



अखिल भारतीय आयुर्विज्ञान संस्थान, जोधपुर
ALL INDIA INSTITUTE OF MEDICAL SCIENCES, JODHPUR

Date: - 08th December 2021

CLARIFICATION
FOR
ESTABLISHMENT OF HOSPITAL KITCHEN ON TURNKEY BASIS AND OPERATION
AND MAINTENANCE OF HOSPITAL PATIENT DIETARY & CAFETERIA SERVICES AT
AIIMS, JODHPUR.

N.I.T. No.	Admn/Tender/12/2021-AIIMS.JDH
NIT Issue Date	21 st September, 2021
Pre-Bid Meeting	05 th October 2021 at 03:00 PM
Earlier Last Date of Online Submission of tender	20 th December, 2021 at 03:00 PM
Extended Last Date of Online Submission of tender	29 th December, 2021 at 03:00 PM
Bid Opening	30 th December 2021 at 03:15 PM
Third Pre-Bid Meeting	17 th December 2021 at 03:00 PM

**AIIMS JODHPUR QUESTIONNAIRE FOR HOSPITAL KITCHEN ON TURNKEY BASIS AND OPERATION AND MAINTENANCE OF HOSPITAL
PATIENT DIETARY SERVICES**

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The tenders for above work were uploaded on eprocure.gov.in and www.aiimsjodhpur.edu.in on Tuesday, 21st September, 2021

Pre Bid meeting was held on 5th October, 2021.

Following representatives of bidders attended Pre Bid meeting:-

Sl. No.	Bidder Agency Name	Representatives Name	Mobile No. / Contact No.	E-Mail
1.	M/s. Kissan Catering	Mr. Kailash Bhati (MD)	+91-9828148694	info@kissancatering.in
2.	M/s. Suncity Enterprises	Mr. Jetha Ram Choudhary	+91-9001467997	jetha10779@gmail.com
3.	M/s. Mohani Catering	Mr. Takhat Singh Rathod	+91-8347556801	mohanicaterers@gmail.com
4.	M/s. Astor Inc.	Mr. O.P. Verma	+91-9818031325	astorinc@gmail.com
5.	M/s. Hotel Rajasthan	Mr. Hemant Singh	+91-8953002085	hemant.aniketsingh@gmail.com
6.	M/s. Life Line services, New Delhi	Through e-mail	+91-9910255257	lifelineservices1076@yahoo.co.in

Following Officers / Faculties from AIIMS, Jodhpur sides were present in the pre bid meeting:-

S. No.	Name	Designation
1.	Dr. Naveen Sharma	Chairman, Professor, Dept. of General Surgery, AIIMS- Jodhpur
2.	Dr. SN Bhaskar	Additional Professor, Dept. of Neurosurgery, AIIMS- Jodhpur
3.	Dr. Pankaj Bhardwaj	Additional Professor, Dept. of CMFM, AIIMS- Jodhpur
4.	Dr. Ashish Nayyar	Additional Professor, Dept. of Anatomy, AIIMS- Jodhpur <i>On leave</i>
5.	Dr. Rashmi Rathore	Dietician, AIIMS- Jodhpur
6.	Er. Pankaj Saxena	Executive Engineer (Electrical), AIIMS- Jodhpur
7.	Mr. SN Gurjar	Accounts Officer, AIIMS- Jodhpur
8.	Mr. Himanshu	Assoc. Prof. Lecturer Nursing College, AIIMS- Jodhpur
9.	Mr. Tulsi Ram	Assistant Administrative Officer, AIIMS- Jodhpur

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[Handwritten signatures and initials of the attendees listed in the table above, including names like Naveen, SN, Pankaj, Ashish, Rashmi, Pankaj Saxena, SN Gurjar, Himanshu, Tulsi Ram, and SB.]

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A. Name of agency: M/s. Hotel Rajasthan			
Tender Page No.	TENDER CONTENT	QUESTION BY HOTEL RAJASTHAN	REMARKS BY AIIMS- JODHPUR
Pg-10	<p>Eligibility Criteria for Bidders Similar Work Criteria, in last 07 years as on 31st August 2021: Three similar works each of value not less than 40%of the estimated cost (6Cr) put to Tender or, Two similar works each of value not less than 60%of the estimated cost(6Cr) put to Tender or, One similar work of value not less than 80%of the estimated cost(6Cr) put to Tender</p> <p>The Bidder should have experience of completing at least ONE similar Work not less than value of Rs. 8 crore or TWO similar work not less than Rs. 6 crore each or Three similar work not less than Rs. 4 Crore each</p> <p>Note: Similar work means “providing Patient Dietary Services to at least 500 persons serving per day in any one of the State or Central Government Hospital or in a reputed private hospital accredited by NABH”</p>	<p>Please specify on Pg-10 Point No. 4.1.1 what will be the estimated cost as similar work means patient dietary service and Estimated cost given as Rs10cr is inclusive of Turnkey and Dietary Service</p> <p>On Pg10 Point No. 4.1.1 criteria is given as percentage of total cost for similar work and in the next point No. 4.1.2 it is given as definitive figure. Please clarify which criteria is to be followed for eligibility in case of change in contract value mentioned in 4.1.1.</p>	<p>Eligibility Criteria for Bidders Similar Work Criteria, in last 07 years as on 31st August 2021: Three similar works each of value not less than 40% of the estimated cost (6 Cr.) put to Tender or, Two similar works each of value not less than 60%of the estimated cost (6 Cr.) put to Tender or, One similar work of value not less than 80%of the estimated cost (6 Cr.) put to Tender.</p> <p>The Bidder should have experience of completing at least ONE similar Work not less than value of Rs. 4.8 crore or TWO similar work not less than Rs. 3.6 crore each or Three similar work not less than Rs. 2.4 Crore each</p> <p>Note: Similar work means “Eligible bidder should be in the business of running a centralized kitchen with the said kitchen catering to hospitals / hotels / aviation / institute of central govt., state govt., institute of national importance etc. for the last five years and atleast one of these kitchens should be NABH accredited reputed Pvt. Hospital of minimum 200 bedded capacity.</p>
Pg-11 Point (c)	<p>The bidder should have total average annual turnover of minimum 10 Crores in the last 3 (three) financial years ending on March 31st 2020. Out of which the annual billing during the last years (ending March 31st 2020) of at 20 least Rs. 5Cr. from anyone of the clients in businesses as described at the point ('a') above.</p>	<p>Please clarify what is the meaning of “at 20 least Rs. 5 Cr.”</p>	<p>a) The bidder must have an average annual turnover of 4Cr in last 3 years (ending March 2020)</p> <p>b) An average annual billing during the past 3 years (ending March, 2020) of atleast ₹ 3 Cr. From anyone of the clients in businesses as described at point “a” above.</p>

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Pg-13 Point (h, i, j)	Copy of Income Tax returns of the firm/company for the last Three Financial Years (i.e.2016-17, 2017-18 and 2019-20). Legible copies of audited balance sheet and statement of Profit & Loss for preceding three financial years, (i.e. FY 2017-18, 2018-19 and 2019-20) of the firm/company. Should have Average Annual Financial Turnover of Rs.10,00,00,000/- during the immediate last three consecutive financial years ending 31.03.2020 (i.e. F.Y. 2017-18, 2018-19 and 2019-20).	Please clarify the last 3-year period for Income Tax Return: 1. 2016-17, 2017-18, 2018-19 or, 2. 2017-18, 2018-19, and 2019-20	As per tender terms and conditions.
Pg-21 Point 10(e)	Incidental Services: To provide non-locked open software and standard interface inter-operability conditions for networked equipment's in hospital management information system, wherever applicable	Please specify the kind of equipment required for network interface with HMIS	As per tender terms and conditions.
Pg-26 Point 23(C)(a)	Payment Terms for Dietary Services: Bills in triplicate along with supporting documents of wages paid to workers through ECS/their ESIC and EPF/GST deposit challan/statement	As PF & ESI deposit due date is 15th on next month please clarify that the PF & ESI challans will be submitted for previous month along with current months invoice.	Challans should be submitted for previous month along with current month invoice.
Pg-40 Point No.16	In case of packed consumable items sales, the contractor will ensure all the packed items are from the branded company and having a sufficient valid period of safe use. The specified/approved list of consumable brands provided herewith in Section-VI	Specifying brand list for packed items will leave us vulnerable at the mercy of the supplier and we will not be in a position to get the best rates. Please allow us easy process to add additional reputed brands where necessary.	As per prior approval of the concern authorities AIIMS-Jodhpur.
Pg-40 Point No.20	During the entire contract period, all the machinery /equipment provided and installed by AIIMS Jodhpur Such as /HVAC /LT panel/Pumps/RO Plant, / Gas Bank Gas Pipeline, Gas Dictators /Hose Reel unit/Air Scrubber /Air Washer/Air Curtain / etc. in the Visitor cafeteria dining and kitchen area shall be operated and maintained by the contractor/Successful bidder including supply of all spares, materials, labour, insurance, CAMC and etc at own his cost. At the end of the Contract Period, the equipment/system shall be handed over back to AIIMS Jodhpur, in satisfactory	Please clarify whether HVAC /LT panel/Pumps/RO Plant, /Gas Bank Gas Pipeline, Gas Dictators /Hose Reel unit/Air Scrubber /Air Washer/Air Curtain / etc are separately installed for cafeteria if the same is to be maintained by the café vendor. Will the invoice details of the above mentioned equipment installed be provided to vendor for Extended warranty or AMC wherever needed.	As per tender terms & conditions and addendum / corrigendum uploaded.

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	working condition in which they were taken over, normal wear and tear accepted. The decision of the Engineer-in-charge, AIIMS Jodhpur shall be final and binding in this regard		
On Pg-41 Point No. I (1)	Bidder has to provide adequate, qualified Hotel Management pass out trained staff/manpower -cooks, chef, production manager, waiter, services manager, and General Manager for smoothly/timely running of all the kitchen production and provide efficient and uninterrupted patients dietary & cafeterias services as per the work defined herewith in SOP in Section-VIII	Hotel Management criteria is for which staff please clarify.	All managers and executive chef should be qualified as per tender terms and conditions.
Pg-102 Point No.7&8	For the renovation, and construction purpose Institute power supply shall be provided at one point within the said premises temporary connection. Power supply distribution on chargeable basis from Institute/Hospital shall be provided at one point within the said premises and for the renovation and construction purpose, Institute shall provide non chargeable power supply at one point within the said premises through a temporary connection	Please clarify whether the electric supply for renovation and construction will chargeable or not because at one point it is written as chargeable and at last it is written as non-chargeable. Also if the same is chargeable will the institute install temporary meter for the same?	As per tender terms and conditions.
Pg-102 Point No.10	All regulatory fees payable to authorities as per norms will be reimbursed to agency on submission of payment challan / receipt of payments and on submission of clearance certificate / permission to Institute as applicable.	Which regulatory charges will be reimbursed please clarify	All statutory obligations paid to state / central govt. may be reimbursed.
Pg-103 Point No.22	INSURANCE OF WORKS - Contractor is required to take contractor's all risk policy or erection all risk policy (as the case may be) from an approved insurance company in the joint name with AIIMS Jodhpur.	Please clarify the approved insurance company.	Insurance should be taken from company's approved by Insurance Regulatory & Development Authority of India (IRDAI)
Pg-112 Point No. D(1)	Macerator - To be installed in the Pot Wash and Dish wash drain pipe	We will already be using drain gratings before releasing any water into drain thus blocking any solid particles, hence we do not need macerator, which is usually needed in factories or drains of big size and hence money can be saved on this equipment.	As per tender specifications.

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Pg-123 Point No.12	Annexure – 1 Technical Bid Form Financial Turnover of the participating Firm/Agency/Company for the last Three (03) years, Details to be furnished duly supported by figures in balance sheet/ profit & loss account for the last three (03) years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached) and to enclosed Form “D” and Solvency certificate as per Form “E” from its Banker as described herein part of Annexure 1.	Turnover is asked for FY 16-17, 17-18 and 18-19, whereas average turnover in eligibility criteria on Pg-11(e) above was needed for FY 17-18, 18-19 and 19-20.	Financial year 2017-18 to Financial year 2019-20 shall be replaced in place of Financial year 2016-17 to Financial year 2018-19.
Pg-126 Form “D”	Annexure-1 Form-D Financial Analysis – Details to be furnished duly supported by figures in balance sheet/ profit & loss account for the last five years duly certified by the Chartered Accountant, as submitted by the applicant to the Income Tax Department (Copies to be attached). Gross Annual turnover on Patient Dietary Services works, Profit/Loss, Financial arrangements for carrying out the proposed work Solvency Certificate from Bankers of the bidder in the prescribed Form “E”	Please Clarify the five-year period for submission of Balance Sheet. Also, above the same is asked for 3yrs ending 31st March 2020 What other document is needed for financial arrangements, when we are already furnishing solvency certificate. And if needed what amount of financial arrangement is needed to furnish.	Any other document is required by the institute for tender finalization shall be furnished. Gross Annual turnover on Dietary / catering services works, Profit/Loss, Financial arrangements for carrying out the proposed work Solvency Certificate from Bankers of the bidder in the prescribed Form “E”
Pg-156 Point No.13	The bidders shall enclose any of the following valid attested specified document/s in support of eligibility Criteria of the principal manufacture, along with specific authorization from the principal manufacturer/ supplier as herewith in ANNEXURE - 10 this tender: a. INDIAN MANUFACTURERS Any one of the following valid documents (Notary attested): Factory license/Manufacturing license NSIC registration certificate DGS&D registration certificate SSI/DIC registration certificate ISO Certificate MSME registration certificate b. DEALERS/ DISTRIBUTORS AUTHORIZED BY INDIAN/FOREIGN	Do we have to provide documents of multiple manufacturers? It is impossible to provide documents from all the companies as mentioned in the tender document. Also, if there are 8 bidders most foreign companies will not be providing authorisation form to every bidder for tender purpose. The same, if necessary, can be provided after the award of tender by the selected bidder.	The bidder should furnish declaration for proper installation of equipments, there operation and further maintenance for further 5 years .

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	MANUFACTURER Specific authorization from their principal manufacturer Any statutory document confirming the "Manufacturer" status of the Principal Manufacturer		
BOQ Excel File	BOQ Patient Diet OPEX	GST is given as 18% in the tables above whereas in final calculation it is given as 5%	GST shall be charged as per applicable norms. OPEX cost shall be taken for financial emulation exclusive of GST.
Pg-152 Point TS-02	POLCORD TRAY CONVEYOR UNIT (Supplying fixing, installation and commissioning as per make and model specification)	This is not successful machine and there is regular breakage and downtime which hinders the operation.	As per tender terms and conditions.
Pg-26 Point No.C(a)	The payment for the dietary service (OPEX) shall be made on monthly basis to the contractor as per actual diets supplied by him during the month on the approved rates under contract.	Please advise how will actual diet be calculated, will it be counted day wise separately for every 7-meal provided or will it be taken as midnight census plus next day admissions, or some other mode of calculation. Please clarify as this is necessary for calculation of rates for OPEX.	Payment shall be made for the actual number of different meals provided on day basis.
Pg-39 Point No. III(1)	The contractor shall be responsible for procuring, fixing, installation commissioning, and maintenance of kitchen equipment in visitors Cafeteria as per the Annexure 8 BOQ-Part -3. All the kitchen equipment as per Annexure 8 BOQ -Part -3 will be procured by the bidder at his own cost. The cafeteria kitchen equipment layout plan drawing will be provided by the AIIMS Jodhpur. The contractor shall responsible for the maintenance and operation of the hospital visitor cafeteria and kitchens thorough out the period of the contract.	During the round of kitchen and cafeteria after per-bid meeting it was said that all renovation work of cafeteria will also be taken by the vendor, however tender only mentions supply and installation of kitchen equipment in cafeteria. Please Clarify	Construction / renovation shall be done by AIIMS- Jodhpur.
Pg-4	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 have possession of valid digital Signature Certificate (DSC) of class II or III for online	Please clarify whether we have to submit hard copies of all the documents as mentioned on pg-130 or we have to submit only online as mentioned on Pg-4.	Online bids shall be submitted by the bidder. No document shall be required to submit in person / hardcopy.

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Pg-130	<p>submission of bids. Prior to bidding DSC needs to be registered on the website mention above. For any assistance for e-bidding process, if required, bidder may contact to the helpdesk at 0291-2740741.</p> <p>Submission of Tender: (a) The tender shall be submitted online in two parts, viz., technical bid and financial bid. All the pages of bid submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. (b) The offers submitted by Fax/email and by post shall not be considered, no correspondence will be entertained in this regard.</p> <p>Annexure -2: Original Hard Copy of the following document must be kept in the "Pre-Qualification Bid" Envelope and sealed envelope must be dropped in person in the Office of Administration AIIMS JODHPUR, Rajasthan, before the Closing date given herein NIB.</p>		
Pg-136	Annexure-5 IPD Kitchen Layout	Please mark the location of air scrubber, air washer and gas bank where it is to be placed outside the kitchen.	In consultation with E-I-C.
Pg-128	Form "G" Annexure -1	Respected sir every institution has their own format for issuing experience certificate, the institutes provide experience certificate annually in their own prescribed format. Hence, they are	All contains covered as per Form "G" Annexure -1 shall be considered.

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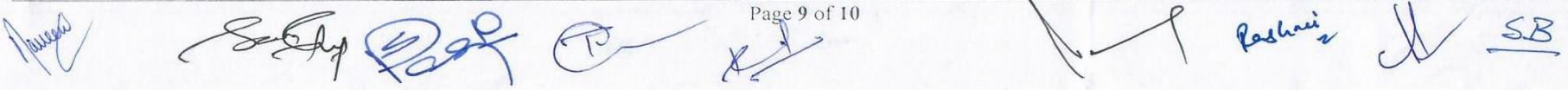
		<p>reluctant to issue new experience certificate for every tender in a new format. Kindly consider the same. We will provide all necessary details required for the past contracts wherever needed.</p>	
<p>B. Name of agency: M/s. Life Line services, New Delhi.</p>			
	<p>Tender document page no. 11 point no. E and page no. 13 point no. J, you have asked that average that average financial turnover of Rs. 10 Crore during three financial year should be there, but accordingly to rule and CVC guidelines 70% turnover required of the estimated cost (Bid value in your case Rs. 10 Crore) should be asked from the bidder for qualification. As from day 1st standing the no. of bed occupancy will not be of full strength.</p>		<p>Necessary modifications has been incorporated at s. no. 2 above</p>
	<p>Also please demand from bidders to submit CA certified turnover certificate for Dietary services for indoor patients only with UDIN no. So that no others work turnover of such as Housekeeping, manpower can participate and only companies who have experience in dietary services of indoor patients can participate in the bid.</p>		<p>As per tender terms and conditions.</p>

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C. Others			
	Annexure-11, Price-bid / schedule-B, s.no. 4, Knee operated hand wash sink		10 nos. are required, however column for unit price & total price are locked inadvertently. Bidders are requested to quote rate for single unit and total of 10 units shall be considered for financial evaluation for the said item.
Annexure-8 Part-1 (Technical bid)	Vegetable Preparation section Item no. VP-20 Page no. 144		Not required
	Bulk cooking section Item no. BC-18 Page no. 147	Make: RATIONAL-SELF COOKING 201G	Read as ICP 201G
	Dish Wash Section Item no. DW-08 Page no. 152	Make: HOBART ECOMAX604-31B	Read as H604-12B
	Dish Wash Section Item no. DW-18 Vapour hood Page no. 153		Not required
	Garbage Section Item no. GS-12 Page no. 142		Not required
Annexure-8 Part-2 (Technical bid)	Item no. 1 to 10 Page no. 154		Bidder shall also be responsible for procuring and maintaining all the item no. 1 to 10 on his own cost and the institute shall not bear the cost of any of the same and should not be quoted in the financial bid.
	Item no. 1 Qty. 1000 nos.		Bidder shall provide polycarbonate 6 compartment tray with cover 100 nos. for Private ward and 900 stainless steel 6 compartment tray with cover for lunch and dinner of make: SS-304 weight app. 700gms per plate.
	Item no. 2 Qty. 1000 nos.		Bidder shall provide polycarbonate 3 compartment tray with cover 100 nos. for Private ward and 900 stainless steel 3 compartment tray with cover for breakfast & evening snacks of make: SS-304 weight app. 350gms per plate.
	Item no. 4 Qty. 1000 nos.		Polycarbonate cups & saucer Only 100 nos. required for Private ward.

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	Item no. 7 stainless steel soups spoons Qty. 1500 nos.		Only 100 nos. required for Private ward.
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Note: It is proposed to conduct a per-bid meeting for clarifications on this corrigendum.



Mr. Tulsi Ram,
Assistant Administrative Officer,
AIIMS- Jodhpur


Assoc. Professor
Lecturer Nursing College,
AIIMS- Jodhpur
Mr. SN Gurjar,
Accounts Officer,
AIIMS- Jodhpur
Dr. Rashmi Rathore,
Dietician,
AIIMS- Jodhpur

Er. Pankaj Saxena,
Executive Engineer (Electrical),
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Dr. S. Bhaskar,
Additional Professor,
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Dr. Naveen Sharma
Chairman committee
Professor, Dept. of General Surgery, AIIMS- Jodhpur

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