

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

Tender No. 23SP041T dated: 27/04/2023

<i>Details</i>	<i>Date</i>	<i>Time</i>	<i>Venue</i>
Name of Work/ Service	<i>“Tender for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli Campus”</i>		
Date of issue of Tender Document	27.04.2023	18.00 Hrs. onwards	-
Pre Bid Meeting	09.05.2023	11.00 Hrs.	Dean Office Meeting Room, Administrative Block, IIM Tiruchirappalli
Last date for Submission of Tenders	20.05.2023	17.00 Hrs.	-
Opening of Technical Bid	22.05.2023	11.00 Hrs.	<i>Tentative. Exact date and Time will be communicated later.</i>
Technical Presentation-cum-Evaluation	26.05.2023	11.00 Hrs.	
Opening of Price Bid	<i>To be informed later</i>		
Tender Document	The tender document can be downloaded from the IIM Tiruchirappalli website https://www.iimtrichy.ac.in/tender-published .		
EMD Amount (Refundable to unsuccessful bidders)	EMD Amount Rs. 1,00,000/- to be remitted in the below-mentioned IIM Tiruchirappalli Bank Account through online mode: Bank Account Details Name of the Beneficiary: IIM Tiruchirappalli Bank Name: State Bank of India SB A/c. No: 32170808935 IFSC Code: SBIN0071187		
Copy of payment transaction receipt for EMD has to be attached with the application form, without which the bid won't be considered. The payment of EMD is exempted for MSME Bidders. Bidders claiming exemption should attach necessary document proof should be attached with the tender document.			
SD Amount	Rs. 5,00,000/- (Rupees Five Lakhs); The SD amount, less the EMD amount already paid, will have to be remitted to IIM Trichy within 10 working days along with the letter of acceptance from the receipt of the Work Order, failing which the work order will stand cancelled..		
Address for submission of Tender	The Chief Administrative Officer (i/c) Indian Institute of Management Tiruchirappalli Trichy - Pudukkottai Main Road Chinna Sooriyur Village, Trichy - 620 024.		
Mode of Submission of Tender	Sealed Master Envelope super scribed as <i>“Tender for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli Campus”</i> must reach us by Registered Post/Speed Post/Courier/hand delivery before the deadline.		

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INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

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

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

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NOTICE INVITING TENDER

OVERVIEW

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

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

Period of Contract

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

The Amount payable to IIM Tiruchirappalli

1. Rental Charges - The Vendor shall pay a sum of **Rs. 15,000/- plus GST** per month towards monthly rent.
2. Electricity Charges - IIMT shall provide electricity to Canteen. Electricity charges will be levied as per the prevalent tariff policy of TNEB Limited, applicable to IIMT as per actual consumption. However, the electricity charges for the Air Conditioners fixed in the dining halls will be borne by the institute. There is a separate meter fixed for the A/Cs.
3. Water Charges - Water required for cooking, washing and incidental purposes will be supplied at cost by the Institute to the Vendor. Water meter will be fixed by the Institute. Water charges will be levied on actual consumption every month based on the meter readings and as per the following slabs:
 - a. Rs. 50 per kilo liters up to the consumption of 600 kilo liters per month.
 - b. Rs 75 per kilo liters up to the consumption of above 600 kilo liters and up to 1000 kiloliters per month.
 - c. Rs 100 per kilo liters up to the consumption of above 1000 kilo liters per month.

SCOPE OF WORK

1. IIMT Canteen has two dining rooms – Executive Dining for Executives/Institute Guests and Common Dining for the use of all other stakeholders. The canteen has a modern kitchen which is equipped with all the features required for its smooth and efficient functioning. This kitchen is common for both Executive Dining and Common Dining.
2. The requirement of this contract is to provide the highest standard of services for dining facilities at the canteen with adequate standby arrangements to ensure uninterrupted services on all 365 days. The Contractor shall be responsible for providing catering services at the Canteen, where food is prepared and served for the occupants of the Guest House, participants of various programs, Visiting Faculty, Guest Speakers, in house faculty & staff members, students (occasionally), visitors, etc.
3. The main scope of works is detailed below:
 - a. **Catering Services at the Executive Dining (Upto 180 Diners)**

To arrange food (as per the menu decided by the Institute) in the A/C Executive Dining Hall for the Institute guests and MDP participants staying in the Guest House. The food has to be served in buffet basis, which will be informed in advance.
 - b. **Catering Services for Walk-in Users (Upto 50 Diners)**

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

To provide Tea/Coffee/Snacks/Hi-Tea at the respective venue in the Institute for participants of various MDPs, Conferences, Meetings, other programmes and regular tea/coffee for faculty and staff members.
4. Providing any other catering services for Institute's events which shall be considered necessary by IIMT at competitive rates (which will be verified in open market) from time to time. Such catering services shall be arranged within the canteen facility or independently outside the canteen area but within the Campus of IIMT. The number of orders at times may even be less than 5 Nos.

Canteen Timing

Breakfast - 07.00 to 10.30 AM

Lunch -12.30 to 02.30 PM

Dinner – 08.00 to 10.00 PM

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

ELIGIBILITY CONDITIONS FOR SUBMITTING BIDS

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

1. The bidder(s) should be registered with the FSSAI, Goods and Services Tax council for the purpose of Goods & Service Tax (GST). A copy of FSSAI, GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and tender document should be same or linked.
2. The bidder should have minimum three years of relevant experience in the field of providing **Catering Services for Canteen & Executive Dining/VIP Dining/Guest House Dining or should be running a hotel business**. In this regard, document proofs like Work Order/Agreement/license and proof of evidence for running the hotel should be attached with the Technical Bid.

3. a) For Caterers:

The bidder should have successfully rendered at least one Comprehensive Services for Canteen and Executive Dining for any of the Indian Institutes of Management (IIMs)/IITs/NITs/ Executive Training Centers of Public Sector Banks & Public Sector Undertakings (PSUs)/Other reputed private institutions/organisations during the last five years ending as on **31st March 2023**. Relevant copies of work order, satisfactory completion certificate should be submitted with the technical bid.

b) For Hotels:

In case the bidder is running a hotel, the hotel should have been located in the prime location of the city at least for a period of five years.

4. During the last five years ending as on **31st March 2023**, the bidder should have undertaken:

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

OR

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

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

5. The Bidder Should submit Performance Certificates from past clients/ongoing contracts for the attached Work Order of equivalent order sized (issued in the last five years as on **31st March 2023**) need to be attached with the Tender document. The performance certificate should be certified by the responsible official from the concerned organization with verifiable contact details & e-mail ID. The certificate(s) should be enclosed with Technical bid. The Institute officials may also contact the past and present clients to verify the credential of the certificates and also to get on the spot information regarding quality of services provided etc. ***The Work Order without performance Certificate will not be taken for evaluation.*** This clause is excluded for the hoteliers; however, the institute authorities shall visit the hotels run by the bidder.
6. Average Annual Turnover of the Bidder, pertaining to the best Three years among the last 5 years (2018-19 to 2022-23), should be at least **30 Lakhs**. Copies of duly audited Balance Sheet with Profit & Loss accounts are to be submitted for the last three years as above as per

Annexure-I (Technical Bid). The year in which no turnover is shown would also be considered for working out the average.

7. Bidders should be regular in filing Income-Tax returns. A copy of the Income-tax returns filed and audited accounts statement for the last five financial years (2017-18 to 2021-22) should be submitted along with the Technical Bid.
8. The bidders should not have been blacklisted by any department of the Government of India or any State Government and Private organization in the past. There should not be any criminal case registered against the bidding firm or its owners/partners anywhere in India and the Bidder should give a self-declaration certificate for acceptance of all terms & conditions of tender documents. An undertaking to this effect in the Company letterhead duly signed by the owner/partner or both to be enclosed, as per Annexure-IV.

Instructions to Bidders

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

1. A. Earnest Money Deposit:

- a. The Bidder (s) should remit an Earnest Money Deposit (EMD) of **Rs. 1,00,000/- (Rupees One Lakh Only)** at the bank account mentioned in Page 1. A copy of the payment transaction receipt has to be attached with the Tender application form, without which the bid will not be considered for the bidding process.
- b. The EMD of the successful Bidder will be adjusted against the interest-free security deposit.
- c. The EMD of the unsuccessful bidders will be released after the finalization of the Tender. No interest is payable on the Earnest Money Deposit (EMD).
- d. Receipt of Security Deposit from an individual account will not be accepted. The Security Deposit must be paid from the company's bank account only.
- e. The vendors who have MSME/NSIC/DIPP certificates are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect, without which the bid won't be considered for further process.
- f. The bidders who seeks exemption from EMD as per clause above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the bid document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.

B. Forfeiture of Earnest Money Deposit:

The earnest money will be forfeited in the following cases:

- a. Earnest Money is liable to be forfeited and bid is liable to be rejected, if the bidder(s) withdraws or amends impairs or derogates from the tender in any respect within the period of validity and/or after opening the tender.
- b. When information/certificate/document furnished is found to be false at any stage.
- c. When the bid documents have been manipulated or altered after they are downloaded from the website.
- d. When the successful tenderer does not deposit the interest free security deposit money after the work order is given.
- e. If the successful bidder(s) fails to commence the work within the prescribed time after the

confirmed orders.

2. Relationship Certificate:

- a. The Bidder should give a certificate that none of his/her near relative is working in the units as defined below where he is going to apply for the Tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company. Due to any breach of these conditions by the company or firm or any other person the Tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and IIM Tiruchirappalli will not pay any damage to the company or firm or the concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.
- b. The near relatives for this purpose are defined as Members of a Hindu undivided family/Spouse/The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

3. Amendment to Bid Document

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

4. Conditional Bids:

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

5. Validity of Bids and Rates:

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

Please note that all rates quoted by the bidder shall remain fixed and valid until the completion of the contract and no escalation/price increase, whatsoever shall be considered during this period. Accordingly, contractor has to take due care on this account while quoting the rates. No escalation of Material or labour component will be allowed during the contract period, including extended period if any.

6. Procedure for Submission of Bids

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

information provided by the Bidder, the same should be made after scoring out the old entry. In any case, there should not be any overwriting. All the corrections should be attested with the full signature of the Bidder with date.

- c. The bidders are cautioned that furnishing of incomplete/ambiguous information, suppression of facts and any alteration of the prescribed tender format will entail outright rejection of the bid application.
- d. Bidder should take into account the corrigendum/Addendum published from time to time before submitting the bids.

7. Bid Submission:

The Bidder should submit the Bid in two parts viz. Technical Bid and Price Bid. Technical Bid along with required documents should be attached in Cover-1. **Price Bid as per Annexure-II only should be submitted in Cover- 2.**

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

a. Technical Bid – (Envelope A)

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

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

- i. Duly filled Annexure – I.
- ii. Application form, Undertaking, Near Relative Certificate as per **Annexure - IV**.
- iii. Copy of PAN and GST Registration.
- iv. Copy of constitution or legal status of the service provider /Sole proprietorship/firm Agency etc., like an Attested copy of the deed of partnership, if the firm is a partnership concern. Certificate of Incorporation duly certified in case of Company.
- v. EMD Payment Receipt / MSME Certificate for Exemption of EMD.
- vi. Copy of work orders, testimonials / completion / performance certificate from the present and past clients of equivalent order sized (received in the last Three years) with verifiable contacts need to be attached with the Tender document.
- vii. A copy of Income tax returns filed and audited accounts statement for the last five financial years.
- viii. Signed Tender document and all annexes and Corrigendum/Addendum if any.
- ix. All other documents mentioned in the tender document, except the Price Bid document.

The Technical Bid Cover with the aforementioned required enclosures should be in sealed condition and SUPERSCRIBED with the following text: **“Technical Bid for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli Campus”**.

b. Price Bid - (Envelope B)

Price must be quoted as per the format specified for all the items, failing which tender shall be rejected. Duly filled Price Bid as per **Annexure-II** alone should be put in a separate cover

and the cover should be in sealed condition. This envelope should be SUPERSCRIBED with the following text: ***“Price Bid for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli Campus”***.

Points to note:

- i. The quantities mentioned in Price Bid are tentative and shall be increased or decreased depending upon the requirements of the Institute.
- ii. Bids must be submitted with the rates for all the item(s) of the work involved and any incomplete bid will not be considered.
- iii. The Rates quoted by the tenderer should be inclusive of all charges, except GST, and must hold good till the completion of work and should not be subjected to any escalation. No claim on this account whatsoever shall be entertained at any stage including the extended period, if any.

C. Master Envelope

The two inner envelopes A & B should be placed in the Sealed Master Envelope which should be super scribed as ***“Tender for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli Campus”*** and must reach us by Registered Post/Speed Post/Courier/hand delivery before the deadline. If the two inner envelopes A & B and the one outer envelope (i.e., larger envelope) are not marked as instructed, IIM Tiruchirappalli will assume no responsibility for the misplacement of the envelopes. Any unsealed bid will be rejected.

Pre-Bid Meeting

A Pre-Bid Meeting with the intending bidders will be conducted in person at Deans Office Meeting Room, Administrative Block, IIM Tiruchirappalli on 09.05.2023 at 11.00 Hrs. to clarify doubts that shall arise before submitting the bids. The bidders who are unable to visit IIM Tiruchirappalli in person can join the pre-bid meeting through virtual mode.

The bidders need to send the scanned copy of the letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before 15.30 Hrs., on 08.05.2023 to attend the Pre-bid meeting. The format of authorization letter is enclosed vide [Annexure-V](#). The Bidders are requested to mail their doubts/queries along with the authorization letter.

Opening of Technical Bid

The Technical bid will be opened by the Tender Opening Committee on **22.05.2023 at 11.00 Hrs.** in the presence of the bidders or their authorized representatives through physical/video conferencing mode. A maximum of two representatives per bidder shall be authorized and permitted to attend the bid opening. Bidders / Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before attending the Opening of Master envelope & Technical bid meeting on the given date (to be informed later) in the opening of Technical Bid as per the format enclosed vide [Annexure -V](#).

Tender Evaluation Process

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

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

Stage 1:

Document Verification – All the technical bid documents submitted by the vendor will be scrutinized by the committee. The bidders meeting all the basic eligibility conditions mentioned in this tender document will only be considered for stage – II to make the presentation to the Evaluation Committee.

Stage 2:

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

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

Sl. No	Items	Maximum Marks
1	<p><i>Financial Soundness/Turn over:</i> Average turnover of the last three years (2019-20 to 2021-22), as reported in the audited financial statements, will be considered.</p> <p>a. Rs.30 to 50 Lakhs = 5 marks; b. Rs.50.01 to 75 Lakhs = 10 marks; c. Rs.75.01 to 1 Crores = 15 marks; d. Rs.1 Crore and above = 20 marks.</p>	20

2	<p><i>Number of collective years of Experience during the past 5 years. The number of years of experience rendered in different organisations/places during the past 5 years would be summed to obtain the collective years of experience.</i></p> <p><i>2 Marks for every collective year of experience with a ceiling of 20 Marks</i></p> <p>For every experience quoted, there has to be a corresponding Performance Certificate to even consider it. The performance certificate would not apply to the vendors who run their own outlets such as hotels, etc.,</p>	20
3	<p><i>Personnel and Establishment</i></p> <p>a. Structure of Organization (Organogram) with details of roles and responsibilities in each category. (5 marks)</p> <p>b. Qualified Technical & Administrative Personnel to be deployed at IIMT Canteen (5 marks). If the details of personnel is mentioned, 5 marks would be given and if not mentioned, no marks would be given.</p>	10
4	<p>Evaluation of the Presentation:</p> <p>The presentation by the Bidders will be evaluated by IIM Tiruchirappalli Committee members. The presentation will be evaluated based on the following parameters:</p> <p>a. Bidder's understanding of IIMT's requirements;</p> <p>b. Technical capabilities of the bidder to run canteen at IIMT;</p> <p>c. Financial capabilities of the bidder to meet the catering services budgeting of at least two - three months;</p> <p>d. Quality of raw materials used at present clients' canteens.</p> <p>e. Quality of food served, cleanliness of kitchen & dining area and layout of the stores maintained at present clients (photos to be shown).</p> <p>f. Maintenance of feedback register.</p> <p>g. Feedback from Clients regarding courteousness and responsiveness.</p>	50
Total Marks (Technical Score)		100

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

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

During evaluation, the Committee may summon the bidders and seek clarification/information

or additional documents or original hard copy of any of the documents already submitted & if these are not produced within the stipulated time frame, their proposals will be liable for rejection.

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

Opening of Price Bid

The price bids of all the technically eligible bidders will be opened in the presence of technically eligible bidders or their authorized representatives through physical/video conferencing mode. The date and time for opening of the Price Bid will be informed later. Bidders / Representatives have to send the scanned copy of letter of authorization from their firm (or firms they are representing) to purchase@iimtrichy.ac.in before attending the price bid meeting on the given date (to be informed later) to participate in the opening of Price Bid as per the format enclosed vide *Annexure-V*.

Selection of Vendor

- a) Combined rate of Part A to Part F of Price Bid (i.e. Annexure-II) will be taken for consideration for selection of L1 bidder, based on the following formula:
 - i. For Part A – Total Amount (i.e. Annual Expected numbers * Rate (separately calculated for each item))
 - ii. For Part B - Annual Expected numbers * Average Rate of the Regular Breakfast
 - iii. For Part C - Annual Expected numbers * Average Rate of the Regular Lunch
 - iv. For Part D - Annual Expected numbers * Average Rate of the Regular Dinner
 - v. For Part E – Total Amount (i.e. Annual Expected numbers * Rate Per Unit)
 - vi. For Part F - Annual Expected numbers * Average Rate of the Snacks and Refreshments for meetings
 - vii. The sum of the above would be taken for selection of L1 bidder.
- b) The bidder who quoted the lowest rate (L1) will be awarded work order for providing canteen services at IM Tiruchirappalli.
- c) The Institute reserves the right to accept or reject all the bids including the lowest without assigning any reason.

Terms and Conditions

1. The services will be provided during 7.00 am to 10.00 pm on all days of the year with sufficient number of manpower required to run the operation.
2. The estimated count mentioned in Price Bid is tentative and Institute shall not Guarantee for any minimum business.
3. The canteen should be able to provide foods like cornflakes, fruits, Bread/Butter/Jam, etc., for even a smaller number of guests, if they visit canteen during odd hours.
4. At least two chefs should be available at work on shift basis.
5. On order, food items should be brought to the guests' place in academic and admin block, and the guest house.

6. Leftover food items should not be used for the next dining/day. If found guilty, penalty would be imposed as decided by the institute authorities.
7. Vendor shall provide light food such as milk, bread, kanji etc., in lieu of meals to the guests who are sick during his/her sickness period on a nominal rate.
8. Institute reserves the right to inspect the premises of the canteen and kitchen area without any prior intimation.
9. The Vendor shall provide catering services as per the menu and at the timings to be advised by the Institute from time to time.
10. The Vendor shall ensure quality/hygiene food and provide satisfactory/acceptable services without giving any room for complaint from diners.
11. The Vendor shall prepare the food items in a hygienic atmosphere. Qualified and trained staff shall be available to supervise cooking, serving, dish washing and general staff. IIMT reserves the right of inspection relating to quality and service at any given point of time who shall also be sole judge about the dining services. IIMT also reserves the right to appoint a committee to inspect the quality of materials used for cooking and also quality of food prepared and served and the cleanliness of canteen and its surroundings. IIMT reserves the right to send the food samples to the Govt. approved food testing laboratories for conducting microbiological tests.
12. The contractor should be in a position to cater to the tastes of South Indian and North Indian.
13. Special items of Vegetarian/Non-vegetarian are to be made available as extras at the rates quoted in Price Bid.
14. Providing any other catering services for Institute's events, which shall be considered necessary by IIMT from time to time. Such catering services either shall be arranged within the canteen facility or independently outside the canteen area but within the Campus of IIMT.
15. Being a food supply contract, all the edible materials like rice, dal, oil, sugar, jaggery, suji, etc. used by the contractor should be of good quality, free from insects and other adulteration/decay materials. Dalda/Vanaspathi/Palm Oil, Food Colour and Ajinomoto should not be used in the food.
16. Utmost attention has to be given to provide wholesome e quality dishes and render an excellent service besides maintaining punctuality in services without any complaint from diners.
17. The food, raw materials, ingredients etc. are to be of good quality, clean, fresh, nutritious, hygienic and edible. No cooked food shall be stored / preserved after meals. All perishable items like milk, bread, vegetables, chicken etc. have to be procured on a daily basis. Not following IIMT's suggestions/ instruction in such matters shall be considered as violation of terms and conditions of agreement and shall invite penalty for the same.
18. The Vendor shall use only branded raw materials and best quality items for preparing the food. The list of brands or products given by the Institute in **Annexure-IIIB** have to be strictly followed.
19. Vegetables used should be fresh and of good quality. Rice of good quality, well cleaned, de-stoned should be used. Standard brand Toor/ Urad Daal / Pulses/ Grams/ Spices are only to be used for cooking. The Vendor should procure the required provisions from standard shops. Milk should be of Aavin brand. Rice should be cooked properly. Chapatti should be baked properly and it should be soft. For preparation of curry (i.e., Sabji) each day, the vegetables must be changed. Potatoes mixed with vegetables should not exceed 20%. Fruits served should be fresh and of good quality.
20. Procurement of first quality branded groceries; vegetables etc. will be the responsibility of the Vendor. In the event of the quality of the food served being poor or not adhering to contractual

conditions, IIMT will be free to impose penalty as deemed fit on the Vendor and as per penalty clause.

21. The service provider has to ensure that only RO water is provided to the guests for drinking. Arrangements should be made to provide hot water to the guests whenever asked.
22. Vendor shall be solely responsible for cases of incidence of food poisoning and shall bear the complete expenditure arising out of this for medical treatment of the hostel inmates. In addition, penalty shall be imposed on the Vendor as decided by the IIMT for such incidences. Since the services include food and eatables, the provisions of Prevention of Food Adulteration Act, 1954 are binding on the Vendor.
23. The contractor shall prepare and serve the food, snacks, biscuits and tea/coffee/cold drinks/green tea/juice, hi-tea for all the institute Programs, as per the menu and schedule provided by the institute.
24. The contractor shall serve coffee / tea / cold drinks / green tea, juice, snacks, high tea, biscuit, breakfast/lunch/dinner etc. for various other official meetings, programs, conferences, seminars and events organized by the Institute from time to time. In addition, people visiting IIMT campus in connection with various academic/administrative activities of the Institute may also avail these services in Common Dining by making direct payment at the counter or through the indent provided by the respective Departments duly approved by the activity Heads, as the case may be.
25. The contractor needs to set up the Extension Counters as and when required by the Institute.
26. The contractor shall supply additional breakfast/lunch/dinner as requested by the departments on a chargeable basis and as per the approved rates. Such requests will be placed, as far as possible, one day in advance. The contractor shall also supply additional special lunch/ dinner as per order placed through request by various department of the Institute. The frequency and the items to be served will be informed through request by user department of the Institute.
27. The contractor has to serve tea/coffee/green tea, biscuits and snacks near the class rooms in academic building as when the program is conducted as per the schedule provided by the Institute.
28. The contractor should use Agmark or ISI quality ingredients, spices, oil etc., and shall keep all cereals flour and other consumable articles covered and free from ants, rodents, cockroaches, flies, rats etc.
29. The services provided at the Canteen for Executive Dining, Common Dining etc., should be of high quality. The vegetables, provisions and various items used for cooking should be of best / premium quality and the quality should not be compromised under any circumstances. The food should have high nutritional value. Potable good quality water should be used for cooking and drinking purposes.
30. Generally, Indian food items would be served but on occasions as per requirement of the Institute, the Contractor should be able to provide Chinese food and also Continental food. The Institute organizes various international programs every year; foreign participants have to be provided continental food.
31. Utmost attention has to be given to provide wholesome quality dishes and render an excellent acceptable service besides maintaining punctuality in services without any complaint from the participants/guests, which is equally important.
32. Transportation of all material, vessels, cutlery and other implements, as well as their people, is entirely within the scope of the Bidder.

33. The Contractor should be equipped to provide catering services for at least 200 persons at one time on, a short notice, apart from the Institute's regular requirements. For this purpose, sufficient stock of crockery and cutlery and any other required items have to be maintained.
34. The Vendor should not feed the dogs with food.

Inventory:

35. IIMT shall provide basic facilities such as furniture for dining hall and water cooler in dining room. A stock register of item will be maintained. These facilities will be under the control of the Contractor and he/she will be responsible for any loss/damage.
36. The Contractor has to bring all the vessels, furniture, equipment, and any other item required to run the canteen at his own expenses.
37. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director or CAO of the Institute and the same will be deducted from the monthly bill of the contractor.
38. No item will be taken out of the Institute without written permission of the competent authority. No Asset should be shifted from one room/ place to another, without approval of competent authority and making valid entry in the stock register of the inventory.
39. List of Items provided by the Institute in the Canteen are detailed in **Annexure-VI**. Dining table and chairs will be provided by the Institute. Apart from these items, the contractor has to bring all the necessary equipment/item at his own cost. In addition to that, the vendor is required to bring buffet serving tables, food warmers, heaters, serving vessels and other furniture in both the dining halls.
40. On expiry of the agreement, all the equipment/articles/facilities provided to the contractor shall be returned in good condition subject to the allowable wear and tear and no excuses of any nature whatsoever will be entertained for any loss or any damage to the equipment /articles/facilities. In case of any loss or damage, the Contractor will have to replace the lost items / carry out necessary repair, subject to the approval and instructions of the IIMT.
41. The contractor shall be responsible for providing at his/her own expense for all precautions to prevent from any loss or damage to the facilities at Canteen.
42. It is the responsibility of the Contractor to maintain all kitchen equipment provided by the Institute in proper working conditions at all times. If there are damages, the contractor has to make good the losses incurred to the Institute or alternatively replace the damaged equipment with same brand and specification. Institute will not supply any equipment additionally or by way of replacement.
43. The Canteen premises should not be used for any other purpose, other than the Institute requirements.
44. It is the vendor's responsibility to provide all items which may not be specifically mentioned in the scope of works but are necessary to complete the work and subject services to the satisfaction of the Institute.
45. The contractor shall be responsible for any breakage caused by its workers at the site. Breakage of any light fixtures, furniture, tiles, mirror, glass, any other fittings/fixtures provided in the building by the persons employed by the contractor due to their negligence will have to be set right by the contractor at his cost within 3 days of such damages. In case of their failure to do so, IIMT shall be at liberty to get the same done from any other agency at the Contractor's cost, risk and

consequences.

46. There will be strict check on quality of food. The items of food served will be checked by the Committee constituted by IIMT. Such quality audit may be a test audit or random audit. The Contractor shall use only branded raw materials and best quality for preparing the food. Procurement of first quality branded groceries; vegetables etc. will be the responsibility of the Contractor. List of branded items are available in Annexure-IIIB. Brands of other items will be decided by the IIMT. In the event of the quality of the food served being poor or not adhering to contractual conditions, the IIMT will be free to impose penalty as deemed fit on the Contractor and as per penalty clause.
47. Procurement of LPG commercial cylinders, fresh groceries, vegetables, raw materials and other ingredients for preparation of food and snacks, as per the demand, will be arranged by the contractor on his/her own expenses.
48. Kitchen consumables and utensils, except available in the Canteen, shall be arranged by the contractor as per the requirement at no extra charge.

Statutory:

49. The Contractor shall obtain license from the Labour Department under Section 12(i) of the Contract Labour (Regulation and Abolition) Act, 1970, to conduct the business in IIMT, within 30 days from signing of the contract.
50. The contractor shall take, at his own cost, the necessary license from statutory authorities in respect of this work. The expenses in completing the formalities in executing the agreement including expenses towards stamp paper, Registration charges, etc., if any, shall be borne by the contractor. The Contractor should undertake to produce the license / permission, etc., so obtained to the Institute or furnishes copies thereof as and when required by the institute. The contractor also undertakes to keep and get renewed such license or permissions, etc., from time to time. The contractor shall be responsible for any contravention of the local, municipal, state, central or any other laws, rules and regulations.
51. The contractor should undertake to bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the state / central government or any local body or authority. The contractor also agrees to furnish such proof of payments of compliance of the obligation including registration of certificates, receipts, licenses, clearance certificates, etc., as may be required by the Institute from time to time.
52. The Contractor shall be solely responsible for all statutory payments to his/her workers and shall abide the all rules and regulations, statutory and otherwise, to the satisfaction of the Institute. The Contractor shall indemnify the Institute from all claims by its employees. In case any employee/s deployed by the contractor raise any dispute / claim against IIM Tiruchirappalli, contractor shall implead himself as a party and defend the matter directly.
53. The contractor shall comply with all the provisions of the Rules framed under any Laws and Rules as may be applicable from time to time in respect of the workers engaged by him. The contractor when required by the IIMT officials, shall produce the registers and records for verification and comply with other directives issued by the IIMT for compliance of the statutory provisions. Thus, the Contractor has to follow all labour laws / government laws and all statutory obligations in regard of employing the workers. The contractor shall be solely responsible for any dispute / violation of

labour laws.

54. The Contractor shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments. It is agreed that there is no employer-employee relationship between the Institute and the Contractor' employees in anyway, whatsoever and the Contractor has to carry out their business as an independent service provider.
55. Maintenance of records and documents related to running of the canteen and statutory compliances as per prevailing labour laws and other statutory compliances is the responsibility of the vendor.

Staff deployment:

56. The contractor should deploy and supervise the canteen with adequate number of manpower such as cooks, servers, cleaner, storekeeper and supervisors etc., for efficient running the Canteen. The contractor should ensure to maintain required number of manpower at Canteen to meet the contractual obligation and should be capable of scaling up the service on need basis for special occasions.
57. There should be a separate Housekeeping staff – 2 Nos. exclusively appointed for cleaning purposes. The Housekeeping staff should not be used for any other work. The housekeeping staff should wear a separate colour uniform.
58. Vendor or his Canteen Manager is required to remain present in the canteen when the food is served. The weekly menu should be displayed on the notice board.
59. Deployment and supervision of required number of service personnel such as cooks, servers, cleaners, storekeeper and supervisors etc., for running the canteen. If the deputed personnel are found insufficient at any point of time, the vendor should arrange additional staff as mandated by the institute.
60. The contractor should maintain a register furnishing the Name, Address and Character Certificate and latest photograph, telephone number of the contract personnel engaged by him and posted at ER/ GH and Canteen. This register completed in all respects has to be handed over to the CAO's Offices within 15 days from the date of award of contract. The staff deployed at site should be physically and mentally fit to handle the works detailed in the scope. The full bio-data & ID proof of the staff to be deployed at IIMT like their full address, educational qualification, age proof etc. shall be made available before commencement of work.
61. The contractor shall not assign or sublet the work/job or any part of it to any other person or party. The tender is not transferable. Only one tender to be submitted by one Bidder.
62. Employment of child labour is strictly prohibited.
63. The Contractor shall ensure that workers, agents and staff are attired in clean uniform, well behaved, courteous and disciplined. They should not indulge in any theft, robbery, groupism or partisan activities inside the campus or even outside the campus that affects the image / performance of the Institute.
64. All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 20–55 with good health and sound mind. The personnel/employees/workmen of the contractor shall be liable to security screening by the Security Staff/Agencies deployed by IIMT.
65. If any of the worker employed by the contractor is found to be under performing or found under the influence of alcohol or any abusive substance / indecent behavior, such person/s shall not be allowed to work at site anymore and IIMT reserves the right to ask contractors for immediate removal of

such person/s with suitable substitute immediately.

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

Maintenance:

72. IIMT shall provide basic facilities such as furniture, AC, etc., in the dining room. A stock register of item will be maintained. These facilities will be under the control of the Vendor and he/she will be responsible for any loss/damage.
73. The contractor should keep the entire canteen clean and tidy at all the times. The kitchen tiles, wall tiles, hoods, rest rooms, etc. should be cleaned on a daily basis. Surprise checks would be conducted and a heavy penalty would be imposed if found unclean.
74. The contractor should not paste any posters or pamphlets or any notices in the canteen walls. They can be posted in the place approved by the institute and only with the permission of the institute authorities. The size of the rate card and the location would be decided by the institute.
75. Rate Card should be printed and posted with the approval of the institute authorities at appropriate places in the canteen
76. Dining table and chairs will be provided by the Institute. The furniture should be used with utmost care and maintained properly at the own cost of the Vendor. Any other furniture and fittings required has to be brought by the contractor at his own cost.
77. The Vendor shall use cooking gas (LPG) at his cost for cooking in the Kitchen. The Vendor needs to have necessary facilities such as gas connection to the oven and other gadgets for carrying out preparation of food and serving in the dining room. The Vendor should be solely responsible for the arrangements of gas refills out of his own resources and its safe custody and usage. The Vendor

shall ensure that his staff is trained by fire drills regularly in operating fire extinguishers which shall be supplied by the Institute; and that proper and adequate fire precautions, safeguards and preventive measures against fire are taken by the Vendor.

78. The contractor shall also ensure the overall general maintenance, like Restrooms, Floor cleaning (Kitchen and Dining), garbage disposal (dry and wet garbage/biodegradable and non-biodegradable waste disposal etc., in an eco-friendly manner, using protective/closed bins).
79. Keeping the kitchen, dining halls and canteen premises neat, clean and hygienic are the responsibilities of the Vendor. Strict adherence of the hygiene and sanitation of the canteen and its surrounding are utmost essential. Disposal of waste getting flogged in drainage lines have to be cleared by Vendor. Institute's directives regarding cleanliness have to be followed and all the expenditure will be borne by the Vendor. Any violation on the part of Vendor is liable for appropriate penal provisions. The Vendor is also responsible for proper disposal of all waste without bringing any environmental hazards. Daily cleaning report should be submitted to IIMT.
80. The Contractor should dispose of the kitchen waste in a proper manner and no waste should be poured into the sewerage line as the garbage will damage the pumps installed at Sewerage Treatment Plant. If any blockage in the sewer line is noticed due to the dumping of kitchen waste, the Contractor will be penalized with heavy penalty by the Institute. The rate of penalty will be decided by the Institute.
81. The contractor should arrange for engaging his/her workers throughout the year (including all holidays), for thorough deep cleaning of the internal and external areas as required by the Institute. The Institute will make no extra payment on this account. However, there will be a weekly off for each employee to be provided on rotation basis.
82. The Contractor shall maintain and provide comprehensive log book of cleaning activities.
83. The Institute shall have the right to inspect at all times any tools, instruments, materials / toiletries/consumables, staging or equipment used or to be used in the performance of the WORKS. The contractor shall make all parts of the WORK accessible for these inspections. The Institute shall have the right to condemn any or all tools, instruments, materials / toiletries/consumables, equipment or work which does not confirm to the specifications.
84. The Contractor shall maintain a suggestion book for recording the suggestions for improvement. The suggestions that have the approval of the IIMT should be acted upon forthwith. The suggestion/compliant book should be kept open for inspection by Officer in charge /authority of Institute.
85. Cleaning and moping of kitchen, dining halls, toilets and auxiliary areas are to be done three times in a day.
86. Cleaning of plates and utensils including drying under hygienic conditions using dryer or suitable equipment, after every use is a must.
87. Cleaning of washbasins, kitchen drains on continuous basis is mandatory.
88. Cleaning of dining hall tables and chairs should be done after each meal.
89. For cleaning of vessels, a multi-step process including soaking in hot water, etc. to be done to ensure proper cleaning of vessels before the next use. The vendor is welcome to use either fully automated equipment or a partially automated process or a fully manual multi-step process to achieve the desired cleanliness.
90. Camphor based cleaning/hi-tech cleaning method to be used at the end of each dining time.

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

Billing and Payment:

1. The payment for the Canteen Services shall be paid on monthly basis subject to production of bills with its required supporting documents up to the satisfaction of the Institute.
2. The contractor shall maintain the record of the number of breakfast/lunch/dinner provided on daily basis and to submit the bill to the IIMT once in 30 days.
3. The contractor shall submit the bills in the form of Tax Invoice containing the details of GST Registration number of the contractor and IIMT (33AAAAI5004R1ZO) along with HSN/SAC code every month on or before 7th of subsequent month. After deducting the amount towards rent, electricity, water charges and TDS etc., and penalty if any, payment will be made within fifteen working days from the date of receipt of the monthly bill. In the event of delay of payment due to any query, objection or dispute with regard to any bill or a part thereof, the Contractor shall not be entitled to any interest.

Penalty Clause:

1. Failure to supply food in terms of quality, quantity and as per the basic menu will attract penalty. IIM Tiruchirappalli will have the full power to impose penalty to the Vendor for not

fulfilling the requirements. Penalty imposed shall be adjusted against payment due to the Vendor.

Deficiency/delay in Service/work, will be construed as lapses on the part of the Vendor. Such lapses due to the Vendor will be viewed seriously and penalties will be imposed on the Vendor as given below:

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

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

- a. For any penalty provisions stated above (i) First violation of the rule implies fine as per the above rules and (ii) Second and subsequent violations of the same rule within 30 days of the previous fine will attract triple the initial amount of fine on the Vendor.
 - b. Continuous overall bad performance (for any two months in a trimester) will result in Termination of the contract.
 - c. The Vendor may appeal to the competent authority of the institute for reduction/waiver of penalty. The decision of the competent authority shall be final and binding.
1. The above penalties are not exhaustive and any additional lapses found will unarguably invite a penalty of up to 10% (additional). The decision of the competent authority of the institute shall be final with respect to the extent of penalties being levied. IIM Tiruchirappalli reserves the right to impose the penalty and the quantum of the penalty will be decided in individual cases and decision of the competent authority at IIM Tiruchirappalli, shall be final and binding.
 2. In case of failure to carry out the services to the satisfaction of IIM Tiruchirappalli as per the terms and conditions, the Institute will be free to get services done by any other agency at the cost and risk of the service provider.
 3. In case of unforeseen or peculiar circumstances, the decision of the competent authority of the institute so far as imposition of penalty is concerned, shall be final.

General Conditions:

1. Signing of contract: The contract document shall be signed by the Contractor with his/her usual signature. Contracts by a company shall be signed with the name of the Company by a person authorized in this behalf and a power of attorney or other satisfactory proof showing that the persons signing the contract documents on behalf of the company is duly authorized to do so, shall accompany the contract.
2. Additional Work - Should any new areas of work transpire, which the Institute considers are not envisaged, as being part of this tender, the prices for the new scope of work shall be mutually decided and agreed upon between the Institute and the contractor based on actual rate analysis on established norms. In the event of non-agreement of the rates, the Institute reserves the right to get the same carried out through any other agency so appointed for.
3. Injury to Guests/Damage or loss to the Property/Equipment: The Contractor shall at his own expense reinstate and make good to the satisfaction of the Institute for any injury, loss or damage occurred to any property of the Institution, Students, Staff/ Employees/ Workers of the Institution, the injury loss or damage arising out of or in any way in connection with the execution or purported execution under the contract.
4. In case, the Institute will be held liable for any loss, damage or compensation to third parties arising out of actions / inactions by the Contractor, such loss, damage or compensation shall be paid by the Contractor to IIMT together with the costs incurred by the Institute on any legal proceedings pertaining thereto. Otherwise, IIMT will be entitled to recover such damage/loss out of the outstanding bills or from the interest free Security Deposit of the agency.
5. Force Majeure Clause: In the event of force majeure, either party to the agreement will be absolved of its responsibilities under this agreement subject to the condition that prevalence of such force majeure condition shall be brought to the notice of the other party within 24 hours of occurrence. Where the force majeure eventuality continues to prevail for a period of more than one week from the date of occurrence, the parties will consult each other and come to a decision about the continuation of the agreement.
6. Arbitration: In the event of the disputes, differences, claims and question arising between the parties hereto arising of this contract shall be held in accordance with the provision of Arbitration and Conciliation Act 1996, or re-enactment thereof for the time being in force and arbitration proceedings shall be held at Tiruchirappalli.
7. Termination of Contract: This contract can be terminated with a notice period of three months by either side.
8. Jurisdiction: All disputes arising out of this contract shall be heard in courts having jurisdiction over Trichy.
9. The Institute reserves the right to review and modify the terms and conditions based on necessity of the Institute.
10. No amendment of any portion of this agreement shall be valid or binding upon the parties thereto unless the same is approved in writing by the authorized representative of each of the parties.
11. Apart from the above conditions, all the terms and conditions detailed in the tender shall be deemed to the part of this contract agreement.

ANNEXURE – I: PROFILE OF THE BIDDER

EMD Transaction/Exemption Eligibility Details		Transaction Ref No: _____ dated: _____ If exempted Provide Valid Certificate Number: _____ _____	
S. No.	Required information		Description
1	Name of the agency / firm /company		
2	Address of the Agency / Firm / Company		
3	Legal Status (Individual, Proprietary, Partnership Firm, Limited Company, etc.)		
4	Authorized Signatory Details	Name	
		Designation	
		Email	
		Phone	
	Details of Contact other than Authorized Signatory	Name	
		Designation	
		Email	
		Phone	
5	Month and Year of commencement business.		
6	Statutory details (Photocopies to be attached):	Registration number of the firm.	
		PAN No. of the Agency	
		GST No. of the Agency	
7	Has your firm/company ever changed its name any time? If yes, provide the previous name and the reasons there for?		
8	Have you or your constituent ever left the Contract awarded to you incomplete? If so, give name of the Contract and reasons for not completing the Contract.		

9	Brief details of Litigations, if any, connected with related Work, current or during the last three years, the opposite party and the disputed amount.	
10	Give details of Termination of previous Contract, if any	
11	Details of bank mandate; Name of the Bank Name of the Branch Account No. Type of Account IFSC Code No. (copy of the cancelled cheque should be enclosed)	
12	Total experience (years/ months) Related work in Central Educational Institution/Organization:	

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

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



INDIAN INSTITUTE OF MANAGEMENT TIRUCHIRAPPALLI

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

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

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

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

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

ANNEXURE-II: PRICE BID

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

Part - A

1. Breakfast, Lunch & Dinner for Institute Programmes /Events/Executive Programmes

S. No	Food items	Annual expected numbers*	Rate Per Plate/ serving	Total Amount (excluding GST)
1	Buffet Breakfast (Special) as mentioned Annexure-III A	3000		
2	Buffet Lunch (Special) as mentioned Annexure-III A	7000		
3	Dinner (Special) as mentioned in Annexure – III A	3000		
4	Tea/Coffee/Snacks (Special) as mentioned in Annexure – III A	7000		
Total amount (Excluding GST)				

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

Part – B: Regular Breakfast

Sl. No	Regular Breakfast - Annual expected numbers (6000)	Rate Per Unit (Excluding GST)
1	Tea (150 ml)	
2	Coffee (150 ml)	
3	Milk (150 ml)	
4	Bread Toast/ Bread with Jam and Butter	
5	Boiled Egg	
6	Egg Omelet	
7	Cornflakes, Flavoured Cornflakes, Chocos, or equivalent with cold milk (30gm with 100 ml milk)	
8	Methu Vada with Sambar, Coconut Chutney	
9	Idly (80 grams) – 03 Nos. with Sambar, Coconut Chutney, Green/Red Chutney	
10	Dosa with Sambar, Coconut Chutney, Green/Red Chutney	

11	Pongal, with Sambar, Coconut Chutney	
12	Poori with Aloo Masala	
13	Uthappam (Onion/Plain), with Sambar, Coconut Chutney, Green/Red Chutney	
14	Masala Dosa with Sambar, Coconut Chutney, Green/Red Chutney	
15	Rava Upma with Coconut Chutney	
16	Semiya Kichadi with Sambar, Coconut Chutney	
17	Idiyappam with Coconut Milk and Veg Kuruma/Kadala Curry	
18		
19		
...		
...		

Note:

- Sl. No 1 to 8 should be available on all days of the week.
- At least two from S. No. 9 to 17 should be available on any day while ensuring minimal overlap between consecutive days and all items are offered at least once in a week.
- The vendor is welcome to include additional equivalent breakfast items from S. No 18, though it is not mandatory.
- The average rate of the menu mentioned in S. No 1 to 17 would be taken as the rate for evaluating the tender.
- These are indicative numbers and the actual count could vary. Having an attractive menu at a reasonable price would definitely increase the numbers.

Part – C: Regular Lunch

Sl. No	Regular Lunch - Annual expected numbers (8000)	Rate Per Unit (Excluding GST)
1	Meals (Chapatti (2 Nos) with Gravy, White Rice (Unlimited), Sambar/Vatha Kulambu/More Kulambu, Rasam, Curd, Dry Veg Curry (Poriyal) & Veg Gravy (Aviyal), Papad, and Pickle.)	
2	Curd Rice	
3	Tomato Rice	
4	Veg Rice	
5	Tamarind Rice	
6	Lemon Rice	
7	Ghee Rice	
8	Mint Rice	
9	Veg Pulao	

10	Jeera Rice	
11	Veg fried rice	
12	Veg Noodles	
13	Veg Biryani	
14	Egg fried Rice	
15	Egg Noodles	
16	Chicken Fried Rice	
17	Chicken Noodles	
18	Chicken Biryani	
19		
20		
...		
...		

Note:

- Sl. No 1 should be available on all days of the week.
- At least two from S. No. 2 to 18 should be available on any day while ensuring minimal overlap between consecutive days and all items are offered at least once in a week.
- The vendor is welcome to include additional equivalent Lunch items from S. No. 19, though it is not mandatory.
- The average rate of the menu mentioned in S. No 1 to 18 would be taken as the rate for evaluating the tender.
- These are indicative numbers and the actual count could vary. Having an attractive menu at a reasonable price would definitely increase the numbers.

Part – D: Regular Dinner

Sl. No.	Regular Dinner - Annual expected numbers (6000)	Rate Per Unit (Excluding GST)
1	Phulka (2 Nos.) with Veg Gravy	
2	Chapatti (2 Nos.) with Veg Gravy	
3	Parotta (2 Nos.) with Veg Gravy	
4	Egg Parotta (Kothu Parotta)	
5	Idly (80 grams) – 03 Nos., with Sambar, Coconut Chutney, Green/Red Chutney	
6	Dosa (Big size) with Sambar, Coconut Chutney, Green/Red Chutney	
7	Uthappam (Plain) with Sambar, Coconut Chutney, Green/Red Chutney	

8	Uthappam (Onion) with Sambar, Coconut Chutney, Green/Red Chutney	
9	Veg Fried Rice	
10	Veg Noodles	
11	Egg Fried Rice	
12	Egg Noodles	
13	Chicken Fried Rice	
14	Chicken Noodles	
15	Kadai Veg	
16	Rajma Masala	
17	Channa Masala	
18	Paneer Butter Masala (150gms)	
19	Green Peas Masala	
20	Chicken with Gravy (200 gms)	
21	Dal Fry	
22		
23		
...		
...		

Note:

- Sl. No 1 should be available on all days of the week.
- At least two from S. No. 2 to 21 should be available on any day while ensuring minimal overlap between consecutive days and all items are offered at least once in a week.
- The vendor is welcome to include additional equivalent dinner items from S. No 22 though it is not mandatory.
- The average rate of the menu mentioned in S. No 1 to 21 would be taken as the rate for evaluating the tender.
- These are indicative numbers and the actual count could vary. Having an attractive menu at a reasonable price would definitely increase the numbers.

Part – E: Tea/Coffee/Green Tea (to be available on regular basis)

S. No	Food items	Annual expected numbers	Rate per Unit	Total Amount (Excluding GST)
1	Regular requirement of Tea/Coffee/Green Tea - 150 ml, for Faculty & Staff, To be served twice a day at various office locations.	1,20,000		

Part – F: Snacks and refreshments for meetings

S. No	Item (Annual expected numbers - 2000)	Rate Per Unit (Excluding GST)
1	Tea/Coffee (150 ml)	
2	Tea/ Coffee with Cookies	
3	Tea/ Coffee with Snacks (Vadai/Pakoda/equivalent items)	
4	Veg Roll	
5	Cutlet (Vegetable)	
6	Samosa (Vegetable)	
7	Sandwich (Vegetable)	
8	Puffs (Vegetable)	
9	Juice –Mint-Lemon/Watermelon (200 ml)	
10	Juice – Sugarcane (200 ml)	
11	Juice - seasonable fruits (200 ml)	
12	Buttermilk (200 ml)	
13	Sprouts/Sundal/Groundnut/Equivalent (150 gms)	
14	Cut Fruit with seasonable fruits (250 gms)	
15		
16		
...		
...		

To be served at various office locations on need basis.

- The vendor is welcome to include additional equivalent snack items from S. No 15, though it is not mandatory.
- The average rate of the menu mentioned in S. No 1 to 14 would be taken as the rate for evaluating the tender.

Note:

- The bidders should quote the rate for all the items, failing which the bid will not be considered for evaluation.

The evaluation would be done, based on the following formula:

For Part A – Total Amount (i.e. Annual Expected numbers * Rate (separately calculated for each item))

For Part B - Annual Expected numbers * Average Rate of the Regular Breakfast

For Part C - Annual Expected numbers * Average Rate of the Regular Lunch

For Part D - Annual Expected numbers * Average Rate of the Regular Dinner

For Part E – Total Amount (i.e. Annual Expected numbers * Rate Per Unit)

For Part F - Annual Expected numbers * Average Rate of the Snacks and Refreshments for meetings

The sum of the above would be taken for selection of L1 bidder.

ANNEXURE-III: Details of Menu

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

BREAKFAST		
a) Juice / Milk shake b) Cut Fruits c) Corn Flakes with Milk d) Indian Breakfast any one item (Pongal/ Poori/ Idly/ Uthappam/ Masala Dosai/ Semiya Kichadi/ Plain Dosa/ Upma/ Puttu with Kadali Curry/ Aloo Parotta/ Poha) e) Two varieties of Chutney (Coconut, Coriander, Tomato, Onion) f) Egg- 2 Nos (Omlet/ Egg Curry) and 1 Boiled egg g) Bread Toast with butter and Jam h) Coffee / Tea		
SNACKS		
Valaka Bajji / Medu Vada / Parpu Vada / Aloo Bonda / Onion Pakkoda / Bread Bajji / Potato Bajji / Boiled Groundnut / Masala Groundnut / Sambar Vada / Boiled Channa Item (Black/White) / Boiled Green Dal / Koda Mulga / Bajji / Cutlet / Potato Samosa.		
Lunch and Dinner		
Starters	Veg	Chilli Paneer/Paneer Pakoda/Ball Manchurian/Gobi 85/Soybean Chilli/Ball Manchurian/Dragon Paneer/Equivalent ordered by the institute
	Soup	Veg Manchow Soup/Clear Corn Soup/Cream of Mushroom Soup/Equivalent ordered by the institute
	Welcome Drink	Grape Juice/Badam Milk/Mint Lime Cooler/Watermelon Mojito/Pineapple Mojito/Badam Milk/Equivalent ordered by the institute
Main Course	Bread	Laccha Paratha/Methi Puri/Kulcha/Tawa Naan/Equivalent ordered by the institute
	Veg	Paneer Hyderabad Gravy/Punjabi Mix Veg/Kadai Paneer/Paneer Do Pyaaza/Shahi Paneer/Equivalent ordered by the institute
	Non-Veg	Chicken Do Pyaaza Gravy/Hyderabad Chicken/Butter Chicken/Chicken Pepper Masala/Chicken Kolhapuri/Chettinad Chicken/Equivalent ordered by the institute
	Rice	Plain Rice/Ghee Rice/Jeera Rice/Veg Pulav/Equivalent ordered by the institute
	Dal	Dal Makhani/Dal Tadka/Equivalent ordered by the institute and



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		Sambar, Rasam and Curd
	Salad	Any type of Salad/Equivalent ordered by the institute
Desserts	Ice cream	Berry Vanilla/Italian Delight/Chocolate/Cookie and Cream/Almond Crisp/Equivalent ordered by the institute
	Sweet	Halwa/Gajar Halwa/Milk Peda/Laddu/Barfi/Kaala Jamun/Badushah//Equivalent ordered by the institute

*The combination for a meal should be decided in consultation with the Institute.

ANNEXURE-III B: Selected Branded Items to be used

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



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ANNEXURE – IV: SUBMISSION OF TENDER DOCUMENT

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

Date:

Subject: Tender for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli Campus.

Reference: Tender Notice published in IIM Tiruchirappalli website. - **Tender No: 23SP041T dated: 27/04/2023**

Dear Sir,

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

It is certified that I, _____ (name of the person) S/o Shri _____ r/o _____ am authorized to sign this document on behalf of M/s. _____

_____(the name of the firm / company which is bidding in this tender) and that our firm / company have never been blacklisted by any of the Government Organization / Agencies in the past and there is no criminal case registered against our firm / company or its owner / partners anywhere in India.

- a) hereby certify that none of my relative (s) as defined in the tender document is / are employed in IIM Tiruchirappalli as per details given in tender document. In case at any stage, it is found that the information given by me is false / incorrect, IIM Tiruchirappalli shall have the absolute right to take any action as deemed fit / without any prior intimation to me.
- b) further declare that:
 - i. All the statements made in this application are true, complete and correct to the 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.



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

Place: _____

Signature _____

Date: _____

Name _____

Designation: _____

**Seal of agency / Firm /
Company**



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ANNEXURE – V: LETTER OF AUTHORISATION

LETTER OF AUTHORISATION FOR ATTENDING PRE-BID MEETING

To

The CAO (i/c)

IIM Tiruchirappalli

Pudukkottai Main Road

Chinna Sooriyur Village

Tiruchirappalli - 620 024.

Subject: Authorization for attending Site Visit/ Pre Bid Meeting/ Technical Bid/Evaluation/ Price Bid opening on _____ in the *Tender for Providing Canteen Services on Contract Basis at IIM Tiruchirappalli Campus.*

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

Order of preference	Name	Designation	Contact No	Specimen Signatures
I				
II				

Alternate Representative

Signatures of Bidder

or

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

Note:

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

ANNEXURE – VI: List of items available in the Canteen

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

CHECKLIST FOR DOCUMENTS TO BE ATTACHED WITH THE TENDER

Sl. No	Covers	Details	Remarks	Tick (√)
1	(Cover 1)	All the documents and Annexures, <i>except Price Bid document.</i>		
2	(Cover 2)	Only Price Bid document as per the BoQ.		
3		Whether GST Registration Certificate is enclosed.		
4		Whether PAN is enclosed.		
5		Whether EMD paid and details given? If not, MSME or relevant Certificate submitted.		
6		Whether documents in support of meeting the basic eligibility conditions stipulated in the Tender document (i.e., proof for experience in similar nature of work, annual turnover, performance certification with verifiable contacts and financial solvency have been enclosed with Technical Bid).		
7		Whether duly filled in Technical Bid documents (i.e., <u>Annexure-I</u> to the tender document) along with all the related enclosures have been enclosed with the Tender:		
		i. Registration/ Incorporation details of the bidding firm/Agency/ Company		
		ii. Documents in support of the Legal Status of the Bidder. Copy of Registered Partnership Deed or Articles / Memorandum of Association in the case of partnership firm or Private Limited Company.		
		iii. Authorization / Power of attorney for signing the tender document		
		iv. Audited Annual Accounts, Income Tax Return and assessment orders for the last five consecutive financial years.		
		v. Details of completed contracts in the prescribed format during the last five years along with proof with verifiable contacts.		
		vi. Details of ongoing contracts in the prescribed format along with proof with verifiable contacts.		
	vii. All other information/ details/ supporting documents/proof desired in the Tender document			
8		Whether Technical Bid documents as per <u>Annexure-I</u> of the tender document is submitted.		
9		Whether Undertaking, Declaration and Near Relative Certificate attached as per <u>Annexure-IV</u> .		
10		Whether Letter of Authorization to attend pre-bid and tender opening meetings as per <u>Annexure-V</u> is submitted.		
11		Whether Technical Bid documents and all the required enclosures to the Technical Bid are serially numbered and overwriting/ erasures, if any, in the technical Bid duly been signed and endorsed with the seal?		
12		Whether an Index or Table of Content of all enclosures to the Technical Bid has been prepared and attached with the Technical Bid to facilitate quick reference?		
13		Whether Tender documents and its Corrigendum have been signed with seal in all the pages by the Bidder.		