



अखिल भारतीय आयुर्विज्ञान संस्थान(छत्तीसगढ़) रायपुर ,
All India Institute of Medical Sciences, Raipur (Chhattisgarh)
Tatibandh,
Raipur-492 099 (CG)

No. Admin/store/Supply/Dietary- Service/ 2015-AIIMS- RPR

14th March, 2015

INVITING QUOTATIONS FOR Supply of Dietary- Service for Hospital, AIIMS Raipur.

QUOTATION NOTICE

Sealed quotations are invited from intending registered Stockiest/ Distributors having TIN/ relevant documents for supply of **Dietary- Service for Hospital, AIIMS, Raipur and should be submitted to office of Store Officer up to 3:00 pm on 17th March, 2015.** The quotations will be opened on the same day. As per detailed below:-

Diet scale:1800 Kcal (Normal Diet)

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

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

Nutritive Value:

Energy	1822 (Kcal)
Carbohydrate	290 (g)
Protein	70 (g)
Fat	40 (g)
Sodium	920 (mg)
Potassium	2719(mg)

Sample Menu per day:

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

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

Financial Bid:

Type of diet	Bed Tea	Breakfast/ Mid morning	Lunch	Evening	Dinner	Total Amount
Normal diet 1800 kcal						

Condition:-

PROCESSES TO BE UNDERTAKEN BY THE VENDOR FOR DIETARY SERVICES

Operational

1. Time schedule & Menu planning, preparation and cooking of the normal diet, Therapeutic diet and Enteral feeds in hospital (AIIMS, RAIPUR) kitchen as per the instructions of the Dietary In-charge. The preparation of various diets will be under direct supervision of the Institute's dietician.
2. All type of nutritional supplements (for all types of patients including RT feed) shall be provided by the contractor.
3. The vendor shall be responsible for procurement of all the raw food materials (only from laboratory tested reputed firms and AGMARK marked where ever possible).
4. It will be the responsibility of the vendor for transportation of the prepared diet to the patient according to specific requirement, in a covered trolley / already prearranged trays under hygienic conditions.
5. Microwave resistant utensils should be used for indoor patient.
6. Contractor will be responsible for collection, washing and cleaning with safe & standard quality of cleaning material, of the serving trays / utensil/ bottles etc (in case of non-disposable).

7. The vendor will be responsible for safe disposal of the left over food/ vegetable peels/ and other kitchen garbage as per the prevailing norms of the Nagar Palika Parishad, Raipur.
8. The vendor shall be responsible for providing food to patients in emergency as per instructions of dietary in-charge at times other than specified timings in the diet schedule including night (example when patients goes for some test or investigations).
9. The vendor will be responsible for entire cleanliness of kitchen and hygiene of staff deployed by the vendor.
10. If disposables are used in any step of dietary service, they should be disposed off, as per Raipur Nagar Palika Parishad requirement from time to time.
11. Only LPG or Electricity will be used for cooking. No Coal, wood or any other fossil fuel shall be used as fuel for cooking of food, heating of food etc.
12. The vendor will need to have a meeting with In-charge of Dietary Department, AIIMS, RAIPUR once in a month/on call to review the services.

Cleanliness

The Vendor shall keep the kitchen scrupulously clean and in a sanitary condition to the satisfaction of the Dietary department and administration. It shall be the responsibility of the vendor to employ adequate number of cleaners and sweepers and provide them with adequate and necessary equipments/ chemicals for keeping the kitchen scrupulously clean. Anti rodent and pest control measures will also be strictly followed and is responsibility of the vendor. Gutka, Panmasala, tobacco, alcohol & smoking is strictly not allowed in Kitchen or other areas of hospital.

Manpower

The vendor shall employ adequate number of well trained & educated staff (bearers and cooks) at his own expense for the proper discharge of the responsibility entrusted to him under the Agreement and such employee shall be persons with enough experience. They shall be provided with uniforms, apron, hand gloves and head gear by the vendor at his own cost and they are to be maintained in neat and tidy condition while on duty & the minimum qualification of Service Boys is 10th and for Supervisors is 12th Number of staff required is Supervisor (2 Nos. in morning & 2 Nos. in evening), waiter – 7, Cook - 2, Cook helper-2, Utility Cleaner -2, Kitchen Cleaner – 2, No. of staff can be increased as per requirement of Dietary Department.

Medical examination of staff

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

Equipments and maintenance

The vendor should procure and install all the equipments / machines of

different capacities/ types, including cooking utensils, crockery and cutlery and serving dishes according to the menu. All machines must be cleaned every day after use, at regular interval. Preventive maintenance is a must.

Wages to employees and Insurance

The vendor shall comply with the laws applicable to employees working in the kitchen regarding working hours, minimum wages, safety, cleanliness, leave, over time allowances, provident fund, retrenchment benefit, medical benefit etc. If on account of non-compliance with the provisions of any such laws, AIIMS, RAIPUR, is called upon to make any payment to or in respect of his employees, the vendor shall fully reimburse to Institute all such payment and Institute shall be free to make deductions on this account from the amount of Security Deposit, in which case, the vendor shall immediately pay to the Institute such amount as may be necessary to make up the required security Deposit, or from the dues which may be payable by Institute to the vendor. The vendor will sign an Indemnity Bond in favor of AIIMS, Raipur to this effect.

Security and safety

The AIIMS, Raipur shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that may be kept in the said Kitchen store by the vendor. The premises provided to the vendor should only be used for the purpose as mentioned in the contract (i.e. Dietary services for Omit. Under no circumstances, should the premises be used for any other purpose, than what has been mentioned in the contract.

Payment towards Electricity and Rents

Electricity bill will be worn by the vendor only after installation of the sub meter by the institute and it is to be paid as per actual.

AIIMS, RAIPUR MANAGEMENT SHALL HAVE THE RIGHT.

- (A) To stop the supply of or to destroy any article of food or drinks sold if found adulterated, contaminated or of unsatisfactory quality.
- (B) To stop the service rendered by the vendor in the Dietary service, which is not of the requisite standard.
- (C) AIIMS, Raipur management shall demand and be supplied with a sample of any article of food or drinks for inspection and analysis.
- (D) The vendor shall allow the official of the AIIMS, Raipur to enter the kitchen in order to inspect and execute, any Structural additions and alterations or repairs to the said kitchen premises, repairs to electric, water and sanitary

installations, which may be found necessary from, time to time. The time and date for this purpose will be fixed with the mutual convenience of both the parties.

COMMITMENTS BY THE HOSPITAL

Space and accommodation requirement

Place and accommodation for the kitchen will be provided by the AIIMS, Raipur. In case during the period of contract. A notice for a period of three months must be given to the vendor and vice-versa.

Kitchen Dietician

The kitchen dietician from the Institute will be appointed, who will be over all incharge so that proper dietary services are followed.

1.SCOPE OF WORK

- a) Purchasing, Processing, cooking and serving of food and therapeutic diets to all indoor patients as required by AIIMS, Raipur.
- b) The number of daily diets for indoor patients shall be as per occupancy of beds in the wards of AIIMS, Raipur on actual basis except those who are NPO (Nil per Oral). No payment will be paid for NPO Patients.
- c) More than 85% of patients are taking diet.

2. CONTRACTOR ON HIS PART SHALL BE RESPONSIBLE FOR :

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

- a) To prepare and process the cooking of food and to ensure that the same is supplied/distributed and served at fixed timing as per the diet schedule in the requisite area
 - i) To make arrangements for deployment of staff and supervise their work.
 - ii) All the workers to be deployed will get declared medically fit from any Government hospital at his own Cost. Thereafter, their health check up will be got done twice in a year i.e. after every six months at the cost of the contractor. Immunization of the workers for different infective diseases shall be got done by the contractor at his own cost.
 - iii) All workers of the contractor shall wear the prescribed uniform at the time of duty and shall display identity cards so supplied by the contractor.
 - iv) The contractor shall supply a list of all the workers so deployed to the office of the Medical Superintendent/Consultant Dietician before they

are put to work. Similarly he/she will also inform immediately in case any workers has been changed.

- v) All the workers shall be paid the wages by the contractor as per the Labour Laws and he/she shall submit a certificate every month in this regard.
 - vi) All workers deployed shall primarily be the workers of the contractor. The Institute will have no obligation; they will have no right to claim any job from the AIIMS, Raipur on this account.
 - vii) The contractor will ensure to provide bed to bed meal services within the prescribed timings. The contractor will ensure that the food / the therapeutic diet is served to the patients on their beds in each ward at all levels in trays as required and the empty trays are collected back after meals for cleaning.
- b) The contractor shall be liable to obtain any license under the Food Act at his own from the competent authority as required under the relevant rules and submit a copy of the same to the Institute.
 - c) Routine day to day maintenance of the area relating to Public Health, Civil & Electrical services will be the responsibility of the contractor.
 - d) The cleanliness of the area is the entire responsibility of the contractor. He will engage safaiwalas at his own cost. He shall ensure that all waste so generated in the area is transported in appropriate manner to the designated refuse points in the AIIMS, Raipur.
 - e) Catering activities will be carried out on all days of work all the year round including Sundays and holidays.

3. INSTITUTE OBLIGATIONS:

The Institute will provide following facilities to the Contractor:

- a) Stores space and ward pantries as per drawings available with Medical Superintendent, AIIMS Raipur.
- b) Annual maintenance of the public health services, electrical and relating to civil works in the Building Complex shall be provided by the Institute.
- c) The electricity charges will be borne by the Contractor.
- d) For hospital indoor patients food service crockery, cutlery and service dishes trays, feed bottles shall be provided by the Contractor.
- e) Fuel gas connection with pipeline, distribution and control fixtures shall be provided by Contractor alongwith day to day gas consumption and its running cost. He/She shall procure the gas at his own level.

(Store Officer)
AIIMS, Raipur (CG)