



आरोग्यम् परमं सुखम्

**NOTICE INVITING
“EXPRESSION OF INTEREST”
FOR OPERATING QUICK-SERVICE
RESTAURANT
WITHIN AIIMS DEOGHAR,
DEVIPUR CAMPUS,
JHARKHAND**

EOI No.: AIIMS Deoghar/Admin/Campus/Shops/2026-27/03/03

Dated: 13/08/2026

Website: <https://www.aiimsdeoghar.edu.in/>

Email Id: procurement@aiimsdeoghar.edu.in

“EXPRESSION OF INTEREST” FOR OPERATING QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR

“NOTICE INVITING “EXPRESSION OF INTEREST” FOR OPERATING QUICK-SERVICE RESTAURANT WITHIN AIIMS DEOGHAR”

Sealed applications in two separate envelopes, namely **Technical Application** and **Financial Application**, are invited under this **Expression of Interest (EOI)** by the All-India Institute of Medical Sciences (AIIMS), Deoghar, Jharkhand from reputed, competent, and experienced agencies/firms for allotment and operation of a QUICK-SERVICE RESTAURANT within the AIIMS Deoghar, Devipur Campus, Jharkhand.

CRITICAL DATE SHEET

EOI Published Date	13/08/2026 on AIIMS Website and Newspaper
Pre-Application meeting Date and Time	20/08/2026; 03:00 PM
Last Date & Time for Submission of Applications	03/09/2026; 05:00 PM
Date of Opening of Technical & Financial Applications	07/09/2026; 12:00 PM (The Technical and Financial Applications shall be opened in the presence of the duly constituted AIIMS Deoghar Committee and the participating bidders or their authorized representatives who choose to be present at the time of opening.)
Pre-Application meeting Place and Opening of Technical & Financial Applications	Procurement Cell, Room No.-30, 1st Floor, Ayush Block, AIIMS, Deoghar, Jharkhand - 814152
Application Fee	@ ₹1,500/- (Rupees One Thousand Five Hundred Only) (Mandatory and Non-Refundable) shall be submitted in the form of a Demand Draft drawn in favour of the Executive Director & CEO, AIIMS Deoghar, payable at Deoghar. The original Demand Draft shall be submitted offline along with the Technical Application (Envelope-A).
Earnest Money Deposit (EMD)	@ ₹50,000 (Rupees Fifty Thousand Only), shall be submitted in the form of a Demand Draft in favour of the Executive Director & CEO, AIIMS Deoghar, payable at Deoghar. The original Demand Draft shall be submitted offline along with the Technical Application (Envelope-A). <i>EMD exemption/relaxation shall be applicable as per Government of India norms, wherever applicable.</i>
Performance Bank Guarantee (PBG)	Performance Bank Guarantee (PBG) shall be equivalent to three (03) months' licence fee, as a one-time deposit. The same shall remain valid for a period of 15 months and be in favour of the ED & CEO, AIIMS Deoghar.
Address for Communication	Tender Office, Procurement Cell, Room No.-30, 1st Floor, Ayush Block, AIIMS, Deoghar, Jharkhand - 814152
Office E-mail ID:	procurement@aiimsdeoghar.edu.in

DISCLAIMER

1. This Expression of Interest (EOI) is not an offer by the All-India Institute of Medical Sciences (AIIMS), Deoghar, but merely an invitation to receive applications from interested firms/agencies. No contractual obligation whatsoever shall arise unless and until a formal Agreement is executed between AIIMS Deoghar and the selected applicant by the duly authorized officer(s) of the Institute.
2. The Executive Director, & CEO, AIIMS reserves the right to reject any or all applications without assigning any reason.

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All India Institute of Medical Sciences, Deoghar

Website: <https://www.aiimsdeoghar.edu.in/>

AIIMS Deoghar invites **Applications/Expressions of Interest (EOI)** from reputed companies or their authorized dealers, channel partners, franchisees, or eligible agencies/firms for allotment and operation of a QUICK-SERVICE RESTAURANT within the AIIMS Deoghar, Devipur Campus, Jharkhand. The QUICK-SERVICE RESTAURANT is intended to cater to the daily needs of patients, attendants, faculty, staff, students, residents, and visitors by providing quality food and beverage services within the campus. One (01) QUICK-SERVICE RESTAURANT shall be allotted, subject to the approval of the Competent Authority of AIIMS Deoghar.

The allotment shall initially be for a period of **one (01) year**, which may be extended for a further period of up to Maximum **two (02) years**, one year at a time, subject to satisfactory performance of the agency and approval of the Competent Authority, AIIMS Deoghar.

Sl. No.	Category	Number of Shop
1.	QUICK-SERVICE RESTAURANT	1

The category-wise List of Shop items is furnished below for reference and compliance. The successful Applicant shall maintain adequate stock and ensure continuous availability of the listed items during the contract period. This List of Items shall constitute a part of the EOI document and shall be binding on the successful Applicant unless otherwise modified or approved by AIIMS Deoghar.

Sl. No.	Category	Menu Items
1	Signature Chicken Burgers	Chicken Zinger Burger, Spicy Chicken Zinger Burger, Chicken Zinger Pro Burger, Gold Edition Chicken Zinger Burger
2	Vegetarian Burgers	Veg Zinger Burger, Veg Zinger with Cheese, Gold Edition Veg Zinger Burger, Indian Paneer Zinger Burger, Chana Burger
3	Chicken Buckets	Hot & Crispy Chicken Bucket, Variety Bucket, Boneless Chicken Bucket, Chicken Bucket, Chicken & Fries Bucket
4	Chicken Pieces	1 Pc Hot & Crispy Chicken, 2 Pc Hot & Crispy Chicken, 4 Pc Hot & Crispy Chicken
5	Hot Wings	4 Pc Hot Wings, 8 Pc Hot Wings, Hot Wings Bucket
6	Chicken Strips	Peri Peri Chicken Strips
7	Popcorn Chicken	Regular Popcorn Chicken, Medium Popcorn Chicken, Large Popcorn Chicken
8	Wraps & Rolls	Shawarma Chicken Wrap, Tandoori Chicken Roll, Thai Spicy Chicken Roll, Indian Spicy Veg Roll, Veg Wraps, Non-Veg Wraps
9	Rice Bowls & Rice Meals	Chicken Rice Bowl, Veg Rice Bowl, Chicken Rice Box, Veg Rice Box, Quick Rice Bowl (Veg), Quick Rice Bowl (Non-Veg)
10	French Fries	Medium Fries, Large Fries

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Sl. No.	Category	Menu Items
11	Dips & Sauces	Tandoori Masala Dip, Nashville Hot Pepper Dip, Naagin Original Sauce, Naagin 65 Sauce, Pack of 4 Dips
12	Indian Meals & Snacks	Veg Thali, Chole Bhature, Samosa, Pav Bhaji, Vada Pav
13	Street Food & Chaat	Golgappa, Chaat and other similar Indian street-food items
14	South Indian Items	Dosa and other similar South Indian fast-food items
15	Sandwiches	Veg Sandwiches, Non-Veg Sandwiches, Grilled Sandwiches and other similar sandwich preparations
16	Pasta & Noodles	Veg Pasta, Non-Veg Pasta, Veg Noodles, Non-Veg Noodles and other similar preparations
17	Momos	Veg Momos, Non-Veg Momos, Fried Momos, Steamed Momos and other similar varieties
18	Meal Combos	Chicken Burger Meal, Veg Burger Meal, Chicken Rice Box Meal, Veg Rice Box Meal, Shawarma Meal, Snack Box, Family Meal, Chicken Combo Meal
19	Family Meals	Family Bucket Meal, Variety Bucket Meal, Chicken & Fries Family Meal
20	Desserts	Chocolate Mousse, Brownie, Soft Serve Ice Cream
21	Beverages	Cool Drinks, Packaged Drinking Water
22	Add-ons	Cheese Slice, Extra Dip, Extra Sauce
23	Packaging	Meal Boxes, Buckets, Paper Bags, Food Containers, Paper Cups, Tissue Napkins

- Note:**
1. Additional (add-on) items, if required, shall be supplied based on the client's demand and subject to the approval of the AIIMS Management.
 2. The shop shall maintain records of customer demand for non-stocked items and make such records available to AIIMS Deoghar upon request. Based on demand, the shop shall ensure the future availability of such items.

Instructions to the Applicants / Interested Agencies

1. The **Expression of Interest (EOI)** document may be downloaded from the official website of AIIMS Deoghar: <https://www.aiimsdeoghar.edu.in/>.
2. Interested applicants shall submit their applications in **offline mode** in **two separate sealed envelopes**, namely:
 - **Envelope-A:** Technical Application
 - **Envelope-B:** Financial Application
 - **The two sealed envelopes, namely Envelope-A (Technical Application) and Envelope-B (Financial Application), shall be enclosed in one larger**

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sealed envelope, duly superscribed with the title of the EOI, and Deposited in the Tender Box placed at the Central Dispatch Desk, 4th Floor, Academic Building, AIIMS Deoghar, Jharkhand – 814152, on or before 03/09/2026; 05:00 PM. Applications received after this shall not be considered.

3. The QUICK-SERVICE RESTAURANT shall be allotted through the EOI process to the applicant declared successful in accordance with the terms and conditions of this EOI and the approval of the Competent Authority, AIIMS Deoghar.
4. The selected agency shall carry out all interior works, installation of fixtures, furniture, equipment, and other necessary arrangements at its own cost. AIIMS Deoghar shall provide only the designated space and shall not bear any expenditure towards establishment or construction of the QUICK-SERVICE RESTAURANT.
5. Applicants are advised to carefully read all the instructions, eligibility criteria, terms & conditions, and other provisions of this EOI before submitting their applications.
6. All pages of the application, including supporting documents, shall be **serially numbered, signed, and sealed** by the authorized signatory of the applicant. No page of the EOI document shall be removed, altered, or detached.
7. Water and electricity charges shall be payable by the successful applicant based on actual consumption as per the applicable rates. AIIMS Deoghar shall not bear any additional expenditure on this account.
8. **Selection Criteria:** The applicant quoting the **highest monthly licence fee/rent**, subject to fulfilment of all eligibility criteria and successful technical evaluation, shall be declared the **Highest Evaluated Applicant (H1)** and shall be considered for allotment of the QUICK-SERVICE RESTAURANT. In the event the H1 applicant fails to complete the required formalities or fails to establish the QUICK-SERVICE RESTAURANT within the stipulated period, AIIMS Deoghar may consider the H2 applicant at the rent quoted by H2, subject to the approval of the Competent Authority. AIIMS Deoghar reserves the right to verify the documents submitted by the applicants and to reject any application not meeting the prescribed eligibility criteria or EOI conditions at any stage before finalization.
9. **Submission of Application:** The application shall be submitted **offline** in **two separate sealed envelopes**, namely **Technical Application** and **Financial Application**. All documents submitted with the application shall be duly signed, sealed, serially numbered, and enclosed in the respective envelopes.

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

I. Interested agencies/firms may submit their **Expression of Interest (EOI)** in accordance with the terms and conditions prescribed in this document. Applicants are advised to carefully review the eligibility criteria and other requirements before submitting their applications.

II. The EOI document may be downloaded from the official website of AIIMS Deoghar: <https://www.aiimsdeoghar.edu.in/>.

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III. Only those applications that fulfil the eligibility criteria and comply with all the terms and conditions of this EOI shall be considered for evaluation. Applications found to be incomplete, non-responsive, or not in conformity with the prescribed requirements at any stage shall be liable to rejection.

IV. Interested applicants may seek clarification, if any, from the Procurement Cell, AIIMS Deoghar through e-mail at procurement@aiimsdeoghar.edu.in, provided that such requests are received at least **07 (seven) days** prior to the last date of submission of applications.

V. Corrigendum, addendum, modifications, clarifications, if any, shall be published only on the official website of AIIMS Deoghar. Applicants are advised to regularly visit the Institute's website for updates before submitting their applications.

VI. Applicants shall submit all the documents specified under the **Eligibility Criteria/Technical Application**. Applications not accompanied by the required documents shall be liable to rejection.

VII. Applicants are advised to submit their applications well before the prescribed last date and time. AIIMS Deoghar shall not be responsible for any delay in submission due to postal delay, courier delay, or any other reason beyond the control of the Institute. Applications received after the prescribed deadline shall not be considered.

VIII. The detailed terms and conditions governing this EOI are contained in this document.

IX. The Competent Authority, AIIMS Deoghar, reserves the right to accept or reject any or all applications, either wholly or partly, or to cancel the EOI process at any stage without assigning any reason whatsoever, and its decision shall be final and binding.

X. Applications containing overwriting, unauthenticated corrections, alterations, or erasures are liable to be rejected. Any correction made in the application shall be duly authenticated by the authorized signatory with signature and seal.

XI. Canvassing in any form in connection with this EOI is strictly prohibited. Any applicant found indulging in canvassing shall be liable for rejection of the application.

XII. Applicants shall submit all the duly filled and signed Annexures prescribed in this EOI along with the Technical Application.

XIII. The applicant shall submit an **Earnest Money Deposit (EMD) of ₹50,000/- (Rupees Fifty Thousand only)** in the form of a Demand Draft drawn in favour of **The Executive Director & CEO, AIIMS Deoghar**, payable at **Deoghar**. The original Demand Draft shall be enclosed in the **Technical Application (Envelope-A)**. Applications not accompanied by the prescribed EMD shall be rejected. However, Micro and Small Enterprises (MSEs), if otherwise eligible under the applicable Government of India guidelines, shall be exempted from submission of EMD, subject to submission of valid supporting documentary evidence.

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The evaluation of applications shall be carried out in the following stages:

A. Technical Evaluation (Eligibility Criteria)

Applications received shall first be evaluated to ascertain whether the applicants fulfil the prescribed eligibility criteria and have submitted all the required documents. Only those applicants found technically responsive and eligible shall be considered for the next stage.

B. Financial Application Evaluation

The Financial Applications of only those applicants who qualify in the Technical Evaluation shall be opened. The applicant quoting the **highest monthly licence fee/rent** shall be declared the **Highest Evaluated Applicant (H1)** and shall be considered for allotment of the QUICK-SERVICE RESTAURANT, subject to approval of the Competent Authority, AIIMS Deoghar.

A. Technical Evaluation / Eligibility Criteria

The applications received shall be scrutinized based on the following eligibility criteria. The applicant shall submit documentary evidence in support of each criterion:

1. The Applicant should have a minimum of five (05) years' experience in operating Quick-Service Restaurant business at Central Government/State Government Organizations, Institutes of National Importance (INIs), IIMs, IITs, NITs, Central/State Autonomous Bodies, Public Sector Undertakings (PSUs), and/or the Airports Authority of India (AAI). The experience shall be reckoned from the date of establishment of the business or the date of GST registration, whichever is later.
2. The Applicant shall submit documentary evidence in support of the experience claimed, including GST Registration Certificate, Certificate of Incorporation/Establishment, Trade Licence, Work Orders, Agreements, or any other relevant documents.
3. The applicant shall have an Average Annual Turnover of not less than ₹50.00 Lakhs (Rupees Fifty Lakhs only) during the last three completed financial years, i.e., 2023-24, 2024-25, and 2025-26. The turnover shall be substantiated by audited financial statements & certificate issued by a Chartered Accountant with valid UDIN No.
4. Copies of **Income Tax Returns (ITRs)** for the last three financial years ending **31st March, 2026** shall be submitted.
5. Valid **Trade License/Shop & Establishment Registration/Enlistment Certificate**, as applicable.
6. Valid **GST Registration Certificate** along with the latest GST Return/Payment Challan.
7. Valid **Food Safety and Standards Authority of India (FSSAI) Licence**.

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8. In case the applicant is an authorized dealer, channel partner, or franchisee of a company, a valid **Authorization Letter/Franchise Agreement/Authorization Certificate** issued by the parent company shall be submitted.
9. Valid **Registration Certificate** of the firm/company/proprietorship/partnership/LLP, as applicable.
10. Documentary evidence indicating the number of QUICK-SERVICE RESTAURANTS operated by the parent company across India.
11. **Profile of the Applicant** in the prescribed format as provided in the relevant Annexure.
12. All other documents, declarations, undertakings, and Annexures, duly filled, signed, and sealed, as prescribed in this EOI document.

Note: During the Technical Evaluation, the applicant shall submit all supporting documents with proper page numbering and a page reference/index for easy verification. Applications not supported by the requisite documentary evidence shall be liable to rejection.



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B. Financial Application Evaluation

1. The Financial Applications of only those applicants who are declared technically qualified shall be opened for evaluation.
2. The applicant quoting the **highest monthly license fee/rent** for the QUICK-SERVICE RESTAURANT shall be declared the **Highest Evaluated Applicant (H1)** and shall be considered for allotment of the QUICK-SERVICE RESTAURANT, subject to fulfilment of all terms and conditions of this EOI and approval of the Competent Authority, AIIMS Deoghar.
3. The **minimum reserve license fee/rent** for the QUICK-SERVICE RESTAURANT is fixed at **₹14,625/- (Rupees Fourteen Thousand Six Hundred Twenty-Five only) per month**, calculated at the rate of **₹65/- per sq. ft.** for an area of **225 sq. ft.** Applicants shall quote a monthly license fee/rent **equal to or higher than** the prescribed reserve amount. Any Financial Application quoting an amount below the reserve license fee/rent shall be treated as **non-responsive** and shall be **rejected**.
4. In the event of a tie where two or more bidders quote the same highest monthly licence fee, the bidder having the longer experience in the relevant category of business, reckoned from the date of establishment of the business or GST registration (whichever is later), shall be ranked higher and considered for allotment.
5. If the tie persists even after applying the above criterion, the successful applicant shall be decided in such manner as may be determined by the **Competent Authority, AIIMS Deoghar**, and the decision of the **Executive Director & CEO, AIIMS Deoghar** shall be final and binding on all applicants.

General Terms and Conditions:-

1. Pre-Application Meeting:

All prospective and interested applicants may attend the **Pre-Application Meeting** to be held at the **Procurement Cell, Room No. 30, 1st Floor, Ayush Block, AIIMS Deoghar, Jharkhand – 814152**, on **20/08/2026 at 03:00 PM**.

Any clarification, modification, addition, or amendment arising out of the Pre-Application Meeting shall be issued, if considered necessary, in the form of a **Corrigendum/Addendum** and shall be published only on the official website of **AIIMS Deoghar**. Applicants are advised to regularly visit the Institute's website for updates and submit their applications in accordance

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with the revised provisions, if any. No separate advertisement or individual communication shall be issued regarding such Corrigendum/Addendum.

2. Amendments in EOI Documents:

At any time up to **07 (seven) days** prior to the last date for submission of applications, AIIMS Deoghar may, for any reason, either on its own initiative or in response to a request for clarification from any prospective applicant, modify the provisions of this **Expression of Interest (EOI)** by issuing a **Corrigendum/Addendum**.

All Corrigenda/Addenda shall be published only on the official website of **AIIMS Deoghar**. AIIMS Deoghar shall not be responsible for issuing individual communications regarding such amendments. All Corrigenda/Addenda issued by AIIMS Deoghar before the prescribed deadline for submission of applications shall form an integral part of this EOI and shall be binding on all applicants.

3. Failure to Commence Operations:

If the successful applicant fails to execute the Licence Agreement, take possession of the allotted QUICK-SERVICE RESTAURANT, commence operations, or complete the required formalities within the stipulated period, the applicant shall nevertheless remain liable to pay the applicable licence fee/rent from the effective date of allotment. In case of failure to pay the licence fee/rent, AIIMS Deoghar shall be entitled to recover the outstanding amount from the Earnest Money Deposit (EMD), Performance Bank Guarantee (PBG), or any other dues payable to the applicant.

In the event of repeated default in payment of the licence fee/rent, failure to commence or continue operations, or breach of the terms and conditions of this EOI/Agreement, AIIMS Deoghar reserves the right to cancel the allotment/licence, forfeit the Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG), and take such other action as deemed appropriate under the terms of the Agreement.

4. Fall Clause:

If, at any time during the validity of the Licence Agreement, the successful applicant sells the same food or beverage items at a lower rate in any other outlet operated by it under similar conditions, the applicant shall immediately inform AIIMS Deoghar and shall correspondingly revise the rates applicable to the QUICK-SERVICE RESTAURANT at AIIMS Deoghar. AIIMS Deoghar reserves the right to direct revision of the approved rate list in the interest of patients, attendants, staff, students, and other consumers, and the successful applicant shall comply with such directions.

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5. Performance Bank Guarantee (PBG):

(a) The successful applicant shall furnish a **Performance Bank Guarantee (PBG)** shall be **equivalent to three (03) months' licence fee**, as a one-time deposit. The same shall remain valid for a period of 15 months and be in favour of the Executive Director & CEO, AIIMS Deoghar, within **15 (Fifteen) days** from the date of issue of the Letter of Award (LoA)/Letter of Intent (LoI). The Performance Security Deposit shall be liable to forfeiture, either wholly or partly, in the event of any breach of the terms and conditions of the Licence Agreement, non-payment of licence fee or other dues, unsatisfactory performance, or violation of any provisions of this EOI.

(b) The **Performance Bank Guarantee** shall remain valid for the entire tenure of the Licence Agreement and **90 (Ninety) days** beyond the completion of all contractual obligations. In the event of extension of the Licence Agreement, the successful applicant shall suitably extend the validity of the Performance Security Deposit for the corresponding extended period.

(c) The successful applicant shall execute a **Licence Agreement** with AIIMS Deoghar on non-judicial stamp paper of appropriate value within the prescribed period after acceptance of the Letter of Award (LoA)/Letter of Intent (LoI), failing which AIIMS Deoghar shall be at liberty to cancel the allotment and take appropriate action as per the terms of this EOI.

6. The applicant shall submit the complete **EOI document**, including all Corrigenda/Addenda, if any, duly signed and sealed on each page as a token of acceptance of all the terms and conditions contained therein.
7. The applicant shall submit a duly signed and sealed **Compliance Statement** confirming compliance with the eligibility criteria, technical requirements, and operational conditions prescribed in this EOI, along with the supporting documents, wherever applicable.
8. Conditional applications or applications containing deviations from the prescribed terms and conditions of this EOI shall be treated as **non-responsive** and are liable to be rejected.
9. AIIMS Deoghar reserves the right to accept or reject any or all applications, either wholly or partly, without assigning any reason, and to annul or cancel the EOI process at any stage before execution of the Licence Agreement, without incurring any liability whatsoever to the applicants.
10. AIIMS Deoghar reserves the right to modify the area, location, or any other operational requirement of the QUICK-SERVICE RESTAURANT before execution of the Licence Agreement, if considered necessary in the interest of the Institute, without affecting the essential terms and conditions of this EOI.
11. The allotment under this EOI shall be governed by the applicable provisions of the **Public Procurement (Preference to Make in India) Order, 2017**, as amended from time to time,

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wherever applicable. Applicants claiming benefits under the said Order shall submit the requisite documentary evidence in support of their claim.

12. Debarment

- i. An applicant shall be ineligible to participate in this EOI if it has been convicted of an offence:
 - a. Under the **Prevention of Corruption Act, 1988**, as amended; or
 - b. Under the **Indian Penal Code**, the **Bharatiya Nyaya Sanhita**, or any other applicable law for causing loss of life or property, or for acts affecting public health or public interest in connection with execution of any Government contract.
- ii. An applicant who has been debarred by any Central Government Ministry/Department, State Government, Autonomous Body, Public Sector Undertaking, or any other Government procuring entity shall not be eligible to participate during the period of such debarment.
- iii. AIIMS Deoghar reserves the right to debar an applicant from participating in its procurement or allotment processes for an appropriate period if it is found that the applicant has violated the Code of Integrity or breached any condition of this EOI or any agreement executed with the Institute.
- iv. No applicant shall be debarred without being afforded a reasonable opportunity of being heard.

13. Code of Integrity

The applicant shall observe the highest standards of integrity, transparency, and ethical conduct throughout the EOI process and during the tenure of the Licence Agreement. The applicant shall not:

- a. Offer, solicit, or accept any bribe, reward, gift, commission, or other undue benefit to influence the EOI or allotment process.
- b. Make any false statement, conceal material facts, or furnish misleading information.
- c. Indulge in collusive practices, cartelization, Application rigging, or any anti-competitive conduct.
- d. Misuse confidential information obtained during the EOI process for securing an unfair advantage.
- e. Enter into any financial or business arrangement with any official of AIIMS Deoghar that may influence or appear to influence the decision-making process.
- f. Resort to coercion, intimidation, or any act intended to improperly influence the EOI process.

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- g. Obstruct or interfere with any inspection, audit, verification, or investigation conducted by AIIMS Deoghar or any competent authority.
- h. Furnish forged, fabricated, or false documents or declarations for obtaining allotment.
- i. Fail to disclose any actual or potential conflict of interest.

The applicant shall also disclose any previous debarment, blacklisting, or violation of similar provisions by any Government Department, Autonomous Body, or Public Sector Undertaking during the preceding **three years**.

If, at any stage, AIIMS Deoghar determines that an applicant has indulged in corrupt, fraudulent, collusive, coercive, or unethical practices in connection with this EOI, the application shall be rejected or the Licence Agreement shall be terminated, as the case may be, without prejudice to any other action available under law.

14. Applicable Law

- a. The Licence Agreement shall be governed by and construed in accordance with the laws of India and the applicable rules, regulations, orders, and guidelines issued by the Government of India and AIIMS Deoghar from time to time.
- b. Any dispute arising out of or in connection with this EOI or the Licence Agreement shall be subject to the exclusive jurisdiction of the competent Courts at **Deoghar, Jharkhand**.
- c. Any dispute or difference that cannot be resolved mutually shall be referred to arbitration in accordance with the provisions of the **Arbitration and Conciliation Act, 1996**, as amended from time to time. The venue of arbitration shall be **Deoghar, Jharkhand**, and the decision of the Sole Arbitrator shall be final and binding on both the parties.

15. Force Majeure

Neither party shall be held responsible for any delay or failure in performance of its obligations under the Licence Agreement due to events beyond its reasonable control, including but not limited to natural calamities, war, riots, epidemics, pandemics, acts of Government, or any other Force Majeure event. The affected party shall promptly notify the other party in writing, along with documentary evidence, of the occurrence and expected duration of such event.

16. Execution of Licence Agreement

The successful applicant shall, within **15 (Fifteen) days** from the date of issue of the Letter of Award (LoA)/Letter of Intent (LoI), execute a **Licence Agreement** with AIIMS Deoghar on a **Non-Judicial Stamp Paper of appropriate value** as per the applicable Stamp Act. Failure to execute the Licence Agreement within the stipulated period may result in cancellation of the allotment and forfeiture of the Earnest Money Deposit (EMD), unless otherwise decided by the Competent Authority.

17. Licence Conditions

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- a. The Licence Agreement shall initially remain valid for a period of **01 (One) year** from the date of commencement of operations and may be extended for a further period of up to **02 (Two) years**, one year at a time, subject to satisfactory performance and approval of the Competent Authority, AIIMS Deoghar. The Licence may be terminated by AIIMS Deoghar by giving **30 (Thirty) days' written notice**, after providing an opportunity of being heard, in the event of breach of any terms and conditions of the Licence Agreement. During the notice period, the licensee shall continue to operate the QUICK-SERVICE RESTAURANT unless otherwise directed by AIIMS Deoghar.
- b. The licensee shall obtain and maintain, at its own cost, adequate **Third-Party Liability Insurance, Workmen/Employees Compensation Insurance**, and insurance coverage for all equipment, fixtures, and assets installed by the licensee throughout the validity of the Licence Agreement.
- c. The licensee shall comply with all applicable laws, statutory provisions, and the instructions, circulars, and guidelines issued by the Government of India, Government of Jharkhand, Food Safety Authorities, local authorities, and AIIMS Deoghar from time to time.
- d. The licensee shall strictly observe all public health, hygiene, sanitation, food safety, and infection control guidelines issued by the competent authorities during the licence period.
- e. The licensee shall be solely responsible for compliance with the provisions of the **Consumer Protection Act, Food Safety and Standards Act**, and all other applicable laws governing the services provided. AIIMS Deoghar shall not be liable for any claim, dispute, compensation, or legal proceedings arising out of the operations of the QUICK-SERVICE RESTAURANT.

18. Employees, Wages and Insurance

The licensee shall comply with all applicable labour laws, including provisions relating to minimum wages, working hours, EPF, ESI, leave, safety, welfare, and other statutory obligations in respect of its employees engaged at the QUICK-SERVICE RESTAURANT. In the event AIIMS Deoghar is required to make any payment due to the failure of the licensee to comply with such statutory obligations, the Institute shall be entitled to recover the same from the Performance Security Deposit, licence fee, or any other amount payable to the licensee. The licensee shall keep AIIMS Deoghar fully indemnified against all such claims, liabilities, losses, damages, penalties, and legal proceedings arising out of the employment of its personnel and shall execute an **Indemnity Bond** in favour of AIIMS Deoghar, if required.

19. Approval of Menu and Prices

The successful Applicant shall submit the complete menu along with item-wise selling prices to AIIMS Deoghar for approval before commencement of operations. No item shall be sold without prior approval of the Competent Authority.

20. Revision of Selling Prices

The approved selling prices shall remain valid during the contract period. Any revision in

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prices shall be made only with the prior written approval of AIIMS Deoghar after submission of proper justification.

21. Service Level Standards

The Licensee shall ensure prompt service. The average customer waiting time shall ordinarily not exceed 10 minutes for beverages and 15 minutes for food items during normal operating hours.

22. Customer Complaint Redressal

The Licensee shall maintain a Complaint Register and provide a QR Code-based feedback system. All complaints shall be resolved within 24 hours and a compliance report shall be submitted to AIIMS Deoghar, if required.

23. Inspection and Monitoring

AIIMS Deoghar or its authorized committee may conduct inspections at any time without prior notice. The Licensee shall fully cooperate and rectify deficiencies within the time prescribed by the Institute.

24. Food Quality Testing

AIIMS Deoghar reserves the right to collect food or beverage samples for laboratory testing at any time. In case the sample fails to meet prescribed standards, all testing charges and consequential liabilities shall be borne by the Licensee.

25. Price Reasonability

The prices of all food and beverage items shall be reasonable, competitive, and comparable to the prevailing market rates. The final rates shall be mutually finalized in consultation with the AIIMS Deoghar Management at the time of execution/signing of the contract. AIIMS Deoghar reserves the right to require revision of the prices of any item found to be unreasonably or excessively priced at any time during the contract period.

26. Business Continuity

The Licensee shall maintain adequate manpower, backup QUICK-SERVICE RESTAURANT vending machines, and sufficient stock to ensure uninterrupted services during equipment failure, supply disruption, or any other contingency.

27. Digital Payment Facility

The Licensee shall provide multiple digital payment options including UPI, Debit Card, Credit Card, and other cashless payment modes. Printed or electronic receipts shall be issued for every transaction.

28. CCTV Surveillance

The Licensee shall install CCTV cameras covering the service counter and food preparation area. CCTV recordings shall be preserved for a minimum period of 90 days

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and made available to AIIMS Deoghar whenever required.

29. Environmental Protection

The Licensee shall adopt eco-friendly practices including waste segregation, prohibition of single-use plastics, responsible disposal of used cooking materials, and use of biodegradable serving materials.

30. Staff Verification

All personnel deployed by the Licensee shall undergo police verification, medical fitness examination, and possess valid identity cards before deployment within the AIIMS campus.

31. Health and Hygiene Certification

All food handlers shall undergo periodic medical examinations at least once every six months and maintain valid health certificates throughout the contract period.

32. Performance Review

AIIMS Deoghar shall conduct periodic performance reviews based on hygiene, service quality, customer satisfaction, statutory compliance, and operational efficiency. Continuation or extension of the contract shall depend upon satisfactory performance.

33. Conflict of Interest

The Applicant shall declare that neither the Applicant nor any of its Directors, Partners, Proprietors, or their immediate family members has any conflict of interest with AIIMS Deoghar in relation to this EOI.

34. Confidentiality

The Licensee and its employees shall maintain complete confidentiality regarding any information, records, patient details, hospital activities, or official documents accessed during execution of the contract.

35. Exit Management

Upon expiry or termination of the contract, the Licensee shall vacate the allotted premises within the stipulated period, remove all movable assets, restore the premises to its original condition, and clear all outstanding dues before final settlement.

36. Liquidated Damages

In addition to penalties prescribed elsewhere in the EOI, AIIMS Deoghar reserves the right to impose Liquidated Damages for delayed commencement of operations or prolonged interruption of services, subject to a maximum limit as decided by the Competent Authority.

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37. Right to Modify Operational Requirements

AIIMS Deoghar reserves the right to modify menu requirements, service standards, safety measures, or other operational conditions in public interest. The Licensee shall comply with such directions without claiming any additional financial compensation unless specifically approved by AIIMS Deoghar.

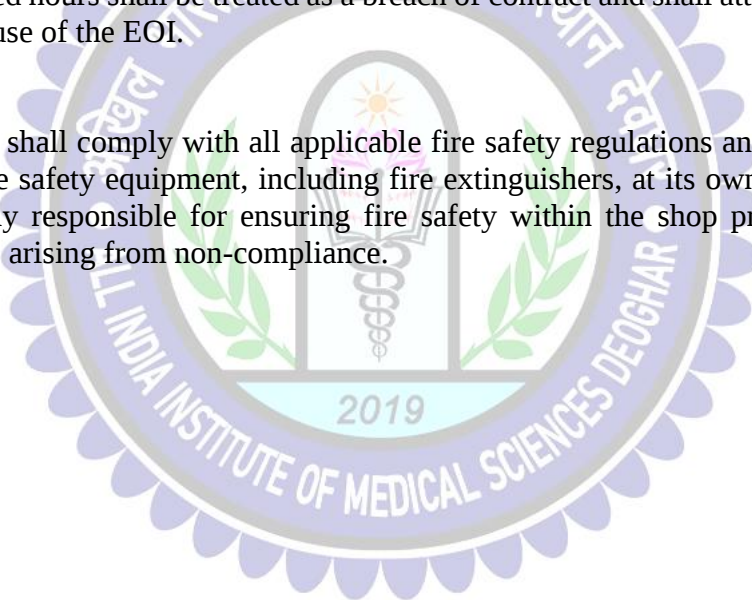
38. Operating Hours:

The QUICK-SERVICE RESTAURANT shall remain open and operational on all days of the week, including Sundays and Gazetted Holidays, unless otherwise directed by AIIMS Deoghar. The normal operating hours shall be 08:00 AM to 10:00 PM.

However, AIIMS Deoghar reserves the right to revise, extend, reduce, or alter the operating hours, either temporarily or permanently, in the interest of patient care, hospital administration, emergency situations, or institutional requirements. The Licensee shall comply with such directions without claiming any additional financial compensation. Any unauthorized closure of the QUICK-SERVICE RESTAURANT or failure to operate during the prescribed hours shall be treated as a breach of contract and shall attract action as per the Penalty Clause of the EOI.

39. Fire Safety:

The Licensee shall comply with all applicable fire safety regulations and maintain adequate functional fire safety equipment, including fire extinguishers, at its own cost. The Licensee shall be solely responsible for ensuring fire safety within the shop premises and for any consequences arising from non-compliance.



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SPECIAL TERMS & CONDITIONS

1. The QUICK-SERVICE RESTAURANT shall sell **only the products of the brand/company** for which the applicant has been authorized and approved under this EOI. No other products shall be sold without the prior written permission of AIIMS Deoghar.
2. The QUICK-SERVICE RESTAURANT shall maintain an adequate variety of food and beverage products of the approved brand/company to meet the requirements of patients, attendants, faculty, staff, students, and visitors.
3. The licensee shall ensure an efficient internal supply and distribution system to maintain uninterrupted availability of approved products within the AIIMS Deoghar campus.
4. **Single-use plastic items shall not be used.** All disposable cups, lids, stirrers, spoons, plates, carry bags, serving trays, and other consumables shall be biodegradable, compostable, paper-based, or otherwise environmentally friendly, in accordance with Government of India guidelines.
5. The QUICK-SERVICE RESTAURANT shall operate on a **Fireless Cooking** concept only. No LPG cylinders, open flames, coal, wood-fired equipment, or any other fire-based cooking arrangement shall be permitted inside the allotted premises unless specifically approved in writing by AIIMS Deoghar.
6. Hot and cold beverages shall be dispensed through the licensee's own QUICK-SERVICE RESTAURANT vending machines or other approved dispensing equipment installed at its own cost.
7. The licensee shall pay the monthly **licence fee/rent** as accepted in the Financial Application, along with all applicable charges for electricity, water consumption, and any other statutory or utility charges.
8. Preference shall be given to applicants having an established business presence and operational experience in managing branded QUICK-SERVICE RESTAURANTs across India.
9. The allotted area of approximately **225 sq. ft.** shall be utilized exclusively for establishing and operating **one (01) QUICK-SERVICE RESTAURANT**. All furniture, fixtures, equipment, display units, storage racks, vending machines, and interior furnishings shall be arranged by the licensee at its own cost.

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- a. No permanent construction, structural alteration, extension, encroachment, or expansion beyond the allotted area shall be permitted without prior written approval of AIIMS Deoghar.
10. The licensee shall display only its own approved **brand name, trade name, and approved signages**. No third-party advertisements, promotional banners, hoardings, or commercial displays shall be permitted without prior written approval of AIIMS Deoghar. Violation of this condition may result in termination of the Licence Agreement.
11. The parent company/brand should have an established presence with multiple branded QUICK-SERVICE RESTAURANT outlets across India.
12. A clearly visible **Menu Board** displaying all food and beverage items along with their approved selling prices shall be exhibited prominently at the service counter at all times.
13. The licensee shall maintain the highest standards of hygiene and sanitation in the storage, handling, preparation, display, and serving of food and beverages. The QUICK-SERVICE RESTAURANT premises, furniture, equipment, utensils, crockery, cutlery, flooring, and surrounding area shall be kept clean and hygienic at all times. Prepared food shall be stored in covered and hygienic display units. All waste, garbage, food leftovers, packaging materials, and other refuse shall be disposed of strictly in accordance with the directions of AIIMS Deoghar and applicable statutory regulations, at the cost of the licensee. Smoking, consumption of tobacco products, gutkha, pan, alcohol, or any intoxicating substance within the QUICK-SERVICE RESTAURANT premises shall be strictly prohibited.
14. The licensee shall maintain all prescribed sanitation and waste management standards. Wherever applicable, suitable insect control devices, including electronic fly catchers, shall be installed and maintained in proper working condition.
15. The licensee shall provide, wherever feasible and as directed by AIIMS Deoghar, a **dedicated service counter** for AIIMS Deoghar staff to facilitate faster service during peak hours.
16. The licensee shall deploy an adequate number of trained personnel in each shift to ensure smooth and uninterrupted operation of the QUICK-SERVICE RESTAURANT.
17. All personnel deployed by the licensee shall maintain courteous, professional, and disciplined behaviour towards patients, attendants, faculty, staff, students, and visitors. Any complaint regarding misconduct shall be viewed seriously.
18. The licensee shall provide clean uniforms, name badges, and identity cards to all deployed personnel. The staff shall wear the prescribed uniform and ID card during duty hours.

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Personnel engaged in handling or serving food shall also wear disposable gloves, head caps/hair nets, and maintain proper personal hygiene at all times.

19. The licensee shall be solely responsible for any loss or damage caused to the property of AIIMS Deoghar during establishment or operation of the QUICK-SERVICE RESTAURANT. The licensee shall also be fully responsible for any injury, accident, fire, damage to property, or harm caused to any person arising out of its operations and shall indemnify AIIMS Deoghar against all such claims and liabilities.
20. Upon expiry or termination of the Licence Agreement, the licensee shall peacefully hand over vacant possession of the allotted premises, along with all AIIMS-owned assets, fixtures, and fittings, within **07 (Seven) days**. The licensee shall remove all its movable assets, equipment, and materials at its own cost. In case of failure to vacate the premises within the stipulated period, AIIMS Deoghar shall be entitled to take possession of the premises and recover all expenses incurred from the Performance Security Deposit or any other dues payable to the licensee.
21. No permanent construction, structural modification, alteration, or additional construction of any nature shall be carried out anywhere within the AIIMS Deoghar campus without the prior written approval of the Competent Authority.

22. Compliance with Statutory Requirements:

The applicant/licensee shall, at its own cost and responsibility, comply with all applicable laws, rules, regulations, licences and statutory requirements relating to:

- i. Food safety and hygiene;
- ii. FSSAI requirements;
- iii. GST and taxation;
- iv. Labour and employment laws;
- v. Minimum wages and statutory benefits;
- vi. EPF and ESIC, wherever applicable;
- vii. Fire and electrical safety;
- viii. Waste management and environmental requirements; and
- ix. Any other applicable Central Government, State Government or local authority requirements.

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ASSIGNMENT & SUB-LETTING

1. The successful applicant/licensee shall not assign, transfer, mortgage, sublet, sublicense, or otherwise part with the Licence Agreement or any part of the allotted QUICK-SERVICE RESTAURANT, or any rights, interests, or obligations arising therefrom, without the prior written approval of AIIMS Deoghar. The licensee shall remain solely responsible for the due performance of all obligations under the Licence Agreement.
2. The licensee shall not transfer the management, operation, administration, or day-to-day functioning of the QUICK-SERVICE RESTAURANT to any individual, firm, company, or agency without the prior written approval of AIIMS Deoghar.
3. AIIMS Deoghar reserves the right to add, modify, amend, or withdraw any of the terms and conditions of this EOI or the Licence Agreement, whenever considered necessary in the interest of the Institute. Such amendments shall be communicated to the licensee in writing and, wherever applicable, shall also be published on the official website of AIIMS Deoghar. The same shall be binding upon the licensee.

LICENCE DOCUMENTS

1. The Licence Agreement, this EOI document, Corrigenda/Addenda, Letter of Award (LoA), and all documents forming part of the allotment shall be deemed to be mutually explanatory. In the event of any ambiguity, discrepancy, or inconsistency, the interpretation and decision of AIIMS Deoghar shall be final and binding on the licensee.
2. The licensee shall not employ any child labour or any person prohibited under applicable labour laws in connection with the operation of the QUICK-SERVICE RESTAURANT. AIIMS Deoghar reserves the right to require removal of any employee of the licensee whose conduct, behaviour, competence, hygiene, or suitability is found unsatisfactory. Such person shall not be redeployed at the QUICK-SERVICE RESTAURANT without the prior written approval of the Competent Authority, AIIMS Deoghar.
3. The licensee shall be solely responsible for all acts, omissions, negligence, misconduct, defaults, and liabilities of its employees, workers, agents, representatives, and any other personnel engaged in connection with the operation of the QUICK-SERVICE RESTAURANT.
4. All personnel deployed by the licensee shall remain employees of the licensee alone. No employer-employee relationship shall exist between AIIMS Deoghar and the personnel engaged by the licensee. The licensee shall comply with all applicable labour laws and statutory provisions, including but not limited to payment of minimum wages, EPF, ESI, bonus, gratuity (where applicable), leave, safety measures, and other statutory benefits. AIIMS Deoghar shall not be liable for any claim, compensation, dispute, or statutory obligation arising out of such employment.

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COMPLIANCE WITH STATUTORY OBLIGATIONS

1. The licensee shall deposit the monthly **licence fee/rent**, electricity charges, water charges, and any other applicable dues within **05 (Five) working days** from the commencement of the succeeding month or within such period as may be specified by AIIMS Deoghar. Delay in payment shall attract penalties and other actions as prescribed under the terms of the Licence Agreement.
2. The licensee shall comply with all applicable labour laws and statutory obligations, including but not limited to the Minimum Wages Act, Employees' Provident Fund and Miscellaneous Provisions Act, Employees' State Insurance Act, Payment of Bonus Act, Contract Labour (Regulation and Abolition) Act, Occupational Safety, Health and Working Conditions Code, and all other applicable labour and social security legislations, as amended from time to time. The licensee shall be solely responsible for payment of wages, statutory contributions, and all other employee-related liabilities. AIIMS Deoghar shall bear no responsibility whatsoever in this regard.
3. The licensee shall obtain and maintain, at its own cost, all statutory registrations, licences, approvals, renewals, and permissions required for operation of the QUICK-SERVICE RESTAURANT, including but not limited to FSSAI Licence, Trade Licence, GST Registration, Legal Metrology compliance (where applicable), Fire Safety requirements (if applicable), and any other approvals required under the applicable laws. The licensee shall also ensure compliance with all food safety, hygiene, sanitation, environmental, and public health regulations issued by the competent authorities from time to time.

SETTLEMENT OF DISPUTES

1. Any dispute, difference, or claim arising out of or in connection with this EOI, the Licence Agreement, or the operation of the QUICK-SERVICE RESTAURANT shall, in the first instance, be resolved amicably through mutual discussions between the licensee and AIIMS Deoghar.
2. If the dispute cannot be resolved amicably within a reasonable period, the matter shall be referred to a **Sole Arbitrator** appointed by the **Executive Director & CEO, AIIMS Deoghar**, in accordance with the provisions of the **Arbitration and Conciliation Act, 1996**, as amended from time to time. The venue of arbitration shall be **Deoghar, Jharkhand**, and the proceedings shall be conducted in the English language. The award of the Arbitrator shall be final and binding on both parties.
3. Subject to the above arbitration provisions, the **Courts at Deoghar, Jharkhand**, alone shall have exclusive jurisdiction over all matters arising out of or relating to this EOI, the Licence Agreement, and the operation of the QUICK-SERVICE RESTAURANT.

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PENALTY CLAUSE

The successful Applicant shall strictly comply with all the terms and conditions of the contract. Any breach, negligence, deficiency in service, violation of statutory provisions, or non-compliance with the prescribed standards shall attract penalties as specified below, without prejudice to any other contractual or legal remedies available to AIIMS Deoghar.

Sl. No.	Nature of Default	Penalty
1	Serving stale, expired, spoiled, contaminated or unsafe food or beverages.	₹25,000 per incident along with immediate disposal of the entire affected stock. Repeated violations shall lead to termination of the contract.
2	Presence of insects, worms, hair, glass, plastic, stones, metal particles or any foreign object in food.	₹20,000 per verified incident.
3	Food poisoning or any food-borne illness attributable to the QSR.	Minimum ₹1,00,000 per incident, besides termination of contract, forfeiture of Performance Bank Guarantee (PBG), and legal action.
4	Use of expired raw materials, sauces, cheese, meat, vegetables, beverages, oils or ingredients.	₹20,000 per incident.
5	Reuse of cooking oil beyond permissible limits or use of unsafe cooking practices.	₹20,000 per inspection.
6	Sale of counterfeit, fake, duplicate or unauthorized branded products.	₹25,000 per incident and immediate termination.
7	Charging above MRP for packaged products.	Refund to customer plus ₹5,000 per complaint.
8	Charging rates higher than AIIMS-approved menu prices.	₹10,000 per incident.
9	Failure to display approved menu and price list prominently.	₹2,000 per inspection.
10	Failure to issue computerized GST invoice/bill.	₹2,000 per complaint.
11	Non-availability of approved menu items without valid reason.	₹2,000 per item per day.
12	Serving food below approved quantity, size or specification.	₹5,000 per complaint after verification.
13	Delay in serving food beyond prescribed service standards due to negligence.	₹2,000 per verified complaint.
14	Poor cleanliness of kitchen, dining area, counters, food preparation area, storage area or service counters.	₹5,000 per inspection.
15	Improper storage of food, dairy products, meat or frozen items.	₹10,000 per inspection.

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Sl. No.	Nature of Default	Penalty
16	Failure to maintain prescribed refrigeration or cold chain temperature.	₹10,000 per inspection.
17	Improper garbage disposal or accumulation of food waste.	₹5,000 per incident.
18	Presence of rodents, cockroaches, flies or pest infestation.	₹10,000 per inspection.
19	Failure to carry out periodic pest control.	₹10,000 per occurrence.
20	Staff without prescribed uniform, gloves, cap, apron or Identity Card.	₹1,000 per employee per inspection.
21	Poor personal hygiene of food handlers.	₹2,000 per employee.
22	Staff handling food without gloves or following unsafe food handling practices.	₹2,000 per employee per inspection.
23	Misbehaviour with patients, attendants, students, faculty, staff or visitors.	₹5,000 per verified complaint.
24	Smoking, chewing tobacco, alcohol consumption or use of prohibited substances within the premises.	₹10,000 per incident and immediate removal of the concerned employee.
25	Unauthorized closure of the restaurant during prescribed operating hours.	₹10,000 per day.
26	Failure to maintain prescribed operating hours.	₹5,000 per day.
27	Failure to maintain adequate manpower during operational hours.	₹2,000 per inspection.
28	Delay in commencement of operations after award of contract.	₹5,000 per day subject to a maximum of 30 days, thereafter AIIMS may terminate the contract.
29	Operation without valid FSSAI Licence, Trade Licence, Fire NOC (where applicable), GST Registration or other mandatory statutory licence.	₹10,000 per violation and suspension of operations until compliance.
30	Violation of Labour Laws, EPF, ESI, Minimum Wages Act or other statutory provisions.	Recovery of statutory liabilities plus ₹10,000 per violation.
31	Employment of child labour or unauthorized personnel.	Immediate termination of contract, forfeiture of Performance Security Deposit and reporting to statutory authorities.
32	Damage to AIIMS property, furniture, fixtures, electrical installations or utilities.	Actual repair/replacement cost plus 10% administrative charges.
33	Unauthorized construction, alteration or encroachment beyond allotted area.	₹20,000 plus restoration at the contractor's cost.
34	Unauthorized electricity or water connection, meter tampering or misuse of	₹25,000 plus recovery of actual charges and legal action.

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Sl. No.	Nature of Default	Penalty
	utilities.	
35	Failure to maintain mandatory Fire Extinguishers, Fire Blankets, Smoke Detectors or Fire Safety Equipment.	₹15,000 per inspection.
36	Unsafe LPG installation, gas leakage, unsafe electrical wiring or hazardous kitchen practices.	₹25,000 per incident and immediate suspension until rectification.
37	Obstruction of emergency exits, fire exits, corridors or hospital movement.	₹10,000 per incident.
38	Delay in payment of monthly licence fee/rent.	Interest @18% per annum or ₹500 per day, whichever is higher.
39	Delay in payment of electricity, water or utility charges.	₹500 per day plus recovery of dues.
40	Dishonour of cheque or failure of any payment instrument.	₹5,000 plus applicable bank charges.
41	Display of unauthorized advertisements, banners, posters or promotional materials without written approval.	₹5,000 per incident.
42	Playing loud music or creating disturbance affecting the hospital environment.	₹5,000 per incident.
43	Sale of tobacco products, alcohol, narcotic substances or any prohibited items.	Immediate termination of contract, forfeiture of Performance Security Deposit and legal action.
44	Subletting, assigning or transferring the licensed premises without prior written approval.	Immediate termination of contract and forfeiture of Performance Security Deposit.
45	Submission of forged documents, false declarations or misleading information.	Rejection/termination of contract, forfeiture of EMD/PBG and debarment/blacklisting as per Government of India rules.
46	Failure to comply with written instructions issued by AIIMS Deoghar within the stipulated time.	₹5,000 per instance.
47	Failure to maintain digital payment facilities (UPI/Card/POS), if mandated under the contract.	₹2,000 per day until restored.
48	Any act adversely affecting patient safety, hospital security, public health or the reputation of AIIMS Deoghar.	Penalty up to ₹1,00,000 depending upon the severity of the violation, including termination of contract, if warranted.

Recovery of Penalty

Sl. No.	Provision
1	All penalties shall be recovered from the monthly licence fee, Security Deposit, Performance Bank Guarantee (PBG), Performance Bank Guarantee (PBG), or any other

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Sl. No.	Provision
	amount payable to the Licensee.
2	Imposition of a penalty shall not relieve the Licensee from rectifying the deficiency immediately.
3	AIIMS Deoghar reserves the right to recover the actual financial loss suffered by the Institute if the loss exceeds the prescribed penalty amount.
4	Repeated penalties shall be treated as evidence of unsatisfactory performance and may result in termination of the contract.

Progressive Penalty

Occurrence	Action
First Violation	Written Warning and prescribed penalty.
Second Violation (Same Nature)	Double the prescribed penalty.
Third Violation	Show Cause Notice and suspension of operations, if considered necessary by the Competent Authority.
Fourth Violation or Gross Misconduct	Termination of the contract, forfeiture of Performance Security Deposit, recovery of damages, and debarment/blacklisting as per Government of India rules.

Immediate Termination of Contract

The contract shall be liable for immediate termination, without prejudice to any other legal action, in the following circumstances:

Sl. No.	Ground for Immediate Termination
1	Sale or service of adulterated, contaminated, expired, counterfeit or unsafe food or beverages.
2	Food poisoning or any incident endangering public health attributable to the QSR.
3	Sale of tobacco products, alcohol, narcotic substances or any prohibited items within the hospital premises.
4	Submission of forged or fabricated documents or false declarations.
5	Unauthorized subletting or transfer of the licensed premises.
6	Employment of child labour or repeated violation of labour laws.
7	Tampering with electricity, water or utility meters.
8	Non-payment of licence fee or utility charges for two consecutive months .
9	Serious fire safety violations, unsafe LPG installation or hazardous electrical systems posing risk to life or property.
10	Repeated customer complaints regarding food quality, hygiene, pricing or unethical business practices despite written warnings.
11	Any act involving fraud, criminal misconduct or any activity compromising patient safety, hospital security or the reputation of AIIMS Deoghar.

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CHECKLIST FOR TECHNICAL EVALUATION

(Checklist of Documents to be attached by the “Technical Application”)

Sl. No.	Eligibility Criteria / Documents to be Submitted	Attached (Yes/No)	Page No.	Remarks
1.	The Applicant should have a minimum of five (05) years’ experience in operating Quick-Service Restaurant business at Central Government/State Government Organizations, Institutes of National Importance (INIs), IIMs, IITs, NITs, Central/State Autonomous Bodies, Public Sector Undertakings (PSUs), and/or the Airports Authority of India (AAI). The experience shall be reckoned from the date of establishment of the business or the date of GST registration, whichever is later. The Applicant shall submit documentary evidence in support of the experience claimed, including GST Registration Certificate, Certificate of Incorporation/Establishment, Trade Licence, Work Orders, Agreements, or any other relevant documents.			
2.	The applicant shall have an Average Annual Turnover of not less than ₹50.00 Lakhs (Rupees Fifty Lakhs only) during the last three completed financial years, i.e., 2023-24, 2024-25, and 2025-26. The turnover shall be substantiated by audited financial statements & certificate issued by a Chartered Accountant with valid UDIN No.			
3.	Copies of Income Tax Returns (ITRs) for the last three financial years ending on 31st March, 2026 .			
4.	Valid Trade Licence/Shop & Establishment Registration/Enlistment Certificate , as applicable.			
5.	Valid GST Registration Certificate along with the latest GST Return/Payment Challan.			
6.	Valid Food Safety and Standards Authority of India (FSSAI) Licence .			
7.	If the Applicant is an Authorized Franchisee/Licensee/Channel Partner of a brand/company, a valid Authorization Letter/Franchise Agreement/Authorization Certificate issued by the Parent Company shall be submitted.			
8.	Valid Registration Certificate of the Firm/Company/Proprietorship/Partnership/LLP, as applicable.			
9.	Documentary evidence indicating that the Parent Company/Brand has an established presence with multiple QUICK-SERVICE RESTAURANT outlets across India.			

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Sl. No.	Eligibility Criteria / Documents to be Submitted	Attached (Yes/No)	Page No.	Remarks
10.	Profile of the Applicant/Firm in the prescribed format.			
11.	Copy of valid Permanent Account Number (PAN) .			
12.	Declaration regarding Non-Blacklisting/Non-Debarment by any Central/State Government Department, PSU, Autonomous Body, or Government Institution.			
13.	Duly signed and stamped copy of the complete EOI Document , including Corrigenda/Addenda (if any), as a token of unconditional acceptance of all terms and conditions.			
14.	All prescribed Annexures, Declarations, Undertakings, Affidavits, and other supporting documents , duly filled, signed, and sealed.			
15.	Earnest Money Deposit (EMD) in DD form @ ₹50, 000/- .wherever applicable, or valid documentary proof for exemption.			
16.	Application Fee @ ₹1,500/- (Rupees One Thousand Five Hundred Only) (Non-Refundable), shall be submitted in the form of a Demand Draft			

IMPORTANT NOTE FOR CHECKLIST

- All applicants shall **serially number every page** of the application and all supporting documents. Merely mentioning "**Enclosed**" shall not be accepted. The corresponding **page number(s)** of each document shall be clearly indicated in the Checklist.
- All documents submitted in support of the application shall be **duly signed and sealed** by the authorized signatory, wherever applicable. The page number of each signed document shall be mentioned in the Checklist for ease of verification.
- The applicant shall ensure that all information and documents submitted under this EOI are true, complete, and authentic. If, at any stage, any document or information is found to be false, incorrect, misleading, forged, or not in conformity with the requirements of this EOI, the application/allotment shall be liable to be rejected or cancelled, and appropriate action, including forfeiture of the EMD/Performance Security, termination of the Licence Agreement, and debarment/blacklisting, may be taken with the approval of the Competent Authority, AIIMS Deoghar.

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4. **Incomplete applications**, applications without the prescribed supporting documents, unsigned documents, or applications not complying with the above Checklist requirements are liable to be **summarily rejected** without any further correspondence.
5. **The two sealed envelopes, namely Envelope-A (Technical Application) and Envelope-B (Financial Application), shall be enclosed in one larger sealed envelope, duly superscribed with the title of the EOI, and deposited in the Tender Box placed at the Central Dispatch Desk, 4th Floor, Academic Building, AIIMS Deoghar, Jharkhand – 814152, on or before the prescribed last date and time. Applications received after the stipulated date and time shall not be considered.**



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**FINANCIAL BID FORM
(To be submitted in Envelope B)
To be mentioned at envelope**

**“FINANCIAL BID – EOI FOR QUICK-SERVICE RESTAURANT AT
AIIMS DEOGHAR”**

General Information:		
SL No	Particulars	Details
1.	Name of the Applicant / Firm / Organization	
2.	Type of Entity (Proprietorship / Partnership / Pvt. Ltd / Others)	
3.	Registered Office Address	
4.	Correspondence Address	
5.	Contact Person Name	
6.	Contact Number/Mob. No.	
7.	Category of Shop Applied For	

Financial Offer:

Shop Name	Proposed Monthly Rent (in ₹)
	₹ _____ per month

Note:

- Minimum base rent is Rs.14625/- per month (₹65 per sq. ft. per month for 225 sq ft).
- The highest offer among technically qualified bidders will be selected.

3. Declaration:

I/we hereby offer the above rental rate for the kiosk/shop applied for. I/we understand that AIIMS Deoghar reserves the right to accept or reject any bid without assigning any reason thereof. I/we agree to abide by all terms and conditions set forth in the EOI.

Authorized Signatory:

Signature:

Name: _____ Designation: _____ Stamp of the Firm: ____ Date: __

**“EXPRESSION OF INTEREST” FOR OPERATING
QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR**

ANNEXURE-A

FINANCIAL INFORMATION OF THE APPLICATIONER

Financial Analysis – Details to be furnished duly supported by figures in the balance sheet/profit & loss account duly certified by a Chartered Accountant and UDIN No., as submitted by the applicant to the Income Tax Department (Copies to be attached).

Sl. No.	Description	FY 2023-24	FY 2024-25	FY 2025-26
1.	Gross Annual Turnover	₹ _____	₹ _____	₹ _____
2.	Net Worth (As on 31st March of the respective FY)	₹ _____	₹ _____	₹ _____
3.	Net Profit / Loss After Tax (PAT)	₹ _____	₹ _____	₹ _____
4.	Permanent Account Number (PAN)	_____	_____	_____
5.	Income Tax Return (ITR) Acknowledgement No.	_____	_____	_____

Signature of Applicant with Seal

आरोग्यम् परमं सुखम्

Signature of the Chartered Accountant along with Official Seal and UDIN.

**“EXPRESSION OF INTEREST” FOR OPERATING
QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR**

ANNEXURE-B

FINANCIAL INFORMATION OF THE PARENT COMPANY

Financial Analysis – Details to be furnished duly supported by figures in the balance sheet/profit & loss account duly certified by a Chartered Accountant and UDIN No., as submitted by the applicant to the Income Tax Department (Copies to be attached).

Sl. No.	Description	FY 2023-24	FY 2024-25	FY 2025-26
1.	Gross Annual Turnover of Parent Company/Brand	₹ _____	₹ _____	₹ _____
2.	Net Worth of Parent Company	₹ _____	₹ _____	₹ _____
3.	Total Number of Operational QUICK-SERVICE RESTAURANT Outlets in India	_____ Outlets		
4.	Brand Name / Registered Company Name	_____		
5.	Parent Company Corporate Identity Number (CIN)	_____		

Signature of Applicant with Seal

आरोग्यम् परमं सुखम्

Signature of the Chartered Accountant along with Official Seal and UDIN.

**“EXPRESSION OF INTEREST” FOR OPERATING
QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR**

ANNEXURE-C

AFFIDAVIT

(To be submitted on Rs. 100/- Govt. Stamp Paper)

I/We hereby certify that, the above firm has not been ever blacklisted by any Central/State Government/Public Undertaking/Institute on any account.

I/We also certify that, Firm will supply the item(s) as per the specification given any Institution and also application all the Terms & Conditions stipulated in EOI.

I/We also certify that, the information given in Application is true and correct in all aspects and in any case at a later date, it is found that any details provided are false and incorrect, any contract given to the concerned firm or participation may be summarily terminated at any state, the firm will be blacklisted and Institute may impose any action as per Rules.

“I/We undertake and confirm that eligible similar works(s) has/have not been got executed through another Licensee on back-to-back basis. Further that, if such a violation comes to the notice of Department, then I/we shall be debarred for Application in future forever. Also, if such a violation comes to the notice of Department before date of start of work, the Executive Director shall be free to forfeit the entire amount of Earnest Money Deposit/Performance Guarantee”.

Business Address: - _____
Name:.....

Place: _____ Signature of Applicant with Firm's Seal:
Dated: _____

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**“EXPRESSION OF INTEREST” FOR OPERATING
QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR**

ANNEXURE – D

PERFORMANCE BANK GUARANTEE

(To be furnished by the successful applicant towards Performance Security Deposit)

From:

Bank: _____

To

The Executive Director & CEO
All India Institute of Medical Sciences (AIIMS) Deoghar
Devipur, Deoghar – 814152
Jharkhand

Bank Guarantee No.: _____

Date: _____

Bank Guarantee Amount: ₹ _____

Dear Sir,

1. Whereas AIIMS Deoghar (hereinafter referred to as the "**Institute**") has issued a **Letter of Award (LoA)/Letter of Intent (LoI)** for allotment and operation of a **QUICK-SERVICE RESTAURANT** at AIIMS Deoghar in favour of **M/s. _____** (hereinafter referred to as the "**Licensee**"), and whereas the Licensee is required to furnish a **Performance Bank Guarantee (PBG)** shall be **equivalent to three (03) months' licence fee**, as a one-time deposit. The same shall remain valid for a period of 15 months and be in favour of the Executive Director & CEO, AIIMS Deoghar, towards faithful performance of the terms and conditions of the Licence Agreement.
2. We, _____ (**Name of the Bank**), hereby irrevocably, unconditionally, and absolutely guarantee and undertake to pay to AIIMS Deoghar, on its first written demand and without any demur, objection, contest, or reference to the Licensee, any sum or sums **not exceeding ₹ _____ (Rupees _____ Only)**, in the event of any breach, default, non-performance, or violation of the terms and conditions of the Licence Agreement by the Licensee.
3. We further undertake to make payment immediately upon receipt of the written demand from AIIMS Deoghar, notwithstanding any dispute or disputes raised by the Licensee before any Court, Tribunal, Arbitrator, or any other authority. Our liability under this Bank Guarantee shall be absolute, unconditional, and unequivocal.
4. We agree that AIIMS Deoghar shall have the fullest liberty, without affecting this guarantee, to vary, amend, modify, extend, or alter any of the terms and conditions of the Licence Agreement or to grant any extension of time or other indulgence to the Licensee, and we shall not be released from our liability under this Guarantee by reason of any such variation, amendment, extension, waiver, or forbearance.
5. The liability of the Bank under this Guarantee shall, in no event, exceed ₹ _____ (**Rupees _____ Only**).

**“EXPRESSION OF INTEREST” FOR OPERATING
QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR**

6. This Bank Guarantee shall remain valid for the entire period of the Licence Agreement and **90 (Ninety) days thereafter**, unless extended by the Licensee as required under the terms of the Licence Agreement.
7. Unless a written demand under this Bank Guarantee is received by us on or before the expiry date of this Guarantee, all rights of AIIMS Deoghar under this Guarantee shall stand extinguished, and the Bank shall thereafter be discharged from all liabilities hereunder.
8. This Bank Guarantee shall be a continuing Guarantee and shall not be affected by any change in the constitution of the Bank or the Licensee.
9. We further undertake that this Bank Guarantee shall not be revoked, cancelled, or withdrawn during its validity except with the prior written consent of AIIMS Deoghar.

Authorized Signatory of the Bank

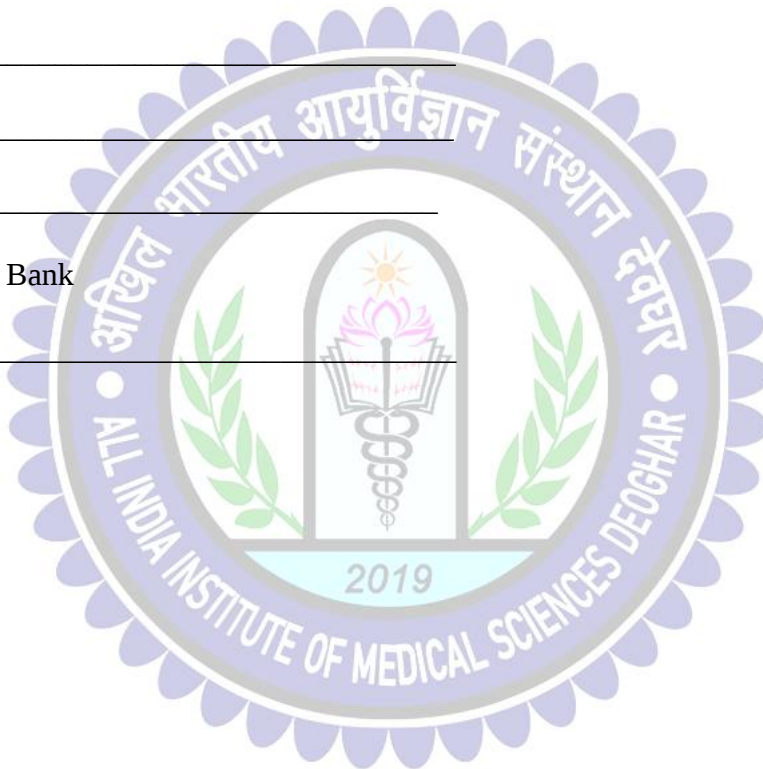
Name: _____

Designation: _____

Signature: _____

Official Seal of the Bank

Branch Address: _____



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“EXPRESSION OF INTEREST” FOR OPERATING QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR

ANNEXURE – E

UNDERTAKING

(To be signed on a Rs. 100/- Stamp Paper attested by notary)

I/We have carefully read and understood all the terms and conditions, eligibility criteria, instructions, and other provisions contained in this **Expression of Interest (EOI)** for **Operating QUICK-SERVICE RESTAURANT within AIIMS Deoghar, Devipur Campus, Jharkhand.**

I/We hereby declare that all the information and documents furnished by us are true, complete, and correct to the best of our knowledge and belief. I/We agree to applications by all the terms and conditions of this EOI and the Licence Agreement without any reservation or deviation.

I/We further undertake that, in the event any information, declaration, certificate, or document submitted by us is found to be false, fabricated, misleading, or incorrect at any stage of the EOI process or during the validity of the Licence Agreement, AIIMS Deoghar shall have the absolute right to reject our application, cancel the allotment/licence, forfeit the Earnest Money Deposit (EMD) and/or Performance Bank Guarantee (PBG), terminate the Licence Agreement, and initiate appropriate legal action, including blacklisting/debarment, as deemed fit, without prejudice to any other remedies available under law.

I/We also undertake to comply with all applicable statutory provisions, rules, regulations, and directions issued by AIIMS Deoghar and the competent authorities from time to time during the tenure of the Licence Agreement.

Date:

Place:

Signature:.....

Name.....

.....

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Designation.....

Company / Firm name with seal.....

Partner

**“EXPRESSION OF INTEREST” FOR OPERATING
QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR**

ANNEXURE-F

APPLICATION FORM

To,
The Executive Director & CEO
All India Institute of Medical Sciences (AIIMS) Deoghar
Jharkhand – 814152

Sir,

1. Having carefully read and understood the terms and conditions, eligibility criteria, instructions, Corrigenda/Addenda, if any, and all other provisions contained in the **Expression of Interest (EOI)** document, the receipt of which is hereby duly acknowledged, I/We hereby submit our application for **allotment and operation of one (01) QUICK-SERVICE RESTAURANT** at AIIMS Deoghar, Devipur Campus, Jharkhand, in accordance with the terms and conditions prescribed therein.
2. I/We agree that this application shall remain valid for a period of **180 (One Hundred Eighty) days** from the last date prescribed for submission of applications.
3. In the event of our application being accepted, I/We undertake to furnish the prescribed **Performance Bank Guarantee (PBG)** within the stipulated period and execute the **Licence Agreement** in accordance with the terms and conditions of the EOI.
4. I/We further undertake to execute the Licence Agreement within the period specified by AIIMS Deoghar and bear all expenses incidental thereto, including the cost of stamp duty, registration charges (where applicable), and other related expenses.
5. Until the Licence Agreement is executed, this application, together with the Letter of Award (LoA)/Letter of Intent (LoI) issued by AIIMS Deoghar, shall constitute a binding arrangement between AIIMS Deoghar and us.
6. I/We understand and acknowledge that AIIMS Deoghar reserves the absolute right to accept or reject any or all applications, wholly or partly, or to cancel the EOI process at any stage without assigning any reason whatsoever, and that no claim or compensation shall lie against the Institute on this account.

Signature of the Authorized Signatory

Name: _____

Designation: _____

Name of the Firm/Company: _____

Address: _____

Mobile No.: _____

E-mail: _____

Date: _____

Place: _____

(Seal of the Firm/Company)

“EXPRESSION OF INTEREST” FOR OPERATING QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR

ANNEXURE - G

Format for Agreement

(to be made on Rs 100/- Non- Judicial Stamp Paper)

This agreement is made at Deoghar, Jharkhand on the ____day of ____Month of 2026 between the Executive Director, All India Institute of Medical Sciences, Deoghar having its Office at AIIMS, Deoghar-814152 (herein after called ‘Client’ which expression shall, unless repugnant to the context or meaning thereof be deemed to mean and include its successors, Legal Representatives and assigns) of the First party,

And

M/s_____(Second party) having its registered Office at _____ (Here in after called the ‘Agency’ which expression unless repugnant to the Context shall mean and include its successors-in-interest assigns etc.) of the Second Party.

WHEREAS the “Client” is desirous to engage the “Agency” for setting up and running 01 QUICK-SERVICE RESTAURANT at different location of AIIMS Deoghar campus for 12 months (2026), on the terms and conditions stated below:-

- (a) All the Terms & conditions of the EOI document will form as the part of this Agreement.
- (b) The agency shall be solely responsible for compliance to provisions of various Labour, Industrial and any other Laws applicable and all Statutory Obligations such as Wages, Allowances, Compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed in AIIMS, Deoghar. The client shall have no liability in this regard.
- (c) The Agency shall be solely responsible for any Accident/Medical/Health related Liabilities/Compensation for the personnel deployed at it at AIIMS, Deoghar site. The Client shall have no liability in this regard.
- (d) Any violation of Instructions/Agreement or Suppression of facts will attract cancellation of Agreement without any reference or any notice period.
- (e) The Contract can be terminated by giving 01 (One) Month Notice by the AIIMS, Deoghar.
- (f) In case of Non-Compliance with the contract, the Client reserves its right to:-
 - a. Penalize the agency as per Penalty Clause in EOI Document and/or
 - b. Cancel/Revoke the contract
- (g). **Performance Bank Guarantee (PBG)** shall be **equivalent to three (03) months' licence fee**, as a one-time deposit. The same shall remain valid for a period of 15 months and be in favour of the Executive Director & CEO, AIIMS Deoghar.

“EXPRESSION OF INTEREST” FOR OPERATING QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR

(g) The Agency Shall be fully responsible for timely monthly payment of wages i.e. by 07th of every month without fail and any other dues to the personnel deployed at AIIMS, Deoghar in the schedule without any deductions except PF& ESI as admissible.

(h) The personnel provided by the Agency will not claim to become the employees of AIIMS, Deoghar and there will be no employee and Employer relationship between the personnel engaged by the Agency & AIIMS, Deoghar.

(i) The Agency will pay Rs....(as decided in the financial Application) as monthly rental charge and electricity charges(based on meter reading) positively without fail within 5 working days of the next month.

(j) The Agency also agrees to comply with annexed Terms & Conditions of the EOI and amendments thereto from time to time.

(k) Decision of Client in regard to interpretation of the Terms& Conditions of the EOI shall be final and binding on the Agency.

(l) The Agency shall ensure full compliance with Tax laws of India with regard to this contract and shall be solely responsible for the same the Agency shall keep client full indemnified against liability of Tax, Interest Penalty and any other legal Liability etc. of the Agency in respect thereof, which may arise. No Service Tax will be paid by AIIMS, Deoghar. The Books of Accounts of the Agency as regards this work shall be open for examination by the Institute as and when required.

(m) In case of any dispute between the Agency and Client, Client shall have the right to decide. However, all matters of jurisdiction shall be at the Local Courts of Deoghar.

(o) THIS AGREEMENT will take effect from the day of Month of 20____(Two Thousand_____) and shall be valid for 01 (One) Year and extendable for another 2 Year, one year at a time, as desired by AIIMS Deoghar.

This day of 20___, both the parties here to have caused their respective common seals to be hereunto affixed (or have hereunto set their respective hands and seals) the day and year mentioned above in Deoghar in the presence of the witness :-

**“EXPRESSION OF INTEREST” FOR OPERATING
QUICK-SERVICE RESTAURANT AT AIIMS DEOGHAR**

.....
(For and on behalf of Principal/Owner)

.....
(For and on behalf of Licensee)

WITNESSES:

WITNESSES:

.....

.....

(Signature, Name and address)

(Signature, Name and address)

Dated :

Dated :

Place :

Place :



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