

NOTICE INVITING TENDER FOR PROVIDING COMPREHENSIVE SERVICES FOR GUEST HOUSE, CANTEEN AND EXECUTIVE DINING ON CONTRACT BASIS AT IIM TIRUCHIRAPPALLI CAMPUS

Tender No. IIMT/ER&CANTEEN/04/2020 dated: 16/05/2020

Details	Date	Time	Venue
Date of issue of Tender Document	16/05/2020 (Saturday)	19.00 HRS	-
Pre-bid Meeting	26/05/2020 (Tuesday)	15.00 Hrs.	Dean's Office Meeting Room, IIM Tiruchirappalli
Last date for receipt of Tenders at IIM Tiruchirappalli	08/06/2020 (Monday)	Upto 17:00 Hrs.	-
Opening of Master Envelope and Technical Bid(Cover 1)	30/06/2020 (Tuesday)	11.00 Hrs.	Dean's Office Meeting Room, IIM Tiruchirappalli
Opening of Price Bids of Eligible Vendors (Cover 2)	03/07/2020 (Friday)	11.00 Hrs.	Dean's Office Meeting Room, IIM Tiruchirappalli
Tender Document	The tender document can be downloaded from the IIMT website www.iimtrichy.ac.in/tender		
Name of Work/ Service	Providing Comprehensive Services for Guest House, Canteen and Executive Dining on contract basis at IIM Tiruchirappalli		
Cost of Tender Document (Non refundable)	Rs.1,180/- (inclusive of GST) has to be remitted through NEFT to IIM Tiruchirappalli , SBA/c.No.32170808935, IFSC Code: SBIN0071187 of SBI, IIM Tiruchirappalli. A copy of the payment transaction receipt has to be attached with the application form, without which the bid won't be considered		
EMD Amount (Refundable to unsuccessful Bidder)	Rs. 1, 00,000/- (Rupees One Lakhs) has to be remitted through NEFT to IIM Tiruchirappalli , SBA/c.No.32170808935, IFSC Code: SBIN0071187 of SBI, IIM Tiruchirappalli. A copy of the payment transaction receipt has to be attached with the application form, without which the bid won't be considered		
Security Deposit (SD) (Refundable)	Rs. 5,00,000/- (Rupees Five Lakhs); <i>The SD amount, less the EMD amount already paid, will have to be remitted to IIM Trichy within 10 working days along with the letter of acceptance from the receipt of the Work Order, failing which the work order will stand cancelled.</i>		
Address for submission of Tender	The Chief Administrative Officer (i/c), Indian Institute of Management Tiruchirappalli, Pudukkottai Main Road, Chinna Sooriyur Village, Trichy - 620 024.		
Mode of Submission of Tender	Speed Post/Registered Post/Courier OR Hand delivery – during office hours (9.30 to 17.00 hrs) only (To be submitted to Dispatch Section of IIMT @ Administrative Wing – II Floor and obtain acknowledgement)		



NOTICE INVITING TENDER

OVERVIEW

1. Indian Institute of Management Tiruchirappalli (IIMT), an Institute of National Importance, established by the Ministry of Human Resource Development, Govt. of India, is the eleventh IIM and was instituted on 4th January 2011. More details about IIMT are available in our website www.iimtrichy.ac.in.
2. IIMT invites sealed Tender through advertised tender enquiry from competent and experienced contractors for **providing Comprehensive Services for Guest House, Canteen and Executive Dining** on contract basis.
3. The bidder(s) should remit a Non-Refundable Tender document fee of **Rs. 1,180/-** (rupees one thousand one hundred and eighty only) inclusive of GST through online transfer to “IIM TIRUCHIRAPPALLI” as per the bank details provided at Page one. A copy of the payment transaction receipt has to be attached with the tender application form, without which the tender won't be considered for bidding process.

EARNEST MONEY DEPOSIT

4. The bidder(s) should remit an Earnest Money Deposit (EMD) of **Rs. 1,00,000/-** (Rupees one lakh only) through online transfer to “IIM TIRUCHIRAPPALLI” as per the bank details provided at Page one. A copy of the payment transaction receipt has to be attached with the tender application form, without which the tender won't be considered for the bidding process.
5. The EMD of the successful bidder will be adjusted against the Security Deposit due to be paid. The EMD of the unsuccessful bidders will be released after finalization of the tender. No interest is payable on the earnest money.

ELIGIBILITY CONDITIONS FOR SUBMITTING BIDS

6. The Bidder should have a valid License under Food Safety and Standards (Licensing and Registration of Food Business) Regulations 2011 issued by Food Safety and Standards Authority of India. In this regard, document proof should be attached with the Technical Bid.
7. The bidder(s) should be registered with the Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of the GST registration certificate has to be submitted with the tender document. A copy of GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and tender document should be same or linked.
8. Bidders should be regular in filing Income-Tax returns. A copy of Income tax returns and audited accounts statement for last two consecutive financial years (2017-18 & 2018-19) and unaudited financial statement of 2019-2020 should be submitted.
9. The average annual turnover of the bidder should be at least **Rs. 2 Crores** during the last three consecutive financial years (2017-18, 2018-19 & 2019-20).
10. The bidder should have minimum **three years** of relevant experience in the field of providing **Comprehensive Services for Guest House, Canteen & Executive Dining**. In this regard, document proof should be attached with the Technical Bid.
11. The bidder should have been certified for ISO22000:2018 for the past three consecutive years ending 31 March 2020.
12. The bidder should have successfully rendered at least one Comprehensive Services for Guest House, Canteen and Executive Dining for any of the Indian Institutes of Management (IIMs) / Executive Training Centers of Public Sector Banks & Public Sector Undertakings (PSUs) during the last three consecutive years ending as on 31 March

2020. Relevant copies of work order, satisfactory completion certificate should be submitted with the technical bid.

13. During the last three years ending as on 31 March 2020, the bidder should have undertaken;

Three similar works for guest house with dining service each having minimum **30** guest rooms.

OR

Two similar works for guest house with dining service each having minimum **40** guest rooms.

OR

One similar work for guest houses with dining service having minimum **50** rooms.

(Note: Similar works shall mean “Providing Comprehensive Services for Guest House, Canteen & Executive Dining” as defined in the scope of works)

14. The bidder should have registered with the appropriate registration authorities (Employees Provident Fund, Employees State Insurance, Labour Office, etc.).

15. **Performance Certification:** The bidders' performance for each work completed in the last three years and work in hand should be certified by the responsible official from the concerned organization with verifiable contact details. The certificate(s) should be enclosed with Technical bid. The Institute officials may also contact the past and present clients to verify the credential of the certificates and also to get on the spot information regarding quality of services provided etc.,

16. The bidders should not be blacklisted by any of the previous clients/by any Government departments in last three years. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India. An undertaking to this effect in the Company letter head duly signed by the owner / partner or both to be enclosed, as per **Annexure-VII**.

17. The tender of the Bidder not in possession of valid statutory registrations / permits are liable for rejections.

SCOPE OF WORK

18. IIMT has **Executive Residence/Guest House (ER/GH)** and **Canteen** (located around 500 mtrs from ER). Canteen has A/C Executive Dining for official guests and Non A/C Common Dining for others. Canteen has modern kitchen, which is equipped with all the features required for its smooth and efficient functioning. This kitchen is common for both, Executive Dining and Common Dining.

19. The main scope of works is detailed below;

a **Services required for Executive Residence/Guest House (ER/GH).**

IIMT has **51 furnished guest rooms** (45 Single Occupancy and 6 Double Occupancy) at ER/GH House, with three rooms in each house (total 17 houses). Visiting Faculty members, participants of various Management Development Programs (MDP), Conferences, Meetings, other programs etc., are accommodated in these guest rooms, from time to time. The guest rooms' details are available in **Annexure-III**. Photo clips pertaining to Executive Residence & Guest House are available in the below mentioned link;

a. Executive Residence Photos URL Link is given below:

https://drive.google.com/drive/folders/13MFQuCK6ghQ-D_4cPqwsuWgJGqT2_cbd?usp=sharing

b. Guest House Photos URL Link is given below:

<https://drive.google.com/drive/folders/12FBtQdQXk3YKZFPtReZ3ic892G9xN2UR?usp=sharing>

The Contractor shall be responsible to deploy required number of manpower to provide Comprehensive Services for Executive Residence/Guest House. ***The tentative average monthly occupancy of the guest rooms would be around 300 room nights.*** This tentative count is based on the current occupancy in the guest rooms and the number could vary in the forthcoming days based on the actual occupancy. The Bidder shall take into account of the occupancy aspect while quoting the rate.

b Catering Services at the Executive Dining (Seating Capacity – 50)

To arrange food (as per the menu decided by the Institute) for the official Institute guests and MDP participants staying in the ER/GH in A/C Executive Dining. The food can be on ala carte or buffet basis, which will be informed in advance.

c Catering Services for Common Dining (Seating Capacity – 50)

In addition to point *a & b* above, the Institute allows the vendor to run the common dining for the visitors/faculty/staff/students on counter sales basis. They should provide Breakfast, Lunch, Snacks and Dinner for all 365 days.

d Services for other Institute requirements

To provide Tea/Coffee/Snacks/Hi-Tea at the respective venue in the Institute for participants of various MDPs, Conferences, Meetings, regular tea/coffee for faculty and staff members and for any other programs/s.

In addition to above, Institute may ask the Contractor to set up extension counter/s within the Campus as and when required by the Institute.

20. The requirement of this Contract is to provide the highest standard of ***Comprehensive Services for ER/GH and Dining facilities at Canteen*** with adequate standby arrangements to ensure uninterrupted services on all 365 days/ 24 x 7. The scope of work for each of the above mentioned services are detailed independently in succeeding pages;

Services required at Executive Residence/Guest House (ER/GH)

21. ***The Contractor should be responsible for deployment of required manpower to provide comprehensive services for the proper maintenance of all the ER/GH*** and the details of guest house (17 Nos) are available in **Annexure-III**. The contractor will inter alia ensure that all the rooms in ER/ GH and open areas around these facilities should be maintained in spic and span and also under hygienic conditions at all times befitting the image of IIMT. The contractor should have adequate manpower to provide uninterrupted comprehensive services on all 365 days/ 24 x 7.

The Contractor needs to provide the following services at the ER/GH;

- Sweeping and mopping of floors.
- Cleaning of the toilets, bathrooms, washbasins and mirrors.
- Refill/replenishment of Toilets' Tissue Rolls, Air Fresheners, and Urinal cubes, Naphthalene balls, liquid soap.

- d. Maintenance of the parking areas at the ground floor of ER including toilet, all steps from ground floor to terrace and lifts through regular sweeping and cleaning. Cleaning/swapping of ER/GH terrace once in 30 days.
- e. Monitoring & ensuring proper functioning of all Electrical appliances like TVs, Refrigerators, ACs, if any, and taking timely corrective action in case of any fault.
- f. To ensure recharge of all ER/GH set-top boxes before expiry in consultation with the EEC Office and the Institute shall reimburse charges.
- g. To provide sachets containing sugar, sugar free, coffee, tea, green tea, milk and water bottles in all the kitchens of houses in ER/GH during the occupancy and the same must be refilled twice daily.
- h. Cleaning of all Kitchens including utensils/crockery in all the houses of ER/GH.
- i. Dusting of the furniture, cleaning/re-arranging of bed sheet/cover etc.
- j. Watering of the plants and grass in and around ER/GH.
- k. During the occupancy, replace bed covers/bed sheets (double/single), pillow covers, and put them for laundry and ironing, twice in a week or on change of occupancy.
- l. During the occupancy, replace towels (big/small), and put them for laundry and ironing, thrice in a week or on change of occupancy.
- m. Cleaning of the windows, doors, fans, electrical fixtures, toilet items like bucket, mugs, dustbins etc.
- n. Cleaning of cobweb.
- o. Vacuuming of Sofa and carpets, wherever and whenever applicable.
- p. Dry-cleaning / machine-wash of curtains whenever needed in consultation with EEC office.
- q. Washing of all laundry items viz bedsheets, bedcovers, pillow covers, towels, hand napkins etc. including its ironing etc. is included within the scope of work of the Contractor and the expenditure related to the above maintenance are reimbursable on actual basis from the Institute.
- r. To deploy required manpower for maintenance of all the houses located in ER/GH efficiently throughout the year.
- s. To maintain the Reception to manage the Check-in and Check-out of the Guests.
- t. When the occupancy of the guesthouse is minimal due to non-scheduling of training programs, the manpower deployed at ER/GH shall be redeployed to other Institute's work of the same nature in other buildings.
- u. To ensure, safety and security including health of workers, deployed by the Contractor at ER/GH.

Terms & Conditions for the Comprehensive Services at ER/GH

22. The Bidder should provide the break-up of qualified manpower proposed to be employed at ER/GH indicating role, qualification, experience etc. The Contractor shall maintain the register containing the details of the staff and the register shall be open to the scrutiny of the authorized officials of IIMT.
23. The contractor shall appoint an experienced Manager with fluency in English and Hindi/Tamil and the Manager should be responsible for overall maintenance of all the guest house and also to ensure comfortable stay of the occupants and official guests in ER/GH. The Manager shall also be responsible for overall functioning of the entire Canteen in particular the efficient functioning of the Executive Dining Hall, where the food is served for official guests, participants of MDP, meetings/conferences etc. The Manager should work in close coordination with Chairperson EEC/ Manager EEC and Travel Desk to meet all the travel requirement of official guests and participants of EEC Programs and he should be a single point of contact for coordinating the stay and travel within the Institute Campus for all the official guests.
24. The contractor is required to maintain the details of all his/her employees deployed at ER/GH. This information along with their photographs shall be submitted to the Office of the CAO and EEC Office in the format that may be prescribed by EEC Office.
25. The Contractor is responsible for security of the premises, its fixtures /fittings & furnitures, office items, towels, mattresses, pillows, bed sheets, bed covers, other materials and also carpets, air-conditioners, television sets, DTH connections, telephones, computers and other electronic and electrical gadgets kept in the ER/GH.
26. The Contractor shall ensure that all the houses of ER/GH are cleaned on day – to – day basis; mopping of the floors on daily basis and whenever needed, the furniture and fixtures to be dusted and cleaned every day, unless specially advised otherwise. ***Even on Sundays and Holidays as well, all jobs relating to housekeeping and maintenance should be carried out.***
27. The Manager, Supervisors/Receptionist deployed by the contractor shall have proper qualification in Hotel Management / Housekeeping or any similar qualifications. All personnel should maintain good conduct and be physically and medically fit for the work.
28. All the workers should wear clean uniforms while attending to their duties and carry their photo identity displayed prominently. The contractor should provide uniforms, shoes, etc., to their employees as per the applicable industrial norms and standards.
29. Branded (approved by the Institute) toiletries / cleaning materials / instruments in sufficient quantity and good quality (as decided by the Institute) will be provided by the contractor on reimbursable basis as under:
- Soap / liquid soap
 - Odonil, Naphthalene balls in toilets
 - Detergents, Phenyl, toilet acid, etc.,
 - Glass cleaners
 - Brushes, brooms / wipers, sponges, Mops, etc.,
 - Vacuum cleaner, floor scrubbing
 - Mosquito repelling machine and liquidators, polishing material, etc.,
 - Shoe shiner

i. Toilet Roll

30. The highest level of cleanliness in the entire Guest House of the Institute should be maintained and for this purpose, all materials / instruments / tools etc., **will be provided by the contractor on reimbursable basis as per actual consumptions**. No GST shall be claimed on these reimbursement charges. This reimbursement claim shall not form part of "Taxable Invoice". The Manager/Supervisor of the contractor will attend to complaints on need basis, without any delay.

31. The contractor should provide **toiletry kit** in a pouch (branded with Institute logo), to all the guests occupying the guest room. The toiletry kit containing soap, toothbrush, comb, hair cream, shampoo, hair oil pouch, talcum powder etc. The cost for these Kits will be reimbursed by the Institute after verification and as per the rates fixed by the Institute.

32. He shall also ensure that all toilets, wash basins, kitchen sinks, etc. are cleaned every day with proper use of phenyl, and approved Chemical agents at their cost. Naphthalene balls should be regularly placed in the wall-cupboards and urinals. Other materials including Odonil in toilets, Mosquito repellent, Room Spray etc., to be provided by Contractor at their cost.

33. The Contractor should arrange washing of all linens, curtains etc., through the Institute's Laundromat and the actual charges will be reimbursed by the Institute to the contractor. Proper record of the same has to be maintained and authenticated by the Institute.

34. The Contractor should arrange for washing of clothes of guests, if required, through the Institute's Laundromat on payment of the actual costs thereof by the guests.

35. The Contractor will be responsible for the safe-keeping of all keys & infrastructure provided.

36. The Contractor should carry out quarterly Pest Control measures in the Guest Houses. (The payment will be reimbursed by the Institute on actual consumption). It shall be the responsibility of the contractor to keep the ER/GH premises free from the menace of rats, ants, dog and stray cattle.

37. The maintenance works, as mentioned above, should be done all seven days a week with trained manpower and the cleaning material and consumables shall be kept under personal supervision by the Contractor. He will also ensure proper cleaning of the terrace, common areas like lift lobby, reception etc. regularly and cleaning of the overhead water tanks at least once a month.

38. The Contractor shall ensure that the online rent payment details of the occupants, wherever applicable, need to be collected from the occupants and deposited with Manager EEC and no cash payment from the occupants will be accepted.

39. The Contractor should supply one English National Newspaper to each participants/occupants as and when required by the Institute at the cost of the Institute. The list of newspapers supplied shall be submitted to EEC Office daily, with the prior approval of the Chairperson EEC.

40. Contractor shall maintain proper registers to maintain the arrival & departure details of the guests, consumable items, inventories/infrastructure, proper records of linens, towels, bed sheets, blankets, pillows, Mattresses etc. and those registers need to be submitted to the EEC Office periodically for perusal.

41. The contractor shall ensure the provision of the following experienced staff with respect to the specialized area of activity.

- a. Manager / Supervisor / Receptionist to ensure proper housekeeping; reception of guests and for attending/ directing inward / outward telephone calls received at the reception counter (round the clock).

b. Housekeeping staff.

42. Procurement of all cleaning materials' record to be maintained & presented by the contractor to IIMT and to submit the bill duly authenticated by EEC Office for reimbursement on monthly basis.
43. The institute will provide set-top box and connection for TVs kept in each Guest House. The contractor will renew the DTH connection as and when required by the Institute and submit the bills for reimbursement to the Institute.
44. The items mentioned above are not exhaustive and the Institute reserves the right to include other items as it may deem fit for the proper maintenance of the entire Guest House. The officials from EEC Office will inspect the Guest House for ensuring proper upkeep at regular intervals.
45. IIMT shall have the right to add new guest houses if created by the Institute and the service provider shall be under obligation to provide necessary services to the new guest houses also, subject to additional payment under the terms and conditions agreed upon.
46. Electricity and water charges will be borne by the Institute for ER/GH. However, the contractor should ensure that their employees shall use these resources judiciously, failing which the contractor will be penalized (as decided by the Institute) for the misuse of electricity and water.
47. For daily and weekly services for ER/GH housekeeping are detailed in **Annexure-IV**.

Scope of Work for Providing Services at Canteen for Executive Dining, Common Dining and Other Institute Events

Besides providing services at ER/GH, the Contractor shall also be responsible for providing comprehensive Services at the Canteen, where food is prepared and served for the occupants of the guest house, participants of various Programs, Visiting Faculty, Guest Speakers, in house faculty & staff members, students etc., with adequate stand-by arrangements to ensure uninterrupted services on all 365 days/24 x 7. The details of the services need to be provided by the Contractor are given below;

- a To especially prepare and serve the food, snacks, biscuits and tea/coffee/cold drinks/green tea/juice, hi-tea for all the EEC Programs, as per the menu and schedule provided by the EEC Office. The sample menu for breakfast/lunch/dinner/hi-tea is provided in **Annexure-V**
- b To serve coffee / tea / cold drinks / green tea, juice, snacks, high tea, biscuit, breakfast/lunch/dinner etc. for various other official meetings, programs, conferences, seminars and events organized by the Institute from time to time. In addition, people visiting IIMT campus in connection with various academic/administrative activities of the Institute may also avail these services in Common Dining by making direct payment at the counter or through the indent provided by the respective Departments duly approved by the activity Heads, as the case may be.
- c Procurement of LPG commercial cylinders, fresh groceries, vegetables, raw materials and other ingredients for preparation of food and snacks, as per the demand, will be arranged by the contractor on his/her own expenses.
- d Deployment and supervision of adequate number of manpower such as cooks, servers, cleaner, storekeeper and supervisors etc., for efficient running the Canteen.
- e Cleaning and moping of kitchen, dining halls, toilets and auxiliary areas three times in a day.
- f Cleaning of plates and utensils including drying under hygienic conditions using dryer or suitable

- equipment, after every use.
- g Cleaning of the kitchen drains on continuous basis.
 - h Cleaning of washbasins.
 - i Cleaning of dining hall tables and chairs after each meal.
 - j Maintenance of the equipment in the kitchen and dining hall. Proper use of equipment is the responsibility / liability of the Contractor.
 - k Proper collecting and storing of food and vegetable waste and safe disposal of the same outside the campus.
 - l To ensure safety and security of workers deployed by the contractor, equipment, utensils and other items in the kitchen and dining hall.
 - m To maintain the records and documents related to running of the Canteen and statutory compliances as per prevailing labour laws and other statutory compliances.
 - n The contractor should be in a position to cater to the tastes of various Indian cuisines.
 - o The contractor need to set up the Extension Counters as and when required by the Institute.
 - p ***Providing any other catering services for Institute's events, which shall be considered necessary by IIMT at subsidized rates, from time to time. Such catering services either shall be arranged within the Canteen facility or independently outside the Canteen area but within the Campus of IIMT.***

Term & Conditions for Providing Comprehensive Services at Canteen

48. The contractor is permitted to utilize the kitchen with cooking area, vegetable cutting area, store rooms, dish-wash room, utensil store room, etc. available in the Canteen for the purpose of cooking/storing the necessary vegetables/groceries. Food should be prepared in the kitchen for official guests and served in the Canteen Dining Hall only.

49. The contractor shall be responsible for keeping the kitchen, dining halls and canteen premises neat and clean conditions. Strict adherence of the hygiene and sanitation of the canteen and its surrounding are utmost essential. Disposal of waste getting flogged in drainage lines have to be cleared by contractor. The suggestions of diners / actions regarding cleanliness have to be followed and all the expenditure will be borne by the contractor. Any violation on the part of catering service is liable for appropriate penal provisions. The Contractor is also responsible for proper disposal of all waste without bringing any environmental hazards. Daily cleaning report should be submitted to IIMT.

50. The contractor shall supply additional breakfast/lunch/dinner as requested by the departments on a chargeable basis and as per the approved rates. Such requests will be placed, as far as possible, one day in advance. The contractor shall also supply additional special lunch/ dinner as per order placed through request by various department of the Institute. The frequency and the items to be served will be informed through request by user department of the Institute.

The tentative timings of the Canteen shall be as under:

- | | |
|--------------|------------------------|
| a. Breakfast | : 07.00 – 10.30 Hours; |
| b. Lunch | : 12.30 – 14.30 Hours. |
| c. Snacks | : 16.30 – 17.30 Hours. |
| d. Dinner | : 19.00 – 22.00 Hours |



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of HRD, Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

Phone:0431-2505121/5122 | email : purchase@iimtrichy.ac.in

51. The contractor shall maintain the record of the number of breakfast/lunch/dinner provided on daily basis and to submit the bill to the IIMT once in 30 days.
52. The contractor has to serve tea/coffee/green tea, biscuits and snacks near the class rooms in academic building as when the program is conducted as per the schedule provided by the Institute.
53. The contractor has to provide all the items required for efficient functioning of the Canteen throughout the year. The Contractor should maintain the kitchen, dining hall and the entire canteen premises in spic and span and also under hygienic conditions all the times.
54. Kitchen consumables and utensils, except available in the Canteen, shall be arranged by the contractor as per the requirement at no extra charge.
55. The contractor should use Agmark or ISI quality ingredients, spices, oil etc and shall keep all cereals flour and other consumable articles covered and free from ants, rodents, cockroaches, flies, rats etc.
56. Dining hall/Kitchen/Cafeteria services shall be rendered in hygienic condition with the trained F&B production and Service personnel. As per the applicable standard norms, pest control treatment in kitchen/store- room areas must be undertaken periodically.
57. The contractor has to provide the necessary contract employees (Manager/Supervisor, chef, cooks, assistant cooks, stewards, and other assistants) as required for the Canteen.
58. The Contractor should dispose of the kitchen waste in a proper manner and no waste should be poured into the sewerage line as the garbage will damage the pumps installed at Sewerage Treatment Plant. If any blockage in the sewer line is noticed due to the dumping of kitchen waste, the Contractor will be penalized with heavy penalty by the Institute. The rate of penalty will be decided by the Institute.
59. The garbage should be disposed of at the designated area or as directed on a day-to-day basis. Garbage segregation has to happen as per standards with wet garbage stored in Conducive environment & dry garbage to cover all times.
60. Water required for cooking, washing and incidental purposes will be supplied on payment by the Institute to the Contractor. Water meter will be fixed by the Institute.
61. The Contractor shall ensure that his/her staff is trained by fire drills regularly in operating fire extinguishers which shall be supplied by the Institute; and that proper and adequate fire precautions, safeguards and preventive measures against fire are taken by the Contractor.
62. The Contractor shall pay a sum of Rs. **6,000/-** plus GST per month towards highly subsidized monthly rent. The benefit of the subsidized rent should be passed on to the tariff of Common Dining Menu and Executive Dining Menu.
63. IIMT shall provide electricity to the kitchen and dining hall. **Electricity charge** will be levied as per the prevalent tariff of TNEB, applicable to IIMT as per actual consumption.
64. Water charges will be levied on actual consumption every month based on the meter readings and as per the following slabs;
 - a. Rs 50 per kilo ltrs up to the consumption of 600 kilo ltrs per month.
 - b. Rs 75 per kilo ltrs up to the consumption of above 600 kilo ltrs and up to 1000 kilo ltrs per month.
 - c. Rs 100 per kilo ltrs up to the consumption of above 1000 kilo ltrs per month.
65. The services provided at the Canteen for Executive Dining, Common Dining etc., should be of high quality. The vegetables, provisions and various items used for cooking should be of best / premium quality and the quality should

Date :

Signature of the Bidder with seal

not be compromised under any circumstances. The food should have high nutritional value. Potable good quality water should be used for cooking and drinking purposes.

66. Generally Indian food items would be served but on occasions as per requirement of the Institute, the Contractor should be able to provide Chinese food and also Continental food. The Institute organizes various international programs every year; foreign participants have to be provided continental food.

67. Utmost attention has to be given to provide wholesome quality dishes and render an excellent acceptable services besides maintaining punctuality in services without any complaint from the participants/guests, which is equally important.

68. The Contractor should be equipped to provide catering services for at least **200 persons** at one time on, a short notice, apart from the Institute's regular requirements. For this purpose, sufficient stock of crockery and cutlery and any other required items have to be maintained.

69. It shall be the responsibility of the contractor to keep the Canteen premises free from the menace of dog and stray cattle.

70. The service provider has to maintain the dining hall neat and clean and as such to get the flooring swabbed every night once the guests have vacated. The tables, chairs shall be cleaned and properly arranged, ready for the breakfast. Fortnightly cleaning of ceiling fans, pedestal fans etc. shall be undertaken. The freezers shall be maintained clean. The garbage shall be cleared every day. The surroundings shall be kept clean.

71. The service provider has to ensure that kitchen staff washes the kitchen utensils with proper and standard variety liquid washing soap, before preparing any dish and also every day whenever necessary. Similarly, the kitchen flooring should be washed every night using disinfectant once the kitchen service is closed. The exhaust fans should be cleaned every week.

72. The service provider has to ensure that his staffs properly wash the plates, glasses and other cutlery. The plates should be kept in the oven before laying on the table for serving of food.

73. The service provider has to ensure that only RO water is provided to the guests for drinking. Arrangements should be made to provide hot water to the guests whenever asked.

PROCEDURE FOR SUBMISSION OF TENDER

74. The tender document should be downloaded from the IIMT website www.iimtrichy.ac.in/tender

75. Bidder may go through the tenders published on the site and download the required tender documents/Annexure for the tenders he/she is interested. Bidder should fill up in the prescribed format about the qualification and eligibility.

76. After downloading / getting the tender document / Annexures, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.

77. The bidders should not make any changes or amendment in the tender document as published in the IIMT website.

78. All correspondence and documents relating to the tender shall be written in English.

79. No paper / page shall be detached from the tender document. No addition or alteration should be made in the tender document.



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of HRD, Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

Phone:0431-2505121/5122 | email : purchase@iimtrichy.ac.in

80. The bidder shall submit the Technical and Financial bids as per the format enclosed as Annexure respectively
81. Tenders received after the closing date and time shall not be considered.
82. Each page of the tender document should be signed and stamped by the bidder/tenderer in acceptance of terms and condition, laid down by the Institute.
83. While indicating the price/rate of the items or services, the bidder should write the item value/monthly value, both in words and figure, in case of dispute, or cutting/overwriting, the amount written in words will be taken as bid value.
84. The tender document should be filled in legible handwriting/printing/typing without any ambiguity. If any correction is necessary, the same should be made after scoring out the old entry. All the corrections should be attested with full signature of the bidder with date.
85. The person/officer signing the tender/bid documents on behalf of the contractor should be delegated with an appropriate power of attorney (duly endorsed by a notary public) by the Chief Executive Officer / Managing Director of the company to sign such documents. An appropriate declaration must be enclosed.
86. Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
87. No tenders will be allowed to withdraw after submission of the tender; otherwise the EMD submitted by the tendering firm would stand forfeited. In case, the successful tenderer declines the offer of contract (or refuse to acknowledge or execute the contract/agreement within 10 working days from the award of work), for what so-ever reasons, his/her EMD will be forfeited.
88. **Validity of the Bid:** Bids shall remain valid for acceptance for a period of 90 days from the date of opening of the price bid.
89. Successful bidder will have to deposit the interest free performance security deposit (SD) money of **Rs. 5,00,000/-** (Rupees five lakhs only) into IIMT bank account mentioned at page one of the tender document through NEFT/RTGS. Copy of the payment receipt needs to be submitted along with signing of the contract, within 10 working days from issue of the formal work order. The performance security deposit should remain with the Institute and will be refunded to the contractor after 60 days beyond the date of completion of all the contractual obligations of the service provider.
90. It is construed that the bidder has read all the terms and conditions before submitting their offer. An undertaking as given in the **Annexure-X** to the effect of stating that the terms and conditions of the tender have been read and abided by the tenderer shall be furnished.
91. Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.
92. The bids shall be submitted in TWO-BID SYSTEM (Technical Bid and Financial Bid), by the reputed and experienced bidder(s) established and functioning having valid licenses, certificates and relevant experience in the field of **providing comprehensive services for Guest House, Canteen and Executive Dining** on contract basis to any IIMs/Executive Training Centres of Public Sector Banks/PSUs.
93. All the pages of the tender document being submitted must be signed and sequentially numbered by the bidder(s) before submission, as per the procedures and requirements stipulated herein.
94. Since this tender is based on two bid system, TWO SEPARATE SEALED ENVELOPES as explained below need to be prepared:

Date :

Signature of the Bidder with seal



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of HRD, Government of India)

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Technical Bid (Envelope A) – The payment made towards Tender Fees, EMD amount and filled Application form as per **Annexure-I(A)** and **Annexure-I(B)** with the required enclosures should be in sealed condition and SUPERSCRIBED with the following text: **“Technical Bid for Providing Comprehensive Services for Guest House, Canteen and Executive Dining on contract basis at IIMT.”**

Financial Bid (Envelope B): The rate should be quoted for;

(a) Providing Comprehensive Services for ER/GH as per **Price Bid Schedule I** under **Annexure-II**; and

(b) Providing Comprehensive Services at Canteen and Executive Dining as per **Price Bid Schedule II** under **Annexure-II**. Financial Bid documents should be put in a separate cover and the cover should be in sealed condition.

Both these sealed envelopes (Envelope A & B) should carry the name and address of the bidder and be placed/kept with in a LARGER Size Master Envelope with the following text **SUPERSCRIBED** on the master envelope:

Tender for Providing Comprehensive Services for Guest House, Canteen and Executive Dining at IIM Tiruchirappalli Tender No.IIMT/ER&CANTEEN/04/2020 dated: 17/05/2020

This master envelope containing the two envelopes must reach the following address on or before **08/06/2020** by **17:00 hrs**;

*The Chief Administrative Officer (i/c)
Indian Institute of Management Tiruchirappalli,
Trichy - Pudukkottai Main Road,
Chinna Sooriyur,
Tiruchirappalli - 620 024.*

95. The tender should be submitted either through Registered Post/Speed Post/Courier or Hand delivery during office hours only (To be submitted to Dispatch Section of IIMT @ Administrative Wing – II Floor and obtain acknowledgement). The vendor will be given an acknowledgement receipt if the tender document is delivered to IIMT in person. IIMT will not accept any responsibility or grant any relaxation of time for any Postal delay in submission of tender.

96. The bidders are cautioned that furnishing of incomplete/ambiguous information, suppression of facts and any alteration of the prescribed tender format will entail outright rejection of the bid application.

PRE-BID MEETING

97. The bidders can inspect the ER/GH and Canteen by fixing prior appointments with Chief Administrative Office (i/c), IIM Tiruchirappalli before the pre-bid meeting. A Pre-bid meeting will be conducted on **26/05/2020, Tuesday** at **15.00 hrs** in the Dean’s Office Meeting Room, Indian Institute of Management Tiruchirappalli to clarify doubts that may arise before submission of the bids. ***The pre-bid meeting may either be conducted physically or through online mode, which will be intimated in the Institute website.*** Bidders/Representatives are invited to participate in this pre-bid meeting. Such attendees have to produce a letter of authorization from their firm (or firms they are representing) for attending the Pre-bid meeting as per format enclosed vide **Annexure-VIII**. Bidders are requested to mail (purchase@iimtrichy.ac.in) the doubts prior to the pre-bid meeting if possible, to enable us to clarify the doubts in the pre-bid meeting itself.

Date :

Signature of the Bidder with seal

OPENING OF MASTER ENVELOPE AND TECHNICAL BID (COVER 1)

98. The Master Envelope and the Technical Bid will be opened at **11.00 hrs on 30 June 2020**, by the Tender Evaluation Committee in the presence of representatives of the bidders or their authorized representatives. A maximum of two representatives of any bidder shall be permitted to attend the bid opening. Bidders/ Representatives have to produce authorization letter from the firm, to participate in the opening of Technical Bid as per the format enclosed vide **Annexure-VIII**.

TECHNICAL BID

99. The Technical bid should be furnished in the Application stipulated in the **Annexure-I(A)&(B)** of this tender document.

100. Technical bid consists of details on application, eligibility, list of documents to be provided and method of Technical evaluation.

101. Technical bid should contain all the required enclosures which should be serially numbered and indexed. Any overwriting in the bid made by the bidder shall be signed by the person signing the bid.

102. There shall NOT be any price indication in the technical bid. If for any reason, it is found that the technical bid reveals the price bid related details in any manner whatsoever, or, the price bid is enclosed in the envelope superscripted as, **“Technical Bid”**, the bid document will be summarily rejected in the first instance itself.

103. Mere submission of information does not entitle the bidders to meet the eligibility criteria. IIMT reserves the right to verify and vet, any or all the information submitted by the bidder.

104. Making misleading or false representation in the bid document will lead to disqualification of the bidder resulting in forfeiture of EMD amount.

105. The IIMT reserves the right to shortlist the acceptable technical bid.

106. The Financial Bid Covers of those bidders who have been found to be technically eligible and who obtains **30 and above marks out of 50** in the Technical Bid evaluation will only be opened and processed further.

107. IIMT reserves the right to shortlist/reject any or all tenders without assigning any reason at any stages of process.

108. The bidder will be technically evaluated based on their experience, credentials, business turnover, financial strength and stability, contracts executed during the **last three years**, contracts in hand, capacity to provide comprehensive services for guest house, canteen and executive dining, prepare food, managerial abilities, feedback references, support facilities to execute the order, compliance to statutory regulations, reliability and other relevant factors as considered appropriate by the IIMT.

109. The IIMT representative(s) may contact the present and previous clients of the bidder to receive on the spot information regarding quality of services provided etc.,

110. Besides, scrutinizing the documents submitted along with the technical bid, if found necessary the bidder will be interviewed by the Committee to assess the eligibility, capability and suitability of the bidder.

111. The bidders whose technical bid is not found acceptable will be informed of the same and their price bid will not be opened.

112. IIMT reserves the rights to change, modify, add or alter the bidding process including inclusion of additional evaluation criteria for short listing of bidders at later stages.

113. The decision of the IIMT is final in awarding the contract. IIMT reserves the right to negotiate or refloat the tender opened if L1 price is not acceptable to IIMT inter-alia, other reasons.

114. Canvassing in any form shall make the tender liable for rejection. If a bidder deliberately gives wrong information in his tender or creates conditions favorable for the acceptance of his tender, the IIMT reserves the right to reject such tender at any stage.

115. IIMT reserves the right to cancel the contract, if a bidder or bidders obtains the contract as a result of cartel formation of tendering or by forged methods at any stage.

116. No IIMT employee and/ or their dependents are eligible to submit their offer against this tender.

117. **Relationship Certificate.** The bidder should give a certificate that none of his/her near relative is working in the units as defined below where he is going to apply for the tender. In case of sole proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and IIMT will not pay any damage to the company or firm or the concerned person.

a. The company or firm or the person will also be debarred for further participation in the concerned unit.

The near relatives for this purpose are defined as: -

Members of a Hindu undivided family, Spouse. The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

b. The Relationship Certificate (**Annexure-IX**) needs to be placed in the Technical bid cover.

TENDER EVALUATION PROCESS

118. **The Tender evaluation process consists of three stages.**

1. **Stage - I - Pre Qualification Bid:**

The Bidders, who have remitted a non-refundable Tender document fee of Rs. 1,180/- and an Earnest Money Deposit of **Rs. 1,00,000/-** (Rupees one lakh only) to IIMT and meeting all the basic eligibility conditions mentioned at page 2 & 3 of the tender document, will only be considered.

2. **Stage -II - Technical Bid:**

Based on the information supplied by the bidder(s), marks will be provided for the technical capabilities of each bidder as per the weightages given below:

S. No	Parameters	Maximum
1	<p><u>Financial turnover in last 3 years (15 marks);</u></p> <p>(Average turnover in the last three consecutive years, as reported in the audited financial statements will be considered). (Rs 2 to Rs 2.99 Crore = 5 marks; Rs 3 to Rs 4.99 Crore = 10 marks; and Rs. 5 crores and above = 15 marks. No marks will be awarded for less than Rs. 2 crore.</p> <p>Total marks are subject to maximum 15</p>	15

<p>2</p>	<p><u>Experience in similar nature of work in last 3 years (20 Marks).</u></p> <p>Copy of work order for providing similar work of having 30 to 40 rooms facilities/Guest House to IIMs / Executive Training Centers of Public Sector Banks & PSUs = 4 Marks for each work order. (work order copy with Completion certificate in letter head with verifiable contact details should be submitted with Technical Bid)</p> <p>Copy of work order for providing similar work of having 41 to 50 rooms facilities/Guest House to IIMs / Executive Training Centers of Public Sector Banks & PSUs: 6 Marks for each work order. (work order copy with completion certificate in letterhead with verifiable contact details should be submitted with Technical Bid).</p> <p>Copy of work order for providing similar work of having above 51 rooms facilities/Guest House to IIMs / Executive Training Centers of Public Sector Banks & PSUs: 8 Marks for each work order. (work order copy with Completion certificate in letter head with verifiable contact details should be submitted with Technical Bid).</p> <p>Total marks are subject to maximum 20.</p>	<p>20</p>
<p>3</p>	<p><u>Quality of testimonials provided by previous clients in last 3 years</u> (copy of testimonials from IIMs / Executive Training Centers of Public Sector Banks & PSUs (pertaining to at least 30 rooms facilities/guest house) should be enclosed. Work order copy with Testimonials in letterhead with verifiable contact detail: 5 marks each.</p> <p>Any testimonial without work order copy, contact details and not in letter head would not be considered)</p> <p>Total marks are subject to maximum 15.</p>	<p>15</p>
	<p style="text-align: right;">Total Marks</p>	<p>50</p>

119. A minimum of 30 marks (of which at least 5 marks should have been scored from S. No 3 of the above table) out of 50 marks, in technical bid evaluation is required to be eligible for participating in price bid. The Financial bids of all bidders who have scored **30 or more marks** from the Technical Bid Evaluation will be opened at **11:00 hrs on 30/06/2020**, Tuesday, in the presence of eligible bidders or their authorized representatives. Bidders / Representatives have to produce authorization letter from the firm, to participate in the opening of Technical Bid as per the format enclosed vide **Annexure-VIII**.

120. The Financial Bid should be quoted in the prescribed format **Annexure-II** (Price Bid Schedule-I and Price Bid Schedule-II) of the tender document. **The lowest rate quoted adding the sum of Price Schedule-I & II** among the successful technical bidder(s) shall be awarded the contract for providing Comprehensive Services for Guest House, Canteen and Executive Dining. **The bidder should quote the price and tax separately.** Rates quoted shall not be revised on account of any increase in price of commodities, taxes etc., No escalation of price whatsoever would be allowed during the pendency of the contract.

121. Price bid must indicate the rates **excluding GST**.

122. The rates should be quoted in figures as well as words for all the items in the price bid. Wherever there is a difference in the two, the rates in words will be taken as final.
123. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of price bid.
124. **IIMT reserves the right to** cancel the submitted bids without assigning any reason thereof.

General Terms and Conditions of the Contract

- 1. The bidder should submit the Bid consists of both, (a) providing Comprehensive Services for all Guest House; and (b) Providing Comprehensive Services for Canteen & Executive Dining, failing which the Bid will be rejected.**
2. IIMT shall provide basic facilities such as furniture for dining hall, cooking equipment, water cooler in dining room. A stock register of item will be maintained. These facilities will be under the control of the Contractor and he/she will be responsible for any loss/damage.
3. The contractor should maintain a register furnishing the Name, Address and Character Certificate and latest photograph, telephone number of the contract personnel engaged by him and posted at ER/ GH and Canteen. This register completed in all respects has to be handed over to the EEC & CAO's Offices within 15 days from the date of award of contract.
4. The Contractor shall obtain license from the Labour Department under Section 12(i) of the Contract Labour (Regulation and Abolition) Act, 1970, to conduct the business in IIMT, within 30 days from signing of the contract.
5. The payment for the ER/GH services and Canteen Services shall be paid on monthly basis subject to production of bills with its required supporting documents up to the satisfaction of the Institute.
6. The staff deployed at site should be physically and mentally fit to handle the works detailed in the scope. The full bio-data & ID proof of the staff to be deployed at IIMT like their full address, educational qualification, age proof etc. shall be made available before commencement of work.
7. The contractor shall take, at his own cost, the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne by the contractor. The Contractor should undertake to produce the license / permission, etc., so obtained to the Institute or furnishes copies thereof as and when required by the institute. The contractor also undertakes to keep and get renewed such license or permissions, etc., from time to time. The contractor shall be responsible for any contravention of the local, municipal, state, central or any other laws, rules and regulations.
8. The contractor should undertake to bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the state / central government or any local body or authority. The contractor also agrees to furnish such proof of payments of compliance of the obligation including registration of certificates, receipts, licenses, clearance certificates, etc., as may be required by the Institute from time to time.
9. The contractor shall provide a complaints book at the reception; any complaints relating to the discharge of the various housekeeping and catering shall be attended to by the contractor promptly. A "check-in" and "check-out" list of participants / guest / occupants / visitors shall be made available by the contractor every morning to the Manager EEC for scrutiny. The contractor shall maintain a register to record the identity of the guests / participants/ occupants / visitors when they check-in and to obtain a copy of photo Identity proof of the guests, which is compulsory, for



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records.

10. All the toiletries/consumables required for the purpose of providing Comprehensive Services for Guest House, Canteen and Executive Dining should be of standard brands as per the approval of IIMT. No sub-standard materials to be used. The toiletries/consumables used for the purpose of cleaning shall be eco-friendly and bio-degradable.

11. The contractor shall not assign or sublet the work/job or any part of it to any other person or party. ***The tender is not transferable. Only one tender to be submitted by one Bidder.***

12. Employment of child labour is completely prohibited.

13. The Contractor before engaging any person has to get his/her antecedents checked by the Police and the Police report to be produced to the Institute. Similarly, medical certificate from competent authority should be obtained and produced to the Institute. Once in Six months, all the staff employed at ER Guest House and Canteen should undergo medical checkup and report has to be submitted to the Institute, to ensure that they are medically fit to serve at both the places.

14. The Institute reserves the right to terminate the Contract Agreement, without assigning any reasons by giving one month's prior notice in writing to the contractor. The Institute reserves the right at its discretion to terminate the Agreement for breach of any of its terms by the Contractor or for any other reasons. The decision of the Institute shall not be called upon into question by the Contractor. The institute will not be liable for any claims or compensation or damages by the contractor arising out of termination of the agreement.

15. The contractor shall also ensure the overall general maintenance, like drainage, cleaning, garbage disposal (dry and wet garbage/biodegradable and non-biodegradable waste disposal etc., in an eco-friendly manner, using protective/closed bins).

16. The Contractor shall be solely responsible for payment of ESI, PF, Gratuity and other benefits to his/her workers and shall abide the all rules and regulations, statutory and otherwise, to the satisfaction of the Institute. Contractor should submit monthly statement of remittance of ESI, PF, Gratuity for the employees along with the bills for payment. Payment will not be made if the statutory payments are not made regularly. The Contractor shall indemnify the Institute from all claims by its employees. In case any employee/s deployed by the contractor raise any dispute / claim against IIM Tiruchirappalli, contractor shall implead himself as a party and defend the matter directly.

17. The Contractor shall ensure that workers, agents and staff are attired in clean uniform, well behaved, courteous and disciplined.

18. All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 20–55 with good health and sound mind. The personnel/employees/workmen of the contractor shall be liable to security screening by the Security Staff/Agencies deployed by IIMT.

19. The contractor should ensure to maintain required number of manpower (both at ER/GH and Canteen) to meet the contractual obligation and should be capable of scaling up the service on need basis for special occasions.

20. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director or CAO of the Institute and the same will be deducted from the monthly bill of the contractor.

21. The services will be provided round the clock on all days of the year (24 hrs. x 7 days x 365 days) with sufficient number of manpower required to run the operation.

22. No items will be taken out of the Institute without written permission of the competent authority. Normally no inventory should be shifted from one room/ place to another, without approval of competent authority and making

Date :

Signature of the Bidder with seal

valid entry in the stock register of the inventory.

23. The allotment of rooms (accommodation) in ER/GH will be done by the EEC office.

24. List of Items provided by the Institute in the Canteen are detailed in *Annexure-XI*. Dining table and chairs will be provided by the Institute. Apart from these items, the contractor has to bring all the necessary equipment/item at his own cost.

25. The contractor has to maintain an attendance register of the persons employed and the same will be inspected daily by the EEC Office.

26. If any of the worker employed by the contractor is found to be under performing or found under the influence of alcohol or any abusive substance / indecent behavior, such person/s shall not be allowed to work at site anymore and IIMT reserves the right to ask contractors for immediate removal of such person/s with suitable substitute immediately.

27. The Contractor and all his employees shall at all times during the continuance of this agreement, obey and observe all the directions and instructions, which may be given by the Institute concerning any aspect of the Comprehensive Services pertaining Guest House, Canteen and Executive Dining. In the cases, the Contractor does not render any one of the two services at ER /GH and Canteen, the Institute shall be entitled to deduct such amount as deemed appropriate as may be decided by the Director (whose decision will be final) in respect of the default from the amount payable to the contractor. The employees of the contractor, their management, control, duty rosters, administration etc. will be dealt with and be decided exclusively by the contractor being their employer and engaged by him.

28. **Billing and Payment:** The contractor shall submit the bills in the form of Tax Invoice containing the details of GST Registration number of the contractor and IIMT (33AAAAI5004R1ZO) along with HSN/SAC code every month on or before 7th of subsequent month. After deducting the amount towards rent, electricity, water charges and TDS etc., and penalty if any, payment will be made within fifteen working days from the date of receipt of the monthly bill. In the event of delay of payment due to any query, objection or dispute with regard to any bill or a part thereof, the Contractor shall not be entitled to any interest. The Contractor should produce the proof for remittance of PF, ESI, and Salary payment to workers in each worker's name every month along with the Invoices. The certificate for having paid the minimum wages to the workers deployed in ER/GH must be submitted by the contractor along with the monthly bill.

29. In the case of delay / default in payment of contribution under ESI Scheme and EPF Scheme besides the recovery of the amounts due by the Bidder outwards their contribution, penal interest and / or damages as may be levied by the ESI or PF Authorities, a penalty of 20% of the above amount would also be levied and recovered from their running bills. In the event of cessation of the contract due to any reason whatsoever, the Security Deposit will be refunded only after due satisfaction as regards the payment of ESI and EPF dues by the Bidder. IIMT will have the full Any other statutory compliances in details

30. The contractor should arrange for engaging his/her workers throughout the year (including all holidays), for thorough deep cleaning of the internal and external areas as required by the Institute. The Institute will make no extra payment on this account. However, there will be a weekly off for each employee to be provided on rotation basis.

31. All expenses relating to the employment of the workers by the Contractor for providing Comprehensive Services for Guest House, Canteen and Executive Dining shall be within the scope of the Contractor. He / She shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss or otherwise terminate their services at any time. The contractor shall be solely responsible for any claim arising out of employment or termination of employment of his/her workers and for statutory payments. The contractor shall

comply with all the provisions of the Rules framed under any Laws and Rules as may be applicable from time to time in respect of the workers engaged by him. The contractor when required by the IIMT shall produce the registers and records for verification and comply with other directives issued by the IIMT for compliance of the statutory provisions. Thus, the Contractor has to follow all labour laws / government laws and all statutory obligations in regard of employing the workers. The contractor shall be solely responsible for any dispute / violation of labour laws.

32. On expiry of the agreement, all the equipment/articles/facilities provided to the contractor shall be returned in good condition subject to the allowable wear and tear and no excuses of any nature whatsoever will be entertained for any loss or any damage to the equipment /articles/facilities. In case of any loss or damage, the Contractor will have to replace the lost items / carry out necessary repair, subject to the approval and instructions of the IIMT.

33. The contractor shall be responsible for providing at his/her own expense for all precautions to prevent from any loss or damage to the facilities at ER/GH and Canteen.

34. It is the responsibility of the Contractor to maintain all kitchen equipment provided by the Institute in proper working conditions at all times. If there are damages, the contractor has to make good the losses incurred to the Institute or alternatively replace the damaged equipment with same brand and specification. Institute will not supply any equipment additionally or by way of replacement.

35. The Canteen premises should not be used for any other purpose, other than the Institute requirements.

36. Further, the Contractor has to sign the Integrity Pact as given in the format at *Annexure – XII*.

37. The Contractor shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments. It is agreed that there is no employer-employee relationship between the Institute and the Contractor' employees in anyway, whatsoever and the Contractor has to carry out their business as an independent service provider.

38. The contractor who is selected for providing the Comprehensive Services for Guest House, Canteen and Executive Dining will have to execute the contract agreement in the non-judicial stamp paper consisting of all the terms and conditions of the tender document.

39. Guests should not be allowed to enter the Dining Hall in intoxicated condition. No liquor and other intoxicating items should be supplied in the rooms and consumption of the same in the ER/GH is strictly prohibited.

40. The rate finalized and agreed upon by the contractor shall remain unchanged for the agreement period.

41. The service provider should ensure implementation of code of Conducts in the following areas:

“NO SMOKING ZONE” boards should be displayed in the dining hall / common rooms in each guest houses.

42. The bidders are advised to inspect the sites and acquaint themselves with the actual working and prevailing site conditions before quoting the rates.

43. Please note that it is bidders' responsibility to provide all items which may not be specifically mentioned in the scope of works but are necessary to complete the work and subject services to the satisfaction of the Institute.

44. IIMT shall not be bound to accept the lowest tender and reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever.

45. **Additional Work**. Should any new areas of work transpire, which the Institute considers are not envisaged, as being part of this tender, the prices for the new scope of work shall be mutually decided and agreed upon between

the Institute and the contractor based on actual rate analysis on established norms. In the event of non-agreement of the rates, the Institute reserves the right to get the same carried out through any other agency so appointed for.

46. **Records of Daily Operation**. The Contractor shall maintain and provide comprehensive log book of cleaning activities, usage of toiletries/consumables in all units of the buildings.

47. **Inspection**. The Institute shall have the right to inspect at all times any tools, instruments, materials / toiletries/consumables, staging or equipment used or to be used in the performance of the WORKS. The contractor shall make all parts of the WORK accessible for these inspections. The Institute shall have the right to condemn any or all tools, instruments, materials / toiletries/consumables, equipment or work which does not confirm to the specifications.

48. The contractor shall be responsible for any breakage caused by its workers at the site. Breakage of any light fixtures, furniture, tiles, mirror, glass, any other fittings/fixtures provided in the building by the persons employed by the contractor due to their negligence will have to be set right by the contractor at his cost within 3 days of such damages. In case of their failure to do so, IIMT shall be at liberty to get the same done from any other agency at the Contractor's cost, risk and consequences.

MIS Reports and Process Reviews

The Institute shall approve the format for the monthly report to be submitted by the contractor along with every monthly bill.

Operating Meetings

49. During the early stages of the agreement, it is expected that the frequent operation meetings will be required between the service contractor's Manager and Institute's representative/s to discuss priorities to establish satisfactory reporting procedures. The contractor shall make the appropriate personnel available for attending all these meetings.

Performance Review Meeting

50. Performance review meetings shall be held quarterly to review the overall performance of the contractor. The Senior Management of the contractor and Institute's representative/s shall attend these meetings.

Quality Assurance

51. The contractor shall implement a quality system in accordance with ISO standards. The contractor shall develop, in conjunction with the Institute's representatives, the standards of service to be provided and how performance to be measured and monitored.

52. **Price variation for Labour component**: Please note that all rates (ER/GH and Canteen services) quoted by the bidder shall remain fixed and valid for a period of one year i.e. initial contract period from the date of commencement of work and no escalation/price increase, whatsoever shall be considered during this period. Accordingly, contractor has to take due care on this account while quoting the rates. No escalation of Material component will be allowed during the contract period.

53. ***The selected contractor shall provide Comprehensive Services for ER/GH, Canteen and Executive Dining for a period of one year. However, the contract may be extended for a further period of up to two years on yearly basis, if services of the Contractor are found to be satisfactory, on the same terms and conditions and at the sole discretion of the Institute. The commencement date of the Contract will be reflected in the Work Order, which will be issued to the selected contractor.***

54. The Contractor shall use only branded raw materials and best quality for preparing the food. Procurement of first quality branded groceries; vegetables etc. will be the responsibility of the Contractor. List of branded items are available in Annexure-VI. Brands of other items will be decided by the IIMT. In the event of the quality of the food served being poor or not adhering to contractual conditions, the IIMT will be free to impose penalty as deemed fit on the Contractor and as per penalty clause.

55. The Contractor shall maintain a suggestion book for recording the suggestions for improvement. The suggestions that have the approval of the IIMT should be acted upon forthwith. The suggestion/compliant book should be kept open for inspection by Officer in charge /authority of Institute.

56. Periodic maintenance and cleaning of all the rooms (including toilets and bathrooms), front office, stores, offices, kitchen, dining halls, all glass window panels, curtains/blinds and all fixtures/furniture in ER/GH and Canteen shall be the duty of contractor. A status report on day to day basis to be maintained by the supervisor as a permanent record and the same to be sent to the concerned official/s. Any violation on the part of contractor is liable for appropriate penalty.

57. Floors of the room and corridor/wings will be cleaned daily with cleaning materials and will be kept clean at all the time. Cleaning of sofa set, chair covers, curtains will also be done as per requirement. The contractor will do all the cleaning and maintaining all areas according to high standards. All the consumable cleaning materials / cleaning agent and machineries (cleaning purpose) will arrange by contractor as per required list to complete the cleaning task. Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control, fly/ultrasonic repugnant, etc., shall be done periodically by the contractor. The cost of all the consumable materials will be reimbursed to Contractor by IIMT on submission of the bills duly approved by IIMT representative.

58. IIMT will not be liable for any medical attention, injury / loss of life of the Canteen and ER/GH or any other workers engaged by the contractor in the preparation, working in guest house/executive residence, transportation of the food items to the Dining Halls and any service as per the contract. A suitable insurance coverage for the staff of contractor shall be arranged by the Contractor at contractor's cost towards compensation of any loss to their workmen as per legal provisions.

59. The contractor who is selected for providing Comprehensive Services for Guest House, Canteen and Executive Dining will have to execute the contract agreement consisting of all the terms and conditions of the tender document.

60. ***Forfeiture of Earnest Money Deposit:*** The earnest money will be forfeited in the following cases:

Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder(s) withdraws or amends impairs or derogates from the tender in any respect within the period of validity and/or after opening the tender.

When the successful tenderer does not deposit the interest free security deposit money after the work order is given.

- a. If the successful bidder(s) fails to commence the work within the prescribed time after the confirmed orders.
- b. When information/certificate/document furnished is found to be false at any stage.
- c. When the bid documents have been manipulated or altered after they are downloaded from the website.

Amendment to bid document

61. At any time prior to the date of submission of bids, IIMT may modify the bid document with amendments either on its own or in response to a clarification required by a prospective bidder during pre-bid meeting.

62. Such amendments shall be notified on IIMT's website only and these amendments will be binding on all prospective bidders.

63. The Institute may at its own discretion extend the last date for the receipt of bids/cancel the bids without assigning any reason.

PENALTY CLAUSE:

64. Failure to supply food in terms of quality, quantity and as per the menu indicated in **Annexure-V** will attract penalty. For not adhering to contractual conditions, the IIMT shall be free to impose penalty as deemed fit on the contractor. Penalty imposed shall be adjusted against payment due to the contractor.

65. Deduction on account of unsatisfactory catering services and improper housekeeping and maintenance of the Canteen, Guest Houses, common places/facilities etc., will be made from the monthly bill. The recovery will be decided by the CAO/the designated officer on the recommendation of the concerned office. The methodology for deduction will be as under:

- a. The contractor should maintain all the guest house and its surrounding areas befitting to the image of IIMT. In case, the efficiency in maintenance of the guest houses affect due to shortage in deployment of manpower, IIMT shall impose heavy penalty (as decided by the Institute based on the recommendation of the EEC Office) and the penalty will be deducted from the monthly bill of the contractor. Further occurrence of such lapses will lead to termination of the contract.
- b. In case of non-maintenance of cleanliness or lapse of services/carelessness, deduction shall be made @ Rs. 1000/- per incident from the monthly bill of the contractor.
- c. In case of non-performance and poor services by the Contractor leading to the tarnishing IIMT image, the institute may at its discretion, impose penalty depending on the situation. CAO will ascertain the amount of penalty upon the recommendation of concerned person/office. In the event of appeal, the decision of Director, IIMT shall be final and binding upon the Contractor.
- d. Non-compliance with laundry requirements Rs.500.00/day
- e. Non-compliance with toiletries items Rs. 500.00/ day
- f. Non supply of Newspaper and Magazines Rs.200.00/day
- g. Non-attendance of minor repairs Rs.200.00/event.
- h. Negligence in reporting of non-functioning of equipment/machinery/telephone and other amenities Rs.100.00/day
- i. Non-compliance of environment friendly waste disposal methods Rs.300.00/day
- j. Not wearing of uniforms by Contractor 's employees or wearing untidy uniform Rs.100.00/day/Person
- k. Supply of food not as per approved Menu/delay in supply from the stipulated time/ and/or insufficient quantity atleast 50% of the bill for that particular meal.
- l. Non supply of approved/shortage of cutlery-crockery Rs.500.00/day
- m. Items like taste enhancers like Aji-no-moto, baking soda, coloring items etc., are banned and they should not be used. If they are found in the kitchen premises penalty of Rs. 2,000/- for each occasion will be imposed.
- n. Presence of unwanted items in food such as blade, glass, metal wires, nails, cockroaches, cigarettes, clothe, rope, soft plastic, etc., will attract a penalty of INR 5,000/- for the first instance, INR 10,000/- will be in the second instance onwards.

- o. Kitchen, dining hall, stores and washing area should be kept clean. If not, then a penalty of INR.5000/- for each occasion will be imposed.
- p. Insects found in any of the prepared food will invite penalty of INR 5,000/-. If repeatedly found in the food / vegetables, the penalty of INR 10,000/- will be imposed.
- q. Non availability of the suggestion book/ complaint register on the counter and/or discouraging the complaint would impose a fine of INR 1,000/-.
- r. Unclean utensils in a day would attract a fine INR 2,000/-.
- s. Discrepancy on personal hygiene of workers, dining hall etc., will call a fine of INR 2,000/-.
- t. If the contractor found to have used unbranded/poor quality of any commodities, a fine of INR 2,000/- will be imposed for every occasion of such happening. Non-compliance of the safety norms will invite a fine of INR 1,000/ per offence.
- u. Misbehavior of the worker deployed by the Contractor would result in a fine of INR 1,000/-.
- v. For any penalty provisions stated above (i) First violation of the rule implies fine as per the above rules and (ii) Second and subsequent violations of the same rule within 30 days of the previous fine will attract triple the initial amount of fine on the contractor.
- w. Continuous overall bad performance (for any two months in a semester) will result in Termination of the contract.
- x. In case of unforeseen or peculiar circumstances, the decision of the CAO, so far as imposition of penalty is concerned, shall be final.

66. **Injury to Guests/Damage or loss to the Property/Equipment:** The Contractor shall at his own expense reinstate and make good to the satisfaction of the Institute for any injury, loss or damage occurred to any property of the Institution, Students, Staff/ Employees/ Workers of the Institution, the injury loss or damage arising out of or in any way in connection with the execution or purported execution under the contract.

67. In case, the Institute will be held liable for any loss, damage or compensation to third parties arising by the Contractor, such loss, damage or compensation shall be paid by the Contractor to IIMT together with the costs incurred by the Institute on any legal proceedings pertaining thereto otherwise. IIMT will be entitled to recover such damage/loss out of the outstanding bills or from the interest free Security Deposit of the agency.

68. **Force Majeure Clause:** In the event of force majeure, either party to the agreement will be absolved of its responsibilities under this agreement subject to the condition that prevalence of such force majeure condition shall be brought to the notice of the other party within 24 hours of occurrence. Where the force majeure eventuality continues to prevail for a period of more than one week from the date of occurrence, the parties will consult each other and come to a decision about the continuation of the agreement.

69. **Arbitration:** In the event of the disputes, differences, claims and question arising between the parties hereto arising of this contract or anyway relating to any terms, conditions or provisions herein mentioned or validity, interpretation, thereof or otherwise in relation hereto, all such dispute claims or question shall be referred to SOLE ARBITRATOR appointed by the Licensor. Such arbitration shall be held in accordance with the provision of Arbitration and Conciliation Act 1996, or re-enactment thereof for the time being in force and arbitration proceedings shall be held at Tiruchirappalli.

70. **Termination of Contract:** Notwithstanding, anything contained in the terms and conditions, the IIMT shall be at liberty to terminate the contract by giving 30 days clear notice without assigning any reason whatsoever. However,



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(An Institute of National Importance, Ministry of HRD, Government of India)

Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)

Phone:0431-2505121/5122 | email : purchase@iimtrichy.ac.in

the contractor may terminate his/her contract by giving 90 days clear notice. In this case, contractor will be debarred from participating in any tender process of IIMT for the next 3 years.

71. **Jurisdiction:** All disputes arising out of this contract shall be subjected to the jurisdiction of Madurai Bench of Madras High Court.

72. **Signing of contract:** The contract document shall be signed by the Contractor with his/her usual signature. Contracts by a company shall be signed with the name of the Company by a person authorized in this behalf and a power of attorney or other satisfactory proof showing that the persons signing the contract documents on behalf of the company is duly authorized to do so, shall accompany the contract.

73. The Institute reserves the right to review and modify the terms and conditions based on necessity of the Institute.

74. No amendment of any portion of this agreement shall be valid or binding upon the parties thereto unless the same is approved in writing by the authorized representative of each of the parties.

75. Apart from the above conditions, all the terms and conditions detailed in the tender shall be deemed to the part of this contract agreement.



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APPENDIX

Covering Letter for submission of Tender Document

The Chief Administrative Officer (i/c),

Indian Institute of Management,
Pudukkottai Main Road,
ChinnaSooriyur Village,
Tiruchirappalli 620 024

Subject: Notice Inviting Tender for providing Comprehensive Services for Guest House, Canteen and Executive Dining

Reference: Tender Notice published in IIM Trichy website. Tender No. IIMT/ER&CANTEEN/04/2020 dated: 17/05/2020

Dear Sir,

With reference to the tender notice published in above mentioned website, I / We hereby submit my/ our tender in a required format. *Technical Bid in sealed envelope and Financial Bid in separate sealed envelope, both put in one single envelope.*

I / We have carefully gone through the terms and conditions and prescribed given and I / We accept the same without any alterations / modifications.

Yours faithfully,

Signature

Name

Date :

Signature of the Bidder with seal

ANNEXURE – I (A)

**APPLICATION FOR PRE-BID QUALIFICATION
AND TECHNICAL BID**

Important Note:

- Bidders are cautioned that the tabular statement given below is the application format for Technical bid. **Hence there should NOT be any indication either in this tabular statement or in the enclosures to this tabular statement regarding Price or any other commercial consideration under this contract.**
- All information called for in this Application format should be furnished against the relevant columns in the format. If the information is furnished in a separate sheet enclosed with the technical bid, this fact should be mentioned against relevant column(s). If any particulars/query are not applicable in case of the applicant bidder, it should be stated as “Not Applicable”.

Sl. No.	Description	Information
1.	Do you unconditionally agree with all Terms and Conditions stipulated in the Tender Document?	Yes / No
2.	Have you furnished Documentary evidence/ proof in support of compliance with the eligibility conditions stipulated in of the tender document	Yes / No
3.	Details of Tender Processing cost remittance (copy of UTR to be enclosed)	Amount: INR: Ref. Number: Date : Name of Bank :
4.	Details of EMD remittance (copy of UTR to be enclosed)	Amount: INR: Ref. Number: Date : Name of Bank :
5	Did you undertake providing Comprehensive Services for Guest House, Canteen and Executive Dining in IIMs/Executive Training Centres of PSBs/PSUs? If yes No. of years served	Yes / No
6.	Name and Address of the Applicant/bidder with Telephone/ Fax/ Mobile and Mail ID	

Place:

Signature of the bidder with Name and seal

Date:

Name

Designation

Date :

Signature of the Bidder with seal

ANNEXURE- I(B)

TECHNICAL BID

(To be submitted in a separate sealed envelope but to be kept inside a larger size outer envelope)

1.	Name and Address of the Applicant/bidder with Telephone/ Fax/ Mobile and Mail ID	
2.	Year of Establishment / Incorporation	
3.	(a) Registration/Incorporation Particulars (Please attach attested copies of documents of registration/incorporation of your firm/ Company as required under business law)	
	(b) Details of License under food, safety and Standard License as per FSS-LR Act 2011.	
	(c) Statutory details (Photocopies to be attached): PAN No. of the Agency/firm GST No. of the Agency/firm	
4	Details of a) Valid license issued by FSSAI (Proof to be attached) b) Quality food certifications, if any, obtained viz., ISO 9001- 2000, ISO 22000:2018 etc., (Proof to be attached)	
5.	Legal Status of the bidder (In the case of Partnership Firm, authenticated copy of Partnership Deed, in the case of Private or Public Limited Company authenticated copy of Memorandum and Articles of Association and in the case of Proprietary concern, Proprietary Firm Registration Certificate should be enclosed as documentary proof)	

6.	Bio data or Profile containing name, educational qualifications, occupation and postal address of Proprietor / Partners/ Directors/ Managing Director/ Chairman and Managing Director (<i>please use separate sheet if found necessary</i>)		
7.	Name, designation and Phone number of persons authorized to sign the documents on behalf of the Proprietary concern/ Partnership Firm/ Private or Public Limited company (Please attach Power of Attorney / authorization for signing the document. In the case of Proprietary concern bidder may submit attested copy of the PAN card/ Election Commission Card / Passport of the Proprietor and authorized signatory in case of proprietor is not signing the tender document)		
8.	Name and Designation of the Contact Person/Representative/Manager of the Agency/ firm/ company with mobile number & email ID		
9.	Annual Turnover during the last three years. (Copy of the Annual Accounts duly certified by the Chartered Accountant Tobe enclosed)	Year	Annual Turnover of the bidder from the similar work as per the tender (Rupees in Lakhs)
		2017-18	
		2018-19	
		2019-20 (un-audited is permitted)	
10.	Average Turnover in last three consecutive years from providing Comprehensive Services for Guest House, Canteen and Executive Dining. Please submit documentary evidence i.e. Income tax returns filed and audited accounts statement for last two financial years (2017-18 & 2018-19) and unaudited financial statement for 2019-20.	INR in lakhs	
11.	Are your firm/company carrying out any Other trade / business in addition to the services mentioned at item 10 above ? Furnish particulars of other trade/ business carried out.		

12	Total experience(years/months) in providing Comprehensive Services for Guest House, Canteen and Executive Dining in IIMs/Executive Training Centres of Public Sector Banks and PSUs.	
13	Have your firm/company ever changed its Name anytime? If yes, provide the previous name and the reasons therefor?	
14	Whether the company/firm ever required to suspend providing Comprehensive Services for Guest House, Canteen and Executive Dining for a period of more than six months continuously? If yes, state the reasons.	
15	Have you or your constituent ever left the contract awarded to you incomplete? If so, give name of the contract and reasons for not completing the contract.	
16	Have you registered under Employees State Insurance Corporation(ESI) Act? If so, enclose copy of the registration certificate. Also provide a copy of latest remittance made by your agency/firm/company	
17	Have you registered Under Employees' Provident Fund(EPF)and Miscellaneous Provisions Act? If so, enclose copy of the registration certificate. Also provide a copy of the latest remittance made by your firm towards EPF.	
18	Details of bank mandate; Name of the Bank : Name of the Branch : Account No: Type of Account : IFSC Code : (copy of the cancelled cheque should be enclosed)	
19	Brief details of Litigations, if any, Connected with providing Comprehensive Services for Guest House, Canteen and Executive Dining currently or during the last three years, the opposite party and the disputed amount.	

20	Specify whether there are any issues / disputes against your agency/ firm/ company before the commissioner of Provident Fund, Employees State Insurance, Labour Tribunal Authorities, etc.,																																																												
21	Give details of Termination of previous contract, if any																																																												
22	Give information, if any, regarding the Proceeding for bankruptcy, insolvency or winding up in which the bidder is / was involved																																																												
23	Number of manpower proposed to be deployed for providing comprehensive services for Guest House, Canteen and Executive Dining																																																												
24	<p>Details of Ongoing Contracts: The following should be enclosed: (a) Work Orders and Contract/Agreement copies with verifiable contacts. (b) TDS Certificates (Form 16A) issued by the Client comprising of gross bill values For the works done by the bidder/contractor. (c) Attach separate sheet for each job/work undertaken, without changing the format.</p> <table border="1"> <thead> <tr> <th rowspan="2">Sl. No.</th> <th rowspan="2">Name and address of the client organization with name, address, mobile number and Email ID of the Officer to whom reference may be made.</th> <th rowspan="2">Nature or type of work undertaken (viz., for providing comprehensive services for Guest House, Canteen and Executive Dining etc.,)</th> <th rowspan="2">Work order Value INR</th> <th rowspan="2">Number of Guest Rooms Managed</th> <th colspan="2">Period of contract</th> </tr> <tr> <th>From</th> <th>To</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>			Sl. No.	Name and address of the client organization with name, address, mobile number and Email ID of the Officer to whom reference may be made.	Nature or type of work undertaken (viz., for providing comprehensive services for Guest House, Canteen and Executive Dining etc.,)	Work order Value INR	Number of Guest Rooms Managed	Period of contract		From	To																																																	
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				From	To																																																								

25	<p>Details of Completed Contracts during the last three Years: Work Order Copy, Contract/Agreement copy should be enclosed. <i>If required, please use separate sheet without changing the format.</i> Enclose Performance Certificate or certificate of satisfactory completion with verifiable contacts from the client organizations for the last three consecutive years (2017-18, 2018-19& 2019-20).</p>					
S No.	Name and address of the client organization with name, address, cell number and E Mail ID of the Officer to whom reference may be made.	Nature or type of work undertaken (viz., for providing comprehensive services for Guest House, Canteen and Executive Dining etc.,)	Work order Value INR	Number of Guest Rooms Managed	Period of contract	
					From	To
26	Any other information, document which may help IIMT in assessing your capabilities, may be enclosed. The bidder may add any further information that he considers relevant for the evaluation of their bid.					
27	Details of Awards, if any received or Reviews in the Media, if any					
28	Whether the agency was blacklisted by any client. Suppression of the fact will lead to rejection to the bid. After execution of contract, if it is noticed that the agency was blacklisted, the contract will be cancelled.					

Note:

1. All the documents that need to be enclosed with the Technical Bid should be arranged and submitted in the same serial order as they appear on the Technical Bid.

2. All the pages of tender documents must be serially numbered, duly signed and stamped by the bidder. If an individual or a proprietor of a firm is a signatory, he /she should sign above the full type written name and current address. In case of partnership firm, all the partners of the firm or a partner holding power of attorney for the firm (a certified copy of the power of attorney should accompany the documents) should sign. In both the cases, a certified copy of the partnership deed and current address of all the partners of the firm should be furnished. In case of limited company or a corporation, the documents shall be signed by a duly authorized person holding power of attorney for signing the documents, accompanied by copies of the letter of power of attorney and the Memorandum and Articles of Association duly attested by a Notary Public.



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Declaration:

- a) I/we hereby certify that the information furnished in this tender document is complete and correct to the best of my knowledge.
- b) I/we understand that furnishing of false information could result in disqualifying for the award of the contract.
- c) I/ We also authorize the IIMT or its authorized representative to approach individuals, employers, firms and corporation to visit the works completed by us in the past or are in progress at present, to verify the competence and general reputation.
- d) I/We hereby offer to perform and execute for providing Comprehensive Service for Guest House, Canteen and Executive Dining contract in conformity with terms and conditions of the contract.
- e) I/We agree that the acceptance of the tender shall be at the sole and absolute discretion of the IIM Tiruchirappalli and they do not bind themselves to accept the lowest tender or any tender and may reject any or all tenders received.

Place:

Signature of the bidder with Name and seal

Date:

Name

Seal

Designation

Date :

Signature of the Bidder with seal

ANNEXURE – II

**PRICE BID SCHEDULE-I:
FOR PROVIDING COMPREHENSIVE SERVICES FOR GUEST HOUSE**

Sl. No.	ITEM	Rate Per Month (INR)	GST (INR)	Total Amount Per month (INR)
1.	To provide comprehensive services for 51 furnished guest rooms at Executive Residence/Guest House in IIM Tiruchirappalli as per the scope of works mentioned in the tender document			

Rate needs to be mentioned in words also: Rs. _____

Note:

The rate quoted by the bidder should cover the *salaries and allowance including ESI, EPF etc., not below the minimum wages notified by the Chief Labour Commissioner, Ministry of Labour, Government of India. The rate should also include all applicable charges, excluding GST. The GST component should be shown separately.*

ANNEXURE-II

PRICE BID SCHEDULE-II:

FOR PROVIDING COMPREHENSIVE SERVICES FOR CANTEEN AND EXECUTIVE DINING

The Price to be quoted by the bidder for the below mentioned food items shall be inclusive of cost of rice, groceries, vegetables, raw materials and all other ingredients of good quality, fuel cost, electricity & water charges, labour cost, conversion cost, loading, unloading, transportations and storage of raw materials, salaries, allowances etc., payable to the workers employed by the Contractor and statutory taxes, duties and levies, wherever applicable, *excluding GST*.

S. No	Food items	Average monthly expected numbers*	Please quote Itemized Price, without GST (per plate/ serving) INR)	Amount (without GST)
A	Welcome Kit 2 bananas, one Apple and one Orange or seasonal fruits	40		
B	Buffet Breakfast (Special) in Executive Dining Juice or Milkshake, Cut fruits Cornflakes with milk, Indian breakfast, bread toast, 02 Eggs (omelets/egg curry) Tea/Coffee or similar menu	350		
C	Buffet Lunch (Special) in Executive Dining Soup, Indian Bread, veg gravy, Veg dry, Flavored rice, Plain rice, Sambhar/Dhal, Rasam, Salad, Papad Curd, Pickles, Sweet, Fruit salad, Ice Cream. or similar menu	400		
E	Dinner (Special) in Executive Dining Soup, Indian Bread, Veg gravy, Veg dry, Flavored rice, Plain rice, Sambhar/Dhal, Rasam, Salad, Papad Curd, Pickles, Sweet, Fruit salad, Ice cream; Plus Rate for Non Veg Item Chicken/Fish/Mutton (on rotation basis). or similar menu	350		

S. No	Food items	Average monthly expected numbers*	Please quote Itemized Price, without GST (per plate/serving) (INR)	Amount (without GST)
D	Hi-Tea Tea /Coffee/Cold drinks Wafers / Savories Cake / sandwich, Sweet & Snacks. Samosa/Vada/Bhaji or similar menu	100		
E	Tea/Coffee/Green Tea with Assorted Bakery biscuits (50 gms)	1000		
F	Regular requirement of Tea/Coffee for Faculty & Staff twice a day	4000		
G	Tea/Coffee/Green Tea with Snacks (mixed pakoda / samosa /sandwich/ cutlet /puff etc.) or similar items	750		
H	Regular Breakfast (Buffet) Idly, vada, chutney, sambar/kurma and Pongal/dosa/poori/kitchidi/upma and Tea/Coffee or similar menu	750		
I	Regular Lunch (Buffet) White rice, Poori/Chapathi, 02 veg curries (1 dry & 1 gravy), dal or sambar, rasam, papad, curd, pickle, one sweet or similar menu	750		
J	Regular Dinner (self-service) Chapathi, White rice, 02 veg curries (1 dry & 1 gravy), dal or sambar, rasam, papad, curd, pickle or similar menu (or)	50		
	Dosa with Chutney and Sambar (or)	50		
	Idly with Chutney and Sambar (or)	50		
	Uthappam with Chutney and Sambar (or)	50		
	Chapathi with Kuruma or Similar (or)	50		
	Variety Rice with Onion Raitha and Pickle (or)	50		
	Parotta with Onion Raitha and Kuruma	50		
	Total= In words : Rupees _____			Rs.

* Expected count is based on the current consumption and could vary based on actual consumption



ANNEXURE-II (Continued)

SUMMARY OF PRICE BID

Providing Comprehensive Services for Guest House, Canteen and Executive Dining

The Bidders are advised to note and ensure compliance of the following while quoting their rates: -

1. The rates quoted shall be inclusive of all applicable charges but **excluding GST.**
2. If at any stage of work, it is found that the Contractor is not paying minimum wages to the workers, the Institute reserve rights to discontinue services as per terms of contract.
3. Please note that the rates quoted by the Bidder shall remain fixed and valid for a period of one year i.e. initial contract period from the date of commencement of work and no escalation/price increase, whatsoever, shall be considered during this period. Accordingly, contractor has to take due care on this account while quoting the rates.

S. No.	Description	Reference	Amount (without GST) in INR
1	Providing Comprehensive Services for Guest House	Price Schedule-I (Page No 34)	
2	Providing Comprehensive Services for Canteen and Executive Dining	Price Schedule – II (Page No_35&36)_____	
3	Grand Total (1 + 2) =		

Total Amount (In Words) without GST: Rupees_____

SIGNATURE OF CONTRACTOR WITH SEAL

NAME

ADDRESS

Date :

Signature of the Bidder with Seal

ANNEXURE-III
Details of the Executive Residence and Guest House

Sl. No	Location	Room No
1	Exec Residency - First Floor	104-A
2	Exec-Residency - First Floor	104-B
3	Exec-Residency - First Floor	104-C
4	Exec-Residency - First Floor	105-A
5	Exec-Residency - First Floor	105-B
6	Exec-Residency - First Floor	105-C
7	Exec-Residency - First Floor	106-A
8	Exec-Residency - First Floor	106-B
9	Exec-Residency - First Floor	106-C
10	Exec-Residency - Second Floor	205-A
11	Exec-Residency - Second Floor	205-B
12	Exec-Residency - Second Floor	205-C
13	Exec-Residency - Second Floor	206-A
14	Exec-Residency - Second Floor	206-B
15	Exec-Residency - Second Floor	206-C
16	Exec-Residency - Second Floor	207-A
17	Exec-Residency - Second Floor	207-B
18	Exec-Residency - Second Floor	207-C
19	Exec-Residency - Second Floor	208-A
20	Exec-Residency - Second Floor	208-B
21	Exec-Residency - Second Floor	208-C
22	Exec-Residency - Third Floor	301-A
23	Exec-Residency - Third Floor	301-B
24	Exec-Residency - Third Floor	301-C
25	Exec-Residency - Third Floor	302-A

Sl. No	Location	Room No
26	Exec-Residency - Third Floor	302-B
27	Exec-Residency - Third Floor	302-C
28	Exec-Residency - Third Floor	303-A
29	Exec-Residency - Third Floor	303-B
30	Exec-Residency - Third Floor	303-C
31	Exec-Residency - Third Floor	304-A
32	Exec-Residency - Third Floor	304-B
33	Exec-Residency - Third Floor	304-C
34	Exec-Residency - Third Floor	305-A
35	Exec-Residency - Third Floor	305-B
36	Exec-Residency - Third Floor	305-C
37	Exec-Residency - Third Floor	306-A
38	Exec-Residency - Third Floor	306-B
39	Exec-Residency - Third Floor	306-C
40	Exec-Residency - Third Floor	307-A
41	Exec-Residency - Third Floor	307-B
42	Exec-Residency - Third Floor	307-C
43	Exec-Residency - Third Floor	308-A
44	Exec-Residency - Third Floor	308-B
45	Exec-Residency - Third Floor	308-C
46	Faculty Housing – 407	1 / 1
47	Faculty Housing - 407	1 / 2
48	Faculty Housing - 407	1 / 3
49	Faculty Housing – 408	2 / 1
50	Faculty Housing - 408	2 / 2
51	Faculty Housing - 408	2 / 3

ANNEXURE-IV

Details of the Daily and Weekly Services

Daily Services

1. In each room, preparing the bed with proper linen, preparing blankets, and preparing pillow so that the bed is clean and tidy.
2. In each house including kitchen and rooms, removal of waste material / garbage from the dustbins, cleaning and mopping of floor area by detergents or disinfectants, etc., in the morning or as and when required during the day.
3. Acid cleaning and scrubbing of toilets, wash basin, sanitary fittings using detergents, deodorants and disinfectants at least twice a day when rooms are occupied and once when the executive residence is not occupied. In addition, cleaning of buckets, mugs and other fittings in the bathroom and toilet area.
4. Dusting and vacuuming of furniture, sofa, center table, computer and computer table, cupboards, telephone instruments, television with set top box, remotes, doors, windows, ventilators, blinds, and glass using glass cleaning chemicals and disinfectants such that all such articles are dust free.
5. Cleaning of kitchen cabinets and other areas in the kitchen
6. Provision of toiletries in the toilets to be checked.
7. Vacuum cleaning / washing of carpets and mats whenever provided at the institute.
8. Providing soap-cakes for each room participants daily
9. Maintaining checklist for all the activities

Weekly Services

1. Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas, etc.
2. Removal of cobwebs, dust, termites, insects, pests, etc.
3. Window sponging and cleaning
4. Cleaning ceiling fan, table / pedestal fan, air conditioning grills and keeping them dust and dirt free.
5. Acid cleaning of sanitary wares and bathroom
6. Cleaning of dustbins and buckets with detergents
7. Polishing and oiling of door closers, door handles, and other fittings with silvo / brasso / lubricants. Dusting and cleaning of Murals, photo-frames, idols, sceneries, etc.
8. Polishing of taps and other steel fittings
9. Specialized cleaning of computers, peripherals, telephones, televisions, remotes and other sophisticated equipment as per the direction of the institute.
10. Keep all the ER/GH insect free by spraying appropriate materials.

ANNEXURE-V

Details of Sample Menu

Category	Sample Menu
Breakfast	Juice / Cut fruits, Corn flakes with milk, Indian breakfast, Bread toast, egg to order and coffee / tea
Snacks	Regular breaks – Coffee / Tea & Biscuits
	Evening breaks – Coffee / Tea & Snacks
	High tea – Coffee / Tea , wafers, cake / sandwich, sweet & snacks
Lunch	Soup, Indian Bread, Veg gravy, Veg dry, flavoured rice, plain rice, sambar / dhal, rasam, salad, papard, curd, pickles & sweet, fruit salad, ice cream plus one non-veg item.
Dinner	Soup, Indian Bread, Veg gravy, Veg dry, flavoured rice, plain rice, sambar / dhal, rasam, salad, papard, curd, pickles & sweet, fruit salad, ice cream plus one non-veg item.

ANNEXURE-VI

Selected Branded Items to be used

Name of the ingredient	Brand Permitted to be used for Cooking
1. RICE	Par boiled rice– Ponni variety
2. ATTA/ WHEAT	Aashirvad/ Pillsbury/ Annapurna/Patanjali
3. MAIDA	Rockfort/ Naga
4. SALT	Tata / Anna Purna/ Nature Fresh/ Kristal for all purposes
5. BUTTER	Amul/Aavin
6. JAM	Kissan / Fruitoman Jam
7. OIL	Sundrop, Nature Fresh, Godrej, Saffola, Gold winner, Patanjali
8. ICE CREAM/FROZEN DESERT	Arun/ Amul/ KwalitYWalls (in different flavours)
9. MILK	Aavin milk alone should be used for all purposes(higher fat content)
10. TEA	3 Roses/Brook Bond-Taj Mahal, Lipton, Tata premium, Chakra Gold
11. COFFEE	Nescafe/ Bru/ Green label/Levista/Sun Rise
12. KETCHUP	Maggi/Kissan
13. GHEE	Aavin
14. PICKLE	Priya/ Mothers /Ruchi/Sakthi/ Aachi
15. BREAD	Any Standard Brand
16. CHIPS	Potato/Banana/Topaica
17. DAL	Good quality, clean, fresh and stone/ dust free any standard Brand
18. PAPAD	Large size
19. CHICKEN	Suguna / Any good quality of chicken
20. RAVA	Naga
21. FISH	Sankara



ANNEXURE-VII

UNDERTAKING CERTIFICATE

It is certified that I, _____ (name of the person)

S/o Shri _____ r/o

_____ hereby certify

that I am authorized to sign this document and that our firm / company has never been blacklisted by any of the Government Organization / Agencies in the past and there is no criminal case registered against our firm / company or its owner / partners anywhere in India.

Name:

Place:

Designation:

Date:

Signature:

Office Seal

Date :

Signature of the Bidder with Seal



ANNUEXURE-VIII

LETTER OF AUTHORISATION FOR ATTENDING PRE BID MEETING /BID OPENING

To

The Chief Administrative Officer (i/c),
Indian Institute of Management Tiruchirappalli,
Pudukkottai Main Road,
ChinnaSooriyur Village,
Tiruchirappalli 620 024

**Subject: Authorization for attending Pre Bid Meeting / Bid Opening on
.....(Date) in the Tender for Providing Comprehensive
Services for Guest House, Canteen and Executive Dining**

Following persons are hereby authorized to attend the Pre Bid Meeting / Bid Opening for the tender mentioned above on behalf of.(Bidder) in order of preference given below.

<u>Order of preference</u>	<u>Name</u>	<u>Specimen Signatures</u>
I		
II		

Alternate Representative

Signatures of bidder
or
Officer authorized to
sign the bid
Documents on behalf of
the bidder.

Notes:

1. Maximum of two representatives will be permitted to attend Pre Bid Meeting / bid opening. In cases where it is restricted to one, first preference will be allowed. Alternate representative will be permitted when regular representatives are not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not recovered.

Signature of Bidder with seal

Date :

Signature of the Bidder with Seal



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI
(An Institute of National Importance, Ministry of HRD, Government of India)
Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)
Phone:0431-2505121/5122 | email : purchase@iimtrichy.ac.in

ANNEXURE-IX

**NEAR RELATIVE CERTIFICATE
(To be given by ALL Directors)**

I _____ S/o. Shri _____
_____ R/o _____

_____ hereby certify that none of my relative (s) as defined in the tender document is / are employed in IIMT as per details given in tender document. In case at any stage, it is found that the information given by me is false / incorrect, IIMT shall have the absolute right to take any action as deemed fit / without any prior intimation to me.

Dated:

Signature

Name in block letters of the signatory

In capacity of

NOTE:

- In case of Company / Institution/ Body corporate, a list of all Board of Directors may be submitted along with the bid.
- In case of Company / Institution/ Body corporate, “Near Relative Certificate” are required by all the Directors of Company / Institution/ Body corporate excluding Government of India /Financial Institution nominees and Independent non-official part time Directors appointed by Government of India or the Governor of State.
- In case of Proprietorship firm, certificate will be given by the proprietor.
- For Partnership firm, certificate will be given by all the partners.
- The ‘Near Relative Certificate’ should be submitted as per clause 8

Date:

Signature of Bidder with seal

Date :

Signature of the Bidder with Seal



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI
(An Institute of National Importance, Ministry of HRD, Government of India)
Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)
Phone:0431-2505121/5122 | email : purchase@iimtrichy.ac.in

ANNEXURE-X

DECLARATION

I, _____(name of the person) hereby declare that I am authorized to sign this document and that:

- 1) All the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/ incorrect or that our agency does not satisfy the eligibility criteria, our candidature/contract is liable to be cancelled/ terminated.
- 2) I understand that the decision taken by the IIMT is final and binding in all matters.
- 3) I hereby agree to work as per the terms and conditions stipulated by IIMT.
- 4) I understand that the IIMT reserves the right to accept or reject and to cancel the tender process and reject all expression of interests at any time prior to the award of the contract, without detailing any specified reasons whatsoever.

Place: _____

Signature: _____

Date: _____

Name : _____

Designation: _____

Signature of Bidder with seal

Date :

Signature of the Bidder with Seal

ANNEXURE - XI

List of items available in the Canteen

S. No	Items	Quantity
1	8x3 size table(SS frame & wooden top)	1 No
2	5x21/2 size table(SS frame & wooden top)	07 Nos
3	4x21/2 size table(SS frame & wooden top)	10 Nos
4	3x3 size table(SS frame & wooden top)	15 Nos
5	Round table	01 No
6	PVC chairs	90 Nos
7	71/2x31/2 SS table	04 Nos
8	71/2x1 SS benches	10 Nos
9	Water dispenser	01 No
10	3x2 steel table	03 Nos



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI
(An Institute of National Importance, Ministry of HRD, Government of India)
Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024 (TN)
Phone:0431-2505121/5122 | email : purchase@iimtrichy.ac.in

ANNEXURE - XII

Integrity Pact

To
Indian Institute of Management Tiruchirappalli
Trichy – Pudukkottai Main Road,
Chinna Sooriyur,
Trichy – 620 024

Sub: Submission of Bid for providing Comprehensive Services for Guest House, Canteen and Executive Dining on Contract Basis at IIM Tiruchirappalli

Dear Sir,

I/We acknowledge that Indian Institute of Management Tiruchirappalli is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that that Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed Integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process.

I/We acknowledge that THE MAKING OF THE BID SHALL BE REGARDED AS AN UNCONDITIONAL AND ABSOLUTE ACCEPTANCE of this condition of the NIT. I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by Indian Institute of Management Tiruchirappalli. I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, Indian Institute of Management Tiruchirappalli shall have absolute and unfettered right to disqualify the tenderer/bidder and reject the tender /bid in accordance with terms and conditions of the tender/bid.

Yours faithfully,

(Duly authorized signatory of the Bidder)

Date :

Signature of the Bidder with Seal



To be signed by the bidder and same signatory competent/authorized to sign the relevant contract on behalf of Indian Institute of Management Tiruchirappalli

INTEGRITY AGREEMENT

This Integrity Agreement is made at Tiruchirappalli on this _____ day of _____ 2020.

BETWEEN

Indian Institute of Management Tiruchirappalli represented through the Chief Administrative Officer(i/c) (Hereinafter referred as the 'Principal/Owner' which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

_____ (Name and Address of the Individual/firm/company) through _____ (Hereinafter referred to as the (Details of duly authorized signatory) "Bidder/Contractor" and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender (No. IIMT/ER&Canteen/04/2020 dated 17/05/2020) (hereinafter referred to as "Tender/Bid") and intends to award, contract for Providing Comprehensive Services for Guest House, Canteen and Executive Dining on Contract Basis at IIM Tiruchirappalli (Name of work) hereinafter referred to as the "**Contract**".

AND WHEREAS the Principal/Owner values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "**Integrity Pact**" or "**Pact**"), the terms and conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

NOW, THEREFORE, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of the Principal/Owner:

- 1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a) No employee of the Principal/Owner, personally or through any of his/her family members, will be in connection with the Tender, or the execution of the Contract, demand,

Date :

Signature of the Bidder with Seal

take a promise for or accept, for self or this person, any material or immaterial benefit which the person is not legally entitled to.

- b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the Tender Process or the Contract execution.
 - c) The Principal/Owner shall endeavor to exclude from the Tender process any person, whose conduct in the past has been of biased nature.
- 2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal Code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder(s)/Contractor(s)

- 1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to **IIM Tiruchirappalli** all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.
- 2) The Bidder(s)/Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:
 - a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the tender process or during the execution of the Contract.
 - b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.
 - c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contract(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

- d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and address of agents/representatives in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.
- e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
- 3) The Bidder(s)/Contractor(s) will not instigate third persons to commit offences outlined above or be an accessory to such offences.
- 4) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice **means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Institute interests.**
- 5) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Corrective Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal/Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder/Contractor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

- 1) If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days' notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate/determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. **Such exclusion may be forever or for a limited period as decided by the Principal/Owner.**
- 2) **Forfeiture of EMD/Security Deposit:** If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the

Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, and interest free Security Deposit of the Bidder/Contractor.

- 3) **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of Indian Penal Code (IPC)/Prevention of Corruption Act, or if the Principal/Owner has substantive suspicion in its regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

- 1) The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.
- 2) If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/holiday listing of the Bidder/Contractor as deemed fit by the Principal/Owner.
- 3) If the Bidder/Contractor can prove that he has resorted/recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors:

- 1) The Bidder(s) / Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder/Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub-contractors/sub-bidders.
- 2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.
- 3) The Principal/Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6: Duration of the Pact:

This Pact begins when both the parties have legally signed it. It expires for the Contractor/Bidder 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded. If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above unless it is discharged/determined by the Competent Authority, IIM Trichy.



Article 7: Previous Transgression:

- 1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Institute i.e. Tiruchirappalli of the Principal/Owner, who has floated the Tender.
- 2) Changes and supplements need to be made in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- 4) Should one or several provisions of this pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 5) It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/Pact or interpretation thereof shall not be subject to arbitration.

Article 8: LEGAL AND PRIOR RIGHTS

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender/Contract documents with regard any of the provisions covered under this Integrity Pact.

IN WITNESS WHEREOF the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

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

WITNESSES:

1. (Signature, Name and Address)
2.
3. (Signature, Name and Address)

Place:

Dated:

Date :

Signature of the Bidder with Seal

CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER

Sl. No	Covers	Details	Remarks	Tick (√)
1	Envelope – A (Cover 1)	All the documents and Annexures including copy of the payment transaction receipts amounted to Rs. 1180/- and Rs. 1,00,000/- towards tender fee and EMD, respectively, except Financial Bid document.		
2	Envelope – B (Cover 2)	Only Financial Bid documents as per Annexure- II (Price Bid Schedule -I & Price Bid Schedule-II)		
3	Main cover	All the above 2 covers put inside the cover <u>“Tender for Providing Comprehensive Services for Guest House, Canteen and Executive Dining on Contract Basis at IIM Tiruchirappalli</u>		
4	Whether GST Registration Certificate is enclosed.			
5	Whether PAN is enclosed.			
6	Whether documents in support of meeting the basic eligibility conditions stipulated in page 2 & 3 of Tender document (i.e., proof for experience in similar nature of work, annual turnover, performance certification with verifiable contacts and financial solvency have been enclosed with Technical bid).			
7	Whether Covering letter for submission of Tender document as per Appendix is placed on top of the tender document.			
8	Whether Technical Bid documents as per Annexure-I(A)&(B) of the tender document are submitted.			
9	Whether duly filled in Technical Bid documents (i.e., Annexure-I(A)&(B) to the tender document) are kept below the Appendix and whether the following documents have been enclosed with the Technical Bid: i. Registration/ Incorporation details of the bidding firm/Agency/ Company ii. Documents in support of Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of partnership firm or Private Limited Company. iii. Bio data/ profile of the Proprietor/ Partners/ Directors iv. Authorization / Power of attorney for signing the tender document v. Audited Annual Accounts, Income Tax Return and assessment orders for the last two consecutive financial years i.e., 2017-18 and 2018-19 and unaudited financial statement for 2019-2020. vi. ESI/ EPF details of the bidding firm/Agency/ Company vii. Details of completed contracts in the prescribed format during the last			

Date :

Signature of the Bidder with Seal

	<p>three years along with proof with verifiable contacts.</p> <p>viii. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts.</p> <p>All other information/ details/ supporting documents/proof desired in the Tender document.</p>	
10	Whether Annexure-III (ER/GH details), Annexure-IV (Details of the Daily and Weekly Services), Annexure-V (Details of Sample Menu) and Annexure-VI (list of selected brand items) are submitted.	
11	Whether Undertaking Certificate as per Annexure-VII to the effect that the bidder had never been blacklisted by any of the Government Organization / Agencies is submitted.	
12	Whether Letter of Authorization to attend pre-bid and tender opening meetings as per Annexure-VIII is submitted.	
13	Near Relative Certificate as per Annexure -IX is submitted.	
14	Whether declaration as per Annexure-X regarding accepting all the terms and conditions of the tender document is submitted.	
15	Whether the List of items available in the Canteen as per Annexure-XI is submitted.	
16	Whether Integrity Pact Agreement as per Annexure- XII is submitted.	
17	Whether Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and over writing/ erasures, if any, in the technical bid duly been signed and endorsed with seal?	
18	Whether an Index or Table of Content of all enclosures to the Technical bid has been prepared and attached with the Technical bid, to facilitate quick reference?	
19	Whether Tender documents have been signed with seal in all the pages by the bidder.	