



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

NOTICE INVITING TENDER FOR PROVIDING CATERING SERVICES AT THE STUDENT MESS OF IIM TIRUCHIRAPPALLI

Tender No. IIMT/2022-23/Mess/110 dated: 16.03.2023

Details	Date	Time	Venue
Name of Work/ Service	<i>“Tender for Providing Catering Services at the Student Mess of IIM Tiruchirappalli”</i>		
Brief Scope of Work	Providing Breakfast, Lunch, Evening snacks and Dinner for around 800 hostel students of IIMT, on fixed, “daily rate per student” basis.		
Date of issue of Tender Document	16.03.2023	18.00 Hrs. onwards	-
Pre-bid Meeting	27.03.2023	11.00 Hrs.	Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli. The Bidders are requested to visit the site of Work, at their own cost, and examine it and its surroundings by themselves, collect all information that they consider necessary for proper assessment of the prospective assignment before coming for the Pre-bid meeting.
Last date of Submission of Tenders	08.04.2023	17.00 Hrs.	-
Opening of Technical Bid	10.04.2023	11.00 Hrs.	-
Technical Evaluation (Presentation and Demonstration)	13.04.2023	11.00 Hrs.	<i>Tentative. The exact date and Time will be communicated later.</i>
Opening of Price Bid	<i>To be informed later</i>		-
Tender Document	The tender document can be downloaded from the IIM Tiruchirappalli website https://www.iimtrichy.ac.in/tender-published .		
EMD Amount (<i>Refundable to unsuccessful bidders</i>)	EMD Amount Rs. 10,00,000/- to be remitted in the below IIM Tiruchirappalli Bank Account through online mode. Bank Account Details Name of the Beneficiary: IIM Tiruchirappalli Bank Name: State Bank of India SB A/c. No: 32170808935 IFSC Code: SBIN0071187		
Copies of payment transaction receipt for EMD has to be attached with the application form, without which the bid won't be considered. The payment of EMD is exempted for MSME Bidders. Bidders claiming exemption should attach necessary document proof should be attached with tender document.			
SD Amount	Rs. 25,00,000/- (Rupees Twenty-Five Lakhs) to be remitted by the successful Bidder to IIM Tiruchirappalli as SD. The SD amount will have to be remitted to IIM Tiruchirappalli within seven days along with the letter of acceptance from the receipt of the Work Order, failing which the Work Order will stand cancelled.		



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

Address for submission of Tender	The Chief Administrative Officer (i/c) Indian Institute of Management Tiruchirappalli Trichy - 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 at Dispatch Section of IIM Tiruchirappalli @ Administrative Wing – 2 nd Floor and obtain acknowledgement)



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

CONTENTS

Over View	5
Period of Contract.....	5
The Amount payable to IIM Tiruchirappalli.....	5
Tentative Mess Timings:	6
BASIC MENU FOR BREAKFAST, LUNCH, EVENING, SNACKS, DINNER, SUNDAY LUNCH &SUNDAY DINNER.....	6
Scope of work	10
Eligibility Conditions for Bidders.....	13
Instructions to Bidders	15
1. Downloading of Tender Document.....	15
2. Earnest Money Deposit.....	15
3. Relationship Certificate.....	16
4. Conditional Bids.....	16
5. Technical Bids Criteria.....	16
6. Price Bid Criteria/Details	16
7. Validity of Bids and Rates	17
Procedure for Submission of Bids	17
1. Bid Submission:.....	18
a. Technical Bid – (Cover 1).....	18
b. Price Bid - (Cover 2).....	18
c. EMD payment receipt/MSME Registration Certificate (Envelope C):.....	19
Pre-Bid Meeting	19
Opening of Technical Bid.....	20
Tender Evaluation Process.....	20
Opening of Price Bid.....	22
Selection of Vendor:.....	22
General Term & Conditions	23
1. Price:	23
2. Payment Terms:	23
3. Penalty Clause:.....	24
4. Warranty of Quality:.....	26
5. Forfeiture of Earnest Money:	26
6. Performance Security Details:	26
7. Termination of Contract:	26



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

9. Deployment of Personnel:	27
ANNEXURE – I: (TECHNICAL BID)	33
ANNEXURE-II: PRICE BID - BOQ	36
ANNEXURE-III: Selected Branded Items to be used	38
ANNEXURE – IV: SUBMISSION OF TENDER DOCUMENT	39
ANNEXURE – V: LETTER OF AUTHORISATION	41
ANNEXURE-VI: List of Kitchen Equipment provided by IIMT	42
CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER	49



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

Notice Inviting Tender

Over View

1. Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli), an Institute of National Importance, established by the Ministry of Education (Shiksha Mantralaya), Govt. of India, is the eleventh IIM and was instituted on 4th January 2011. More details about IIM Tiruchirappalli are available on our website www.iimtrichy.ac.in.
2. IIM Tiruchirappalli invites Tender from the experienced catering contractors for **Providing Catering Services at the Student Mess of IIM Tiruchirappalli on contract basis.**

Service Description	No. of Students (Approx.)	Available facilities
<i>Tender for Providing Catering Services at the Student Mess of IIM Tiruchirappalli.</i>	800	Well-furnished kitchen and two A/c Dining halls with a seating capacity of around 300 persons at a time.

Period of Contract

The selected Service Provider shall provide Catering Services for a period of one year. However, the contract shall be extended for a further period of up to **two more years** on a yearly basis if the services provided by the Vendor is 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 Bidder.

The Amount payable to IIM Tiruchirappalli

1. The Vendor shall pay a sum of Rs. 75,000/- plus GST per month towards monthly rent. IIM Tiruchirappalli will provide kitchen equipment mentioned in [Annexure-VI](#) to the Successful Bidder.
2. **Mess Building is fully Air Conditioned. The Vendor should switch on the Air Conditioner at least 30 Minutes before the Mess Timings. The Successful Bidder should adhere to the strict Mess Timing as per the Schedule confirmed by the Institute.** IIMT shall provide electricity to the Mess building. Electricity charge will be levied as per the prevalent tariff of TNEB, applicable to IIMT as per actual consumption. A separate meter will be installed. However, the electricity consumption for the garbage composter will be borne by the Institute.
3. Water required for cooking, washing and incidental purposes will be supplied at cost by the Institute to the Vendor. Water meter will be fixed by the Institute. 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 liters up to the consumption of 600 kilo liters per month.

- b. Rs 75 per kilo liters up to the consumption of above 600 kilo liters and up to 1000 kilo liters per month.
- c. Rs 100 per kilo liters up to the consumption of above 1000 kilo liters per month.

Tentative Mess Timings:

Breakfast:	07.00 – 10.00 Hours
Lunch:	12.30 – 14.30 Hours
Evening snacks with tea:	17.30 – 18.30 Hours
Dinner:	20.00 – 22.30 Hours

BASIC MENU FOR BREAKFAST, LUNCH, EVENING, SNACKS, DINNER, SUNDAY LUNCH & SUNDAY DINNER

1. Basic menu is unlimited and special items like sweet, ice cream, fruits etc. are limited. Special vegetarian / Non-vegetarian items are considered as extras and will not form part of basic menu. The IIMT reserve its right to modify the menu at its discretion in consultation with the Vendor to suit the availability of seasonal vegetables and their market supply.

Breakfast	Bread (Plain/whole wheat/multigrain) - Toasted/Normal
	Butter & Jam
	Tea, Coffee (200 ml) & Hot Milk (250 ml)
	Cornflakes, Flavoured Cornflakes, Chocos, or equivalent with cold milk
	Eggs to order (Boiled/scrambled/omelet)
	Sprouts
	Fruits & Fruit juice (Any Fruits but not repeating)
	One of the following items: Poha and Jalebi, Upma, Masala Dosa, Paratha (Aloo, Paneer, Onion, Gobi), Idli/vada - Sambhar, Uttapam (Onion,podi), Puri - Sabji, PaoBhaji, Chole - Bhaturrey. Chutney/Sauce wherever applicable
Lunch	Dal fry/makhani/chana/tadka
	Rice (Plain/Jeera/Veg Ghee Rice) or Biryani or Pulao or Equivalent
	One seasonal vegetable dry
	One seasonal vegetable gravy or Malai Kofta Curry or Gobi tikka masala or equivalent
	Egg masala or egg curry or scrambled egg masala or egg bhurji or equivalent
	Rasam
	Sambhar or equivalent
	Salad - Green/Russian/sprout or equivalent
	Roti - Plain/tawa/tandoori/naan/paratha
	Plain curd/raita
	Pickle - 2 types
	Papad/fryums or equivalent
	Lemon Juice
Desserts	

Evening Snacks	Tea, coffee (200 ml) & hot milk (250 ml) & Badam milk/ Rose milk/lemon juice
	Bread (Plain/whole wheat/multigrain) - toasted/normal/French Toast
	Butter & Jam
	Eggs to order (Boiled/scrambled/omelet)
	Any one item from the list: Samosa (2 in nos), Kachori (2 in nos), Sandwiches (2 in nos), Paneer Pakoda (150 gms), Chocolate pastry/Brownie/fruit cake, Podi masala Idly fry, Pani puri/Bhel puri, Veg cutlet with bread (2 in nos), Pastry/Patty (2 in nos), Spring Roll (2 in nos), Chowmein/pasta/noodles, Vada Pav (2 in nos), Aloo patty burger, Aloo - papdi chat or equivalent. Chutney/Sauce wherever applicable. Each snack items like Samosa, Kachori, Pastries, etc., should be of medium size.
Dinner	Dal fry/makhani/chana/tadka
	Rice (Plain/Jeera) or Biryani or Pulao or Equivalent
	Soup (Any veg Soup)
	One seasonal vegetable dry/Ball Manchurian/Soya/equivalent
	One seasonal vegetable gravy/Paneer gravy/Baby corn/Mushroom Gravy
	Egg masala or egg curry or scrambled egg masala or equivalent
	Rasam
	Sambhar or equivalent
	Salad - Green/Russian/sprout or equivalent
	Roti - Plain/tawa/tandoori/naan/paratha
	Plain curd
	Buttermilk/lassi
	Pickle - 2 types
	Papad/fryums or equivalent
Fruits	
Desserts (Ice cream/Fruit custard/Halwas/any sweets/equivalent)	
Sunday Lunch	Dal fry/makhani/chana/tadka
	Rice (Plain/Jeera) or Biryani or Pulao or Equivalent
	One seasonal vegetable dry
	One seasonal vegetable gravy
	Special gravy (Veg and Non - Veg)
	Rasam
	Sambhar or equivalent
	Salad - Green/Russian or equivalent
	Roti - Plain/tawa/tandoori/naan/paratha
	Plain curd/raita
	Pickle - 2 types
Papad/fryums or equivalent	

Sunday Dinner	Dal fry/makhani/chana/tadka
	Soup (Any veg Soup)
	Rice (Plain/Jeera) or Biryani(Different styles) or Pulao or Equivalent
	One seasonal vegetable dry
	One seasonal vegetable gravy
	Special gravy (Veg and Non - Veg)
	Rasam
	Sambhar or equivalent
	Salad - Green/Russian or equivalent
	Roti - Plain/tawa/tandoori/naan/paratha
	Plain curd
	Buttermilk/lassi
	Pickle - 2 types
	Papad/fryums or equivalent
Fruits	
Desserts	

Note:

- a) One Non-veg item (excluding egg) to be served for the entire batch in the Lunch on all Sundays and any one weekday.
 - b) Adulteration of milk is not allowed and surprise checks would be carried out.
 - c) Non-Veg is part of the regular menu to be provided **only in Lunch in Sundays**. In all other meals, Non-Veg item can be provided as an extra.
 - d) The revision of menu within the above list should be done at the start of every term and the vendor should work closely with the FnB Committee well in advance for the same.
2. Basic menu is unlimited. However, the special items such as fried vegetable items, chips, curd, sweets, fruits, special vegetarian / non-vegetarian etc., are limited as per the portion size as tabulated below:

S. No	Item Name	Quantity
1	Curd	50 Grams
2	Veg fried items	100 Grams
3	Chips	50 Grams
4	Sweets	50 Grams
5	Fruits	One Bowl of mixed cut fruits/1-2 full piece of fruit (based on the type of fruit such as banana, apple, etc.,)
6	Special Veg	150 Grams (100 Grams vegetarian items like paneer/ kofta/ Manchurian, etc & 50 Grams gravy)
7	Non-Veg	150 Grams (100 Grams Non-vegetarian items like Chicken/Mutton/fish & 50 Grams gravy)

3. Feast (three course meal) once in a month.

The feasts to be provided once a month. The Feast should have a standard menu as tabulated below:

Starters	Veg	Chilli Paneer/Paneer Pakoda/Ball Manchurian/Gobi 85/Soybean Chilli/Ball Manchurian/Dragon Paneer
	Non-Veg	Pepper Chicken/Garlic Chicken/Chicken 65/Chicken Roast/Chicken Do Pyaaza (dry)
	Soup	Veg Manchow Soup/Clear Corn Soup/Cream of Mushroom Soup
	Welcome Drink	Grape Juice/Badam Milk/Mint Lime Cooler/Watermelon Mojito/Pineapple Mojito/Badam Milk
Main Course	Bread	Laccha Paratha/Methi Puri/Kulcha/Tawa Naan
	Veg	Paneer Hyderabad Gravy/Punjabi Mix Veg/Kadai Paneer/Paneer Do Pyaaza/Shahi Paneer
	Non-Veg	Chicken Do Pyaaza Gravy/Hyderabad Chicken/Butter Chicken/Chicken Pepper Masala/Chicken Kolhapuri/Chettinad Chicken
	Rice	Plain Rice/Ghee Rice/Jeera Rice/Veg Pulav
	Dal	Dal Makhani/Dal Tadka
	Salad	Any type of Salad
Desserts	Ice cream	Berry Vanilla/Italian Delight/Chocolate/Cookie and Cream/Almond Crisp
	Sweet	Halwa/Gajar Halwa/Milk Peda/Laddu/Barfi/Kaala Jamun/Badushah

Note: The items in the above menu may change subject to mutual agreed milestones between the Vendor and FnB Committee of the Institute. The items would be discussed at the start of every month.

4. Preparation of delicacies for festivals

- The Vendor should serve a few special items along with regular meals to students on the occasion of festivals. The delicacies required during each festival of the year is given below:

S.No.	Occasion	Item(s)
1	Pongal	Sweet Pongal/payasam/any other equivalent
2	Holi	Karanji/Chandrakala/Gujiya/any other equivalent
3	Foundation Day	Biryani/special meals similar to the feast/any other equivalent
4	Diwali	Motichoor Laddoo/ Mysorepa/any other equivalent
5	Onam	Parupu payasam/any other equivalent

6	Eid	Sheer Khurma/any other equivalent
7	Ganesh Chaturthi	Modak/any other equivalent
8	Dasara	Besan Ladoo/any other equivalent
9	Christmas	Plum Cake/any other equivalent
10	Republic Day	Motichoor laddoo/any other equivalent
11	Independence Day	Motichoor laddoo/any other equivalent

Scope of work

The essence of the contract is to prepare and serve food (Breakfast, Lunch, Evening snacks and Dinner) for around 800 students at IIMT Hostel Mess, on contract basis at agreed fixed, “daily rate per student” basis, for a period of one year. The scope of work includes the following:

- a. Procurement of LPG commercial cylinders, fresh groceries, vegetables, raw materials and other ingredients for running of the Hostel Mess, as per the basic menu as mentioned above, out of catering contractor’s own expenses and arrangements.
- b. Cooking and Serving the Breakfast, Lunch, Evening snacks and Dinner.
- c. Deployment and supervision of required number of service personnel such as cooks, servers, cleaners, storekeeper and supervisors etc., for running the mess. If the deputed personnel are found insufficient at any point of time, the vendor should arrange additional staff as mandated by the institute.
- d. Management and control of stocks and inventories.
- e. Branded Hand wash Liquids like Dettol/Savlon/Palmolive/Lifebuoy/Godrej only to be used at Student Mess and diluted hand wash will not be accepted and will attract penalty.
- f. Cleaning and moping of kitchen, dining halls and auxiliary areas three times in a day.
- g. Cleaning of plates with the dish washer three times a day and cleaning of utensils. For cleaning of vessels, a multi-step process including soaking in hot water, etc. to be done to ensure proper cleaning of vessels before the next use. The vendor is welcome to use either fully automated equipment or a partially automated process or a fully manual multi-step process to achieve the desired cleanliness.
- h. Camphor based cleaning/hi-tech cleaning method to be used at the end of each dining time.
- i. Cleaning of the kitchen drains on continuous basis.
- j. Cleaning of wash basins.
- k. Cleaning of dining hall tables and chairs after each meal.
- l. Maintenance of the equipment in the kitchen and dining hall. Proper use of equipment is the responsibility / liability of the Bidder.
- m. Proper collecting and storing of food and vegetable waste and safe disposal of the same outside the campus.



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

- n. Safety and Security of workers deployed by the Vendor, equipment, utensils and other items in the kitchen and dining hall.
- o. Maintenance of records and documents related to running of the mess and statutory compliances as per prevailing labour laws and other statutory compliances.
- p. The contractor should be in a position to cater to the tastes of South Indian, North Indian and Jain Food. Thus, the successful bidder (i.e., Vendor) has to provide Breakfast, Lunch, Evening snacks and Dinner on fixed “daily rate per student” basis.
- q. Special items of Vegetarian/Non-vegetarian are to be made available as extras at the rates quoted in Price Bid.
- r. 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 mess facility or independently outside the mess area but within the Campus of IIMT.

Special conditions relating to the tender:

1. The current mess area would be extended soon with two more bain-marie. Once the new facility comes, the vendor should do the needful to man all the four counters and provide service including cleaning to the extended area of the mess.
2. The Vendor shall provide catering services as per the menu and at the timings to be advised by the Institute from time to time which is at the sole discretion of the Institute.
3. The Vendor shall ensure quality/hygiene food and provide satisfactory/acceptable services without giving any room for complaint from diners.
4. The Vendor shall prepare the food items in a hygienic atmosphere. Qualified and trained staff shall be available to supervise cooking, serving, dish washing and general housekeeping. IIMT reserves the right of inspection relating to quality and service at any given point of time who shall also be sole judge about the dining services. IIMT also reserves the right to appoint a committee comprising of Students, Officers, Staff and Faculty to inspect the quality of materials used for cooking and also quality of food prepared and served and the cleanliness of mess and its surroundings. IIMT reserves the right to send the food samples to the Govt. approved food testing laboratories for conducting microbiological tests.
5. Type of kitchen equipment and dining hall facilities provided by the Institute are detailed in [Annexure-VI](#). Dining table and chairs will be provided by the Institute. The equipment should be used with utmost care. All the equipment should be maintained properly at the own cost of the Vendor. Apart from the equipment provided by the institute, the contractor has to bring equipment, if necessary, at his own cost.
6. The Vendor should make their own arrangements for providing all utensils like stainless steel plates, spoons, cups, jugs, tumblers, salt and pepper boxes etc.
7. IIMT shall provide basic facilities such as furniture, cooking equipment, water cooler in dining room. A stock register of item will be maintained. These facilities will be under the control of the Vendor and he/she will be responsible for any loss/damage.

8. The Vendor shall use cooking gas (LPG) at his cost for cooking in the Kitchen. The Vendor needs to have necessary facilities such as gas connection to the oven and other gadgets for carrying out preparation of food for students and serving in the dining room of the Hostel Mess. The Vendor should be solely responsible for the arrangements of gas refills out of his own resources and its safe custody and usage. The Vendor shall ensure that his 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 Vendor.
9. Being a food supply contract, all the edible materials like rice, dal, oil, sugar, jaggery, suji, etc. used by the contractor should be of good quality, free from insects and other adulteration/decay materials. Dalda/Vanaspathi, Food Colour and Ajinomoto should not be used in the food.
10. Utmost attention has to be given to provide wholesome quality dishes and render an excellent service besides maintaining punctuality in services without any complaint from diners.
11. The food, raw materials, ingredients etc. are to be of good quality, clean, fresh, nutritious, hygienic and edible. No cooked food shall be stored / preserved after meals. All perishable items like milk, bread, vegetables, chicken etc. have to be procured on a daily basis. Not following IIMT's suggestions/ instruction in such matters shall be considered as violation of terms and conditions of agreement and shall invite penalty for the same.
12. The Vendor shall use only branded raw materials and best quality items for preparing the food. The list of brands or products given by the Institute in [Annexure-III](#) have to be strictly followed.
13. Vegetables used should be fresh and of good quality. Rice of good quality, well cleaned, de-stoned should be used. Standard brand Toor/ Urad Daal / Pulses/ Grams/ Spices are only to be used for cooking. The Vendor should procure the required provisions from standard shops. Milk should be of Aavin brand. Rice should be cooked properly. Chapatti should be baked properly and it should be soft. For preparation of curry (i.e., Sabji) each day, the vegetables must be changed. Potatoes mixed with vegetables should not exceed 20%. Fruits served should be fresh and of good quality.
14. Procurement of first quality branded groceries; vegetables etc. will be the responsibility of the Vendor. Brands of other items will be decided by the IIMT. The members of the Hostel Mess Committee will check all materials brought to the mess as well as cooking practices. A register shall be maintained in this regard. In the event of the quality of the food served being poor or not adhering to contractual conditions, IIMT will be free to impose penalty as deemed fit on the Vendor and as per penalty clause.
15. Vendor shall provide light food such as milk, bread, kanji etc., in lieu of meals to the sick student(s) during his/her sickness period and no extra charge will be paid for the same.
16. Vendor or his Mess Manager is required to remain present in the mess when the food is served. The weekly menu should be displayed on the notice board.
17. The Vendor shall maintain a suggestion book for recording the suggestions for improvement. The suggestions that have the approval of the IIMT should be acted upon forth with. The suggestion/compliant book should be kept open for inspection by the Mess Committee.



18. Keeping the kitchen, dining halls and mess premises neat, clean and hygienic are the responsibilities of the Vendor. Strict adherence of the hygiene and sanitation of the mess and its surrounding are utmost essential. Disposal of waste getting flogged in drainage lines have to be cleared by Vendor. Hostel Mess Committee's suggestions / actions regarding cleanliness have to be followed and all the expenditure will be borne by the Vendor. Any violation on the part of Vendor is liable for appropriate penal provisions. The Vendor is also responsible for proper disposal of all waste without bringing any environmental hazards. Daily cleaning report should be submitted to IIMT.
19. The mess utensils are to be cleaned using detergent powder/soap of approved quality with warm water after every meal and again soaked in the hot water tub/tank, otherwise penalty clause will apply.
20. The Vendor should dispose of the kitchen waste in a proper manner and no waste should be poured into the sewage 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 Vendor will be responsible to clear the sewage system and will also be penalized with heavy penalty by the Institute. The rate of penalty will be decided by the Institute.
21. Vendor shall be solely responsible for cases of incidence of food poisoning and shall bear the complete expenditure arising out of this for medical treatment of the hostel inmates. In addition, penalty shall be imposed on the Vendor as decided by the IIMT for such incidences. Since the services include food and eatables, the provisions of Prevention of Food Adulteration Act, 1954 are binding on the Vendor.
22. There will be strict check on quality of food. The items of food served will be checked by the Mess Committee constituted by the IIMT. Such quality audit may be a test audit or random audit. Mess Committee meeting will be held once in fortnight. The Vendor should attend the meeting to sort out the issue. If the quality of the food is below the standards, fine will be levied as detailed in the penalty clause.
23. Transportation of all material, vessels, cutlery and other implements, as well as their people, is entirely within the scope of the Bidder.
24. The Vendor should not feed the dogs with food.

Eligibility Conditions for Bidders

1. The tendering Agency must fulfil the conditions mentioned in the succeeding paras in order to be eligible for technical evaluation of the Bid.
2. The Bidder (s) should be registered with FSSAI and Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of the FSSAI, GST registration certificate has to be submitted with the tender document. A copy of the GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and the tender document should be the same or linked.
3. The bidder should be registered as a company in India as per Company Act 1956/2013 or a partnership firm registered under LLP Act, 2008. The Agency should have operation for a period

of at least 5 years as on date of Publishing Tender. Certificate of Incorporation should be attached along with Technical Bid.

4. The bidders should have executed a similar job *in the last three years as on 31st January 2023*.
Similar Work shall mean:

- a) Running of Hostel Messes successfully in renowned Educational Institutions such as IIMs, IITs, NITs, AIIMS / Central Universities / State Universities / Deemed Universities / Renowned Private Educational Institutions / Universities or any Institute of National Importance.
- b) Running of executive canteen/Mess in large organizations / Institutional Canteens successfully in the State/ Central/ PSUs/ PSBs/Private Sector. Details of current and previous works to be provided in the given format attached in [Annexure-I](#) of the Technical Bid.

5. The bidders should be able to provide supporting evidence such as Copy(ies) of work order(s) and testimonials/completion certificates from Clients and details of current works on hand, and other contractual commitments shall be provided by the Bidder as on *31st January 2023* as detailed below;

Three similar works (Preferably two of them in a Hostel Mess of a renowned Educational Institution) each having at-least 500 persons on its dining strength (each dining), with total turnover of at least of INR 450 lakhs across three years [Order copy to be enclosed]

OR

Two similar works (Preferably one of them in a Hostel Mess of a renowned Educational Institution) each having at-least 600 persons on its dining strength (each dining), with total turnover of at least of INR 480 lakhs across three years.

OR

One similar work (Preferably in a Hostel Mess of a renowned Educational Institution) having at-least 800 persons on its dining strength (each dining), with total turnover of at least of INR 500 lakhs across three years.

- a) The Bidder Should submit **Performance Certificates** from past clients/ongoing contracts for the attached Work Order of equivalent order sized (issued in the last three years as on *31st January 2023*) need to be attached with the Tender document. The performance certificate should be certified by the responsible official from the concerned organization with verifiable contact details & e-mail ID. 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. **The Work Order without performance Certificate will not be taken for evaluation.**
6. Average Annual Turnover of the Bidder, pertaining to the last Three years (2019-20 to 2021-22), should be at least **Rs. 5 Crores**. Copies of duly audited Balance Sheet with Profit & Loss accounts are to be submitted for the last three years as above as per [Annexure-I](#) (Technical Bid). The year

in which no turnover is shown would also be considered for working out the average.

7. Bidders should be regular in filing Income-Tax returns. A copy of the Income-tax returns filed and audited accounts statement for the last three financial years (2019-20 to 2021-22) should be submitted along with the Technical Bid.
8. The bidders should not have been blacklisted by any department of the Government of India or any State Government and Private organization in the past. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India and the Bidder should give a self-declaration certificate for acceptance of all terms & conditions of tender documents. An undertaking to this effect in the Company letterhead duly signed by the owner/partner or both to be enclosed, as per [Annexure-IV](#).

Instructions to Bidders

1. Downloading of Tender Document

Tender Documents are to be downloaded from the Institute's website <https://www.iimtrichy.ac.in/tender-published> and <https://mhrd.euniwizarde.com/>. No Tender fee is payable.

2. Earnest Money Deposit

- a. The Bidder (s) should remit an Earnest Money Deposit (EMD) of **Rs. 10,00,000/- (Ten Lakh Rupees only)** to the institute bank account. 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.
- b. Receipt of EMD from an individual account will not be accepted. The EMD must be paid from the company's bank account only.
- c. The EMD of the successful Bidder will be adjusted against the Interest Free Security Deposit.
- d. The EMD of the unsuccessful bidders will be released after finalization of the tender. No interest is payable on the Earnest Money Deposit (EMD).
- e. Any request for refund of EMD to an individual account will not be entertained.
- f. Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organization or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy and Promotion (DIPP) for all these items only, are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect, failing which the Tender will not be considered for evaluation.
- g. The bidders who seeks exemption from EMD as per clause above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the bid document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

3. Relationship Certificate

- a) 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 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 IIM Tiruchirappalli will not pay any damage to the Company or firm or the concerned person.
- b) The Company or firm or the person will also be debarred for further participation in the concerned unit.
- c) The near relatives for this purpose are defined as follows: -
 - 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).
- d) The Relationship Certificate ([Annexure-IV](#)) needs to be placed in the Technical bid cover.

4. Conditional Bids

Conditional bids or Bids based on the process / basic schemes other than mentioned and / or not conforming to the technical specifications/requirements of the Bidding documents will not be considered.

5. Technical Bids Criteria

- i. The technical Bid shall contain all the relevant information which forms part of the technical Bid. The information provided in the technical Bid will be used for understanding and assessing/evaluating the quality of the solution being proposed by the Bidder.
- ii. All the information should be organized in logically structured form and uploaded in PDF Format as a technical Bid with an index. Bidders should comply with the scope of Work, eligibility criteria and technical requirements. The detailed formats are attached at [Annexure-I](#). The Bidder is to complete the same in all respect and submit accordingly. No deviations are acceptable in [Annexure-I](#).

6. Price Bid Criteria/Details

- a. Price Bid i.e. BoQ in MS Excel (.xls) format given in Tender to be uploaded after filling all relevant information. The priced BoQ should be submitted strictly as per the BoQ in MS Excel (.xls) format, failing which the offer will be rejected. (renaming or changing the format of BoQ) will not be acceptable.
- b. ***Tender must be submitted with the rates for all the item(s) mentioned in Part-A & Part –B of the Price Bid, and any incomplete tender will not be considered.***

- c. The Price (i.e., Mess Rate Per Day Per Student) to be quoted by the bidder against this tender shall be inclusive of cost of rice, groceries, vegetables, raw materials and all other ingredients of good quality, fuel cost, labour cost, loading, unloading, transportations and storage of raw materials, salaries, allowances, etc., payable to the workers employed by the Vendor and statutory taxes, duties and levies, wherever applicable, **excluding GST**.
- d. The vendor should quote rates in the Price Bid ([Annexure-II](#)) in MS Excel (.xls) format only; bids indicating rates anywhere else will be rejected.
- e. Arithmetical errors, if any, shall be rectified on the following basis. If there is a discrepancy between the unit price and total price, then the unit price shall prevail, and the Institute shall correct the total price. If the Bidder does not accept the correction of the errors, the Bid shall be rejected.
- f. In case of any additional requirements on need basis, the Bidder should provide the same and the payment will be made as per the mutually agreed rate considering the prevailing market rate.

7. Validity of Bids and Rates

- i. All the quoted rates would be valid until the completion of the Contract. No escalation of price whatsoever would be allowed during the currency of the Contract, including an extended period, if any.
- ii. The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of the price bid.

Procedure for Submission of Bids

- a) The tender document should be downloaded from the IIM Tiruchirappalli website <https://www.iimtrichy.ac.in/tender-published> .
- b) The Bidder needs to fill, sign and seal the required bid documents as indicated in the tender document.
- c) The Bidder should submit the Bid in two parts viz. **Technical Bid** and **Price Bid**. Technical Bid along with required documents should be attached in Cover-1. **Price Bid as per [Annexure-II](#)** only should be submitted in Cover- 2.
- d) All the pages of the tender document being submitted must be duly signed as per the procedures and requirements stipulated herein.
- e) The Bidder (s) shall not make any changes or amendments in the tender document as published in the IIM Tiruchirappalli website.
- f) All correspondence and documents relating to the Tender shall be written in English.
- g) No addition or alteration should be made in the tender document.
- h) The tender document should be filled in legible handwriting/printing/typing without ambiguity.
- i) If any correction is necessary in the information provided by the Bidder, the same should be made after scoring out the old entry. In any case, there should not be any overwriting. All the corrections should be attested with the full signature of the Bidder with date.
- j) It is construed that the Bidder has read all the terms and conditions before submitting their

offer. An undertaking as given in [Annexure-IV](#) to the effect of stating that all the terms and conditions of the Tender have been read and abided by the tenderer shall be furnished.

- k) Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.
- l) 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.
- m) Bidders should note that they should submit their price bids in the prescribed format given by IIM Tiruchirappalli, and no other format is acceptable.

1. Bid Submission:

Since this tender is based on two bid system, The bids (complete in all respect) must be submitted in **Three Separate Sealed Envelopes** as explained below:

a. Technical Bid – (Cover 1)

The following documents are to be furnished as a single PDF file by the Bidders along with Technical Bid ([Annexure-I](#)), as per the tender document;

- i. Application form, Near Relative and Declaration form as per [Annexure - IV](#).
- ii. Copy of FSSAI, PAN and GST Registration.
- iii. Copy of constitution or legal status of the service provider. Certificate of Incorporation duly certified in case of Company.
- iv. Copy of work orders, testimonials / completion / performance certificate from the present and past clients of equivalent order sized (***received in the last three years as on 31st January 2023***) with verifiable contacts need to be attached with the Tender document.
- v. A copy of Income tax returns filed and audited accounts statement for the last three financial years (2019-20 to 2021-22).
- vi. Signed Tender document and all annexures of the same.
- vii. All other documents mentioned in the tender document, except the Price Bid document.

The Technical Bid Cover with the aforementioned required enclosures should be in sealed condition and SUPERSCRIBED with the following text: “***Technical Bid for Providing Catering Services at the Student Mess of IIM Tiruchirappalli***”

b. Price Bid - (Cover 2)

- i. Price bid (As per [Annexure-II](#) duly filled and signed)- Price must be quoted as per the format specified for all the items, failing which tender shall be rejected.
- ii. Only duly filled Price Bid as per [Annexure-II](#) should be put in a separate cover and the cover should be in sealed condition. This envelope should be SUPERSCRIBED with the following text: “***Price Bid for Providing Catering Services at the Student Mess of IIM Tiruchirappalli***”

c. EMD payment receipt/MSME Registration Certificate (Envelope C):

- i. Wherever applicable, a copy of the payment transaction receipts amounted to **Rs.10,00,000/-** towards EMD, have to be submitted with the tender application form, without which the tender will not be considered for evaluation process.
- ii. The EMD payment receipt as mentioned above, should be put in a separate envelope marked as **“EMD payment receipt/MSME Registration Certificate”**, if applicable.

All the three sealed envelopes should carry the name and address of the bidder and be placed/kept inside a LARGER Size Master Envelope with the following text SUPERSCRIBED on the master envelope:

**“Tender for Providing Catering Services at the Student Mess of IIM Tiruchirappalli”-
IIMT/2022-23/Mess/110 dated: 16.03.2023**

- i. The master envelope containing the three envelopes should be delivered at the below mentioned address on or before 17.00 hrs, 08/04/2023;
**The Chief Administrative Officer i/c
Indian Institute of Management Tiruchirappalli
Trichy – Pudukkottai Main Road, Chinna Sooriyur
Tiruchirappalli– 620 024.**
- ii. If the three inner envelopes A, B & C and the one outer envelope (i.e., larger envelope) are not marked as instructed, IIM Tiruchirappalli will assume no responsibility for the misplacement of the envelopes. Any bid received in unsealed condition will be rejected.
- iii. The tender should be submitted either through Registered Post/Speed Post/Courier or delivered to IIM Tiruchirappalli in hand on working days during office hours (9.30 hrs. to 17.00 hrs.). IIM Tiruchirappalli will not accept any responsibility or grant any relaxation of time for any Postal delay in submission of tender.

Pre-Bid Meeting

A Pre-Bid Meeting with the intending bidders will be conducted in person at Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli on **27.03.2023 at 11.00 Hrs.** to clarify doubts that shall arise before submitting the bids. The bidders are advised to inspect the Mess & Dining Area by fixing prior appointments with Chief Administrative Officer (i/c), IIM Tiruchirappalli before the pre-bid meeting.

The Bidders are requested to visit the site of Work, at their own cost, and examine it and its surroundings by them self, collect all information that they consider necessary for proper assessment of the prospective assignment before coming for the Pre-bid meeting.

The bidders need to send the scanned copy of the letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before 17.00 Hrs., on **26.03.2023** for attending the Pre-bid meeting as per format enclosed vide **Annexure-V.**

The Bidders are requested to mail their doubts/queries to purchase@iimtrichy.ac.in prior to the pre-bid meeting i.e. by **17.00 Hrs. of 26.03.2023** to enable us to clarify the doubts in the pre-bid meeting itself.

Opening of Technical Bid

The Technical bid will be opened by the Tender Opening Committee on **10.04.2023 at 11.00 Hrs. (tentatively)** in the presence of the bidders or their authorized representatives through physical/video conferencing mode. A maximum of two representatives per bidder shall be authorized and permitted to attend the bid opening. Bidders / Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before attending the Opening of Master envelope & Technical bid meeting on the given date (to be informed later) in the opening of Technical Bid as per the format enclosed vide [Annexure -V](#).

Tender Evaluation Process

- a. The Bidder would be selected based on ranking and evaluation of Technical and Price Bids by the Evaluation Committee formed by the Institute, and the Committee's decision would be final and binding.

The process of selection of the successful Bidder would be determined as under: -

Stage 1:

Document verification – To verify the document submitted by the bidders. The qualified bidders in **Stage-1** shall be invited to make a presentation in person to the Evaluation Committee of IIM Tiruchirappalli. The Bidders meeting all the basic eligibility conditions mentioned in this tender document will only be considered to make the presentation to the Evaluation Committee.

Stage 2:

Technical Evaluation – Those qualified in **Stage-1** shall be invited to make a presentation to show the excellent quality photographs/videos of the properly dressed Servers and Mess from the earlier contracts entered into, by the vendor. The presentation would be held to the Evaluation Committee in the Deans' Office Meeting of IIM Tiruchirappalli. Bidders / Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in to participate in the presentation as per the format enclosed vide [Annexure-V](#). The Committee will assess the firm as per criteria mentioned in the technical bid.

The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the Bidder. Technical evaluation of the Bidder will depend on the information provided herein and the demo cum presentation to the committee members. **Technical bid score, out of 100**, will be arrived based on the following Parameters:

Sl. No	Items	Maximum Marks
1	<p>Financial Soundness/Turn over: Average turnover of the last three years (2019-20 to 2021-22), as reported in the audited financial statements, will be considered.</p> <p>a. Rs.5 to 10 Crores = 3 marks; b. Rs.10.01 to 20 Crores = 5 marks; c. Rs.20.01 to 30 Crores = 7 marks; d. Rs.30 Crores and above =10 marks.</p>	10
2	<p>Catering Experience (Mess) in the last three years as on 31st January 2023: Single work order size – 1000 diners & above – 10 marks each work order size – 800-1000 diners -7 marks each Three – 500-800 diners – 4 marks each Performance certificate should match the details mentioned here.</p>	20
3	<p>Performance Certificates provided by previous clients/current clients during the last three years as on 31st January 2023 will be considered. (Copy of performance certificate indicating Quality of food, Quality of Service, Hygiene, Cleanliness, etc., should be in a letterhead. The work order value of at least Rs. 100 lakhs each with the verifiable contact details should be enclosed along with a copy of Work order):</p> <ul style="list-style-type: none"> ▪ Central Govt. organizations (CPSE, CAB, AIIMS/IIMs/IITs/NITs/IISER, etc.) – 5 marks for each completed work. ▪ Others - 2.5 marks for each completed work. <p>Any Performance Certificate without work order copy, contact details and not in letterhead would not be considered)</p>	25
4	<p>Personnel and Establishment</p> <p>a. Structure of Organization (Organogram) with details of roles and responsibilities in each category. (5 marks)</p> <p>b. Qualified Technical & Administrative Personnel to be deployed at IIMT Hostel Mess (5 marks)</p> <p>(Officers details-5; Not mentioned - 0)</p>	10

5	<p>Evaluation of the presentation:</p> <p>The presentation by the Bidders will be evaluated by IIM Tiruchirappalli Committee members. The presentation will be evaluated based on the following parameters:</p> <ol style="list-style-type: none"> Bidder's understanding of IIMT's requirements; Technical capabilities of the bidder to provide catering services at IIMT Hostel Mess for approximately 800 students; Financial capabilities of the bidder to meet the catering services budgeting of at least two - three months; Quality of raw materials used at present clients' Mess. Quality of food served to the students, cleanliness of kitchen & dining area and layout of the stores maintained at present clients (photos to be shown). Maintenance of feedback register. Feedback from Students/Clients regarding courteousness and responsiveness. Photos of arrangements made by the bidder(s) on the above points, wherever applicable related to previous and present clients, are required to be shown as part of the presentation. 	35
Total Marks (Technical Score)		100

A minimum of **70 marks** out of 100 marks, in technical bid evaluation is required to be eligible for participating in price bid.

Decision taken by the Evaluation Committee on the Technical Evaluation will be final and binding. At the end of this stage, each firm will have Technical score (out of 100) associated with it. Bidders getting less than **70 score** in the Technical bid will not be considered for opening the price bid.

Opening of Price Bid

The price bids of all the technically eligible bidders will be opened in the presence of technically eligible bidders or their authorized representatives through Physical/video conferencing mode. The date and time for opening of the Price Bid will be informed later.

Bidders / Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before attending the price bid meeting on the given date (to be informed later) to participate in the opening of Price Bid as per the format enclosed vide Annexure-V.

Selection of Vendor:

Part A of Price Bid i.e. *the daily rate per student* will alone be considered for the selection of L1 Bidder.

The rates for extra items mentioned in **Part-B of Price Bid** will be negotiated with the selected Bidder and finalized. *The rates for the extra item will not be considered for selection.*

IIMT will reserve its right not to consider L1 (lowest rate quoted), if in its assessment that the lowest rate is unreasonably low compared to prices the of food items for the stipulated menu in the market.

The Institute reserves the right to accept or reject all the offers, including the lowest, without assigning any reason.

General Term & Conditions

1. Price:

The Price quoted by the bidder against this tender shall be inclusive of cost of rice, groceries, vegetables, raw materials and all other ingredients of good quality, fuel cost, labour cost, loading, unloading, transportations and storage of raw materials, salaries, allowances etc., payable to the workers employed by the Vendor and statutory taxes, duties and levies, wherever applicable, **excluding GST**.

2. Payment Terms:

- a) **No advance payment will be made in any case.**
- b) The Vendor shall also furnish a certificate in every Mess Bill to the effect that amount claimed is inclusive of GST and dispute, if any arises on that issue, will be settled amicably between the Vendor and the GST authorities concerned without involving IIM Tiruchirappalli as a party to the dispute.
- c) Monthly bill amount will be disbursed based on the performance review by the Students' Mess Committee every month based on the following criteria:

S. No	Particulars	Score (Each criterion shall have a maximum of five marks)
1	Quality of raw materials, vegetables, etc.	
2	Quality & Quantity of the food served	
3	Cleanliness and Hygiene	
4	Overall Catering service	
5	Punctuality in providing service	
Total		
Average score for Sl. No. 1 to 5		

Scale: Very Good: 5, Good:4, Average:3, Bad:2, Very Bad: 1

The penalty on Monthly bill for scoring less than 20 marks should be as under;

- i. Less than 20 and upto 17 marks - 10%
 - ii. Less than 17 and upto 15 marks - 20%
 - iii. Less than 15 and upto 12 marks - 50%
 - iv. Less than 12 marks - No payment will be made for the respective month.
- d) The Vendor shall submit the mess bill in the form of Tax Invoice containing the details of GST Registration number of the Vendor and IIM Tiruchirappalli (**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 **ten working days** from the date of receipt of the monthly mess bill. This is subject to production of bills

- e) While calculating the Monthly Mess Bill amount, in respect of student diners who stay away for more than two days on official assignment of the Institute or under medical grounds during the regular mess service, (N-1) formula shall be applied for mess reduction/ rebate, where N is the number of days absent by the student diner. This doesn't apply to term breaks and summer vacations.
- **For example**, if a student is not dining in the mess facility for four days, then the student will get waiver for only Three days (4-1) from mess charges.
- f) The Vendor should produce the proof for remittance of PF, ESI, and Salary payment to workers in each worker's name every month along with the mess bill. The certificate for having paid minimum wages paid to the mess workers must be submitted by the Vendor along with the monthly bill.
- g) TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from vendor's bills.
- h) **Escalation / De-Escalation of Rates:** Not Applicable. The rate should be firm throughout the contract period and any extension thereof.

3. Penalty Clause:

- a) Failure to supply food in terms of quality, quantity and as per the basic menu will attract penalty. IIM Tiruchirappalli will have the full power to impose penalty to the Vendor for not fulfilling the requirements. Penalty imposed shall be adjusted against payment due to the Vendor.
- b) Deficiency/delay in Service/work, will be construed as lapses on the part of the Vendor. Such lapses due to the Vendor will be viewed seriously and penalties will be imposed on the Vendor as given below:
- If vegetables kept for use is found to be of poor quality or rotten/stale/spoilt/infected, then a penalty of Rs. 5,000/- for each occasion will be imposed.
 - If poor quality of rice issued for preparation of meals, idly and dosa, a penalty of Rs. 5,000/-for each occasion will be imposed.
 - Oil once used should not be reused. If reuse of oil is found, penalty of Rs. 5,000/-for each occasion would be levied.
 - 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. 5,000/- for each occasion will be imposed.
 - 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 Rs. 5,000/- for the first instance, Rs. 10,000/- will be in the second instance onwards.
 - Kitchen, dining hall, stores and washing area should be kept clean. If not, then a penalty of Rs. 5000/- for each occasion will be imposed.
 - If there is any deviation in the approved menu without prior permission from mess committee, a penalty of Rs. 5,000/- for each occasion will be imposed.

- viii. If the mess Vendor or his representative manager is not present when the food is served, a penalty of Rs. 5,000/- for each occasion will be imposed.
 - ix. Insects found in any of the prepared food will invite penalty of Rs. 5,000/-. If repeatedly found in the food / vegetables, the penalty of Rs. 10,000/- will be imposed.
 - x. If food for any meal, gets over or exhausted within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast then a fine of Rs. 5,000/- would be imposed on the Vendor. The timing for that meal will be extended equivalent to delay time.
 - xi. Unavailability of the suggestion book/ complaint register on the counter and/or discouraging the complaint would impose a fine of Rs. 5,000/-.
 - xii. Unclean utensils in a day would attract a fine Rs. 5,000/-.
 - xiii. If a Mess Committee agrees that certain food was not properly cooked, then a fine of Rs. 5,000 will be imposed.
 - xiv. Discrepancy on personal hygiene of workers, dining hall etc., will call a fine of Rs. 5,000/-.
 - xv. If the Vendor is found to have used unbranded/bad/duplicate quality of any mess commodities, a fine of Rs. 5,000/- will be imposed for every occasion of such happening.
 - xvi. Non-compliance of the safety norms will invite a fine of Rs. 5,000/ per offence.
 - xvii. Misbehavior of the worker deployed by the Vendor would result in a fine of Rs. 5,000/- per instance.
 - xviii. If the left-over food and other vegetable waste are not fed to garbage composite and disposed within the same day, then a penalty of Rs. 5,000/- will be imposed.
 - xix. Chewing of gutka/smoking of cigarettes or bidis or similar stuff by staff of the vendor will attract a fine of Rs. 5,000/-.
 - xx. 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 Vendor.
 - xxi. Continuous overall bad performance (for any two months in a trimester) will result in Termination of the contract.
 - xxii. The Vendor may appeal to the competent authority of the institute for reduction/waiver of penalty. The decision of the competent authority shall be final and binding.
- c) The above penalties are not exhaustive and any additional lapses found will unarguably invite a **penalty of up to 10%** (additional). The decision of the competent authority of the institute shall be final with respect to the extent of penalties being levied. IIM Tiruchirappalli reserves the right to impose the penalty and the quantum of the penalty will be decided in individual cases and decision of the competent authority at IIM Tiruchirappalli, shall be final and binding.
- d) In case of failure to carry out the services to the satisfaction of IIM Tiruchirappalli as per the terms and conditions, the Institute will be free to get services done by any other agency at the cost and risk of the service provider.

4. Warranty of Quality:

- a) In case, the firm fails to do the services satisfactorily, the same services will be obtained from the open market and the difference of cost, if any, will be recovered from Performance Security or from the pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- b) If it is observed at any stage that the quality of the Work is not satisfactory, the contract/ Work Order as a whole may be terminated and the Security deposit forfeited. Applicable penalties would be levied from all the monies payable to the Service Provider on such termination and the balance amount, if any, would be paid. The decision of the competent authority in the matter of penalties, would be final and binding.

5. Forfeiture of Earnest Money:

The earnest money will be forfeited in the following cases:

- a) Earnest Money is liable to be forfeited and the bid is liable to be rejected, if a bidder withdraws or amends or impairs or derogates from the tender in any respect within the period of validity and/or after opening the tender. Such bidders will also be blacklisted.
- 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.

6. Performance Security Details:

- a) The successful Bidder will be required to remit an interest free Performance Security Deposit of **Rs. 25,00,000/- (Twenty-five lakhs)** through online transfer to IIM Tiruchirappalli Bank Account, within Seven working days from receipt of the work order. The security deposit will be refunded to the vendor along with payment of the final bill.
- b) Performance Security will be forfeited if the Service Provide fails to perform/abide by any of the terms or conditions of the Contract.

7. Termination of Contract:

- a. IIM Tiruchirappalli shall, without prejudice to any other remedy for breach of contract, terminate the contract in whole or in parts in the event of the following:
 - i. If the Service Provider fails to provide the Catering Services within the period (s) specified in the contract or any extension thereof granted by the Institute.
 - ii. If the Service Provider fails to perform any other obligation(s) under the contract.
 - iii. If the Service Provider is declared insolvent by the competent Court of Law without any notice.
 - b. IIM Tiruchirappalli can terminate the contract with three-month notice in case the services are not found satisfactory. In such a case, IIM Tiruchirappalli will pay based on the actual duration for which the services were used during the period in question.
 - c. The service provider will be required to give three months' notice in writing of their intention to leave or discontinue their service. This contract can be terminated with a notice period of three months by either side.
8. On expiry of the agreement, all the equipment/articles/facilities provided to the Vendor 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 Vendor will have to replace the lost items / carry out necessary repair, subject to the approval and Instructions of the IIM Tiruchirappalli.

9. Deployment of Personnel:

- a. The Vendor should deploy minimum of Two full time chefs in Mess and One full time Supervisor apart from the Manager.
- b. The Vendor shall engage sufficient number of competent employees (i.e., cooks, servers, cleaners, helpers, supervisors, etc.) for running the Dining Hall services. Manager and Mess supervisor must be available during the mess running time. Expenses on account of payment of Salary/ Wages/ Food/ Uniform/Personal Protective Equipment and other benefits including statutory payments like EPF, ESI/Group Insurance coverage, Holiday wages, Gratuity, Bonus, etc., to the deployed personnel shall be borne by the Vendor. The Vendor 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.
- c. The employees like chef and cooking helpers should wear a separate colour uniform and the housekeeping supervisor and staff should wear a separate colour uniform.
- d. The cooking staff shall not be used as cleaning or housekeeping staff. All the workers and cooks should be healthy and medically fit. The Vendor should ensure that all his workers are free from communicable diseases. If any mess worker is found medically unfit, he/she may not be given permission to continue his/her duties and the Vendor has to replace him/her immediately without fail.
- e. IIM Tiruchirappalli will not be liable for any medical attention, injury / loss of life of the mess or any other worker engaged by the contractor in the preparation, transportation of the food items to the Dining Halls and further service as per the contract. A suitable insurance coverage for the Personnel shall be arranged by the Vendor at his own cost towards compensation of any loss to their workmen as per legal provisions.
- f. 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.
- g. The Vendor is required to maintain the details of all his employee's/Mess workers. This information along with their photographs shall be submitted to the Office of the CAO in the format that may be prescribed.
- h. The Vendor shall be responsible for the proper conduct and behavior of the mess workers engaged by him. The Vendor along with his workers has to behave politely with hostel residents. If it is found that any worker has misbehaved with any of the hostel inmates, the Vendor has to take action as suggested by the IIMT.



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

- i. The Vendor shall provide the break-up of qualified manpower proposed to be employed at IIMT Hostel Mess indicating qualification, experience, etc.
- j. Staff strength in each category of Mess workers viz., Cooks, Servers, and Helpers deployed by the Vendor should be optimum and finalized in consultation with IIMT. Experienced Manager with fluency in English/Hindi should be appointed. The cooks employed should have expertise in preparing South Indian, North Indian and Jain food items. The Vendor shall maintain the register containing the details of staff deployed with Name, designation, qualification, experience etc., and the register shall be open to the scrutiny of the authorized officials of IIMT.
- k. Employment of child labour is totally prohibited.
- l. The employees of the Vendor should wear uniform along with, cap, gloves and apron etc.
- m. The employees cannot reside in the place of work except to the extent necessary for their duty in respect of the functioning of the dining facility. The Institute will permit the Vendor to use the 1st floor of mess building to provide accommodation for the workers. The Vendor should maintain their accommodation area neat and clean.
- n. All expenses relating to the employment of the mess workers engaged by the Vendor shall be within the scope of the Vendor.
- o. The Vendor should produce the record of duty hours and pay structure as per rules, for inspection by authorized government personnel and IIM Tiruchirappalli and for meeting other statutory and non - statutory benefits/obligations.
- p. The Vendor 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 Vendor 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 Vendor has to follow all the Labour laws/government laws and all statutory obligations in regard of employing the mess workers. The Vendor shall be solely responsible for any dispute/violation of labour laws.
- q. The Vendor 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 IIMT and the Vendors' employees in anyway, whatsoever and the Vendor has to carry out their business as an independent Vendor.
- r. It is the Vendors' sole responsibility to comply with various statutory and non- statutory obligations such as Labour License (under Contract Labour Regulation and Abolition Act, 1970 and Prohibition of Child Labour Act 1996) and shall produce the same for verification and record within a fortnight from the date of signing this contract failing which the contract is liable to be terminated. The other statutory obligations arising from Prevention of Food Adulteration Act, Public Health Act, Payment of Minimum Wages Act, Workman Compensation Act, Factories Act, Employees Provident Fund Act, Employees State Insurance Corporation Act, GST Act, Payment of Bonus Act, Tamil Nadu Industrial Establishment, (National Festival Holidays) Act 1958 and the Rules framed thereunder or any other Laws and Rules as may be applicable from time to time etc., have to be fully

- complied with and furnish proof for such compliance to the Licensor every month or at such intervals as may be called upon by the Licensor. The compliance with the stated statutory obligations falls within the scope of the Vendor.
- s. The Vendor shall issue uniforms for all the staff employed by him and shall provide an identification badge embossing name of such staff. The cost of providing uniforms dress and laundry charges for the same shall be within the responsibility and scope of work of the Vendor.
- t. The Vendor shall not employ any mess worker whose track record is not good. He should not have involved in any crime / offence / police case / previous history of misbehaving with the diners.
- u. The Vendor's employees shall maintain good discipline and relationship within the Institute. In the event of any complaint or commission of an act of misconduct by the employees of the Vendor, the Vendor shall take prompt action, including removing the said employee from the dining facility. The Vendor shall deal with all disputes relating to their employees without involving the IIMT authorities. Any act by the Vendor or its employees bringing disrepute to the Institute shall warrant for automatic cancellation of the contract. The decision of IIMT in this regard is final and binding on the Vendor.
10. **Damage, loss and injury to Students/ Property:** The Vendor 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.
11. In case the Institute be held liable for any loss, damage or compensation to third parties arising by the Vendor, such loss, damage or compensation shall be paid by the Vendor to the Institute 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 Performance Security Deposit of the Vendor.
12. The service provider shall not be allowed to change its name after the award of the contract.
13. **Last Payment:** The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending in the Institute.
14. **The signing of Contract:** The successful bidder shall be required to execute the Contract Agreement accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rest. 300/- (Rupees Three Hundred only) within ten working days from the issue of the Work Order along with interest-free performance security deposit. In the event of failure on the part of the successful bidder to sign the contract within the period stipulated above, the EMD shall be forfeited, and the acceptance of BID shall be considered as cancelled.
15. During vacation, the mess will remain closed. However, if there are students staying back, the Vendor shall provide service to the students staying in the hostel. During vacation time if the students' strength falls below a certain number, the rate at which the catering services to be provided to the students will be decided jointly. The Licensor will give prior information on the actual strength during vacation. A vacation mess shall be provided by the Vendor.
16. There could be surprise checks where institute officials would visit and check the quality of

- food. Occasionally, the faculty, staff and other guests of the institute shall use the mess facilities on individual payment basis, on the same rates provided to the students. A separate table could be reserved for them and the institute shall not make any payment for such services.
17. The institute may issue special orders for large volume catering for events like Convocation, Foundation Day, Conferences, etc. to the mess contractor.
 18. IIM Tiruchirappalli reserves the right to carry out the post payment Audit and technical examination of the work and final bill including all supporting vouchers, abstracts etc., and enforce recovery of any sum becoming due as a result thereof. However, no such recovery shall be enforced after three years of passing the final bill.
 19. Storage / consumption of any alcoholic drink / liquor are strictly prohibited. The Vendor shall not serve any of such substance / drink in mess / hostel. Smoking, consuming tobacco etc. are also prohibited in hostel/mess premises.
 20. It will be the sole responsibility of the bidder alone to execute the entire contract on his own. The Vendor should not assign or sublet the contract to any other person(s).
 21. After the award of the contract, the Vendor shall work closely with Mess Committee in fine tuning the menu, timings and service requirements.
 22. In case the Vendor fails to operate the contract or comply with any of the contractual obligations, IIMT reserves the right to get the same done at the Vendor's risk and cost by another agency apart from recovery of a penalty.
 23. The Vendor shall be responsible for providing at his own expense for all precautions to prevent from any loss or damage to mess facilities.
 24. All necessary personal safety equipment (including first aid kit) as considered adequate shall be made available by the Vendor for use by personnel employed on the site and maintained in a condition suitable for immediate use. The Vendor shall take adequate steps to ensure proper use of equipment by those concerned. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/ instruments and firefighting equipment etc., placed at the disposal of the hostel mess. The Vendor shall take appropriate safety measures against outbreak of fire and will be held responsible in case of such an incident occurring. Liability/responsibility in case of any fire accident or any other accident causing injury/ death to mess worker(s) / inmate(s) or any of his staff shall be of the Vendor. IIMT shall not be responsible in any means in such cases. The Vendor is responsible to organize a periodic training for the staff on fire and safety measures.
 25. It is the responsibility of the Vendor to maintain all kitchen equipment supplied by the Institute in proper working conditions at all times. If there are damages, the Vendor 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.
 26. When circumstances warrant, contractor should cater for large number of students, faculty & staff members and Institute guests at very short notice. Similarly, fluctuations in strength during vacation/lean periods shall have to be accommodated.
 27. Disposal of waste material shall be done by the Vendor in accordance with the prevalent rules and regulations and use the garbage composter regularly and store the output from the garbage

composter. Food and Vegetable wastages should not be dumped in the open area.

28. The Vendor will not be permitted to franchise the hostel mess for any other commercial activity outside the scope of student hostels. The Mess premises should not be used for any other purpose, other than the catering services for Hostel students.
29. **Works Site Cleanliness:** During the Work, the contractor shall always keep the working area and store free from waste or rubbish. On completion of Work, he shall remove all debris, additional materials and leave the premises clean to the full satisfaction of the Institute.
30. **The persons to be deputed by the service provider,** being their own employees or otherwise, shall be their sole employees and IIM Tiruchirappalli shall not have any relation whatsoever with the employees of the service provider. He / She will be fully responsible for their acts, conduct and any other liability. No right whatsoever, much less a legal right shall vest in the Service Provider's employee to claim/have employment or otherwise seek absorption in the Institute nor the Service Provider's employee shall have any right what so ever to claim the benefits and for emoluments that may be permissible or paid to the employees of the Institute. The employee of Service Provider will remain the employee of the Service Provider and this shall be solely the responsibility of the Service Provider to make it clear to their employees before deputing them on Work at the Institute.
31. **Safety of Working Personnel:**
The Vendor should ensure adequate safeguards for personnel when employed on work where human risk of health/injury is involved.
32. Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Tiruchirappalli shall block his/ her Tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his Tender liable to rejection.
33. IIM Tiruchirappalli shall have the right to inspect and/or to test the goods/items used to complete the Work to confirm their conformity to the Tender's Specifications at no extra cost to the Purchaser.
34. **Authority of the person signing document:** A person signing the tender application or any documents forming part of the Contract on behalf of another shall be deemed to warranty that he/she has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIM Tiruchirappalli may without prejudice to other Civil and criminal remedies cancel Contract and held the signatory liable for all cost and damages.
35. In respect of services rendered to IIM Tiruchirappalli, the Service Provider shall be liable for depositing all taxes, levies, cess, etc. to the concerned tax collection authorities from time to time as per existing rules and regulations on the matter.
36. While making payment to the Service Provider, TDS and other statutory deductions will be effected by the Institute.
37. The Income Tax (TDS) shall be deducted at prevailing rate from the bills, as amended from time to time in accordance with the provisions of Income Tax Department, and the relevant certificate to this effect shall be issued by IIM Tiruchirappalli to the Agency.



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

38. In case, the Service Provider(s) fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIM Tiruchirappalli is put to any loss / obligation, monetary or otherwise, IIM Tiruchirappalli shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms. This shall be in addition to the right of IIM Tiruchirappalli to initiate penal measures against the Service Provider including the termination of the Contract.
39. The Bidder should have requisite licenses from appropriate governmental regulatory bodies for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached).
40. The Work covered by this Tender is a whole and complete job and will not be split for award of Work.
41. **Subletting of Work:** The firm/agency should 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 shall be submitted by one tenderer.
42. **Arbitration:** In case of any unreconciled disputes between the parties IIM Tiruchirappalli and the agency/firm to whom the Contract had been awarded, arising out of any of the terms of the Contract Agreement, the dispute shall be referred to a single Arbitrator mutually agreed, as per Arbitration and Reconciliation Act 1996, in Tiruchirappalli jurisdiction. The decision of the Arbitrator shall be final and binding on the both parties.
43. **Force Majeure:**
- Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
 - Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, pandemics, epidemics, quarantine restriction, strikes, and lockouts etc which are beyond the control of either party.

ANNEXURE – I: (TECHNICAL BID)

PROFILE OF THE BIDDER

S. No.	Required information	Description
1	Name of the agency / firm /company	
2	Address of the agency / firm /company	
3	Legal status (Individual, proprietary, partnership firm, limited company, etc.)	
4	Authorized Signatory Details	Name
		Designation
		Email
		Phone
	Details of Contact other than Authorized Signatory	Name
		Designation
		Email
		Phone
5	Month and Year of commencement business.	
6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and establishment act.).
		PAN No. of the Agency
		GST No. of the Agency



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

7	Has your firm/company ever changed its name any time? If yes, provide the previous name and the reasons there for?	
8	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.	
9	Brief details of Litigations, if any, connected with related Work, current or during the last three years, the opposite party and the disputed amount.	
10	Give details of Termination of previous Contract, if any	
11	Details of bank mandate; Name of the Bank Name of the Branch Account No. Type of Account IFSC Code No. (copy of the cancelled cheque should be enclosed)	
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:	

Turnover in the relevant field on Contract basis during the last three years (from 2019-20 to 2021-22). Please submit documentary evidence i.e. extract of Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2019-2020	2020-2021	2021 – 2022
Details of Gross Annual Turnover - (Rs. in Lac)			
Average Turnover of the best three years in the last three years	Rs. _____ in Lakhs		



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

List of present and past clients in the following format. The information provided will facilitate the evaluation of the Technical Bid (***Please use a separate sheet if required without changing the format***). Please attach client certificate and work orders etc., clearly giving a period of contact.

S. No.	Name of the organization with complete postal address	Nature or type of Work undertaken	Period for which the Contract is/was awarded	Work order Value INR	Name and designation of the contact person with Tel. / Mobile No (s), Email ID
1					
2					
3					
4					
5					
6					
7					
8					
9					

ANNEXURE-II: PRICE BID - BOQ

PART - A (Basic Menu)			
S. No	Description of Items	Unit	Rate per unit (Rs.) (Excluding GST)
1	Basic Menu Breakfast, Lunch, Snacks and Dinner as per the menu given in this Tender.	Rate Per Student per day	
Total Amount for PART - A including all Charges, etc., (excluding GST)			

PART - B (Extras) will not be considered for deciding the award of contract			
S. No	Item	Quantity	Rate Per Unit (Rs.) (Excluding GST)
1	Night Milk	250 ml	
2	Cornflakes	30gm with 100 ml milk	
3	Fruit Juice	200 ml	
4	Baby corn masala	150 gm	
5	Paneer butter masala	150 gm	
6	Mushroom Masala	150 gm	
7	Chili Paneer	150 gm	
8	Meal Maker Masala	150 gm	
9	Aloo Gobi	150 gm	
10	French Fries	150 gm	
11	Single Omelet	1 no	
12	Egg Masala	1 no	

13	Boiled Egg	1 no	
14	Scrambled Egg	1 no	
15	Chicken 65	150 gm	
16	Chicken Masala	150 gm	
17	Chettinadu Chicken	150 gm	
18	Ginger Chicken	150 gm	
19	Pepper Chicken	150 gm	
20	Chili Chicken	150 gm	
21	Garlic Chicken	150 gm	
22	Chicken Biryani	300 gm Basmati rice + 100 gm Chicken	
23	Fish Fry	200 gm	
24	Prawn Masala	150 gm	
25	Mutton Biryani	300 gm Seraga Samba rice + 150gm Mutton	
26	Mutton Chukka	150 gm	
27	Gulab Jamun	50 gm /2 pieces	
28	Rasagulla	50 gm /2 pieces	
29	Basanthi	75 ml	
30	Rasamalai	75 ml	

Note:

The rate shall be inclusive of cost of rice, groceries, vegetables, raw materials and all other ingredients of good quality, fuel cost, labour cost, conversion cost, loading, unloading, transportations and storage of raw materials, salaries, allowances etc., payable to the workers employed by the Vendor and statutory taxes, duties and levies, wherever applicable, excluding GST. The GST component should be shown separately. The daily rate per student quoted without GST will only be considered for the selection of Vendor.

ANNEXURE-III: Selected Branded Items to be used

Name of the ingredient	Brand Permitted to be used for Cooking
Rice	Par boiled rice– Tamil Nadu Ponni
Atta/Wheat	Aashirvad/ Pillsbury/ Annapurna
Maida	Rockfort/ Naga
Salt	Tata / AnnaPurna/ Nature Fresh/ Kristal for all purposes
Butter	Amul/
Jam	Kissan / Fruitoman Jam
Oil	Sundrop, Nature Fresh, Godrej, Saffola, Gold winner
Ice cream	Arun / Aavin / Amul/ Kwalitywalls (in different flavours)
Milk	Aavin milk alone should be used for all purposes (higher fat content)
Tea	Brook Bond, Lipton, Tata, Chakra Gold
Coffee	Nescafe/ Bru/ Green label
Ketchup	Maggi/Kissan
Ghee	Aavin
Pickle	Priya/ Mothers /Ruchi/Sakthi/ Aachi
Bread	Any Standard Brand
Chips	Potato
Dal	Good quality, clean, fresh and stone/ dust free any standard Brand
Papad	Large size
Chicken	Suguna / Any good quality of chicken

Note: Any other brands would be added by the institute as and when required during the contract period.



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

ANNEXURE – IV: SUBMISSION OF TENDER DOCUMENT

Date:

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

Subject: Tender for Providing Catering Services at the Student Mess of IIM Tiruchirappalli.

Reference: Tender Notice published in IIM Tiruchirappalli website. - **Tender No: IIMT/2022-23/Mess/110 dated: 16.03.2023**

Dear Sir,

With reference to the tender notice published in above mentioned website, I / We hereby submit my/ our Tender in a required format. I / We have carefully gone through the terms and conditions and prescribed given and I / We accept the same without any alterations / modifications.

It is certified that I, _____ (name of the person)
S/o Shri _____ r/o _____

- a) am authorized to sign this document on behalf of M/s. _____ (the name of the firm / company which is bidding in this tender) and that our firm / company have 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.
- b) hereby certify that none of my relative (s) as defined in the tender document is / are employed in IIM Tiruchirappalli as per details given in tender document. In case at any stage, it is found that the information given by me is false / incorrect, IIM Tiruchirappalli shall have the absolute right to take any action as deemed fit / without any prior intimation to me.
- c) further declare that:
- 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/empanelment is liable to be cancelled/ terminated.



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

- ii. I understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.
- iii. I hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.
- iv. I understand that the IIM Tiruchirappalli reserves the right to accept or reject and to cancel the Tender and reject all bids at any time prior to the award of the contract, without detailing any specified reasons whatsoever

Place: _____

Signature _____

Name _____

Date: _____

Designation: _____

Seal of agency / Firm / Company



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

ANNEXURE – V: LETTER OF AUTHORISATION

LETTER OF AUTHORISATION FOR ATTENDING PRE-BID MEETING

To

The CAO (i/c)

IIM Tiruchirappalli

Pudukkottai Main Road,

Chinna Sooriyur Village,

Tiruchirappalli - 620 024

Subject: Authorization for attending Site Visit/ Pre Bid Meeting/ Technical Bid/Evaluation/ Price Bid opening on _____ in the *Tender for Providing Catering Services at the Student Mess of IIM Tiruchirappalli.*

Following persons are hereby authorized to attend the Site Visit/ Pre Bid / Technical Bid / Price Bid meeting for the Tender mentioned above on behalf of.(Bidder) in order of preference given below.

Order of preference	Name	Designation	Contact No	Specimen Signatures
I				
II				

Alternate Representative

Signatures of Bidder

or

Officer authorized to sign the bid Documents on behalf of the Bidder.

Note:

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.

ANNEXURE-VI: List of Kitchen Equipment provided by IIMT

MODULAR KITCHEN EQUIPMENT		
Sl. No.	Quantity	Description of Equipment
MEAT WASH (GROUND FLOOR)		
1	1	PRE-RINSE SPRAY UNIT
VEG WASH		
2	1	PRE-RINSE SPRAY UNIT
VEG PREP.		
3	1	POTATO PEELER
4	1	VEG CUTTER BOWL TYPE
5	1	KNIFE STERLIZER CABINET
6	1	KNIFE SHARPENER
MEAT PREP.		
7	1	KNIFE STERLIZER CABINET
8	1	MEAT MINCER
9	1	SLICER
10	1	KNIFE SHARPENER
MAIN KITCHEN		
11	1	MILK BOILER
12	1	DROP-IN DEEP FAT FRYER
13	1	COMBI OVEN W/STAND (10 PAN)
14	1	TILTING STEAM JACKETED KETTLE
15	1	TILTING BRAISING PAN
COLD FOOD AREA		
16	1	BLENDER
DISH WASH AREA		
17	1	PRE-RINSE SPRAY UNIT
18	1	DISH WASHING MACHINE CONVEYOR W/ON LOADER & DRYER (CONVEYOR TYPE)
SOILED DISH DROP-OFF AREA		
19	1	PRE-RINSE SPRAY UNIT

Sl. No.	Quantity	Description of Equipment
RECEIVING DOCK (GROUND FLOOR)		
1	1	HAND WASH SINK UNIT
2	1	WEIGHING TABLE W/DRAWER
3	1	WALL MOUNTED STORAGE CABINET
4	2	MOBILE BUSSING CART
5	2	MOBILE PLATEFORM TROLLEY
MEAT WASH		
6	1	DOUBLE SINK UNIT
7	1	DRAIN TROUGH GRATING
VEG WASH		
8	1	DOUBLE SINK UNIT
9	1	DRAIN TROUGH GRATING
10	1	DRAIN TROUGH GRATING
11	1	FLUSHING HOSE UNIT
STORE		
12	1	WEIGHING TABLE W/DRAWER
13	1	WALL MOUNTED STORAGE CABINET
14	15	STORE ROOM SHELVING
15	5	DUNNAGE RACK
16	2	FOUR DOOR REFER (UPRIGHT)
17	1	FOUR DOOR FREEZER (UPRIGHT)
18	5	STORE ROOM SHELVING (STEWADING)
VEG PREP.		
19	1	HAND WASH SINK UNIT
20	1	WORK TABLE W/UNDER STORAGE
21	2	WALL SHELVES
22	1	MOBILE SINK TROLLEY
23	1	WORK TABLE W/UNDER STORAGE
24	2	WALL SHELVES
25	1	WORK TABLE W/ SINK
26	2	WALL SHELVES
27	1	WORK TABLE W/UNDER STORAGE
28	2	WALL SHELVES

29	1	FOUR DOOR REFER (UPRIGHT)
30	1	POTATO / ONION STORAGE BIN
MEAT PREP.		
31	1	FISH PREP TABLE W/SINK
32	1	BUTCHER'S CHOPPING BLOCK
33	1	WORK TABLE W/UNDER STORAGE
34	2	WALL SHELVES
35	1	WORK TABLE W/UNDER STORAGE
36	2	WALL SHELVES
37	1	HAND WASH SINK UNIT
38	1	DOUBLE SINK UNIT
39	1	DRAIN TROUGH GRATING
40	1	WORK TABLE
41	2	WALL SHELVES
42	1	WORK TABLE W/UNDER STORAGE
43	2	WALL SHELVES
44	1	MOBILE CHOPPING BOARD SANITIZER TROLLEY
45	1	WORK TABLE
46	2	WALL SHELVES
47	1	FOUR DOOR REFER (UPRIGHT)
48	1	FOUR DOOR FREEZER (UPRIGHT)
MAIN KITCHEN		
49	1	HAND WASH SINK UNIT
50	1	SET-UP TABLE
51	1	BEVERAGE COUNTER W/SINK TROUGH
52	1	WATER BOILER
53	1	HOT FOOD PICK-UP COUNTER W/OHS
54	1	UNDER COUNTER REFER (3 DOOR)W/ OHS
55	2	SPREADER TABLE
56	1	S.S CLADDED MOBILE TANDOOR
57	1	FOUR BURNER RANGE W/ELECT OVEN
58	1	GRIDDLE PLATE
59	1	SPREADER TABLE (FOR DEEP FAT FRYER)
60	1	EXHAUST HOOD (WALL SIDE SINGLE PLENUM)



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

61	1	WORK TABLE W/ SINK & OHS
62	1	UNDER COUNTER REFER (3 DOOR)W/ OHS
63	1	CHINESE RANGE
64	1	DRAIN TROUGH GRATING
65	1	EXHAUST HOOD (ISLAND TYPE SINGLE PLENUM)
66	1	WORK TABLE W/UNDER STORAGE
67	1	IDLI STEAMER (TABLE TOP)
68	1	DRAIN TROUGH GRATING
69	2	SINGLE BURNER STOCK POT RANGE
70	1	EXHAUST HOOD (WALL SIDE SINGLE PLENUM)
71	1	WORK TABLE W/ SINK & OHS
72	2	MOBILE WORK TABLE
73	2	SPREADER TABLE
74	1	CHPATTI PLATE W/ PUFFER
75	2	DRAIN TROUGH GRATING
76	1	EXHAUST HOOD (WALL SIDE SINGLE PLENUM)
77	2	MASALA GRINDER (TILTING)
78	2	DRAIN TROUGH GRATING
79	3	MOBILE POT RACK
80	1	THREE SINK UNIT
81	1	S.S WALL MOUNTED PIPE SHELF
82	1	DRAIN TROUGH GRATING
83	1	DRAIN TROUGH GRATING
84	1	FLUSHING HOSE UNIT
COLD FOOD AREA		
85	1	HAND WASH SINK UNIT
86	1	UNDER COUNTER REFER (3 DOOR)
87	1	WALL MOUNTED STORAGE CABINET
88	1	WORK TABLE W/ SINK
89	1	WALL MOUNTED STORAGE CABINET
90	1	WORK TABLE W/UNDER STORAGE
91	2	WALL SHELVES
92	1	WORK TABLE W/UNDER STORAGE
93	2	WALL SHELVES

94	1	ICE-CREAM CABINET
LIVE COUNTER		
95	2	FOOD PICK UP COUNTER W/HOT BAIN-MARIE, TRAY REST RAIL & SNEEZE GUARD
96	2	FOOD PICK UP COUNTER W/COLD BAIN-MARIE, TRAY REST RAIL & SNEEZE GUARD
97	2	FOOD PICK UP COUNTER W/HOT BAIN-MARIE, TRAY REST RAIL & SNEEZE GUARD
98	2	FOOD PICK UP COUNTER W/COLD BAIN-MARIE, TRAY REST RAIL & SNEEZE GUARD
DISH WASH AREA		
99	1	HAND WASH SINK UNIT
100	1	FLUSHING HOSE UNIT
101	1	DRAIN TROUGH GRATING
102	4	MOBILE CLEAN DISH RACK
103	1	L-SHAPED SOILED DISH DROP OFF TABLE W/ ROLLERS, TWO SINK, THREE-TIER RACK SHELF, TROUGH & CHUTE
104	1	DRAIN TROUGH GRATING
105	2	VAPOUR HOOD
106	1	CLEAN DISH LANDING TABLE
107	1	WALL MOUNTED RACK SHELF
SOILED DISH DROP-OFF AREA		
108	1	HAND WASH SINK UNIT
109	1	FLUSHING HOSE UNIT
110	1	DRAIN TROUGH GRATING
111	1	SOILED DISH DROP-OFF TABLE W/TWO SINK & RACK SHELF
112	1	DRAIN TROUGH GRATING
113	6	MOBILE CLEAN DISH RACK
GARBAGE AREA		
114	1	DRAIN TROUGH GRATING
115	1	FLUSHING HOSE UNIT
116	2	MOBILE CAN STORAGE RACK
117	1	DRAIN TROUGH GRATING
118	3	STORE ROOM SHELVING (DRY TRASH)
119	1	GARBAGE SORTING TABLE
120	1	HAND WASH SINK UNIT

COLD ROOM					
Sl. No	Quantity	DESCRIPTION OF EQUIPMENT	ROOM SIZE	DOOR SIZE	DOOR
			WXDXH MM	MM	HINGE
1	1	GARBAGE REFER	2400 X 2400 (VERIFY) X 2600 MM	750 X 1950 MM	RIGHT SIDE

COMPOSTER			
Sl. No	Quantity	Description of Equipment	ROOM SIZE
			WXDXH MM
1	1	GARBAGE COMPOSTER	4500 X 1950 X 3100 MM

BOUGHT OUT EQUIPMENT		
Sl. No	Quantity	Description of Equipment
RECEIVING DOCK (GROUND FLOOR)		
1	4	AIR CURTAIN
2	4	INSECT-O-CUTOR
3	1	BENCH WEIGHING SCALE
4	1	PLATEFORM WEIGHING SCALE
5	1	AIR CURTAIN
MEAT WASH		
6	1	GARBAGE CAN
VEG WASH		
7	1	GARBAGE CAN
STORE		
8	1	PLATEFORM WEIGHING SCALE
9	1	BENCH WEIGHING SCALE
VEG PREP.		
10	1	GARBAGE CAN
MEAT PREP.		
11	1	BENCH WEIGHING SCALE
12	1	GARBAGE CAN
MAIN KITCHEN		
13	1	GARBAGE CAN
14	1	GARBAGE CAN



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

(An Institute of National Importance, Ministry of Education (Shiksha Mantralaya), Government of India)

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

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

15	1	GARBAGE CAN
MASALA GRINDING / POT WASH AREA		
16	1	GARBAGE CAN
COLD FOOD AREA		
17	1	GARBAGE CAN
DISH WASH AREA		
18	1	GARBAGE CAN
SOILED DISH DROP-OFF AREA		
19	1	GARBAGE CAN
GARBAGE AREA		
20	2	AIR CURTAIN
21	3	INSECT-O-CUTOR
22	10	GARBAGE CAN (ROUND SHAPE)
23	1	GARBAGE CAN

Dining Area:

Tables & Chair will be provided by the Institute.

CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER

Sl. No	Covers	Details	Remarks	Tick (√)
1	(Cover 1)	All the documents and Annexures, <i>except Price Bid document.</i>		
2	(Cover 2)	Only Price Bid documents as per the BoQ MS excel format(.xls)		
3		Whether GST Registration Certificate is enclosed.		
4		Whether PAN is enclosed.		
5		Whether GST Registration Certificate is enclosed.		
6		Whether documents in support of meeting the basic eligibility conditions stipulated in the 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 duly filled in Technical Bid documents (i.e., Annexure-I to the tender document) along with all the related enclosures have been enclosed with the Tender:		
		i. Registration/ Incorporation details of the bidding firm/Agency/ Company		
		ii. Documents in support of the 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. Authorization / Power of attorney for signing the tender document		
		iv. 5 Photographs of each events done by the bidder.		
		v. Audited Annual Accounts, Income Tax Return and assessment orders for the last three consecutive financial years i.e., from 2019-20 to 2021-22.		
		vi. Details of completed contracts in the prescribed format during the last three years along with proof with verifiable contacts.		
		vii. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts.		
	viii. All other information/ details/ supporting documents/proof desired in the Tender document			
8		Whether Technical Bid documents as per Annexure-I of the tender document is submitted.		
9		Whether Undertaking, Declaration and Near Relative Certificate attached as per Annexure-IV .		
10		Whether Letter of Authorization to attend pre-bid and tender opening meetings as per Annexure-V is submitted.		
11		Whether Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and overwriting/ erasures, if any, in the technical Bid duly been signed and endorsed with the seal?		
12		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?		
13		Whether Tender documents and its Corrigendum have been signed with seal in all the pages by the Bidder.		