

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

**Tender No. 25SP011T dated: 24.07.2025**

Details	Date	Time	Venue
Name of Work/Service	“Tender for Providing Canteen Services at IIM Tiruchirappalli on a Contract Basis”		
Date of Issue of Tender Document	24.07.2025	18.30 Hrs. onwards	-
Site Visit at IIM Tiruchirappalli (Mandatory)	Before the pre-bid meeting		The interested bidders must undertake the Site visit before the pre-bid meeting, as it is a prerequisite for the pre-bid meeting as well as submitting the bids. The bids of those bidders who have not done the Site Visit before the pre-bid meeting will not be considered for the evaluation. The bidders need to submit proof of having visited the site before the pre-bid meeting.
Pre-Bid Meeting (Mandatory requirement)	01.08.2025	11.30 Hrs.	It is mandatory for the bidders to attend the pre-bid meeting either in person or virtually to be held in the Deans’ Office Meeting Room, Administrative Block, IIM Tiruchirappalli.
Last date for Submission of Tenders	15.08.2025	17.00 Hrs.	-
Opening of Technical Bid	18.08.2025	11.30 Hrs.	This date is Tentative. Exact date and Time will be communicated later.
Opening of Price Bid	To be informed later		
Tender Document	The tender document is available on the e-tendering website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> The tender document can only be obtained after registration of the Tenderer on the website <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>		
EMD Amount (Refundable to unsuccessful bidders)	EMD Amount of <b>Rs. 1,00,000/-</b> to be remitted in the below-mentioned IIM Tiruchirappalli Bank Account through online mode: <b>Bank Account Details</b> <b>Name of the Beneficiary:</b> IIM Tiruchirappalli <b>Bank Name:</b> State Bank of India <b>SB A/c. No:</b> 32170808935 <b>IFSC Code:</b> SBIN0071187		
A copy of the payment transaction receipt for EMD has to be attached to the tender application form, without which the bid won’t be considered. The payment of EMD is exempted for MSME Bidders. Bidders claiming exemption should attach the necessary document proof with the tender document.			



# 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](mailto:purchase@iimtrichy.ac.in)

Performance Security Deposit Amount	<p>The successful Bidder will be required to remit an interest-free Performance Security Deposit of <b>Rs. 5,00,000/-</b> (Five Lakhs) through online transfer to the IIM Tiruchirappalli Bank Account, within ten working days from receipt of the provisional work order, failing which the work order will stand cancelled.</p> <p>If the successful Bidder has already paid the EMD amount of Rs. 1,00,000/- to the Institute, the same can be deducted, and the balance amount of Rs. 4,00,000/- can be remitted to the Institute.</p>
Mode of Submission of Tender	<p>The Tender needs to be submitted only through the online Central Public Procurement (CPP) Portal.</p>

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## NOTICE INVITING TENDER

### OVERVIEW

Indian Institute of Management Tiruchirappalli (IIM Tiruchirappalli) is an Institute of National Importance under the Ministry of Education, Government of India. For more details about IIM Tiruchirappalli, please visit our website at [www.iimtrichy.ac.in](http://www.iimtrichy.ac.in).

IIM Tiruchirappalli invites online tenders through the Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) from competent and experienced Vendors for Providing Canteen Services at the IIM Tiruchirappalli Campus on a Contract Basis.

### Period of Contract

The selected Vendor 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 are found to be satisfactory, on the same terms and conditions, and at the sole discretion of the Institute. The commencement date of the contract will be reflected in the Work Order, which will be issued to the selected 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 the Canteen. Electricity charges will be levied as per the prevalent tariff policy of TNEB Limited, applicable to IIMT, as per actual consumption. The Electricity charges for the Air Conditioners fixed in the dining halls will be borne by the institute for the Institute's events. A separate meter will be installed for the ACs installed in the dining halls. However, the vendor needs to bear the EB charges towards the A/C in the dining hall for their own activities.

The air conditioners in the dining hall shall be under the control of the Estate Office of the institute. The electricity charges for the kitchen and dining hall (except AC) will be levied as per the prevalent tariff of TNEB, applicable to IIMT, as per actual consumption. A separate meter will be installed for this purpose.

3. **Water Charges** - Water required for cooking, washing, and incidental purposes will be supplied at cost by the Institute to the Vendor. The water meter will be fixed by the Institute. Water charges will be levied on actual consumption every month based on the meter readings as per the tariff fixed by the Institute.

### 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. This contract requires the provision of the highest standard of services for dining facilities at the canteen with adequate standby arrangements to ensure uninterrupted services on all 365 days. The Vendor 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, Institute Guests, in-house faculty & staff members, students (occasionally), visitors, etc.

3. The main scope of work is detailed below:

- a. **Catering Services for Institute Events (Up to 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 EEC participants staying in the Guest House. The food has to be served on a buffet basis, which will be informed in advance. The serving venue would be the Executive Dining Hall or any other locations on Campus, depending on the number of Diners as well as the type of events. Generally, there would be about 150 days of events in a year, where the number of diners may vary from 25 to 180. In some occasional instances, the number of diners could be less than 10.

- b. **Canteen Services for Daily Walk-in Customers (Up to 50 Diners)**

The average seating capacity of the dining hall is 50. However, the average walk-in guest would be much lower 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.

The vendor is also required to set up and run a **night canteen from 8.00 pm to 3.00 am** for the students' community, just adjacent to the Canteen premises. The Canteen kitchen can be used, as well as a few live counters to be set up by the vendor at the night canteen location. There will not be any additional rent for the night canteen set up. The menu for the night canteen should be different from the regular canteen services.

The vendor should quote the highly reasonable rates for the regular canteen and highly affordable rates for the night canteen (user base is predominantly residential students for the night canteen).

A separate Concept Notes for both the Regular Canteen menu and the Night Canteen menu is given as [Annexure – IV \(A\)](#) & [Annexure – IV\(C\)](#), respectively.

**Services for other Institute requirements:**

To provide Tea/Coffee/Snacks/Hi-Tea at the respective venue in the Institute for participants of various Corporate Training Programmes, Conferences, Meetings, and other institute programs. Additionally, the selected vendor will be required to provide regular tea/coffee services for Security and Housekeeping staff, as well as for other designated staff members, based on the Institute's operational requirements at different locations within the Campus.

The vendor may be required to set up snack kiosk(s) at different locations of the Institute based on the requirements of the Institute.

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 *five*.

**Canteen Timing**

Breakfast - 07.00 AM to 10.30 AM

Lunch -12.30 PM to 02.30 PM

Dinner – 08.00 PM 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 fulfil the conditions mentioned in the succeeding paragraphs 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 & Services 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 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 Restaurants (standalone restaurant/hotel with restaurant service)*. In this regard, document proofs like Work Order/Agreement/license and proof of evidence for running the said business should be attached to the Technical Bid.

**3. 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/ Central Universities & Central Institutes / Executive Training Centers of Public Sector Banks & Public Sector Undertakings (PSUs)/Autonomous Bodies/Other reputed private institutions/organizations during the last three years ending as on **June 30, 2025**. Relevant copies of the work order and satisfactory completion certificate should be submitted with the technical bid.

OR

**b) For Restaurants (standalone restaurant/hotel with restaurant service):**

If the bidder is running a standalone restaurant/hotel with a restaurant, the hotel should have had prominent business in the city for at least three years.

Restaurants operating on the highways that have predominantly transit customers are not eligible to participate in the tendering process.

4. During the last three years ending on **June 30, 2025**, the bidder should have undertaken:

*Three similar works with at least a 50-seater dining capacity*

OR

*Two similar works with at least a 75-seater dining capacity*

OR

*One similar work with at least a 100-seater dining capacity*



(**Note:** Similar works shall mean running a standalone restaurant /restaurant-based hotel, providing catering Services for Canteen & Executive Dining as defined in the scope of works).

The Bidder should submit Performance Certificates from past clients/ongoing contracts for the attached Work Order of equivalent order size (issued in the last three years as on **June 30, 2025**) 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 the Technical bid. The Institute officials may also contact the past and present clients to verify the credentials of the certificates and also to get on-the-spot information regarding the quality of services provided, etc. ***The Work Order without a performance Certificate will not be considered for evaluation.*** This clause is excluded for the hoteliers; however, the Institute has the right to visit the standalone restaurant/restaurant-based hotel run by the bidder(s) for evaluation purposes.

5. Average Annual Turnover of the Bidder, pertaining to the last three financial years (2022-23, 2023-24, and 2024-25), should be at least **30 Lakhs**. Copies of the duly audited Balance Sheet with Profit & Loss accounts are to be submitted as per **Annexure I** (Technical Bid) for the above three financial years.  
In case the audited balance sheet is not yet finalised for the year 2024-25, the firm can submit an unaudited balance sheet along with the certificate of turnover for the Financial Year 2024-25 from the Chartered Accountant. A certificate of turnover for the FY 2022-23, 2023-24, and 2024-25 from a Chartered Accountant to be attached, explicitly showing the turnover from the restaurant business. The year in which no turnover is shown would also be considered for working out the average.
6. Bidders should be regular in filing Income-Tax returns. A copy of the Income-tax returns filed and the audited accounts statement for the last two financial years (2022-23 and 2023-24) should be submitted along with the Technical Bid.
7. The bidder should quote the rates for Regular Breakfast, Lunch, Dinner, and Snack items in **Annexure – IV(A)** & **Annexure – IV(B)** and the same should be submitted along with the technical bid documents. The said ***Annexure IV(A&B)*** will only be considered for the Technical Evaluation of the tender.
8. The bidders should not have been ***blacklisted or terminated due to poor performance by any department of the Government of India or any State Government or Private organisation*** 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 the tender documents. An undertaking to this effect in the Company letterhead, duly signed by the owner/partner or both, is to be enclosed, as per **Annexure-VI**.

## **Instructions to Bidders**

### **1. Downloading of Tender Document**

Tender Documents can be taken from the CPP Portal <https://eprocure.gov.in/eprocure/app>. No Tender fee is payable



**2. A. Earnest Money Deposit:**

- a. The Bidder (s) should remit an Earnest Money Deposit (EMD) of **Rs. 1,00,000/- (Rupees One Lakh Only)** to the Institute's bank account mentioned on Page 1. A copy of the payment transaction receipt has to be attached to 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 finalisation 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 the 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 the 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) fail to commence the work within the prescribed time after the confirmed orders.

**3. Relationship Certificate:**

- a. The Bidder should give a certificate that none of his/her near relatives is working in the units as defined below, where he is going to apply for the Tender. In case of a proprietorship firm certificate will be given by the proprietor. For a partnership firm certificate will be given by all the partners, and in case of a 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 damages to the company or firm or the concerned person. The company or firm, or person will also be debarred from 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).

#### 4. Amendment to Bid Document

- a. At any time before the date of submission of bids, IIM Tiruchirappalli shall modify the bid document with amendments on its own.
- b. Such amendments shall be notified via Corrigendum on the CPP Portal & IIM Tiruchirappalli website, and these amendments will be binding on all prospective bidders.
- c. The Institute may, at its discretion, extend the last date for the receipt of bids.
- d. IIM Tiruchirappalli reserves the right to cancel the tender without assigning any reason at any stage of evaluation before finalisation.
- e. IIM Tiruchirappalli also reserves the right to, at any time and in its absolute discretion, the following:
  - i. Accept or reject all bids.
  - ii. To obtain further clarification or supporting documents during the technical bid evaluation.
  - iii. To suspend, discontinue, modify, and/or terminate the Tendering process at any time.
  - iv. To reject any unreasonable bid.
  - v. To modify/change/delete/add any further terms and conditions before the opening of the Price Bid.
- f. To extend the last date or cancel the tender without assigning any reason.

#### 5. 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.

#### 6. Technical Bids Criteria

- a. The technical bid shall contain all the relevant information that forms part of the technical bid. The information provided in the technical bid will be used for understanding and assessing/evaluating the quality of the solution being proposed by the Bidder.
- b. All the information should be organised in the corrigendum/Addendum published Format as a technical bid with an index. Bidders should comply with the eligibility criteria and technical requirements. The detailed formats are attached at [Annexure I](#). The Bidder is to complete the same in all respects and submit accordingly. No deviations are acceptable in [Annexure I](#).

#### 7. Price Bid Details

- a. Price Bid i.e. BoQ given with the Tender to be uploaded after filling all relevant information, and it should be uploaded in MS Excel (.xls) format as per the format available with the tender; failing which the offer will be rejected (renaming or changing the format of BoQ) will not be acceptable.
- b. ***The Bidder who quotes the overall lowest rate for the items mentioned in the Price Bid shall be declared as the successful Bidder (L1).***
- c. The quantities mentioned in the Price Bid are tentative and shall be increased or decreased depending upon the requirements of the Institute.
- d. Bids must be submitted with the rates for all the items of the work involved, and any incomplete bid will not be considered.
- e. The vendor is welcome to provide additional equivalent snack items during execution in consultation with the Institute.

- f. The vendor is required to supply biscuits and packed beverages at their respective Maximum Retail Price (MRP) as per the Institute's requirements. Hence, these items are excluded from the BoQ of the Price Bid for evaluation purposes, as they are to be supplied strictly at not more than the MRP rates.
- g. The Rates quoted by the Bidder should be ***inclusive of all charges for Providing Canteen Services on a Contract Basis at IIM Tiruchirappalli, excluding GST***, and must hold good till the completion of work and should not be subjected to any escalation. The Institute or the user will not pay any extra amount other than the quoted price. No claim on this account whatsoever shall be entertained at any stage, including the extended period, if any.
- h. Arithmetical errors, if any, shall be rectified on the following basis. If there is a discrepancy between the unit price and total price, then the unit price shall prevail, and the Institute shall correct the total price. If the Bidder does not accept the correction of the errors, the Bid shall be rejected.
- i. In case any additional requirements are needed during the execution of the services as per site conditions, the bidder should arrange the same, and the payment will be made as per the mutually agreed rate.
- j. The bidders can send an email to [purchase@iimtrichy.ac.in](mailto:purchase@iimtrichy.ac.in) to seek clarification on the scope of the work covered by this Tender, if required, before the pre-bid meeting.

#### **8. 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 the price bid.

#### **9. 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.

### **Procedure for Submission of Bids**

#### **1. General**

The bidders are required to submit soft copies of their bids electronically ***on the CPP Portal***, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements, and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

## 2. Registration

- Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal, which is free of charge.
- As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognised by CCA India (e.g. Sify / nCode / eMudhra, etc.), with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others, which may lead to misuse.
- Bidder shall then log in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.

## 3. Searching for Tender Documents

- Locating the Tenders on the CPP Portal:** There are various search options built into the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine some search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords, etc., to search for a tender published on the CPP Portal.
- My Tenders' Folder:** Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to notify the bidders through SMS/e-mail in case a corrigendum is issued to the tender document.
- Tender ID:** The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

## 4. Preparation of Bids

- Bidder should take into account any corrigendum published on the tender document on the CPP Portal and IIM Tiruchirappalli website (<https://www.iimtrichy.ac.in/en/tender-published>), before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents, including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should keep the bid documents ready to be uploaded as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 200 dpi with colour/black and white option which helps in reducing size of the scanned document.
- To avoid the time and effort required in uploading the same set of standard documents which are required to be uploaded as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST Certificates, auditor certificates, etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available

to them to upload such documents. These documents may be directly submitted from “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process

## 5. Submission of Bids

- a. The Bidder should **submit the bid online on the CPP Portal** in two parts, viz. **Technical Bid** and **Price Bid**. Technical Bid, along with required documents, should be in PDF format and uploaded online **in Cover-1**. Price Bid in MS Excel “.xls” format only should be uploaded online in **Cover- 2**.
- b. **Bid submission time:** Bidder should log into the site well in advance for bid submission so that they can upload the bid in time, i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- c. **Digital Sign:** The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d. **Tender Security / Earnest Money Deposit (EMD):** Bidder should submit the EMD/Tender Security as per the instructions specified on page no.1 in the tender document.
- e. **Submission of Financial Bid:** Bidders are requested to note that they should necessarily submit their financial bids in the format provided, and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and filled out by all the bidders. Bidders are required to download the BOQ file, open it, and complete the blue coloured (unprotected) cells with their respective financial quotes and other details (such as the name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save them and submit them online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- f. **The server time** (which is displayed on the bidders’ dashboard) will be considered as the standard time for referring to the deadlines for submission of the bids by the bidders, opening of bids, etc. The bidders should follow these timelines during bid submission.
- g. **Confidentiality of the Bids:** All the documents being uploaded by the bidders will be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorised persons until the time of bid opening. The confidentiality of the bids is maintained using the Secure Sockets Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system-generated symmetric key. Further, this key is subjected to asymmetric encryption using the buyers'/bid openers' public keys.
- h. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i. Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- j. **Acknowledgement of the Bid:** The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- k. The **off-line Tender will not be accepted**, and no request in this regard will be entertained whatsoever.



- l. **Corrigendum:** The Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.
- m. The following documents are to be attached by the Bidder (s) along with the Technical Bid as per the tender document:
  - i. Duly filled [Annexure – I.](#)
  - ii. Rates for the Regular Canteen Breakfast, Lunch, Dinner, and Snacks as per [Annexure – IVA.](#)
  - iii. Rates for the Night Canteen menu need to be provided in the [Annexure – IVC.](#)
  - iv. *The rates quoted for regular and night canteen services will be considered for the technical bid evaluation. However, it will not be considered as part of the Price Bid evaluation.*
  - v. Application form, Undertaking, Near Relative Certificate as per [Annexure – VI.](#)
  - vi. Copy of PAN and GST Registration.
  - vii. Copy of constitution or legal status of the Vendor - 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 a Company.
  - viii. EMD Payment Receipt / MSME Certificate for Exemption of EMD.
  - ix. Copy of work orders, testimonials/completion/performance certificates from the present and past clients of equivalent order size (received in the last three years), with verifiable contacts, need to be attached to the Tender document.
  - x. A copy of the Income tax returns filed and the audited accounts statement for the last five financial years.
  - xi. Signed Tender document and all annexures and Corrigendum/Addendum if any.
  - xii. All other documents mentioned in the tender document, except the Price Bid document.

**Points to note:**

- i. The quantities mentioned in the 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 items(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, excluding GST.

**Site Visit & Pre-Bid Meeting**

**Mandatory Site Visit:** All the bidders must undertake the site visit at IIM Tiruchirappalli before the pre-bid meeting to understand the facilities, venue, and requirements. A proof for the site visits as per [Annexure-VII](#) is required to be submitted before the pre-bid meeting.

**Mandatory Pre-bid meeting:** All the bidders must attend the pre-bid meeting either in person or virtually on the scheduled date in the Deans' Office Meeting Room, Administrative Block, IIM Tiruchirappalli, to understand the exact requirements of the institute and to get clarifications on the doubts and queries that they have.

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](mailto:purchase@iimtrichy.ac.in) before 11.00 Hrs., on 31.07.2025, to attend the Pre-bid meeting. The format of the authorization letter is enclosed vide [Annexure-VIII.](#)

The Bidders are requested to mail their doubts/queries along with the authorization letter. The bidders are also required to attach **Annexure-VII** (proof of Site Visit) along with **Annexure-VIII**.

## Opening of Technical Bid

The Technical bid will tentatively be opened by the Tender Opening Committee on **18.08.2025** at **11.30 Hrs.** on the CPP Portal.

## Tender Evaluation Process

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 bidder will be scrutinized by the committee. The bidders meeting all the basic eligibility conditions mentioned in this tender document will only be considered for the Stage II evaluation process.

### Stage 2:

**Technical Evaluation** – Those qualified bidders from **Stage-I** evaluation will be evaluated based on the relevant proof submitted as part of the Technical Bid, such as videos/photos/presentation, to showcase 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 pertaining to canteen services from the earlier/existing contracts entered into by the bidder.

The Institute will assess the firm as per the criteria mentioned in the technical bid.

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

Sl. No	Items	Maximum Marks
1	<p><b>Financial Soundness/Turnover:</b> Average turnover of the last three years (2022-23 to 2024-25), as reported in the audited financial statements, will be considered.</p> <ul style="list-style-type: none"> <li>a. Rs. 30 to 50 Lakhs = 5 marks;</li> <li>b. Rs. 50.01 to 75 Lakhs = 10 marks;</li> <li>c. Rs. 75.01 Lakhs to 1 Crores = 15 marks;</li> <li>d. Rs. 1 Crore and above = 20 marks.</li> </ul>	20



	<p><b><i>Number of collective years of experience during the past three years. The number of years of experience rendered in different Organisations/ places during the past 3 years would be summed to obtain the collective years of experience.</i></b></p> <p>Marks for every collective year of experience in the regular and night canteen services, with a ceiling of <b>40 Marks</b>:</p> <p><b>I.</b></p> <p>a. Maximum number of collective years of experience in running the Canteen services/ Catering Service within the Past 3 Years in the following (<b>25 Marks</b>):</p> <p>i. Providing Canteen &amp; Executive Dining Services at Government Institutions/Organisations, including PSUs and Autonomous Bodies - <b>25 Marks</b>. Note – Maximum 25 Marks</p> <p>b. Size of the seating capacity in the above (Maximum <b>15 Marks</b>):</p> <p>i. 50 Seating Capacity – 05 Marks for each facility. ii. 75 Seating Capacity – 7.5 Marks for each facility. iii. 100 Seating Capacity – 10 Marks for each facility.</p> <p style="text-align: center;"><b>OR</b></p> <p><b>II</b></p> <p>a. Standalone Restaurant – 12.5 Marks for each facility. b. Hotels with Restaurant – 12.5 Marks for each facility. Note – Maximum <b>25 Marks</b></p> <p>c. Size of the seating capacity in the above (Maximum <b>15 Marks</b>):</p> <p>i. 50 Seating Capacity – 05 Marks for each facility. ii. 75 Seating Capacity – 7.5 Marks for each facility. iii. 100 Seating Capacity – 10 Marks for each facility.</p> <p>The bidder should submit the Performance Certificate corresponding to each facility quoted to consider it for the evaluation. The performance certificate would not apply to the vendors who run their own canteen, standalone restaurant and restaurant-based hotel. However, the bidders need to submit necessary evidences of performance such as Google reviews, etc.</p>	<b>40</b>
<b>3</b>	<p><b><i>Personnel and Establishment</i></b></p> <p>A detailed manpower deployment in the existing contracts (<b>10 marks</b>)</p> <p><u>Details of manpower deployment in existing contracts:</u></p> <p>a. No of employees with position – <b>5 marks</b> (the marks will be awarded on a pro-rata basis considering the strength of the employees).</p> <p>b. <u>Payment of Statutory requirements like ESI and PF – 5 marks</u> Proof of ESI/PF (Provident Fund) payment for deployed manpower: Number of members deployed on a shift basis.</p>	<b>10</b>

4	<p><b>Capability in running the Regular and Night Canteen services:</b></p> <p>The evaluation will be done based on the following parameters:</p> <ul style="list-style-type: none"> <li>a) Bidder's understanding of IIMT's requirements related to regular canteen set up and menu – <b>10 marks.</b></li> <li>b) Bidder's understanding of IIMT's requirements related to night canteen set up and menu – <b>10 marks.</b></li> <li>c) Feedback from Clients regarding courteousness and responsiveness (previous contracts) – <b>10 marks.</b></li> </ul>	30
<b>Total Marks (Technical Score)</b>		<b>100</b>

A minimum of **60 marks** out of 100 marks in technical bid evaluation is required to be eligible to participate in the price bid opening.

The 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 a Technical score (out of 100) associated with it. Bidders getting less than a **60 score** in the Technical bid will not be considered for opening the price bid.

During evaluation, the Committee may seek clarification/information from the bidder for any additional documents or the original hard copy of the documents for which a copy of the document has already been submitted as part of the technical documents. If these are not produced within the stipulated time frame, their bids will be liable for rejection.

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

## Opening of Price Bid

The price bids of all the technically eligible bidders will be opened on the CPP Portal. The date and time for the opening of the Price Bid will be informed later. The bidders will get automated intimation from the CPP Portal when the price bid is open on the CPP Portal.

## Selection of Vendor

- a) The bidder who quoted the lowest rate (L1) in the **Price Bid - Annexure-II** (i.e., combining **Annexure-IIIA and Annexure-IIIB**) will be awarded a Work Order for providing canteen services at IIM Tiruchirappalli. The bidder should quote the rates in the BoQ uploaded on the CPP Portal, not in this price bid of **Annexure-II**. It is once again reiterated that the bidder should not quote the amount in **Annexure II**; otherwise, the bid will not be considered for evaluation. The bidders are required to quote the amount in the BoQ only.
- b) The Institute reserves the right to accept or reject all the bids, including the lowest, without assigning any reason.

### **Resolution of Tie Cases:**

In the event of a tie in the price bids, the following sequential criteria shall be applied to find the L1 bidder:

1. In cases of a Tie, the bidder who scored the highest marks in the Technical Evaluation will be declared as the L1 bidder.
2. If the tie persists, the bidder with the highest average annual turnover (as per the financial years considered in the tender) will be declared the L1 bidder.
3. If the tie still remains unresolved, the bidder with the highest number of years of experience specifically in providing canteen services as per the scope of the work covered by this tender will be declared as the L1 bidder.

### **Special conditions relating to the Tender:**

1. The Vendor shall provide catering services as per the menu and at the timings to be advised by the Institute from time to time, which is at the sole discretion of the Institute.
2. The Vendor shall ensure quality/hygiene food and provide satisfactory/acceptable services without giving any room for complaints from diners.
3. The Vendor shall prepare the food items in a hygienic atmosphere. Qualified and trained staff shall be available to supervise cooking, serving, dishwashing, and general housekeeping. IIMT reserves the right of inspection relating to quality and service at any given point in time, and shall also be the sole judge of the dining services.
4. IIMT also reserves the right to appoint a committee comprising Faculty, Officers, and Staff to inspect the quality of materials used for cooking and also the quality of food prepared and served, and the cleanliness of the canteen and its surroundings. A register shall be maintained in this regard. In the event of the quality of the food served being poor or not adhering to contractual conditions, IIMT will be free to impose a penalty as deemed fit on the Vendor and as per the penalty clause.
5. IIMT reserves the right to send the food samples to the Govt. approved food testing laboratories for conducting microbiological tests.
6. The Vendor should make their own arrangements for providing all utensils like stainless steel plates, spoons, cups, jugs, tumblers, salt and pepper boxes, etc.
7. IIMT shall provide basic facilities such as furniture for dining, water dispenser in the dining room. The Institute will maintain a stock register for all the items provided to the vendor. These facilities will be under the control of the Vendor, and they will be held responsible for any loss/damage.
8. The Vendor shall use cooking gas (LPG) at his cost for cooking in the Kitchen. The Vendor needs to have the necessary facilities, such as a gas connection to the oven and other gadgets for carrying out the preparation of food and serving in the dining room.

The Vendor should be solely responsible for the arrangements of gas refills out of their own resources and for their safe custody and usage. The Vendor shall ensure that his staff is trained by fire drills regularly in operating fire extinguishers, which shall be supplied by the Institute, and that proper and adequate fire precautions, safeguards, and preventive measures against fire are taken by the Vendor.

9. The Vendor has to ensure that all the edible materials like rice, dal, oil, sugar, jaggery, suji, etc., used by the Vendor should be of good quality, free from insects and other adulteration/decay materials. Dalda/Vanaspathi, Food Colour, and Ajinomoto should not be used in the food (the list of selected branded items is mentioned in [Annexure-V](#)).
10. Utmost attention has to be given to provide wholesome quality dishes and render an excellent service, besides maintaining punctuality in services without any complaint from diners.
11. The food, raw materials, ingredients, etc., are to be of good quality, clean, fresh, nutritious, hygienic, and edible. No cooked food shall be stored/preserved after meals in the refrigerator.
12. All perishable items like milk, bread, vegetables, chicken, etc., have to be procured daily. Not following IIMT's instructions in such matters shall be considered a violation of the terms and conditions of the agreement and shall invite a penalty for the same.
13. Purchase bills of all grocery and dairy items for a minimum of 15 days must be available at the Canteen manager's office for cross verification by the IIMT Officials
14. Vegetables used should be fresh and of good quality. Rice of good quality, well cleaned, and 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 the *Aavin* brand. Rice should be cooked properly. Chappathi should be baked properly, and it should be soft. For the 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.
15. Procurement of first-quality branded groceries, vegetables, etc., will be the responsibility of the Vendor. Brands of other items will be decided by the IIMT.
16. The vendor or his canteen manager is required to remain present in the canteen when the food is served. The daily menu should be displayed on the notice board.
17. The Vendor shall maintain a suggestion book for recording suggestions for improvement. The suggestions that have the approval of the IIMT should be acted upon forthwith. The suggestion/complaint book should be kept open for inspection by the Institute Officials.

18. Keeping the kitchen, dining halls, and canteen premises clean and hygienic is the responsibility of the Vendor. Strict adherence to hygiene and sanitation of the canteen and its surroundings is essential. Disposal of waste, which is getting flushed down in drainage lines, has to be cleared by the vendor. The instructions given by the Institute to maintain cleanliness in the cooking and utensil washing areas, dining halls, and surroundings of the Canteen Area have to be followed, and all the expenditures will be borne by the vendor. Any violation on the part of the vendor is liable for appropriate penalty provisions. The vendor is also responsible for the proper disposal of all waste without bringing any environmental hazards. Daily cleaning reports should be submitted to IIMT.
19. The canteen utensils are to be cleaned using detergent powder/soap of approved quality with warm water after every meal and again soaked in the hot water tub/tank. Otherwise, the penalty clause will be invoked.
20. The Vendor should dispose of the kitchen waste in a proper manner, and no waste should be poured into the sewage line, as the garbage will damage the pumps installed at the Sewerage Treatment Plant. If any blockage in the sewer line is noticed due to the dumping of kitchen waste, the Vendor will be responsible for clearing the sewage system and will also be penalized with a heavy penalty by the Institute. The rate of the penalty will be decided by the Institute.
21. The vendor has to take utmost care to avoid food poisoning issues. If such issues arise and the vendor is found responsible, suitable action will be taken. In addition, a penalty as decided by the Competent Authority of IIM Tiruchirappalli, will be imposed on the Vendor for such incidents. Since the services covered by this tender are predominantly related to food and edible, the provisions of the Prevention of Food Adulteration Act, 1954, are binding on him.
22. There will be a strict check on the quality of food. The items of food served will be checked by the Institute's officials constituted by the IIMT. To check a quality, Audit shall be a test audit or a surprise audit, conducted. A meeting will be held once a month with the concerned Institute Officials. The Vendor should attend the meeting to sort out the issue. If the quality of the food is below the standards, a fine will be levied as detailed in the penalty clause.
23. Transportation of all material, vessels, cutlery, and other implements, as well as their people, is entirely within the scope of the Vendor.
24. Any material/ equipment handed over by the institute to the vendor should be returned to the Institute in good working condition. If any damage/repair is noted, that should be brought to the attention of the Institute administration immediately, failing which the Institute will recover the same from the vendor.

25. The waste food should be cleared off from the campus every day, and the same should be kept away from the reach of dogs, etc. If it is not followed, a penalty will be levied on the vendor on a daily basis. All the flycatchers provided by the institute should be in working condition. If any nonfunctioning is noted, it should be immediately reported to the institute officials.
26. Deep cleaning of the hood and canteen may be done in the vacation period. But routine and regular maintenance should be done on a daily basis. The vendor should ensure that there are no oil drops from the hoods, etc. If it is noticed, a penalty will be levied.
27. The vendor should ensure the operation of all the hoods, exhaust, etc., on a daily basis. If any nonfunctioning of the equipment is noticed, it should be immediately brought to the attention of the institute officials.
28. During working hours, when a sudden roll call is done, all the deployed staff of the vendor should be present with their respective uniform, failing which action will be imposed on the Vendor.
29. The Vendor should not feed the dogs with food and should ensure that no food items should be dumped or scattered around the canteen area.

### **Terms and Conditions**

1. The Institute reserves the right to negotiate with the L1 vendor.
2. The vendor should use only lightweight, white-color 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 cutlery or materials should be used for any event or meeting. The vendor should always have sufficient stock of crockery and cutlery to be used for any institute events.
3. The services for the Regular and Night canteens will be provided as per the timings decided by the Institute (tentatively from 7.00 am to 10.00 pm and 8.00 pm to 3.00 am for regular canteen and night canteen, respectively, on all days of the year, with the manpower as mentioned under “Staff Deployment” of the Terms and Conditions).
4. The daily menu available for the whole day shall be displayed on the Notice board, preferably by an electronic board, in the reception area of the canteen by the Vendor.
5. The estimated count mentioned in the Price Bid is tentative, and the Institute shall not guarantee 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 the canteen during odd hours.
7. Leftover food items should not be used for the next dining/day. If found guilty, a severe penalty would be imposed as decided by the institute authorities.
8. 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.
9. The Institute reserves the right to inspect the premises of the canteen and kitchen area without



any prior intimation.

10. The Vendor needs to provide catering services for any Institute's events in addition to the BoQ of the tender, as per the menu and at the timings to be advised by the Institute from time to time.
11. The Vendor shall ensure quality/hygiene food and provide satisfactory/acceptable services without giving any room for complaint from diners.
12. The Vendor should be in a position to cater to the tastes of South Indian and North Indian.
13. 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.
14. 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 a penalty as deemed fit on the Vendor and as per the penalty clause.
15. The Vendor 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.
16. The Vendor shall prepare and serve the food, snacks, biscuits, tea/coffee/cold drinks/green tea/juice, and high tea for all the institute Programs, as per the menu and schedule provided by the institute.
17. The Vendor shall serve coffee/tea/cold drinks/green tea, juice, snacks, high tea, biscuits, breakfast/lunch/dinner, etc., for various other official meetings, programs, conferences, seminars, and events organised by the Institute from time to time. In addition, people visiting the IIMT campus in connection with various academic/administrative activities of the Institute may also avail these services in the Common Dining by making direct payment at the counter or through the indent provided by the respective Departments, duly approved by the Competent Authority.
18. The Institute may issue special orders for large volume catering for events like Convocation, Foundation Day, Conferences, etc., to the Vendor along with the Infrastructure arrangements, if required. For such events, the vendor should serve the items on lightweight white ceramic plates without any additional cost. The rates for the above programs shall be decided mutually.
19. 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.
20. 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 are under the scope of the vendor. The vendor should clean the venue before/after the event.
21. The items should be served fresh and hot for all the events/meetings.
22. The Vendor needs to set up the Extension Counters as and when required by the Institute.
23. The Vendor 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 Vendor shall also supply additional special lunch/ dinner as per the order placed through request by various departments of the Institute. The frequency and the items to be served will be informed through a request by the user department of the Institute.



24. The Vendor has to serve tea/coffee/green tea, biscuits, and snacks near the classrooms in the academic building when the program is conducted as per the schedule provided by the Institute.
25. The Vendor 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.
26. 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 the 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.
27. Generally, Indian food items would be served, but on occasions, as per the requirement of the Institute, the Vendor should provide special food based on the requirement of the Institute for the *International guests*.
28. The Vendor should be equipped to provide catering services for at least 200 persons at one time on short notice, apart from the Institute's regular requirements. For this purpose, a sufficient stock of crockery and cutlery, and any other required items, has to be maintained.

**Inventory:**

29. The Vendor has to bring all the vessels, furniture, equipment, and any other items required to run the canteen at their own expense.
30. Any theft or damage caused due to the negligence of the Vendor shall be borne by the Vendor. An appropriate amount of penalty after due consideration and hearing will be imposed by the Institute, and the same will be deducted from the monthly bill of the Vendor.
31. No item will be taken out of the Institute without the written permission of the competent authority. No Asset should be shifted from one room/place to another without the approval of the competent authority and making a valid entry in the stock register of the inventory.
32. List of Items provided by the Institute in the Canteen is detailed in [Annexure-IX](#). Dining table and chairs will be provided by the Institute. Apart from these items, the Vendor has to bring all the necessary equipment/items at their own cost. In addition to that, the Vendor is required to bring buffet serving tables, food warmers, heaters, serving vessels and other furniture to both dining halls.
33. The Vendor shall be responsible for providing at his/her own expense for all precautions to prevent any loss or damage to the facilities at the Canteen.
34. It is the responsibility of the Vendor to maintain all kitchen equipment provided by the Institute in proper working conditions at all times. If there are damages, the Vendor has to make good the losses incurred to the Institute, or alternatively, replace the damaged equipment with the same brand and specification. The Institute will not supply any equipment additionally or by way of replacement.
35. The Canteen premises should not be used for any purpose other than the Institute's requirements.
36. It is the vendor's responsibility to provide all items that may not be specifically mentioned in the scope of works but are necessary to complete the work, and subject to the satisfaction of the Institute.

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

**Statutory:**

38. The Vendor shall obtain a 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.
39. The Vendor 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 Vendor. The Vendor should undertake to produce the license/permission, etc., so obtained to the Institute or furnish copies thereof as and when required by the Institute. The Vendor also undertakes to keep and renew such license or permissions, etc., from time to time. The Vendor shall be responsible for any contravention of the local, municipal, state, central or any other laws, rules and regulations.
40. The Vendor 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 Vendor also agrees to furnish such proof of payments of compliance with the obligation, including registration of certificates, receipts, licenses, clearance certificates, etc., as may be required by the Institute from time to time.
41. The Vendor 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 Vendor shall indemnify the Institute from all claims by its employees. In case any employee/s deployed by the Vendor raises any dispute / claim against IIM Tiruchirappalli, the Vendor shall implead itself as a party and defend the matter directly.
42. The Vendor shall comply with all the provisions of the Rules framed under any Laws and Rules as may be applicable from time to time in respect of the workers engaged by him. The Vendor, when required by the IIMT officials, shall produce the registers and records for verification and comply with other directives issued by the IIMT for compliance with the statutory provisions. Thus, the Vendor has to follow all labour laws / government laws and all statutory obligations in regard of employing the workers. The Vendor shall be solely responsible for any dispute / violation of labour laws.
43. The Vendor shall be solely responsible for any claim arising out of the employment or termination of employment of its employees and for statutory payments. It is agreed that there is no employer-employee relationship between the Institute and the Vendor's employees in any way, whatsoever, and the Vendor has to carry out their business as an independent Vendor.
44. Maintenance of records and documents related to the running of the canteen and statutory compliances as per prevailing labour laws and other statutory compliances is the responsibility of the vendor.

## Staff deployment:

45. The Vendor should deploy the required manpower, which is necessary for the effective and uninterrupted operation of the Canteen.

Staff Employment Plan, and attach the same with the Technical bid. The Annexure should clearly outline the number of personnel, their designations, and relevant qualifications or experience.

S. No	Designation	Total Manpower per day
1	Canteen Manager	1
<b>Team - A</b>		
2	Kitchen Supervisor	1
3	Chefs with expertise in preparing South Indian and North Indian food items.	2
4	Kitchen Assistant (to Assist Chef)	1
5	Extras Cook (to prepare snack items)	1
6	Indian Bread Master & team	2
7	Vegetable and Fruits Cutting Staff	2
8	Tea Master	1
9	Service Staff (Counter – 2 Nos; Others – 6 Nos)	8
10	Vessel Cleaners	Shift A-3 Nos. Shift B-3 Nos. Shift C – 2 Nos. (regular/on a need basis)
<b>Team - B</b>		
11	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. Shift C – 1 Nos. (regular/on a need basis)

## Note:

The above numbers are minimum only, and this may increase as per the Institute's requirement. However, the vendor is welcome to deploy more manpower than the above requirement.

- 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.
  - All the staff should wear the proper uniform and Name Badge.
  - The serving staff should be well-groomed and adequately trained in handling cutlery and providing the service in a highly professional manner.
  - There should be a different uniform for Team A and Team B staff members.
46. The Vendor should deploy and supervise the canteen with an adequate number of manpower, such as cooks, servers, cleaners, storekeepers and supervisors, etc., for efficient running of the Canteen. The Vendor should ensure to maintain the required number of manpower at the Canteen to meet the contractual obligation and should be capable of scaling up the service on a need basis for special occasions.

47. 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.
48. The 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.
49. The vendor shall ensure the deployment and supervision of the required number of service personnel, such as cooks, servers, cleaners, storekeepers and supervisors, etc., for running the canteen. If the deputed personnel are found insufficient at any point in time, the vendor should arrange additional staff as mandated by the Institute.
50. The Vendor should maintain a register furnishing the Name, Address and Character Certificate and latest photograph, telephone number of the contract personnel engaged by him in the Canteen. This register, completed in all respects, has to be handed over to the Office of CAO within 15 days from the date of award of the contract. The staff deployed at the site should be physically and mentally fit to handle the work 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.
51. Employment of child labour is strictly prohibited.
52. The Vendor shall ensure that workers, agents and staff are attired in clean uniforms, 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 affect the image/performance of the Institute.
53. All personnel/employees/workmen employed by the Vendor shall be, preferably, in the age group of 20–55 with good health and a sound mind. The personnel/employees/workmen of the Vendor shall be liable to security screening by the Security Staff/Agencies deployed by IIMT.
54. If any of the worker employed by the Vendor 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 Vendors for immediate removal of such person/s with suitable substitute immediately.
55. The campus is a ‘TOBACCO FREE and NO SMOKING’ zone, and any kind of tobacco/alcoholic/drug materials are not allowed inside the campus.
56. The Vendor 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 the Canteen. The employees of the Vendor, their management, control, duty rosters, administration, etc., will be dealt with and decided exclusively by the Vendor, being their employer and engaged by him.
57. All expenses relating to the employment of the workers by the Vendor for providing canteen services shall be within the scope of the Vendor. 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 Vendor shall be solely responsible for any claim arising out of the employment or termination of employment of his/her workers and for statutory payments.
58. Vendor 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. Vendor shall indemnify all costs arising out of such acts of its employees.

59. IIMT will not be liable for any medical attention, injury / loss of life of the employees deployed at the Canteen or any other workers engaged by the Vendor 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 the Vendor must be arranged by the Vendor at the Vendor's cost towards compensation of any loss to their workmen as per legal provisions.
60. The Vendor should ensure the safety and security of workers deployed inside the IIMT campus.

**Maintenance:**

61. The Vendor should keep the entire canteen clean and tidy at all times. The kitchen tiles, wall tiles, hoods, restrooms, etc., should be cleaned on a daily basis. Surprise checks would be conducted, and a heavy penalty would be imposed if found unclean.
62. The Vendor should not paste any posters, pamphlets, or any notices on 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.
63. Rate Card should be printed and posted with the approval of the institute authorities at appropriate places in the canteen
64. Dining table and chairs will be provided by the Institute. The furniture should be used with utmost care and maintained properly at the owner's own cost. Any other furniture and fittings required have to be brought by the Vendor at their own cost.
65. The Vendor 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.
66. Keeping the kitchen, dining halls, and canteen premises neat, clean, and hygienic is the responsibility of the Vendor. Strict adherence to the hygiene and sanitation of the canteen and its surroundings is essential. Disposal of waste getting flogged in the drainage lines has to be cleared by the 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 the Vendor is liable for appropriate penal provisions. The Vendor is also responsible for the proper disposal of all waste without bringing any environmental hazards. A daily cleaning report should be submitted to IIMT.
67. The Vendor 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 the Sewerage Treatment Plant. If any blockage in the sewer line is noticed due to the dumping of kitchen waste, the Vendor will be penalised with a heavy penalty by the Institute. The rate of penalty will be decided by the Institute.
68. The Vendor 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 a rotation basis.
69. The Vendor shall maintain and provide a comprehensive logbook of cleaning activities.
70. 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 Vendor shall make all parts of the work accessible for these inspections.



71. The Institute shall have the right to condemn any or all tools, instruments, materials/toiletries/consumables, equipment, or work that does not conform to the specifications.
72. Cleaning and mopping of kitchen, dining halls, toilets, and auxiliary areas are to be done three times a day.
73. Cleaning of plates and utensils, including drying under hygienic conditions using a dryer or suitable equipment, after every use, is a must.
74. Cleaning of washbasins, kitchen drains on a continuous basis is mandatory.
75. Cleaning of dining hall tables and chairs should be done after each meal.
76. 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, a partially automated process, or a fully manual multi-step process to achieve the desired cleanliness.
77. Camphor-based cleaning/hi-tech cleaning method to be used at the end of each dining time.
78. The Vendor is permitted to utilise 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.
79. The Vendor has to provide all the items required for the efficient functioning of the Canteen throughout the year. The Vendor should maintain the kitchen, dining hall and the entire canteen premises in spic and span and also under hygienic conditions all the times.
80. Dining hall/Kitchen/Cafeteria services shall be rendered in a hygienic condition with 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.
81. The Vendor has to provide the necessary contract employees (Manager/Supervisor, chef, cooks, assistant cooks, stewards, and other assistants) as required for the Canteen.
82. 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 a conducive environment & dry garbage to cover all times.
83. It shall be the responsibility of the Vendor to keep the Canteen premises free from the menace of dogs and stray cattle.
84. The Vendor 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 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.
85. Branded Hand wash Liquids like Dettol/Savlon/Palmolive/Lifebuoy/Godrej, only to be used at the Canteen, and diluted hand wash will not be accepted and will attract a penalty.
86. The electricity and water charges are subject to change as per the revised rates of the TNEB and TWAD boards.

**Billing and Payment:**

1. The payment for the Canteen Services shall be paid on a monthly basis, subject to the production of bills with their required supporting documents up to the satisfaction of the Institute.

2. The Vendor shall maintain a record of the number of breakfast/lunch/dinner provided on a daily basis and submit the bill to the IIMT within **30 days** from the date of the programme, else the invoice shall not be processed.
3. The Vendor shall submit the bills in the form of a Tax Invoice containing the details of the GST Registration number of the Vendor and IIMT (33AAAAI5004R1ZO) along with HSN/SAC code every month on or before the 7<sup>th</sup> of the subsequent month. After deducting the amount towards rent, electricity, water charges, 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 Vendor 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 a penalty. IIM Tiruchirappalli will have the full power to impose a penalty on the Vendor for not fulfilling the requirements. Penalty imposed shall be adjusted against the payment due to the Vendor.

**Deficiency or Delay in Service/Work:** Any deficiency or delay in the service or work shall be treated as a lapse on the part of the Vendor. Such lapses will be viewed seriously by the Institute. In the event of such lapses, a Show Cause Notice shall be issued to the Vendor. Based on the Vendor's response, and at the discretion of the Institute, appropriate penalties will be imposed as outlined below:

S. No.	Particulars	Penalty on the total bill amount (excluding GST)
1	Vegetables kept for use are found to be of poor quality or rotten/stale/spoiled/infected	Rs. 5,000/- for each occasion
2	Poor quality of rice issued for the preparation of meals, idly, dosa, etc.	Rs. 5,000/- for each occasion
3	Oil once been used should not be reused. If the reuse of oil is found	Rs. 5,000/- for each occasion
4	Items like taste enhancers like Aji-no-moto, baking soda, colouring items, etc., are banned and 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 blades, glass, metal wires, nails, cockroaches, cigarettes, clothes, 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. daily	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 are 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
<b>S. No.</b>	<b>Particulars</b>	<b>Penalty on the total bill amount (excluding GST)</b>
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 in the personal hygiene of workers, dining hall, etc.	Rs. 5,000/- for each 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 with the safety norms	Rs. 5,000/- for each occasion
16	Misbehaviour of the worker deployed by the Vendor	Rs. 5,000/- for each occasion
17	If the leftover food and other vegetable waste are not fed to the garbage composite and disposed of 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 the required manpower is not available in the canteen at any point in time	Rs. 5,000/- for each occasion
20	Not wearing uniforms by the Vendor's employees or wearing an 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 and 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

- For any penalty provisions stated above, (i) First violation of the rule implies a 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.
- Continuous overall bad performance (for any two months in a trimester) will result in the Termination of the contract.
- 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 the 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 Vendor.
4. In case of unforeseen or peculiar circumstances, the decision of the competent authority of the institute, so far as the 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 Vendor 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, amends, 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 the 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/- (Five Lakhs)** through online transfer to the IIM Tiruchirappalli Bank Account, within ten working days from receipt of the provisional work order. On receipt of the performance security, a confirmatory work order will be issued to the successful bidder. The security deposit will be refunded to the vendor along with payment of the final bill.
- b) Performance Security will be forfeited if the Service Provider fails to perform/abide by any of the terms or conditions of the Contract.

#### **7. Governing Law and Settlement of Disputes - IEMs Details:**

1. The Contract shall be governed by and interpreted by the laws of India.
2. Any complaints related to this tender should be reported to the Independent External Monitors (IEMs) through email. Details of the IEMs are as follows:
  - a) Dr. Vinod Aggarwal, IAS (Retd.), Email: [arsv50@gmail.com](mailto:arsv50@gmail.com)
  - b) Shri. Akhilesh Kumar, Former SDG, CPWD, Email: [er.akhilesh@yahoo.co.in](mailto:er.akhilesh@yahoo.co.in)

3. The Integrity Pact is deemed as part of the contract in order to ensure that the parties are bound by the recommendation of the IEMs, in case any complaint relating to the contract is found substantiated.
4. Any dispute or claim arising out of/relating to this Contract of the breach, termination or the invalidity thereof shall be settled by IEMs/ the Hon'ble Courts of Justice at Tiruchirappalli.
5. The page number should be marked in all pages serially (including all supporting documents enclosed with the tender document), and the declaration for the same shall be submitted by the bidder as in Annexure-II.
6. The institute reserves the right to accept or reject any or all the tenders in part or whole, or may cancel the tender at its sole discretion without assigning any reason whatsoever. No further correspondence in this regard will be entertained.

### **8. 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:

- i. Promise on the part of the principal not to seek or accept any benefit which is not legally available.
- ii. Principal to treat all bidders with equity and reason.
- iii. Promise on the part of bidders not to offer any benefit to the employees of the principal not available legally.
- iv. Bidders not to enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contracts, etc.
- v. 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;
- vi. Foreign bidders to disclose the name and address of agents and representatives in India and Indian Bidders to disclose their foreign principals or associates.
- vii. Bidders to disclose the payments to be made by them to agents/brokers or any other intermediary.
- viii. 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 apply to the organization concerned.

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

### **Termination of Contract:**

- a. IIM Tiruchirappalli shall, without prejudice to any other remedy for breach of contract, terminate the contract in whole or in part in the event of the following:
  - i. If the Vendor fails to provide the Services covered by this tender within the period (s) specified in the contract or any extension thereof granted by the Institute.
  - ii. If the Vendor fails to perform any other obligation(s) under the contract.
  - iii. If the Vendor is declared insolvent by the competent Court of Law without any notice.

- b. IIM Tiruchirappalli can terminate the contract with a three-month notice in case the services are not satisfactory.
- c. The Vendor 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.

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 repairs, subject to the approval and Instructions of the IIM Tiruchirappalli.

#### **General Conditions:**

1. **The signing of the Contract:** The successful bidder shall be required to execute the Contract Agreement, accepting all terms and conditions stipulated herein on a non-judicial stamp paper of Rest. 300/- (Rupees Three Hundred only) within ten working days from the issue of the Work Order, along with an 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 the bid shall be considered as cancelled.
2. **Works Site Cleanliness:** During the Work, the Vendor 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 Vendor,** being their employees or otherwise, shall be their sole employees, and IIM Tiruchirappalli shall not have any relation whatsoever with the employees of the Vendor. 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 Vendor's employee to claim/have employment or otherwise seek absorption in the Institute nor the Vendor'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 the Vendor will remain the employee of the Vendor, and this shall be solely the responsibility of the Vendor to make it clear to their employees before deputing them to 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 of or on behalf of the tenderer will also make his Tender liable to rejection.
6. In respect of services rendered to IIM Tiruchirappalli, the Vendor 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.
7. While making payment to the Vendor, TDS and other statutory deductions will be effected by the Institute.
8. The Income Tax (TDS) shall be deducted at the prevailing rate from the bills, as amended from time to time in accordance with the provisions of the Income Tax Department, and the relevant certificate to this effect shall be issued by IIM Tiruchirappalli to the Agency.

9. In case, the Vendor(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 Vendor, including the termination of the Contract.
10. 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).
11. The Work covered by this Tender is a whole and complete job and will not be split for award of Work.
12. **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.
13. 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 Vendor based on actual rate analysis on established norms. In the event of non-agreement on the rates, the Institute reserves the right to get the same carried out through any other agency so appointed.
14. Injury to Guests/Damage or loss to the Property/Equipment: The Vendor shall at his own expense reinstate and make good to the satisfaction of the Institute for any injury, loss or damage occurred to any property of the Institution, Students, Staff/ Employees/ Workers of the Institution, the injury loss or damage arising out of or in any way in connection with the execution or purported execution under the contract.
15. In case, the Institute will be held liable for any loss, damage or compensation to third parties arising out of actions/inactions by the Vendor, such loss, damage or compensation shall be paid by the Vendor 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.
16. ***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 the 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 event continues to prevail for more than one week from the date of occurrence, the parties will consult each other and decide on the continuation of the agreement.
17. **Termination of Contract:** This contract can be terminated with a notice period of three months by either side.
18. **Jurisdiction:** All disputes arising out of this contract shall be subject to the Courts at Tiruchirappalli.
19. The Institute reserves the right to review and modify the terms and conditions based on the needs of the Institute.

**ANNEXURE – I: PROFILE OF THE BIDDER**

<b>EMD Transaction/Exemption Eligibility Details</b>		Transaction Ref No:_____dated: _____	
		If exempted, provide a 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 of business.		
6	Statutory details (Photocopies to be attached):	Registration number of the firm. (as per Shops and Establishments Act.).	
		PAN No. of the Agency	
		GST No. of the Agency	
7	Has your firm/company ever changed its name at any time? If yes, provide the previous name and the reasons therefor?		



8	Have you or your constituent ever left the Contract awarded to you incomplete? If so, give the name of the Contract and the 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 the Termination of the previous Contract. if any	
11	<b>Details of the bank mandate</b>	
	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 during the last three years (from 2022-23 to 2024-25). Please submit documentary evidence, i.e., a copy of the audited Profit and Loss account, Balance Sheet, turnover certificate from Chartered Account and a copy of Income Tax return filed.

In case the audited balance sheet is not yet finalised for the year 2024-25, the firm can submit an unaudited balance sheet along with the certificate of turnover for the Financial Year 2024-25 from the Chartered Accountant. A certificate of turnover for the FY 2022-23, 2023-24, and 2024-25 from a Chartered Accountant to be attached, explicitly showing the turnover from the restaurant business. The year in which no turnover is shown would also be considered for working out the average.

Financial Years	2022-23	2023 – 24	2024-25
Details of Gross Annual Turnover - (Rs. in Lac)			
Average Turnover in the last three years	Rs. _____ in Lakhs		

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 the 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 Vendor and statutory taxes, duties and levies, wherever applicable, **excluding GST**.

### PART-A: Breakfast, Lunch & Dinner for Institute Programmes /Events/ Corporate Training Programmes:

S. No	Food items	Annual expected numbers *	Rate per Plate/Serving	Total Amount (excluding GST)
1	The Bidder should quote the rate for the Buffet <b>Breakfast</b> for the menu mentioned in <a href="#">Annexure-IIIA of the Tender Document</a>	4,000	The bidder should quote the rate only in the BoQ1 on the CPP Portal and not on this page. The given details are only for the bidder's understanding. otherwise, the bid will not be considered for evaluation	
2	The Bidder should quote the rate for <b>Buffet Veg Meal</b> for the menu mentioned in <a href="#">Annexure-IIIA of the Tender Document</a>	4,000		
3	The Bidder should quote the rate for <b>Buffet Non-Veg Meal</b> for the menu mentioned in <a href="#">Annexure-IIIA of the Tender Document</a>	7,500		
4	The Bidder should quote the <b>sum of the rates of</b> the Refreshments and Snacks items mentioned in <a href="#">Annexure-IIIB</a> of the Tender Document.	15,000		
	<b>Total Amount excluding GST</b>			

\*- The Program schedule and Menus will be communicated to the vendor at least two days in advance.

#### Note:

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

## ANNEXURE-III: Menu Details

### ANNEXURE-III A: Breakfast, Lunch & Dinner for Institute Programmes/Events/Corporate Training Programmes

S. No	Details	Items
1	Buffet Breakfast	1. Main course with side dish (items will be aligned with the day's menu that is given under Part – C: Regular Breakfast)
		2. Main course - <b>Any one item from the following:</b> Podi Idly, Dosa (Ghee, Podi, Masala), Uttapam (Vegetable/Onion), Pongal/Idly & Medu Vada, Pesarattu, Bhature, Methi Paratha, Puri/Bedmi Puri, Poha, Upma (Vermicelli/Rava), Aloo Paratha with curd, Panner Paratha with Pudhina Chutney) -
		3. Bread (White and Wheat) - Plain and Toasted, Butter, Jam (Mixed Fruit/ Pineapple/Mango), Ketchup, Cut Onion and Lemon.
		4. Corn Flakes with Milk/Honey Almond Cornflakes – Alternative Day
		5. Fruits in full size – variety of good quality Banana, such as Rasthali / Elakki/Karpuravalli, etc – on a rotation basis daily
		6. Egg on order (boiled egg/omelette)
		7. Sambar, Two Varieties of Chutney
		8. Tea, Coffee, Green Tea (120 ml), Milk(120ml)
	Buffet Meal – Veg	<b>Starters</b>
		Varieties of Veg Salad
		Varieties of Veg. Soup
		<b>Main Course (Compulsory)</b>
		Wheat Items Only: <b>Any one item from the following on a rotation basis daily:</b> Roti, Phulka, Chappathi, Paratha.
		Veg- Starter Dry item: <b>Any one item from the following on a rotation basis daily:</b> Panner, Mushroom, Cauliflower, Mixed Vegetables.
		Dal – <b>Any one Dal from the following on a rotational basis daily:</b> Dal Makhni, Dal Tadka, Dal Fry, Moong Dal, Masoor Dal, Urad Dal, Palak Dal
		Veg - Gravy Items: <b>Any one Item from the following on a rotation basis daily:</b> Kadhi Pakoda, Matar Mushroom, Rajma Masala, Methi Matar Malai, Aloo Gobi, Palak Paneer, Dum Aloo, Mixed Veg Kurma, Veg Kolhapuri, Kofta Masala, Gatte Ki Sabzi, Matar Paneer, Soya Chunks Curry, Punjabi Chole Masala, Aloo Drumstick Sabzi.
		Variety Rice: <b>Any one Item from the following on a rotation basis daily:</b> Mushroom Biryani, Veg Biryani, Jeera Rice, Veg Pulav, Ghee Rice, Tomato Rice and Lemon, Tamarind, Bisibelabath, etc.
		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 and Buttermilk
		Pappad / Fryums
		Pickle
		<b>Desserts</b>
		Ice-Cream: <b>One Standard Scoop (120 ml)</b> (Vanilla/ Chocolate/ Pista/Strawberry/ Butter Scotch/other flavours at similar prices)
		Sweet – <b>Any one sweet from the following on a rotation basis daily:</b> (Gulab Jamun, Rasagulla, White Pumpkin Halwa, Honey Cake, Ashoka halwa, Jalebi, Carrot halwa, Kesari, Semiya Payasam, Paruppu payasam, Paal payasam, bread halwa, phirni) – 50 gms.
3	Buffet Meal Non-Veg	<b>All the above Veg Meal Menu plus one Non-Veg (Dry /Gravy): Chicken (variety to be provided on a rotational basis).</b>

Note:

1. The menu for each meal should be decided in consultation with the User Department.
2. Between the Mushroom and Paneer, only one of them would be part of the Menu for a given meal and would be part of either the starter or the main course.

## ANNEXURE-IIIB: Refreshments and Snacks for Meetings/Events:

S. No	Items to be served at various office locations on a Need Basis (Annual expected numbers – 15,000)	Rate per Plate/Serving	Total Amount (excluding GST)
<b>Refreshments</b>			
1	Tea, Coffee, Green Tea (120 ml)	The bidder should quote the rate only in the BoQ2 of the Price Bid on the CPP Portal not on this page. The given details are only for the bidder's understanding. otherwise, the bid will not be considered for evaluation	
2	Milk (120 ml)		
3	Milk (120ml) with Bournvita / Boost/ Horlicks Sachet		
4	Juice –Mint-Lemon/Watermelon (200 ml)		
5	Juice – Sugarcane (200 ml)		
6	Juice – Muskmelon (200 ml)		
7	Juice – Mozambi (200 ml)		
8	Buttermilk (200 ml)		
<b>Snacks</b>		In addition, the Bidders need to quote the sum of these items, <i>excluding Biscuit packets and packed beverages</i> , in the BoQ2 of the Price Bid to arrive at the overall L1 combining <i>Annexure III A &amp; B</i> .	
9	Biscuit packets and packed beverages should not exceed the Maximum Retail Price of the item.		
10	Snacks (Vadai (2 Nos)/Pakoda/equivalent items) (100 grams)		
11	Sambhar Vadai (2 Nos)		
12	Veg Roll – 120 grams		
13	Cutlet (Vegetable) – 80 grams		
14	Samosa (Vegetable) – 120 grams		
15	Sandwich (Vegetable) – 2slice bread150 grams		
16	Puffs (Vegetable) – 80 grams		
17	Sprouts/Sundal/Groundnut/Equivalent (100 gms)		
19	Masala Bonda/Bajji (2 Nos – Medium Size)		
18	Pudding Cake (70 gms.)		
20	Tea Cake (40 gms)		

Note:

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 above items, failing which the bid will not be considered for evaluation.

4. The sum of the menu rate mentioned in [Annexure IIIB](#) would be taken as the rate per serving for snacks and refreshments. The same will also be considered for the financial evaluation.
5. The vendor is welcome to provide additional equivalent snack items during execution in consultation with the Institute.
6. The vendor is required to supply biscuits and packed beverages at not more than their respective Maximum Retail Price (MRP) as per the Institute's requirements. Hence, these items are excluded from the BoQ of the Price Bid for evaluation purposes, as they are to be supplied strictly at not more than the MRP rates.



#### **ANNEXURE – IV(A) - CONCEPT NOTE FOR REGULAR CANTEEN**

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 service 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 meal times by offering attractive, wholesome, and quality food at a reasonable price. Maintaining a good ambience 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 métier.

The proposal submitted by the bidders will be evaluated during the technical evaluation stage for understanding of the Institute's requirement for regular canteen and night canteen services.

## ANNEXURE – IVA - Regular Menu for Breakfast, Lunch, and Dinner

(This is not considered for the financial evaluation. However, it is considered for the technical evaluation.)

Sl. No	Breakfast Menu	Rate per Unit (excluding GST)
1	Coffee (120 ml)	
2	Milk (120 ml)	
3	Boiled Egg (1 No.)	
4	Egg Omelet (1 No.)	
5	Cornflakes/ Flavoured Cornflakes with milk (180 gm with 120 ml milk)	
6	Methu Vada (60 gms) with Sambar and Coconut Chutney	
7	Idly (60 grams per piece) 03 Nos. with Sambar, Coconut Chutney, and Green/Red Chutney	
8	Dosa 120 gms (large size) with Sambar, Coconut Chutney, and Green/Red Chutney	
9	Pongal (250 gms), with Sambar and Coconut Chutney	
10	Poori (60 grams per piece) 2 Nos with Aloo Masala	
11	Uthappam 120 gms (medium size) with Sambar, Coconut Chutney, and Green/Red Chutney	
12	Onion Uthappam 150 gms (medium size with Sambar, Coconut Chutney, and Green/Red Chutney.	
12	Masala Dosa (large size-180 gms) with Sambar, Coconut	
13	Rava Upma (200 gms) with Coconut Chutney	

The above menu is indicative. The vendor is encouraged to further improvise the menu during the execution in consultation with the Institute based on the actual requirements.

Sl. No	Lunch Menu	Rate Per Unit (excluding GST)
1	Meals: (Chapatti (2 Nos) with Gravy, White Rice (300 gms), Sambar/Vatha Kulambu/More Kulambu, Rasam, Curd, Dry Veg Curry (Poriyal) & Veg Gravy (Aviyal), Papad, and Pickle.)	
2	Curd Rice (250 gms) with poriyal	
3	Tomato Rice ( 250 gms) with poriyal	

4	Veg Rice (250 gms) with Sauce	
5	Tamarind Rice (250 gms) with Potato Fry	
6	Lemon Rice (250 gms)with poriyal	
7	Veg Biriyani (250 gms) with raitha	

**The above menu is indicative. The vendor is encouraged to further improvise the menu during the execution in consultation with the Institute based on the actual requirements.**

Sl. No	Dinner Menu	Rate Per Unit (excluding GST)
1	Phulka (2 Nos.) with Veg Gravy (120 grams)	
2	Chapatti (2 Nos.) with Veg Gravy (120 grams)	
3	Parotta (2 Nos.) with Veg Gravy (120 grams)	
4	Egg Parotta (Kothu Parotta) (250 gms)	
5	Idly (60 grams per piece) 02 Nos. with Sambar, Coconut Chutney, and Green/Red Chutney	
6	Dosa 120 gms (large size) with Sambar, Coconut Chutney, and Green/Red Chutney	
7	Uthappam 120 gms (medium size) (Plain),with Sambar, Coconut Chutney, and Green/Red Chutney	
8	Onion Uthappam 150 gms (medium size) with Sambar, Coconut Chutney, and Green/Red Chutney	

**The above menu is indicative. The vendor is encouraged to further improvise the menu during the execution in consultation with the Institute, based on the actual requirements.**

### **ANNEXURE – IV(B) - CONCEPT NOTE FOR NIGHT CANTEEN**

Indian Institute of Management Tiruchirappalli invites detailed proposals from prospective bidders to operate and manage Night Canteen services on campus, with the aim of providing affordable, nutritious, and hygienic food options to the residential student community during late-night hours at affordable rates.

The Night Canteen is expected to complement the existing food services by catering specifically to students engaged in academic work, group projects, club meetings, and competitions well into the night. The facility is required to operate daily from 8:00 PM to 3:00 AM, adjacent to the regular canteen premises, with access to the existing kitchen and provisions for setting up additional live counters.

The Night Canteen will serve as a critical component of campus life by fulfilling the nutritional needs of students and enhancing the after-hours campus experience. Vendors are expected to provide wholesome, affordable, and student-friendly meals and snacks, ensuring strict compliance with hygiene and quality standards. While students may opt for external delivery options, this facility offers a safer, more convenient, and community-oriented alternative.

Interested vendors are invited to submit a detailed proposal that includes their understanding of this concept and its alignment with the needs of a vibrant residential academic campus. They should also include an initial proposed night menu with item-wise pricing, designed to be distinct from the regular mess or canteen offerings. The proposal should also outline how they will ensure hygiene, quality, and food safety through routine practices and audits, as well as a brief on the operational setup, including how live counters will be managed, how food will be kept fresh, and how ambience and service will be maintained during night hours. Vendors are encouraged to explain their approach to using digital displays for dynamic menus, engaging service counters, and incorporating student feedback mechanisms for continuous improvement.

Operating the Night Canteen, and is encouraged to innovate with rotating menus and live preparation to enhance freshness and engagement, keeping these basic menu items in the mix. The vendor should avoid selling similar food items that are sold in any other food outlets in the Institute as much as possible. The Institute reserves the right to intervene in such cases. Basic seating, lighting, cleanliness, and prompt service will be essential components of the setup.

The proposal will be technically evaluated based on the bidder's understanding of student-centric dining, proposed food offerings and pricing, ability to maintain quality and hygiene, and overall readiness to contribute meaningfully to the late-night campus ecosystem. There is strong potential for increased student engagement and footfall through a thoughtfully designed, student-friendly, and consistently reliable Night Canteen. By ensuring a welcoming ambience and offering a dynamic, affordable, and nutritious menu, the vendor can establish the Night Canteen as an integral part of the IIM Tiruchirappalli student experience.

The bidders are expected to include a varied and subsidized menu, potentially comprising but not limited to the items given in the Menu list.

(...continuation of Concept Note for Night Canteen)

### ANNEXURE – IVC: Menu for Night Canteen

**(This is not considered for the financial evaluation. However, it is considered for the technical evaluation.)**

S.No	Category	Menu	Quantity	Rate per Unit (Rs.)
1	Quick Bites	Bun Maska	1 pc	
2		Aloo Tikki with Green chutney, tomato ketchup	2 pcs (100g)	
3		Veg Samosa with Chopped onion, lemon wedge, butter	2 pcs (150g)	
4		Pav Bhaji with Dry garlic chutney, fried green chilli	2 pav + 200g bhaji	
5		Vada Pav with Sweet chilli sauce, ketchup	1 pc	
6		Cheese Balls with Sweet chilli sauce	6 pcs (150g)	
7		Veg Spring Roll with Coconut chutney, sambar	2 pcs (120g)	
8	South Indian	Plain Dosa with Coconut chutney, tomato chutney, sambar	1 pc (150g)	
9		Masala Dosa with Coconut chutney, tomato chutney, sambar	1 pc (180g + 100g filling)	
10		Onion Dosa with Coconut chutney, tomato chutney, sambar	1 pc (200g)	
11		Podi Dosa with Coconut chutney, tomato chutney, sambar	1 pc (180g)	
12		Mysore Masala Dosa with Coconut chutney, tomato chutney, sambar	1 pc (200g + chutney)	
13		Appam	2 pcs (160g)	
14		Veg Uttapam with Coconut chutney, tomato chutney, sambar	1 pc (200g)	
15	Rolls & Wraps	Aloo Masala Roll with Mint chutney	1 roll (180g)	
16		Mashroom Kathi Roll with Mint chutney	1 roll (200g)	

S.No	Category	Menu	Quantity	Rate per Unit (Rs.)
17		<b>Paneer Kathi Roll</b> with Mint chutney, mayo dip	1 roll (220g)	
18		<b>Chicken Kathi Roll</b> with Mint chutney, ketchup	1 roll (220g)	
19		Egg Kathi Roll	1 roll (180g)	
20	<b>Parotta Corner</b>	Plain Parotta	1 pc (80g)	
21		Egg Parotta	1 pc (180g)	
22		Kothu Parotta (Paneer)	250g	
23		Kothu Parotta (Chicken)	250g	
24		Kothu Parotta (Mushroom)	250g	
25		<b>Chappathi</b> with Curd, pickle	1 pc (50g)	
26		<b>Aloo Paratha</b> with Curd, pickle	1 pc (180g)	
27		Paneer Paratha	1 pc (200g)	
28	<b>North Indian</b>	<b>Plain Kulcha</b> with Mint chutney, ketchup	1 pc (60g)	
29		<b>Butter Kulcha</b> with Mint chutney, ketchup	1 pc (65g)	
30		<b>Aloo Kulcha</b> with Mint chutney, ketchup	1 pc (70g)	
31		<b>Paneer Kulcha</b> with Mint chutney, ketchup	1 pc (75g)	
32		Garlic Naan	1 pc (65g)	
33		Plain Roti	1 pc (50g)	
34		Butter Roti	1 pc (55g)	
35		Plain Naan	1 pc (60g)	
36		Butter Naan	1 pc (65g)	
37		Paneer butter masala	200g	
38		Butter Chicken	200g	
39		<b>Tandoori Chicken</b> with Mint chutney, salad	Quarter, Half, Full	
40		<b>Chicken Tikka</b> with Mint chutney	6 pcs (200g)	
41		<b>Malai Chicken Tikka</b> with Mint chutney	6 pcs (200g)	
42		<b>Hariyali Chicken Tikka</b> with Mint chutney	6 pcs (200g)	
43		<b>Reshmi Kebab</b> with Mint chutney	6 pcs (200g)	
44		<b>Afghani Chicken</b> with Mint chutney, lemon slice	Quarter, Half, Full	



S.No	Category	Menu	Quantity	Rate per Unit (Rs.)
45		<b>Chicken Seekh Kebab</b> with Tomato ketchup, mint chutney	2 skewers (180g)	
46	<b>Indo-Chinese</b>	<b>Gobi 65</b> with Schezwan sauce	200g	
47		<b>Paneer Chilly Dry</b> with Sweet chilli sauce, ketchup	200g	
48		Veg Manchurian Dry	200g	
49		Chilly Garlic Rice	300g	
50		<b>Schezwan Rice</b> with Mint chutney, mayo	300g	
51		<b>Chicken 65</b> with Schezwan sauce	200g	
52		Chilli Chicken Dry	200g	
53		Chicken Manchurian	200g	
54		<b>Chicken Fried Rice</b> with Spicy dip, Schezwan chutney	300g	
55		Chicken Lollipop	4 pcs (200g)	
56		Garlic Chicken	200g	
57		Chicken Hakka Noodles	300g	
58		Chicken Hot Garlic	200g	
59		Chicken Schezwan Gravy	200g	
60		Dragon Chicken	200g	
61		Pepper Chicken	200g	
62		<b>Chicken in Black Bean Sauce</b> with Chilli garlic sauce	200g	
63		Chicken Spring Roll	2 pcs (150g)	
64		Egg Fried Rice	300g	
65		Egg Noodles	300g	
66		Egg Manchurian	200g	
67		Chicken Chilli Garlic Noodles	300g	
68		Chicken Manchow Soup	150ml	
69	<b>Desserts</b>	Mix Ice Cream	100ml	
70		Falooda	250ml	
71		Waffles (Plain)	1 pc (120g)	
72		Waffles (Chocolate)	1 pc (130g)	
73		Pancakes (Honey)	2 pcs (150g)	
74		Pancakes (Choco Chip)	2 pcs (150g)	
75	<b>Beverages</b>	Tea	120ml	
76		Lemon Tea	150ml	
77		Coffee	120ml	
78		Masala Tea	150ml	

S.No		Menu	Quantity	Rate per Unit (Rs.)
79		Rose milk	200ml	
80		Buttermilk	200ml	
81		Mojito	250ml	
82		Bournvita	150ml	
83		Lime Juice	200ml	
84		Orange juice	200ml	
85		Pineapple Juice	200ml	
86		Mosambi Juice	200ml	

**ANNEXURE – V: Selected Branded Items to be used**

<b>Name of the ingredient</b>	<b>Brand permitted to be used for Cooking</b>
Rice	Par-boiled rice– Ponni variety/Raw Rice – Ponni Variety
Atta/ wheat	Aashirvad/Pillsbury/ Naga
Maida	Rockfort/ Naga
Salt	Tata / Anna Purna/ Nature Fresh/ Kristal for all purposes
Butter	Hatsun/Amul/Aavin/Milkymist
Paneer	Hatsun/Amul/Aavin/Milkymist
Jam	Kissan / Fruitoman Jam
Oil	Sundrop, Nature Fresh, Godrej, Saffola, Gold winner, OR Branded Groundnut Oil/Gingelly Oil
Ice cream/frozen dessert	Arun/ Amul/ Kqualitywalls (in different flavours)
Milk	Aavin/Arokya/Amul milk should be used for all purposes (higher fat content)
Tea	3 Roses/Lipton/Tata premium/Chakra Gold
Coffee (Instant)	Nescafe/Bru/Sun Rise
Filter Coffee	Authentic Filter Coffee Powder
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

**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 at IIM Tiruchirappalli Campus on a Contract Basis***

***Reference:*** Tender Notice published on the CPP Portal and the IIM Tiruchirappalli website. - **Tender No: 25SP011T dated: 24.07.2025**

Dear Sir,

With reference to the tender notice published in the above-mentioned CPP Portal and the Institute website, I / We hereby submit my/ our Tender in the 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 or terminated due to poor performance*** 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) I/we hereby certify that none of my relatives as defined in the tender document is/are employed in IIM Tiruchirappalli as per the details given in the 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) I/we further declare that:
- All the statements made in this application are true, complete and correct to the best of my knowledge and belief. I understand that if at any stage, it is found that any information given in this application is false/ incorrect or that our Agency does not satisfy the eligibility criteria, our candidature/empanelment is liable to be cancelled/ terminated.
  - I/we understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.
  - I/we hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.
  - I/we understand that the IIM Tiruchirappalli reserves the right to accept or reject and to



## 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](mailto:purchase@iimtrichy.ac.in)

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**



# 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](mailto:purchase@iimtrichy.ac.in)

## ANNEXURE – VII: SITE VISIT

### SITE VISIT CONFIRMATION FOR ATTENDING THE PRE-BID MEETING

**To**

**Date:**

The CAO (i/c)

IIM Tiruchirappalli

Pudukkottai Main Road

Tiruchirappalli - 620 024.

**Subject:** Site Visit Confirmation for attending a pre-bid meeting for “*Tender for Providing Canteen Services on a Contract Basis at IIM Tiruchirappalli*”.

I, the undersigned, hereby confirm that I have visited the site on the below-mentioned date in connection with the tender for Providing Canteen Services on a Contract Basis at IIM Tiruchirappalli. I have inspected the premises and am fully aware of the existing conditions and operational requirements. I understand that no further claims shall be made regarding site conditions after submission of the bid.

**Name of the bidder/ firm:** \_\_\_\_\_

**Date of Visit:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

**Confirmation of Site visit by an IIMT Official**

**Name and Signature:** \_\_\_\_\_

Signatures of Bidder

or

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



**ANNEXURE – VIII: 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 Pre-Bid Meeting/ Technical Bid/Evaluation/ Price Bid opening on \_\_\_\_\_ in the *Tender for Providing Canteen Services on a Contract Basis at IIM Tiruchirappalli Campus.*

The following persons are hereby authorized to attend the 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. A maximum of two representatives will be permitted to attend the 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 – IX: 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)	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

## **ANNEXURE X: INTEGRITY PACT**

This Integrity Agreement is made at ..... on this ..... day of ..... 2025 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/Vendor” 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 24SP011T dated 24.07.2025 (hereinafter referred to as “Tender/Bid”) and intends to award, under laid down organizational procedure, contract for “*Tender 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 Vendor(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)/Vendor(s)**

- 1) It is required that each Bidder/Vendor (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)/Vendor(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)/Vendor(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)/Vendor(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)/Vendor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/ Contract(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.
  - d) The Bidder(s)/Vendor(s) of foreign origin shall disclose the names and addresses of agents/ representatives in India, if any. Similarly, Bidder(s)/Vendor(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)/Vendor(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)/Vendor(s) will not instigate third persons to commit offenses outlined above or be an accessory to such offenses.

- 4) The Bidder(s)/Vendor(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)/Vendor(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)/Vendor(s) and the Bidder/Vendor accepts and undertakes to respect and uphold the Principal/Owner's absolute right:

- 1) If the Bidder(s)/Vendor(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/Vendor.
- 3) **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct of a Bidder or Vendor, or of an employee or a representative or an associate of a Bidder or Vendor 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/Vendor as deemed fit by the Principal/ Owner.
- 3) If the Bidder/Vendor 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/Vendors/Sub Vendors**

- 1) The Bidder(s)/Vendor(s) undertake(s) to demand from all sub-vendors a commitment in conformity with this Integrity Pact. The Bidder/Vendor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its sub-vendors.
- 2) The Principal/Owner will enter into Pacts on identical terms as this one with all Bidders and Vendors.
- 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 Vendor/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 Vendor 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.
- 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/Vendor)

**Signature and Seal of the Bidder**





## 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](mailto:purchase@iimtrichy.ac.in)

### 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 the Price Bid document.</i>		
2	(Cover 2)	Only the Price Bid document as per the BoQ1 and BoQ 2.		
3		Whether GST Registration Certificate is enclosed.		
4		Whether PAN is enclosed.		
5		Whether EMD has been paid and details given? If not, MSME or relevant Certificate submitted.		
6		Whether documents in support of meeting the basic eligibility conditions stipulated in the Tender document (i.e., proof for experience in similar nature of work, annual turnover, performance certification with verifiable contacts and financial solvency have been enclosed with the Technical Bid.		
7		Whether duly filled in Technical Bid documents (i.e., <u>Annexure-I</u> 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 a partnership firm or a Private Limited Company.		
		iii. Authorisation / 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 of verifiable contracts.		
		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		
8		Whether the Technical Bid documents as per Annexure-I of the tender document are submitted.		
9		Whether <u>Annexure – IV(A) and Annexure – IV(B)</u> are submitted as per the tender conditions.		
9		Whether Undertaking, Declaration and Near Relative Certificate attached as per <u>Annexure-VI</u> .		
10		Whether a Letter of Authorisation to attend pre-bid and tender opening meetings as per <u>Annexure-VII</u> is submitted.		
11		Whether the Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and overwriting/ erasures, if any, in the Technical Bid have been duly signed and endorsed with the seal?		
12		Whether an <b>Index or Table of Contents</b> of all enclosures to the Technical Bid has been prepared and attached to the Technical Bid to facilitate quick reference?		
13		Whether Tender documents and their Corrigendum have been signed with a seal on all pages by the Bidder.		