



Basic Details

Organisation Chain	All India Institute of Medical Sciences-Mangalagiri-Andhra Pradesh Procurement Cell - AIIMS Mangalagiri		
Tender Reference Number	AIIMS/MG/Proc/26-27/ Departmental Stores		
Tender ID	2026_AIMSM_909729_1	Withdrawal Allowed	Yes
Tender Type	Open Tender	Form of contract	Supply
Tender Category	Services	No. of Covers	2
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No
Payment Mode	Offline	Is Multi Currency Allowed For BOQ	No
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No

Payment Instruments

Offline	S.No	Instrument Type
	1	Demand Draft

Cover Details, No. Of Covers - 2

Cover No	Cover	Document Type	Description
1	Fee/PreQual/ Technical	.pdf	Technical bid
2	Finance	.xls	Financial bid

Tender Fee Details, [Total Fee in ₹ * - 0.00]

Tender Fee in ₹	0.00		
Fee Payable To	Nil	Fee Payable At	Nil
Tender Fee Exemption Allowed	No		

EMD Fee Details

EMD Amount in ₹	2,00,000	EMD Exemption Allowed	Yes
EMD Fee Type	fixed	EMD Percentage	NA
EMD Payable To	Payable To AIIMS Mangalagiri	EMD Payable At	Payable At Mangalagiri

[Click to view modification history](#)

Work /Item(s)

Title	NOTICE INVITING TENDER FOR LICENSING OF DEPARTMENTAL STORES AT AIIMS MANGALAGIRI				
Work Description	NOTICE INVITING TENDER FOR LICENSING OF DEPARTMENTAL STORES AT AIIMS MANGALAGIRI				
Pre Qualification Details	As per tender document				
Independent External Monitor/Remarks	NA				
Show Tender Value in Public Domain	Yes				
Tender Value in ₹	48,00,000	Product Category	Renting out / Licensing out	Sub category	NA
Contract Type	Tender	Bid Validity(Days)	180	Period Of Work(Days)	NA
Location	AIIMS Mangalagiri	Pincode	522503	Pre Bid Meeting Place	Procurement cell
Pre Bid Meeting Address	Room no 2151, Procurement cell, AIIMS Mangalagiri	Pre Bid Meeting Date	29-May-2026 03:00 PM	Bid Opening Place	Procurement cell
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	21-May-2026 06:00 PM	Bid Opening Date	12-Jun-2026 06:00 PM
Document Download / Sale Start Date	21-May-2026 06:00 PM	Document Download / Sale End Date	11-Jun-2026 06:00 PM
Clarification Start Date	NA	Clarification End Date	NA

Bid Submission Start Date	21-May-2026 06:00 PM	Bid Submission End Date	11-Jun-2026 06:00 PM
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Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	NIT	469.21

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	1.pdf	Tender document	2993.04
	2	BOQ	BOQ_956143.xls	BOQ	339.00

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	ramamohanreddy@aiimsmg.edu.in	Ramamohanreddy Tippuluri	" RAMA MOHAN REDDY TIPPULURI"
2.	indhunesan.p@aiimsmg.edu.in	Indhunesan P	INDHUNESAN P
3.	m.mallikarjuna@aiimsmg.edu.in	Mukkara Mallikarjuna	MUKKARA MALLIKARJUNA

GeMARPTS Details

GeMARPTS ID	28PZJV4NC9DQ
Description	Licensing of departmental stores
Report Initiated On	21-May-2026
Valid Until	20-Jun-2026

Tender Properties

Auto Tendering Process allowed	No	Show Technical bid status	Yes
Show Finance bid status	Yes	Stage to disclose Bid Details in Public Domain	Technical Bid Opening
BoQ Comparative Chart model	Normal	BoQ Compartive chart decimal places	2
BoQ Comparative Chart Rank Type	H	Form Based BoQ	No

TIA Undertaking

S.No	Undertaking to Order	Tender complying with Order	Reason for non compliance of Order
1	PPP-MII Order 2017	Agree	
2	MSEs Order 2012	Agree	

Tender Inviting Authority

Name	Executive Director
Address	AIIMS Mangalagiri

Tender Creator Details

Created By	Mukkara Mallikarjuna
Designation	Storekeeper
Created Date	21-May-2026 05:28 PM

ALL INDIA INSTITUTE OF MEDICAL SCIENCES, MANGALAGIRI

A CAB under Ministry of Health & family Welfare, Government of India

Tender No. AIIMS/MG/Proc/26-27/ Departmental Stores



NOTICE INVITING TENDER FOR LICENSING OF DEPARTMENTAL STORES AT AIIMS MANGALAGIRI

DISCLAIMER

This Tender is not an offer by the All-India Institute of Medical Sciences, Mangalagiri but an invitation to receive offer from vendors/bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal contract is signed and executed by duly authorized Officers of the All-India Institute of Medical Sciences, Mangalagiri with the vendor/ bidder. The AIIMS, Mangalagiri hereby reserves unconditional right to re-call/modify this notice, anytime hereafter.

Mangalagiri, Guntur District, Andhra Pradesh - 522503

Website: www.aiimsmangalagiri.edu.in

Tendering Portal: www.eprocure.gov.in/eprocure/app

Email: procurement@aiimsmangalagiri.edu.in

TENDER NOTICE**NOTICE INVITING TENDER FOR LICENSING OF DEPARTMENTAL STORES AT
AIIMS MANGALAGIRI****Tender No. AIIMS/MG/Proc/26-27/ Departmental Stores**

Critical Data Sheet	
Mode of Tender	E- Tender
Type of Bid	Open tender
Tender Publishing Date	21-05-2026 @ 06.00 PM
Pre- Bid meeting	29-05-2026 @ 0300 PM
Pre- Bid Venue	Room no: 2151, Procurement cell, AIIMS Mangalagiri
Last date and time for submission of Tender	11-06-2026 @ 06.00 PM
Date and time for opening of tender	12-06-2026 @ 06.00 PM
EMD	Rs. 2,00,000/-
Period of Contract	Four years from the date of work order extendable for a period of one year based on performance
Validity of Bid	180 days after Bid Opening
For viewing, quoting the detailed NIT bidders may also visit our website	http://aiimsmangalagiri.edu.in https://eprocure.gov.in/eprocure/app
For Communication	Procurement Cell, Room No. 2151, Logistics Block, Opp. Mortuary Complex, AIIMS Mangalagiri, Guntur, Andhra Pradesh 522503 Email: procurement@aiimsmangalagiri.edu.in

The Executive Director, AIIMS Mangalagiri invites reputed, experienced and exemplary bidders For Licensing of Departmental Stores at AIIMS Mangalagiri.

The bidder shall examine all instructions, forms, terms, and specifications in the document. The bid should be precise, complete, and in the prescribed format, strictly as per the requirements of the bid document. Failure to furnish all/any of the information/documents in the prescribed format, as indicated hereinabove which are required by the bidding document or submission of a bid not responsive to the bidding documents, in every respect will be at the bidder's risk and shall result in the rejection of the bid. In the event of which, the decision the decision of AIIMS, Mangalagiri shall be final and binding.

The bidder shall bear all costs associated with the preparation and submission of their bid, and AIIMS Mangalagiri will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Executive Director, AIIMS Mangalagiri reserves the unequivocal right to accept or reject any quotation, in full or in part, without assigning any reason.

Manual bids and conditional bids will not be accepted under any circumstances and will be outrightly rejected.

AAO (Procurement cum Stores)
For Executive Director, AIIMS Mangalagiri

SCOPE OF WORK

1. Introduction

AIIMS Mangalagiri, an institute of national importance in the public health sector, invites tender for licensing of Departmental Stores within the campus of AIIMS Mangalagiri.

2. Operation and Management

The Licensee shall be responsible for the overall operation and management of the Supermarket Store at AIIMS Mangalagiri on a license basis for the entire contract period. The store shall function on all days, including weekends and holidays, from **6:00 AM to 10:00 PM**, or as directed by the Institute from time to time. The Licensee shall ensure uninterrupted availability of essential items for patients, attendants, staff, and visitors.

3. Infrastructure and Setup

The space will be provided in a bare-shell condition. The Licensee shall undertake all necessary works at its own cost, including interior development, furnishing, installation of racks and shelves, electrical fittings, lighting arrangements, refrigeration units, billing counters, storage systems, and signage. All designs and layouts shall be subject to prior approval of the Institute. No structural modifications shall be carried out without written permission.

4. Procurement and Sale of Items

The Licensee shall procure, stock, and sell only approved items such as grocery products, FMCG goods, dairy products, fruits and vegetables, beverages, stationery, kitchen essentials, and other approved items. All products must be of good quality, from reputed brands, and shall strictly conform to applicable safety and quality standards. Items sold must always be fresh and within their expiry period.

5. Prohibited Items

The sale of tobacco products, gutka, alcohol/liquor, banned substances, or any items considered harmful to health is strictly prohibited within the premises. Any violation in this regard shall be treated as a serious breach of contract and may result in immediate termination.

6. Pricing Policy

All items should be fresh and with Maximum Retail Price (MRP) shall be sold strictly at MRP. For non-MRP items, the Licensee shall ensure reasonable and competitive market pricing. Overpricing or unfair trade practices shall not be permitted and may attract penalties or termination of the contract.

7. Staffing and Customer Service

The Licensee shall deploy adequate and trained manpower for smooth functioning of the supermarket. All staff members shall wear proper uniforms and display valid identity cards at all times. The staff shall maintain discipline, good conduct, and courteous behaviour towards

customers. The Licensee shall also ensure efficient billing, cash management, and prompt redressal of customer complaints.

8. Hygiene, Cleanliness, and Maintenance

The Licensee shall maintain the premises, fixtures, and equipment in a clean, hygienic, and safe condition at all times. Proper waste disposal systems shall be implemented, and regular pest control measures shall be undertaken. Special care shall be taken to maintain hygiene standards appropriate for a hospital environment.

9. Statutory Compliance

The Licensee shall comply with all applicable statutory requirements, including but not limited to GST regulations, FSSAI licensing, labour laws, minimum wages, ESI, PF, and other applicable rules. The Licensee shall be solely responsible for any legal or statutory liabilities arising out of operations.

10. Safety and Security

The Licensee shall ensure the safety and security of Items, goods, equipment, and personnel. All operations shall comply with the security guidelines of the Institute. Any damage caused to Institute property due to negligence shall be recovered from the Licensee.

11. Space Utilization

The Licensee shall utilize only the allotted area of **450 Sq. Mtr.** for the supermarket operations. Encroachment into common areas or unauthorized usage of additional space shall not be permitted.

12. Commencement of Operations

The Licensee shall complete all setup activities and commence operations within **one (01) month** from the date of issuance of the Letter of Award (LOA).

13. Inspection of Premises and Submission of Bids

Interested registered agencies, firms, individuals, or proprietors are encouraged/advised to personally visit the AIIMS Mangalagiri campus to gain first-hand information about the shops available for lease. However, AIIMS Mangalagiri does not guarantee any minimum business or revenue from the shops. Bidders must inspect the premises before submitting their bids. The premises are available for inspection on any working day from the start date of the bid until the end date. Interested parties may contact the Procurement cell, AIIMS Mangalagiri (Tel no. 08645-280036) e-mail: procurement@aiimsmangalagiri.edu.in during office hours (09:30 to 17:30 Hrs) on any working day to obtain further information or clarifications regarding the requirements. The same shall be facilitated with support of Engineering Department. The cost of the visit will be entirely borne by the lessee. The bidder/ person authorized shall affix their signature, in the register, after the visitation to the satisfaction and out of their own volition.

14. Health and Safety Requirements

The successful lessee shall ensure that all workers handling food are vaccinated for Hepatitis B. A certificate from a recognized hospital or doctor must be submitted to confirm the vaccination status. Additionally, regular de-worming of all staff must be carried out every six months.

15. Sanitation and Cleanliness

The lessee shall be responsible for employing an adequate number of cleaners and sweepers and providing them with the necessary equipment and materials to maintain the shops in a scrupulously clean and sanitary condition, to the satisfaction of the lessor. Strict anti-rodent and pest control measures must be implemented and monitored, ensuring that the premises remain free of pests. The standard hygiene protocol shall be followed to the satisfaction of the lessor. The lessee shall carry out a thorough pest control treatment of the premises before taking possession. The treatment must cover all areas, including storage spaces, common zones, and any other applicable sections, ensuring the premises are free from infestations.

16. Waste Management

The lessee will be solely responsible for the segregation and disposal of all solid and wet waste, including food waste, in a timely manner. The lessee must make their own arrangements for waste disposal and bear the associated costs.

17. Compliance with Plastic Use Regulations

The use of single-use plastics is banned by the Government of India. The lessee shall not use single-use plastics in any form. The lessee must comply with all applicable regulations regarding the use of plastic and other materials for food preparation, serving, and packaging (e.g., groceries, vegetables). If any modifications to these rules are notified by the Government of India, the lessee shall adhere to the updated guidelines.

GENERAL INSTRUCTIONS TO BIDDERS (GIB)

1. Preamble: -

1. Earnest Money Deposit: EMD amounting to Rs. 2,00,000/- (Rupees Two lakh only) (refundable to unsuccessful bidder safter award of the contract). The payment shall be made in the form of Insurance security bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Bankers Cheque or Bank Guarantee from any commercial bank, may be drawn in the favor of “AIIMS Mangalagiri – GIA General” or deposit /transfer to the following BankAccount details (Account no: 38307771792, IFSC- SBIN0061485, A/c Name- AIIMSMangalagiri – GIA General) or payment online in an acceptable form safeguarding the purchaser’s interest in all respects.

- a) The earnest money shall be valid for a period of Forty-Five (45) days beyond the validity period of the tender. As validity period of Tender as per Clause 20 of GIT is 180 days, the

EMD shall be valid for 240 days from Techno – Commercial Tender opening date.

- b) The Original DD EMD should reach O/o Procurement Cell, Room no: 2151 Logistic Block, AIIMS Mangalagiri, Guntur -522503 within the bid submission date and time for the tender. Bids received without EMD or Late will be rejected.
- c) Exemption: Firms registered with MICRO and SMALL Enterprise Categories (MSE) only in NSIC/MSME (for sales/Service of Similar Items) are exempted from submission of EMD (subject to the financial limits indicated in the NSIC certificate). Govt. of India/State Government departments/Undertakings are also exempted from EMD. However, the respective firm / departments have to submit the relevant certificate (NSIC/MSME etc.) and financial limit to avail this exemption
2. **Performance Security:** -Performance Security equivalent to 10 months license fee may be furnished in the form of Insurance Security Bonds, Account Payee Demand Draft, Fixed deposit receipt, Bank Guarantee from a commercial bank, may be drawn in the favor of “AIIMS Mangalagiri – GIA General” or bank deposit /transfer to the following Bank Account details (Account no: 38307771792, IFSC- SBIN0061485, A/c Name- AIIMS Mangalagiri – GIA General) or online payment in an acceptable form safeguarding the purchaser’s interest in all aspects.
In case of the contract fails to submit the requisite PSD even after 2 weeks from the date of issue of LOA the contract shall be terminated duly forfeiting the EMD and other dues if any payable against the contract. The failed contractor shall be debarred from participating in re-tender (if any) for that item. Performance Security Deposit is mandatory.
The security deposit can be forfeited by order of this Institute in the event of any breach or negligence or non-observance of any condition of contract or for unsatisfactory performance or non – observance of any condition of the contract.
3. **Licence Duration:** The initial license period shall be **Four (04) years** from the date of taking possession of the premises. The contract may be extended for **one year**, subject to satisfactory performance and mutual consent. An annual escalation of 10% over the License Fee of the previous year shall be applicable for each year.

TECHNICAL BID DOCUMENTS

Documents for establishing Bidders eligibility:

1. Scanned copy of EMD/ Bid security to be uploaded. If the firm is a MSME, relevant documentary evidence may be provided for claiming exemption from payment of EMD/Bid Security to be uploaded.
3. Signed and scanned copy of duly attested copy of Aadhar, PAN, GST, and firm registration certificate/ Certificate of Incorporation.
4. Signed and Scanned copy of all annexures in given format.
6. The Bidder shall have Minimum 5 years’ experience in running supermarket/departmental stores
8. Scanned copy of Labour License issued from Concerned State licensing authority.
9. The firm should be registered under ESI Act, 1948, Employees’ Provident Funds (EPF) and Miscellaneous Provisions Act, 1952, as applicable.
10. Attach copy of last three year’s Income Tax Return.
11. **Turnover:** The Minimum average annual turnover for last three years should not be less than Rs 75, 00,000 (Rupees Seventy-Five lakhs Only) (from supermarket/departmental store

operations only). Bidders to submit last three year's turnover, balance sheet and profit & loss statements duly certified by the Chartered Accountant.

Firm/company who have withdrawn after participating in any of the previous tenders of All India Institute of Medical Sciences – Mangalagiri are not eligible to participate in this tender.

Note:

- 1) Bidders are requested to upload the clearly visible documents only. Eligible documents shall be liable for rejection without any further communication.
- 2) Notwithstanding anything stated above, the Institute reserves the right to assess the Bidder's capability and capacity to perform the contract satisfactorily before deciding on award of contract, should circumstances warrant such an assessment in the overall interest of the purchaser.

GENERAL TERMS & CONDITIONS

1. Submission of Tender:

The bidder must be located within a **450 km radius**, and the registered office of the bidder shall be situated in Krishna or Guntur District. Documentary proof of the registered office address must be submitted along with the technical bid. Declarations will not be accepted.

2. Selection of H1 Vendor:

The highest quoted bidder (H1) will be selected. The vendor with the highest bid for the shop will be awarded the lease.

3. Issuance of Letters of Award (LOA):

Upon selection, Letters of Award (LOA) will be issued to the H1 vendor. The LOA will outline the terms and conditions of the lease for shop.

4. Use of contract documents and information

- a) The agency shall not, without AIIMS Mangalagiri prior written consent, disclose the contract or any provision thereof including any specification, drawing, sample or any information furnished by or on behalf of the purchaser in connection therewith, to any person other than the person(s) employed by the supplier in the performance of the contract emanating from this Tender document. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for the purposes of such performance for this contract.
- b) Further, the supplier shall not, without the AIIMS Mangalagiri prior written consent, make use of any document or information mentioned in this tender except for the sole purpose of fulfilling this contract.
- c) Except for the contract issued to the supplier, every other document mentioned in the tender shall remain the property of the AIIMS and, if advised by the AIIMS, all copies of all such documents shall be returned to the AIIMS on completion of the agency's performance and obligations under this contract.

5. Technical Evaluation:

- a) Detailed technical evaluation shall be carried out by Institute pursuant to conditions in the tender document to determine the substantial responsiveness of each tender. For this clause, the substantially responsive bid is one that conforms to all the eligibility and terms and condition of the tender without any material deviation. The Institute's determination of bid's responsiveness is to be based on the contents of the

bid itself without recourse to extrinsic evidence. The Institute shall evaluate the technical bids also to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed and whether the bids are in order.

- b) The Institute may call the responsive bidders for discussion or presentation to facilitate and assess their understanding of the scope of work and its execution. However, the Institute shall have sole discretion to call for discussion / presentation.
 - c) AIIMS Mangalagiri shall have right to accept or reject any or all tenders without assigning any reasons thereof
- 6. Financial Evaluation:** The financial bid shall be opened of only those bidders who have been found to be technically eligible.
- 7.** Arithmetical errors shall be rectified on the following basis. If there is a discrepancy between the unit price and total price, that is, the unit price shall prevail and the total price shall be corrected by the Institute. If there is a discrepancy between words and figures, the lesser amount shall be considered as valid. If the Supplier does not accept the correction of the errors, his bid shall be rejected.
- 8. Award of Contract:** Purchaser will award the contract to the successful Bidder whose bid has been determined to be substantially responsive and has been determined to be the highest evaluated bid, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily. The Institute reserves the right to counteroffer price(s) against price(s) quoted by any bidder. In case of tie in financial bid of two or more participants then the following methods in sequence as given shall be adopted as a tie breaker
- i. Total Experience
 - ii. Average Annual turnover
- 9. Right of acceptance/Rejection:** AIIMS, Mangalagiri reserves the right to accept the whole or any part or portion of the bid; and the bidder shall provide the same at the rates quoted. The AIIMS Mangalagiri reserve the right to reject any or all tenders / quotations or all offers received in response to the tender or cancel or withdraw the tender notice without assigning any reason thereof and also does not bind itself to accept the lowest quotation or any tender and no claim in this regard shall be entertained.
- 10. Assignment:** The bidder shall not assign, either in whole or in part, its contractual duties, responsibilities and obligations to perform the contract, except with the Purchaser's prior written permission.
- 11. Signing the Contract:** - The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rs. 100/- (Rs. One Hundred only) along with performance security within fifteen (15) days from the issue of notification of award. In the event of failure on the part of the successful bidder to sign the Contract within the period stipulated above, the acceptance of BID shall be considered as cancelled.
- 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 AIIMS, Mangalagiri in that event the security deposit shall stands forfeited forthwith.
- 13. Insolvency:** In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the Insolvency Act made against them or in the case

of a company the passing any resolution or making of any order for winding up, whether voluntary or otherwise, or in the event of the firm failing to comply with any of the conditions herein specified AIIMS, Mangalagiri shall have the power to terminate the contract without any prior notice.

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

15. Deployment of Workmen

- a) The licensee shall employ only such persons for running the shop who are skilled and experienced in their trades, they should be dutiful, sober, well-behaved and compliant to rules.
- b) The licensee shall neither employ any child labour nor any worker who is below 18 years of age.
- c) All the workers shall invariably carry their ID Cards (to be provided by the licensee at its own costs) and shall be produced to the security personnel and other Institutes authorities, whenever asked for.
- d) The workers in shop will wear neat and tidy Uniform/ clothes during the working hours.
- e) The Licensee shall be absolutely responsible for strict adherence of discipline and good conduct by its workers.
- f) The licensee shall be bound to remove any such worker and disallow him/her from entering into the Institute premises whom the Institute does not deem appropriate to continue within the Institute premises for administrative or any other reasons
- g) The licensee shall have absolute authority in regard to the engagement, disengagement, suspension, termination, retrenchment, dismissal and discharge etc. of its workmen and for all disciplinary actions against them. The licensee shall be responsible for master and servant relationship with its workmen and the Institute shall have no concern, whatsoever, with all the above-mentioned matters.
- h) The licensee shall be absolutely liable in regard to any dispute or other matters concerning its workmen which are initiated in any forum or court of law and shall further be liable to meet and discharge all the liabilities that may arise on account of its relationship with its worker from the decisions of any court including all liabilities as are thrust upon by virtue of the provisions of any labor law being in force at the time besides other statutory liabilities.
- i) The licensee shall further be liable to make good the loss to the property of the Institute, if any that may be caused on account of any non-responsible action on the part of its workers, whether deliberate or otherwise.

16. Compliance of Statutory Obligations and Other Provisions

- a) It is understood that a number of enactments and laws would apply to the licensee, which are supposed to be complied by the licensee in letter and spirit and in particular to laws relating to minimum wages to worker, employees compensation and Goods and Service Tax etc.
- b) The licensee shall ensure that no product shall be sold from the premises which is prohibited to be sold within the premises of an educational institute, as per the provisions of the Cigarette and Other Tobacco Products (Prohibition of Advertisement and Regulation of Trade and Commerce, Production, Supply and Distribution) Act, 2003.
- c) The licensee shall be liable to ensure compliance of all applicable enactments, rules, regulations and of other authorities besides the instructions of the Institute that may be in force from time to time including all the labour laws, employees compensation and the minimum wages, as well as Weights and Measures and Prevention of Food Adulteration etc.
- d) The Licensee shall be liable to make good the losses in financial terms that it may be

subjected from time to time on account of any lapse on its part or arising out of statutory liabilities including the dues towards the workers in regard to wages, court awards, compensation which are caused to be paid/borne by the Institute due to the licensee's failure, as well as the Institute's license fee, electricity charges and other dues etc. The licensee shall pay all such dues to the Institute within fifteen days from the receipt of letter issued by the Institute in this behalf failing which; the same would be recovered/realized from the licensee's security deposit.

- e) The Institute shall be absolutely immune and deemed indemnified in all matters, claims, liabilities and legal consequences which relates to compliance of statutory provisions, rules and regulations, orders and directions of Govt. authorities/ municipal corporation/courts/forum etc. as well as the provisions of this contract agreement. In case, the Institute is put to bear any liability for lapses on the part of the licensee or for its illegal actions, the Institute would have the right to realize from the licensee all dues if those are in financial terms, and on other matters, in appropriate manner as it deems appropriate including adopting legal recourse.
- f) The Licensee shall ensure that it and its employees' do not adversely affect the peaceful and congenial atmosphere of the Institute's premises.

18. Penalties for non-performance

The penalties to be imposed, at any stage, under this tender are;

- a) Imposition of liquidated damages,
- b) Forfeiture of EMD/performance security,
- c) Termination of the contract,
- d) Blacklisting/debarring of the bidder
- e) Such other penalty which the lessor deems fit and proper.

S. No.	Description	Penalty / Action
1	Non deposit of FSSAI License	Rs. 500/- per day
2	Non display of rate list	Rs. 10,000/- will be imposed for every lapse
3	Selling spurious, soiled, damaged, post-dated and expired items by the licensee	Rs. 500/- on first incidence; on second, suspension and cancellation of license
4	Non deposition of Bank Guarantee within a month of instruction from taking over possession	Rs. 2,500/- per day
5	Non keeping of premises in a clean, sanitary and tenable condition	Rs. 5,000/- will be imposed for every lapse
6	Encroachment by the licensee and keeping display counters/equipment etc. in veranda or open space in front of/around the shop	Rs. 5,000/- will be imposed for every lapse
7	Non keeping of shops dust-free, mosquito/cockroach/insect-free and improper sanitation	Rs. 5,000/- will be imposed for every lapse
8	Selling items at higher rates than those mentioned in the rate list (Overcharging)	Rs. 10,000/- will be imposed for every lapse
9	Selling poor quality/non-branded/non-FSSAI products and use of plastic cups/glasses	Rs. 5,000/- will be imposed for every lapse

S. No.	Description	Penalty / Action
10	Not maintaining complaint register and failure to get it inspected by DDA, AIIMS Rishikesh fortnightly	Rs. 5,000/- will be imposed for every lapse
11	Non-issue of bills to customers	Rs. 5,000/- will be imposed for every lapse
12	Non-availability of swipe machines / failure of cashless payment systems	Rs. 5,000/- will be imposed for every lapse
13	Non segregation of solid waste as per Solid Waste Management Guidelines	Rs. 5,000/- will be imposed for every lapse
14	Use of electric broadcaster/loudspeaker or any article disturbing hospital atmosphere	Rs. 5,000/- will be imposed for every lapse
15	Non deposition of Bank Guarantee within a month of taking possession	Rs. 5,000/- will be imposed for every lapse
16	Carrying out obnoxious trade like bidi, cigarette, pan masala etc.; violation of 'No Smoking' norms and COTPA Act	Termination of license
17	Employment of child labour in contravention of Labour Employment Act, 1970	License liable to be terminated by Executive Director
18	Non-compliance with Labour Laws (Minimum Wages, ESI, PF, Compensation etc.)	License liable to be terminated by Executive Director
19	Failure to implement fire safety measures and install fire extinguishers as per instructions	Rs. 5,000/- will be imposed for every lapse

- The penalty imposed for violations must be deposited within the stipulated period, failing which interest @ 12% per annum shall be charged.
- The decision of the Executive Director, AIIMS Mangalagiri regarding imposition of penalty shall be final and binding.
- If the licensee fails to deposit the penalty within 15 days from the date of issue of the penalty letter, the amount shall be automatically deducted from the Security Deposit.
- The licensee shall replenish the Security Deposit within one month, failing which the license shall be terminated.
- Any objection to the penalty must be submitted to the Estate Branch/Admin Office within 07 days from the date of issue of the penalty letter.

19. Termination of Contract: Termination of license duly forfeiting PBG, can take place under the following circumstances:

- (a) If the successful bidder defaults in payment of rent for three months consecutively (or) three times in Calendar Year (or) indulgence in undesirable activities Page 6 of 15 (Liquor/Drugs/Thefts/Similar, etc) delinquency in the services, the license can be terminated giving One Month's Notice and the PBG will be forfeited.
- (b) If the contractor fails to start the operations of the shop in the Institute within a period of (30) Thirty Days (from the date of issue of award letter) for whatsoever reasons.
- (c) Non-payment of PBG and failing to enter into an Agreement in the stipulated period of 15 Days after issue of award letter.
- (d) The Institute reserves the right to terminate the license with One Month's Notice, without assigning any reasons.
- (e) On the expiry of the contract
- (f) By giving one month notice by Institute on account of:

- i) Assigning the contract or any part thereof to any Sub Bidder;
 - ii) On Bidder being declared insolvent by competent Court of Law.
- (g) During the notice period for termination of the contract, in the situation contemplated above, the Bidder shall keep on discharging his duties as before till the expiry of notice period.
- (h) Immediate termination of the contract under the following circumstances
- i) On account of unsatisfactory performance
 - ii) Committing breach in Terms and Conditions of this agreement by the Bidder
 - iii) Persistently neglected to carry out his obligations under the contract.
- (i) Failure of the Successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for forfeiture of performance security.

20. Force Majeure: -

- (i) For purposes of this clause, Force Majeure means an event beyond the control of the supplier and not involving the supplier's fault or negligence and which is not foreseeable and not brought about at the instance of, the party claiming to be affected by such event and which has caused the non – performance or delay in performance. Such events may include, but are not restricted to, wars or revolutions, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes excluding by its employees, lockouts excluding by its management.
- (ii) If a Force Majeure situation arises, the supplier shall promptly notify the Purchaser/Consignee in writing of such conditions and the cause thereof within twenty-one days of occurrence of such event. Unless otherwise directed by the Purchaser/Consignee in writing, the supplier shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.
- (iii) If the performance in whole or in part or any obligation under this contract is prevented or delayed by any reason of Force Majeure for a period exceeding sixty days, either party may at its option terminate the contract without any financial repercussion on either side.
- (iv) In case due to a Force Majeure event the Purchaser/Consignee is unable to fulfil its contractual commitment and responsibility, the Purchaser/Consignee will notify the supplier accordingly and subsequent actions taken on similar lines described in above sub-paragraphs.

21. Settlement of Disputes

Disputes related to shop rent, management, hygiene, or violation of terms & conditions shall be settled amicably between AIIMS Mangalagiri (Lessor) and the Agency (Lessee). If necessary, an Arbitrator shall be appointed with mutual consent under the arbitration and conciliation Act 1996. Any legal disputes shall be subject to the courts in the Andhra Pradesh jurisdiction only.

22. Applicable Law & Jurisdiction of Courts

- a. The contract shall be governed by and interpreted in accordance with the laws of India for the time being in force.
- b. All disputes arising out of this tender will be subject to the jurisdiction of courts of law in Mangalagiri/Vijayawada/Guntur (Andhra Pradesh, India) only.

SPECIAL TERMS & CONDITIONS

1. The bidder must be located within a **450 km radius**, and their registered office should be in Krishna or Guntur Districts.
2. **Provision of Space & Installation Responsibilities**
AIIMS Mangalagiri will provide only the infrastructure space, while the awarded bidders are responsible for installing the furniture and fixtures at their own expense.
3. **Structural Modifications**
The contractor shall not carry out any permanent structural modification to the premises.
4. Successful Bidder has to pay license fee on or before 05th of every month along with Electricity & Water charges.
5. **Termination & Cancellation**
 - a) Sudden closure of the premises and stoppage of work without prior permission from the Executive Director, AIIMS Mangalagiri, may result in the cancellation of the license/ contract and forfeiture of the security deposit in addition to blacklisting of the firm forthwith.
 - b) The contract may be terminated by the Contractor after giving a notice of One month. However, AIIMS Mangalagiri can terminate the contract after giving a one-month notice period. During the initial period of three months, AIIMS Mangalagiri may terminate the contract with one week's notice. In case of termination due to poor performance or the Contractor's early termination, the security deposit will be forfeited.
6. **Contract Agreement**
A detailed contract agreement as per the terms of AIIMS Mangalagiri shall be executed by the successful agency for shop within 15 days of receiving the Letter of Award from AIIMS Mangalagiri.
7. **Government Certificates & Licenses**
According to the respective category of the shop, the lessee shall possess all mandatory government certificates/licenses/approvals to run the business.
8. **Premises Maintenance & Sanitation**
 - a) The lessee shall be responsible for the maintenance of cleanliness, repairs, and high hygiene standards. This includes proper sanitation, prevention of infectious diseases, pest control, and maintenance of fixtures, fittings, and additional facilities like electricity and cooking gas.
 - b) The lessee must ensure the premises remain clean and free from unhygienic conditions. A penalty point no. 18 in General Terms & Conditions will be imposed if the premises/workers are found to be unclean
9. **Compliance with Laws**
The lessee, their agents, and employees must comply with all applicable laws, including the Shops & Establishment Act, Factory Act, Industrial Disputes Act, Minimum Wages Act, Labor Laws, and hygiene regulations. This also covers laws related to sanitation, cleanliness, product quality, and waste disposal.
10. No child worker should be employed by the firm/agency/contractor to run the shop and the agency should abide by labour & insurance law.
11. The running of shop will be subject of laws and bylaws of the Institute.

12. The successful bidder and its staff will make their own residential arrangement outside the premises of AIIMS Mangalagiri No one will be granted permission to stay in the shop during the night or during non-functional hours.
13. AIIMS Mangalagiri shall bear no responsibility for any accident/mishap to any of the employees of the lessee during performance of his/her duties. The institute shall not be responsible for any type of compensation, if any labour is injured/dies while on duty. Cost of Personal insurance of each labour has to be borne by the successful bidder.
14. The contractor(s) shall issue printed bills with GST for all items sold by them and shall be responsible for depositing the GST to the Govt. agencies as per Govt. norms. All mandatory taxes like GST, etc. shall be mentioned on the bill wherever applicable.
15. The contractor should enable online/digital payment gateways in the campus. The QR Code Scanner or the PoS/Swipe machine should be in the name of the firm/agency/contractor only. Penalty will be charged in case of any default on this part.
16. Single use plastic & disposables will be totally prohibited inside the campus.
17. AIIMS Mangalagiri reserves the right to fix the rates of the items of the successful vendor in case of rates of items found relatively higher than those of prevailing market rates.
18. Non-payment of Licence fee, the electricity charges and water charges within time shall be deemed to be a serious breach of the contract and may lead to termination of the contract at the discretion of the Institute and which shall be subject to challenge by the licensee under any circumstances, whatsoever. Further, if the dues of electricity consumption remain unpaid for up to three months, the electricity connection shall be disconnected without giving any notice, in this behalf.
19. The licensee shall use the premises ONLY for which it has been given by the Institute under the contract. The use of the premises for other purposes will lead to the suspension/termination of the contract.
20. **Hygiene & Product Quality Standards**
The lessee must ensure that items sold/served conform to the hygiene and quality standards prescribed by relevant authorities, including the Prevention of Food Adulteration Act, 1954 (if applicable).
21. The successful bidder will have to register its all employees who will be working in the shop along with a Uniforms & ID cards mandatory for all shop employees. List of employees list to be submitted to Admin along with documents like Police verification, Aadhar Card, Character certificate from Gazetted Officers
22. **Display of Rate List**
A rate list must be displayed prominently at the respective outlet at all times.
23. **Prohibition of Certain Items**
The sale/serving/consumption/storage or promotion of alcoholic beverages, tobacco, pork, and/or beef etc., is strictly prohibited.
24. **Pricing of Goods**
 - a) Products to be sold at MRP.
 - b) For non-MRP items rate list to be submitted for admin approval of AIIMS Mangalagiri.
25. **Working Hours**
The store shall function on all days, including weekends and holidays, from 6:00 AM to 10:00 PM, or as directed by the Institute from time to time. The Licensee shall ensure

uninterrupted availability of essential items for patients, attendants, staff, and visitors.

26. Influence or Canvassing

Any form of canvassing or influencing the decisions of the authorities will result in disqualification of the applicant.

27. Physical Inspections

- a) The committee or officer appointed by the Executive Director, AIIMS Mangalagiri, shall conduct random/periodical inspections to check cleanliness and decorum.
- b) Any discrepancies (e.g., personal hygiene or worker misbehaviour) will result in a fine as per the penalty clause point no. 20 in General Terms & Conditions.
- c) The Director of AIIMS Mangalagiri reserves the right to terminate the contract and forfeit the security deposit in case of all/any violations. The decision of the Director, AIIMS, Mangalagiri shall be final and binding.

28. Shop Eviction & Rent

In case of non-eviction after the permitted period, AIIMS Mangalagiri shall charge double rent and initiate legal action as per the PP Act.

29. The lessee shall deliver vacant possession of the premises intact upon expiry or termination of the contract. Failure to do so The AIIMS Mangalagiri reserves its right to take possession of the premises and forfeit the security deposit.

30. Subletting

The lessee shall not sublet or authorize any other firm to run the shop(s) without prior permission from AIIMS Mangalagiri. Any deviation shall be treated as a breach of the contract with consequences.

31. Complaint Register

The lessee must maintain a complaint register and present it weekly to the Administrative Officer, AIIMS Mangalagiri, to address concerns raised by employees or students.

32. Fire Safety

The lessee shall, at their own cost, install firefighting equipment and ensure proper fittings.

33. Indemnification

The lessee shall indemnify AIIMS Mangalagiri against any claims or damages arising from the lessee's failure to comply with applicable laws.

34. Expiration or Termination of License

Upon expiry or termination of the license, the lessee must vacate the premises and return it to the licensor in intact condition.

35. Public Premises & Jurisdiction

The leased shops are public premises as defined in the Public Premises (Eviction of Unauthorized Occupants) Act, 1971. Disputes between the parties will be resolved as per this Act and within the jurisdiction of Andhra Pradesh.

CHECK LIST FOR TERMS AND CONDITIONS

A. Checklist of documents to be submitted online:

S.No	Documents	Uploaded (Yes/No)	Ref. Page No.
a)	Signed and scanned copy of duly attested copy of PAN, GST & Firm registration certificate or Certificate of Incorporation		
b)	Signed and Scanned copy of Tender Acceptance letter Annexure I		
c)	Signed and scanned copy of Power of Attorney Annexure III		
d)	Copy of duly attested copy of Profile of firm Annexure II		
e)	Copy of duly attested copy of EMD		
f)	Copy of Labor license		
h)	Copy of firm EPF & ESI Copy		
i)	Proof of work experience for a period of 05 years for running departmental stores PO's along with satisfactory certificate Annexure VI		
j)	Signed and Scanned Copy of affidavit as per Annexure IV		
k)	copy of Balance sheets and profit loss statements for the last three successive years duly certified by the Chartered Accountants. (Minimum avg. annual Turnover as mentioned in tender document) and Annexure V		
l)	Attach copy of last three years' Income Tax Return.		

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,
 The Director, AIIMS Mangalagiri

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: _____

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/ Work' from the web site(s) namely:
 _____ as per your advertisement, given in the above-mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

PROFILE OF THE ORGANIZATION/COMPANY/FIRM
(To be given on Company Letter Head)

FORM A: Particulars of the Firm/Company/Agency		
1.	Name of the firm/Company/Agency	
2.	Type of Firm/Company (Individual/ proprietary/ partnership/ public/private/ limited/ if any specify)	
3.	Type of business (Manufacturer/ Authorized Agent/ Consulting company/ if any specify)	
4.	Website	
5.	Year of Establishment	
6.	Permanent Account No (PAN)	
7.	GST Registration Certificate No	
8.	Communication Address	
9.	Email ID	
10.	Telephone/Phone Number	
Particulars of the firm representative		
11.	Name of the contact person	
12.	Designation	
13.	Email ID	
14.	Mobile No.	

FORM B: Particulars of Firm Bank Details		
15.	Name of the account holder / Firm	
16.	Account Number	
17.	Name of the Bank & Branch	
18.	IFSC Code	
19.	MICR code	
20.	Type of account	
21.	Address	
<p><i>*Please attach a Cancelled Cheque along with the account information form.</i></p>		

I hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information I would not hold the user institution responsible. I have read the option invitation letter and agree to discharge responsibility expected or me as a participant under the scheme.

Certified that the particulars furnished above are correct as per our records.

Signature of the Authorized

Date:

Designation Office Seal of the Bidder)

**POWER OF ATTORNEY
(On a Stamp Paper of relevant value)**

I/ We.....
(name and address of the registered office) do hereby constitute, appoint and authorize Sri/Smt
..... (Name and address) who
is presently employed with us and holding the position of.....as
our attorney, to act and sign on my/our behalf to participate in the tender
no..... for
(goods/service/work name).

I/ We hereby also undertake that I/we will be responsible for all action of
Sri/Smt..... Undertaken by him/her during the tender
process and thereafter on award of the contract. His / her signature is attested below

Dated this the __ day of 20_ For _____

(Name, Designation and Address) Accepted

(Signature)

(Name, Title and Address of the Attorney) Date: _____

AFFIDAVIT

**DECLARATION REGARDING CRIMINAL LIABILITY, BLACKLISTING /
DEBARRING AND NON-PENALIZE/ PUNISH FOR TAKING PART IN TENDER**

*(To be executed & attested by Public Notary / Executive Magistrate on Rs.100/- non judicial
Stamp paper by the Tenderer)*

I, _____
Proprietor/Director authorized signatory of the agency/Firm (M/s _____
_____), do hereby solemnly affirm and declare as follows:

1. I am authorized signatory of the agency/firm and is competent to sign this affidavit and execute this tender document;
2. I have carefully read and understood entire tender document including all the terms and conditions of the tender and undertake to abide by them;
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
4. I/We further undertake that no case/enquiry/investigation is pending with the police/court/vigilance or any government body against the Proprietor/Partner/Director etc. as individual or against legal entity of the Company /Firm/Agency.
5. I/We further undertake that none of the Proprietor/Partners/Directors of the firm/Agency has not been banned /suspended/blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India and should not have any litigation in any of the labour court(s).

or

I / We _____(Tenderer) hereby declare that the Firm / agency namely M/s. _____was blacklisted or debarred by Union / State Government or any Organization from taking part in Government tenders for a period of years w.e.f. _____to _____. The period is over on _____and now the firm/company is entitled to take part in Government tenders.

6. I / We hereby declare that the firm / agency namely has not been penalized in the past years by Labour Court, EPFO & ESI by way imprisonment.

or

7. I/ We _____(Tenderer) hereby declare that the Firm / agency namely M/s. _____

has been penalized / punished by Union / State Government or any Organization from taking part in Government tenders for a period of years w.e.f. _____ to _____ The period is over on _____ and now the firm/ company is entitled to take part in Government tenders.

8. I/We further undertake to report to the F I/C (Procurement) of Procurement Office, AIIMS, Mangalagiri immediately after we are informed but, in any case, not later 15 days, if the Firm/Agency in which Proprietor/Partners/Directors of Firm/Agency which is banned/suspended in future during the Contract with you.
9. I/We further undertake that our firm/company is fulfilling all the terms and conditions/eligibility criteria obvious/explicit or implied/implicit recorded anywhere in the tender document. If at any time including the currency of the Contract, any discrepancy is found relating to our eligibility or the process of award of the contract criteria, this may lead to termination of contract and/or any other action deemed fit by the Institute.
10. In case the above information found false, I / we are fully aware that the tender/ contract will be rejected / cancelled by the AIIMS Mangalagiri, and SD (Security Deposit) shall be forfeited.
11. In addition to the above, the AIIMS, Mangalagiri will not be responsible to pay the bills for any completed /partially completed work.

(Signature of the Bidder)

Attested:

(Public Notary / Executive Magistrate)

Name:

Date
Place:

Designation

Seal of the Agency

I/We do hereby solemnly declare and affirm that the above declaration is true and correct to the best of my knowledge and belief. No part of it is false and nothing has been concealed therein.

Deponent

ANNUAL TURNOVER STATEMENT

(At the Letter Head of Chartered Accountant)

I/We have examined the books of account and other relevant records of
 (bidding firm name), having its registered office at..... (full
 address of bidding firm) and do hereby certify that:

(1) Annual gross turnover as per Annual Accounts of the firm for last three years is as under-

Sl. No.	Financial year	Turnover
1.	2023-2024	
2.	2024-2025	
3.	2025-2026	

(2) Average turnover of the firm for last three financial years is Rs.

Signature of CA (with stamp of Firm)

Name-

(Registration No.....)

(Chartered Accountant)

UDIN Number:

Firm name- Proprietor name Signature (with
 stamp)

Date-

ANNEXURE – VI

Format of Experience certificate

Contract No./Supply order No.	Name of the Purchaser*	Description of work	Qty Supplied	Value of Contract (Rs. In Lakhs)	Date of issue of work order	Stipulated period of completion	Actual date of completion

* Attach certificate(s) of workorders/Contract Agreements.