



**Tender**  
**For Cafeteria (Adjacent to Library Block)**  
**At**  
**Indira Gandhi Institute of Medical Sciences,**  
**Sheikhpura, Patna –800014 (Bihar)**



**Indira Gandhi Institute of Medical Sciences,**  
**Sheikhpura, Patna –800014 (Bihar)**

Public notice  
**Tender notice**

The Director, IGIMS, PATNA invites tender in Two Bid System (i.e. Technical and Financial Bid) from reputed, experienced Cafeteria vendors to set up Cafeteria besides ward block at IGIMS through online e procurement portal

Sl. No	Tender No.	Tender work	Dimensions	Reserve Price	Duration	Tender Document fees
1.	02/2021/MS/cafeteria	Set up of Cafeteria adjacent to Library Block	<b>2642.93 Sq.ft.</b>	<b>Rs. 6,50,000/- per month (Six Lacs Fifty Thousand Rupees Only)</b>	3yrs (extendable upto 2 more year)	Rs. 2500

Bidders can download complete set of bidding document from e-procurement platform: [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in)  
The details of e-tender notice and Tender document is also available in our website: [www.igims.org](http://www.igims.org)  
Bidders have to submit the bids online only by uploading all the required documents through: [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in)

**Important Dates**

<b><u>Sl. No</u></b>	<b><u>Important Events</u></b>	<b><u>Date</u></b>	
1.	Tender advertisement date	22/11/2021	
2.	Period for download of tender doc	23/11/2021 till 20/12/2021 upto 12.00 hrs through website	<a href="http://www.eproc.bihar.gov.in">www.eproc.bihar.gov.in</a>
3.	Pre bid meeting	06/12/2021, 15.00 hrs, confernce hall, 1 <sup>st</sup> floor, admin block	
4.	Last date and time for submission/ uploading of doc tender at	20/12/2021 upto 17.00 hrs at Director office, IGIMS	<a href="http://www.eproc.bihar.gov.in">www.eproc.bihar.gov.in</a>
5.	Last date, time and place for submission of hard ccopy doc of technical bid along with EMD and tender doc fee at Directors office, IGIMS by speed post/ registered post/ courier only. NOTE: any delay in speed post/ registered post/ courier will be responsibility of bidder and will not be entertained after last date and time mentioned.	21/12/2021 upto 16.00 at Director's office, IGIMS	
6.	Date, time, place of opening of Technical Commercial bid opening	22/12/2021 at 15.00 hrs	<a href="http://www.eproc.bihar.gov.in">www.eproc.bihar.gov.in</a>
7.	Date, time, place of opening of Price Bid	Will be communicated later on subsequent to acceptance of Technical Commercial bid	<a href="http://www.eproc.bihar.gov.in">www.eproc.bihar.gov.in</a>

The Director  
IGIMS, PATNA

Indira Gandhi Institute of Medical Sciences (IGIMS), Patna, Bihar, an autonomous organization on the pattern of All India Institute of Medical Sciences, New Delhi, invites online tenders for opening of 24-hour Cafeteria in Cafeteria building, adjacent to Library Block at IGIMS Patna. 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 through E -tendering process on website [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in)).**
2. The complete bidding process is online. Bidders should be in possession of valid digital Signature Certificate (DSC) of class II or III for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
3. **Tenderer/Contractors are advised to follow the instructions provided in the „ Instructions to the Contractors/Tenderer for the e-submission of the bids online (Only through E -tendering process on website [www.eproc.bihar.gov.in](http://www.eproc.bihar.gov.in)).**
4. One contractor or contractors having business relationship shall submit no more than one tender. Under no circumstance, father and his son(s) or other close relations who have business relationship with one another (i.e. when one or more partner(s)/director(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tenders of both parties liable to rejection.
5. Bid documents may be scanned with 100 dpi with black and white option, which helps in reducing size of the scanned document.

### **6. EMD Payment:**

The bidder shall be required to submit the Earnest Money Deposit (EMD) for an amount of **Rs. 160000 (one lac sixty thousand rupees)** by way of **Demand Draft** only. The Demand Drafts shall be drawn in favor of “**Director, Indira Gandhi Institute of Medical Sciences (IGIMS), Patna**” payable at Patna only. **The demand drafts for earnest money deposit must deliver to the IGIMS, Patna on or before last date of bid submission date/time.** The EMD of the successful bidder shall be returned after the successful submission of Performance 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 Hard Copy of original instruments in respect of earnest money deposit must be delivered to the IGIMS, Patna on or before last date of bid submission date/time as mentioned. Tenderer shall likely to be liable for legal action for non-submission of original payment instrument like DD, etc. against the submitted bid.

### **7. Submission of Tender:**

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

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

### **Technical Bid**

The following documents are to be furnished by the Contractor along with **Technical Bid** as per the tender document:

- i) Signed and scanned copy of appropriate value of valid registration certificate, experience certificate as per the tender notice, PAN, GST registration certificate and Tender Acceptance Letter.
- ii) Signed and Scanned copy of documents like Earnest Money Deposit

**IMPORTANT NOTE: PRICE BID SHOULD NOT BE ENCLOSED OR REVEALED IN THE TECHNICAL BID DOCUMENT ENCLOSURE SUBMISSION, IT WILL LEAD TO SUMMARILY REJECTION OF THE BID and DISQUALIFICATION of THE AGENCY**

**Scope of Work:**

1. The Institute requires contractor(s) to run the 24-hour Cafeteria in in Cafeteria building, adjacent to Library Block at IGIMS Patna on rates as fixed by the Institute to cater for the needs of the students, residents, faculties and staff attending the Institute.
2. To fix the menu in consultation with the committee of the Institute from time to time.
3. To supply Tea/Coffee/Cold Drinks and other beverages as and when required.

**Dimensions of The Area: Area = 2642.93 Sq.ft. Diagram of the area is Annexed**  
**Reserve Price = Rs. 6,50,000/- per month (Six Lacs Fifty Thousand Rupees Only)**

**NOTE: HIGHEST Bidder for the Monthly Rent (ABOVE the Reserve Price), with the HIGHEST Technical Score will sum as Q Score. The award of the contract will be granted to the HIGHEST Q score.**

**Q Score calculation will be as per QCBS score of Technical and Price Bid Evaluation, refer Quality cum Cost Based Selection (QCBS), Pg no. 27.**

**Terms & Conditions:**

**A. General Conditions:**

1. Pre-bid meeting shall be held in the IGIMS Patna to clarify any queries of the tenderer on **06/ 12/ 2021 at 03:00 PM, Director's Board Room**
2. **Period of Contract:** The contract period shall commence on the date of Commencement and shall remain for **3 year**. The period is further extendable for a maximum period of 2 year subjected to satisfactory performance certificate issued each year, on the same terms and conditions and the rates at which the contract is awarded will be valid throughout the contract. No claims whatsoever on account of increase in the rate of material to be used and other factors such as statutory payments, etc., shall be entertained and it will be the responsibility of the contractor to bear such other expenses. However, if there is any downward revision of all the rates due to revision of govt. taxes etc. or any other reasons, the same shall be passed on to the IGIMS Patna through appropriate reduction of the contracted rates.
3. All the Technical Bids 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 Bids.
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. The technically qualified Bidder who submits the highest financial bid amount shall be declared as successful bidder (H1) and communication to that effect shall be made subject to approval and as decided by the Competent Authority.
6. In case the successful tenderer declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
7. A formal contract shall be entered into with the successful tenderer. In this contract, the successful tenderer shall be defined as contractor.

8. The successful tenderer will have to deposit a Performance Bank Guarantee of value equal to **3 months monthly rent** of the successful bid by way of Bank Guarantee of scheduled bank in favour of IGIMS, Patna payable at Patna as per the prescribed format attached as Annexure -IV valid for 60 days beyond the expiry period of contract.
9. The successful Tenderer will have to deposit the Bank Guarantee or FDR and commence the work within 15 days of issue of work order otherwise the contract may be cancelled and EMD will be forfeited.
10. Each page of the tender documents and papers submitted along with should be numbered, signed and stamped by the authorized signatory in acceptance of the terms and conditions laid down by the IGIMS Patna.
11. The Director, IGIMS, Patna 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.
12. The Director, IGIMS, Patna reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.
13. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done.
14. All tenders in which any of the prescribed condition is not fulfilled or any condition including that of conditional rebate put forth by the tenderer shall be summarily rejected.
15. The contractor shall bear the cost, if required, for 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 IGIMS, Patna. He shall assure IGIMS, Patna against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which IGIMS, Patna may be party or involved because of the contractor failure to comply and of the obligation under the relevant act law, which the contractor is to follow.
16. The successful bidder/contractor will be required to enter into an Agreement/ Contract.
17. The services will be provided to the Institute at the fixed rate.
18. The services of the Cafeteria will be at the disposal of the students, residents and staff. The users of the Cafeteria shall be paying for the services directly to the tenderer.
19. The Cafeteria will run on all days including Sundays and Holidays.
20. The timings and working days of the Cafeteria will be regulated by the Cafeteria committee.
21. The contractor will be responsible for maintaining adequate number of persons engaged in cooking distribution of food and disposal of garbage and left over food.
22. The responsibility of maintaining the cleanliness and hygienic condition of the premises in and surrounding the Cafeteria and the proper disposal of waste will be done by contractor at his own cost, according to Patna Municipal Corporation guidelines.

23. The bearer / staff (not below the age of 18 years) employed by the contractor shall have to be medically fit, neat and clean. The contractor shall not employ young children as prohibited under the law / rules / regulations.
24. The contractor will make his own arrangement for cooking gas, crockery, cutlery, glasses and other kitchen equipment. Disposable good quality paper made items (FSSAI grade) for tea etc. shall be allowed (not of plastic material).
25. The contractor shall be responsible for ensuring safety and maintenance of all the equipment/fixtures installed/provided by the Institute, during the entire period of the contract. If any damage/loss of equipment/fixtures found, and then the same will be recovered from the contractor. The contractor shall take adequate fire precautions.
26. 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.
27. The successful tenderer shall not sub-let the premises either in whole or in part. The premises shall not be used for residential purposes even for the Cafeteria staff. No additions or alterations of the premises will be made without permission of the Institute. No bathing and washing of clothes etc. will be allowed in the Cafeteria.
28. 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.
29. The vendor will incur all bills towards electricity and water expenses. Changes on account of electricity consumed for the purpose of fans, lights, refrigerator, coolers, AC, sterilization equipment or any other electrical equipment shall be metered and the vendor will have to pay the electricity charges for availing of this facility on demand. Alternatively, successful vendor will get the metered connection from PESU (Patna Electrical Supply Undertaking) and deposit the energy charges towards consumption of the electricity to PESU on monthly basis. The copy of the receipt of the same should be submitted to the office of MS of the institute for record purpose.

For water expenses the metered bill incurred will have to be paid by the vendor itself

30. The technically qualified Bidder, who submits the highest financial bid amount as a Rent for the Cafeteria, shall be declared as successful bidder (H1) and communication to that effect shall be made subject to approval and as decided by the competent Authority. The method of selection will be through QCBS
31. Quality of food/services provided will be inspected/checked from time to time 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.
32. The conduct/characters/antecedents and proper behavior of the workers in the Cafeteria 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.
33. The decision to award the Cafeteria contract will be taken on the basis of prices quoted, feasibility, quality and quantity.
34. The contractor will use only commercial cylinder and ISI marked gas stove for cooking.
35. Electronic billing machine for token system and provision of digital mode of payment has to be provided by the vendor.

36. The tenderer will be provided the space and handed over a list of infrastructure like tables, chairs, lights, fans, water supply and lift which will be duly returned in the same order and condition to SE, IGIMS. Kitchen utensils, serving plates, LPG etc. will be provided by the tenderer.
37. Quality of materials and preparation: The tenderer shall ensure that:
- Food ingredients, additives and materials must be of best quality available in the market,
  - Vegetables, bread, fruits, chicken and other such perishable items should be purchased fresh from the market on daily basis,
  - The Tenderer shall take meticulous care to provide clean and quality food in all preparations and provide Proper Packing of food Delivery at No extra cost
  - App Based and Telephone Based Food Order, Delivery and Feedback resolution system: The Tenderer Must establish App based and Telephone Based Food Order, Delivery and Feedback Resolution system. Any food ordered within the IGIMS campus will have no charges of packing or delivery charge. The app or telephone based order and delivery of food should be seamless and user friendly.
  - The food items decided by the Committee should be invariably followed. The committee members shall have free access to inspect the kitchen, service counters and dining hall at any time on any working day, and
  - Waste and garbage disposal must be done twice a day on regular basis. 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.

(g) **Penalty clause:**

Sl. no.	Type of complaints	Fine on 1st occurrence(in rupees) <sup>1</sup>
1.	<b>Preparation of the food:-</b>	
a.	<b>In Kitchen -</b>	
	- Food adulterants,	500
	- coloring agents,	500
	- use of oils or commodities other than being mentioned as of annexure,	1000
	- unhygienic handling of food – food not/improperly being washed	1000
	- expired or stale (food kept out of refrigerator > 6-8 hrs. or foul smell or fungal growth) items being used	1000
	- substandard (without Agmark or ISI marked) raw materials being used	1000
b.	<b>At the Dishwashing Area :-</b>	
	- improper method of dishwashing	500
	- foul smell in the area	500
	- utensils and equipments used unwashed	1000
2.	<b>Serving of the Food:-</b>	
	- Tables not wiped/ delay before each serving of food.	100
	- Cold food being served (other than Cold drinks)	500 and/ or food replacement
	- Stale food being served	1000and/ or food replacement
	- Foreign substance in the food – hair, stone, wood, plastic, metal etc.	1000and/ or food replacement
	- Insects in the food	1000and/ or food replacement

	- lizards, mouse etc. found in the food	10000and/ or food replacement
<b>3.</b>	<b>At Cash counter<sup>2</sup> :-</b>	
	- non issuance of bills/ invoice	500
	- Demanding of tips or asking extra money for packing	500
	- Overcharging	1000
	- Sale of unapproved brand of items & packaged drinking water	1000
	- Poor presentation of food takeaway pkts/ tray, leaking casseroles etc.	2000
	- non availability of digital mode for payment by customer (except where internet payment gateway problems)	5000
<b>4.</b>	<b>Personal Hygiene of the Cook/ waiter</b>	
	- untrimmed nails, beard or long hairs	200
	- torn and unwashed uniforms	200
	- non wearing of Uniform, aprons, caps, shoes inside kitchen and while serving	1000
<b>5.</b>	<b>Hygiene of the area</b>	
<b>a.</b>	<b>Cleanliness</b>	
	- Overflowing dust bins	100
	- Clean Register <sup>2</sup> not displayed or maintained	500
	- tables not cleaned & un-wiped before meal is served	500
	- dusting and mopping of floors not done	500
	- foul smell in the area	500
	- spread of filth in the kitchen	1000
	- waste not disposed more than 1 day	2000
<b>b.</b>	<b>Pest and rodent control measures</b>	
	- Mice in the area	1000
	- Pest and rodent control measures not installed/ taken	2000
<b>6.</b>	<b>Behavior of the staff</b>	
	- Complaint box not installed or feedback service not maintained	500
	- discourteous service	1000
	- improper behavior of the staff	1000
	- use of abusive language with patients/ doctors	5000

<sup>1</sup>**On Repeat Episodes/ Occurrence -Double the fine, and if not adhered to the guidelines will land up in Committee Based Enquiry and will be liable to pay the penalty as decided by the Committee.**

**NOTE: In case the committee concludes that the quality or quantity has deteriorated beyond standards, the tender will be cancelled with prior information against 1 month notice.**

<sup>2</sup>**At Cash counter-the vendor is to kept adequate change and not press the hospital staff to tender exact change**

<sup>3</sup>**Clean registers needs to be maintained in the following below-mentioned format.** The Cafeteria should be dry mopped, wet mopped and air dried at each opening and closing timings. However, between any scheduled working days, the Cafeteria will take mandatory cleanliness breaks at:

- 11.00 am – 12.00 pm (after breakfast timings)
- 3 pm – 4 pm (after lunch timings)



**Clean Register:**

Date:	Kitchen or food preparation and dishwashing area - dry mopped, wet mopped, Air Dried				Dining area – dry mopped, wet mopped, Air Dried			
	Timings -	Utensils	Floors	Platform	Equipment	Floors	Chairs	Tables
Opening time	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done
11.00 am – 12.00 pm	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done
3 pm – 4 pm	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done
Closing time	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done	Done/ not done

**<sup>4</sup>Complaint Box/ Suggestion Box or Feedback Report register should be maintained**

**Strict Prohibition:** Alcohol, Smoking, Gutkha, Tobacco, Banned Drugs sale and consumption is strictly prohibited within IGIMS campus. Doing such thing by any staff of the vendor within working zone or Hospital premises will land them up in fine of Rs. 10,000 and will be acted upon by the Rules as per Govt. of Bihar.

**IN CASE OF PROVEN FOOD POISONING BY THE COMMITTEE – CANCELLATION OF THE TENDER OF THE CAFETERIA with IMMEDIATE EFFECT**

38. The Tenderer shall ensure that either he himself remains present during services to the students or one of his responsible supervisors remains present.
39. The Tenderer shall ensure that the staff engaged by him observes safety precautions and security regulations at the campus.
40. The Tenderer shall not utilize the premises and facilities of the Institute to cater any other client, other than IGIMS, Patna students, residents, faculties, staff and visitors attending the Institute.
41. The tenderer shall not keep the Cafeteria closed without prior permission from the IGIMS, Patna authority. Any such incident shall be treated as breach of contract and suitable action including penalty shall be taken for the same by IGIMS, Patna, as it may deem fit.
42. The tenderer shall bring their own tools, cookers, hot boxes, steam boxes, trolleys, equipment, utensils, plates, jugs, etc., in sufficient quantity as needed to maintain the Cafeteria services, in addition to what is provided by IGIMS, Patna.
43. The tender is liable to exclusion from consideration if:
  - a) Any attempt at negotiation direct or indirect on the part of the tenderer with the authority to whom he has submitted the tender
  - b) or the authority who is competent finally to accept it after he has submitted his tender

- c) or any endeavor to secure any interest for an actual or prospective tenderer
- d) Or to influence by any means the acceptance of a particular tender.

44. Scheduled Timing of the Cafeteria will be from 7.00 AM to 9.00 PM:

07.00 AM to 11.00 AM – Breakfast

11.00 AM to 12.00 PM – Cleanliness Break

12.00 PM to 3.00 PM – Lunch

3.00PM to 4.00 PM - Cleanliness Break

4.00 PM to 9.00 PM – Evening Snacks & Dinner

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

1. **According to section 31(1) of the FSS act, a Cafeteria contractor must have/ attain license from FSSAI (Food Safety and Standards Authority of India) issued on or before date of issuance of tender.**
2. **The Tenderer should make sure that his work should be as per the guidelines laid by FSSAI (Food Safety and Standards Authority of India)**
3. It is responsibility of the Tenderer to undergo through the **Food Safety Audit** as conducted by FSSAI from time to time to check compliance with the standards of food safety and hygiene prescribed under Schedule 4 of the Food Safety and Standards (Licensing and Registration of Food Business) Regulation, 2011 in the premises of Cafeteria in Cafeteria building, adjacent to Library Block at IGIMS, Patna.
4. The tenderer (food business operator) should have at least one trained and certified person in their business premises to ensure food safety. He may nominate a person as food safety supervisor and get him/ her trained under the FSSAI FoSTaC programme.
5. The Tenderer and his staff shall abide by various rules and regulations of IGIMS, Patna as prevalent from time to time.
6. The Tenderer shall comply with all existing labor legislations and Acts, Provisions, such as Contract Labor 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 labor 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.

7. The Tenderer shall submit to IGIMS, Patna a list of all workers engaged to carry out the catering work, indicating name, age, home address, qualifications, etc, and would 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.
8. 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.
9. IGIMS, Patna 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 IGIMS, Patna 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 IGIMS, Patna's management in this regard would be final and binding on the Tenderer. In such an event, IGIMS, Patna shall have the right to engage any other tenderer to carry out the task.
10. The Tenderer and his staff shall comply with all instructions and directions of the IGIMS, Patna 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 IGIMS, Patna authorities, without waiting for confirmation by the Tenderer.
11. 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 IGIMS, Patna, as and when necessary.
12. 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 IGIMS, Patna.
13. The Contractor shall maintain and provide all necessary documentation, registers and records in connection with the performance of Cafeteria according to **FSSAI (Food Safety and Standards Authority of India)** and other related documents including for complying with any statutory requirements and provisions of applicable laws.
14. Noncompliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.
15. 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.
16. **Dispute Settlement:** - It is mutually agreed that all differences and disputes arising out of or in connection with this agreements 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, IGIMS, Patna whose decision shall be final and binding on both the parties.

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

1. Charges for the lunch, snacks etc. provided on occasions as per the orders of IGIMS, Patna shall be paid on submission of bills.
2. The successful bidder will have to deposit a rent of 3 months and security deposit in advance after taking the possession.
3. If successful bidder fails to deposit the rent and security in one month, the contract will be awarded to the next lower bidder.
4. The rent of the 24-hour Cafeteria will have to be **paid by the 5<sup>th</sup> of every month** in advance, in case of holiday, on the next working day, failing which **penalty @ Rs. 1000/- per day** shall be imposed for delayed period.

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

1. **According to section 31(1) of the FSS act, a Cafeteria contractor must have/ attain license from FSSAI (Food Safety and Standards Authority of India) issued on or before date of issuance of tender.**
2. The annual average turnover of services provided by the bidder should not be less than **Rs. Three Crore** during the **last 5 financial years i.e. 2015-16, 2016-17, 2017-18, 2018-19, 2019-20** as per their audit book of accounts/Tax returns.
3. The bidder shall have at least **5 years' experience** of Cafeteria/ Cafeteria Services
4. 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.
5. Bid should be complete, covering the entire scope of job and should confirm to the General, and Special Conditions indicated in the bid documents. Incomplete and non-confirming bids will be rejected outright.
6. No Joint Venture/ Consortium is allowed to participate in the Tender Process. Tenderer should submit an undertaking on firm's letterhead in this regard.
7. Certificate for registration with income tax, GST, PF, ESI, and any authority applicable for the last five years.
8. **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. If, on enquiry, it appears that the person so, signing had no authority to do so, the Director, IGIMS Patna may without prejudice to other Civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.
9. **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.
10. 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.

11. **Subletting of Work:** The successful bidder firm shall not assign or sublet the work or job or any part of it to any other person or party . if at any stage, it is found such then the agreement will be cancelled and legal action will be initiated as per rules
12. **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 IGIMS, Patna in that event the security deposit shall also stands forfeited.
13. **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 IGIMS, Patna shall have the power to terminate the contract without any prior notice.
14. The IGIMS Patna, reserves the right to review the performance of the firm every three months or whenever needed, and 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. The IGIMS Patna 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.
15. In case of pecuniary and material loss suffered by the Institute on account of negligence attributable to the Contractor or his employees, the IGIMS Patna 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.
16. The standard of sanitation will always be up to the satisfaction of the authorized representative or the officer-in charge whose decision in this regard shall be final and binding on the contractor.
17. The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, gas lantern etc. He may also maintain a First Aid Box to meet any emergency in respect of staff deputed by him.
18. 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.
19. After due evaluation of the bid(s) Institute will award the contract to the highest evaluated responsive tenderer. However, the successful bidder has to supply the items (Annexure II) on the rates as mentioned in the financial bid.
20. Conditional bid will be treated as unresponsive and it may be rejected.
21. **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.  
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 Patna. The decision of the Arbitrator shall be final and binding on both the parties.
22. **Hygiene & Other Standards for the staff provided by the Contractor:**
  - The contractor shall be responsible for behavior and conduct of his workers. The contractor shall engage no worker with doubtful integrity of having bad record.

- 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 nameplate & 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 every six months shall be provided starting 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.

23. Right of the IGIMS, Patna: -

IGIMS, Patna 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 IGIMS, Patna shall be final and bindings on all Parties.

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

**Director  
IGIMS Patna**









### List of items

(To be submitted on the letterhead of the company / firm)

S.NO	ITEM DESCRIPTION	UNIT	RATES IN RS (IN FIGURES)
<b>SANDWICH</b>			
1.	AALU BHUJIYA SANDWICH	2 PCS	25
2.	AALU SANDWICH	2 PCS	20
3.	VEG SANDWICH	2 PCS	30
4.	CONTINENTAL SANDWICH	2 PCS	40
5.	VEG CHEESE SANDWICH	2 PCS	35
6.	PANEER SANDWICH	2 PCS	35
7.	PANEER GRILL SANDWICH	2 PCS	40
8.	BREAD BUTTER SANDWICH	2 PCS	20
9.	BREAD JAM BUTTER	2 PCS	20
10.	NUTRELLA SANDWICH	2 PCS	40
11.	PEANUT BUTTER SANDWICH	2 PCS	35
12.	EGG SANDWICH	2 PCS	35
13.	SALAMI SANDWICH	3 PCS	60
14.	SALAMI SAUSAGE SANDWICH	2 PCS	65
15.	HAMS SANDWICH	2 PCS	65
16.	CHICKEN SANDWICH	2 PCS	65
<b>MAGGI</b>			
17.	PLAIN MAGGI	250 GRAM	20
18.	VEGETABLE MAGGI	250 GRAM	30
19.	CHEESE MAGGI	250 GRAM	35
20.	BUTTER MASALA MAGGI	250 GRAM	35
21.	EGG MAGGI	250 GRAM	35
<b>SOUTH INDIAN</b>			
22.	IDLI SAMBHAR	2 PCS	25
23.	FRIED IDLI	2 PCS 100 GRAM	30
24.	SAMBHAR VADA	2 PCS	30
25.	DOSA PLAIN	1 PLATE	35
26.	CHEESE DOSA	1 PLATE	50
27.	MASALA DOSA	1 PLATE	40
28.	PANEER DOSA	1 PLATE	45
29.	UPMA	250 GRAM	30
30.	UTTAPAM	5 inches diameter	35
<b>CHINESE</b>			
31.	VEG MANCHURIAN	6 PCS 250 GRAM	60
32.	VEG CHOWMEIN	250 GRAM	40
33.	EGG CHOWMEIN	250 GRAM	60
34.	HAKKA NOODLES	250 GRAM	45
35.	SCHEZWAN NOODLES	250 GRAM	60
36.	CHILLI PANEER	250 GRAM	80
37.	HONEY CHILLI POTATO	250 GRAM	60
38.	CHILLI CHICKEN	5 PCS 250 GRAM	100
39.	DRAGON POTATO	250 GRAM	80
40.	CORNS FRITTERS/ AMERICAN	250 GRAM	80
<b>CONTINENTAL</b>			
41.	FRENCH TOAST	4 PCS	30
42.	FRENCH FRIES	1PLATE 100 GRAM	30



43.	SAUSAGE	1 PC	30
44.	CHICKEN NUGGETS	3 PCS	45
45.	VEG NUGGETS	3 PCS	30
46.	VEG HOT DOG	1 PC	45
47.	BURGER	1 PC	40
48.	CHEESE BURGER	1 PC	50
49.	CHICKEN BURGER	1 PC	55
50.	VEG PIZZA	1PC,8 inches diameter	60
51.	CHEESE PIZZA	1PC,8 inches diameter	70
52.	MUSHROOM PIZZA	1PC,8 inches diameter	80
53.	ONION, TOMATO & CORN PIZZA	1PC,8 inches diameter	70
54.	CHICKEN PIZZA	1PC,8 inches diameter	80
55.	MACARONI	250 GRAM	40
56.	WHITE PASTA	250 GRAM	70
57.	RED PASTA	250 GRAM	60
58.	MIXED PASTA	250 GRAM	60
59.	CHICKEN PASTA	250 GRAM	80
<b>INDIAN SNACKS</b>			
60.	BUN MAKKHAN	1 PC	20
61.	POHA	1 PLATE 100 GRAM	20
62.	POHA BHUJIYA PYAJ	1 PLATE 100 GRAM	25
63.	CHANA CHAT	1 PLATE 100 GRAM	25
64.	SPROUT BEANS	1 PLATE 100 GRAM	25
65.	KHAMAN DHOKLA	3 PCS 100 GRAM	30
66.	VADA PAV	1 PLATE 100 GRAM	25
67.	CHHOLA KULCHA	2 PCS 200 GRAM	45
68.	CHHOLA BHATURA	2 PCS 200 GRAM	45
69.	AALU TIKIYA	2 PCS 150 GRAM	35
70.	DAHI VADA	2 PCS 150 GRAM	25
71.	HARA BHARA KABAB	6 PCS 120 GRAM	55
72.	KADI KACHORI	1 PC 100 GRAM	30
73.	DAHI KACHORI	1 PC 100 GRAM	25
74.	BHEL PURI	1 PLATE 100 GRAM	25
75.	OATS	1 PLATE 150 GRAM	30
76.	DAL PAKODA	100 GRAM	25
77.	MIRCHI PYAJ PAKODA	100 GRAM	20
78.	PANEER PAKODA	6 PCS 100 GRAM	35
79.	FRUIT SALAD	150 GRAM	30
80.	SAMOSA	1 PC 150 GRAM	15
81.	KACHORI	1 PC 150 GRAM	15
<b>ROLLS</b>			
82.	VEG ROLL	6 inches length	50
83.	EGG ROLL	6 inches length	55
84.	VEG SPRING ROLL	6 inches length	60
85.	PANEER ROLL	6 inches length	60
86.	CHICKEN ROLL	6 inches length	80
<b>EGG</b>			
87.	HALF FRIED OMELETTE	2 PCS	20
88.	FULL FRIED OMELETTE	2 PCS	25
89.	PLAIN OMELETTE	2 PCS	25
90.	BUTTER OMELETTE	2 PCS	30
91.	MASALA OMELETTE	2 PCS	30
92.	BREAD OMELETTE	2 PCS	35
93.	AALU PARANTHA	7inches diameter	20
94.	PANEER PARANTHA	7inches diameter	30
95.	BHUJIYA PRANTHA	7inches diameter	25
96.	PYAJ PARANTHA	7inches diameter	25



97.	GOBHI PRANTHA	7inches diameter	25
98.	CHEESE PARANTHA	7inches diameter	35
99.	MEETHA PARANTHA	7inches diameter	20
100.	PLAIN PARANTHA	7inches diameter	10
101.	MASALA PARANTHA	7inches diameter	15
102.	AALU BHUJIYA PARANTHA	7inches diameter	25
103.	EGG PARANTHA	7inches diameter	30
104.	LACCHA PARANTHA	7inches diameter	25
105.	TANDOORI PARANTHA	7inches diameter	25
106.	PANEER TANDOORI PARATHA	7inches diameter	30
<b>INDIAN MAIN COURSE</b>			
107.	RAJMA CHAWAL	250 GRAM	45
108.	DAL CHAWAL	250 GRAM	45
109.	CHHOLA CHAWAL	250 GRAM	45
110.	VEG PULAV	250 GRAM	35
111.	KABULI	250 GRAM	35
112.	FRIED RICE	250 GRAM	40
113.	JEERA RICE	250 GRAM	30
114.	PLAIN RICE	200 GRAM	20
115.	DAL FRY	200 GRAM	35
116.	BUTTER DAL FRY	200 GRAM	45
117.	DAL BHARWANI	200 GRAM	40
118.	PANEER SABJI	200 GRAM	45
119.	BHINDI MASALA	200 GRAM	35
120.	GATTA	200 GRAM	35
121.	KADHI PAKODA	200 GRAM	35
122.	DUM AALU	200 GRAM	40
123.	MALAI KOFTA	200 GRAM	45
124.	SOYA BEAN	200 GRAM	40
125.	AALU MATAR	200 GRAM	30
126.	AALU METHI	200 GRAM	30
127.	MIX VEG	200 GRAM	30
128.	SEV TAMATAR	200 GRAM	30
129.	MATAR MUSHROOM	200 GRAM	45
130.	GOBHI MATAR	200 GRAM	30
131.	DAL BHATI	5 PCS, 200 GRAM	45
132.	TAMATAR SALAD	200 GRAM	20
133.	KHEER	200 GRAM	40
134.	KOFTA	2 PCS, 250 GRAM	40
135.	MUTTON MASALA	2 PCS, 250 GRAM	110
136.	CHICKEN CURRY	2 PCS, 250 GRAM	85
137.	BUTTER CHICKEN	2 PCS, 250 GRAM	95
138.	HANDI CHICKEN	2 PCS, 250 GRAM	85
139.	CHICKEN SEEKH KABAB	2 PCS 200 GRAM	85
140.	MUTTON KABAB	2 PCS 200 GRAM	90
141.	TANDOORI CHICKEN FULL	4 PCS 400 GRAM	280
142.	TANDOORI CHICKEN HALF	2 PCS 200 GRAM	150
143.	FISH TIKKA	5 PCS 200 GRAM	100
144.	CHICKEN TIKKA	5 PCS 200 GRAM	100
145.	GARLIC CHICKEN	2 PCS 200 GRAM	90
146.	CHILLI CHICKEN	5 PCS, 200 GRAM	100
147.	CHICKEN BIRYANI	3 PCS, 350 GRAM	120
148.	FISH CURRY	3 PCS 300 GRAM	90
149.	EGG CURRY	2 PCS, 300 GRAM	50
150.	PLAIN ROTI	1 PC, 6 inches diameter	7
151.	BUTTER ROTI	1 PC, 6 inches diameter	10





152.	TANDOORI ROTI	1 PC, 7 inches diameter	<b>12</b>
153.	TANDOORI BUTTER ROTI	1 PC, 7 inches diameter	<b>15</b>
154.	PLAIN NAAN	1 PC, 6 inches diameter	<b>20</b>
155.	BUTTER NAAN	1 PC, 6 inches diameter	<b>25</b>
156.	GARLIC NAAN	1 PC, 6 inches diameter	<b>25</b>
157.	Veg. thali (2 Roti, Dal, Sabzi, Rice, Curd & Achaar/ salad)	Dal, Sabzi, Rice, Curd -100 gm Achaar/ salad -20 gm	<b>90</b>
158.		Dal, Sabzi, Rice, Curd, Paneer sabzi -100 gm Achaar/ salad -20 gm	<b>110</b>
<b>OTHERS</b>			
159.	Fresh Juice Packed		<b>MRP</b>
160.	Chocolates		
161.	Cold Drinks (all brands & sizes available in the market)		
162.	Ice Cream (Amul, Vadilal, Havmor)		
163.	Biscuits & other packed foods		
164.	Mineral Water (Bisleri, Aquafina, Kinley)		
<b>SHAKES</b>			
165.	BANANA SHAKE	200 ML	<b>35</b>
166.	MANGO SHAKE	200 ML	<b>35</b>
167.	STRAWBERRY SHAKE	200 ML	<b>35</b>
168.	PINEAPPLE SHAKE	200 ML	<b>35</b>
169.	VANILLA SHAKE	200 ML	<b>35</b>
170.	LYCHEE SHAKE	200 ML	<b>35</b>
171.	PAPITA SHAKE	200 ML	<b>35</b>
<b>BEVERAGES</b>			
172.	TEA	100 ML	<b>10</b>
173.	COFFEE	100 ML	<b>15</b>
174.	MILK	200 ML	<b>15</b>
175.	COMPLAN MILK	200 ML	<b>20</b>
176.	NIMBU PANI	200 ML	<b>15</b>
177.	CHACH	200 ML	<b>20</b>
178.	COLD COFFEE	200 ML	<b>25</b>

<b>Brands of consumables permissible in Mess Building at IGIMS Patna</b>		
	<b>Item</b>	<b>Brand</b>
1.	Salt	Tata/ Annapurna/ Catch/ Saffola/ Nature fresh
2.	Spices	M.D.H. Masala/ Badshah/ Everest
3.	Ketchup	Maggi/ Kissan/ tops
4.	Oil	Sunflower/ Sundrop/ Saffola/ Fortune/ Natural
		(Use of Hydrogenated (vanaspati) oil is prohibited)
5.	Pickle	Mother's recipe/ Priya/ MTR
6.	Atta	Ashirvad/ Pillsbury/ Annapurna/ Shakti bhog
7.	Rice	Dawat/ Lal quila/ kophinoor/ india gate
8.	Instant Noodles	Top Ramen/ Maggi
9.	Flavoured fruit drinks	Real/ Amul/ minute maid/ Tropicana
10.	Papad	Lijjat/Bhikaji/Oswal
11.	Butter	Amul, Britannia/ Mother Dairy/ Saras
12.	Bread	Modern/ Kwalitiy/ Figo/ Suncity/ Britannia,
13.	Cornflakes	Kellog's/ Bagrry's/ Kwalitiy
14.	Jam	Kissan/ Maggi/ Tops
15.	Ghee	Amul/ Mother Dairy/ Milk food/ Saras
16.	Milk	Saras/ Amul/ Mother Dairy (Without
		Water)
17.	Paneer	Amul/ Saras
18.	Tea	Brook bond/ Lipton/ Tata/ Taaza/ Taj Mahal
19.	Coffee	Nescafe/ Bru instant
20.	Ice Cream	Amul/ Mother Dairy/ Kwalitiy/ Havmor

The Cafeteria operator may use any other standard/ FPO approved brands only if permitted by the Mess Committee.

### Quality cum Cost Based Selection (QCBS)

The **final tender evaluation** shall be done on weightage with 70% to Technical Evaluation and 30% in Financial Evaluation. Only bidders who meet the pre-qualification criteria shall be eligible for technical and financial evaluation.

Technical Proposals shall be evaluated based on their responsiveness to the tender terms, applying the evaluation 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:

<b><u>Technical Criteria (Max Score)</u></b>				
1. <b>Total years of experience</b> in the field of Catering Services (Determined from details submitted by the bidder under Clause 2 in Other Terms & conditions) <b>(25 marks)</b>	3years to 8 years	>8 up to 13 years	>13 yrs up to 18 years	>18 years
	<b>5 marks</b>	<b>10 marks</b>	<b>15 marks</b>	<b>25 marks</b>
2. <b>Total Average Annual Turnover</b> in the Business of providing Catering Services for the past two years. (Determined from details submitted by the bidder under Clause 3 in Other Terms & conditions) <b>(25 marks)</b>	>5 Cr. to 10 Cr	>10 Cr. to 15 Cr.	>15 Cr to 20 Cr	>20 Cr
	<b>5 marks</b>	<b>10 marks</b>	<b>15 marks</b>	<b>25 marks</b>
3. <b>Performance evaluation score</b> be given by Dietician/Medical superintendent / Director/CEO/any authorized person of the firm/Organization where the bidder has been providing or provided Catering services to minimum 500 personals for 3 years in the last 6 years – onsite visit of the committee or video and pictures of the kitchen services to be added in presentation (To be determined from details provided by the bidder as per proforma enclosed in <b>Annexure</b> ) <b>(25 marks)</b>	0-25	26-50 score	51-75 Score	76-100 Score
	<b>5 marks</b>	<b>10 marks</b>	<b>15 marks</b>	<b>25 marks</b>

<p><b>4. Key Manpower Provisioned</b> Qualification and relevant experience of key person (At Manager &amp; Supervisor post) who will be posted in IGIMS, PATNA on full-time basis. (25 marks) <b>(Note: The key person cannot be changed during the currency of the contract.</b> <i>In un-avoidable circumstances if, to be replaced by equivalent or better person with the prior consent of IGIMS, PATNA).</i></p>	<p>Education qualification of <b>Key Person – Manager</b> Number of staff: 2, 1 morning and 1 evening)+1 (reliever)</p> <ol style="list-style-type: none"> <li>1. Post Graduate in hotel management/Food sciences&amp; MBA – <b>10 marks</b></li> <li>2. Graduate in Hotel Management/ Food science(or relevant field) or MBA – <b>08 marks</b></li> <li>3. Postgraduate but in related field – <b>06 marks</b></li> <li>4. Graduate but in the relevant area – <b>04 marks</b></li> </ol>	<p>Education qualification of <b>key person – Supervisor</b> Number of staff: 4, (2 mornings and 2 evenings)+1 (reliever)</p> <ol style="list-style-type: none"> <li>1. Post Graduate in hotel management/Food sciences&amp; MBA – <b>10 marks</b></li> <li>2. Graduate in Hotel Management/ Food science(or relevant field) or MBA – <b>08 marks</b></li> <li>3. Postgraduate but in related field – <b>06 marks</b></li> <li>4. Graduate but in the relevant area – <b>04 marks</b></li> </ol>	<p>Experience of <b>key person</b> in managing catering services, counted as calendar days 1<sup>st</sup> Jan to 31<sup>st</sup> Dec, for each year 0.5 point).</p> <ol style="list-style-type: none"> <li>1. 8-10 years or more -<b>5 Marks</b></li> <li>2. 6 to 8 years - <b>4 Marks</b></li> <li>3. 4 to 6 years – <b>3 Marks</b></li> <li>4. 2 to 4 years – <b>2 Marks</b></li> <li>5. 2 or 0 yrs – <b>1 marks</b></li> </ol>
	Max 10 marks	Max 10 marks	Max 5 marks

**Note: The performance evaluation score provided by the bidder can be cross verified by the technical evaluation committee.**

**Illustration 1 (for Technical Weightage)**

If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation, the Technical evaluation score 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).

### **Total Score of Bid Evaluation**

#### **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

$30 \times 100 (\text{lowest prices L1}) / 125 (\text{quoted prices} - \text{L2}) = 24 (\text{financial score})$  Therefore L2 Bidder shall have total value of 80 (56 Technical Value + 24 Financial Value)

#### **Selection of Bidders**

**The following formula will be applied for the determine the successful bidder:**

$$Q = [(L1/L) \times 0.30 + T \times 0.70]$$

**L1 = price bid lowest bidder**

**L = bid value for evaluation or current price bid**

**T = technical bid score out of 100**

**Q = Final score**

**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 for respective units as determined by QCBS.**

**IN case of Tie:-**

**Highest Scores in the Consecutive order will be calculated as Tie Break:**

- 1. Performance Evaluation Score**
- 2. Total Experience in catering**
- 3. Total turnover**
- 4. Key Manpower provisioned**

**ANNEXURE 1****FORM A****PARTICULARS TO BE FILLED BY THE BIDDER**

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

[NOTE: Any changes after submission of Tender documents kindly update IGIMS, Patna]

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

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

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

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

**Form C****Past Performance Statement**

The Bidders are required to give details of all catering services contracts of last 5 years (April 2015- March 2020) where average annual turnover of each contract is Rs. 3 Crore and above

Sl no	contract		Client		Nature of service	Period of contract		Satisfactory performance certificate (dated 01.07.2015 onwards)	Annual turnover against each contract in Rupees					
	No.	Date	name	Govt/PSU/ private		From	to		2015-16	2016-17	2017-18	2018-19	2019-20	Average Annual Turnover of 5 Fiancial Years
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1														
2														
3														
4														
5														
6														
7														

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

1. Self attested copy of Contract (Column-2 & 3),
2. Original satisfactory Performance Certificates (Column -9)
3. **Annual Turnover of years 2015-16, 2016-17, 2017-18,2018-19, 2019-20 against each contract to be certified by CA.** In cases where the period of contract is less than a Financial Year, the Average Annual Turnover of that contract may be calculated by annual turnover divided by period of the contract.

It is certified that all contracts above Rs.three Crore held during financial years 2015-16, 2016-17, 2017-18,2018-19 & 2019-20 has been included and the above information furnished is correct.

**Signature of the Tenderer:**

**Name & Address with stamp:**

**Place and Date:**



**MANUFACTURER's / PRINCIPAL's AUTHORIZATION FORM**

To  
 The Director,  
 Indira Gandhi Institute of Medical Sciences, Patna

Dear Sir,

TENDER: \_\_\_\_\_.

We, \_\_\_\_\_, who are established and reputable manufacturers of \_\_\_\_\_, having factories at \_\_\_\_\_ and \_\_\_\_\_, hereby authorize M/s \_\_\_\_\_ (name and address of agents) to bid, negotiate and conclude the contract with you against Tender No. \_\_\_\_\_ for the above services provided by us. No company or firm or individual other than M/s \_\_\_\_\_ are authorized to bid, negotiate and conclude the contract in regard to this business against this specific tender.

We hereby extend our full guarantee and warranty as per the conditions of Tender for the goods offered for supply against this Tender by the above firm.

The authorization is valid up to \_\_\_\_\_.

Yours faithfully,

(Name)

For and on behalf of M/s. \_\_\_\_\_

(Name of manufacturers)/Principal.

### **TECHNICAL BID**

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

- 1) Scanned Copy of EMD Cost must be uploaded.
- 2) Please mention that the bidder is Manufacturer /Distributor /Dealer / Trader/Supplier relevant document should be uploaded.
- 3) In the case of distributor/dealer/trader/supplier must be upload tender specific authorization certificate from OEM/ manufacturer (Form D) should be uploaded.
- 4) Copy of PAN Card should be uploaded.
- 5) Firm/Company registration certificate should be uploaded.
- 6) **The GST registration details may please be furnished.**
- 7) **In the event of an increase in price, detailed justification and supporting evidence may be submitted for our consideration.**
- 8) Income Tax Return of the last 3 years should be uploaded.
- 9) Tenderer must provide evidence of experience/supplied materials as mentioned in tender document should be uploaded
- 10) Annual turnover & balance sheet of last 3 year duly certified by CA as mentioned in tender document should be uploaded.
- 11) "Declaration by the Bidder "(Form B) should be uploaded, as mentioned in the tender document should be uploaded.
- 12) Relevant brochure/catalogue pertaining to the items quoted with full specifications etc.
- 13) Tenderer must provide a certificate on letterhead that proprietor/firm has never been black-listed by any organization that should be uploaded.
- 14) Form A with duly filled by the bidder should be uploaded.
- 15) Technical Specifications Compliance Report.
- 16) Have you previously supplied these items to any government/ reputed private organization? If yes, attach the relevant poof. Please provide a certificate on letterhead that you have not quoted the price higher than previously supplied to any government Institute/Organisation/reputed Private Organisation or DGS&D rate in the recent past. If you don't fulfill these criteria, your Tender will be outrightly rejected.

**Declaration by the Bidder:**

1. This is to certify that I/We before signing this Tender have read and fully understood all the terms and conditions contained in Tender document regarding terms & conditions of the contract. I/we agree to abide them.

2. No other charges would be payable by Client and there would be no increase in rates during the Contract period.

(Signature of Bidder with seal)

Place: .....

Date: .....

Name:

Seal:

Address:

**Form-D**  
**CHECKLIST for Technical Bid Submission**

<b>Checklist-Technical Offer</b>		
S. No.	Particulars	Required Scanned copy to be attached with online Technical Bid
1.	a) Details as required in the tender document (i.e. Supplier/firm is manufacturer/ authorized dealer/ sole distributor certificate.	
	b) Authorization certificate from the manufacturer in case of dealer / distributor.	
	c) Copy of PAN	
	d) Certificate of firm/company registration	
	e) GST registration certificate and Form 26 AS	
	f) Income Tax Return of last 5 financial years i.e. 2015-16, 2016-17, 2017-2018, 2018-19, 2019-20	
	g) Tenderer must provide experience/ supplied	
	h) Annual Turnover & balance sheet of last five years i.e. 2015-16, 2016-17, 2017-2018, 2018-19, 2019-20 duly certified by C.A. as per the clause 3.(Chapter-II)	
	i) Tenderer must provide a certificate on letterhead that proprietor/firm has never been black-listed by any organization.	
	j) Tenderer must provide an affirmation on Letterhead that they have not quoted the price higher than previously supplied to any government Institute / Organisation / reputed Private Organisation or DGS&D rate in recent past.	
2.	Technical Specifications Compliance Report (if applicable)	
3.	Duly filled Form – A, Form –B & Form –C, Form – D with required documents with proper page numbering and indexing of required Documents.	
4.	Financial Bid (Price Bid) Submitted	

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

**(Dated Signature of the Tenderer with stamp of firm)**

## Annexure – 3

**Financial Bid**

<b>Monthly Rental charges* (in Rupees) above Reserve Price</b>	<b>In figure (in Rs.)</b>	
	<b>In words (in Rs.)</b>	

**\*Exclusive of GST.**

The bidders are required to quote MONTHLY rent for the designated area ABOVE the Reserve Price of rs.6,50,000/= (six lacs fifty thousand rupees only)

**Note:**

After due evaluation of the bid(s), Institute will award the contract to the highest evaluated responsive tenderer. However, the successful bidder has to supply the items on the rates as mentioned in the Annexure II.

**Declaration by the Bidders:**

This is certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ ourselves to abide by them.

**Name:** - .....

**Address:** - .....

**Phone No:** - .....

**Email:** - .....

**Seal:** - .....

**Place:** - .....

**Date:** - .....

**ANNEXURE 4****BANK GUARANTEE FORM FOR PERFORMANACE SECURITY**

(To be executed by any scheduled bank, on a non-judicial stamp paper under bank's covering letter mentioning address of the bank)

To,  
Indira Gandhi Institute of Medical Sciences,  
Sheikhpura,  
Patna - 800014

In consideration of Indira Gandhi Institute of Medical Sciences, Patna (hereinafter referred to as IGIMS, which expression unless repugnant to the context and meaning thereof shall include its successors and assigns) having agreed to exempt M/s (hereinafter referred to as 'supplier/contractor' which expression unless repugnant to the context and meaning thereof shall include its successors and assigns) from depositing with IGIMS a sum of Rs. \_\_\_\_\_ (in words) \_\_\_\_\_ towards security / performance guarantee in lieu of the said contractor having agreed to furnish a bank guarantee for the said sum of Rs. \_\_\_\_\_ (in words, Rupees \_\_\_\_\_) as required under the terms and conditions of contract / work order no \_\_\_\_\_ dated \_\_\_\_\_ [hereinafter referred as the order'] placed by IGIMS on the said Supplier/Contractor. We, the bank [hereinafter referred to as 'the bank' which expression shall include its successors and assigns] do hereby undertake to pay IGIMS an amount not exceeding Rs. \_\_\_\_\_ (in words, Rupees \_\_\_\_\_) on the demand made by IGIMS on us due to a breach committed by the said supplier /contractor of the terms and conditions of the contract /order.

1. We \_\_\_\_\_ the bank hereby undertake to pay the amount under the guarantee without any demur merely on a demand from IGIMS stating that there is a breach by the supplier / contractor of any of the terms and conditions contained in the order or by the reasons of the supplier's / contractor's failure to comply with the terms and conditions as stipulated in the order or amendment(s) thereto. The demand made on the bank shall be conclusive as to the breach of the terms and conditions of the order and as regard to the amount due and payable by the bank under this guarantee, notwithstanding any dispute or disputes raised by the said supplier / contractor regarding the validity of such breach and we agree to pay the amount so demanded by IGIMS without any demur. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs \_\_\_\_\_ (in words, Rupees \_\_\_\_\_).
2. We, the bank further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said order and that it shall continue to be enforceable till the dues of IGIMS under or by virtue of the said order have been fully paid and its claim satisfied or discharged or till IGIMS certifies that the terms and conditions of the order have been fully and properly carried out by the supplier/contractor and accordingly discharge the guarantee.
3. We \_\_\_\_\_ the bank, undertake to pay to IGIMS any money so demanded notwithstanding any dispute or disputes raised by the said supplier /contractor in any suit or proceedings pending before any court or tribunal relating thereto as our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the said supplier / contractor shall have no claim against us for making such payment.
4. We \_\_\_\_\_ the bank further agree that IGIMS shall have full liberty, without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the order / contract or to extend time of performance by the said supplier/contractor from time to time or to postpone for any time or from time to time any of the powers exercisable by the IGIMS against the said supplier/contractor and to forbear or enforce any of the terms and conditions relating to the order and shall not be relieved from our liability by reason of any such variation or extension being granted to the said supplier/contractor or for any forbearance, act or omission on the part of IGIMS or any indulgence by IGIMS to the supplier/contractor or by any such matter or thing whatsoever which under the law relating to sureties would but for this provisions have effect of so relieving us.

5. Our liability under this guarantee is restricted to Rs. \_\_\_\_\_ (in words, Rupees \_\_\_\_\_) and shall remain in force up to \_\_\_\_\_ unless demand or claim under this guarantee is made on us in writing within 6 months from the date of expiry viz. \_\_\_\_\_. We shall be discharged from all liabilities under this guarantee thereafter.
6. This guarantee will not discharge due to change in the constitution in the bank or the said supplier / contractor.
7. The bank hereby agrees to address all the future correspondence in regard to this bank guarantee to The Medical Superintendent, All India Institute of Medical Sciences, Patna.
8. We, \_\_\_\_\_ the bank lastly undertake not to revoke this guarantee during its except with the previous consent of the IGIMS in writing

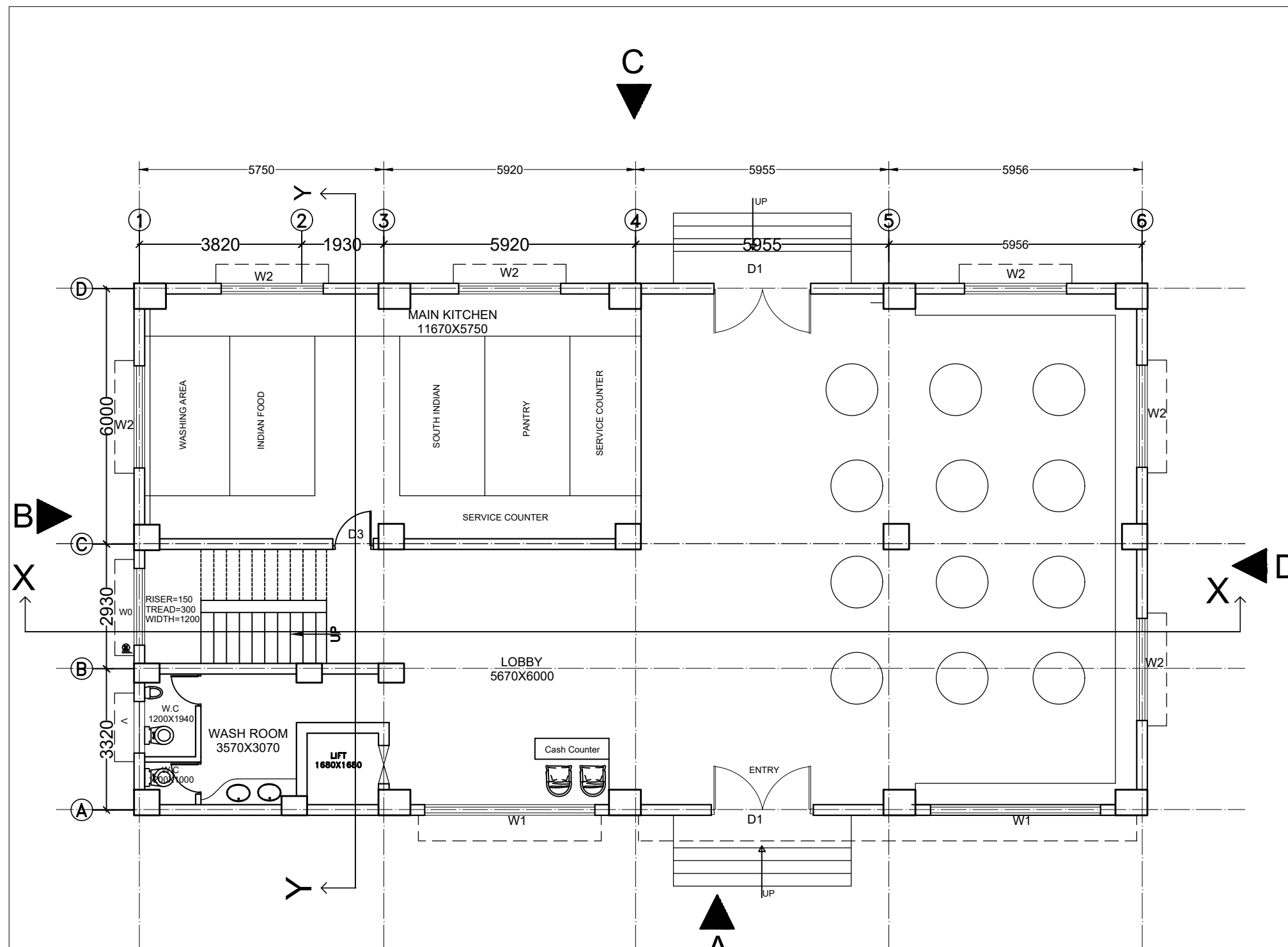
Signed on the \_\_\_\_\_ day of \_\_\_\_\_

Signature for the bank:

Witness:

Name(s) and designation(s):

Name & Address:



GROUND FLOOR PLAN: EATERY FOR COMMON MASSES

SCHEDULE OF DOORS & WINDOWS						
S.NO	TYPE	WIDTH	SILL	HT.	DESCRIPTION	
01	D1	2400	00	2130	DOUBLE LEAF DOOR IN GLASS	
02	D2	1800	00	2130	DOUBLE LEAF SWING DOOR	
03	D3	950	00	2130	SINGLE LEAF DOOR	
04	W1	2400	1050	1200	FULLY GLAZED WINDOW IN UPVC	
05	W2	1800	1050	1200	FULLY GLAZED WINDOW IN UPVC	
06	W0	1800	900	2100	FULLY GLAZED WINDOW	
07	V	600	1500	600	VENTILATOR	

AREA STATEMENT:-  
 GROUND FLOOR = 304.11 sqm.  
 FIRST FLOOR = 304.11 sqm.  
 SECOND FLOOR = 304.11 sqm.  
 TOTAL BUILT UP AREA = 912.33 sqm

PROJECT :-  
 CONSTRUCTION OF CAFETERIA /  
 CANTEEN

EMPLOYER :-  
 INDIRA GANDHI INSTITUTE OF  
 MEDICAL SCIENCE,  
 SHEIKHPURA, PATNA- 14

DRAWING TITLE:  
**GROUND FLOOR PLAN**  
 (AS BUILT DRAWING)

ALL DIMENSIONS ARE IN MM.

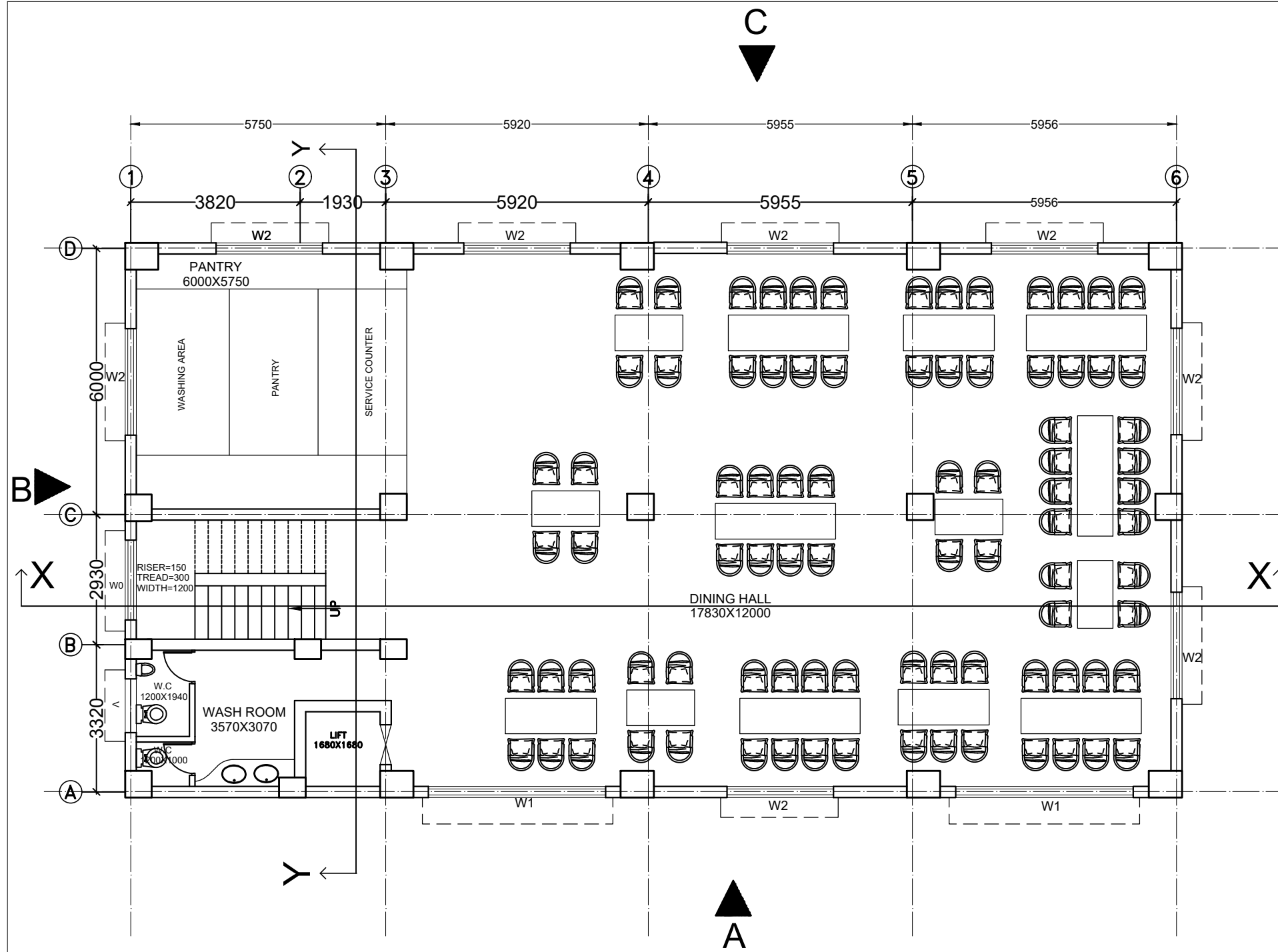
ARCHITECT AR. AKSHARA CA/2018/102610	SIGNATURE	DATE: 24.08.2021
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CONSULTANT :-  
 AMULYA TRADERS & ENGINEERS PRIVATE LIMITED  
 B-303, GANESH TOWER, AMARNATH MANDIR TO BYE PASS ROAD,  
 KUMHARAR, PATNA, 800026

SPECIFICATION OF MATERIAL: FLOORING- 2' x 4' VITRIFIED TILES, 2' x 2' VITRIFIED TILES & REMANING REST HEIGHT OF FLOOR IN WOODEN PANNELLING, DADO UPTO 7' IN TOILET , ALL WINDOWS-UPVC WITH TOUGHENED GLASS , TOUGHENED GLASS DOORS AT MAIN ENTRIES-12MM, FLUSH DOORS AT OTHER PLACES, KITHEN WOULD HAVE COLD AND DRY STORAGE AND ESSENTIAL APPLIANCES TO PREPARE DIFFERENT TYPES OF CUISINES-SEPARATE FOR VEG AND NON-VEG, SINK-03, FURNITURE TO STAND AND EAT, CASH COUNTER ETC.

ALL THE FIREFIGHTING INSTALLATIONS LIKE SMOKE DETECTORS, SPRINKLERS, FIRE EXTINGUISHERS ETC IN DINING AREA, FALSE CEILING AND DESIGNER CEILING LIGHTS, SWITCHES, FANS, CHARGING POINTS, AIR CONDITIONERS ETC





FIRST FLOOR PLAN: DINING FOR DOCTORS AND HOSPITAL STAFF

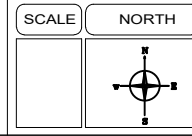
SCHEDULE OF DOORS & WINDOWS						
S.NO	TYPE	WIDTH	SILL	HT.	DESCRIPTION	
01	D1	2400	00	2130	DOUBLE LEAF DOOR IN GLASS	
02	D2	1800	00	2130	DOUBLE LEAF SWING DOOR	
03	D3	950	00	2130	SINGLE LEAF DOOR	
04	W1	2400	1050	1200	FULLY GLAZED WINDOW IN UPVC	
05	W2	1800	1050	1200	FULLY GLAZED WINDOW IN UPVC	
06	W0	1800	900	2100	FULLY GLAZED WINDOW	
07	V	600	1500	600	VENTILATOR	

AREA STATEMENT:-  
 GROUND FLOOR = 304.11 sqm.  
 FIRST FLOOR = 304.11 sqm.  
 SECOND FLOOR = 304.11 sqm.  
 TOTAL BUILT UP AREA = 912.33 sqm

PROJECT :-  
 CONSTRUCTION OF CAFETERIA /  
 CANTEEN

EMPLOYER :-  
 INDIRA GANDHI INSTITUTE OF  
 MEDICAL SCIENCE,  
 SHEIKHPURA, PATNA- 14

DRAWING TITLE:  
**FIRST FLOOR PLAN**  
 (AS BUILT DRAWING)  
 ALL DIMENSIONS ARE IN MM.

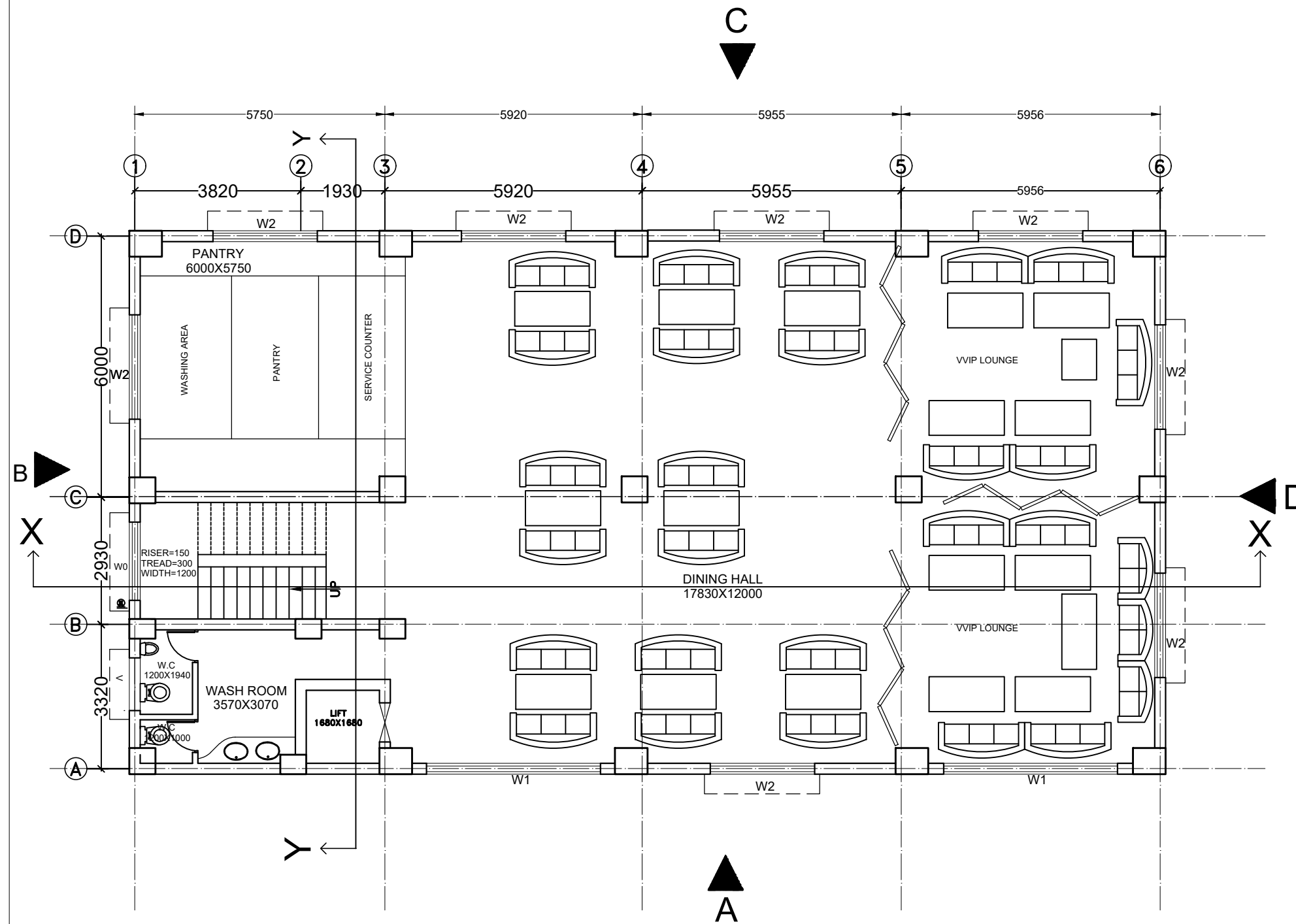


ARCHITECT AR. AKSHARA CA/2018/102610	SIGNATURE	DATE: 24.08.2021
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CONSULTANT :-  
 AMULYA TRADERS & ENGINEERS PRIVATE LIMITED  
 B-303, GANESH TOWER, AMARNATH MANDIR TO BYE PASS ROAD,  
 KUMHARAR, PATNA, 800026

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ALL THE FIREFIGHTING INSTALLATIONS LIKE SMOKE DETECTORS, SPRINKLERS, FIRE EXTINGUISHERS ETC IN DINING AREA, FALSE CEILING AND DESIGNER CEILING LIGHTS, SWITCHES, FANS, CHARGING POINTS, AIR CONDITIONERS ETC



SECOND FLOOR PLAN: DINING FOR FACULTY AND SENIOR OFFICIALS

**SCHEDULE OF DOORS & WINDOWS**

S.NO	TYPE	WIDTH	SILL	HT.	DESCRIPTION
01	D1	2400	00	2130	DOUBLE LEAF DOOR IN GLASS
02	D2	1800	00	2130	DOUBLE LEAF SWING DOOR
03	D3	950	00	2130	SINGLE LEAF DOOR
04	W <sub>o</sub>	1800	900	2100	FULLY GLAZED WINDOW IN UPVC
05	W <sub>1</sub>	2400	1050	1200	FULLY GLAZED WINDOW IN UPVC
06	W <sub>2</sub>	1800	1050	1200	FULLY GLAZED WINDOW
07	V	1200	1500	2100	VENTILATOR

AREA STATEMENT:-

GROUND FLOOR = 304.11 sqm.  
 FIRST FLOOR = 304.11 sqm.  
 SECOND FLOOR = 304.11 sqm.  
 TOTAL BUILT UP AREA = 912.33 sqm

PROJECT :-

CONSTRUCTION OF CAFETERIA /  
 CANTEEN

EMPLOYER :-

INDIRA GANDHI INSTITUTE OF  
 MEDICAL SCIENCE,  
 SHEIKHPURA, PATNA- 14

DRAWING TITLE:

**SECOND FLOOR PLAN**  
 (AS BUILT DRAWING)

ALL DIMENSIONS ARE IN MM.

SCALE	NORTH

ARCHITECT  
 AR. AKSHARA  
 CA/2018/102610

SIGNATURE

DATE:  
 24.08.2021

CONSULTANT :-

AMULYA TRADERS & ENGINEERS PRIVATE LIMITED  
 B-303, GANESH TOWER, AMARNATH MANDIR TO BYE PASS ROAD,  
 KUMHARAR, PATNA, 800026

SPECIFICATION OF MATERIAL: FLOORING- 2' x 4' VITRIFIED TILES, 2' x 2' VITRIFIED TILES & REMANING REST HEIGHT OF FLOOR IN WOODEN PANNELLING, DADO UPTO 7' IN TOILET , ALL WINDOWS-UPVC WITH TOUGHENED GLASS , TOUGHENED GLASS DOORS AT MAIN ENTRIES-12MM, FLUSH DOORS AT OTHER PLACES, KITHEN WOULD HAVE COLD AND DRY STORAGE AND ESSENTIAL APPLIANCES TO PREPARE DIFFERENT TYPES OF CUISINES-SEPARATE FOR VEG AND NON-VEG, SINK-03, FURNITURE TO STAND AND EAT, CASH COUNTER ETC.

ALL THE FIREFIGHTING INSTALLATIONS LIKE SMOKE DETECTORS, SPRINKLERS, FIRE EXTINGUISHERS ETC IN DINING AREA, FALSE CEILING AND DESIGNER CEILING LIGHTS, SWITCHES, FANS, CHARGING POINTS, AIR CONDITIONERS ETC