

NOTICE INVITING TENDER FOR OPERATING THE STUDENT MESS AND PROVIDING CATERING SERVICES FOR EXECUTIVE DINING AT IIM TIRUCHIRAPPALLI

निविदा सं.E-Tender No. 26SP027T dated: 25.04.2026

विवरण/Details	दिनांक/Date	समय/Time	Venue
कार्य/सेवा का नाम/ Name of Work/Service	<i>Tender for Operating the Students' Mess, and Providing Catering Services for Executive Dining at IIM Tiruchirappalli (for Executive Education and Consulting (EEC) Participants, and Institute/Corporate Guests).</i>		
Brief Scope of Work	<p>a. Operating the Students' Mess: Providing Breakfast, Lunch, Evening Snacks, and Dinner to approximately 1,100 hostel students of IIM Tiruchirappalli on a fixed "Daily Rate per Student" basis. The number of students is indicative and may vary; payment shall be made based on the actual number of students availing the mess services.</p> <p>b. Providing Catering Services for Executive Dining (EEC Participants and Institute/Corporate Guests): Providing catering services, including Breakfast, Lunch, and Dinner on a buffet basis, along with three snack services per day, for the Executive Dining facility catering to participants of Executive Education & Consulting (EEC) Programmes and Institute/Corporate Guests. Snacks shall be served at designated locations near the classrooms in the Academic Block and/or MDC Block, as specified by the Institute. Food and snacks shall be provided on a per-meal (per-person) basis, based on actual consumption counts provided by the User Departments.</p>		
विदा कागजात जारी करने की तारीख/Date of issue of Tender Document	25.04.2026	18.00 Hrs. onwards	-
Site Visit at IIM Tiruchirappalli (Mandatory)	Before the pre-bid meeting		Interested bidders must undertake the Site visit before the pre-bid meeting, as it is a prerequisite for both the pre-bid meeting and the submission of bids. Bids from bidders who have not conducted the Site Visit will not be considered for evaluation. Bidders must submit proof of site visit before the pre-bid meeting.
पूर्व-निविदा बैठक/Pre-Bid Meeting (Mandatory)	06.05.2026	11.00 Hrs.	It is mandatory for bidders to attend the pre-bid meeting, in person, to be held in the Deans' Office Meeting Room, Administrative Block, IIM Tiruchirappalli. <i>If the bidders failed to attend the pre-bid meeting and site visit, such bidders are not qualified to participate in the tender.</i>
निविदा कागजात जमा करने की अंतिम तारीख/Last date for Submission of Tenders	13.05.2026	14.00 Hrs.	-

तकनीकी बोली का खुलना /Opening of Technical Bid (<i>Tentative</i>)	14.05.2026	15.00 Hrs.	
Opening of Price Bid	<i>To be informed later</i>		
Validity of Tender	120 days from the date of opening of the price bid.		
Tender Document	From 25.04.2026 to 13.05.2026 (up to 14:00 Hrs.) on the e-tendering website https://eprocure.gov.in/eprocure/app The tender document can only be obtained after registration of the tenderer on the website https://eprocure.gov.in/eprocure/app .		
EMD Amount	EMD Amount Rs. 10,00,000/- to be remitted in the below IIM Tiruchirappalli Bank Account through online mode. Bank Account Details Name of the Beneficiary: IIM Tiruchirappalli Bank Name: State Bank of India SB A/c. No: 32170808935 IFSC Code: SBIN0071187		
Copies of the payment transaction receipt for EMD have to be attached to the application form, without which the bid won't be considered. The payment of EMD is exempted for MSME Bidders. Bidders claiming exemption should attach the required documentation to the tender document.			
SD Amount	Rs. 30,00,000/- (Rupees thirty Lakhs only) to be remitted by the successful Bidder to IIM Tiruchirappalli as Security Deposit. The SD amount will have to be remitted to IIM Tiruchirappalli, within seven days, along with the letter of acceptance from the receipt of the Provisional Work Order, failing which the Work Order will stand cancelled.		
Mode of Submission of Tender	The process will be conducted only through the Central Public Procurement (CPP) Portal online.		

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निविदा आमंत्रण सूचना

विवरण

भारतीय प्रबंधन संस्थान तिरुचिरापल्ली (आईआईएम तिरुचिरापल्ली) भारत सरकार के शिक्षा मंत्रालय के अंतर्गत एक राष्ट्रीय महत्व का संस्थान है। आईआईएम तिरुचिरापल्ली के बारे में अधिक जानकारी के लिए, कृपया हमारी वेबसाइट www.iimtrichy.ac.in पर जाएँ।

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.

IIM Tiruchirappalli invites Bids from experienced catering contractors for operating the Students Mess of IIM Tiruchirappalli and providing Executive Dining Catering Services to the Participants of the EEC Programme (hereinafter called as *EEC Participants*) as mentioned in the table below:

Service Description	No. of Students (Approx.)	Available facilities
a. Operating the Student Mess of IIM Tiruchirappalli	1100	Well-furnished kitchen with A/c Dining Hall (Ground Floor of the Mess Building) with a seating capacity of around 1,000 students at a time.
b. Providing Catering Services for Executive Dining at IIM Tiruchirappalli (for EEC Participants and Institute/Corporate Guests)	As per Annexure II (PART-A2)	The Executive Dining Hall is located on the first floor of the Mess Building, with a seating capacity of approximately 450 persons. The Service Provider shall ensure efficient utilisation and management of this dining facility, maintaining high standards of cleanliness, ambience, and service suitable for EEC Participants and Institute/Corporate Guests.

1. PERIOD OF CONTRACT

The selected Service Provider shall provide Catering Services for a period of one year. However, the contract shall be extended for a further period of up to two more years, on a yearly basis, if the services provided by the Agency are found to be satisfactory, on the same terms and conditions, and at the sole discretion of the Institute. The contract commencement date will be reflected in the Work Order issued to the selected Bidder.



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2. SCOPE OF WORK

2.1 Operating the Students' Mess:

Preparing and serving food (Breakfast, Lunch, Evening snacks, and Dinner) in the Students' Mess for around 1100 students on a contract basis at an agreed fixed "Daily Rate per Student" basis. The number of students is indicative and may vary; payment shall be made based on the actual number of students availing the mess services.

2.2 Providing Catering Services for Executive Dining for EEC Participants and Institute/Corporate Guests:

Providing catering services, including Breakfast, Lunch, and Dinner on a buffet basis, along with three snack services per day, for the Executive Dining facility catering to participants of Executive Education & Consulting (EEC) Programmes and Institute/Corporate Guests.

2.3 Snacks shall be served at designated locations near the classrooms in the Academic Block and/or any other location within IIM Trichy premises. Food and snacks shall be provided on a **per-meal (per-person) basis**, based on actual consumption counts provided by the User Departments.

The detailed Menu List is given in [Annexure II A1 for the Students Mess](#) and in [Annexure II A2 for the Executive Dining](#). The scope of work includes the following as well:

2.4 Procurement of LPG commercial cylinders, fresh groceries, vegetables, and raw materials, Other ingredients, etc., for running the Mess as per the menu mentioned in the Tender document shall be the responsibility of the catering contractor and shall be included in their expenses and arrangements.

2.5 The Students' Mess shall remain operational throughout the academic period from **June to March**, without any holidays. During special occasions such as Convocation, the Mess services shall continue to be provided to students on a need basis, at the same quoted rate per student per day.

2.6 The Service Provider shall provide catering services for Executive Dining **throughout the year**, including all months (**April to March**).

2.7 An indicative feeding strength is given below:

Period	Student Strength	Executive Dining (EEC Participants & Institute/Corporate Guests)	
		June to March	April to May
June-March	a. 1100 Students per day. b. In addition, about 20-30 people may come for dining on a paid basis.	Breakfast – 2820 total servings Lunch – 7220 total servings Dinner – 2820 total servings	200 – 250 total servings



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Vacation Mess for Doctoral Students and Employees of the Institute (**April – May**):

Period	Student Strength	Menu for the Vacation Mess
April – May	30-60	The rate for the Vacation Mess will be the same as the Daily Rate Per Student. The Doctoral Students and Employees of the Institute will come for dining during the said period. The Bidder is required to provide the Indicative Basic Menu for the Vacation Mess for breakfast, lunch, evening snacks, and dinner. Format for the Indicative Menu is available in Annexure-V (B) .

2.8 Deployment and Supervision of a required number of service personnel, such as cooks, servers, cleaners, storekeepers, and supervisors, etc., for running the mess for the students and providing catering services for the Executive Dining. If the deputed personnel are found insufficient at any point in time, the vendor should arrange additional staff as mandated by the institute. The Bidder is required to furnish the details to Manpower to be deployed at IIM Tiruchirappalli as per [Annexure – X](#).

2.9 Management and control of stocks and inventories.

2.10 Branded Hand Wash Liquids like Dettol/Savlon/Palmolive/Lifebuoy/Godrej, only to be used at the Student Mess, and diluted hand wash will not be accepted and will attract a penalty.

2.11 Cleaning and mopping of the kitchen, dining halls, and auxiliary areas three times a day.

3. PEST CONTROL MEASURES:

3.1 The contractor shall carry out necessary pest control measures in all kitchens, dining, storage, and associated areas at regular intervals to control the pesticide, mosquitoes, and rats to maintain hygienic conditions.

3.2 **Frequency:** Pest control activities shall be undertaken fortnightly (once every 15 days) or more frequently if required, depending on site conditions.

3.3 Compliance Requirements:

- All pest control activities shall comply with applicable health, safety, and statutory regulations.
- Only approved chemicals and methods shall be used.
- The work shall be executed through authorized/licensed pest control agencies, wherever applicable.

3.4 Documentation & Proof:

The contractor shall submit the following documents once every 15 days to the office of the CAO, marking a copy to the Estate Office:



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- Photographic evidence of pest control activities carried out.
- Bills/Invoices from the pest control service provider.
- Service reports/certificates, if applicable.

3.5 Inspection & Verification:

The institute/authorized representative reserves the right to inspect and verify the pest control activities and related documents at any time.

3.6 Penalty for Non-Compliance:

The following penalties shall be imposed for non-compliance:

- Non-performance of scheduled pest control activity and report submission: Rs. 2,000 per instance
- Delay in carrying out pest control beyond due date: Rs. 500 per day of delay
- Repeated non-compliance (more than 3 instances): Additional penalty of Rs. 5,000 and may lead to termination of contract

Dishwasher cleaning of plates three times a day, and cleaning of utensils. For cleaning vessels, a multi-step process, including soaking in hot water, is to be followed to ensure proper cleaning 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.

3.7 Camphor-based cleaning/hi-tech cleaning method to be used at the end of each dining time for Cleaning of dining hall floor, tables, and chairs after each meal

3.8 Cleaning of the kitchen drains on a continuous basis.

3.9 Cleaning of wash basins, wall tiles, and mirrors.

3.10 Maintenance of the equipment in the kitchen and dining hall. Proper use of equipment is the responsibility/liability of the Bidder.

3.11 Proper collection and storage of food and vegetable waste and safe disposal of the same outside the campus.

3.12 Safety and Security of workers deployed by the Vendor, equipment, utensils, and other items in the kitchen and dining hall.

3.13 Maintenance of records and documents related to the running of the mess and statutory compliances as per prevailing labour laws and other statutory compliances.

3.14 The contractor should be in a position to cater to the tastes of South Indian, North Indian, and Jain Food. Thus, the successful bidder (i.e., Vendor) has to provide Breakfast, Lunch, Evening snacks, and Dinner on a fixed “daily rate per student” basis.



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- 3.15 Special items of a minimum of 1(one) Vegetarian and 1(one) non-vegetarian extras are to be made available during Lunch and Dinner at the rates quoted in the Price Bid and can be changed based on demand and student's interest. Boiled eggs are to be kept as extras during breakfast and snacks.
- 3.16 Providing catering services for any other events of the Institute, which shall be considered necessary by IIMT at subsidised and mutually agreed rates, from time to time. Such catering services shall either be arranged within the mess facility or independently outside the mess area, but within the IIMT Campus.
- 3.17 Cleaning of the kitchen drains must be done continuously. If any blockage occurs due to the pouring of atta flour, vegetables, etc., into the drain line, the vendor will be responsible for removing it.
- 3.18 Cleaning and upkeep of all the restrooms/washbasins available in the mess building will be under the scope of the vendor.

3.20 Tentative Mess Timings

- Breakfast: 07.30 – 10.00 Hours
- Lunch: 13:00 - 15:00 Hours
- Evening snacks with tea: 17.30 – 18.30 Hours
- Dinner: 19.30 – 22.00 Hours

3.21 Tentative Timings EEC Participants

- Breakfast: 07.30 AM to 09.30 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)

4. AMOUNT PAYABLE TO IIM TIRUCHIRAPPALLI

- 4.1 The Vendor shall pay a sum of **Rs. 75,000/-** plus GST per month towards monthly rent for the Ground Floor and First Floor of the Mess Building. The vendor shall not be charged for rental during the summer vacation period (April and May) for the Ground Floor.
- 4.2 IIM Tiruchirappalli will provide the kitchen equipment mentioned in [Annexure-VIII](#) to the Successful Bidder. The items listed in Annexure VIII are tentative and will be updated after the pre-bid meeting. The bidders are required to see the kitchen equipment available in the Mess before the pre-bid meeting and raise any queries related to the Kitchen equipment.



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- 4.3 The air conditioners in the dining hall shall be under the control of the Estate Office of the institute. They shall switch them on and off at the approved timings. A separate meter will be installed for the HVAC, and the electricity charges for the same will be borne by the institute.
- 4.4 Electricity charges for the kitchen and dining halls (Ground and First Floors), except HVAC, will be levied at the prevailing TNEB tariff applicable to IIMT, based on actual consumption. A separate meter will be installed for this purpose. However, the electricity consumption for the garbage composter will be borne by the Institute, if applicable.
- 4.5 Water required for cooking, washing, and all other purposes will be supplied at cost to the Vendor by the Institute. Water consumption charges for the entire mess building, including, but not limited to, the kitchen, wash area, and dining halls located on the ground and first floors. The water meter will be fixed by the Institute. Water charges will be levied on actual consumption each month, based on meter readings, at Rs. 50 per kiloliter.
- 4.6 The electricity and water charges are subject to change as per the revised rates of TNEB and TWAD boards.
- 4.7 The installed RO water dispenser in the dining hall is to be cleaned once every 15 days, which is the vendor's scope. The same should be documented
- 4.8 RO water shall be provided by the Institute. The same shall be utilized strictly for cooking purposes only and shall not be used for any other purpose.

5. ELIGIBILITY CONDITIONS FOR BIDDERS

(Documentary Evidence to be provided)

The tendering Agency must fulfill the conditions mentioned in the succeeding paragraphs to be eligible for submission of the Bid:

- 5.1 The Bidder (s) should be registered with FSSAI and Goods and Services Tax Council for Goods & Services Tax (GST). A copy of the FSSAI, GST Registration Certificate, has to be submitted with the tender document. Copies of the GST Registration Certificate, PAN, and Bank account details should be submitted with the Technical Bid. The names appearing on all these documents, including the tender document, should be the same or linked.
- 5.2 The bidder should be registered with the appropriate registration authority, and the Agency should have been in operation for at **least 5 years** as of March 31, 2026. The Certificate of Incorporation should be attached along with the Technical Bid.
- 5.3 The bidders should have executed a similar job **in the last three years as of March 31, 2026**.
Similar Work shall mean:
- a) Running Students Messes successfully in renowned Educational Institutions such as IIMs, IITs, NITs, AIIMS / Central Universities / State Universities / Deemed



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Universities / Institutions of Eminence/ Renowned Private Educational Institutions / Universities or similar Institutions of National Importance (Top 50 rank in NIRF ranking across categories) with a minimum feeding strength of 900 – 1000 per day (900 – 1000 dining each for breakfast, lunch, and dinner).

or

- b) Running of Mess /Executive catering with a minimum feeding strength of 900 – 1000 per day (900 – 1000 dining each for breakfast, lunch, and dinner) in a Large Industrial or Commercial Establishments of repute.

Details of current and previous works to be provided in the given format attached to the Technical Bid.

5.4 The bidders should be able to provide supporting evidence, such as copies of work orders and testimonials/completion certificates from Clients and details of current works on hand, and other contractual commitments as of **March 31, 2026**, as detailed below:

- a) **Three similar works** (in a renowned Educational Institution (Top 50 rank in NIRF ranking across categories), or Large Industrial or Commercial Establishments of repute as part of a year-long arrangement), **each having at least 400 persons on its dining strength (each dining) [Order copy to be enclosed]**

OR

- b) **Two similar works** (in a renowned Educational Institution (Top 50 rank in NIRF ranking across categories), or Large Industrial or Commercial Establishments of repute, as part of a year-long arrangement), **each having at least 600 persons on its dining strength (each dining)**

OR

- c) **One similar work** (in a renowned Educational Institution (Top 50 rank in NIRF ranking across categories), or large industrial or commercial establishments, as part of a year-long arrangement) **having at least 900 persons on its dining strength (each dining)**, in the last three years.

5.6 The Bidders should submit **Performance Certificates** (As per [Annexure-XI](#)) from past clients/ongoing contracts for the attached Work Order of equivalent order size (issued in the last three years as on **March 31, 2026**), which need to be attached to the Tender document. The performance certificate should be certified by the responsible official from the concerned organisation with verifiable contact details & e-mail ID. The certificate(s) should be enclosed with the Technical bid. The Institute officials may also contact past clients to verify the authenticity of certificates and seek on-the-spot information on the quality of services provided, etc.



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- 5.7 All bidders shall be required to submit Satisfactory Performance Certificates from all their current clients in Central Government/State Government/Central Autonomous Bodies/PSUs/Deemed Universities / Institutions of Eminence/ Renowned Private Educational Institutions - (Top 50 rank in NIRF ranking across categories)/ Large Industrial or Commercial Establishments of repute, along with the Technical Bid. Failure to submit satisfactory performance certificates from all such clients shall render the bid liable for disqualification. ***The Work Order without a Performance Certificate without satisfactory rating will not be evaluated.***
- 5.8 The Average Annual Turnover of the Bidder for the last three years (2022-23 to 2024-25) should be at least **Rs. 5 Crores**. Copies of duly audited Balance Sheets with Profit & Loss accounts are to be submitted for the last three years as above, as per [Annexure-I](#) (Technical Bid). The year with no turnover would also be included when calculating the average.
- 5.9 Bidders should be regular in filing Income-Tax returns. A copy of the Income-tax returns filed and audited account statements for the last three financial years (2022-23 to 2024-25) should be submitted along with the Technical Bid.
- 5.10 The bidders should not have been ***blacklisted/terminated due to poor performance*** by any department of the Government of India or any State Government, and Private organization in the past. There should be no criminal case registered against the bidding firm or its owners/partners anywhere in India, and the Bidder should provide a self-declaration certificate confirming 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, to be enclosed, as per [Annexure-V](#).
- 5.11 Past Mess vendors of IIM Tiruchirappalli must submit a Performance Certificate and a No Dues Certificate, as applicable.

Note: Bidders should submit the documentary evidence for all documents mentioned above. The documents should be serially numbered and indexed, and the details of value, quantity, and keywords should be highlighted. The documents submitted in any language other than English should either be translated or a brief note of the contents should be submitted in English, which shall be verified by the institute.

6. SPECIAL CONDITIONS RELATING TO THE TENDER:

- 6.1 The current mess facility has six Bain-Marie counters, and the vendor is advised to use all six counters for lunch, considering the time constraints. The vendor has the liberty to use as many counters as required. However, the crowd management should be effective and efficient, and no complaints should be received whatsoever due to the deficit in the number of counters. The Hostel office can direct the identified agency to set up all six counters, if required. In such a case, the vendor should set up all six counters to serve the food to the students.



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- 6.2 The vendor shall operate the one or two bain-marie counters at the first floor for the EEC Participants based on the requirements of the Institute.
- 6.3 The vendor shall allow the employees of the Institute to dine in the Mess (for breakfast, lunch, evening snacks and dinner) as per the pre-decided menu finalized for the students' mess on a digital payment basis at the rate quoted for the Students Mess.
- 6.4 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.
- 6.5 The Vendor shall ensure quality/hygiene food and provide satisfactory/acceptable services without giving any room for complaints from diners.
- 6.6 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 to inspect quality and service at any time, and shall also be the sole judge of the dining services. IIMT also reserves the right to appoint a committee comprising Students, Officers, Staff, and Faculty to inspect the quality of materials used for cooking, the quality of food prepared and served, and the cleanliness of the mess and its surroundings. IIMT reserves the right to send the food samples to the Govt. approved food testing laboratories for conducting microbiological tests.
- 6.7 The types of kitchen equipment and dining hall facilities provided by the Institute are detailed in [Annexure-VIII](#). Dining tables and chairs will be provided by the Institute. The equipment should be used with utmost care. All equipment should be properly maintained at the Vendor's own cost. Apart from the equipment provided by the institute, the contractor has to bring equipment, if necessary, at his own cost. A chapati-making machine (with a capacity of 1000 chapatis per hour) and the Bread toaster (minimum 5 Nos. for the ground floor, which would cater for around 1000 students, and one for the first floor) should be made available in the mess facility, under the vendor's responsibility. In addition, the vendor should install kitchen equipment, such as a dishwasher and other essential equipment, to ensure effective food service to students.
- 6.8 The Vendor should make their own arrangements for providing all utensils like stainless steel plates, spoons, cups, jugs, tumblers, salt and pepper boxes, etc.
- 6.9 IIMT shall provide basic facilities such as furniture, cooking equipment, water cooler in the dining room. A stock register of items will be maintained. These facilities will be under the Vendor's control, and he/she will be responsible for any loss/damage.
- 6.10 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 for the oven and other equipment, to prepare food for students and serve in the Hostel Mess dining room. The Vendor should be solely responsible for the arrangements for gas refills, out of their own resources, and for their safe custody and use. The Vendor shall ensure that his staff is regularly trained in



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operating fire extinguishers through fire drills supplied by the Institute, and that the Vendor takes proper and adequate fire precautions, safeguards, and preventive measures against fire.

- 6.11 Being a food supply contract, all the edible materials like rice, dal, oil, sugar, jaggery, suji, etc., used by the contractor should be of good quality, free from insects and other adulteration/decay materials. Dalda/Vanaspathi, Food Colour, and Ajinomoto should not be used in the food.
- 6.12 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.
- 6.13 The food, raw materials, ingredients, etc., are to be of good quality, clean, fresh, nutritious, hygienic, and edible. No cooked food shall be stored/preserved after meals. All perishable items, such as milk, bread, vegetables, and chicken, must be procured daily. Not following IIMT's suggestions/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.
- 6.14 The Vendor shall use only branded raw materials and best quality items for preparing the food. The list of brands or products provided by the Institute in [Annexure-III](#) must be strictly followed. If the vendor has to change any brand for operational reasons, the request must be submitted to the institute for approval by the competent authority.
- 6.15 Purchase bills of all grocery and dairy items for a minimum of 15 days must be available at the mess manager's office for cross verification by the Food and Beverages Committee.
- 6.16 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. Chapati 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.
- 6.17 Procurement of first-quality branded groceries, vegetables, etc., will be the responsibility of the Vendor. Brands of other items will be decided by the IIMT. The members of the Hostel Food and Beverages Committee will check all materials brought to the mess and cooking practices. A register shall be maintained in this regard. In the event that the quality of the food served is poor or does not comply with contractual conditions, IIMT will be free to impose a penalty, as deemed fit, on the Vendor in accordance with the penalty clause.
- 6.18 Vendor shall provide light food such as milk, bread, soup, kanji, kichadi, upma, porridge etc., in lieu of meals to the sick student(s) during his/her sickness period and no extra charge will be paid for the same. The vendor must arrange for the food to be delivered to the Sick Student's Hostel Gate at the start of mealtime, with no additional packing or delivery charges.



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- 6.19 The vendor or his Mess Manager is required to remain present in the mess when the food is served. The daily menu should be displayed on the notice board.
- 6.20 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 Food and Beverages Committee.
- 6.21 Keeping the kitchen, dining halls, and mess premises neat, clean, and hygienic is the responsibility of the Vendor. Strict adherence to hygiene and sanitation of the mess and its surroundings is essential. Disposal of waste is getting flushed in drainage lines has to be cleared by the vendor. The suggestions/actions given by the Students' Food and Beverages Committee Regarding cleanliness, certain rules have to be followed, and all the expenditures will be borne by the vendor. Any violation by the vendor is liable to appropriate penal 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.
- 6.22 The mess utensils are to be cleaned using detergent powder/soap of approved quality with warm water after every meal and again soaked in the hot water tub/tank. Otherwise a penalty clause will apply.
- 6.23 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 penalty rate will be determined by the Institute.
- 6.24 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 authorised officials of IIM Tiruchirappalli, will be imposed on the Vendor for such incidents. Since the services include food and edible items, the provisions of the Prevention of Food Adulteration Act, 1954, are binding on him.
- 6.25 There will be a strict check on the quality of food. The items of food served will be checked by the Food and Beverages Committee constituted by the IIMT. Such a quality audit may be a test audit or surprise audit. The Food and Beverages Committee meeting will be held once in fortnight. The Vendor should attend the meeting to sort out the issue. If the quality of the food is below the standards, a fine will be levied as detailed in the penalty clause.
- 6.26 Transportation of all material, vessels, cutlery, and other implements, as well as their people, is entirely within the scope of the Bidder.
- 6.27 Any material/ equipment handed over by the institute to the vendor should be returned to the Institute in good working condition. While using, if any damage/repair is noted, it should be brought to the attention of the Institute administration immediately; failing which, the Institute



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will recover the same from the vendor.

- 6.28 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 found that the system is not followed, a daily penalty will be levied on the vendor. A proper record note should be maintained by the vendor.
- 6.29 Deep cleaning of the kitchen hood and mess area may be carried out during the vacation period, subject to extension of the contract based on performance. In cases where the vendor's contract concludes in normal course or due to any other reasons after the vacation period, the vendor shall be responsible for undertaking deep cleaning of the kitchen hood prior to handing over the Mess to the Institute, failing which the cost of the maintenance will be adjusted against the refundable SD amount. Routine maintenance, however, shall be carried out daily. The vendor must ensure that there are no oil leaks or drips from the hoods or related equipment. Any such occurrence shall attract a penalty.
- 6.30 The vendor should ensure the operation of all the hoods, exhaust and its motors, etc., on a daily basis. If any equipment malfunctions are noticed, they should be immediately brought to the attention of the Estate Office under intimation to the Administration Office and the Student Affairs Office.
- 6.31 The vendor shall intimate the Estate Office any MEP (Mechanical/Electrical/Plumbing) complaints for timely resolution, without any delay.
- 6.32 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 contractor.
- 6.33 The Vendor should not feed the dogs with food.
- 6.34 Any vendor of the Institute whose performance is evaluated as below a satisfactory rating during the contract period shall not be permitted to participate in future tenders of the Institute, and they will be placed under a cooling period. The cooling period, if any, will be decided by the Institute.
- 6.35 Penalty will be levied if the restrooms/washbasins/mirrors, etc., are not maintained neatly and hygienically as desired by the Institute. For any recurring incidents, the institute will perform maintenance and cleaning at the Agency's cost and risk, which will be recovered from the Agency's bill.

7. INDICATIVE DEPLOYMENT OF STAFF DEPLOYMENT AND QUALIFICATION:

7.1 The indicative deployment of the manpower for running the Students Mess in the Ground Floor and Providing Catering Services for the Executive Dining to EEC Participants and Institute/Corporate Guests at the first floor of the mess effectively. ***The Bidders are required to furnish the details of Manpower to be deployed at IIM Tiruchirappalli as per [Annexure-XII](#).***

S. No.	Designation	Minimum Strength	Desired Qualification	Remarks
1	Manager	2	Degree/Diploma/Certificate in Catering Management or Food Technology or Food Microbiology, along with a minimum of 5 years' experience.	A Shift – (6 am to 2 pm) B Shift – (2 pm to 10 pm)
2	Executive Chef	1	Degree/Diploma/Certificate in Food Production Management or culinary arts, along with minimum 5 to 8 year's experience out of which at least 3 year's experience in food production at a 3 star of above Hotel/Cafeteria with feeding strength more than 1000.	
3	Chefs (one south chef and one north chef)	2	Degree/Diploma/Certificate in Food Production Management, along with minimum 3-5 year's experience out of which at least 1 year's experience in food production at a 3 star of above Hotel/Cafeteria with feeding strength more than 1000. FoSTaC (FSSAI) Certification.	Expertise in preparing South Indian, North Indian, and Jain food items.
A	Students' Mess (ground floor) requirements			
4	Assistant Manager	1	Degree/Diploma/Certificate in Catering Management, or Food technology or Food Microbiology along with minimum 5 years' experience.	
5	Health Safety and Hygiene Officer (Food Safety)	1	Relevant diploma/degree with 02 years of work experience.	
6	Accounts Clerk	1	B.Com Graduate with 3 year's work experience.	
7	Store Supervisor	1	Any Graduate with 2 years relevant work experience.	
8	Purchase Supervisor	1	Any Graduate with 2 years relevant work experience.	

9	Service Supervisor	2	Degree/Diploma/Certificate in Catering Management or Food technology or Microbiology or Food Microbiology along with minimum 2 years' experience+ FoSTaC (FSSAI) Certification.	
10	Counter Service Staff	20	Minimum 1 year experience as a waiter/counter service.	
11	Production Staff	20	Minimum of 3 years relevant experience.	
12	Cleaning Staff (for each shift)	15	Minimum 1 year experience	
13	Dishwashing Staff (for each shift)	15	Minimum 1 year experience	
14	Driver	1	Driver with a commercial vehicle operation license (Driving License and Badge) and relevant experience.	
B	Executive Dining Hall (first floor) requirements			
15	Service Supervisor	1	Degree/Diploma/Certificate in Catering Management or Food technology or Microbiology or Food Microbiology along with minimum 2 years' experience + FoSTaC (FSSAI) Certification.	
16	Counter Service Staff	06	Minimum 1 year experience as a waiter/counter service.	
17	Cleaning Staff (for each shift)	02	Minimum 1 year experience	
18	Dishwashing staff (for each shift)	02	Minimum 1 year experience	

Note:

- i. The above numbers are only indicative, and this may increase as per the Institute's requirement. However, the vendor is welcome to deploy more manpower than the above requirement.
- ii. Dress code as per the job role should be issued for easy identification, relevant to their specific role.
- iii. Their roles and responsibilities must be clearly defined, and there should not be any exchange of roles between teams/ workers; that is, cleaning staff should be used only for upkeep and maintenance of the entire area. The dishwashing staff should only be used for washing utensils.

7.2 The Vendor shall engage a minimum number of competent employees (as mentioned in the above table) for running the Dining Hall services. The Manager and Assistant Manager must be available during mess operating hours. Expenses on account of payment of Salary/ Wages/



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Food/ Uniform/Personal Protective Equipment and other benefits, including statutory payments like EPF, ESI/Group Insurance coverage, Holiday wages, Gratuity, Bonus, etc., to the deployed personnel shall be borne by the Vendor. The Vendor shall have full control over its employees, including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time.

- 7.3 The employees, like chefs and cooking helpers, should wear a separate colour uniform, and the housekeeping supervisor and staff should wear separate colour uniforms.
- 7.4 The cooking staff shall not be used as cleaning or housekeeping staff. All the workers and cooks should be healthy and medically fit. The Vendor should ensure that all their workers are free from communicable diseases. If any mess worker is found medically unfit, he/she may not be given permission to continue his/her duties and the Vendor has to replace him/her immediately without fail.
- 7.5 IIM Tiruchirappalli will not be liable for any medical attention, injury / loss of life of the mess or any other worker engaged by the contractor in the preparation, transportation of the food items to the Dining Halls and further service as per the contract. A suitable insurance coverage for the Personnel shall be arranged by the Vendor at his own cost to compensate for any loss to their workmen, as per the legal provisions.
- 7.6 In the case of delay / default in payment of contribution under ESI Scheme and EPF Scheme besides the recovery of the amounts due by the Bidder outwards their contribution, penal interest and / or damages as may be levied by the ESI or PF Authorities, a penalty of 20% of the above amount would also be levied and recovered from their running bills. In the event of termination of the contract for any reason whatsoever, the Security Deposit will be refunded only upon due satisfaction regarding the payment of ESI and EPF dues by the Bidder.
- 7.7 The Vendor is required to maintain the personal details, including educational qualifications and Aadhar & PAN details of all his employees/Mess workers, along with their photographs, and same shall be submitted to the Office of the CAO in the format that may be prescribed.
- 7.8 The Vendor shall be responsible for the proper conduct and behaviour of the mess workers engaged by him. The Vendor, along with his workers, has to behave politely with hostel residents. If it is found that any worker has misbehaved with any of the hostel inmates, the vendor has to act as suggested by the IIMT.
- 7.9 The Manager conversant with English/Hindi should be appointed. The cooks employed should have expertise in preparing South Indian, North Indian, and Jain food items. The Vendor shall maintain the register containing the details of staff deployed with Name, designation, qualification, experience, etc., and the register shall be open to the scrutiny of the authorized officials of IIMT.



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- 7.10 Employment of child labour is prohibited.
- 7.11 The employees of the Vendor should wear a uniform along with a cap, gloves and an apron, etc.
- 7.12 The employees cannot reside in the place of work except to the extent necessary for their duty in respect of the functioning of the dining facility. The Institute will permit the Vendor to use the 1st floor of the mess building for worker accommodation. The Vendor should maintain their accommodation area in a neat, clean and hygienic condition.
- 7.13 All expenses relating to the employment of the mess workers engaged by the Vendor shall be within the scope of the Vendor.
- 7.14 The Vendor should produce the record of duty hours and pay structure as per rules, for inspection by authorised government personnel and IIM Tiruchirappalli and for meeting other statutory and non-statutory benefits/obligations.
- 7.15 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 institute, 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 must comply with all Labour and government laws, as well as all statutory obligations, regarding the employment of mess workers. The Vendor shall be solely responsible for any dispute/violation of labour laws.
- 7.16 The Vendor shall be solely responsible for any claim arising out of employment or termination of employment of its employees and for statutory payments. It is agreed that there is no employer-employee relationship between the IIMT and the Vendors' employees in any way whatsoever, and the Vendor has to carry out their business as an independent Vendor.
- 7.17 It is the Vendor's sole responsibility to comply with various statutory and non- statutory obligations such as Labour License (under Contract Labour Regulation and Abolition Act, 1970 and Prohibition of Child Labour Act 1996) and shall produce the same for verification and record within a fortnight from the date of signing this contract, failing which the contract is liable to be terminated. The other statutory obligations arising from Prevention of Food Adulteration Act, Public Health Act, Payment of Minimum Wages Act, Workman Compensation Act, Factories Act, Employees Provident Fund Act, Employees State Insurance Corporation Act, GST Act, Payment of Bonus Act, Tamil Nadu Industrial Establishment, (National Festival Holidays) Act 1958 and the Rules framed thereunder or any other Laws and Rules as may be applicable from time to time etc., have to be fully complied with and furnish proof for such compliance to the Licensor every month or at such intervals as may be called upon by the Licensor. Compliance with the stated statutory obligations falls within the Vendor's scope.



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- 7.18 The Vendor shall issue uniforms for all the staff employed by him and shall provide an identification badge embossing the name of such staff. The cost of providing uniform dress and laundry charges for the same shall be within the Vendor's responsibility and scope of work.
- 7.19 The Vendor shall not employ any mess worker whose track record is not good. He should not have been involved in any crime/offence/police case / previous history of misbehaving with the diners.
- 7.20 The Vendor's employees shall maintain good discipline and relationships within the Institute, the Food and Beverages Committee, and the students. In the event of any complaint or commission of an act of misconduct by the Vendor's employees, the Vendor shall take prompt action, including removing the said employee from the dining facility. The Vendor shall deal with all disputes relating to their employees without involving the IIMT authorities. Any act by the Vendor or its employees bringing disrepute to the Institute shall warrant the automatic cancellation of the contract. The decision of IIMT in this regard is final and binding on the Vendor.
- 7.21 **The persons to be deputed by the service provider**, being their own employees or otherwise, shall be their sole employees, and IIM Tiruchirappalli shall not have any relation whatsoever with the employees of the service provider. He / She will be fully responsible for their acts, conduct and any other liability. No right whatsoever, much less a legal right shall vest in the Service Provider's employee to claim/have employment or otherwise seek absorption in the Institute nor the Service Provider's employee shall have any right what so ever to claim the benefits and for emoluments that may be permissible or paid to the employees of the Institute. The employee of Service Provider will remain the employee of the Service Provider and this shall be solely the responsibility of the Service Provider to make it clear to their employees before deputing them on Work at the Institute.
- 7.22 **Safety of Working Personnel:** The Vendor should ensure adequate safeguards for personnel when employed on work where human risk of health/injury is involved.

8. INSTRUCTIONS TO BIDDERS

8.1 Downloading of Tender Document

Tender Documents can be taken from the CPP Portal <https://eprocure.gov.in/eprocure/app>.

No Tender fee is payable

8.2 Earnest Money Deposit:

- a) The Bidder (s) should remit an Earnest Money Deposit (EMD) of **Rs. 10,00,000/- (Rupees Ten 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.



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- 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.

8.3 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.

8.4 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.
- b) 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.
- c) 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)



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and brother's wife, sister(s) and sister's husband (brother in law).

8.5 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.

8.6 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.

8.7 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](#).

8.8 Price Bid Details

- 8.8.1 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.
- 8.8.2 **Price Band for Students' Mess Operations:** The bidders shall quote their rates excluding GST for operating the Students' Mess on a **per student per day basis**, strictly within the prescribed price band of **Rs. 230/- to Rs. 280/- (excluding GST)**.
- 8.8.3 **Price Band for Executive Dining Services:** The bidders shall quote their rates for providing catering services for Executive Dining (for EEC Participants and Institute/Corporate Guests) strictly within the following prescribed price bands:
- **Breakfast:** Rs. 200.00 to Rs. 250.00 (excluding GST) per person
 - **Non-Veg Meal:** Rs. 400.00 to Rs. 500.00 (excluding GST) per person
 - **Veg Meal:** Rs. 300.00 to Rs. 450.00 (excluding GST) per person
 - **Refreshments & Snacks:** Rs. 10.00 – Rs. 80.00 (excluding GST) per person
(The detailed split up has been given in the BoQ for various items-[Annexure II A2](#))

Any bid quoting the rates **outside the specified price bands** shall be treated as **non-responsive** and shall **not be considered for further evaluation**.

- 8.8.4 The Bidder will be selected on the QCBS system.
- 8.8.5 The quantities mentioned in the Price Bid are tentative and shall be increased or decreased depending upon the requirements of the Institute.
- 8.8.6 Bids must be submitted with the rates for all the items of the work involved, and any incomplete bid will not be considered.
- 8.8.7 The vendor is welcome to provide additional equivalent snack items during execution in consultation with the Institute.
- 8.8.8 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 at MRP rates or lower.
- 8.8.9 The Rates quoted by the Bidder should be **inclusive of all charges 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 additional amount beyond the quoted price. No claim on this account whatsoever shall be entertained at any stage, including the extended period, if any.
- 8.8.10 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.



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Trichy - Pudukkottai Main Road, Tiruchirappalli-620 024, Tamil Nadu

Phone: 0431-250 5022/5121/22 | E-Mail: purchase@iimtrichy.ac.in

8.8.11 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.

8.8.12 The bidders can send an email to purchase@iimtrichy.ac.in to seek clarification on the scope of the work covered by this Tender, if required, before the pre-bid meeting.

8.9 Validity of Bids and Rates:

The quote shall remain valid and open for acceptance for 120 days from the date the price bid is opened.

8.10 Escalation of Price:

There shall be a performance review at the end of each year, along with a provision for annual price escalation of up to 10% per annum to absorb increases in input costs. All other terms and conditions of the Contract shall remain the same. The decision of the competent authority is final.

9. PROCEDURE FOR SUBMISSION OF BIDS

9.1 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>.

9.2 Registration

- Bidders are required to enroll 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 recognized 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 for ensuring that they do not lend their DSCs to others, which may lead to misuse.



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- f) 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.

9.3 Searching for Tender Documents

- a) There are various search options built in 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 a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords, etc., to search for a tender published on the CPP Portal.
- b) 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 intimate the bidders through SMS/e-mail in case a corrigendum is issued to the tender document.
- c) 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.

9.4 Preparation of Bids

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) 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 document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- c) 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.
- d) 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 bid submission process.

9.5 Submission of Bids

- a) The Bidder should submit the bid online in two parts viz. Technical Bid and Price Bid. The technical bid, along with the 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.



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- b) 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. The bidder will be responsible for any delays caused by other issues.
- c) 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) 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 to be filled 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 it and submit it 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) All the documents being uploaded by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized 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 buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 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) The bid summary has to be printed and kept as an acknowledgment of the submission of the bid. This acknowledgment 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.



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10. SITE VISIT AND PRE-BID MEETING

All bidders must visit the site mandatorily before attending the Pre-bid meeting. To schedule the Site visit, the bidder should send a formal email to purchase@iimtrichy.ac.in. After getting confirmation from the Institute, the bidder can visit the site.

A Pre-Bid Meeting with the intending bidders will be conducted in person at the Deans' Office Meeting Room, Administrative Block, IIM Tiruchirappalli, on 06.05.2026 at 11.00 Hrs. to clarify doubts that shall arise before submitting the bids. The vendors are instructed to visit the site before attending the pre-bid meeting.

The bidders need to send the scanned copy of the letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before 15.00 Hrs., on 05.05.2026, for attending the Pre-bid meeting as per the format enclosed vide [Annexure-VI](#).

The Bidders are requested to mail their doubts/queries to purchase@iimtrichy.ac.in, prior to the pre-bid meeting, i.e., by 15.00 Hrs., 05.05.2026, to enable us to clarify the doubts in the pre-bid meeting itself.

11. OPENING OF TECHNICAL BID

The Technical bid will tentatively be opened by the Tender Opening Committee on **14.05.2026 at 15.00 Hrs.** on the CPP Portal.

12. TENDER EVALUATION PROCESS

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

The process of selection of the successful bidder would be determined as follows:

12.1 Stage 1: Document verification

The documents submitted by the bidders will be verified as per the eligibility criteria mentioned in the tender requirement to ensure the bidders are qualified for further process. If the bidders failed to submit the required valid documents as per the eligibility criteria, the bidders will not be qualified for further process. No communication will be entertained at any cost.

12.2 Stage 2: Technical Evaluation

The committee will evaluate the bidders as per the parameters mentioned in the table given below. The bidder who qualify in Stage 1 (Preliminary Evaluation) shall be shortlisted for Technical Evaluation and invited to make a presentation before the duly constituted Evaluation Committee of the Institute. The presentation shall be conducted either in physical or virtual



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mode, as decided by the Institute, and the Institute's decision in this regard shall be final and binding.

The bidders shall prepare and submit a comprehensive Technical Proposal that includes all relevant information required for evaluation, in accordance with the Technical Bid requirements. The bidders may also furnish any additional information, documents, or supporting materials that demonstrate the technical capability, methodology, and robustness of the proposed solution, in alignment with the Scope of Work and evaluation parameters.

Participation in the presentation shall be permitted only to authorised representatives of the bidder. Such representatives shall submit a scanned copy of the Letter of Authorisation, duly signed and stamped by the competent authority of the firm, to purchase@iimtrichy.ac.in in the prescribed format provided in [Annexure-VI](#), prior to the presentation.

The details regarding the presentation, including the schedule, mode, and other relevant instructions, shall be communicated by the Institute to the bidders who qualify in Stage 1 (Preliminary Evaluation).

The Technical Evaluation shall be carried out based on:

- The information furnished in the Technical Bid,
- Supporting documents submitted by the bidder, and
- The demonstration-cum-presentation is to be made before the Evaluation Committee.

The Technical Score (TS) shall be computed out of a maximum of 100 marks, based on the following criteria:

Sl. No	Descriptions	Maximum Marks
1	Financial Soundness/Turnover: The average turnover of the last three years (2022-23 to 2024-25), as reported in the audited financial statements will be considered. a. Rs.5 to 10 Crores = 2.5 marks; b. Rs.10.01 to 20 Crores = 5 marks; c. Rs.20.01 to 30 Crores = 7.5 marks; d. Rs.30 Crores and above =10 marks.	10
2	Catering Experience in the last three years as of 31st March 2026: Mess contracts/work orders in an educational institution (Top 50 rank in NIRF ranking across categories – best of 2023-25 will be considered) or large industrial or commercial establishments with a feeding strength of above 1000 per day (in the last three years as of 31st March 2026). a. Above 3 Work Order / Mess Contracts: 10 marks b. 2 -3 Work Order / Mess Contracts: 05 marks The performance certificate should match the details mentioned here. Note: The maximum marks shall be restricted to 10 under this category.	10

3	<p>Performance Certificates from the contracts mentioned in Point No. 2 above i.e. an educational institution (Top 50 rank in NIRF ranking across categories – best of 2023-25 will be considered)</p> <p>or</p> <p>large industrial or commercial establishments with feeding strength above 1000 per day (in the last three years as of 31st March 2026) will be considered. The work order value is at least Rs. 100 lakhs each with the verifiable contact details should be enclosed along with a copy of the Work order):</p> <ul style="list-style-type: none"> • 10 marks for each completed work. × Maximum of 3 work orders <p>(The above mark will be awarded based on the performance rating, such as, Excellent – 10 Marks, very good – 8 marks, good – 6 Marks, satisfactory – 2 Marks, Others – No marks or Zero Marks)</p> <p><i>(Any Performance Certificate without a work order copy, below satisfactory, contact details, or not in official format would not be considered.</i></p> <p><i>Note: The maximum marks shall be restricted to 30 under this category</i></p>	30
4	<p>Presentation:</p> <p>The presentation by the Bidders will be evaluated on the following parameters:</p> <ol style="list-style-type: none"> Daily Menu plan for the Students including presentation, live counter etc. Meal plan for the EEC Participants including presentation, live counter etc. Plan to ensure that EEC menu and Student menu is sufficiently different Plan for running the vacation mess including menu. Staffing deployment plan from June to March. Staffing deployment plan from April to May. Planning, presentation, staffing and Serving of quality snacks to the EEC participants and Institute/Corporate Guests. Frequency of site visit, auditing by the vendor’s head office, and meeting with the FnB committee, and clarity in understanding Institute requirements, student expectations, and mess operations. Proposed plan for food preparation, service model, menu planning, and execution strategy Cleaning and Hygiene standards, score card, schedule with evidence. FSSAI compliance, kitchen practices, quality checks, and audits List of machinery/kitchen equipment availability and plan for distribution to the site, which are not available with the institute, such as Chapati machine, toaster, dishwasher, and other machines, mechanism as per the menu) Staff qualifications, supervision, training, and contingency arrangements Use of technology for mess operation, crowd control, billing, menu diversity, feedback systems, sustainability practices, auditing, etc. Experience in serving a varied menu to students during festivals, weekends, etc. Experience in serving Premium/executive dining services. Evidence-based presentation structure, and ability to respond to queries 	50
Total Marks (Technical Score)		100

If any performance certificate issued during the last three years, including current mess services, is found dissatisfactory, the vendor will be disqualified from the technical bid process.



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Note:

In addition to the technical evaluation mentioned in the tender document, a Committee from IIMT may visit the premises of the establishments where the Bidder has ongoing contracts (one or two or more) to check the quality and standards maintained by the Bidder based on the parameters mentioned below:

- a) Food Quality and variety
- b) Diverse Menu Options
- c) Catering for Executive Functions and Special Events
- d) Customer Feedback Mechanism
- e) Dedicated Staff that display professional qualities and a presentable appearance
- f) Ability to ensure the maintenance of the stock of raw materials
- g) Cleanliness and Hygiene

12.3 Selection of the vendor shall be based on the *Quality and Cost Based Selection (QCBS)* method under Rule 192 of the General Financial Rule 2017. The proposals will be evaluated based on the following factors.

12.4 The final selection of the vendor shall be based on the Quality and Cost Based Selection (QCBS) method with *70% weightage for technical* evaluation and *30% weightage for commercial* evaluation.

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

13. OPENING OF PRICE BID

A minimum of 70 out of 100 marks in the technical bid evaluation is required to be eligible to participate in the price bid.

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

30% weightage assigned to the Financial Evaluation (Price Bid) under the QCBS method is further sub-allocated as follows:

- Price Bid Component for Students' Mess: 70%.
- Price Bid Component for EEC Programme Catering Services: 30%.

The TCS of a bidder with technical score T and commercial bid value C is calculated using the following formula.

$$TCS = 0.3 * C1 / C + 0.7 * T / T1$$



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where C1 is the lowest commercial score, and T1 is the highest technical score.

The technical score will be revealed to bidders only just before the opening of the commercial bid.

The work order will be awarded to the Bidder securing the highest combined TCS score. In the event that two or more bidders have the same TCS score in the final ranking, the Bidder with the highest technical score will be declared as a successful Bidder.

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

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

14. SELECTION OF VENDOR:

- 14.1 **Part A of Price Bid**, i.e., the daily rate per student (70%) and Catering services for Executive Dining to EEC participants & Institute Guests for the given counts and menu (30%) will be considered in selecting the L1 Bidder.
- 14.2 The rates for extra items mentioned in **Part B of the Price Bid** will be negotiated with the selected Bidder and finalized. The rates for the extra item will not be considered for selection.
- 14.3 IIMT will reserve its right not to consider L1 (Bidder securing the highest combined TCS score) if, in its assessment, the lowest rate is unreasonably low compared to the prices of food items for the stipulated menu in the market.
- 14.4 The Institute reserves the right to accept or reject all offers, including the lowest, without assigning any reason.

15. RESOLUTION OF TIE CASES:

In the event that two or more bidders have the same TCS score in the final ranking, the Bidder with the highest technical score will be declared as a successful Bidder.

16. GENERAL TERMS & CONDITIONS

1. Price:

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



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2. Payment Terms:

- No advance payment will be made in any case.
- The Vendor shall also furnish a certificate in every Mess Bill to the effect that the amount claimed is inclusive of applicable GST and disputes that any arise on that issue will be settled amicably between the Vendor and the GST authorities concerned without involving IIM Tiruchirappalli as a party to the dispute.
- The vendor shall install the bio metric devices for marking their attendance in the mess, with a provision in a device to download the data in excel format, which will be submitted to the Hostel Office.
- The monthly bill amount will be disbursed based on the performance review by the Students' Food and Beverages Committee Every month, based on the following criteria:

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

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

- The Vendor shall submit the mess bill in the form of a Tax Invoice containing the details of GST Registration number of the Vendor and IIM Tiruchirappalli (**33AAAI5004RIZO**) along with HSN/SAC code every month on or before the 7th of the subsequent month. After deducting the amounts for rent, electricity, water charges, TDS, etc., and any penalty, if any, payment will be made within **fifteen working days** from the date of receipt of the monthly mess bill. This is subject to the production of bills.
- While calculating the Monthly Mess Bill amount, in respect of student diners who stay away for more than two continuous days on official assignment of the Institute or under medical grounds during the regular mess service, the (N-2) formula shall be applied for mess reduction/ rebate, only when the student fills the google form or other system floated by the Food and Beverages Committee where N is the number of days continuous (02 days) absent by the student diner. This doesn't apply to term breaks and summer vacations, wherein the student will be given full waiver on those days.
 - For example**, if a student is not dining in the mess facility for three continuous days (on official assignment of the Institute or under medical grounds), then the student will get a waiver for only one day (3-2) from mess charges.
- The Food and Beverages Committee shall collect data from the students through a google form with meal count on day to day basis and this information will be given access to the vendor for food preparation and for avoiding shortages/wastages.



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- h) The Vendor should produce the proof for remittance of PF, ESI, and Salary payment to workers in each worker's name every month, along with the mess bill. The certificate for having paid minimum wages to the mess workers must be submitted by the Vendor along with the monthly bill.
- i) TDS and any other Government levies applicable on bills as per Government instructions/ notifications issued from time to time shall be applicable and deducted from the vendor's bills.

3. **Penalty Clause:**

Vendor will be required to maintain a complaint register in the ground floor and first floor of the Mess, which will be put up to Hostel office for the students/EEC Office for executive participants and any other respective user departments on weekly basis & to the contract controlling office as and when called for, along with details of corrective action taken. The Committee comprising of representatives of Vendor (by invitation), Hostel Office, and respective user departments, and respective student bodies shall investigate the recurring and serious complaints. Based on recommendations of SA Office/EEC Office/any other respective user departments, General Administration office will issue a show cause notice to the mess vendor in the first instance, requesting an explanation. A satisfactory response will nullify the report with a warning to the mess vendor to exercise caution.

If the response is unsatisfactory, a fine shall be levied from the vendor according to the nature of the complaint/deviation reported, which shall be deducted from the next bill payable to the vendor.

The various service deficiencies and deviations from contract terms, along with the applicable penalties according to the nature of complaints, are illustrated below. The list of deficiencies and corresponding penalties is indicative and not exhaustive; any additional deficiencies or violations identified during Internal/external audits or reports by students or staff shall attract penalties as determined by the Competent Authority.

The penalty will be recovered from the bills due to the vendor if any one of the below deficiencies is found.

<u>Quality of Food, Hygiene and Sanitation (Min Penalty: Rs. 50,000/-)</u>
<ul style="list-style-type: none">❖ Serving substandard or unsafe food.❖ Consistent complaints about the taste, freshness, or hygiene of the meals.❖ Failure to maintain a clean and sanitary kitchen and dining area.❖ Violations of health and safety regulations of mess staff leading to potential health risks.❖ Failure to implement effective pest control measures in the kitchen and dining areas.❖ Violations of proper food handling practices, leading to contamination or foodborne illnesses, presence of foreign particle like hair, stone, safety pin or wire or worms etc.❖ Issues related to food poisoning, stale food, and serving old stock.❖ Serving partially cooked item/meal, non-veg items found in veg meal.❖ Use of banned/expired MRP products.

Operational Issues (Min Penalty: Rs.25,000/-)

- ❖ Deviating from the agreed-upon menu items and offerings.
- ❖ Serving food that does not meet the specified quality standards in the agreement.
- ❖ Poor control over inventory, leading to shortages, food wastage or expired ingredients.
- ❖ Complaints about poor service, including staff behaviour and responsiveness.
- ❖ Inefficient operations causing delays, errors, or disruptions in service such as food is not refilled on time and there are delays in replenishing dishes etc.
- ❖ Neglecting to maintain kitchen equipment, leading to breakdowns or safety hazards.
- ❖ Failing to provide adequate training for kitchen and service staff as agreed upon
- ❖ Charging prices above the MRP and higher than the agreed rates in the mess contract
- ❖ Insufficient stock of snacks, ice-creams, biscuits, cold drinks, and other Maximum Retail Price (MRP) items.
- ❖ Non-availability of Vendor Supervisor at Mess Timing.
- ❖ Not removing waste from the Kitchen, delay in removing food / production waste & dry waste from the campus.
- ❖ Using banned products/chemicals for cleaning and pest control operations.

Deviation from contractual terms (Min Penalty: Rs. 25,000/-):

- ❖ Failure to maintain the required number of staff as per the agreement, violating staffing clauses.
- ❖ Employing staff members who do not meet the qualifications specified in the agreement.
- ❖ Failure to make mandatory contributions to EPF and ESI as per government guidelines.
- ❖ Not paying wages to staff in accordance with government guidelines or as specified in the agreement.
- ❖ Operating without obtaining the necessary licenses mandated by regulatory authorities.
- ❖ Neglecting to conduct mandatory medical check-ups for staff, as outlined in the agreement.
- ❖ Not distributing salaries to staff members on time, violating payment timelines in the agreement.
- ❖ Not providing uniforms to staff, as required by the agreement, or staff not wearing uniforms during duty hours.



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Damages to Infrastructure and Improper Cleaning (Min Penalty: Rs. 25,000/-):

- ❖ Improper cleaning of floors
- ❖ Improper cleaning of tables and chairs
- ❖ Improper cleaning of restrooms
- ❖ Improper cleaning of wall tiles and mirrors in the washing area and restrooms.
- ❖ Blockage of drainage using vegetable waste and flour.
- ❖ Damages to the building, floors, tables, chairs, wall tiles, mirrors, etc.

In this regard, the bidder is required to submit a declaration as per [Annexure – V\(A\)](#).

4. Forfeiture of Earnest Money:

The earnest money will be forfeited in the following cases:

- a) Earnest Money is liable to be forfeited and the bid is liable to be rejected, if a bidder withdraws or amends or impairs or derogates from the tender in any respect within the period of validity and/or after opening the tender. Such bidders will also be blacklisted.
- b) When information/certificate/document furnished is found to be false at any stage.
- c) When the bid documents have been manipulated or altered after they are downloaded from the website.

5. Performance Security Details

- a) The successful Bidder will be required to remit an interest-free Performance Security Deposit of **Rs. 30,00,000/- (Rupees thirty lakhs only)** through online transfer to the IIM Tiruchirappalli Bank Account within seven days from receipt of the work order. The security deposit will be refunded to the vendor upon 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.

6. Governing Law and Settlement of Disputes - IEMs Details:

6.1 The Contract shall be governed by and interpreted by the laws of India.

6.2 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**
- b) **Shri. Akhilesh Kumar, Former SDG, CPWD, Email: er.akhilesh@yahoo.co.in**

7. 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.

8. 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.



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9. 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-XIII](#).
10. 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.
11. **Damage, loss and injury to Students/ Property:** The Vendor shall at his own expense reinstate and make good to the satisfaction of the Institute for any injury, loss or damage occurred to any property of the Institution, Students, Staff/Employees/Workers of the Institution, the injury loss or damage arising out of or in any way in connection with the execution or purported execution under the contract. Due process shall be followed for investigating such cases.
12. In case the Institute, be held liable for any loss, damage or compensation to third parties arising by the Vendor, such loss, damage or compensation shall be paid by the Vendor to the Institute together with the costs incurred by the Institute on any legal proceedings pertaining thereto otherwise, IIMT will be entitled to recover such damage/loss out of the outstanding bills or from the Performance Security Deposit of the Vendor.
13. The service provider shall not be allowed to change its name after the award of the contract. Last Payment: The last payment of the service provider will be cleared only after obtaining clearance of any liabilities pending in the Institute.
14. **The signing of 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.
15. During vacation, the mess will remain closed. However, if students are staying back, the vendor shall provide service to the students staying in the hostel. During vacation time, if the students' strength falls below a certain number, the rate at which the catering services are to be provided to the students will be decided jointly. The Licensor will give prior information on the actual strength during vacation. A vacation mess shall be provided by the Vendor.
16. There could be surprise checks where institute officials would visit and check the quality of food. Occasionally, the faculty, staff, and other guests of the institute shall use the mess facilities on an individual payment basis at the same rates provided to the students. A separate table could be reserved for them, and the institute shall not make any payment for such services.



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17. The institute may issue special orders for large-volume catering for events like Convocation, Foundation Day, Conferences, etc., to the contractor along with the infrastructure arrangements, if required, for the mutually agreed subsidized rate. If there is no change in the menu, the vendor shall provide the catering services at the tendered rate.
18. For such events, the vendor should serve the items on lightweight white ceramic plates. 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. The rate for providing such services will be negotiated on a mutually agreed rate.
19. 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.
20. To arrange food (as per the menu given in [Annexure II A2](#)) in the First Floor Dining hall for the EEC participants and Institute/Corporate Guests. The food will be served on a buffet basis, with details provided in advance. The serving venue would be the First Floor Dining Hall (Mess) or any other location on Campus, depending on the number of Diners and the type of event. Generally, there are about 150 events per year, with the number of diners ranging from 25 to 180. In some occasional instances, the number of diners could be less than 10.
21. The items should be served fresh and hot for all the events/meetings.
22. IIM Tiruchirappalli reserves the right to carry out the post-payment Audit and technical examination of the work and final bill, including all supporting vouchers, abstracts, etc., and enforce recovery of any sum becoming due as a result thereof. However, no such recovery shall be enforced after three years of passing the final bill.
23. Storage/consumption of any alcoholic drink/liquor is strictly prohibited. The Vendor shall not serve any such substance/drink in the mess/hostel. Smoking, consuming tobacco, etc., are also prohibited in hostel/mess premises.
24. It will be the sole responsibility of the bidder to execute the entire contract on their own. The Vendor should not assign or sublet the contract to any other person(s).
25. After the award of the contract, the Vendor shall work closely with the Food and Beverages Committee in fine-tuning the menu, timings, and service requirements.
26. In case the Vendor fails to operate the contract or comply with any of the contractual obligations, IIMT reserves the right to get the same done at the Vendor's risk and cost by another agency apart from the recovery of a penalty.



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27. The Vendor shall be responsible for providing at his own expense for all precautions to prevent any loss or damage to the mess facilities.
28. All necessary personal safety equipment (including a first aid kit) as considered adequate shall be made available by the Vendor for use by personnel employed on the site and maintained in a condition suitable for immediate use. The Vendor shall take adequate steps to ensure proper use of equipment by those concerned. Special emphasis will be placed on fire safety norms and the proper operation of electrical gadgets/instruments and firefighting equipment placed at the disposal of the hostel mess. The Vendor shall take appropriate safety measures against the outbreak of fire and will be held responsible in case of such an incident occurring. Liability/responsibility in case of any fire accident or any other accident causing injury/ death to mess worker(s) / inmate(s) or any of their staff shall be with the Vendor. IIMT shall not be responsible in any way in such cases. The Vendor is responsible for organizing periodic training for the staff on fire and safety measures.
29. **Vendor's Scope:** The Vendor is responsible for maintaining the kitchen equipment (e.g., Freezer, Flycatcher, Bain Marie, Motors, Fresh air fan, Exhaust fan, Hood, etc.) supplied by the Institute in good working condition. The vendor has to check the working condition of the equipment at the time of taking over the Mess. If any equipment gets damaged after handing over to the vendor, it is the responsibility of the Vendor to either repair it or replace the spares with the same brand and specification.
30. The Vendor shall be responsible for the cleaning and maintenance of Exhaust Fans, Fresh Air Fans, and associated filters to ensure proper ventilation and hygiene in the kitchen. The compliance should be submitted to the Office of the CAO, marking a copy to the Estate Office, every month.
31. If the vendor fails to maintain the equipment properly, the institute will do the maintenance and repairs at the cost and risk of the Agency which will be recovered from the bill submitted by the Agency.
32. **Institute's Scope:** The Estate Team from the Institute will handle general civil, electrical, plumbing, and HVAC issues (e.g., ceiling fan, lighting, water tap, and HVAC) against service requests.
33. Disposal of waste material shall be done by the Vendor by the prevailing rules and regulations, and use the garbage composter regularly and store the output from the garbage composter. Food and Vegetable waste should not be dumped in the open area.
34. The Vendor will not be permitted to franchise the hostel mess for any other commercial activity outside the scope of student hostels. The Mess premises should not be used for any purpose other than the catering services for Hostel students.



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35. 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 Service Provider fails to provide the Catering Services within the period (s) specified in the contract or any extension thereof granted by the Institute.
 - ii. If the Service Provider fails to perform any other obligation(s) under the contract.
 - iii. If the Service Provider is declared insolvent by the competent Court of Law without any notice.
- b. IIM Tiruchirappalli can terminate the contract with *a three-month notice* in case the services are not satisfactory. In such a case, IIM Tiruchirappalli will pay based on the actual duration for which the services were used during the period in question.
- c. The service provider will be required to give *three months' notice* in writing of their intention to leave or discontinue their service. This contract may be terminated by either party with a three-month notice period.

36. 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.

37. 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.

38. **Authority of the person signing document:** A person signing the tender application or any documents forming part of the Contract on behalf of another shall be deemed to warranty that he/she has authority to bind such other and if, on enquiry, it appears that the person so signing had no authority to do so, the IIM Tiruchirappalli may without prejudice to other Civil and criminal remedies cancel Contract and held the signatory liable for all cost and damages.

39. 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.

40. In case, the Service Provider(s) fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIM Tiruchirappalli is put to any loss/obligation, monetary or otherwise, IIM Tiruchirappalli shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms. This shall be in addition to the right of IIM Tiruchirappalli to initiate penal measures against the Service Provider, including the termination of the Contract.



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41. The Bidder should have the requisite licenses from appropriate governmental regulatory bodies for operating the services in India, if applicable. (License documents obtained from Government authorities should be attached.
42. **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.
43. **Jurisdiction:** Any legal disputes that may arise out of the contract shall be subject to the courts at Tiruchirappalli, Tamil Nadu.

44. Force Majeure:

- a) Should any force majeure circumstances arise, each of the contracting parties shall be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations, if the affected party, within 15 days of its occurrence, informs the other party in writing.
- b) Force Majeure shall mean fire, flood, natural disaster, or other acts such as war, turmoil, sabotage, explosions, pandemics, epidemics, quarantine restrictions, strikes, and lockouts, etc., which are beyond the control of either party.

45. 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 that 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 are 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 are to disclose any transgressions with any other company that may impinge on the anti-corruption principle.



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

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



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ANNEXURE – I: PROFILE OF THE BIDDER

EMD Transaction/Exemption Eligibility Details		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 establishment act.).	
		PAN No. of the Agency	
		GST No. of the Agency	



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7	Has your firm/company ever changed its name 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	Details of bank mandate	
	Name of the Beneficiary	
	Name of the Bank	
	Name of the Branch	
	Account No.	
	Type of Account IFSC	
	IFSC Code No.	
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:	

Turnover in the relevant field on a contract basis during the last 3 years (from 2022-23, 2023-24, and 2024-25). Please submit documentary evidence, i.e., an extract of the Profit and Loss account, Balance Sheet & Income Tax return filed.

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



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ANNEXURE-II: PRICE BID – BOQ

Price Bid in MS Excel (.xls format) file should be uploaded separately as per the instructions provided in the online submission of bid.

PART – A1 (Basic Menu for students)			
Sl. No	Description of Items	Quantity Per Year	Rate Per Day Per Student (in Rs.) (Excluding GST)
1	Basic Menu: Breakfast, Lunch, Snacks, and Dinner as per the menu given in this Tender. The Bidders are required to quote the rate from Rs 230/- to Rs 280/- only (Excluding GST).	3,31,800 Nos.	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.
The Total amount for PART A, including all Charges & excluding GST, must be stated above.			

1. The bidders are requested to go through the detailed menu and quote a sustainable rate. There will not be any change in the rate during the contract period of the particular year.
2. During the event of any institute function, official duty, or special requirement, the Institute may direct the agency to serve the regular daily menu to the employees of the Institute. In such cases, the agency must not quote the full rate applicable for 'Rate Per Student Per Day'; instead, they shall charge only the proportionate amount based on the daily rate divided among Breakfast, Lunch, Snacks, and Dinner.
3. The vendor shall only charge the proportionate amount (for all days) based on the daily rate divided among Breakfast, Lunch, Snacks, and Dinner, for the employees and their families.
4. The agency should serve the daily menu to the DPM students with the quoted rate only, if they desire to have food in the students' mess.

PART – A2 (Basic Menu for Catering Service for EEC Participants and Institute/Corporate Guests)			
Sl. No	Food items	Annual Expected Numbers*	Rate Per Plate (in Rs.) (Excluding GST)
1	The Bidder should quote the rate for the Buffet Breakfast for the menu mentioned in Annexure – II A2 of the Tender Document The Bidders are required to quote the prices between Rs 200/- and Rs 250/- only (Excluding GST).	2500	The bidder should quote the rate only in the BoQ1 on the CPP Portal and not on this page. The provided details are for the bidder's understanding only. Otherwise, the bid will not be considered for evaluation.
2	The Bidder should quote the rate for Buffet Non-Veg Meal for the menu mentioned in Annexure – II A2 of the Tender Document The Bidders are required to quote the prices between Rs 400/- and Rs 500/- only (Excluding GST).	6900	
3	The Bidder should quote the rate for Buffet Veg-Meal for the menu mentioned in Annexure – II A2 of the Tender Document	2500	



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	The Bidders are required to quote the prices between Rs 300/- and Rs 450/- only (Excluding GST).		The bidder should quote the rate only in the BoQ1 on the CPP Portal and not on this page. The provided details are for the bidder's understanding only. Otherwise, the bid will not be considered for evaluation.
4	The Bidder should quote the average rates of the <i>Tea/Coffee/Green Tea/Milk</i> mentioned in Annexure – II A2 of the Tender Document . The Bidders are required to quote the prices between Rs. 15/- and Rs. 20/- only (Excluding GST).	18000	
5	The Bidder should quote the rate of the <i>Cashew cookies</i> during tea break mentioned in Annexure – II A2 of the Tender Document. The Bidders are required to quote the prices between Rs. 10/- and Rs. 20/- only (Excluding GST) for serving four varieties, a total of 50g per participant	6000	
6	The Bidder should quote the average rates of the <i>Snacks items</i> mentioned in Annexure – II A2 of the Tender Document. The Bidders are required to quote the prices between Rs. 25/- and Rs. 80/- only (Excluding GST)	12000	
The Total amount for PART A, including all Charges & excluding GST, must be stated above.			

Note: Bidders are requested to carefully review the detailed menu for students, EEC participants, and Institute/Corporate guests, and accordingly quote a sustainable rate. No revision or change in the quoted rate will be permitted during the contract period for the respective year.



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SAMPLE ILLUSTRATION

Sl. No.	Item Description	Yearly Quantity (Approx.)	Units	BASIC RATE To be entered by the Bidder Rs. P	Total Amount (Excluding GST)
1	PART – A1 (Basic Menu for students)				
1.01	<p>Basic Menu: Breakfast, Lunch, Snacks, and Dinner as per the menu given in this Tender.</p> <p>Note: 1100 Students x 300 Days = 3,30,000; June to March 30 Students x 60 Days = 1,800; April – May.</p> <p>The Bidders are required to quote the prices between Rs 230/- and Rs 280/- only (Excluding GST).</p>	3318000	Nos	Rs. 250	Rs 8,29,50,000/-
2	PART – A2 (Catering Services for EEC Participants and Institute/Corporate Guests)				
2.01	<p>The Bidder should quote the rate for the <i>Buffet Breakfast</i> for the menu mentioned in <i>Annexure – II A2</i> of the Tender Document.</p> <p>The Bidders are required to quote the prices between Rs 200/- and Rs 250/- only (Excluding GST).</p>	2500	Nos	Rs. 230	Rs 5,75,000/-
2.02	<p>The Bidder should quote the rate for <i>Buffet Non-Veg Meal</i> for the menu mentioned in <i>Annexure – II A2</i> of the Tender Document</p> <p>The Bidders are required to quote the prices between Rs 400/- and Rs 500/- only (Excluding GST).</p>	6900	Nos	Rs. 450	Rs 31,05,000/-
2.03	<p>The Bidder should quote the rate for <i>Buffet Veg-Meal</i> for the menu mentioned in <i>Annexure – II A2</i> of the Tender Document</p> <p>The Bidders are required to quote the prices between Rs 300/- and Rs 450/- only (Excluding GST).</p>	2500	Nos	Rs. 400	Rs 10,00,000/-

2.04	The Bidder should quote the average rates of the <i>Tea/Coffee/Green Tea/Milk</i> mentioned in <i>Annexure – II A2</i> of the Tender Document. The Bidders are required to quote the prices between Rs. 15 and Rs. 20/- only (Excluding GST).	18000	Nos	Rs. 20	Rs. 3,60,000/-
2.05	The Bidder should quote the rate of the <i>Cashew cookies</i> during tea break mentioned in <i>Annexure – II A2</i> of the Tender Document. The Bidders are required to quote the prices between Rs. 10 and Rs. 20/- only (Excluding GST) for serving four varieties total 50g per participant	6000	Nos	Rs. 20	Rs 1,20,000/-
2.06	The Bidder should quote the average rates of the Snacks items mentioned in <i>Annexure – II A2</i> of the Tender Document. The Bidders are required to quote the prices between Rs. 25 and Rs. 80/- only (Excluding GST)	12000	Nos	Rs. 60	Rs 7,20,000/-
Total Amount (Sl. Nos. 2.01 to 2.06)					Rs. 58,80,000/-

As per the tender terms and conditions:

1. Eligibility through Technical Evaluation

- Every bidder must first qualify in the **technical evaluation stage**.
- A **minimum score of 70 out of 100 marks** is mandatory.
- Only those bidders who meet this threshold will be allowed to proceed to the **commercial (price) bid opening**.

2. Basis of Selection – QCBS Method

- The selection follows the **Quality and Cost Based Selection (QCBS)** method as per **Rule 192 of GFR 2017**.
- The overall evaluation is divided into:
 - **70% weightage → Technical Evaluation**
 - **30% weightage → Commercial Evaluation**

This ensures that both quality (technical capability) and cost are balanced.



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3. Commercial Evaluation Methodology (30%)

The commercial bid is not taken as a simple lump sum. Instead, it is **weighted internally** as follows:

- **Part A1 (Student Basic Menu)** → 70% weightage
- **Part A2 (EEC & Institute/Corporate Guests Catering)** → 30% weightage

Steps:

1. Multiply Part A1 value by 70%
2. Multiply Part A2 value by 30%
3. Add both to get the **Total Evaluated Amount (C)**
4. Then take **30% of this total** to derive the **Commercial Score**

4. Technical Evaluation Score (70%)

- The marks obtained out of 100 are scaled down to **70% weightage**.

Example:

- If a bidder scores **80/100**, then:
 - Technical Score = $80 \times 70\% = 56$

5. Final Combined Score (TCS Formula)

The final ranking is based on:

$$\text{TCS} = 0.3 \times (\text{C1} / \text{C}) + 0.7 \times (\text{T} / \text{T1})$$

Where:

- **C** = Bidder's commercial score
- **C1** = Lowest commercial score among all bidders
- **T** = Bidder's technical score
- **T1** = Highest technical score among all bidders

6. Sample Calculation Explained

A. Commercial Score

- Part A1: $\text{₹}8,29,50,000 \times 70\% = \text{₹}5,80,65,000$
- Part A2: $\text{₹}58,80,000 \times 30\% = \text{₹}17,64,000$
- Total Evaluated Amount (C) = $\text{₹}5,98,29,000$
- Commercial Score = $\text{₹}5,98,29,000 \times 30\% = \text{₹}1,79,48,700$



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B. Technical Score

- Marks obtained = 80/100
- Weighted Technical Score = $80 \times 70\% = 56$

7. Final Selection Logic

- The **TCS formula** is applied using:
 - Commercial Score
 - Technical Score
- The bidder with the **highest TCS** is ranked first.

8. Tie-Breaking Rule

- If two or more bidders have the **same TCS score**:
 - The bidder with the **higher technical score** will be selected.

9. Technical Scores

- The **technical scores are disclosed** to bidders **just before opening the commercial bids**, ensuring fairness in the process.

Note:

- a. The illustration is purely for the bidder's understanding only. Bidders are requested to carefully review the detailed menu for students, EEC participants, and Institute/Corporate guests, and accordingly quote a sustainable rate within the price range given in the above table. No revision or change in the quoted rate will be permitted during the contract period for the respective year.
- b. The bidder with the **highest TCS** is the successful bidder.

PART – A1 (Extras) for students

PART – A1 (Extras) will not be considered for deciding the award of the contract			
S. No	Item	Quantity	Rate Per Unit (Rs.) (Excluding GST)
1	Kadai Chicken	200 grams	The bidder should quote the rate only in the BoQ2 on the CPP Portal and not on this page. The provided details are for the bidder's understanding only. Otherwise, the bid will not be considered for evaluation.
2	Chicken 65	200 grams	
3	Chicken Masala	200 grams	
4	Chicken Kolhapuri	200 grams	
5	Pepper Chicken	200 grams	
6	Egg Roast	200 grams	
7	Egg Pepper Roast	200 grams	
8	Egg Podimas	200 grams	
9	Pallipalayam Chicken	200 grams	
10	Butter Chicken	200 grams	
11	Mutton Sukka	200 grams	
12	Fish Fry	200 grams	
13	Fish Curry	200 grams	
14	Chicken Chettinad	200 grams	
15	Chicken Mughalai	200 grams	
16	Chilli Chicken	200 grams	
17	Andhra Chicken	200 grams	
18	Paneer Tikka Masala	200 grams	
19	French Fries	200 grams	
20	Paneer Makhani	200 grams	

S. No	Item	Quantity	Rate Per Unit (Rs.) (Excluding GST)
21	Chilli Paneer	200 grams	The bidder should quote the rate only in the BoQ2 on the CPP Portal and not on this page. The provided details are for the bidder's understanding only. Otherwise, the bid will not be considered for evaluation.
22	Paneer 65	200 grams	
23	Gobi 65	200 grams	
24	Paneer Butter Masala	200 grams	
25	Kadai Paneer	200 grams	
26	Paneer Pakoda	200 grams	
27	Gobi Baje	200 grams	
28	Gobi Manchurian	200 grams	
29	Chilli Babycorn	200 grams	
30	Paneer Khurchan	200 grams	
31	Paneer Pasanda	200 grams	
32	Shahi Paneer	200 grams	
33	Palak Paneer	200 grams	
34	Boiled Egg	1 No.	

Note:

1. The rate shall be inclusive of cost of rice, groceries, vegetables, raw materials and all other ingredients of good quality, fuel cost, labour cost, conversion cost, loading, unloading, transportations and storage of raw materials, salaries, allowances etc., payable to the workers employed by the Vendor and statutory taxes, duties and levies, wherever applicable, and **inclusive of 5% GST**. **The daily rate** per student quoted will only be considered for the selection of the Vendor.
2. The vendor must quote individual meal rates for breakfast, lunch, snacks, and dinner. Only the meals availed by the student will be considered for the monthly final billing. The payment to the vendor will be done against the actuals from the student's mess account every month.



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, Tamil Nadu

Phone: 0431-250 5022/5121/22 | E-Mail: purchase@iimtrichy.ac.in

- The vendor should make his own arrangements for collecting the direct payment through cash, UPI/QR Code/Card Payment, etc., and a receipt should be issued to the students with details of items and charges for extra items apart from the base menu.

PART – A2 (Extras) for Catering Service for Executive Participants

PART – A2 (Extras) will not be considered for deciding the award of the contract			
S. No	Item	Quantity	Rate Per Unit (Rs.) (Excluding GST)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			



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ANNEXURE-II A1: BASIC MENU

INDICATIVE BASIC MENU FOR BREAKFAST, LUNCH, EVENING, SNACKS, AND DINNER FOR STUDENTS

The indicative basic menu is unlimited, and special items like sweets, ice cream, fruits, etc., are limited. Special vegetarian / Non-vegetarian items (Part B) are considered as extras and will not form part of the basic menu. The institute reserves the right to modify the menu at its discretion, in consultation with the vendor, to reflect seasonal vegetable availability and market supply.

The bidders are encouraged to suggest for finalizing the menu during the pre-bid meeting.

MESS MENU 2026-2027:

BREAKFAST MENU ITEMS	
Main Dish	Masala/Pepper/Podi Idly, Dosa (Rava, Ghee, Podi, Masala, Ragi), Uttapam(Vegetable/Onion), Pongal/Idly & Medu Vada, Bhature, Paratha(Aloo/Onion), Poha, Upma (Vermicelli/Rava), Puri (Methi/Normal), Khaman Dhokla, Idiyappam, Kuzhi Paniyaram. <i>(One of these items to be served per day)</i>
Side-Dish	Peanut Chutney/Coconut Chutney/Tomato Chutney/Mint Chutney/Onion Chutney & Sambar for Dosa(All types), Idly(All types), Medu Vada, Uthappam, Kuzhi Paniyaram and Pongal. Chole Masala for Bhature. Curd & Aloo Sabzi for Paratha, Vada Curry for Idli, Sev for Poha, Aloo masala for Puri, Kadalacurry for Utappam, Green Mint Chutney for Khaman Dhokla
Cornflakes	Chocos (3 days a week), Honey Almond Cornflakes (2 days a week), Plain Cornflakes (1 day a week), Muesli (1 days a week)
Fruits	Apple, Orange, Banana (Yelaki/ Rasthali/ Karpuram, Poovan Pazham), Guava, Sapota, Grapes, Pomegranate, Papaya, Watermelon /other seasonal fruits. <i>(No fruit shall be repeated more than twice in a week)</i>
Common Items	Bread (White and Wheat), Butter, Jam (Mixed Fruit and Pineapple/Mango), Ketchup, Cut Onion and Lemon, Tea, Coffee, Milk (Hot and Cold). <i>(All the items to be served on each day)</i>
Eggs	Full Boiled/Omelette <i>(2 eggs per student)</i>
Sprouts	Raw & Boiled Sprouts (Bean Sprouts/Moong) / Boiled Peanuts

LUNCH MENU ITEMS	
Rice	<p>Curd Rice/Ghee/Tomato/Tamarind/Lemon/Mint/Jeera Rice, Pulao (Matar, Paneer, Soya, Kashmiri) with Cucumber Raita, Veg Fried Rice/Schezwan Fried Rice with Ketchup/ schezwan sauce, Bisibelabath, (Paneer/Mushroom/Veg) Biryani with Onion Raita, Masala Kichdi.</p> <p><i>(One of these items to be served per day)</i></p>
Veg Dry	<p>Masala Vankaya, Masala Bhindi, Dry Channa Masala, Chilli Gobi/Paneer/Soya, Aloo Fry, Bhindi Do Pyaza, Paneer Bhurji, Carrot & Peas, Gobi 65, Bombay Aloo, Palak Bhaji, Vazhakai poriyal, Beetroot Thoran, Bhindi Kurkuri, Beans Usili, Vaazha Thandu Poriyal, Gobi Matar, Hesaru Kaalu Palya, Sev Tamatar, Mushroom/Paneer/Veg Manchurian, Jeera Aloo, Mix Veg, Snake gourd 65, Cabbage & Peas, Tinda Masala, Kaddu Sabzi, Soya Keema, Masala bitter gourd Fry, Ivy Gourd Masala.</p> <p><i>(One of these items to be served per day)</i></p>
Veg Gravy	<p>Kadhi Pakoda, Matar Mushroom, Rajma Masala, Methi Matar Malai, Aloo Gobi, Palak Paneer, Mixed Veg Kurma, Veg Kolhapuri, Kofta Masala(panner/veg/Lauki/Saag), Gatte Ki Sabzi, Matar Paneer, Soya Chunks Curry, Punjabi Chole Masala, Aloo Drumstick Sabzi, Kashmiri Dum Aloo, Vendakkai Kara Kuzhambu, Ennai Kathirikkai Kulambu, Kadala Curry, Malai Kofta, Veg Handi, Capsicum Masala Curry, Tinda Masala, Bharwa Parwal Curry, Ghugni (White peas curry), Aloo Posto Curry, Lauki Chana Masala, Saag (Spinach Curry).</p> <p><i>(One of these items to be served per day)</i></p>
Egg	<p>Egg Bhurji, Pepper Egg Masala, Egg Curry, Full Boiled, Fried egg masala, Omelette, Egg Pakoda, Egg Chettinad, Egg Keema.</p> <p><i>(2 servings of one of these to be served per day)</i></p>
One of these Desserts	<p>Gulab Jamun, Rasagulla, Paruppu Payasam, Semiya Payasam, Jalebi, Gajar Halwa, Boondi Ladoo, Puddings, White pumpkin Halwa, Fruit Custard, Moong Daal halwa.</p>
Common Items	<p>Roti, Plain Rice, Pickle(Sweet Mango/Mix/mango/Chilli Any 2 types one sweet and one spicy), Salad (Cut Onions, Lemon, Cucumber, Carrot, Tomato), Papad (Appalam/Moong/Chana), Masala Buttermilk/Lemon Juice/Orange Squash (Alternate days), Curd(Boondi/Cucumber/Onion Raita/plain), Dal (One of these items to be served per day- Dal Makhni, Dal Tadka, Dal Fry, Moong Dal Tadka, Masoor Dal, Urad Dal, Palak Dal, Gongura Pappu, Sabut Masoor Dal, Green Moong Dal, Chana Dal Fry, Lauki Chana Daal), Sambar and Rasam.</p> <p><i>(All the items to be served on each day)</i></p>

EVENING SNACKS ITEMS	
Snack Items	Aloo Samosa, Dahi Papdi Chaat, Spiced Sweet Corn/Corn Chat, Bombay/Corn Sandwich, Pakoda (Onion/Whole Palak/Cauliflower), Vada Pav/Misal Pav, Pav Bhaji, Indore Bhel Puri/Jhalmuri, Pani Puri, Dahi Vada, Veg Cutlet, Punugulu, Kachori, Veg Rolls, Bread Pakoda, Chole Tikki, Paruppu Vadai, Potato Bonda, Pasta Chow mein. <i>(One of these items to be served per day)</i>
Sides	Ketchup, Coconut/Mint/Peanut chutney
Milkshakes	Rose Milk, Chocolate Milk, Badam Milk, Ragi Malt, Pearl Millet Porridge, Banana/Muskmelon/Pineapple Milkshake
Common Items	Tea, Coffee, Hot Milk and Cold Milk, Bread (White & Wheat), Butter, Jam (Mixed Fruit & Pineapple/ Mango), Ketchup, Cut Onions and Lemon. <i>(All the items to be served on each day)</i>
Eggs	Full Boiled <i>(2 eggs per student)</i>

DINNER MENU ITEMS	
Rice	Curd Rice/Ghee/Tomato/Tamarind/Lemon/Mint/Jeera Rice, Pulao (Matar, Paneer, Soya, Kashmiri) with Cucumber Raita, Veg Fried Rice/Schezwan Fried Rice with Ketchup/ schezwan sauce, Bisibelabath, (Paneer/ Mushroom /Veg) Biryani with Onion Raita, Masala Khichdi. <i>(One of these items to be served per day)</i>
Soup	Lemon Coriander, Clear Veg, Mushroom, Tomato, Sweet Corn, Thoothuvalai, Manchow, Hot n Sour. <i>(One of these items to be served per day)</i>
Veg Dry	Masala Vankaya, Masala Bhindi, Dry Channa Masala, Chilli Gobi/Paneer/Soya, Aloo Fry, Bhindi Do Pyaza, Paneer Bhurji, Carrot & Peas, Gobi 65, Bombay Aloo, Palak Bhaji, Vazhakai poriyal, Beetroot Thoran, Bhindi Kurkuri, Beans Usili, Vaazha Thandu Poriyal, Gobi Matar, Hesaru Kaalu Palya, Sev Tamatar, Mushroom/Paneer/Veg Manchurian, Jeera Aloo, Mix Veg, Snake gourd 65, Cabbage & Peas, Tinda Masala, Kaddu Sabzi, Soya Keema, Masala bitter gourd Fry Ivy Gourd Masala. <i>(One of these items to be served per day)</i>
Veg Gravy	Kadhi Pakoda, Matar Mushroom, Rajma Masala, Methi Matar Malai, Aloo Gobi, Palak Paneer, Mixed Veg Kurma, Veg Kolhapuri, Kofta Masala(panner/veg/Lauki/Saag), Gatte Ki Sabzi, Matar Paneer, Soya Chunks Curry, Punjabi Chole Masala, Aloo Drumstick Sabzi, Kashmiri Dum Aloo, Vendakkai Kara

	Kuzhambu, Ennai Kathirikkai Kulambu, Kadala Curry, Malai Kofta, Veg Handi, Capsicum Masala Curry, Tinda Masala, Bharwa Parwal Curry, Ghugni (White peas curry), Aloo Posto Curry, Lauki Chana Masala, Saag (Spinach) Curry. <i>(One of these items to be served per day)</i>
One of these Desserts	Gulab Jamun, Rasagulla, Paruppu Payasam, Semiya Payasam, Jalebi, Gajar Halwa, Boondi Ladoo, Puddings, White pumpkin Halwa, Fruit Custard, Moong Daal halwa.
Fruits	Apple, Orange, Banana (Yelaki/ Rasthali/ Karpuram./Poovan Pazham), Guava, Sapota, Grapes, Pomegranate, Papaya, Watermelon /other seasonal fruits. <i>(No fruit shall be repeated more than twice in a week)</i>
Common Items	Roti, Plain Rice, Pickle(Sweet Mango/Mix/mango/Chilli Any 2 types one sweet and one spicy), Salad (Cut Onions, Lemon, Cucumber, Carrot, Tomato), Papad (Appalam/Moong/Chana), Curd(Boondi/Cucumber/Onion Raita/plain), Dal (One of these items to be served per day- Dal Makhni, Dal Tadka, Dal Fry, Moong Dal Tadka, Masoor Dal, Urad Dal, Palak Dal, Gongura Pappu, Sabut Masoor Dal, Green Moong Dal, Chana Dal Fry, Lauki Chana Daal), Sambar and Rasam and Hot Milk. <i>(All the items to be served on each day)</i>

SUNDAY LUNCH MENU ITEMS	
Main Course (Non-Veg)	Chicken Biryani with 225 grams of chicken and unlimited rice with Seeraga samba rice (1 week), Basmati rice (3 weeks) per month
Main Course (Veg)	Veg Biryani with Seeraga Samba Rice (1 week), Basmati Rice (3 weeks) per month, and Gobi 65/Paneer 65/Mushroom 65 (225 grams).
Sides for all	Potato Chips (limited) and Onion Raita
Veg Gravy for all	Paneer Butter Masala/Kadai Paneer/Paneer Tikka masala/Mutter Paneer/Paneer Do Pyaaza
Non Veg Gravy	Biryani Brinjal Curry/ Biryani Salan
Egg	Boiled Egg (<i>2 eggs per student</i>)
Dessert	Butterscotch Ice Cream
Common Items	Roti, Plain Rice, Rasam, Sambar, Onion Raita, Papad/fryums, Mosambi/Mixed Fruit Juice, Salad (Cut Onions, Lemon, Cucumber, Carrot, Tomato), Pickle (Sweet Mango / Mix/mango / Chilli) Any 2 types, one sweet and one spicy. <i>(All the items to be served on each day)</i>

WEDNESDAY DINNER MENU ITEMS	
Main Course	N/A
Soup	Lemon Coriander, Clear Veg, Mushroom, Tomato, Sweet Corn, Thoothuvalai, Manchow, Hot n Sour. <i>(One of these items to be served per day)</i>
Veg Gravy	Paneer Butter Masala/Kadai Paneer/Paneer Tikka / Paneer Lababdar /masala/Mutter Paneer/Paneer Do Pyaaza (225 grams of paneer) <i>(Any one of the items in cyclical manner)</i>
Non-Veg Gravy	Chettinad Chicken/Pepper Chicken Masala/ Kadhai Chicken/ Butter chicken/Hyderabadi Laal Chicken/ Chicken Lababdar (225 grams chicken) <i>(One of these items to be served per day)</i>
Dessert	Ice Cream (Vanilla Ice Cream, Chocolate Ice Cream, Strawberry Ice Cream/other flavours at similar prices)
Fruits	Red Banana <i>(2 Nos per student)</i>
Common Items	Roti/Naan/Kulcha, Plain Rice, Rasam, Dal (Any one of the above mentioned), Plain Curd, Papad or Fryums, curd, Pickle (Sweet Mango/Mix/mango/Chilli Any 2 types one sweet and one spicy), Salad (Cut Onions, Lemon, Cucumber, Carrot, Tomato), Hot Milk. <i>(All the items to be served on each day)</i>
Sick Food	Khichdi/upma/Porridge/Kanji/bread/milk only upon FnB Committee Approval

Note:

- Extras should be served as suggested by the FnB committee
- Katori for curd, sweet, egg dishes, etc., must be of a minimum 150 ml capacity, and the cereal bowl must be of minimum 400 ml capacity.
- Quantity of ice-creams to be served is 2 scoops per student.
- Green Chilli must be a part of salads.
- A meeting shall be held at every term with the FnB Committee. A few volunteer students, in the presence of SA Office officials to discuss the unsatisfactory issues with the students addressing the challenges and resolving them.
- The day-wise menu will be prepared by the FnB Committee consisting of dishes within the menu list 3 days before the start of every week cycle, and the vendor should work closely with the FnB Committee well in advance for the same. If one item is served one time, it will not be repeated unless the cycle is completed. The Menu will be reviewed with the Hostel Office. The FnB Committee will communicate with the vendor regarding the daily menu. The successful bidder shall be required to provide a Feast Dinner on any one occasion in a month to the students at the agreed rate of the regular menu. The FnB Committee will curate the Feast Dinner menu based on the list given, and the Hostel Office will communicate to the vendor 1 week before the Feast date along with recipes.

- g) The student body FnB Committee will curate the menu for 7 days at a time and submit it to the vendor 3 days before the start of every new menu period. The vendor must ensure compliance with the menu without any deviations. The vendor may also consult with the FnB Committee to make any changes in the proposed menu cycle within 24 hours of receiving the proposal.
- h) The FnB Committee shall make its own arrangements for collecting the meal preference information from the students per term, and will be shared with the mess vendor for planning the operations.
- i) Before the implementation of a day-wise menu, a trial menu will be implemented for 14 days, and based on the satisfaction of the FnB Committee, the same will be continued for the remaining period of the term.
- j) Adulteration of milk is not allowed, and surprise checks will be carried out with a lactometer. If adulteration of milk is found, a penalty will be levied as per the penalty clause.
- k) The Jain menu will be the same as the regular basic menu but without Onion, Garlic, Potatoes, Mushrooms, carrots, or any other root vegetable. The day-wise Jain menu will be done similarly to that mentioned mess menu.
- l) Non-Veg is part of the regular menu to be provided in Lunch on Sundays, and in the Dinner on Wednesdays per week. In all other meals, Non-Veg items can be provided as an extra.
- m) The type of chicken biryani to be served on Sundays will be given by the FnB Committee. For example, Hyderabadi Chicken Biryani, Chicken 65 Biryani, and Malabar Biryani.

Feast (three-course meal) once a month.

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

Feast Menu (2026-27)

Variety	Type	Dishes
Starters	Veg (175 gms)	Peri-Peri Paneer Skewers, Cheese Corn Cigars, Mushroom Pepper Ghee Roast, Tandoori Paneer Tikka, Paneer Sukka / Tawa Paneer, Baby Corn Pepper Fry, Paneer Ghee Roast, Mushroom Chettinad Roast (Dry), Butter Pepper Crispy Corn, Tandoori Baby Corn Tikka, Sindhi Aloo Tuk, Chilli Garlic Paneer, Paneer Cheese Balls, Chilli Garlic Baby Corn, Dragon Paneer.
	Non - Veg (175 gms)	Badami Chicken Tikka, Chicken Cashew Fry (Mangalorean), Peri- Peri Grilled Chicken Skewers, Butter Garlic Chicken, Smoked BBQ Chicken Wings, Chicken Shami Kebab, Tandoori Prawns, Prawn Ghee Roast, Crispy Shredded Chicken (Sesame Tossed), Ghee Roast Chicken, Chicken Lollipop (Schezwan Glaze), Fish Fingers, Chettinad Chicken Roast (Dry), Chicken Angara Tangdi Kebab, Murgh Zafrani Tikka
	Soup	Cream of Leek C Potato Soup, Palak Badam Soup, Cream of Broccoli Soup, Spring Onion Vegetable Soup, Cream of Asparagus Soup, Roasted Tomato Basil Soup (Creamy), Sweet Corn Almond Soup, Veg Hot C Sour Soup, Veg Manchow Soup, Carrot Ginger Soup, Sweet Corn Cheese Soup, Spinach and Peas Soup, Corn Spinach Soup, Mint Vegetable Soup, Cream of Mushroom

	Welcome drink	Kesar Pista Lassi, Rose Lassi (Dry Fruit Garnish), Badam Milk (Saffron Infused), Rabdi Milk Drink, Dry Fruit Thandai, Jigarthanda, Nannari Sherbet (Sabja Rich), Kokum Sharbat, Aam Panna, Royal Falooda (Dry Fruit Loaded), Kesar Badam Milkshake, Pineapple Punch Soda, Kesar Elaichi Milk, Tender Coconut Cooler, Strawberry Cooler, Blue Virgin Mojito
Main Course	Bread	Garlic Butter Naan, Cheese Naan (Stuffed), Amritsari Kulcha (Butter Loaded), Butter Stuffed Naan, Paneer Kulcha, Chilli Cheese Naan, Aloo Kulcha, Cheese Garlic Naan, Onion Kulcha (Crispy), Lachha Paratha (Ghee Layered), Paneer Cheese Kulcha, Methi Paratha (Butter Finished), Chur Chur Naan, Roomali Roti, Tandoori Roti (Butter Brushed), "Porotta (Veechu or Nool or Bun or Kerala or Chennai varieties)",
	Veg (175 grams of paneer + gravy)	Shahi Paneer (Saffron C Dry Fruit), Paneer Nawabi Curry, Malai Paneer Kofta, Paneer Makhanwala, Baby Corn Masala, Paneer Lababdar, Broccoli Masala Curry, Paneer Kolhapuri (Spicy Masala), Sweet Corn Malai Curry, Paneer Malvani Curry, Kaju Mushroom Masala, Paneer Chettinad, Zafrani Paneer Korma, Badami Paneer Curry, Mushroom Chettinad Curry
	Non-veg (175 grams of meat + gravy)	Kaju Chicken Masala, Chicken Nawabi Curry, Chicken Pepper Masala, Chettinad Chicken, Chicken Varutharacha Curry, Murgh Chicken Pasanda, Chicken Kosha, Kadai Chicken, Chicken Kolhapuri, Chicken Badami Korma, Butter Chicken, Chicken Gongura Curry, Malvani Prawn Masala, Creamy Chicken Tikka Masala, Chicken Do Pyaza, Butter Garlic Chicken (Gravy Style)
	Rice	Paneer Zafrani Pulao (Saffron C Dry Fruits), Navratan Pulao (Dry Fruit Mix), Subz Dum Biryani (Hyderabadi Style), Paneer Tikka Biryani, Shahi Vegetable Pulao (Ghee C Cashew), Vegetable Ghee Rice (Cashew Tempering), Chettinad Vegetable Biryani, Coconut Milk Vegetable Rice (Kerala Style), Vegetable Kolhapuri Biryani (Spicy), Schezwan Fried Rice, Masala Bhaat, Butter Tawa Pulao, Malabar Pulao (Coconut Milk C Ghee), Hyderabadi Sofiyani Biryani, Kashmiri Pulao (Saffron C Dry Fruit Rich)
	Salad	Salad to include at least 3 vegetable varieties (Beetroot, Carrot, Cucumber, Tomato, Onion, Corn, mint, Lettuce, Purple Cabbage, Green Cabbage, Capsicum (Red/Yellow/Green), Spinach Leaves)
Desserts	Ice cream	Hazelnut Chocolate Ice Cream, Chocolate Fudge Brownie Ice Cream, Roasted Almond Ice Cream, Pista Badam Ice Cream, Alphonso Mango Ice Cream, Lychee Ice Cream, Sitaphal (Custard Apple) Ice Cream, Brownie Ice cream, American Nuts/Afghan dry fruits, Choco Chips ice cream, Cassata, Kulfi Bar/ Choco Bar/ Tricone, Cornetto Ice Cream, Mango/Coffee/Black Currant, Spanish Delight, Chocolate Crackles
	Sweet	Kesar Pista Rabdi, Kesar Phirni / Pista Phirni, Pista Khoya Barfi, Badam Kheer, Gulab Jamun with Rabdi, Rasgulla Rabdi, Kesar Pista Basundi, Saffron Milk Cake, Rasmalai/Basundi/Milk pheni in hot milk, Cham Cham, puran poli, Shrikhand, Malpua, Kalakand, Phirni, Kaju Katli/Mysore Pak, Brownie with choco sauce

Note:

- The vendor is mandated to have a token/card/face scanner system by issuing digital cards, mess cards, tokens, etc., that can track every meal availed by the student and improve the crowd-monitoring system in consultation with the institute. The data must be accessible to the FnB Committee for verification and grievance redressal.
- A cyclical menu refers to a system where, for example, if there are 10 food items on the menu, the 1st item is served on Day 1, followed by the remaining items in sequence. Once the 10th item is served on Day 10, the cycle restarts with the 1st item being served again on Day 11.
- There will be a total of 10 feasts conducted per year. One feast per month from June to March. Date and menu shall be at the discretion of the committee, with the prior intimation of 1 week along with recipes.
- Soup - 150 ml and Welcome Drink - 200 ml.
- Main course rice and bread - unlimited
- Main course Veg and Non-veg gravy- unlimited
- Sweet and Ice cream - limited (2 portions of sweets and 2 scoops/1 piece of ice cream)
- Cream, Kaju or any other special ingredients if required, must be added to the above dishes.

1. Preparation of delicacies for festivals

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

S No	Occasion	Proposed Menu	Remarks
1	New Year	Dry fruit cake/ Cupcake/ any other equivalent	1 serving per student
2	Pongal	Sakkarai Pongal / Any other equivalent	2 servings per student
3	Foundation Day	Chicken Biryani & Veg Biryani with onion raita, ButterScotch ice cream, brinjal curry	1 serving per student
4	Thai Poosam	Panagam	2 servings per student
5	Holi	Phirni/ Rabdi/ any other equivalent	2 servings per student
6	Onam	Paaladai Pradhamaan	2 servings per student
7	Eid	Sheer Khurma/ Shahi Tukda / Double Ka Meetha any other equivalent	2 servings per student
8	Bakrid	Mawa Kheer/ Rabri/ any other equivalent	2 servings per student
9	Ganesh Chaturthi	Modakam / Kara Kozhukattai/ Any other equivalent	2 servings per student
10	Dussehra	Khoya Barfi / Any other equivalent	2 servings per student
11	Navratri (any one day)	Karanji/Chandrakala/Gujiya/any other equivalent	2 servings per student
12	Diwali	Rasmalai/ Chum Chum/any other equivalent	2 servings per student
13	Maha Shivratri	Rice Kheer/Badam Kheer/ any other equivalent	2 servings per student
14	Christmas	Plum Cake/any other equivalent	1 serving per student
15	Republic Day	Motichoor laddoo/any other equivalent	1 servings per student
16	Rath Yatra	Malpua	2 servings per student
17	Independence Day	Motichoor laddoo/any other equivalent	1 servings per student

ANNEXURE-II A2: MENU FOR EEC PARTICIPANTS AND INSTITUTE/CORPORATE GUESTS

Indicative - Breakfast, Lunch & Dinner for the Executive Dining Institute (EEC Participants and Institute/Corporate Guests) and other Programmes /Events

The bidders are encouraged to suggest for finalizing the menu during the pre-bid meeting.

Breakfast Menu (Per Plate Price Band –Rs. 200 to Rs. 250/- excluding GST)

Breakfast Menu (Unlimited)	
Breakfast (Unlimited)	Tea
	Coffee
	Seasonal fresh juice / Canned juice [Choose any one]
	Fresh-cut fruits (at least 4 varieties)
	Cereals served with boiled milk
	Boiled Egg / Live counter – Omelette /scrambled egg/cheese Omelette (One of these items to be served per day).
	Idly with sambhar and two chutney
	Ghee chapati with mix-veg gravy /Pongal with medu vada/idiyappam with kadalai curry or Coconut Milk / Poori with masala/Bhatura with masala /Dosa (3 varieties)/ Uthappam/Poha/ Upma/stuffed Naan with masala gravy/Panner Partha with mint chutney and Curd/ Aloo Paratha with curd (One of these items to be served per day).
	Wheat/white Bread (Toasted / Plain) with butter and jam

Veg Menu (Per Plate cost in the Price Band of Rs. 300 to Rs. 450)

Veg Menu (Unlimited)	
Fruit	Fresh Banana- 2 nos per serving
Salad	Fresh green salad /Tossed salad/Russian Salad/Sprouts Salad/Mexican Corn Salad (One of these items to be served per day).
Soup	Veg manchow soup/ Cream of Tomato/ Veg sweet corn soup/Vegetable Clear Soup/ Mushroom Soup/cream of spinach/Hot N sour (One of these items to be served per day).
Varieties of Bread	Chapatti / Pulka / Roti / Naan (One of these items to be served per day).
Veg Starters Dry	Panner/ Mushroom/ Cauliflower/Mixed Vegetables/Baby corn Manchurian/Potato Veg cheese ball (One of these items to be served per day).
Main course	
Veg Gravy	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 Kadai paneer /Veg kofta curry/ Channa Masala/ Peas Masala/ Paneer Butter Masala/ Veg Chettinad (One of these items to be served per day).
Dal	Andhra Pappu/ Gongura Pappu/Palak Dal/ Masoor Dal/ Dal Pancharatna/ Dal fry/Dal Mahkeni (One of these items to be served per day).

Paneer Items Gravy	Palak Paneer /Paneer Burji/Paneer Masala/Paneer Korma/Paneer Tikka/Kadai Paneer/ Panner Butter Masala (One of these items to be served per day).
Rasam	Millagu/ Tomato/ lemon/Pineapple rasam (One of these items to be served per day).
Sambar	Sambar in varieties/Kara Kulambu/ Vatha Kulambu/ Moor Kulambu (One of these items to be served per day).
Rice	Boiled rice
Variety Rice	Ghee/Tomato/Tamarind/Lemon/Mint/Jeera Rice, Pulao (Matar, Paneer, Soya, Kashmiri) with Cucumber Raita, Veg Fried Rice/Schezwan Fried Rice with Ketchup/ schezwan sauce, Bisibelabath, (Paneer/Mushroom/Veg) Biryani with Onion Raita, Masala Kichdi. (One of these items to be served per day).
Vegetable (two varieties)	Veg Poriyal and Veg Kootu
Dessert	Jelabi /Gulab Jamun/ Carrot Halwa/ Bread Halwa/ Semiya Payasam (One of these items to be served per day).
Ice cream	Vannila/chocolate/butterscotch/pista (One of these items to be served per day).
Accompaniments	Parupu Podi with ghee, Papad/Fryums, pickle, Raita, Curd

Non-Veg Menu (Per Plate Price Band – Rs. 400/- to Rs. 500/-)

Non-Veg Menu (Unlimited)	
Fruit	Fresh Banana- 2 nos per serving
Salad	Fresh green salad /Tossed salad/Russian Salad/Sprouts Salad/Mexican Corn Salad (One of these items to be served per day).
Soup	Veg manchow soup/ Cream of Tomato/ Veg sweet corn soup/Vegetable Clear Soup/ Mushroom Soup/cream of spinach/Hot N sour (One of these items to be served per day).
Varieties of Bread	Chapatti / Pulka / Roti / Naan (One of these items to be served per day).
Veg Starters Dry	Panner/ Mushroom/ Cauliflower/Mixed Vegetables/Baby corn Manchurian/Potato Veg cheese ball (One of these items to be served per day).
Main course	
Non-Veg (Dry /Gravy/Biriyani)	Chicken (variety to be provided on a rotational basis) / Chicken Biriyani in varieties
Veg Gravy	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 Kadai paneer /Veg kofta curry/ Channa Masala/ Peas Masala/ Paneer Butter Masala/ Veg Chettinad (One of these items to be served per day).
Dal	Andhra Pappu/ Gongura Pappu/Palak Dal/ Masoor Dal/ Dal Pancharatna/ Dal fry/Dal Mahkeni (One of these items to be served per day).
Paneer Items Gravy	Palak Paneer /Paneer Burji/Paneer Masala/Paneer Korma/Paneer Tikka/Kadai Paneer/ Panner Butter Masala (One of these items to be served per day).
Rasam	Millagu/ Tomato/ lemon/Pineapple rasam (One of these items to be served per day).
Sambar	Sambar in varieties/Kara Kulambu/ Vatha Kulambu/ Moor Kulambu (One of these items to be served per day).



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Rice	Boiled rice
Variety Rice	Ghee/Tomato/Tamarind/Lemon/Mint/Jeera Rice, Pulao (Matar, Paneer, Soya, Kashmiri) with Cucumber Raita, Veg Fried Rice/Schezwan Fried Rice with Ketchup/ schezwan sauce, Bisibelabath, (Paneer/Mushroom/Veg) Biryani with Onion Raita, Masala Kichdi. (One of these items to be served per day).
Vegetable (two varieties)	Veg Poriyal and Veg Kootu
Dessert	Jelabi /Gulab Jamun/ Carrot Halwa/ Bread Halwa/ Semiya Payasam (One of these items to be served per day).
Ice cream	Vannila/chocolate/butterscotch/pista (One of these items to be served per day).
Accompaniments	Parupu Podi with ghee, Papad/Fryums, pickle, Raita, Curd

Note:

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

ANNEXURE-II A2: Refreshments and Snacks for Meetings/Events:

S. No	Items to be served at various office locations on a need basis	Rate per Plate/Serving	Total Amount (excluding GST)
Refreshments (Per Plate in the Price Band of –Rs. 15 to Rs. 20)			
1	Tea (120 ml)	The bidder should quote the rate only for the BoQ1 of the Price 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	Coffee (120 ml)		
3	Green Tea (120 ml)		
4	Milk (120 ml)		
Biscuits (Per Plate in the Price Band of –Rs. 10 to Rs. 20)		In addition, the bidders need to quote the sum of these items, excluding Biscuit packets and packed beverages, in the BoQ1 of the price bid to arrive at the overall L1 combining Annexure II.	
5	Cashew cookies during tea break, four varieties, a total of 50g per participant.		
Snacks (Per Plate in the Price Band of –Rs. 25 to Rs. 80)			
6	Vadai (2 Nos)/Pakoda/equivalent items) (100 grams)		
7	Sambhar Vadai (2 Nos)		
8	Veg Roll – 120 grams		
9	Kathi Roll – 120 grams		
10	Cutlet (Vegetable) – 80 grams		
11	Samosa (Vegetable) – 120 grams		
12	Sandwich (Vegetable) – 2slice bread150 grams		
13	Puffs (Vegetable) – 80 grams		
14	Veggie Grilled Sandwich - 2slice bread150 grams		
15	Creamy Corn Sandwich - 2slice bread150 grams		
16	Cucumber-Spinach Sandwich - 2slice bread150 grams		
17	Cheese Corn Sandwich - 2slice bread150 grams		
18	Paneer Sandwich - 2slice bread150 grams		
19	Sprouts/Sundal/Groundnut/Equivalent (100 gms)		
20	Masala Bonda/Bajji (2 Nos – Medium Size)		
21	Pudding Cake (70 gms.)		
22	Tea Cake (40 gms)		

- To be served at various office locations within the campus on a need basis.
- The bidder has to fill in the rates against each item of Snacks and Refreshments.
- The bidders should quote the rate for all the above items; failing which, the bid will not be considered for evaluation.
- The average of the menu rate mentioned in [Annexure II A2](#) would be taken as the rate per serving for snacks and refreshments. The same will also be considered for the financial evaluation.
- The vendor is welcome to provide additional equivalent snack items during execution in consultation with the Institute.
- 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 at MRP rates or lower.

ANNEXURE-III: SELECTED BRANDED ITEMS TO BE USED FOR THE FOOD PREPARATION

S. No.	Items	Brands
1	Rice	Tamil Nadu Ponni
2	Atta/ Wheat	Aashirvad/ Pillsbury/ Annapurna/Naga
3	Maida and Besan	Rockfort/ Naga/ Fortune
4	Salt	Tata / Annapurna/ Nature Fresh
5	Ghee, Butter and Cheese	Aavin / Amul / Milky Mist/ Heritage/Hatsun
6	Jam	Kissan / Fruitoman Jam/Meal Time
7	Oil (Varieties)	Sundrop / Saffola / Gold Winner/ Idhayam/ Fortune/ Svs/ Klf Coconad
8	Curd	Aavin / Amul / Milky Mist/ Heritage/Hatsun
9	Ice Cream	Amul / Arun/ Mercely - (In Different Flavours)
10	Milk	Aavinmilk alone should be used for all purposes (Aavin Delite - 3.5G or Aavin Green Magic - 4.5G)
11	Tea	Brookbond/ Lipton/ Tata/ Avt/ Tetley/ Wagh Bakri
12	Coffee	Nescafe/ Bru/ Continental/ Narasu's/ Tata
13	Ketchup	Maggi/Kissan/Meal Time
14	Vermicelli/ Rava/ Samba Rava	Anil/ Naga/ Bambino/ MTR/ Double Horse
15	Pickle	Priya/ Mothers /Ruchi/Sakthi/ Aachi
16	Bread	Britannia/ Modern
17	Chips	Potato (Good Quality)
18	Dal	Good Quality, Clean, Fresh and Stone/ Dust Free Any Standard Brand
19	Papad	Large Size
20	Chicken	Suguna / Any Good Quality of Chicken
21	Basmathi Rice (For Biryani)	India Gate (1st Quality)
22	Sugar	Parrys
23	Corn Flakes/Chocos/Oats/Muesli	Kellogg's/ Bagrry's
24	Ragi/Jowar/Kambu Flour	Anil/ Krishna/ Double Horse/Naga
25	Idly Dosa Rice	Krishna Brand
26	Maggie and Hakka Noodles	Maggie / Yippee/ Chings/ Hakka Noodles/Disano
27	Paneer	Aavin / Milky Mist/ Hatsun
28	Rose Milk and Chocolate Milk Essence	Mala/ Mapro/ Fruitoman
29	Badam Milk Powder	Aavin
30	Custard Powder	Pillsbury / Weikfield
31	Spice Powders	LG/ Shakthi/ Aachi/ Eastern/ MTR
32	Biryani prepared with Seeraga Samba Rice	Double Deer
33	Fruit Juice Syrups	Kissan/ Mapro
34	Dishwash and cleaning	Vim/Pirl/or any other good equivalent
35	Eggs	Suguna / Any Good Quality of Eggs
36	Handwash	Detto/Savlon/Palmolive/Lifebuoy/Godrej

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

ANNEXURE-IV: DATA FOR EVALUATION OF TECHNICAL BIDS

Sl. No	Description	Details (To be filled by the bidders) – Yes/No	Proof Required
1	Registration of the Vendor		Copy of registration/ incorporation
2	Minimum three years as on March 31, 2026 catering services in an educational institution (Top 50 rank in NIRF ranking across categories and/or large industrial and/or commercial establishments with feeding strength above 1000 per day.		Proof showing the experience to be attached (Copy of work orders/agreements)
3	Present and Past client Details		As per Annexure-VII
4	Performance certificate/ Work Completion Certificates from reputed institutions and/or large industrial and/or commercial establishments where they have been providing/provided similar services.		Proof to be attached as in Annexure
5	Annual Turnover of Vendor (with respect to all Industrial / Institutional Mess / Mess being operated)		Certified copy of audited Balance sheet and Profit and loss statement FY 2022-23 to 2024-25.
6	Annual value of the single largest contract for running Mess contracts/work order in an educational institution (Top 50 rank in NIRF ranking across categories and/or large industrial and/or commercial establishments with feeding strength above 1000 per day.		Certificate from the client
7	Details of manpower to be deployed at IIM Tiruchirappalli		As per Annexure-XII
8	Total no. of workers/staff on the rolls of the Vendor's organization doing job in all of its Industrial/ Institutional Mess.		Organization / Institution wise list of workers with details of ESI/EPF remittances for FY 2022- 23 to 2024-25.



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ANNEXURE – V: SUBMISSION OF TENDER DOCUMENT

Date:

Application Form for Submission of Tender Document

The Chief Administrative Officer (i/c),
Indian Institute of Management Tiruchirappalli,
Trichy-Pudukkottai Main Road,
Tiruchirappalli 6200 24.

Subject: Tender for Operating the Students' Mess, and Providing Catering Services for Executive Dining at IIM Tiruchirappalli (for Executive Education and Consulting (EEC) Participants, and institute/Corporate Guests).

Reference: Tender Notice published in the CPP Portal and the IIM Tiruchirappalli website. - **Tender No: 26SP027 dated: 25.04.2026**

Dear Sir,

With reference to the tender notice published on the above-mentioned 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

a) am authorized to sign this document on behalf of M/s. _____

_____ (the name of the firm/company which is bidding in this tender) and that our firm/company has never been **blacklisted or terminated** due to poor performance by any of the Government Organizations/Agencies in the past and there is no criminal case registered against our firm/company or its owner/partners anywhere in India.

b) hereby certify that none of my relative (s) as defined in the tender document is/are employed in IIM Tiruchirappalli as per details given in 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.

c) further declare that:

- i. 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.
- ii. I understand that the decision taken by the IIM Tiruchirappalli is final and binding in all matters.
- iii. I hereby agree to work as per the terms and conditions stipulated by IIM Tiruchirappalli.



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I understand that IIM Tiruchirappalli reserves the right to accept or reject and to cancel the Tender and reject all bids at any time prior to the award of the contract, without detailing any specified reasons whatsoever

Place: _____

Signature _____

Name _____

Date: _____

Designation: _____

Seal of agency / Firm / Company

ANNEXURE – V(A): DECLARATION BY THE BIDDER ON THE PENALTY CLAUSE

I/We hereby declare that all statements made in this application are true, complete, and correct to the best of my/our knowledge and belief. In the event that any information is found to be false or incorrect at any stage, my/our bid shall be liable for rejection or cancellation.

I/We have read and understood the instructions and terms and conditions of the tender and agree to abide by the same.

I/We confirm that I/we meet all the eligibility criteria stipulated in the subject tender document.

I/We further declare that our firm/company has not been penalised by any institute/organisation for deficiencies in services provided in the past or in the ongoing contract.

I/We undertake to maintain absolute integrity, discipline, and quality in providing catering services for the Students' Mess and Executive Dining.

Signature of the Bidder:

Name of the Authorised Signatory:

Designation:

Name of the Firm/Company:

Date:

Place:

Seal of the Firm/Company:



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ANNEXURE - V(B): FORMAT FOR INDICATIVE MENU – VACATION MESS

Name of the Bidder/Firm: _____

Name of the Authorized Signatory: _____

Contact Details: _____

The Bidder agrees that the rate for the Vacation Mess shall be the same as the approved Daily Rate per Student. Indicative Basic Menu for Vacation Mess (To be filled by the Bidder).

Day	Breakfast	Lunch	Evening Snacks	Dinner
Monday				
Tuesday				
Wednesday				
Thursday				
Friday				
Saturday				
Sunday				

4. Additional Details (if any)

5. Undertaking

I/We hereby confirm that the above indicative menu is proposed considering reduced student strength during the vacation period (April–May) and is in line with the prescribed Daily Rate per Student.

Signature of the Bidder: _____

Name of the Authorized Signatory: _____

Designation: _____

Name of the Firm/Company: _____

Date: _____

Place: _____

Seal of the Firm/Company: _____



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ANNEXURE – VI: LETTER OF AUTHORISATION

LETTER OF AUTHORISATION FOR ATTENDING PRE-BID MEETING AND SITE VISIT (MANDATORY)

To

The CAO (i/c)

IIM Tiruchirappalli

Pudukkottai Main Road

Tiruchirappalli - 620 024.

Subject: Authorization for attending Site Visit/ Pre-Bid Meeting on _____ in the *Tender for Operating the Students’ Mess, and Providing Catering Services for Executive Dining at IIM Tiruchirappalli (for Executive Education and Consulting (EEC) Participants, and institute/Corporate Guests)*.

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

Order of preference	Name	Designation	Contact No	Specimen Signatures
I				
II				

Alternate Representative

Signatures of Bidder

or

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

Note:

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

ANNEXURE – VII: LIST OF PRESENT AND PAST CLIENTS' DETAILS

List of present and past clients in the following format. The information provided will facilitate 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 the period of contact.

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

ANNEXURE-VIII: TENTATIVE LIST OF KITCHEN EQUIPMENT PROVIDED BY IIMT

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

Sl. No.	Quantity	Description of Equipment
RECEIVING DOCK (GROUND FLOOR)		
1	1	HAND WASH SINK UNIT
2	1	WEIGHING TABLE W/DRAWER
3	1	WALL MOUNTED STORAGE CABINET
4	2	MOBILE BUSSING CART
5	2	MOBILE PLATEFORM TROLLEY
MEAT WASH		
6	1	DOUBLE SINK UNIT
7	1	DRAIN TROUGH GRATING
VEG WASH		
8	1	DOUBLE SINK UNIT
9	1	DRAIN TROUGH GRATING
10	1	DRAIN TROUGH GRATING
11	1	FLUSHING HOSE UNIT
STORE		
12	1	WEIGHING TABLE W/DRAWER
13	1	WALL MOUNTED STORAGE CABINET
14	15	STORE ROOM SHELVING
15	5	DUNNAGE RACK
16	2	FOUR DOOR REFER (UPRIGHT)
17	1	FOUR DOOR FREEZER (UPRIGHT)
18	5	STORE ROOM SHELVING (STEWADING)
VEG PREP.		
19	1	HAND WASH SINK UNIT
20	1	WORK TABLE W/UNDER STORAGE
21	2	WALL SHELVES
22	1	MOBILE SINK TROLLEY
23	1	WORK TABLE W/UNDER STORAGE
24	2	WALL SHELVES
25	1	WORK TABLE W/ SINK
26	2	WALL SHELVES
27	1	WORK TABLE W/UNDER STORAGE
28	2	WALL SHELVES
29	1	FOUR DOOR REFER (UPRIGHT)
30	1	POTATO / ONION STORAGE BIN

MEAT PREP.		
31	1	FISH PREP TABLE W/SINK
32	1	BUTCHER'S CHOPPING BLOCK
33	1	WORK TABLE W/UNDER STORAGE
34	2	WALL SHELVES
35	1	WORK TABLE W/UNDER STORAGE
36	2	WALL SHELVES
37	1	HAND WASH SINK UNIT
38	1	DOUBLE SINK UNIT
39	1	DRAIN TROUGH GRATING
40	1	WORK TABLE
41	2	WALL SHELVES
42	1	WORK TABLE W/UNDER STORAGE
43	2	WALL SHELVES
44	1	MOBILE CHOPPING BOARD SANITIZER TROLLEY
45	1	WORK TABLE
46	2	WALL SHELVES
47	1	FOUR DOOR REFER (UPRIGHT)
48	1	FOUR DOOR FREEZER (UPRIGHT)
MAIN KITCHEN		
49	1	HAND WASH SINK UNIT
50	1	SET-UP TABLE
51	1	BEVERAGE COUNTER W/SINK TROUGH
52	1	WATER BOILER
53	1	HOT FOOD PICK-UP COUNTER W/OHS
54	1	UNDER COUNTER REFER (3 DOOR) W/ OHS
55	2	SPREADER TABLE
56	1	S.S CLADDED MOBILE TANDOOR
57	1	FOUR BURNER RANGE W/ELECT OVEN
58	1	GRIDDLE PLATE
59	1	SPREADER TABLE (FOR DEEP FAT FRYER)
60	1	EXHAUST HOOD (WALL SIDE SINGLE PLENUM)
61	1	WORK TABLE W/ SINK & OHS
62	1	UNDER COUNTER REFER (3 DOOR) W/ OHS
63	1	CHINESE RANGE
64	1	DRAIN TROUGH GRATING
65	1	EXHAUST HOOD (ISLAND TYPE SINGLE PLENUM)

66	1	WORK TABLE W/UNDER STORAGE
67	1	IDLI STEAMER (TABLE TOP)
68	1	DRAIN TROUGH GRATING
69	2	SINGLE BURNER STOCK POT RANGE
70	1	EXHAUST HOOD (WALL SIDE SINGLE PLENUM)
71	1	WORK TABLE W/ SINK & OHS
72	2	MOBILE WORK TABLE
73	2	SPREADER TABLE
74	1	CHPATTI PLATE W/ PUFFER
75	2	DRAIN TROUGH GRATING
76	1	EXHAUST HOOD (WALL SIDE SINGLE PLENUM)
77	2	MASALA GRINDER (TILTING)
78	2	DRAIN TROUGH GRATING
79	3	MOBILE POT RACK
80	1	THREE SINK UNIT
81	1	S.S WALL MOUNTED PIPE SHELF
82	1	DRAIN TROUGH GRATING
83	1	DRAIN TROUGH GRATING
84	1	FLUSHING HOSE UNIT
COLD FOOD AREA		
85	1	HAND WASH SINK UNIT
86	1	UNDER COUNTER REFER (3 DOOR)
87	1	WALL MOUNTED STORAGE CABINET
88	1	WORK TABLE W/ SINK
89	1	WALL MOUNTED STORAGE CABINET
90	1	WORK TABLE W/UNDER STORAGE
91	2	WALL SHELVES
92	1	WORK TABLE W/UNDER STORAGE
93	2	WALL SHELVES
94	1	ICE-CREAM CABINET
LIVE COUNTER		
95	2	FOOD PICK UP COUNTER W/HOT BAIN-MARIE, TRAY REST RAIL & SNEEZE GUARD
96	2	FOOD PICK UP COUNTER W/COLD BAIN-MARIE, TRAY REST RAIL & SNEEZE GUARD
97	2	FOOD PICK UP COUNTER W/HOT BAIN-MARIE, TRAY REST RAIL & SNEEZE GUARD
98	2	FOOD PICK UP COUNTER W/COLD BAIN-MARIE, TRAY REST

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

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

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

BOUGHT OUT EQUIPMENT		
Sl. No	Quantity	Description of Equipment
RECEIVING DOCK (GROUND FLOOR)		
1	4	AIR CURTAIN
2	4	INSECT-O-CUTOR
3	1	BENCH WEIGHING SCALE
4	1	PLATEFORM WEIGHING SCALE
5	1	AIR CURTAIN
MEAT WASH		
6	1	GARBAGE CAN
VEG WASH		
7	1	GARBAGE CAN
STORE		
8	1	PLATEFORM WEIGHING SCALE
9	1	BENCH WEIGHING SCALE
VEG PREP.		
10	1	GARBAGE CAN
MEAT PREP.		
11	1	BENCH WEIGHING SCALE
12	1	GARBAGE CAN
MAIN KITCHEN		
13	1	GARBAGE CAN
14	1	GARBAGE CAN
15	1	GARBAGE CAN
MASALA GRINDING / POT WASH AREA		

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

Note:

1. The Materials available in the Mess related to the Institute shall be officially handed over by the Estate Office and the same will be return on same condition would be the vendor's responsibility. Otherwise required penalty will be waived to the vendor.
2. 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.



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ANNEXURE XI: PERFORMANCE CERTIFICATE

(Performance/Experience Certificate)

(to be issued in the letterhead of the client)

This is to certify that M/s. _____, has been providing Mess Services / Catering at our organisation/ Institute from _____ to _____.

The above vendor is serving food to _____ customers per day (approx.). This includes breakfast, lunch, and dinner.

The value of the contract/services provided by the vendor for the period from _____ to _____ is Rs. _____

The overall performance of the vendor is _____ (*Excellent/Very Good/Good/ Satisfactory/Poor*).

*Strike off which is not applicable.

Place:

Date:

Signature of the Competent Authority with Seal

Name:

Designation:

Email Address:

Contact Number:

(This Certificate has to be submitted in the case of ongoing contracts)

ANNEXURE X: DEPLOYMENT OF MANPOWER

Proforma for Furnishing Details of Manpower to be deployed at IIM Tiruchirappalli Mess and Executive Dining

(To be Submitted by the vendor along with Technical Bid Documents)

S. No.	Designation	Nos.
1	Manager	
2	Executive Chef	
3	Chefs	
Student Mess (ground floor) requirements		
4	Assistant Manager	
5	Health, Safety, and Hygiene Officer (Food Safety)	
6	Accounts Clerk	
7	Billing Staff	
8	Store Supervisor	
9	Purchase Supervisor	
10	Service Supervisor	
11	Counter Service Staff	
12	Production Staff	
13	Cleaning Staff (for each shift)	
14	Dishwashing Staff (for each shift)	
15	Driver	
Executive Dining Hall (first floor) requirements		
16	Service Supervisor	
17	Counter Service Staff	
18	Cleaning Staff (for each shift)	
19	Dishwashing staff (for each shift)	
	Total	

(Stamp & Signature of the Vendor)

ANNEXURE XI: INTEGRITY PACT

This Integrity Agreement is made at on this day of 2026 BETWEEN

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

AND

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

Preamble

WHEREAS the Principal / Owner has floated the *Tender No 26SP027T dated 25.04.2026* (hereinafter referred to as “Tender/Bid”) and intends to award, under laid down organizational procedure, a contract for *“Tender for Operating the Students’ Mess, and Providing Catering Services for Executive Dining at IIM Tiruchirappalli (for Executive Education and Consulting (EEC) Participants, and Institute/Corporate Guests)”*. 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 fairness/transparency in its relation with its Bidder(s) and Contractor(s).

AND WHEREAS to meet the purpose aforesaid, both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as “Integrity Pact” or “Pact”), the terms and conditions of which shall also be read as an 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 is witnessed as under:

Article 1: Commitment of the Principal/Owner

- 1) The Principal/Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:
 - a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the Tender process, provide to all Bidder(s) the same information and will not provide to any Bidder(s) confidential/additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

c) The Principal/Owner shall endeavour to exclude from the Tender process any person, whose conduct in the past has been of biased nature.

2) If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Indian Penal code (IPC)/Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal/Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

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

1) It is required that each Bidder/Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the IIM Tiruchirappalli / Department all suspected acts of fraud or corruption or Coercion or Collusion of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

2) The Bidder(s)/Contractor(s) commit themselves to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:

a) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal/Owner's employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the Tender process or during the execution of the Contract.

b) The Bidder(s)/Contractor(s) will not enter with other Bidder(s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

c) The Bidder(s)/Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s)/Contractor(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

d) The Bidder(s)/Contractor(s) of foreign origin shall disclose the names and addresses of agents/representatives in India, if any. Similarly, Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participates in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

e) The Bidder(s)/Contractor(s) will, when presenting their bid, disclose any payments he has made, is committed to or intend to make to agents, brokers or any other intermediaries in connection with the award of the Contract.

3) The Bidder(s)/Contractor(s) will not instigate third persons to commit offenses outlined above or be an accessory to such offenses.

4) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means a willful misrepresentation or omission of facts or submission of fake/forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage

by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the IIM Tiruchirappalli interests.

- 5) The Bidder(s)/Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his/her reputation or property to influence their participation in the tendering process).

Article 3: Consequences of Breach

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

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

Article 4: Previous Transgression

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

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

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



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Article 6- Duration of the Pact

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

Article 7- Other Provisions

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

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

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

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

WITNESSES:

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

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

Place:

Dated:

ANNEXURE XII: CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER

Sl. No	Covers	Details	Remarks	Tick (√)
1	(Cover 1)	All the documents and Annexures, except the Price Bid document.		Yes/No
2	(Cover 2)	Only Price Bid documents as per the BoQ MS Excel format(.xls)		Yes/No
3		Whether the GST Registration Certificate is enclosed.		Yes/No
4		Whether PAN is enclosed.		Yes/No
5		Whether the cancelled cheque leaf is enclosed.		Yes/No
6		Whether duly filled in Technical Bid documents (i.e., Annexure-I to the tender document), along with all the related enclosures, have been enclosed with the Tender: i. Registration/ Incorporation details of the bidding firm/Agency/ Company. ii. Documents in support of the Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of a partnership firm or a Private Limited Company. iii. Authorization / Power of attorney for signing the tender document. iv. Audited Annual Accounts, Income Tax Returns, and assessment orders for the last three consecutive financial years, i.e., 2022-23, 2023-24, and 2024-25. v. Details of completed contracts in the prescribed format during the last three years, along with proof of verifiable contact details. vi. Details of ongoing contracts in the prescribed format, along with proof of verifiable contact details. vii. All other information/ details/ supporting documents/proof are desired in the Tender document.		Yes/No
7		Whether the Technical Bid documents as per Annexure-I of the tender document are submitted.		Yes/No
8		Whether Undertaking, Near Relative and Declaration Certificate as per Annexure-V to the effect that the bidder had never been blacklisted by any of the Government Organizations/Agencies is submitted.		Yes/No
9		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 a seal?		Yes/No
10		Whether an Index or Table of Contents of all enclosures to the Technical bid has been prepared and attached to the Technical bid, to facilitate quick reference?		Yes/No
11		Whether the Tender documents have been signed with a seal on all pages by the bidder.		Yes/No