.

**Or**

Two similar completed works each amounting to not less than Rs. 3,60,00,000 /- in one year.

**Or**

Three similar completed works each amounting to not less than Rs. 2,40,00,000/- in one year.

**Note:**

- i. Work referred above should be in the name of a firm as a single entity and not aggregates of joint venture firms/associates or cartels.
- ii. In case the completed work were of composite nature, then specific split up of financial quantum used for **Dietary Services** only, shall be considered.
- iii. Completed work shall mean work under one contract with extension/s. Work considered should either have been completed.
- iv. Concluded or should have been more than one year old live contracts with extension/s, if any. In case of running contract, value of payment received till date of issue of certificate shall be the qualifying amount.
- v. Similar nature of work shall mean providing **Dietary Services**.

51. The agencies/firm should have at least three years' experience of providing **Dietary Services** on 31<sup>st</sup> March 2022. **The annual average turnover of Dietary Services provided by the bidder should not be less than Rs. 6 Crores during the last three years ending on 31/03/2022** as per their audit books of accounts/Tax Returns with clear evidence that the turnover is derived from provision of services which from the subject matter of the present notice.

52. There should be no case pending with the police/CBI/ACB against the Proprietor / Firm / Partner or the Company (Agency).

53. A firm having any suit/criminal case pending against its proprietor or any of its Directors (in case of Pvt. Ltd. Company) or having been earlier convicted for violation of PF/ESI/Minimum Wages Act or any other laws in force shall also not be eligible. **The bidder must submit undertaking on its letter head in this regard.**

54. Bid should be complete and covering the entire scope of job and should conform to the General and Special Conditions indicated in the bid documents. Incomplete and non-conforming bids will be rejected outright.

55. No Joint Venture/ Consortium is allowed to participate in the Tender Process. **Tenderer should submit an undertaking on firm's letter head in this regard.**

56. List of the present contracts with public and private hospitals to be provided.

57. Certificate for registration with income tax, sales tax, PF, ESI, Labour Licence under Labour abolition act 1970 and any authority applicable for the last three years.



**Technical Bid Evaluation Criteria**

The technical bid evaluation committee will be constituted by AIIMS, Jodhpur to evaluate the Technical Proposals on the basis of their responsiveness to the tender terms, applying the evaluation criteria, sub-criteria and point system specified.

During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

**1. TECHNO – COMMERCIAL AND PRICE EVALUATION**

- The constituted bid evaluation Committee, on behalf of AIIMS, Jodhpur shall determine the substantial responsiveness of each bid in accordance with the terms and conditions of the bidding documents. For purposes of these clauses, a substantially responsive bid is one, which conforms to all the terms and conditions of the bidding documents without material deviations.
- The Committee's determination as to the substantial responsiveness or otherwise on each bid or consideration of a minor informality or non-conformity or regularity is final and conclusive.
- The price bid of only techno – commercially responsive bids / items shall be evaluated by the bid evaluation committee after opening of the bids.
- The bidder will further be liable for disqualification if it has:
  - I. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the tender document,
  - II. Record of poor performance such as abandoning work, not properly completing the contract, or financial failures/ weaknesses, unsatisfactory performance etc.
  - III. if the bidder, or any constituent partner in case of partnership firm, has been debarred/black listed or terminated for poor performance by any organization at any time or ever been convicted by a court of law, their application will be summarily rejected.
- **The tendering evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to Financial Evaluation.**
- Tenders not accompanying with required information and documents shall be rejected outrightly. Any request for subsequent submission/ alteration/ addition/ modification/ amendment/ extension of due date etc. will not be entertained.
- Technical Bids will be opened first. Technical Evaluation of the Tenders will be done and Tenderers who qualify in Technical Bid will be considered for opening of their Price Bid.

**Technical Bid Evaluation Criteria**

The technical bid evaluation committee will be constituted by the hospital to evaluate the Technical Proposals on the basis of their responsiveness to the tender terms, applying the evaluation criteria, sub-criteria and point system specified.

During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

Sl. No.	Description	Submission	Points Allotted	Points obtained	Remarks
1	Average annual turnover in the last three financial year i.e. 2019-20, 2020-21 and 2021-22	> 18 Cr	20 Pts.		Financial Statement of concerned year
		> 12 Cr. to < 18 Cr.	15 Pts.		
		> 6 Cr. to < 12 Cr.	10 Pts.		
2	The annual average billing in providing Dietary Services in Hospitals (Government/NABH Accredited) during last three financial years.	> 5 Cr	20 Pts.		Financial Statement clearly stating receipts from <b>Dietary Services</b>
		> 3 Cr. to < 5 Cr.	15 Pts.		
		> 2 Cr. to < 3 Cr.	10 Pts.		
3	Bed capacity for providing Dietary Services in any one hospital (Government/NABH Accredited) for a period of 12 months during last three financial years	> 900 beds	20 Pts.		The copies of each contract/work order/ experience certificate stating bed capacity should be attested by the concerned institute
		> 700 beds to < 900 beds	15 Pts.		
		> 500 beds to < 700 beds	10 Pts.		
4	Total years of experience in the field of Dietary Services in last 10 years	>7 years	20 Pts.		Experience certificate should be provided by concerned authority of Hospitals (Government/NABH Accredited)
		> 5 years to < 7 years	15 Pts.		
		>3 years to < 5 years	10 Pts.		
5	Site visit of ongoing similar project		20 Pts.		

\*Technical criteria and weightage matrix for evaluation (Total: 100 marks)

\*Minimum score for the technical bid shall be 50 marks for qualification.

The weightage for technical and financial bid should be 70:30 while arriving at the final grading on the basis of technically being qualified (50% score) and financially lowest bidder awarded 100% marks and other bidder will be evaluated in proportionally manner.

**Illustration 1 (for Technical Weightage)**

If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation, the technical evaluation value shall be: 56 i.e. {80 x 70%}

**Financial/ Price Bid evaluation Criteria:**

The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage. The Bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e. 30% x 100).

**The total marks obtained** by a Bidder in the technical bid shall be allocated 70% of technical weightage and the financial bids shall be allocated 30% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding

**Illustration 2**

If the Bidder at Illustration 1 is L1 and quoted Rs.100/-, then his total score shall be **86** i.e. (56 Technical Score + 30 Financial Score)

The financial scores of the other bidders (i.e. L2, L3... and so on) shall be computed as under and as explained at illustration 3 below:

$30 \times \text{Lowest Price (L1 Price)} / \text{Quoted Price (L2 OR L3.)}$

**Illustration 3**

If the Bidder at Illustration 1 is L2 Bidder and he quoted Rs.125, therefore 30% being the weighted value, the financial scores for L2 shall be computed as under

$30 \times 100 (\text{lowest prices L1}) / 125 (\text{quoted prices L2}) = 24 (\text{financial score})$

Therefore, L2 Bidder shall have total score of **80** (56 Technical Score + 24 Financial Score)

**FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER**

**The Bidder meeting the minimum eligibility criteria and with the highest marks/ rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful Bidder and shall be considered eligible L1 Bidder for further process.**

\*In case of tie i.e. same score for two or more firms the L1 will be decided on the basis of the highest marks scored by vendor in first 3 rows of criteria of Technical Bid Evaluation Criteria at Page 10.

**58. Authority of person signing document:** -A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty, that he has authority to bind such other and if, on enquiry, it appears that the person so, signing had no authority to do so, the Director, AIIMS Jodhpur may without prejudice to other Civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.

**59. Validity:** The quoted rates must be valid for a period for 180 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.

60. In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

**61. 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 other party for submission of the dispute for decision by an Arbitral Tribunal containing Sole Arbitrator to be appointed by the Director, AIIMS, Jodhpur. Such requests shall be accompanied with a panel of names of three persons to act as the sole arbitrator. 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.

62. **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, Jodhpur, which will be at liberty to refuse if thinks fit. The tender is not transferable. Only one tender shall be submitted by one tenderer.

63. **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 reason thereof and nothing will be payable by AIIMS, Jodhpur in that event the security deposit shall also stands forfeited.

64. **Insolvency etc.:** In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order 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, Jodhpur shall have the power to terminate the contract without any prior notice.

65. AIIMS Jodhpur, reserves the right to review the performance of the firm every three months or whenever a need arises, and also to terminate the contract at any point of time during the currency of the contract in case of performance and the service rendered by the contract firm is found to be unsatisfactory. The decision of the competent authority shall be binding on the contract firm. AIIMS, Jodhpur further reserves the right to renew the contract the such period(s) as it may deem necessary, taking into account the satisfactory performance of the firm during the currency of the contract.

66. In case of pecuniary and material loss suffered by the Institute on account of negligence attributable to the Contractor or his employees, the AIIMS Jodhpur will have the right to forfeit the Security Deposit falls short or found to be insufficient to the loss thus incurred by the Institute, the balance, as may be necessary shall be recovered from the contractual charges due to the contractor's firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.

67. The standard of sanitation will always be upto the satisfaction of the authorized representative or the officer-in charge whose decision in this regard shall be final and binding on the contractor.

68. The intending tenderers may mention the rates clearly in figures as well as in words in the enclosed format. The tenders not submitted in the specified manner or those found to be incomplete in any respect would be summarily rejected.

69. The work shall be carried out satisfactorily as per the directions of the competent authority of the AIIMS Jodhpur. Director, AIIMS, Jodhpur reserves the right to impose a monetary penalty not exceeding 10% of the monthly contractual charges of the respective item, if he notices or it is brought to his notice any unsatisfactory cleaning, non-wearing of uniforms by the employees deputed by the contractor firm.

70. Conditional bid will be treated as unresponsive and it may be rejected.

**71. Applicable Law:**

- The contract shall be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such Commercial dealings / processing.
- Any disputes are subject to exclusive jurisdiction of Competent Court and Forum in Jodhpur, Rajasthan, India only.
- The Arbitration shall be held in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and the venue of arbitration shall be at Jodhpur. The decision of the Arbitrator shall be final and binding on both the parties.

**72. Hygiene & Other Standards for the staff provided by the Contractor:**

- The contractor shall be responsible for behaviour and conduct of his workers. No workman with doubtful integrity of having bad record shall be engaged by the contractor.
- The employees should be in proper uniform at the time of work. The uniform provided to the workers by the contractor should be different and distinguish from other categories of the Institute staff with name plate & badges.
- The employees should be presentable in appearance i.e. well cut and groomed hair, properly combed, neat shaved etc.
- Contractor/service provider shall get medical examination of the staff deployed to ensure that they are free from any contagious diseases and/or are fit for discharge of duties as are assigned to him/her. Medical certificate of every employee shall be provided from the date of start of work.
- The Contractor shall provide its staff, a minimum of two sets of uniforms. The employees shall also display a photo identity card on their person clipped to the shirt at all times.

**73. Right of the AIIMS, Jodhpur:** - The AIIMS, Jodhpur reserves the right to suitably increase/reduce the scope of work put to this Tender. In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the contract Document, interpretation of the Clauses by the AIIMS, Jodhpur shall be final and bindings on all Parties.

**74. Force Majeure: -**

(i) Neither party shall be deemed to be in breach of this agreement if failure to comply with the requirement of this agreement is due to circumstances beyond the control of AIIMS or Successful vendor.

(ii) If because of any strike or lockout either in AIIMS or in the Local area, the Successful vendor is unable to function or his business is affected, AIIMS shall not be liable for any loss, which the Successful vendor may suffer in such an event.

**Deputy Director (Admin)**  
**AIIMS, Jodhpur**

**Annexure - I****PATIENT DIETARY SERVICES****1. In- Patient Dietary Services**

- 1.1. Hospital dietary services are an essential part of patient care, given that good quality and nutritious food plays a vital part in patient's rehabilitation and recovery. Effective dietary services are dependent on a range of processes which involve menu planning, procurement, food production and distribution of meals to patients across the hospital wards.
- 1.2. Nutrition and Hydration are a vital part of a patient's treatment and it is essential to ensure that the food provided meets the patient's individual requirements.
- 1.3. The Contractor shall be providing, supplying and serving of cooked diet for In-Patients admitted in the AIIMS Jodhpur health facility. Meals shall be served as per menu chart and written instructions/ requisition slips issued by the Dietician/ Nursing Staff/ appropriate authority of health facility at approved time schedules x 7 day basis. It will be responsibility of the contractor to take the In-Patients diet request thrice a day in advance within the stipulated timings.

**2. Food Provisions to Patients**

- 2.1. Patient nutritional requirements for normal and special/therapeutic diets shall be provided by the contractor and ensures that adequate amounts and type of foods are available for patients.
- 2.2. The Contractor/ agency shall prepare and supply diet adhering to the specified quality norms. The agency should also prepare different types of diet as per the indent placed by the Dietician /nursing in-charge of ward keeping in mind the diet requirement of different category of patients.
- 2.3. Other specific diets and requirements will be provided as per the dietician's / doctor's advice.
- 2.4. Optional comprehensive menu plans which offers choice of items in response to individual patient's nutritional & calorie requirement as follows;

**I. Non-Therapeutic Diet**

3. **Normal/Regular Diet (A)** - The diet consists of foods which are low in saturated fat, cholesterol, moderate salt and sugar. Cereals, abundant vegetables, legumes, fruit, and lean meat, poultry, and fish are too emphasized. Less fat milk and cottage cheese are to be used in recipes.

3.1. The Normal Diet must have balanced nutrition which includes clean water for and regularly eating foods from each of five groups: cereals & millets, vegetables & fruits, milk & milk products, pulses, legumes & animal products and fats, oils & nuts these foods contain six kinds of nutrients: proteins, carbohydrates, fats, minerals, vitamins, and water. It will be responsibility of the contractor to prepare the quality food which contains all nutrients in right value which will help patients to recover fast.

**NORMAL FULL DIET-** The adult Patients who are not on Therapeutic /Modified Diet required 1800 -2000 calories/day. The contractor shall prepare/plan a weekly Patients Diet Menu keeping nutritional value intact as per specifications mentioned at Table1 of Patient Dietary Services, and take the endorsement from the Dietician in charge.

**Table-1-Recommended Normal Full Diet food exchange menu for weekly serving**

Schedule	Meals	Diet -Options/ Preference
On Wakening (06:30-07:00 hrs)	Early Morning	01 cup (150 ml) of normal tea/milk /green tea/lemon tea, 01 cup-Luke warm water, 01 nos. of tea bags, Sugar cubes -2& 02 pc. of high fiber biscuits (oats/ragi/wheat)
Breakfast (08:30-09:00 hrs)	Breakfast	01 cup of milk (200 ml) idli3no+sambar /veg upma /veg daliya/veg poha with steamed sprouts -1 bowl, 02 slices of bread pack, 01amul butter chaplets/ dosa- 2 with sambar/ uttapam- 2/ besan chilla-2/ moong dal ka chilla-2/ veg parantha-2 with curd& pickle, milk with cornflakes 02 egg-boiled/omelette/scrambled or for vegetarian's cottage cheese– (tikka/patties/bhurji)
Mid-Morning (11:00-11:30 hrs)	Beverage & Snack or Fruit	01 cup (200 ml)-buttermilk/tender coconut water/ fruit juice or 01bowl of sprout/seasonal cut fruits
Midday Meal (13:00-13:30 hrs)	Lunch	01bowl- green salad 04 nos. of chapatti, 01 bowl - boiled rice, seasonal vegetable, choice of legumes and pulses, curd/ raita  <b>Note-</b> for vegetarian- cottage cheese recipes to be served 3 days in a week-Sunday, Wednesday and Friday for non-vegetarian- lean meat as per dietician's instructions.
Mid Afternoon (16:30-17:00hrs)	Evening Snacks	01 cup (150 ml) of normal milk tea,02 pc. of high fibre biscuits (oats/ragi/wheat) / 2 pc dhokla/ 2-veg. sandwich/ 01 bowl –roasted makhana/ popcorn/sweet corn/mamara/2- veg cutlet.
Evening Meal (19:30-20:00 hrs)	Dinner	01 bowl of veg soup,-vegetables/lentils/tomato/ lemon coriander/sweet corn etc. 1 plate-green salad 04 nos. of chapatti, 01 bowl - boiled rice, seasonal vegetable, choice of legumes and pulses, 01 bowl -desert –(custard/ rice kheer / fruit cream/ Sabudana kheer/ferni/suji halva/pudding /gulabjamun/rasgulla etc.)
Before Bedtime (21:00-21:30 hrs)	Post dinner	01 up of milk (200 ml)

**1 A Reference to the Table.1 of Normal Diet for Indoor Patients.**

<b>Sr.No.</b>	<b>Type of nutrient</b>	<b>Unit in Grams</b>
A.	Protein	62
B.	Fat	58
C.	Carbohydrate	290
<b>Diet Specification – Vegetarian</b>		
<b>Sr.No.</b>	<b>Food Items (raw quantity)</b>	<b>Weight in Grams/ML</b>
1.	Cereals/Grains	275
2.	Legumes	50
3.	Milk and milk products	600
4.	Vegetables	500
5.	Seasonal Fruit	200
6.	Oil	25
7.	Sugar	30
8.	Salt	5
9.	Condiments	15
<b>Diet Specification – Non-Vegetarian</b>		
1.	Boneless Lean meat, Poultry, and Fish	40
2.	Eggs	2 Nos.

3.2. Patients requires 1800-2000 calories/day; follows the Table 1A which specified the energy, nutrients and weight of food items, the bidder could use these parameters for Dietary Services and calculation of commercial.

3.3. Normal balance Full Patient Diet of 2000 calories/per day contains:

4. **HIGH PROTEIN & HIGH CALORIE DIET (B):** Patients of Tuberculosis, Chronic Infection and Post-Surgical & Burns Cases required food with high in Proteins nutrition. The contractor shall prepare/plan a weekly Patients Diet Menu keeping high proteins nutritional value intact as per Table -2 specification and take the endorsement from the Dietician in-charge.

5. Reference to the Table.2 of High Protein & Calorie Diet for In- Patients; follows the Table 2A which specified the energy, nutrients and weight of food items, the bidder could use these parameters for Dietary Services and calculation of commercial.



Table-2 Optional High Protein &amp; High Calories Diet food exchange menu for weekly serving

Schedule	Meals	Diet -Options/ Preference
On Wakening (06:30-07:00 hrs)	Early Morning	01 cup (150 ml) of normal tea/milk /green tea/lemon tea,  01 cup-luke warm water,01 nos. of tea bags & 02 pc. of high fibre biscuits (oats/ragi/wheat)
Breakfast (08:30-09:00 hrs)	Breakfast	<u>01cup (200 ml) – milk</u> <u>idli 3no+sambar,/veg upma/,veg daliya,/poha</u> <u>with steamed sprouts and veg 1 big bowl/ 02</u> <u>slices of bread pack, 01amul butter</u> <u>chaplets/dosa- 2 with sambar/ uttapam- 2/</u> <u>besan chilla-2/ moong dal kachilla-2</u> <u>for non vegetarian-02 egg-</u> <u>boiled/omelette/scrambled</u>  <u>or</u> <u>for vegetarians- cottage cheese /tofu – tikka</u> <u>/patties / bhurji</u>
Mid-Morning (11:00-11:30 hrs)	Beverage & Snack  or  Fruit	01 cup normal milk /soya milk/ fruit shake, or  01 bowl of sprout or cut fruits or fruit juices-150ml
Midday Meal (13:00-13:30 hrs)	Lunch	1bowl- green salad  04 nos. of chapatti, 01 bowl - boiled rice,seasonal vegetable, choice of legumes and pulses or cottage cheese, curd/ raita  <b>note-</b> for vegetarian- cottage cheese and for non-vegetarian- lean meat as per dietician's instructions.
Mid Afternoon (16:30-17:00hrs)	Evening snacks	01 cup of normal milk tea /lemon water, 02pcs. of high fiber biscuits (oats/ragi/wheat)/2 pc. Of dokhla/ 2–veg paneer sandwich /01 bowl of roasted makhanas /popcorn /steamed sweet corn/ paneer tikka-3/ paneer pakoras-2
Evening Meal (19:30-20:00 hrs)	Dinner	01 bowl of veg soup,-vegetables/lentils/tomato/ lemon coriander/ sweet corn etc.  1 plate-green salad  04 nos. of chapatti, 01 bowl - boiled rice, seasonal vegetable, choice of legumes and

		pulses or soya products or egg curry, 01 bowl -desert –(custard/ rice kheer / fruit cream/ sabudana kheer/ferni/suji halva/pudding /gulabjamun/rasgulla etc.)
Before Bedtime (21:00-21:30 hrs)	Post dinner	01 up of milk/soya milk with protein powder

Table 2A High Protein & calorie Patient Diet, contains of 2300 -2500 calories and 80 -90 grams of Protein per day:

S.No.	Type of nutrient	Unit in Grams
A.	Protein	90
B.	Fat	60
C.	Carbohydrate	400
<b>Diet Specification – Vegetarian</b>		
S.No.	Food Items	Weight in Grams/ML
1.	Cereals/Grains	300
2.	Legumes	60
3.	Milk and milk products	800
4.	Vegetables	500
5.	Fruit	200
6.	Oil	30
7.	Sugar	50
8.	Salt	5
9.	Condiments	15
<b>Diet Specification – Non-Vegetarian</b>		
1.	Boneless Lean meat, Poultry, and Fish	80
2.	Eggs	2 Nos.

**02 Therapeutic Diet**

**6. Therapeutic diet-** is a meal plan that controls the intake of certain foods or nutrients. A therapeutic diet is usually a modification of a regular diet. It is vital part of the treatment of a medical condition of a Patient and diets are planned by a dietician. In therapeutics diets, modifications are done in nutrients, calories, texture and special considerations to be given to food allergies or food intolerances.

**6.1.** Therapeutic Diet plan Menu will prepared by dietician's as per Patients medical condition, intake requirement of the nutrition on the daily basis.

**6.2.** It will be responsibility of the successful bidder to collect the therapeutic diet requirement of the day, of Patient Dietary Services and follow the advice / instructions of the dietician for preparation of the foods as per Nutrition/Calorie requirements.

**6.3.** Therapeutic diet categorized further ,highly prescribed therapeutic diet as follows:

- Diabetic Calorie Controlled Diet
- Cardiac Diet
- Renal Diet
- Clear Liquid Diet
- Full Liquid Diet
- Soft Diet
- Or any specific diets like low copper, low potassium, low oxalate, low purine, low phenylalanine etc.

**DIABETIC DIET (C)-** Apart from the treatment/ drugs a Patient is receiving, Medical nutrition therapy (MNT) is important in preventing/managing the diabetes. **Diabetic diet** is the modification /alterations in the Patient dietary plan and reduces/ control of calories, carbohydrates, proteins and fat intake. It will be responsibility of the contractor to prepare the food/ diet for diabetes mellitus patients as per calorie and other requirements. The diet should be with normal dietary protein however less in carbohydrate, fat and oil .The contractor shall prepare the diet as per Table 3 weekly diet menu for diabetic patients.

**Table -3** Recommended weekly food exchange menu of Diabetes Mellitus Diet

Schedule	Meals	Diet -Options/ Preference
On Wakening (06:30-07:00 hrs)	Early Morning	fenugreek seed water – 1 cup with 01 cup (150 ml) of normal tea/milk /green tea/lemon tea or 01 cup-luke warm water,01 nos. of tea bags & 02 pc. of high fibre biscuits (oats/ragi/wheat)- without sugar.
Breakfast (08:30-09:00 hrs)	Breakfast	01cup (150 ml)- skimmed milk without sugar 1 bowl-veg upma/veg poha/veg dalia/ veg oats/ 2-besan cheela / 2-uttapam/ 2 – rava idli/2- dosa with sambar/2-moong dal ka chilla
Mid-Morning		One fruit/ 1 small bowl-cut fruit- ( guava ,orange, musambi, papaya, apple, pear) with 1

(11:00-11:30 hrs)	Beverage & Snack or Fruit	bowl sprouts/ roasted chana
Midday Meal (13:00-13:30 hrs)	Lunch	1 bowl- green salad 03 nos. of chapatti, ½ bowl - boiled rice, 1 bowl- seasonal vegetable, choice of legumes and pulses or cottage chesse, curd/ raita <b>Note-</b> for vegetarian- cottage cheese and for non-vegetarian- lean meat as per dietician's instructions.
Mid Afternoon (16:30-17:00hrs)	Evening Snacks	01 cup(150 ml) normal skimmed milk tea without sugar and 01 bowl of roasted makhanas /steamed sweet corn/roasted channa / peanuts or any light snack –dhokla/wheat puffs/single slice veg. brown bread sandwich/ 2 biscuits( oats/ ragi / high fibre)
Evening Meal (19:30-20:00 hrs)	Dinner	01 bowl of veg soup,-vegetables/lentils/tomato/ lemon coriander etc. 1 plate-green salad 03 nos. of chapatti, 01 bowl- seasonal vegetable curry , choice of legume and pulses, cottage cheese or tofu 2 pieces.
Before Bedtime (21:00-21:30 hrs)	Post dinner	1 cup (200 ml)- skimmed milk

- 6.4. Reference to the Table.3 of Diabetic Calorie Controlled diet for Indoor Patients; follows the Table 3A which specifies the energy, nutrients and weight of food items, the bidder could use these parameters for Dietary Services and calculation of commercial.
- 6.5. It will be responsibility of the contractor to follow the instructions / advice of the dietician and prepare the foods with controlled calorie range from 1200- 2000 kcal as per patient's requirements.

**DIABETIC DIET SCALE****Table 3A Vegetables A, Leafy vegetables, B, Roots and tubers and C, other vegetable**

Food items	1200 kcal	1400 kcal	1600 kcal	1800 kcal	2000 kcal
Milk and milk products (milk/ Curd / paneer)	500 ml	700 ml	750 ml	750 ml	750 ml
Cereals	125 gm	150 gm	200 gm	225gm	275gm
Pulses / non veg	50 gm	50 gm	60 gm	60gm	60gm
Vegetables(A + B + C)	400 gm	500 gm	600 gm	600gm	600gm
Fruits	200 gm	200 gm	200 gm	200gm	200gm
oil	15 ml	15 ml	15 ml	15ml	30ml
	Energy-1171 kcal Protein-53 gm CHO- 170 gm Fat- 28 gm	Energy-1371 kcal Protein-63 gm CHO- 200 gm Fat- 42 gm	Energy-1613 kcal Protein-75 gm CHO- 240 gm Fat- 44 gm	Energy-1693kcal Protein - 78.25gm CHO- 256.6gm Fat -44.70gm	Energy-1988kcal Protein - 83.53gm CHO- 288.68gm Fat-60.4 gm

**CARDIAC DIET (D)** – Foods that have low or zero amount of saturated fats, trans fat, cholesterol (meat, egg yolk, dairy), and restricted amount of sodium & sugar, in the management of the Cardiovascular Disease (CVD), dietician's / treating doctors recommend to serve Prudent /Heart Healthy Diet, which consists of fruit, abundant vegetables, whole grains, legumes, lean poultry, and fish is emphasized, skimmed milk and milk products are to be used in recipes.

- It will be responsibility of the contractor to prepare the Cardiac diet for CVD patients as per calorie norms advice by the dietician. In the cases of Cardiovascular Disorder/ Myocardial Infarction, require frequent Liquid feeds followed by maintenance Low & Modified Fat Diet for Atherosclerotic Conditions as per Table 4, Patient Dietary Services and Table 4A for weekly diet Menu for Heart Disease Patients.

**Note:1000 Kcal,40 gm protein,30 gm fat, carbohydrate120gm liquid cardiac diet**

**Table 4: Recommended Diets for Cardio-Vascular Disorders**

S.NO.	Specifics	Dietary	Quantum
A.	Liquid Diet	Milk/ Blended Curd	500 ml
		Egg (white)/skimmed milk powder	01/4tsp
		Sugar	20 gram
		Fruit for Juice	200 ml
		Vegetable for Soup	200 ml
		Dal for the Soup	30 ml
		Oil (unsaturated)	10 ml
<b>Approx. Nutritive Value</b>			
		Calorie	1000 kcal
		Protein	40 gram
		Fat	30 gram
		Carbohydrate	120 gram
B.	Maintenance Diet	Milk/ Blended Curd	750ml
		cereals	225 gm
		Egg (white)	02
		Sugar	20 gram
		Fruit	200 gram
		Dal /Non –Veg.	60 gram
		Vegetable	600 gram
		Oil	15 ml
<b>Approx. Nutritive Value</b>			
		Calorie	1800 kcal
		Protein	78 gram
		Fat	45 gram
		Carbohydrate	256 gram

**Table-4A** Optional weekly food exchange serving menu for Patients of Heart Disease

Schedule	Meals	Diet -Options/ Preference
On Wakening (06:30-07:00 hrs)	Early Morning	01 cup (150 ml) of normal tea/milk /green tea/lemon tea, 01 cup-lukewarm water, 01 nos. of tea bags
Breakfast (08:30-09:00 hrs)	Breakfast	01 cup (150 ml) - skimmed milk, 2 -oats biscuits / 01 bowl- sprout salad 1 bowl-oatmeal/bran flakes/cornflakes/ veg daliya/ upma or 2 nos. of suji rava idli /barley idli with sambar/
Mid-Morning (11:00-11:30 hrs)	Evening Snacks	01 bowl cut fruit -pears, apple, peach, orange, papaya, banana, grapes Or 1 cup (150 ml) unsweetened fruit juice /unsalted butter milk,
Mid-day Meal (13:00-13:30 hrs)	Lunch	1plate-green salad –onion, radish, tomato, cucumber, cabbage  04 nos. of chapatti, 1 bowl - boiled rice, 1 bowl- seasonal vegetable, choice of legumes and pulses or cottage cheese, low fat curd/ raita  <b>Note-</b> for vegetarian- cottage cheese and for non- vegetarian- lean meat as per dietician’s instructions.
Mid Afternoon (16:30-17:00hrs)	Evening snacks	01 cup - normal skimmed milk tea with or without sugar with 2 nos.- oats biscuits  And 1 packet (20 grams) of roasted Chana/makhana /pumpkin seed/flex seeds/steamed sweet corn/ lentil cracker
Evening Meal (19:30-20:00 hrs)	Dinner	01 bowl of veg soup,-vegetables/lentils/tomato/ lemon coriander/ sweet corn etc.  1 plate-green salad  04 nos. of chapatti,01 bowl- seasonal vegetable curry , choice of legume and pulses, cottage cheese or tofu 2 pieces.
Before Bedtime (21:00-21:30 hrs)	Post dinner	01 cup (200 ml) low- fat- milk

- 7.1. Reference to the Table.4A optional exchange menu for Patient with Heart Disease for Indoor Patients; follows the Table 4 which specified the energy, nutrients and weight of food items, the bidder shall use these parameters for Dietary Services and calculation of commercial.
- 7.2. It will be responsibility of the contractor, to take subsequent preventative measurement while preparing the Heart Healthy Diet:
- Serve the diet as per specific amount of food as per Table 4B follows the calorie norms as directed by the dietician.
  - Whole Grains products should be used in cooking as whole wheat flour, brown rice, whole grain bread, barely, oatmeal and high fiber cereal as mentioned in Table 4A,
  - Restricted amount of sodium, sugar and reduce/ avoid unhealthy saturated fat, trans-fat and cholesterol.
  - Using of unsaturated fats, MUFA monounsaturated fats such as - Canola Oil, Olive oil, Sunflower oil, Soya bean oil as cooking medium.
  - Preparation of Green leafy vegetables blanching will be required for reducing the Sodium.

**RENAL DIET (E)**-People with compromised kidney function must adhere to a renal or kidney diet to cut down on the amount of waste in their blood. A renal diet is one that is low in sodium, phosphorous, and protein and potassium. A Renal diet also emphasizes the importance of consuming high-quality protein and usually limiting the fluids. Food should be cooked without salt and serve salt packet as per the instruction. Green leafy vegetables have relatively high sodium and potassium content and they should be served after boiling the vegetables and discarding the water (leaching).

#### **Avoid**

- Extra milk or milk products
  - Meat, fish, chicken, extra egg, etc.
  - Pulses, extra cereals, legumes, peas, beans
  - Dry fruits, pea nut, coconut, cashew nuts and other nuts
  - Cakes, pastries, jams, jellies
  - Squash, lemon, fruit, juices
  - Vegetables which are rich in protein, sodium and potassium such as dried peas, spinach, etc.
8. It will be responsibility of the contractor to prepare the renal diet for CKD patients, diet one with limit potassium, low sodium, and low phosphorous and as per protein norms advice by the dietician, optional reference and weakly exchange menu Table5 and Table 5A respectively



**Table 5 Recommended Renal Diet with Protein and Calorie norms for CKD Patients**

S.No.	Protein & Calories	Dietary	Intake /day
A.	Low Protein Diet 40 grams (0.65gm/kg)	Milk	250 ml
	Calories 2000 kcal (34kcal/kg)	Egg white /Dal	One/ 15 gm
		Fruit	200 grams
		White bread	2 slice
		Cereal	125 grams
		Sugar	30 grams
		Arrowroot Powder	100 grams
		Low-fat Curd/Butter Milk	100gm
		Vegetables/Root Vegetables	200 grams
		Cooking Oil- MUFAs/PUFAs	40ml
		Paneer	15 grams
<b>Approx. Nutritive Value</b>			
		<b>Type of Nutrient</b>	Unit
		Protein	40 grams
		Total Fats	70 grams
		Carbohydrates	300 grams
		Sodium	22meq
		Potassium	38meq

**8.1. Protein and Calorie** -The dietician determines a target level of protein and energy to meet individual patient needs and it will be contractor's responsibly to prepare the diet menu as per instructions specified.

**Sodium, Phosphors and Potassium** - It will be responsibility of the contractor to follow the SOP of dietician and prepare the CKD diets with food which are low in sodium, phosphors and limit Potassium food as per requirements.

**8.2.** Reference to the Table.5A optional exchange menu for In- Patient with Chronic Kinney Disease; follows the Table 4B which specified the Protein, Energy, and quantity of food items, the bidder shall use these parameters for Dietary Services and calculation of commercial.

**Table -5A** Optional weekly food exchange serving menu for Patients of Kidney Disease

Schedule	Meals	Diet -Options/ Preference
On Wakening (06:30-07:00 hrs)	Early Morning	01 cup (150 ml) of normal tea/milk /green tea/lemon tea,  01 cup-luke warm water,01 nos. of tea bags
Breakfast (08:30-09:00 hrs)	Breakfast	1 cup (150 ml)-tea / milk 01 slice- wheat bread with chiplet-1 unsalted butter/jam/marmalade, 01bowl -sago porridge/sago khichdi/ veg semiya/ veg upma/ veg daliya/rab(bajra)/veg poha 01 egg white/30 grams paneer
Mid-Morning (11:00-11:30 hrs)	Beverage and fruit	01 cup -Buttermilk / lemon water/ vegetable soup (bottle gourd and tomato) and 01 bowl cut fruit -pears, apple, pineapple, grapes, water melon, mango, papaya, orange etc.
Midday Meal (13:00-13:30 hrs)	Lunch	1 bowl- green salad (cucumber, tomato)  4 no chapatti (wheat flour and arrow root powder1:1)  1 bowl - boiled rice , seasonal dry vegetable/mix veg- (tinda/tori/pumpkin/green beans/parwal/tomato/mango raw capsicum/ onion/ cauliflower), curd/raita  paneer or egg curry/ dal- 1 bowl (after leaching)
Mid Afternoon (16:30-17:00hrs)	Evening Snacks	02–arrowroot biscuits/ 30 grams unsalted popcorn/ sago bada-2
Evening Meal (19:30-20:00 hrs)	Dinner	1 bowl- green salad (cucumber, tomato)  4 no chapatti, 1 bowl- boiled rice, vegetable (tinda/tori/pumpkin/green beans/parwal/tomato/mango raw/ capsicum/ onion/ cauliflower)  rab/ kadhi  01 bowl - desert –(custard/ rice kheer / sago kheer/firni/suji halwa/pudding/gulabjamun/rasgulla etc.)
Before Bedtime (21:00-21:30 hrs)	Post Dinner	1cup (200ml) - milk

**CLEAR LIQUID & SOFT DIET (F)-**

This diet is given for a patient having acute illness, infections acute inflammatory conditions of the intestinal tract following operations. This diet is desirable to prevent evacuation from the bowel, to relieve thirst, removal of gas etc. This diet should be residue free, non-stimulating to peristaltic action. This diet is entirely inadequate from the nutritional stand point i.e. deficient in protein vitamins, minerals and calories; for e.g. clear strained fruit juices, rice water, black tea etc.

**NOTE:**

- No milk in clear liquid Diet.
- Fruit Juice without pulp, vegetable soup without corn flour, tender coconut water, barley water, dal water etc. can be given.
- Fruit juices, lemon juice, coconut water depending upon potassium level in case of renal patients.
- The concerned dietician / medical officer would be the final authority to take appropriate decision on the food item without compromising the quality.
- Quantities to be decided by the Medical Officer / Dietician.

**Clear Fluid Diet is suitable for the conditions such as:-**

- 1 Head Injuries
  - 2 Gastrostomy Cases
  - 3 Paralytic Syndrome and other Conditions ,where patients area unable to swallow
  - 4 First 24-48 Hrs in Cardiovascular Disorders
  - 5 Post –Operative Cases
  - 6 Severe Burns etc
9. It will be reasonability of the contractor to prepare the Clear and full liquid Diet indoor patients, as per advice by the dietician, optional reference menu Table 6 of Clear Liquid Diet and Table 7 of Full Liquid Diet respectively.

**Table -6 Recommended Clear Liquid diet menus for Indoor- Patients****CLEAR FLUID DIET MENU**

Early Morning [ 06: 00 AM ]	Tender Coconut Water /Black tea/Black coffee/green tea
Breakfast [ 08: 00 AM ]	Veg. Soup (Double Strain) /clear tomato soup
Mid-Morning [ 10: 00 AM ]	Gelatin or Jelly or lemon water/clear fruit juice
Lunch [ 12 : 00 PM ]	Rice water
Evening Tea [ 4:00 PM ]	Clear Vegetable Soup/clear dal water
Dinner [ 8:00 PM ]	Sago water/Rice water
Bed Time [ 10:00 PM ]	Barley Water

- 9.1. It will be responsibility of the contractor to prepare the Clear Liquid Diet as per instruction of the Dietician/Authorized person in -charge.
- 9.2. The Contractor shall avoid serving of any drink which can't see through, dairy product such as Milk, Curd, Butter Milk, and Cream and fruit juices with pulp in Clear Liquid Diet.
- 9.3. Reference to the table 6 of clear liquid diet of indoor patients on the basis of approximately 500 kcal/day, 5-10 gms of protein, negligible fat and 100-120gm of carbohydrate. The parameters for these items can vary in terms of quantity ranging from 50 ml to 150ml interval gap of 1-2 hr.

#### **A. FULL FLUID DIET**

This diet bridges the gap between clear fluid and soft diet. This diet is used in following operations in acute gastritis, acute infections and diarrhoea and for patients who are unable to eat semisolid or solid or foods. In this diet foods which are liquid and which readily become liquid on reaching the stomach are given, e.g. milk, butter milk, milk shake, lassi, eggs, ice creams, fruit juices, tea, coffee, porridges which are well blended -oats, raggi, blended soups etc. When planned carefully, this diet can be given over an extended period of time, with sufficient calories and proteins .This diet is given at 2 -4 hours intervals.

**TABLE7:-FULL FLUID DIET MENU**

Early Morning [ 06 : 00 AM ]	Milk with or without Egg /milk with protein powder
Breakfast [ 8: 00 AM ]	Fruit milk Shake (Blended )/curd shake
Mid-Morning [ 10: 00 AM ]	Lassi with sugar or salt/Fruit Lassi/custard/plain curd/Butter milk
Lunch [ 12 : 00 PM ]	Daliya Blend/oats Blend/ Rice porridge( Rice+Sooji+Sugar+Milk)
Evening Tea [ 4:00 PM ]	Veg. Soup or Chicken Soup +5 ml MUFA/PUFA /Fruit juice/Tender Coconut water
Dinner [ 8:00 PM ]	Dal + Rice Blend +5ml oil Rich in MUFA/PUFA/ Rice+vegetable blend
Bed Time [ 10:00 PM ]	Milk with or without Egg

The parameters for these items can vary in terms of quantity ranging from 100 ml - 200ml interval gap of 1-2 hr.

#### **B. ENTERAL FEEDING**

Enteral feeding refers to intake of food via the gastrointestinal tract.

A person on enteral feed usually has a condition or injury that prevents eating a regular diet by mouth, but their gastro intestinal tract is still able to function.

**9.4. STANDARDIZED LIQUID FEEDS:-**

**1. Feed chart for High Calorie and High Protein**

<b>Sr.No.</b>	<b>Ingredients</b>	<b>Quantity</b>	<b>Energy (Kcal)</b>	<b>Protein (gm)</b>	<b>Fat ( Gm)</b>
1.	Milk	200 ml	118	6.2	6.2
2.	Refined Oil	10 ml	90	-	10
3.	High Protein Powder	20 gm	86	10	0.8
4.	Sugar	20 gm	80	-	-
5.	Egg	1-Egg White	11	3.0	
6.	Corn Starch	10 gm	36	-	-
<b>Total</b>			<b>421</b>	<b>19.2</b>	<b>17</b>

**2. Feed chart for Renal**

<b>Sr.No.</b>	<b>Ingredients</b>	<b>Quantity</b>	<b>Energy (Kcal)</b>	<b>Protein (gm)</b>	<b>Fat ( Gm)</b>
1.	Milk	200 ml	118	6.2	6.2
2.	Refined Oil	10 ml	90	-	10
3.	Low Protein Supplement	14gm	66.4	1.2	3.0
4.	Sugar	20 gm	80	-	-
5.	Egg	1-Egg White	11	3.0	
6.	Corn Starch	10 gm	36	-	-
<b>Total</b>			<b>401.4</b>	<b>10.4</b>	<b>19</b>

**3. Feed chart for Diabetic**

<b>Sr.No.</b>	<b>Ingredients</b>	<b>Quantity</b>	<b>Energy (Kcal)</b>	<b>Protein (gm)</b>	<b>Fat ( Gm)</b>
1.	Milk	200 ml	118	6.2	6.2
2.	Refined Oil	10 ml	90	-	10
3.	Diabetic Supplement	25 gm	110	5.0	5.0
4.	Egg	1-Egg White	11	3.0	
5.	Corn Starch	10 gm	36	-	-
<b>Total</b>			<b>365</b>	<b>14.2</b>	<b>21.2</b>

**4. Feed chart for Diabetic Renal**

<b>Sr.No.</b>	<b>Ingredients</b>	<b>Quantity</b>	<b>Energy (Kcal)</b>	<b>Protein (gm)</b>	<b>Fat ( Gm)</b>
1.	Milk	200 ml	118	6.2	6.2
2.	Refined Oil	10 ml	90	-	10
3.	Low Protein Diabetic Supplement	14gm	66.4	1.2	3.0
4.	Egg	1-Egg White	11	3.0	
5.	Corn Starch	10 gm	36	-	-
<b>Total</b>			<b>321</b>	<b>10.2</b>	<b>19.2</b>

**5. Feed chart for Renal Dialysis**

Sr.No.	Ingredients	Quantity	Energy (Kcal)	Protein (gm)	Fat ( Gm)
1.	Milk	200 ml	118	6.2	6.2
2.	Refined Oil	10 ml	90	-	10
3.	High Protein Renal Supplement	14gm	70.4	3.0	3.0
4.	Egg	1-Egg White	11	3.0	
5.	Corn Starch	10 gm	36	-	-
<b>Total</b>			<b>405.4</b>	<b>12.2</b>	<b>19.2</b>

9.5. As per the instruction of the dietician the enteral feed can be modified according to the specific condition of the patient vis-à-vis commercial or kitchen feed.

9.6. If the patient is suffering from diarrhoea or any lactose intolerance the feed should be changed to **curd feed / soya feed** as per the instruction of the dietician

**SOFT DIET**

This diet bridges the gap between acute illness and convalescence. This diet is given for patients having acute infections following surgery, who are unable to chew and for those having dental problems. This can often be modified for certain pathological conditions as bland and low residue diet. It should be simple easily digested and contain no harsh fiber and no rich highly seasoned foods. Three meals with intermediate feeds should be given. Example bread, eggs baked items, ripe banana, pudding, idly or payasam, custard, Porridge, Soft upma, de-husked dal and Rice Khichdi, etc.

**NOTE:**

- For non-vegetarian patients, 50 gm. chicken, lean meat or fish will be provided instead of 30 gm. raw dal.
- De-husked dals and sieved flour to be used.
- Fruits without skin and seeds to be used (Papaya/Plum/Ripe Banana/Indian black berry/Stewed Apple or pear).
- Harsh fiber containing food items to be avoided
- Vegetables should be boiled and mashed to be included in the diet.
- The diet should be less spicy, less oily and avoid creamy gravy.
- It will be reasonability of the contractor to prepare the patient diet which is soft / tender / juicy and well-cooked without any hard lumps as per advice of the dietician, optional weakly exchange menu Table 8 .

**Table -8 Recommended weekly food exchange serving menu of Soft Diet**

Schedule	Meals	Diet -Options/ Preference
On Wakening (06:30-07:00 hrs)	Early Morning	1 cup(150 ml)- normal tea/ green tea/ lemon tea
Breakfast (08:30-09:00 hrs)	Breakfast	01 cup (200 ml)- milk with protein supplement  01 bowl -dalia/ oatmeal /sagoo porridge / upma/ 2- idli with sambar /rab(bajra) 1 bowl / white sauce pasta 1 bowl.  + 01boiled egg/ scrambled or cottage cheese- 25 gm
Mid-Morning (11:00-11:30 hrs)	Beverage	One glass - fruit juice / butter milk/ tender coconut water/ lemon water or 1 bowl-cut fruit
Midday Meal (13:00-13:30 hrs)	Lunch	One bowl of dal soup, blended rice dal khichadi (de-husked dal)/daliya (wheat/oats/ bajra/ corn)  01 bowl of plain curd/ kheer- rice/ sago/ semiya  <b>Note-</b> for vegetarian- cottage cheese and for non-vegetarian- lean meat as per dietician instructions.
Mid Afternoon (16:30-17:00hrs)	Evening Snacks	01 cup (150 ml) - milk /tea/coconut water / barley water.  2 nos.-Biscuits /1-2 cake slice/ white bread sandwich with fruit jam.
Evening Meal (19:30-20:00 hrs)	Dinner	01 bowl of veg soup,-vegetables/lentils/tomato/ lemon coriander etc.  2-4 slice - bread, 1 bowl -boiled blended rice, 1bowl- blended thin dal, 1 bowl- boiled mashed green vegetable/ mashed potatoes, 1 bowl-rab (bajra or maize or barley)  1 bowl - plain custard / kheer- (rice/ sago/ semiya)
Before Bedtime (21:00-21:30 hrs)	Post Dinner	1 cup (200 ml)-milk.



Table 9 Optional Pediatric Diet food exchange menu for weekly serving

Schedule	Meals	Diet -Options/ Preference
On Wakening (06:30-07:00 hrs)	Early Morning	01cup (200 ml) -milk with 04glucose biscuit pack
Breakfast (08:30-09:00 hrs)	Breakfast	01cup (200 ml)-milk, stuffed parantha 2 no/idli 2no+sambar/dosa- 2 with sambar/ uttapam- 2/ besan chilla-2/moong dal kachilla-2/veg daliya- 1 bowl/02 slices of bread pack, cheese slice 01/ 01 butter or jam chaplet / aloo sandwich 1-2,  <u>02 egg-boiled/omelette/scrambled for vegetarian- cottage cheese</u> <u>or</u> <b>Note-</b> for non-vegetarian- lean meat as per dietician instructions.
Mid-Morning (11:00-11:30 hrs)	Beverage & Snack or Fruit	seasonal fruit- 1/ 1 cup (150 ml)- fruit juices/ tender coconut water/ fruit milk shake
Midday Meal (13:00-13:30 hrs)	Lunch	1 plate- Green salad , 03 nos.- chapatti, 01 bowl- boiled rice , cottage cheeses or choice of legumes and pulses, seasonal vegetable, 01 bowl- curd/raita <b>Note-</b> for vegetarian- cottage cheese and for non-vegetarian- lean meat as per dietician instructions.
Mid Afternoon (16:30-17:00hrs)	Evening snacks	01 cup - normal milk/milk shake,  02pcs. – khaman/paneer finger pakora-2no/ veg. sandwich-1/ 4- glucose biscuits/01 bowl -roasted makhanas /popcorn /steamed sweet corn
Evening Meal (19:30-20:00 hrs)	Dinner	1 plate-green salad,  01 bowl of veg soup,-vegetables/lentils/tomato/ lemon coriander etc.  03 nos. of chapatti. 01 bowl - seasonal vegetable (curry/dry) ,1 bowl-soya chunks/soya granules/ tofu curry/dry  01 bowl of medium sweet desert –custard/ rice kheer / sago kheer/ferni/suji halva/pudding/gulabjamun/rasgulla etc.
Before Bedtime (21:00-21:30 hrs)	Post Dinner	01 cup (200 ml)-milk/soya milk/ ice cream- 1 cup

## **02 Contractor Responsibility**

### **10. Overall Responsibility**

10.1. To ensure high quality dietary services in line with the Patient's therapeutic requirements are met and are safe and compliant with all standards and legislation including food safety & hygiene.

### **11. Patient Dietary –Food Preparation, packaging and transportation**

11.1. The contractor ensures, the menu cycles and formulation are reviewed with concerned Dietician and after the preview the Dietician will confirm that the menu deliver nutritional requirements sufficient to meet the needs of all patients or not, it will be responsibility of the contractor to follow the Dietician's observation and accordingly prepare the In-Patient diet.

11.2. It will be responsibility of the contractor to follow the day to day advice / instruction of the concerned dietician/ authorized in-charge person for appropriate diet plan/menu as per patient's requirement.

11.3. The Contractor shall be solely and wholly responsible for the procurement of all articles of food and provisions which required in the patient dietary services at his own cost. The Contractor shall bear complete financial responsibility for all purchases and financial commitments he may enter in to for fulfilling the contract.

11.4. The contractor shall responsible and ensure the raw material being used in the preparation of Patients dietary as per quality /brand/specification as mentioned. It will be responsibility of the contractor to procure, all non-perishable/perishable food items directly from the company or reliable source.

11.5. It will be responsibility of the contractor that, all the raw fresh Vegetables /Fruits supplied by supplier should be thoroughly cleaned in the vegetable washer prior to storage in cold room and potatoes should be fully peeled before cooking.

11.6. It will be responsibility on the contractor to maintain overall Hygiene, cleanliness of, kitchen, surrounding and contamination-free, hygienic clean, fresh, nutritious, and palatable food has to be served to the In- Patients.

11.7. **NON-VEGETARIAN FOOD UTENSILS:** Contractor shall ensure, cooking vessels and other utensils used for preparing non-vegetarian food are not used for cooking and serving vegetarian food and, has segregated cooking and utensils etc. for vegetarian and non-Vegetarian food preparation.

11.8. The contractor shall employ adequate number of well trained, experienced, qualified and Medical fit staff for patient's dietary services.

11.9. All Production /Service staff engaged during the duty Hours in various kitchen should wear the Cap, Mask, Gloves, Uniform, proper shoes and maintain personal hygiene standard.

11.10. The Supplier shall maintain utmost hygiene standards with regards to the food items, utensils for cooking and serving as well as in respect of personnel cooking and serving food to the satisfaction of the Institute and as mandated in the relevant Law (FASSI 2006 Act).

11.11. It is mandatory for the successful bidder to comply with the Standard Operating Procedures in day to day operation and ensure to implement the Safety Food Management -Systematic approach to controlling food safety hazards

- Good Hygienic Practices,
- Hazard Analysis Critical Control Point (HACCP), and
- 3Q i.e. Quality Control, Quality Assurance ,Quality System

**Guidelines – Perishable /Non-Perishable items****12. Quality Control**

- 12.1. The Contractor shall use only best quality branded raw materials-Perishable & Non-Perishable for preparing the food. All condiments, dairy product & cooking medium used should be procured in sealed -branded packets/ tins/ containers/jars and approved/ certified by Agmark Grade-1 and FSSAI. It is responsibility of the contractor to follow the list of recommended / selective Brand/Make of Perishable and Non-Perishable provided herewith in Table 9, Table 9A and Table 9B respectively of “Patient Dietary Services”.
- 12.2. The contractor shall use only the FSSAI approved Monounsaturated MUFAs / Polyunsaturated PUFAs Oils for cooking of all food items or as advice by the dietician.
- 12.3. The Institute/AIIMS Jodhpur authorized Quality Control Team have full right to check all the raw materials ,vegetables, dairy and Lean Meat products brought by the contractor to the Hospital kitchen store for cooking the Patients Diet.

**Table-9 Recommended Perishables/Semi Perishable Items/Products**

<b>DAIRY PRODUCTS</b>		
<b>Sr.No.</b>	<b>Products/Items</b>	<b>Approved Brands/Make</b>
1.	MILK –Packet	Amul,/ Saras, /Patanjali,/ Paras,/ Mother Dairy
2.	Butter 500 gms	Amul ,/Saras,/ Britannia ,/Mother Dairy
3.	Butter Chiplet	Amul, /Britannia -10 or 20 gm
4.	Processed Cheese	Amul,/Britannia/ LeBon
5.	Mayonnaise	Cremica/Funfoods /Veeba/Fric Bergen
6.	Pizza Sauce	Funfoods/Veeba/Cremica/Del monte
7.	Curd/Yogurt	Amul/Saras/Mother Dairy
8.	Cottage Cheese	Garhwal/Amul/Saras/Mother Dairy
9.	Tofu	Parag /Ruchi or Equivalent
10.	Ice Cream	Amul/Mother dairy /Kwality/Habitz/havmore
<b>BAKERY PRODUCTS</b>		
1.	Bread –White /Whole Wheat	Harvest/Britannia/ Perfect/Bonn/English Oven/ Modern
2.	Burger Bun	Harvest/English Oven/Bonn
3.	Kulcha	Harvest/ English Oven/Perfect/Britannia
4.	Pizza Base	Harvest/English Oven /Perfect or Fresh Hand Made
<b>S.No.</b>	<b>Products/Items</b>	<b>Approved Brands/Make</b>

5.	Gobbles Cake	Britannia/Bonn/Cremica or Equivalent
6.	Biscuits	Britannia/Parle- G/Cremica/Sunfeast /Oreo/Macvities/Duke /Unibic
<b>POULTRY &amp; FISH PRODUCTS</b>		
1.	Egg	Keggs farms or Equivalent
2.	Poultry & Fish	Preferably from Co-operative Society or Equivalent
<b>VEGETABLES &amp; FRUITS</b>		
1.	Vegetable & Fruits	Fresh Good quality from local SabziMandi Preferably on daily basis and / three time in a week

**Table :9A Recommended Non- Perishables Items/Product**

<b>Groceries /Provisions</b>		
<b>S.No.</b>	<b>Products/Items</b>	<b>Approved Brands/Make</b>
1.	Atta/Flour	Preferably MP Sharbati Wheat- Fresh Grounded on stone chakki mills otherwise Ashierwad/ Phillipsbury /Nature Fresh/Annapurna
2.	Gram Flour	Shakti Bhog/Rjdhani/ Fortune /Tata Sampann
3.	Legumes/Lentils	Fortune/Tata Sampann/Nafed/Mangat Ram/Big Basket
4.	Salt	Tata/Annapurna/Soffola /Ashirwad/Nature Fresh
5.	Rice -Basmati	India Gate/Daawat/LalQuila/Golden Harvest/Nafed
6.	Rice Parmal	Nafed or Equivalent
7.	Cooking Oil	Fortune /Patanjali /Nature Fresh/Sundrop
8.	Olive Oil	Del Monte/Bertoli/Jivo
9.	Oats/Oatmeal	Bagrry's/ Kellogg's/Quaker
10.	Corn Flakes	Kellogg's/Mohan Meakin
11.	Protein Supplement	As Listed in table 9B
12.	Custard	Weikfield/Brown & Polson/Pillsbury
13.	Jam	Kissan/Dana/Annapurna/Druk/Cremica
14.	Coffee	Nescafe/Bru/Sunfeast
15.	Ketchup	Kissan/Nestle Maggi/Cremica /Del Monte
16.	Cornflour	Weikfield/Brown & Polosn

17.	Tea	Brooke Bound/Tata/Lipton/TajMahal /WaghBakri
18.	Dalia/Sagoo	Rajdhani/Nafed/ KhadiBhandar/Nature Land /Fortune/Sacha moti/ Patansali
19.	Pure Ghee	Amul/Milkfood/Verka/Ananda/Saras/ madhusudan/ Krishna/motherdairy
20.	Poha/Upma	Rajthani/Golden Harvest /Shraddha/Ahaar/ sonu/Uttam/ Reliance or equivalent
21.	Juices	Real/Tropicana/Safal/Paper Boat/B- Natural
22.	Tea Bag	Tata Tetley/TajMahal /Lipton
23.	Mineral Water	Kinley/Bisleri/Aquafina/Catch / Himalaya
24.	Pickle Chipleets	Cremica/Nilons/Mothers'
25.	Spices	MDH/Everest /Tata Sampann/Ramdev/ kitchen express/ catch/ suhana/ reliance
26.	Whole Spices	Nafed/Golden Harvest
27.	Peanut	Golden Harvest/Kepler/or Equivalent
28.	Namkeens	Haldirams/Bikano /Lay's/Uncle Chips/Bingo
29.	Soft Drinks	Limca/Coca Cola /Pepsi
30.	Flavored Milk /Lassi	Wonderz /AmulKool /Chillz/Mother Dairy /Verka
31.	Sport Drink	Gatorade/Blue/Energy
32.	MCT Oil	Simly MCT/Dr. Trust MCT/Health-vit MCT
33.	MCT Powder	Aristo Pure MCT

**Table 9B Common Commercial Formulas Marketed In India Complete Balanced Formula**

NAME BRAND	NAME OF SUPPLEMENTS
Abbott	Ensure plus
Nestle	Resource Opti
Fresenius Kabi	Fresubin
Hexagon	New Pentasure

**Renal (high protein) formula**

NAME BRAND	NAME OF SUPPLEMENTS
Fresenius kabi	Fresubin HP

Abbott	Nephro HP
Nestle	Resource DLS
Hexagon	Pentasure DLS
Azzura	Essential DLS

**Renal (low protein) formula**

NAME BRAND	NAME OF SUPPLEMENTS
Fresenius kabi	Fresubin LP
Abbott	Nephro LP
Nestle	Resource Renal
Hexagon	Pentasure Renal
Azzura	Essential Renal

**High protein (without egg) formula**

NAME BRAND	NAME OF SUPPLEMENTS
Fresenius kabi	Kabipro
Nestle	Resource High Protein
Hexagon	Pentasure HP, Pentasure High Protein High Calorie
Protein X	Protein X, Mama Protein X

**Diabetic formula**

NAME BRAND	NAME OF SUPPLEMENTS
Fresenius Kabi	Fresubin DM
Abbott	Ensure Diabetes Care
Nestle	Resource Diabetic
Hexagon	Pentasure DM
Sun Pharmaceuticals	Prohance D
Protein x	Protein X Diabetic Care

**Semi elemental formula**

NAME BRAND	NAME OF SUPPLEMENTS
Aristro	Critipro
Abbott	Ensure Peptide
Nestle	Peptamen
Hexagon	Penta sugar critipep
Aristro	Critipro DM

**Pediatric Formula**

<b>NAME BRAND</b>	<b>NAME OF SUPPLEMENTS</b>
Abbott	Pediasure Advance Plus
Nestle	Peptamen Junior
Hexagon	Hexagon PEDIAGOLD Plus
Freseniuskabi	Kabi Sure KIDS

**Additional formula**

<b>NAME BRAND</b>	<b>NAME OF SUPPLEMENTS</b>
Abbott	Ensure Plus rth(500ml), Prosure
Freseniuskabi	FresubinOnco, Kabi bite, KabiImmune, Kabi immune plus, Kabi Mom
Hexagon	Pentasure 2.0, PentasureCarbomax, PEDIAGOLD, Obesigo, Pentasure fiber, PentasureImmunomax.
British biologicals	Pulmo care
Threptin	Threptin Protein Diskettes

**High protein with egg formula**

<b>NAME BRAND</b>	<b>NAME OF SUPPLEMENTS</b>
Proindia health care	Oro albumen
Venky's nutrition	Albumen care, albumen RRT

**Hepatic formula**

<b>NAME BRAND</b>	<b>NAME OF SUPPLEMENTS</b>
FreseniusKabi	Fresubinhepa
Nestle	NovasoureNutrihep
Hexagon	Pentasure Hepatic

12.4. The contractor may use any other approved brands only if permitted by Authorized in-charge of AIIMS Jodhpur in writing. The Successful Bidder may suggest alternative / added few more reputed brands/items as per requirement/availability, subject to written approval from Authorized in charge.

**Annexure – II**  
**Performa of Performance Bank Guarantee**

- 1 In consideration of the Director All India Institute of Medical Sciences, Jodhpur (hereinafter called "The Client") having offered to accept the terms and conditions of the proposed agreement between AIIMS, JODHPUR and ..... (hereinafter called "the said contractor(s) for the work of Contract Dietary services (hereinafter called "the said agreement") having agreed to production of an irrevocable Bank Guarantee for Rs..... only) as a security/ guarantee from the contractor(s) for compliance of his obligations in accordance with the terms & conditions in the said agreement.
- 2 We..... (hereinafter referred to as the "Bank") hereby undertake to (indicate the name of the Bank).
- 3 We ..... do hereby undertake to pay amounts due and payable (indicate the name of the Bank) under this Guarantee without any demur, merely on a demand from the AIIMS, JODHPUR stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this Guarantee we shall be restricted to an amount not exceeding Rs. (Rupees.....)
- 4 We, the said Bank, further undertake to pay to the AIIMS, JODHPUR any money so demanded not withstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) shall have no claim against us for making such payment.
- 5 We..... further agree that the Guarantee herein contained shall (indicate the name of the Bank) remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the AIIMS, JODHPUR under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the Deputy Director (Admin), AIIMS Jodhpur on behalf of the AIIMS, JODHPUR, certifies that the terms & conditions of the said contractor(s), and accordingly discharges this guarantee. We..... further agree with the AIIMS, JODHPUR that the AIIMS, JODHPUR (indicate the name of the Bank) shall have the fullest liberty without our consent, and without effecting in any manner our obligations hereunder, to vary any of the terms & conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the AIIMS, JODHPUR against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the AIIMS, JODHPUR or any indulgence by the AIIMS, JODHPUR to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
- 6 This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).
- 7 We..... lastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the AIIMS, JODHPUR in writing.
- 8 This guarantee shall be valid up to ..... unless extended on demand by the AIIMS, JODHPUR Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs.....(Rupees..... Only), and unless a claim in writing is lodged with us under this Guarantee shall stand discharged.

Dated the ..... day of ..... for .....  
(Indicate the name of the Bank)