

NOTICE INVITING TENDER FOR PROVIDING CANTEEN SERVICES ON A CONTRACT BASIS AT IIM TIRUCHIRAPPALLI

Tender No. 24SP009T dated: 17.04.2024

<i>Details</i>	<i>Date</i>	<i>Time</i>	<i>Venue</i>
Name of Work/ Service	<i>“Tender for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli”</i>		
Date of Issue of Tender Document	17.04.2024	18.15 Hrs. onwards	-
Pre-Bid Meeting	29.04.2024	11.00 Hrs.	Dean Office Meeting Room, Administrative Block, IIM Tiruchirappalli
Last date for Submission of Tenders	08.05.2024	17.00 Hrs.	-
Opening of Technical Bid	09.05.2024	10.00 Hrs.	<i>Tentative. 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 (Refundable to unsuccessful bidders)	EMD Amount Rs. 1,00,000/- to be remitted in the below-mentioned 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		
Copy 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 the tender document.			
SD Amount	Rs. 5,00,000/- (Rupees Five Lakhs); The SD amount, less the EMD amount already paid, will have to be remitted to IIM Trichy within 10 working days along with the letter of acceptance from the receipt of the Work Order, failing which the work order will stand cancelled.		
Address for submission of Tender	The Chief Administrative Officer (i/c) Indian Institute of Management Tiruchirappalli Trichy - Pudukkottai Main Road, Trichy - 620 024.		
Mode of Submission of Tender	Sealed Master Envelope super scribed as <i>“Tender for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli Campus”</i> must reach us by Registered Post/Speed Post/Courier/hand delivery before the deadline.		

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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

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NOTICE INVITING TENDER

OVERVIEW

Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance, established by the Ministry of Education (Shiksha Mantralaya), Government of India. More details about IIM Tiruchirappalli are available on our website www.iimtrichy.ac.in.

IIMT invites sealed Tender from competent and experienced contractors for providing Canteen Services on a Contract Basis at IIM Tiruchirappalli Campus.

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 **three 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. Rental Charges - The Vendor shall pay a sum of **Rs. 15,000/- plus GST** per month towards monthly rent.
2. Electricity Charges - IIMT shall provide electricity to Canteen. Electricity charges will be levied as per the prevalent tariff policy of TNEB Limited, applicable to IIMT as per actual consumption. However, the electricity charges for the Air Conditioners fixed in the dining halls will be borne by the institute. There is a separate meter fixed for the A/Cs.
3. Water Charges - 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 kiloliters per month.
 - c. Rs 100 per kilo liters up to the consumption of above 1000 kilo liters per month.

SCOPE OF WORK

1. IIMT Canteen has two dining rooms – Executive Dining for Executives/Institute Guests and Common Dining for the use of all other stakeholders. The canteen has a modern kitchen which is equipped with all the features required for its smooth and efficient functioning. This kitchen is common for both Executive Dining and Common Dining.
2. The requirement of this contract is to provide the highest standard of services for dining facilities at the canteen with adequate standby arrangements to ensure uninterrupted services on all 365 days. The Contractor shall be responsible for providing catering services at the Canteen, where food is prepared and served for the occupants of the Guest House, participants of various programs, Visiting Faculty, Guest Speakers, in-house faculty & staff members, students

(occasionally), visitors, etc.

3. The main scope of work is detailed below:

a. **Catering Services at the Executive Dining (Upto 180 Diners)**

To arrange food (as per the menu given in [Annexure-III A](#)) in the A/C Executive Dining Hall for the Institute guests and MDP participants staying in the Guest House. The food has to be served on a buffet basis, which will be informed in advance.

b. **Catering Services for Walk-in Customers (Upto 50 Diners)**

The average seating capacity is 50. However, the average walk-in guest would be much less than that. The Institute allows the vendor to run the common dining for the visitors/faculty/staff/students on a counter sales basis. They should provide Breakfast, Lunch, Snacks, and Dinner for all 365 days.

A separate Concept Note is given as [Annexure – IV](#) calling for regular menu and prices.

c. **Services for other Institute requirements**

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

4. Providing any other catering services for the Institute's events, which shall be considered necessary by IIMT at competitive rates (which will be verified in the open market) from time to time. Such catering services shall be arranged within the canteen facility or independently outside the canteen area but within the Campus of IIMT. The number of orders at times may even be less than 5 Nos.

Canteen Timing

Breakfast - 07.00 to 10.30 AM

Lunch -12.30 to 02.30 PM

Dinner – 08.00 to 10.00 PM

*Snacks/Tea/Milk/Juice and Coffee should be available throughout the day (i.e., 07.00 AM - 10.00 PM)

ELIGIBILITY CONDITIONS FOR THE BIDDERS

The agency must fulfill the conditions mentioned in the succeeding paras in order to be eligible for technical evaluation of the bid:

1. The bidder(s) should be registered with the FSSAI, Goods and Services Tax Council, for the purpose of Goods & Service Tax (GST). A copy of FSSAI, GST Registration Certificate, PAN, and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and tender documents should be the same or linked.
2. The existing Vendor/the vendor who already provided services at IIM Tiruchirappalli in the past should submit a “No Dues Certificate cum Performance Certificate” as on 31st March 2024 from the Institute.
3. The bidder should have a minimum of three years of relevant experience in the field of providing *Catering Services for Canteen & Executive Dining/VIP Dining/Guest House*

Dining or should be running a hotel business. In this regard, document proofs like Work Order/Agreement/license and proof of evidence for running the hotel should be attached with the Technical Bid.

4. a) For Caterers:

The bidder should have successfully rendered at least one Comprehensive Service for Canteen and Executive Dining for any of the Indian Institutes of Management (IIMs)/IITs/NITs/ Executive Training Centers of Public Sector Banks & Public Sector Undertakings (PSUs)/Other reputed private institutions/organizations during the last five years ending as on **31st March 2024**. Relevant copies of the work order and satisfactory completion certificate should be submitted with the technical bid.

b) For Hotels:

If the bidder is running a hotel, the hotel should have been in the city's prime location for at least five years.

5. During the last five years ending as on **31st March 2024**, the bidder should have undertaken:

Two similar works with dining service each having a minimum 75 diners per day

OR

One similar work with dining service having a minimum 100 diners per day

(Note: Similar works shall mean Running Hotels/Restaurants, Providing Catering Services for Canteen & Executive Dining as defined in the scope of works).

6. The Bidder Should submit Performance Certificates from past clients/ongoing contracts for the attached Work Order of equivalent order sized (issued in the last five years as on **31st March 2024**) 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.*** This clause is excluded for the hoteliers; however, the institute authorities shall visit the hotels run by the bidder.
7. Average Annual Turnover of the Bidder, pertaining to the best Three years among the last 5 years (2018-19 to 2022-23), should be at least **30 Lakhs**. 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.
8. Bidders should be regular in filing Income-Tax returns. A copy of the Income-tax returns filed and audited accounts statement for the last five financial years (2018-19 to 2022-23) should be submitted along with the Technical Bid.
9. Duly filled **Annexure-IV** with the rates for Regular Breakfast, Lunch, Dinner and Snacks items should be submitted along with the technical bid documents. **Annexure- IV** is part of the Tender Evaluation.
10. 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 are to be enclosed, as per [Annexure-VI](#) and Integrity Pact as per [Annexure -IX](#)

Instructions to Bidders

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

1. A. Earnest Money Deposit:

- a. The Bidder (s) should remit an Earnest Money Deposit (EMD) of **Rs. 1,00,000/- (Rupees One Lakh Only)** at the bank account mentioned on Page 1. A copy of the payment transaction receipt has to be attached with the Tender application form, without which the bid will not be considered for the bidding process.
- b. The EMD of the successful Bidder will be adjusted against the interest-free security deposit.
- c. The EMD of the unsuccessful bidders will be released after the finalization of the Tender. No interest is payable on the Earnest Money Deposit (EMD).
- d. Receipt of Security Deposit from an individual account will not be accepted. The Security Deposit must be paid from the company's bank account only.
- e. The vendors who have MSME/NSIC/DIPP certificates are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect, without which the bid won't be considered for further process.
- f. 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.

B. Forfeiture of Earnest Money Deposit:

The earnest money will be forfeited in the following cases:

- a. Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder(s) withdraws or amends impairs or derogates from the tender in any respect within the period of validity and/or after opening the tender.
- 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.
- d. When the successful tenderer does not deposit the interest free security deposit money after the work order is given.
- e. If the successful bidder(s) fails to commence the work within the prescribed time after the confirmed orders.

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

- b. The near relatives for this purpose are defined as Members of a Hindu undivided family/Spouse/The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

3. Amendment to Bid Document

IIM Tiruchirappalli also reserves the right to, at any time and in its absolute discretion - Accept or reject all bids/To obtain further clarification or supporting documents during the technical bid evaluation/To suspend, discontinue, modify and/or terminate the Tendering process at any time/To reject any unreasonable bid/To modify/change/delete/add any further terms and conditions/To extend the last date or cancel the tender without assigning any reason. Such amendments shall be notified on IIM Tiruchirappalli website only and these amendments will be binding on all prospective bidders.

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. Validity of Bids and Rates:

The quote shall remain valid and open for acceptance for a period of 90 days from the date of opening of price bid.

6. Escalation of Price:

- a) At the end of the contract period, the vendor may request an escalation/price increase, not more than 10% for the tendered food items that are considered for evaluation, with reasonable justifications. However, it is the prerogative of the institute to agree to the request or not. The decision of the institute shall be final and binding.
- b) There shall be a review of the performance at the end of each year along with a provision for annual price escalation of up to 10% per annum to absorb the increase in the input costs. All other terms and conditions of the Contract shall remain the same. The decision of the competent authority is final

7. Procedure for Submission of Bids

- a. All correspondence and documents relating to the Tender shall be written in English. The Bidder needs to fill, sign and seal the required bid documents as indicated in the tender document. The tender document should be filled in legible handwriting/printing/typing without ambiguity. All pages of the tender document being submitted must be duly signed as per the procedures and requirements stipulated herein.
- b. The Bidder(s) shall not make any changes, additions or amendments in the tender document as published in the IIM Tiruchirappalli website. 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.

- c. 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.
- d. Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.

8. Bid Submission:

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.*** 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 – (Envelope A)

The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of solution being proposed by the Bidder. All the information should be organized in logically structured form and attached as a technical bid with an index. Bidders should comply with eligibility criteria and technical requirements.

The following documents are to be attached by the Bidder (s) along with Technical Bid as per the tender document:

- i. Duly filled ***Annexure – I***.
- ii. Rates for the Regular Breakfast, Lunch, Dinner and Snacks Items as per ***Annexure – IV***.
- iii. Application form, Undertaking, Near Relative Certificate as per ***Annexure - VI***.
- iv. Integrity Pact as per ***Annexure-IX***.
- v. No Dues cum Performance Certificate (***Only for the existing and previous vendors***).
- vi. Copy of PAN and GST Registration.
- vii. Copy of constitution or legal status of the service provider /Sole proprietorship/firm Agency etc., like an Attested copy of the deed of partnership, if the firm is a partnership concern. Certificate of Incorporation duly certified in case of Company.
- viii. EMD Payment Receipt / MSME Certificate for Exemption of EMD.
- ix. Copy of work orders, testimonials / completion / performance certificate from the present and past clients of equivalent order sized (received in the last Three years) with verifiable contacts need to be attached with the Tender document.
- x. A copy of Income tax returns filed and audited accounts statement for the last five financial years.
- xi. Signed Tender document and all annexes and Corrigendum/Addendum if any.
- xii. 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 Canteen Services on Contract Basis at IIM Tiruchirappalli Campus”***.

b. Price Bid - (Envelop B)

Price must be quoted as per the format specified for all the items, failing which tender shall be rejected. Duly filled Price Bid as per *Annexure-II* alone 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 Canteen Services on Contract Basis at IIM Tiruchirappalli Campus”***.

Points to note:

- i. The quantities mentioned in Price Bid are tentative and shall be increased or decreased depending on the requirements of the Institute.
- ii. Bids must be submitted with the rates for all the item(s) of the work involved, and any incomplete bid will not be considered.
- iii. The Rates quoted by the tenderer should be inclusive of all charges, including GST.

C. Master Envelope

The two inner envelopes A & B should be placed in the Sealed Master Envelope which should be super scribed as ***“Tender for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli Campus”*** and must reach us by Registered Post/Speed Post/Courier/hand delivery before the deadline. If the two inner envelopes A & B 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 unsealed bid will be rejected.

Pre-Bid Meeting

A Pre-Bid Meeting with the intending bidders will be conducted in the Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli on **29.04.2024** at 11.00 Hrs., to clarify doubts that shall arise before submitting the bids. The bidders who are unable to visit IIM Tiruchirappalli in person can join the pre-bid meeting through virtual mode.

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 11.00 Hrs., on 28.04.2024 to attend the Pre-bid meeting. The format of authorization letter is enclosed vide [Annexure-VII](#). The Bidders are requested to mail their doubts/queries along with the authorization letter.

Opening of Technical Bid

The Technical bid will tentatively be opened by the Tender Opening Committee on **09.05.2024 at 11.00 Hrs.** 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 -VII](#).

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 – All the technical bid documents submitted by the vendor will be scrutinized by the committee. The bidders meeting all the basic eligibility conditions mentioned in this tender document will only be considered for stage – II 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 present their plans for running the canteen and they are required to share their ideas and prove their strengths in providing catering services. They are also required to show excellent quality photographs/videos of the properly dressed Servers and Mess/canteen 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-VII](#). 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 five years (2018-19 to 2022-23), as reported in the audited financial statements, will be considered.</p> <p>a. Rs.30 to 50 Lakhs = 5 marks; b. Rs.50.01 to 75 Lakhs = 10 marks; c. Rs.75.01 to 1 Crores = 15 marks; d. Rs.1 Crore and above = 20 marks.</p>	20

2	<p><i>Number of collective years of Experience during the past 5 years. The number of years of experience rendered in different organisations/places during the past 5 years would be summed to obtain the collective years of experience.</i></p> <p><i>2 Marks for every collective year of experience with a ceiling of 20 Marks</i></p> <p>For every experience quoted, there has to be a corresponding Performance Certificate to even consider it. The performance certificate would not apply to the vendors who run their outlets such as hotels, etc.</p>	20
3	<p><i>Personnel and Establishment</i></p> <p>A detailed proposal from the vendor for a manpower deployment plan as per the clause mentioned in the Deployment of personnel. (10 marks)</p>	10
4	<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> <ul style="list-style-type: none"> a) Bidder's understanding of IIMT's requirements; b) Technical capabilities of the bidder to run the canteen at IIMT; c) Financial capabilities of the bidder to meet the catering services budgeting of at least two-three months; d) Quality of raw materials used at present clients' canteens. e) Quality of food served, cleanliness of kitchen & dining area, and layout of the stores maintained at present clients (photos to be shown). f) Maintenance of feedback register. g) Feedback from Clients regarding courteousness and responsiveness. 	25
5	<p>Evaluation of the detailed proposal submitted by the bidder for providing regular breakfast, lunch, snacks and dinner</p>	25
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 opening.

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.

During evaluation, the Committee may summon the bidders and seek clarification/information or additional documents or original hard copy of any of the documents already submitted & if

these are not produced within the stipulated time frame, their proposals will be liable for rejection.

Any inquiry after submission of the quotation will not be entertained. The decision of IIM Tiruchirappalli will be final and binding to all for interpretation of any ambiguity.

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-VII](#).

Selection of Vendor

- a) The bidder who quoted the lowest rate (L1) in the Price Bid (i.e., **PART – A, PART - B and PART – C (as per the evaluation criteria mentioned) of [Annexure-II](#)**) will be awarded a Work Order for providing canteen services at IIM Tiruchirappalli.
- b) The Institute reserves the right to accept or reject all the bids, including the lowest, without assigning any reason.

Terms and Conditions

1. The Institute reserves the right to negotiate with the L1 vendor.
2. The vendor should use only lightweight, white-colour ceramic crockeries such as full plates, half plates, and quarter plates, soup bowls, ice cream/dessert cups, serving bowls, tea cups and saucers. No other colour of cutleries or materials should be used for any event or meeting. The vendor should always have stock of sufficient crockeries and cutleries to be used for any institute events.
3. The services will be provided during 7.00 am to 10.00 pm on all days of the year with manpower as mentioned under “Staff Deployment” pt. 62 of ‘Terms and Conditions’.
4. The meals available for the whole day shall be displayed, preferably by electronic board, in the reception area of the canteen by the Vendor.
5. The estimated count mentioned in Price Bid is tentative and Institute shall not Guarantee for any minimum business.
6. The canteen should be able to provide foods like cornflakes, fruits, Bread/Butter/Jam, etc., for even a smaller number of guests, if they visit canteen during odd hours.
7. At least two chefs should be available at work on shift basis.
8. On order, food items should be brought to the guests’ place in academic and admin block, and the guest house.
9. Leftover food items should not be used for the next dining/day. If found guilty, penalty would be imposed as decided by the institute authorities.
10. Vendor shall provide light food such as milk, bread, kanji etc., in lieu of meals to the guests who are sick during his/her sickness period on a nominal rate.

11. Institute reserves the right to inspect the premises of the canteen and kitchen area without any prior intimation.
12. The Vendor shall provide catering services as per the menu and at the timings to be advised by the Institute from time to time.
13. The Vendor shall ensure quality/hygiene food and provide satisfactory/acceptable services without giving any room for complaint from diners.
14. 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 staff. 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 to inspect the quality of materials used for cooking and also quality of food prepared and served and the cleanliness of canteen and its surroundings. IIMT reserves the right to send the food samples to the Govt. approved food testing laboratories for conducting microbiological tests.
15. The contractor should be in a position to cater to the tastes of South Indian and North Indian.
16. Providing any other catering services for the Institute's events, which shall be considered necessary by IIMT from time to time. Such catering services shall be arranged within the canteen facility or independently outside the canteen area but within the Campus of IIMT.
17. 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/Palm Oil, Food Colour and Ajinomoto should not be used in the food.
18. Utmost attention has to be given to provide wholesome e quality dishes and render an excellent service besides maintaining punctuality in services without any complaint from diners.
19. 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.
20. 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-V have to be strictly followed.
21. 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.
22. Procurement of first quality branded groceries; vegetables etc. will be the responsibility of the Vendor. 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.
23. The service provider has to ensure that only RO water is provided to the guests for drinking. Arrangements should be made to provide hot water to the guests whenever asked.

24. 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. In addition, a 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 the Prevention of Food Adulteration Act, 1954, are binding on the Vendor.
25. The contractor shall prepare and serve the food, snacks, biscuits, tea/coffee/cold drinks/green tea/juice, and hi-tea for all the institute Programs, as per the menu and schedule provided by the institute.
26. The contractor shall serve coffee/tea/cold drinks/green tea, juice, snacks, high tea, biscuit, breakfast/lunch/dinner etc. for various other official meetings, programs, conferences, seminars and events organized by the Institute from time to time. In addition, people visiting IIMT campus in connection with various academic/administrative activities of the Institute may also avail these services in Common Dining by making direct payment at the counter or through the indent provided by the respective Departments duly approved by the activity Heads, as the case may be.
27. The institute may issue special orders for large volume catering for events like Convocation, Foundation Day, Conferences, etc. to the contractor along with the Infrastructure arrangements, if required. For such events the vendor should serve the items in lightweight white ceramic plates without any additional cost.
28. The vendor may be asked to provide catering services for the Institute events for which the vendor has to bring required manpower, utensils, cutleries (White ceramic cutleries like full plates, quarter plates, soup bowls, serving bowls, cups and saucers, dessert boxes, etc., only), high quality steel spoons and forks, sufficient ripple cups/sugarcane cups.
29. The vendor has to provide tea, coffee, snacks and food items for any institute events/meetings to any place inside the campus without any extra charges. The manpower and transportation under the scope of the vendor. The vendor should clean the venue before/after the event.
30. The items should be served fresh and hot for all the events/meetings.
31. The contractor needs to set up the Extension Counters as and when required by the Institute.
32. The contractor shall supply additional breakfast/lunch/dinner as requested by the departments on a chargeable basis and as per the approved rates. Such requests will be placed, as far as possible, one day in advance. The contractor shall also supply additional special lunch/ dinner as per order placed through request by various department of the Institute. The frequency and the items to be served will be informed through request by user department of the Institute.
33. The contractor has to serve tea/coffee/green tea, biscuits and snacks near the class rooms in academic building as when the program is conducted as per the schedule provided by the Institute.
34. The contractor should use Agmark or ISI quality ingredients, spices, oil etc., and shall keep all cereals flour and other consumable articles covered and free from ants, rodents, cockroaches, flies, rats etc.
35. The services provided at the Canteen for Executive Dining, Common Dining etc., should be of high quality. The vegetables, provisions and various items used for cooking should be of best / premium quality and the quality should not be compromised under any circumstances. The food should have high nutritional value. Potable good quality water should be used for cooking

and drinking purposes.

36. Generally, Indian food items would be served but on occasions as per requirement of the Institute, the Contractor should be able to provide Chinese food and also Continental food. The Institute organizes various international programs every year; foreign participants have to be provided continental food.
37. Utmost attention has to be given to provide wholesome quality dishes and render an excellent acceptable service besides maintaining punctuality in services without any complaint from the participants/guests, which is equally important.
38. Transportation of all material, vessels, cutlery and other implements, as well as their people, is entirely within the scope of the Bidder.
39. The Contractor should be equipped to provide catering services for at least 200 persons at one time on, a short notice, apart from the Institute's regular requirements. For this purpose, sufficient stock of crockery and cutlery and any other required items have to be maintained.
40. The Vendor should not feed the dogs with food.

Inventory:

41. IIMT shall provide basic facilities such as furniture for dining hall and water cooler in dining room. A stock register of item will be maintained. These facilities will be under the control of the Contractor and he/she will be responsible for any loss/damage.
42. The Contractor has to bring all the vessels, furniture, equipment, and any other item required to run the canteen at his own expenses.
43. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director or CAO of the Institute and the same will be deducted from the monthly bill of the contractor.
44. No item will be taken out of the Institute without written permission of the competent authority. No Asset should be shifted from one room/ place to another, without approval of competent authority and making valid entry in the stock register of the inventory.
45. List of Items provided by the Institute in the Canteen are detailed in [Annexure-VIII](#). Dining table and chairs will be provided by the Institute. Apart from these items, the contractor has to bring all the necessary equipment/item at his own cost. In addition to that, the vendor is required to bring buffet serving tables, food warmers, heaters, serving vessels and other furniture in both the dining halls.
46. On expiry of the agreement, all the equipment/articles/facilities provided to the contractor shall be returned in good condition subject to the allowable wear and tear and no excuses of any nature whatsoever will be entertained for any loss or any damage to the equipment /articles/facilities. In case of any loss or damage, the Contractor will have to replace the lost items / carry out necessary repair, subject to the approval and instructions of the IIMT.
47. The contractor shall be responsible for providing at his/her own expense for all precautions to prevent from any loss or damage to the facilities at Canteen.
48. It is the responsibility of the Contractor to maintain all kitchen equipment provided by the Institute in proper working conditions at all times. If there are damages, the contractor has to make good the losses incurred to the Institute or alternatively replace the damaged equipment

with same brand and specification. Institute will not supply any equipment additionally or by way of replacement.

49. The Canteen premises should not be used for any other purpose, other than the Institute requirements.
50. It is the vendor's responsibility to provide all items which may not be specifically mentioned in the scope of works but are necessary to complete the work and subject services to the satisfaction of the Institute.
51. The contractor shall be responsible for any breakage caused by its workers at the site. Breakage of any light fixtures, furniture, tiles, mirror, glass, any other fittings/fixtures provided in the building by the persons employed by the contractor due to their negligence will have to be set right by the contractor at his cost within 3 days of such damages. In case of their failure to do so, IIMT shall be at liberty to get the same done from any other agency at the Contractor's cost, risk and consequences.
52. There will be strict check on quality of food. The items of food served will be checked by the Committee constituted by IIMT. Such quality audit may be a test audit or random audit. The Contractor shall use only branded raw materials and best quality for preparing the food. Procurement of first quality branded groceries; vegetables etc. will be the responsibility of the Contractor. List of branded items are available in Annexure-V. Brands of other items will be decided by the IIMT. In the event of the quality of the food served being poor or not adhering to contractual conditions, the IIMT will be free to impose penalty as deemed fit on the Contractor and as per penalty clause.
53. Procurement of LPG commercial cylinders, fresh groceries, vegetables, raw materials and other ingredients for preparation of food and snacks, as per the demand, will be arranged by the contractor on his/her own expenses.
54. Kitchen consumables and utensils, except available in the Canteen, shall be arranged by the contractor as per the requirement at no extra charge.

Statutory:

55. The Contractor shall obtain license from the Labour Department under Section 12(i) of the Contract Labour (Regulation and Abolition) Act, 1970, to conduct the business in IIMT, within 30 days from signing of the contract.
56. The contractor shall take, at his own cost, the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne by the contractor. The Contractor should undertake to produce the license / permission, etc., so obtained to the Institute or furnishes copies thereof as and when required by the institute. The contractor also undertakes to keep and get renewed such license or permissions, etc., from time to time. The contractor shall be responsible for any contravention of the local, municipal, state, central or any other laws, rules and regulations.
57. The contractor should undertake to bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the state / central government or any local body or authority. The contractor also agrees to furnish such proof of payments of compliance of the obligation including registration of certificates, receipts, licenses, clearance certificates, etc., as may be

required by the Institute from time to time.

58. The Contractor shall be solely responsible for all statutory payments to his/her workers and shall abide the all rules and regulations, statutory and otherwise, to the satisfaction of the Institute. The Contractor shall indemnify the Institute from all claims by its employees. In case any employee/s deployed by the contractor raise any dispute / claim against IIM Tiruchirappalli, contractor shall implead himself as a party and defend the matter directly.
59. The contractor shall comply with all the provisions of the Rules framed under any Laws and Rules as may be applicable from time to time in respect of the workers engaged by him. The contractor when required by the IIMT officials, shall produce the registers and records for verification and comply with other directives issued by the IIMT for compliance of the statutory provisions. Thus, the Contractor has to follow all labour laws / government laws and all statutory obligations in regard of employing the workers. The contractor shall be solely responsible for any dispute / violation of labour laws.
60. The Contractor shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments. It is agreed that there is no employer-employee relationship between the Institute and the Contractor' employees in anyway, whatsoever and the Contractor has to carry out their business as an independent service provider.
61. Maintenance of records and documents related to running of the canteen and statutory compliances as per prevailing labour laws and other statutory compliances is the responsibility of the vendor.

Staff deployment:

62. The Vendor should deploy the following minimum manpower for running the Canteen effectively:

S.No	Designation	Total Manpower per day
1	Canteen Manager	1
Team - A		
2	Canteen Supervisor	1
3	Kitchen Supervisor	1
4	Chefs with expertise in preparing South Indian North Indian food items.	2
5	Kitchen Assistant (to Assist Chef)	1
6	Extras Cook (to prepare snack items)	1
7	Indian Bread Master	1
8	Indian Bread making Team	2
9	Vegetable and Fruits Cutting Staff	2
10	Tea Master	1
11	Grinding Staff	1
12	Store Keeper	1
13	Service Staff (Counter – 2 Nos; Others – 6 Nos)	8
14	Vessel Cleaners	Shift A-4 Nos. Shift B - 4 Nos.
Team - B		

15	House-keeping Staff (for cleaning floors, restrooms, kitchen hoods, glasses, cobwebs in walls, lights & fans, tables & chairs, hand wash areas, etc.)	Shift A - 2 Nos. Shift B - 2 Nos.
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Note:

- a) The above numbers are only indicative, and this may increase as per the Institute's requirement. However, the vendor is welcome to deploy more manpower than the above requirement.
 - b) Staff working under Team-A and Team-B should not be interchanged; that is, housekeeping staff should be used only for upkeep and maintenance of the entire area.
 - c) All the staff should wear the proper uniform and Name Badge with Designation.
63. The contractor should deploy and supervise the canteen with adequate number of manpower such as cooks, servers, cleaner, storekeeper and supervisors etc., for efficient running the Canteen. The contractor should ensure to maintain required number of manpower at Canteen to meet the contractual obligation and should be capable of scaling up the service on need basis for special occasions.
 64. There should be a separate Housekeeping staff – 2 Nos. exclusively appointed for cleaning purposes. The Housekeeping staff should not be used for any other work. The housekeeping staff should wear a separate colour uniform.
 65. Vendor or his Canteen Manager is required to remain present in the canteen when the food is served. The weekly menu should be displayed on the notice board.
 66. Deployment and supervision of required number of service personnel such as cooks, servers, cleaners, storekeeper and supervisors etc., for running the canteen. If the deputed personnel are found insufficient at any point of time, the vendor should arrange additional staff as mandated by the institute.
 67. The contractor should maintain a register furnishing the Name, Address and Character Certificate and latest photograph, telephone number of the contract personnel engaged by him and posted at ER/ GH and Canteen. This register completed in all respects has to be handed over to the CAO's Offices within 15 days from the date of award of contract. The staff deployed at site should be physically and mentally fit to handle the works detailed in the scope. The full bio-data & ID proof of the staff to be deployed at IIMT like their full address, educational qualification, age proof etc. shall be made available before commencement of work.
 68. The contractor shall not assign or sublet the work/job or any part of it to any other person or party. The tender is not transferable. Only one tender to be submitted by one Bidder.
 69. Employment of child labour is strictly prohibited.
 70. The Contractor shall ensure that workers, agents and staff are attired in clean uniform, well behaved, courteous and disciplined. They should not indulge in any theft, robbery, groupism or partisan activities inside the campus or even outside the campus that affects the image / performance of the Institute.
 71. All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 20–55 with good health and sound mind. The personnel/employees/workmen of the

contractor shall be liable to security screening by the Security Staff/Agencies deployed by IIMT.

72. If any of the worker employed by the contractor is found to be under performing or found under the influence of alcohol or any abusive substance / indecent behavior, such person/s shall not be allowed to work at site anymore and IIMT reserves the right to ask contractors for immediate removal of such person/s with suitable substitute immediately.
73. The campus is a 'NO SMOKING' zone and any kind of tobacco/alcoholic/drug materials are not allowed inside the campus.
74. The Contractor and all his employees shall at all times during the continuance of this agreement, obey and observe all the directions and instructions, which may be given by the Institute concerning any aspect of the Comprehensive Services pertaining to Canteen. The employees of the contractor, their management, control, duty rosters, administration etc. will be dealt with and be decided exclusively by the contractor being their employer and engaged by him.
75. All expenses relating to the employment of the workers by the Contractor for providing canteen services shall be within the scope of the Contractor. He / she shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss or otherwise terminate their services at any time. The contractor shall be solely responsible for any claim arising out of employment or termination of employment of his/her workers and for statutory payments.
76. Contractor shall be liable for any or all of the theft / damages committed by his employees to the persons / property of the Institute / its employees / guests / visitors. Contractor shall indemnify all costs arising out of such acts of his employees.
77. IIMT will not be liable for any medical attention, injury / loss of life of the Canteen or any other workers engaged by the contractor in the preparation, working, transportation of the food items to the Dining Halls and any service as per the contract. A suitable insurance coverage for the staff of contractor shall be arranged by the Contractor at contractor's cost towards compensation of any loss to their workmen as per legal provisions.
78. The contractor should ensure safety and security of workers deployed by the contractor.

Maintenance:

79. IIMT shall provide basic facilities such as furniture, AC, etc., in the 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.
80. The contractor should keep the entire canteen clean and tidy at all the times. The kitchen tiles, wall tiles, hoods, rest rooms, etc. should be cleaned on a daily basis. Surprise checks would be conducted and a heavy penalty would be imposed if found unclean.
81. The contractor should not paste any posters or pamphlets or any notices in the canteen walls. They can be posted in the place approved by the institute and only with the permission of the institute authorities. The size of the rate card and the location would be decided by the institute.
82. Rate Card should be printed and posted with the approval of the institute authorities at appropriate places in the canteen
83. Dining table and chairs will be provided by the Institute. The furniture should be used with

utmost care and maintained properly at the own cost of the Vendor. Any other furniture and fittings required has to be brought by the contractor at his own cost.

84. 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 and serving in the dining room. 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.
85. The contractor shall also ensure the overall general maintenance, like Restrooms, Floor cleaning (Kitchen and Dining), garbage disposal (dry and wet garbage/biodegradable and non-biodegradable waste disposal etc., in an eco-friendly manner, using protective/closed bins).
86. Keeping the kitchen, dining halls and canteen premises neat, clean and hygienic are the responsibilities of the Vendor. Strict adherence of the hygiene and sanitation of the canteen and its surrounding are utmost essential. Disposal of waste getting flogged in drainage lines have to be cleared by Vendor. Institute's directives 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.
87. The Contractor should dispose of the kitchen waste in a proper manner and no waste should be poured into the sewerage line as the garbage will damage the pumps installed at Sewerage Treatment Plant. If any blockage in the sewer line is noticed due to the dumping of kitchen waste, the Contractor will be penalized with heavy penalty by the Institute. The rate of penalty will be decided by the Institute.
88. The contractor should arrange for engaging his/her workers throughout the year (including all holidays), for thorough deep cleaning of the internal and external areas as required by the Institute. The Institute will make no extra payment on this account. However, there will be a weekly off for each employee to be provided on rotation basis.
89. The Contractor shall maintain and provide comprehensive log book of cleaning activities.
90. The Institute shall have the right to inspect at all times any tools, instruments, materials / toiletries/consumables, staging or equipment used or to be used in the performance of the WORKS. The contractor shall make all parts of the WORK accessible for these inspections. The Institute shall have the right to condemn any or all tools, instruments, materials / toiletries/consumables, equipment or work which does not confirm to the specifications.
91. The Contractor shall maintain a suggestion book for recording the suggestions for improvement. The suggestions that have the approval of the IIMT should be acted upon forthwith. The suggestion/compliant book should be kept open for inspection by Officer in charge /authority of Institute.
92. Cleaning and moping of kitchen, dining halls, toilets and auxiliary areas are to be done three times in a day.
93. Cleaning of plates and utensils including drying under hygienic conditions using dryer or suitable equipment, after every use is a must.

94. Cleaning of washbasins, kitchen drains on continuous basis is mandatory.
95. Cleaning of dining hall tables and chairs should be done after each meal.
96. 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.
97. Camphor based cleaning/hi-tech cleaning method to be used at the end of each dining time.
98. The Vendor is permitted to utilize the kitchen with cooking area, vegetable cutting area, store rooms, dish-wash room, utensil store room, etc. available in the Canteen for the purpose of cooking/storing the necessary vegetables/groceries.
99. The contractor has to provide all the items required for efficient functioning of the Canteen throughout the year. The Contractor should maintain the kitchen, dining hall and the entire canteen premises in spic and span and also under hygienic conditions all the times.
100. Dining hall/Kitchen/Cafeteria services shall be rendered in hygienic condition with the trained F&B production and Service personnel. As per the applicable standard norms, pest control treatment in kitchen/store- room areas must be undertaken periodically.
101. The contractor has to provide the necessary contract employees (Manager/Supervisor, chef, cooks, assistant cooks, stewards, and other assistants) as required for the Canteen.
102. The garbage should be disposed of at the designated area or as directed on a day-to-day basis. Garbage segregation has to happen as per standards with wet garbage stored in Conducive environment & dry garbage to cover all times.
103. The Contractor shall ensure that his/her staff is trained by fire drills regularly in operating fire extinguishers which shall be supplied by the Institute; and that proper and adequate fire precautions, safeguards and preventive measures against fire are taken by the Contractor.
104. It shall be the responsibility of the contractor to keep the Canteen premises free from the menace of dog and stray cattle.
105. The service provider has to maintain the dining hall neat and clean and as such to get the flooring swabbed every night once the guests have vacated. The tables, chairs shall be cleaned and properly arranged, ready for the breakfast. Fortnightly cleaning of ceiling fans, pedestal fans etc. shall be undertaken. The freezers shall be maintained clean. The garbage shall be cleared every day. The surroundings shall be kept clean.
106. Branded Hand wash Liquids like Dettol/Savlon/Palmolive/Lifebuoy/Godrej only to be used at Canteen and diluted hand wash will not be accepted and will attract penalty.

Billing and Payment:

1. The payment for the Canteen Services shall be paid on monthly basis subject to production of bills with its required supporting documents up to the satisfaction of the Institute.
2. The contractor shall maintain the record of the number of breakfast/lunch/dinner provided on daily basis and to submit the bill to the IIMT once in 30 days.
3. The contractor shall submit the bills in the form of Tax Invoice containing the details of GST Registration number of the contractor and IIMT (33AAAI5004R1ZO) along with HSN/SAC code every month on or before 7th of subsequent month. After deducting the amount towards rent, electricity, water charges and TDS etc., and penalty if any, payment will be made within fifteen working days from the date of receipt of the monthly bill. In the event of delay of

payment due to any query, objection or dispute with regard to any bill or a part thereof, the Contractor shall not be entitled to any interest.

Penalty Clause:

1. 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.

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:

S. No.	Particulars	Penalty on the total bill amount (excluding GST)
1	Vegetables kept for use is found to be of poor quality or rotten/stale/spoilt/infected	Rs. 5,000/- for each occasion
2	Poor quality of rice issued for preparation of meals, idly and dosa, etc.	Rs. 5,000/- for each occasion
3	Oil once used should not be reused. If reuse of oil is found	Rs. 5,000/- for each occasion
4	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	Rs. 5,000/- for each occasion
5	Kitchen, dining hall, stores and washing area should be kept clean	Rs. 5,000/- for each occasion
6	Presence of unwanted items in food such as blade, glass, metal wires, nails, cockroaches, cigarettes, clothe, rope, soft plastic, etc., or any insect/foreign particle found in the meal	Rs. 5,000/- for the first instance, Rs. 10,000/- will be in the second instance onwards.
7	Uncleaning of Kitchen Tiles, Wall Tiles, Hoods, Rest Rooms, etc. on a daily basis	Rs. 5,000/- for each occasion
8	If the Canteen Vendor or his representative manager is not present when the food is served to the institute guests	Rs. 5,000/- for each occasion
9	Insects found in any of the prepared food	Rs. 5,000/- in the first instance and then Rs. 10,000/-
10	Unavailability of the suggestion book/ complaint register on the counter and/or discouraging the complaint	Rs. 5,000/- for each occasion
11	Unclean utensils in a day	Rs. 5,000/- for each occasion
12	If the institute authorities agree that certain food was not properly cooked	Rs. 5,000/- for each occasion
13	Discrepancy on personal hygiene of workers, dining	Rs. 5,000/- for each

	hall, etc.	occasion
14	If the Vendor is found to have used unbranded/bad/duplicate quality of any canteen commodities	Rs. 5,000/- for each occasion
15	Non-compliance of the safety norms	Rs. 5,000/- for each occasion
16	Misbehavior of the worker deployed by the Vendor	Rs. 5,000/- for each occasion
17	If the left-over food and other vegetable waste are not fed to garbage composite and disposed within the same day	Rs. 5,000/- for each occasion
18	Chewing of gutka/smoking of cigarettes or bidis or similar stuff by staff of the vendor	Rs. 10,000/- for each occasion
19	If required manpower is not available in the canteen at any point of time	Rs. 5,000/- for each occasion
20	Not wearing of uniforms by Contractor's employees or wearing untidy uniform	Rs.100/-/day/Person
21	Supply of food not as per approved Menu/delay in supply from the stipulated time/ and/or insufficient quantity at least 50% of the bill for that particular meal.	Rs. 5,000/- for each occasion
22	Shortage of cutlery-crockery	Rs.500/- per day
23	Shortage of Food	Rs. 5,000/- for each occasion
24	Shortage of Manpower (including housekeeping, cooking, serving, supervising, etc.)	Rs. 5,000/- for each occasion
25	Refusal to perform the duty assigned	Rs. 5,000/- for each occasion

- a. 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.
 - b. Continuous overall bad performance (for any two months in a trimester) will result in Termination of the contract.
 - c. 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.
2. 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.
 3. 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. In case of unforeseen or peculiar circumstances, the decision of the competent authority of the institute so far as imposition of penalty is concerned, shall be final.

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.

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.

Performance Security Details:

- a) The successful Bidder will be required to remit an interest free Performance Security Deposit of **Rs. 5,00,000/- (Rupees 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 after the completion of the Contract period on furnishing "NO DUES CERTIFICATE" from the authority on completion of the contract.
- b) Performance Security will be forfeited if the Service Provide fails to perform/abide by any of the terms or conditions of the Contract.

Integrity Pact

The Pact essentially envisages an agreement between the prospective vendors/ bidders and the institute, committing the persons/officials of both sides, not to resort to any corrupt practices in any aspect/stage of the contract. Only those vendors/bidders, who commit themselves to such a Pact with the institute, would be considered competent to participate in the bidding process. In other words, entering into this Pact would be a preliminary qualification. The essential ingredients of the Pact include:

- a) Promise on the part of the principal not to seek or accept any benefit which is not legally available.
- b) Principal to treat all bidders with equity and reason.
- c) Promise on the part of bidders not to offer any benefit to the employees of the principal not available legally.

- d) Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc.
- e) Bidders not to pass any information provided by Principal as part of the business relationship to others and not to commit any offence under PC/IPC Act;
- f) Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- g) Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary.
- h) Bidders to disclose any transgressions with any other company that may impinge on the anti-corruption principle.

Any violation of the Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR, 2017, PC Act, 1988 and other Financial Rules/Guidelines etc. as may be applicable to the organization concerned.

The Bidder has to submit the Integrity Pact as per [Annexure-IX](#).

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.
- 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.
- d) 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.

General Conditions:

1. **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.

2. **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.
3. **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.
4. **Safety of Working Personnel:** The Vendor should ensure adequate safeguards for personnel when employed on work where human risk of health/injury is involved.
5. 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.
6. 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.
7. 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.
8. While making payment to the Service Provider, TDS and other statutory deductions will be effected by the Institute.
9. 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.
10. 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.
11. 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).
12. The Work covered by this Tender is a whole and complete job and will not be split for award of Work.
13. **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.

14. Additional Work - Should any new areas of work transpire, which the Institute considers are not envisaged, as being part of this tender, the prices for the new scope of work shall be mutually decided and agreed upon between the Institute and the contractor based on actual rate analysis on established norms. In the event of non-agreement of the rates, the Institute reserves the right to get the same carried out through any other agency so appointed for.
15. Injury to Guests/Damage or loss to the Property/Equipment: The Contractor shall at his own expense reinstate and make good to the satisfaction of the Institute for any injury, loss or damage occurred to any property of the Institution, Students, Staff/ Employees/ Workers of the Institution, the injury loss or damage arising out of or in any way in connection with the execution or purported execution under the contract.
16. In case, the Institute will be held liable for any loss, damage or compensation to third parties arising out of actions / inactions by the Contractor, such loss, damage or compensation shall be paid by the Contractor to IIMT together with the costs incurred by the Institute on any legal proceedings pertaining thereto. Otherwise, IIMT will be entitled to recover such damage/loss out of the outstanding bills or from the interest free Security Deposit of the agency.
17. Force Majeure Clause: In the event of force majeure, either party to the agreement will be absolved of its responsibilities under this agreement subject to the condition that prevalence of such force majeure condition shall be brought to the notice of the other party within 24 hours of occurrence. Where the force majeure eventuality continues to prevail for a period of more than one week from the date of occurrence, the parties will consult each other and come to a decision about the continuation of the agreement.
18. **Termination of Contract:** This contract can be terminated with a notice period of three months by either side.
19. **Jurisdiction:** All disputes arising out of this contract shall be subject to the Courts at Tiruchirappalli.
20. The Institute reserves the right to review and modify the terms and conditions based on necessity of the Institute.
21. No amendment of any portion of this agreement shall be valid or binding upon the parties thereto unless the same is approved in writing by the authorized representative of each of the parties.
22. Apart from the above conditions, all the terms and conditions detailed in the tender shall be deemed to the part of this contract agreement.

ANNEXURE – I: PROFILE OF THE BIDDER

EMD Transaction/Exemption Eligibility Details		Transaction Ref No: _____ dated: _____	
		If exempted Provide Valid Certificate Number: _____	

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	

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	
Details of bank mandate		
11	Name of the Beneficiary	
	Name of the Bank	
	Name of the Branch	
	Account No.	
	Type of Account IFSC	
	IFSC Code No.	
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:	

Turnover in the relevant field on Contract basis during the last five years (from 2018-19 to 2022-23). Please submit documentary evidence i.e. extract of Profit and Loss account, Balance Sheet & Income Tax return filed.

Financial Years	2018-2019	2019-20	2020-2021	2021-22	2022 – 23
Details of Gross Annual Turnover - (Rs. in Lac)					
Average Turnover of the best three years in the last five years	Rs. _____ in Lakhs				



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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					

ANNEXURE-II: PRICE BID

The Price to be quoted by the bidder for the below mentioned food items shall be inclusive of cost of rice, groceries, vegetables, raw materials and all other ingredients of good quality, fuel cost, electricity & water charges, labour cost, conversion cost, loading, unloading, transportations and storage of raw materials, salaries, allowances etc., payable to the workers employed by the Contractor and statutory taxes, duties and levies, wherever applicable, **including 5% of the GST**.

PART A - Breakfast, Lunch & Dinner for Institute Programmes /Events/Executive Programmes

S. No	Food items	Annual expected numbers*	Rate Per Plate/ serving	Total Amount (including GST)
1	Buffet Breakfast as mentioned in Annexure-III A of the Tender Document	4,000		
2	Buffet Meal Non-Veg as mentioned in Annexure-III A of the Tender Document	7,500		
3	Buffet Meal – Veg as mentioned in Annexure-III A of the Tender Document	4,000		
4	Snacks and Refreshments	15,000	(Average of Part B + Average of Part C of Annexure-II)	
Total amount (including GST)				

*- The Program schedule and Menus will be intimated at least 2 days in advance.

Note:

- The rates quoted by the vendor shall be the same for any institute events/ requirements that happens anywhere inside the campus. This includes transportation, serving, utensils, cutleries, etc.
- The events involve VIPs and corporate guests and the vendor should cater to the needs of the corporate /high value guests.

PART B - Refreshments for Meetings/Events

S. No	Items to be served at various office locations on Need Basis (Annual expected numbers – 15,000)	Rate Per Unit (including GST)
1	Tea, Coffee, Green Tea (120 ml)	
2	Milk (120ml) with Bournvita / Boost/ Horlicks Sachet	
3	Juice –Mint-Lemon/Watermelon (200 ml)	
4	Juice – Sugarcane (200 ml)	
5	Juice – Muskmelon (200 ml)	
6	Juice – Mozambi (200 ml)	
7	Buttermilk (200 ml)	
8		
...		

PART C - Snacks for Meetings/Events

S. No	Items to be served at various office locations on Need Basis (Annual expected numbers – 15,000)	Rate Per Unit (including GST)
1	Biscuit packet (Should not exceed MRP)	
2	Snacks (Vadai (2 Nos)/Pakoda/equivalent items) (100 grams)	
3	Sambhar Vadai (2 Nos)	
4	Veg Roll – 150 grams	
5	Cutlet (Vegetable) – 120 grams	
6	Samosa (Vegetable) – 150 grams	
7	Sandwich (Vegetable) – 150 grams	
8	Puffs (Vegetable) – 150 grams	
9	Sprouts/Sundal/Groundnut/Equivalent (150 gms)	
10	Masala Bonda/Bajji (2 Nos – Medium Size)	
11	Pudding Cake (50 gms.)	
12	Tea Cake (50 gms)	
...		

Note:



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1. To be served at various office locations on a need basis.
2. The bidder has to fill in the rates against each item of Snacks and Refreshments.
3. The bidders should quote the rate for all the items under S. No 1 to 7 in Part B and Sl. No. 1 to 12 in Part C, failing which the bid will not be considered for evaluation.
4. The sum of the average rate of the menu mentioned in Part B and the average rate of the menu mentioned in Part C would be taken as rate per serving for snacks and refreshments.
4. The vendor is welcome to include additional equivalent snack items from S. No 8 in Part B and S. No. 13 in Part C, which are not part of evaluation.

ANNEXURE-III: Details of Menu

ANNEXURE-III A: Breakfast, Lunch & Dinner for Institute Programmes/Events/Executive Programmes

S. No	Details	Items
1	Buffet Breakfast	1. Main course with side dish (items will be aligned with day menu that is given under Part – C: Regular Breakfast)
		2. Main course (Idly, Podi Idly, Dosa Varieties, Pongal, Othapam, Poha, Aloo paratha with curd) {Any One item}
		3. Bread (Plain and Toasted) with Amul Butter, Jam
		4. Corn Flakes with milk
		5. Cut Fruits – (Apple/ Orange/ Red Banana/ Guava/ Nenthram banana) – on rotational basis
		6. Boiled Egg and Omelette
		7. Sambar, Two variety Chutney
		9. Tea, Coffee, Green Tea (120 ml), Milk(120ml) with Bournvita / Boost/ Horlicks Sachet
		2
Varieties of Veg Salad		
Varieties of Veg. Soup		
Main Course (Compulsory)		
Wheat Items Only (Roti, Phulka, Chappathi, Paratha, Stuffed Paratha)		
Veg- Starter Dry item (Panner, Mushroom, Cauliflower, Mixed Vegetables)		
Veg - Gravy Items		
Non-Veg (Dry /Gravy)		
Variety Rice: Mushroom Biryani, Veg biryani, Jeera Rice, Veg Pulav, Ghee Rice, Tomato rice (Dum based) and Lemon, Tamarind, Bisi bele Bath (Normal Preparations)		
Veg Poriyal (1 item)		
Veg Kootu/Spinach (1 item)		
Rice (Plain Boiled Rice)		
Sambar/Kara Kulambu/ Vatha Kulambu/ Moor Kulambu. (Any one item as decided by the User Department)		
Varieties of Rasam (Any one type)		
Curd		
Pappad / Fryums		

		Pickle
		Desserts
		Ice-Cream (Vanila/ Chocolate/ Pista/Strawberry/ Butter Scotch)
		Sweet (Ashoka, Carrot halwa, Kesari, Semiya Payasam, Paruppu payasam, Paal payasam, bread halwa, phirni) – 50 gms.
		Starters
		Varieties of Veg Salad
		Varieties of Veg. Soup
		Main Course (Compulsory)
		Wheat Items Only (Roti, Phulka, Chappathi, Paratha, Stuffed Paratha)
		Veg- Starter Dry item (Panner, Mushroom, Cauliflower, Mixed Vegetables)
		Veg - Gravy Items
		Variety Rice (Lemon, Tamarind, Bisi bele Bath, Jeera Rice, Veg Pulav, Ghee Rice, Veg Fried Rice) – Dum based preparation only.
		Veg Poriyal (1 item)
		Veg Kootu/Spinach (1 item)
		Rice (Plain Boiled Rice)
		Sambar/Kara Kulambu/ Vatha Kulambu/ Moor Kulambu. (Any one as decided by User Department)
		Varieties of Rasam (Any one type)
		Curd
		Pappad / Fryums
		Pickle
		Desserts
		Ice-Cream (Vanila/ Chocolate/ Pista/Strawberry/ Butter Scotch)
		Sweet (Ashoka, Carrot halwa, Kesari, Semiya Payasam, Paruppu payasam, Paal payasam, bread halwa, phirni) – 50 gms.
3	Buffet Meal – Veg	

Note: The menu for each meal should be decided in consultation with the User Department.

ANNEXURE – IV - CONCEPT NOTE

Indian Institute of Management Tiruchirappalli invites a detailed proposal from the prospective bidders to provide **regular breakfast, lunch, snacks, and dinner** along with other canteen services.

The canteen is primarily responsible for serving nutritious and hygienic food at a very affordable price to the institute students, faculty, staff, residents and visitors. The campus is vibrant with cosmopolitans and compatriots with different taste buds. The vendor is expected to operate a well-stocked and fulfilling canteen services along with the executive education meals. While the executive meals may easily cross a significant benchmark, the regular meals may be modest in numbers with footprints increasing for each meal of the day. Though the walk-ins are expected to be limited during the daytime (around 25 numbers for breakfast and around 40, both South and North Indian dishes, for lunch), there will be an attractive crowd during dinner as the students and residents might walk in to have a refreshing dining experience.

The bidders are invited to submit a detailed proposal with a menu they would like to offer that is nutritious and wholesome for each meal. The vendor should offer staple breakfast and lunch options. However, the dinner option should include more varieties as there would be a larger footprint. The proposal should include the bidder's response to this concept note along with the initial proposed menu with prices. There should not be any compromise on quality, hygiene and the ingredients used for the preparation of food.

The bidders are free to add the list of items along with prices in the technical bid document. The bidders are expected to think independently and with a broad scope of mind and provide a list of food for each meal that is affordable to the customer and feasible to the caterer. The list of food items given under each meal can be modified in consultation with the institute from time to time. The vendor has to electronically display the menu of the day in the reception area of the canteen so that the customers know the food items available for each meal of the day.

Needless to say, there is a high prospect to increase the footprint of the canteen during all mealtime by offering attractive wholesome and quality food at a reasonable price. Maintaining a good ambiance and good aesthetics of the canteen, and by creating an attractive and different menu to cater to the nutritional needs of the residents, students, and walk-in customers, the vendor can make it a magnificent metier.

The proposal submitted by the bidders will be evaluated during the technical evaluation stage and high weightage will be given to the attractive proposals.

ANNEXURE – IV (A) - Regular Breakfast Menu

Sl. No	Breakfast Menu	Rate Per Unit (including GST)
1		

2		
3		
4		
5		
6		
7		
8		
9		
10		
...		

ANNEXURE – IV (B) - Regular Lunch Menu

Sl. No	Lunch Menu	Rate Per Unit (including GST)
1		
2		
3		
4		
5		
6		
7		
8		
9		
.....		

ANNEXURE – IV (C) - Regular Dinner Menu

Sl. No.	Dinner Menu	Rate Per Unit (including GST)
1		
2		
3		

4		
5		
6		
7		
8		
9		
10		
....		

ANNEXURE – IV (D) – Regular Snacks and Refreshments

S. No	Snacks and Refreshments	Rate Per Unit (including GST)
1		
2		
3		
4		
5		
6		
7		
8		
9		
...		

ANNEXURE - V: Selected Branded Items to be used

Name of the ingredient	Brand Permitted to be used for Cooking
Rice	Par boiled rice– Ponni variety/Raw Rice – Ponni Variety
Atta/ wheat	Aashirvad/Pillsbury/Annapurna/Patanjali
Maida	Rockfort/ Naga
Salt	Tata / Anna Purna/ Nature Fresh/ Kristal for all purposes
Butter	Amul/Aavin
Jam	Kissan / Fruitoman Jam
Oil	Sundrop, Nature Fresh, Godrej, Saffola, Gold winner, Patanjali OR branded Groundnut Oil/Gingelly Oil
Ice cream/frozen desert	Arun/ Amul/ KwalitYWalls (in different flavours)
Milk	Aavin milk alone should be used for all purposes (higher fat content)
Tea	3 Roses/Brook Bond-Taj Mahal/Lipton/Tata premium/Chakra Gold
Coffee	Nescafe/Bru/Green label/Levista/Sun Rise
Ketchup	Maggi/Kissan
Ghee	Aavin/Amul
Pickle	Priya/ Mothers /Ruchi/Sakthi/ Aachi
Bread	Any Standard Brand
Dal	Any Standard Brand - Good quality, clean, fresh and stone/dust free
Papad	Large size
Chicken	Suguna /Any good quality chicken
Rava	Naga/Anil



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ANNEXURE – VI: SUBMISSION OF THE TENDER DOCUMENT

To

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 Canteen Services on Contract Basis at IIM Tiruchirappalli Campus.

Reference: Tender Notice published in IIM Tiruchirappalli website. - **Tender No: 24SP009T**
dated: 17.04.2024

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 _____ 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.

- a) 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.
- b) further declare that:
 - i. All the statements made in this application are true, complete and correct to the



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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.

- 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_____

Date: _____

Name _____

Designation: _____

**Seal of agency / Firm /
Company**



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ANNEXURE – VII: 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 Canteen Services on Contract Basis at IIM Tiruchirappalli Campus.*

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 received.

ANNEXURE – VIII: List of items available in the Canteen

1	Dining table: (Wooden Top with SS frame)	
	0.90 m x 1.50 m x 0.75 m	4 Nos
	1.00 m x 1.00 m x 0.75 m	1 Nos
	1.20 m x 0.75 m x 0.75 m	29 Nos
	0.90 m x 0.90 m x 0.75 m	2 Nos
	1.30 m diameter x 0.75 m height	1 No
2	Fibre Chair (Blue & Green)	127 Nos
3	Steel Table - Green - (0.61 m x 0.91 m x 0.75 m)	3 Nos
4	Steel Rack (1.20 m x 1.75 m x 0.75 m)	10 Nos
5	SS Table (2.30 m x 1.07 m x 0.75)	4 Nos
6	SS Bench (2.30 m x 0.30 m x 0.45m)	11 Nos
7	Split Air conditioner (1.5 Ton) (Voltas)	7 Nos
8	Split Air conditioner (2.0 Ton) (Voltas)	3 Nos
9	Ceiling Fan (Crompton) - 1200 mm	10 Nos
10	Water Cooler (Voltas A Tata Product)	1 No
11	SS Sink Table (5'0" x 2' 6" x 2'11")	1 No
12	500 LPH RO Plant	1 Nos
13	Wall Molding Fan (Crompton)	4 Nos
14	4 feet 2X28 W twin tube light fitting	47 Nos
15	Pedestal Fan (Crompton)	1 No
16	15 W LED square type surface fitting	54 Nos
17	14 W T5 Mirror Light fitting	7 Nos
18	300 mm sweep Exhaust fan	1 Nos
19	Notice Board (3'0" x 2'0")	1 No



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:0431-2505121/51122 | email : purchase@iimtrichy.ac.in

ANNEXURE - IX: INTEGRITY PACT

This Integrity Agreement is made at on this day of 2024 BETWEEN

The Director, IIM Tiruchirappalli represented through Chief Administrative Officer, IIM Tiruchirappalli, (Hereinafter referred as the IIM Tiruchirappalli, Trichy - Pudukkottai High Road, Trichy – 620 024, “Principal/Owner”, which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

AND

.....

..... (Name and Address of the Individual/ firm/ Company)

Through

(Hereinafter referred to as the (Details of duly authorized signatory) “Bidder/Contractor” and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal / Owner has floated the Tender No 24SP009T dated 17.04.2024 (hereinafter referred to as “Tender/Bid”) and intends to award, under laid down organizational procedure, contract for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli, hereinafter referred to as the “Contract”.

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

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

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

Article 1: Commitment of the Principal/Owner

1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

- a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand,

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

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

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

- manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.
- e) The Bidder(s)/Contractor(s) will, when presenting his bid, disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract.
 - 3) The Bidder(s)/Contractor(s) will not instigate third persons to commit offenses outlined above or be an accessory to such offenses.
 - 4) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a wilful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the IIM Tiruchirappalli interests.
 - 5) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

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

- 1) If the Bidder(s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Institute reserves the right to cancel the Tender. The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal/Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.
- 2) **Forfeiture of EMD/Performance Guarantee/Security Deposit:** If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder/Contractor.
- 3) **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of IPC Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

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

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

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

Article 6- Duration of the Pact

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

Article 7- Other Provisions

- 1) This Pact is subject to Indian Law, place of performance and jurisdiction is the Headquarters of the Division of the Principal/Owner, who has floated the Tender.
- 2) Changes and supplements need to be made in writing. Side agreements have not been made.
- 3) If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partners holding power of attorney signed by all partners and consortium members. In the case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
- 4) Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intentions.



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- 5) It is agreed that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this Integrity Agreement/ Pact or interpretation thereof shall not be subject to arbitration.

Article 8- LEGAL AND PRIOR RIGHTS

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

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

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

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

WITNESSES:

1.....
(Signature, name and address)

2.....
(Signature, name and address)

Place:

Dated:

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 document as per the Annexure-II BoQ.		
3		Whether GST, PAN Registration Certificate is enclosed.		
4		Whether FSSAI is enclosed.		
5		Whether the No Dues cum Performance Certificate is enclosed (<i>Only for existing vendor</i>)		
6		Whether EMD paid and details given? If not, MSME or relevant Certificate submitted.		
7		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).		
8		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. Audited Annual Accounts, Income Tax Return and assessment orders for the last five consecutive financial years.		
		v. Details of completed contracts in the prescribed format during the last five years along with proof with verifiable contacts.		
		vi. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts.		
	vii. All other information/ details/ supporting documents/proof desired in the Tender document			
9		Whether Technical Bid documents as per Annexure-I of the tender document is submitted.		
9		Whether Annexure – IV is submitted as per the tender conditions.		
10		Whether Undertaking, Declaration and Near Relative Certificate attached as per Annexure-VI .		
11		Whether Letter of Authorization to attend pre-bid and tender opening meetings as per Annexure-VII is submitted.		
12		Whether the Integrity Pact is attached as per Annexure-IX .		
13		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?		



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14	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?	
15	Whether Tender documents and its Corrigendum have been signed with seal in all the pages by the Bidder.	