



IIM SIRMAUR
KNOWLEDGE . LEADERSHIP

INDIAN INSTITUTE OF MANAGEMENT SIRMAUR
(An Autonomous body under the aegis of MHRD, Govt. of India)

Notice Inviting Tender No.: IIMS/PUR/Canteen Service/12/2020-21 dated 29.01.2021

Tender Document for Providing Canteen Services at IIM Sirmaur

INDIAN INSTITUTE OF MANAGEMENT SIRMAUR,
Rampurghat Road, Paonta Sahib, Distt. Sirmaur,
Himachal Pradesh-173025

Email: purchaseoffice@iimsirmaur.ac.in Website: www.iimsirmaur.ac.in



Signature of Bidder:.....
Date:.....

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Rajy
29.01.2021

Signature of Bidder:.....

Date:.....

Section-I

Notice Inviting Tender No.: IIMS/PUR/Canteen Service/12/2020-21 dated 29.01.2021
Indian Institute of Management Sirmaur

Date of Issue	29.01.2021
Tender No.	IIMS/PUR/Canteen Service/12/2020-21
Last date for receipt of duly filled in signed/stamped tenders documents	18.02.2021 by 11:00 AM
Date and Time of the opening Technical and Financial Bid	18.02.2021 at 03:00 PM
Tender Fee	Nil
EMD	Rs.10,000/-

Note: This tender document contains 14 pages and bidders are requested to sign on all the pages. The duly filled in signed/stamped bid should be sealed by the bidders and superscribed as "Tender for Providing Canteen Services at IIM Sirmaur".

Indian Institute of Management Sirmaur (IIM), invites sealed tenders for Providing Canteen Services at IIM Sirmaur temporary Campus, Rampurghat Road, Paonta Sahib, H.P. - 173025.

The tender document may be downloaded from website www.iimsirmaur.ac.in. The bidder shall have to be submitted duly filled, sealed and signed at the above mentioned address. All the bidders should submit a demand draft of **Rs.10,000/- (Ten Thousand Only)** in favour of "IIM Sirmaur" payable at Paonta Sahib, Distt. Sirmaur, as the earnest money deposit (EMD) in the separate sealed cover. The EMD of unsuccessful tenderers shall be refunded within 90 days after finalization of the contract.

R. Singh
 29.01.2021

Signature of Bidder:.....
 Date:.....

Section-II

General Instructions to the Bidders

The Indian Institute of Management Sirmaur (HP) is an Institute of National importance under the aegis of the Ministry of Education, Government of India to provide management education of high quality and to promote allied areas of knowledge and inter-disciplinary studies. The Institute invites sealed tender from Registered and reputed agencies / firms including partnership firms for providing Canteen Services at IIM Sirmaur for a period of three years, initially for one year further extendable for another term subject to the satisfactory performance and mutual consent.

1. General Terms and Conditions


- 1.1 Please read terms and conditions carefully before filling up the documents. Incomplete tender document will be rejected.
- 1.2 Before submitting the tender, ensure that all self-attested documents are attached alongwith the technical bid.
- 1.3 **All pages of the tender documents must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the terms and conditions of this tender.**
- 1.4 Tender shall be submitted in official tender form only. If submitted in any other form the same shall be summarily rejected. No bidder shall submit more than one tender form.
- 1.5 No paper shall be detached from the tender.
- 1.6 The name and address of the bidder shall clearly be written in the space provided and no overwriting, correction, insertion shall be permitted in any part of the tender unless duly countersigned by the bidder. The tender should be filled in and submitted in strict compliance with the instructions laid down therein; otherwise the tender is liable to be rejected.
- 1.7 Person signing the bid or other documents connected with the tender must clearly write his/her name and also specify the capacity in which signing.
- 1.8 The Institute reserves the right to reject any or all the tenders without assigning any reason.
- 1.9 Before submitting the filled-in tender documents to the Institute, the bidders may seek clarifications, if any, from Purchase officer on Email ID: purchaseoffice@iimsirmaur.ac.in or in person by visiting the Institute during working hours by taking prior appointment.
- 1.10 The Institute reserves the right to change any condition of the tender before opening of the bids.

2. The tenderer will have to fulfill the following criteria

- 2.1 The tenderer shall have minimum three years experience in providing such cafeteria/catering/mess/restaurant/canteen services in reputed organization.(Proofs should be enclosed)
- 2.2 Tenderer should enclose their list of clients/ list of catering services/hotel/mess/restaurant etc., run by him/her/her (with details of ~~paids~~).

Signature of Bidder:.....

Date:.....


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- 2.3 The tender shall be submitted in the prescribed form downloaded from the Institution website.
- 2.4 Annual turnover for Providing of cafeteria/catering/canteen services at least Rs.5,00,000/- (Rupees Five Lakhs only) in each of the last three years *i.e.* from 2017-2018, 2018-2019, 2019-2020 as per audited statement of account.
- 2.5 GST registration of the firm/individual Providing Canteen Services.

3. The tenderer should invariably submit his/her tender in two sealed covers viz

- (i) Technical bid cover alongwith EMD demand draft
- (ii) Financial bid cover

3.1. Technical bid cover

Technical bid should contain the following:-

- i. EMD of **Rs.10,000/- (Rupees Ten Thousand Only)** in the form of demand draft from any Nationalized Bank drawn in favour of "IIM Sirmaur" payable at Paonta Sahib, Distt. Sirmaur. The tender without EMD will out rightly be rejected. EMD will be liable to be forfeited, if the contractor selected for the work fails to sign the formal agreement or to start the work on the date stipulated in the work order.
- ii. Original copy of duly signed and stamped tender documents (except Financial Bid documents).
- iii. Proof of business carried out by the tenderer during the last three year.
- iv. The tenderer should furnish details regarding nature of their firm, name and address of partners/proprietors/directors, if any.
- v. A list of the clients of the tenderer at least for last 3 years.
- vi. Attested copies of all details of registration such as company/firm/hotel business/Restaurant/catering, mess, canteen *etc.*
- vii. Income/turnover proof, audited statement of account for last three years *i.e* from 2017-2018, 2018-2019 & 2019-2020.
- viii. GST/PAN registration certificate and FSSAI License.

3.2. Financial bid cover


- i. The Financial Bid shall be put in a separate cover superscribed as "Providing Canteen Services at IIM Sirmaur".
- ii. The rates shall be quoted in respect of the list of items proposed to be sold as mentioned in Table -1.
- iii. **The selection of the vendor will be made on the basis of L-1 in maximum number of cases in the Financial Bid.**

4. Execution of AGREEMENT and payment of SECURITY DEPOSIT

- 4.1. The successful tenderer should execute an agreement for the fulfillment of the contract with IIM, Sirmaur and hand over the same to IIM within 7 working days from the receipt of the letter of acceptance of the tender. If the same is not executed within 7 working days the order will be cancelled by the IIM, Sirmaur.
- 4.2. In case the successful tenderer fails to deposit the security amount and execute necessary agreement within 7 working days from the date of receipt of acceptance of tender, the earnest

Signature of Bidder:.....

Date:.....


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money deposit of **Rs.10,000/- (Rupees Ten Thousand only)** shall be forfeited and the tender will be held as non- responsive.


- 4.3 The successful tenderer shall be required to deposit an amount of **Rs.20,000/- (Rupees Twenty Thousand only)** as security deposit immediately after the issue of work order and before the execution of the agreement, in the form of demand draft of any Nationalized / scheduled Bank only in favour of "IIM Sirmaur" payable at Paonta Sahib. No interest shall be paid on such security deposit, which shall remain with the Institute during the continuance of the contract and it shall be released only after three months on the expiry of termination of the contract subject to clearance of all dues by the contractor, if any.

5. Special Terms and Conditions

- 5.1 IIM will offer space measuring approx. 2000 sq. ft. for setting up a canteen inside the campus situated at Paonta Sahib, Distt. Sirmaur. The space is inclusive of cooking area, service counter, display racks with storage facilities, distribution point and seating area within the allotted area
- 5.2 The timing of Canteen should be adhered according to the direction of IIM Sirmaur.
- 5.3 IIM Sirmaur will not bear the expenditure for the setting up of stall/infrastructure.
- 5.4 The Canteen should be in well planned and more aesthetic view with proper aeration and lighting arrangement. The decoration will be made by the contractor at their own cost and not from IIM.
- 5.5 The table, chairs, sofa and tea point shall be provided by the contractor. It should be sufficient for the 30-40 persons at a time.
- 5.6 All food items shall be branded, well processed and packed.
- 5.7 For Canteen microwave oven, vending machines shall be permitted for warming food item and for distribution and the provision of the above shall be arranged by the contractor at their own cost.
- 5.8 The canteen should be installed with exhaust fan in kitchen area at the cost of contractor.
- 5.9 The contractor shall pay a sum of **Rs. 2000 /- (Rupees Two thousand only)** per month as a rent for Canteen needs to be remitted to IIM before 7th every month. Necessary taxes if applicable will be borne by the contractor.
- 5.10 The contractor is required to pay the electricity charges on actual basis, along with pro-rata fixed charges. This shall be paid on or before 7th of every month on monthly meter reading basis separately by the contractor.
- 5.11 Licenses needed to run the Canteens are 1. FSSAI license, 2. GST/PAN Registration under respective clause.
- 5.12 The contractor shall be responsible for maintaining hygiene at the allotted space and for the disposal of wastages and silage generated from the Canteen operations.
- 5.13 No non-recyclable plastic or plastic containers are permitted in the campus.
- 5.14 The contractor should hand over the premises in the same condition as it was given to them at the time of occupying and if any damages found, the charges should be recovered from the contractor.
- 5.15 The contractor shall not keep the Canteen closed on working days without prior permission

Signature of Bidder:.....

Date:.....


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- from the IIM authority. Any such incident shall be treated as breach of contract and suitable action including penalty shall be taken for the same by IIM, as it may deemed fit.
- 5.16 On award of the contract, the successful tenderer will have to file full details of the staff/crew/labour employed by him/her with IIM administration along with copies of documents to prove their identity.
 - 5.17 The Contractor will be responsible for obtaining verification certificate from the police department in respect of all employees deployed by him/her.
 - 5.18 The contractor shall submit to IIM a list of all workers engaged by him/her, indicating name, age, home address, qualifications, etc., and would also intimate as and when any change takes place. The tenderer shall not at any time engage any minor to carry out the work under the contract.
 - 5.19 The contractor shall comply with all existing Labour legislations and Acts, Provisions as applicable, such as Contract Labour Regulation Act, Workmen's' Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, etc. For any lapse or breach on the part of the contractor in respect of non-compliance of any Labour legislation in force during the validity of the contract, the contractor would be fully responsible and would indemnify the Institute, in case the Institute is held liable for the lapse if any, in this regard.
 - 5.20 The contractor shall have to make own arrangements for the accommodation of his/her staff outside the premises of IIM Sirmaur. The staff will not be allowed to stay inside the campus. However, they may be permitted under special approval of the Competent Authority of IIM, if needed.
 - 5.21 The contractor shall ensure that his/her staff shall take care of proper personal hygiene while in service.
 - 5.22 The staff engaged by the contractor shall: (a) Show professional courteous behavior at all times. (b) Wear neat and clean work clothes, etc. (c) will not smoke beedies, cigarettes or take alcoholic drinks in the campus and they are not allowed to chew pan, gutka, tobacco items etc.
 - 5.23 The contractor shall ensure that the staff engaged by him/her observes safety precautions and security regulations at the campus.
 - 5.24 IIM reserves the right to call upon the contractor to remove any person employed/working in the Canteen, if found unsuitable for services on account of hygiene or health or conduct or any other administrative reasons. The contractor will have to issue identity cards to its employees employed in the Canteen. IIM reserves the right to disallow the person not having the identity card.
 - 5.25 The contractor's crew shall not be allowed to use any service area situated outside the allotted area.
 - 5.26 All the workers engaged by the contractor for carrying out tasks under this contract shall be deemed to be the employee of the contractor only. The contractor shall be solely responsible for purpose of their wages, fringe benefits, conduct, duty roster, leave-records, relievers, etc. The contractor shall also provide its workers uniform, photo-identity cards which shall be checked by the IIM, as and when necessary.

Signature of Bidder:.....

Date:.....


29.07.2021

- 5.27 IIM shall not be responsible for the release of benefits, such as Provident Fund, ESI, Pensionary benefits or allowances. Any changes in the Minimum Wages Act, or in any other Labour legislation/provisions or other statutory obligations during the validity period of the contract shall be the responsibility of the contractor.
- 5.28 Contractor shall not sell any cigarette, beedi, pan, alcohol etc. in the Canteen and in the IIM premises, if anyone is found indulged in these businesses the person shall be asked to leave the campus immediately and the contractor shall be liable to lose the contract for breach of this condition.
- 5.29 The contractor and his/her staff shall abide by various rules and regulations of IIM as prevalent from time to time.
- 5.30 The contractor and his/her staff shall comply with all instructions and directions of the IIM authorities given from time to time. In the event of any emergent situation, the staff of the contractor shall comply with instructions given by the IIM authorities, without waiting for confirmation by the contractor.
- 5.31 Non-compliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.
- 5.32 The contractor shall undertake that any Act, of omission or commission including theft, by his/her staff shall be his/her sole responsibility and further that he/she would compensate the Institute immediately for any loss or damage or theft occurring on account of his/her staff individually or collectively.
- 5.33 IIM would have the right to terminate the contract by giving advance notice before the expiry of the term, in case the work performance is not up to the standard, or in case there is any violation of IIM rules & regulations, or if there is any lapse in compliance of any Labour legislation, or if there is any incident of indiscipline on the part of the contractor or his/her staff. The decision of IIM management in this regard would be final and binding on the contractor. In such an event, IIM shall have the right to engage any other contractor to carry out the task at the risk and cost of the existing contractor besides appropriating the security deposit and or any amounts due to the contractor. For violation of any terms and conditions of the tender, security deposit will be forfeited. If the contractor fails to provide the service as per the tender condition, IIM will make alternate arrangement from any other source. If IIM requires to make the payment at the higher rate the difference amount will be recovered from the contractor either from the pending bills or from the security deposit.
- 5.34 IIM reserves the right to terminate the contract by giving advance notice in case the contractor commits breach of any of the terms of the contract. IIM's decision in such situation shall be final and shall be accepted by the contractor without any objection or resistance. The contract will be extendable by mutual agreement till alternate arrangements are made.
- 5.35 If the contract is terminated by the contractor without giving stipulated period of notice or fails to observe the terms and conditions of the tender, letter of award for the contract and the agreement signed by the contractor with the Institute, the security deposit will be forfeited without prejudice to the IIM management's right to proceed against the contractor for any additional damage that the Institute suffers as a result of the breach of the aforesaid terms and conditions.

R. Singh
29.01.2021

Signature of Bidder:.....
Date:.....

- 5.36 IIM Sirmaur reserve the right to include any item in addition to the items mentioned in the Table-I that shall be binding on the contractor.
- 5.37 The period of contract is for **one year** from the date of award of contract for Providing Canteen Services at IIM Sirmaur. However, the contract could be renewed further for two more years term solely at the discretion of IIM Authorities on mutually agreed terms and conditions and satisfactory performance of the vendor.
- 5.38 The contractor should not transfer the contract of the canteen services or sublet the same to anybody which may be treated as a breach of contract and the contract shall be liable to terminate without any prior notice with consequent penalty including forfeiture of security deposit. All expenses whatsoever for re-tendering the services will be recovered from the contractor.
- 5.39 Contractor should arrange for the transportation, food, medical and any other requirements in respect of persons deployed at IIM Sirmaur canteen and the Institute will have no liabilities in this regard.
- 5.40 The Right to fix and revise menu, Rental charges, Security Deposit, is reserved with the IIM Sirmaur.
- 5.41 In the event of expiry or earlier termination of contract for any reason whatsoever, the contractor shall be entitled to remove his/her goods kept in the Canteen premises and the fitting, fixture and furniture installed by the contractor at the aforesaid premises.
- 5.42 The Housekeeping, washing of utensils, disposal of used materials, waste management should be maintained at their own cost, IIM Sirmaur need not bear any amount.
- 5.43 All equipments for preparing, storing, transporting, distributing and serving of all the food items shall be arranged at contractor's cost.
- 5.44 The contractor shall ensure the supply of purified drinking water at free of cost.
- 5.45 Any damages occurred by the contract in the IIM campus will be rectified by their own cost.
- 5.46 Under any circumstances, if any of the party does not want to continue the contract, it can be withdrawn by giving one month's advance notice.
- 5.47 The Competent Authority, IIM Sirmaur reserves the right to withdraw / relax any of the terms and condition mentioned above, so as to overcome the problem encounter at a later stage.
- 5.48 The bidder is required to furnish an undertaking /affidavit duly attested by the competent authority swearing therein that he has not been blacklisted / disqualified at any time by any Government /authority from participating in the bidding process.

6. Items Sold

- 6.1 The food items containing ingredient of good quality and all items sold should be with excellent quality and hygienic.
- 6.2 The contractor should not keep any packed items for sale, which has already surpassed the date of expiry.
- 6.3 The packed items should be sold only as quoted in Financial Bid or MRP whichever less.
- 6.4 The item details and rate of selling should be displayed in bold and visible manner.
- 6.5 The displayed rate should have break up of selling price and GST legible.

R. Singh
29.01.2021

Signature of Bidder:.....
Date:.....

7. Penalty

- 7.1 The Institute reserves the right to impose penalty (to be decided by the IIM authorities) on the contractor for any serious lapse in maintaining the quality and the services willfully or otherwise by the contractor or his/her staff or for any adulteration.
- 7.2 If the Institute is not satisfied with the quality of eatables served, services provided or behavior of the contractor or his/her employees, the contractor will be served with 24 hour notice to improve or rectify the defect(s), failing which the IIM Sirmaur will be at liberty to take appropriate necessary steps as deemed fit.

8. Bid Evaluation criteria

The contract should quote competitive rates for selling of List of Items proposed to be sold at IIM Sirmaur Canteen.

9. Disclaimer Clause:

IIM Sirmaur has the discretion and right at any stage to cancel/add or amend the information, terms, procedure and protocol set out in the bid and the bidder has no claims against such rights. The Institute has unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever. **The jurisdiction for dispute (s), if any, shall be Paonta Sahib.**

- 10. **Force Majeure:** Any failure or delay by the agency its obligations due to any failure or delay caused by fire, flood, earthquake or similar elements of nature, or Acts of God, War, Terrorism, Riots, Civil Disorders, Rebellions or Revolutions or other events beyond the reasonable control of the non-performing party, is not a default or a ground for termination of contract. The affected party shall notify the other party of the occurrence of a Force Majeure event forthwith.

11. Arbitration

In event of any dispute arising between the supplier'(s) and the IIM SIRMAUR during the currency of the contract or after conclusion thereof the same shall be settled by arbitration in accordance with the provisions of the arbitration and conciliation Act, 1996 or any statutory amendments thereof or any statute enacted for replacement thereof and shall be referred to the sole arbitrator to be appointed by the Director, IIM SIRMAUR whose decision shall be final and legally binding on the parties. In the event of death, refusal, neglect, inability or incapability of the person so appointed to act as an arbitrator the Director, IIM SIRMAUR may appoint a new arbitrator. The venue of arbitration shall be the respective office of the arbitrator or a place suitable to IIM SIRMAUR unless otherwise specified in the arbitral award the cost of such arbitration shall be borne by the supplier and there will be no objection to this effect by any of the parties.

R. Sharma
29.01.2021

Signature of Bidder:.....
Date:.....

Section – III
TECHNICAL BID
INDIAN INSTITUTE OF MANAGEMENT SIRMAUR,
GENERAL INFORMATION
(To be filled in by the bidder for the Technical Bid)

1. Name of the Firm /Company : _____

2. Complete Office Address:
(with contact number & email ID) _____

3. Company website, If any: _____

4. Type of Organization: Individual/Partnership/Pvt. Ltd.

5. Year of establishment: _____

6. Details of payment:

Sr. No.	Particulars	Bank Details	Amount with date	Remark
1.	Details of EMD Deposit			

7. Name and address of the authorized signatory / Contact person for this tender:

- i. _____
ii. _____

8. Total staff strength of the company on its payroll:

Sr. No.	Category of Staff	Nos.	Remarks
1			
2			
3			

9. List of customers:

Sr. No.	Customer's Name, Address & Contact No.	Client Phone & address of present canteen	Period of contract		No. of persons availing catering facility	Contract Value per Month in Rs. Lakhs
			From	To		

Signature of Bidder:.....

Date:.....

R. Singh
29/01/2021

10. Details of supporting documents enclosed with self-attested:

Sr. No.	Registration Under	Registration No.	Valid up to	Proof enclosed in Page No:
1	Firm / Company Registration (delete whichever is not applicable) Shops & Establishment Act			
2	PAN			
3	Provident Fund			
4	ESI			
5	GST Registration No:			
6	FSSAI Registration No:			
7	Others			
8	Annual Turn over	Amount in lakhs		
	2017-2018			
	2018-2019			
	2019-2020			

(Self-attested copy as proof of the above must be attached to qualify, compulsorily, Original papers should be provided for verification purpose).

Date:

Signature of the Tenderer

Name:

Designation:

Place:

Office Seal:

Note: 1) Please read Tender carefully and fill up the above information

2) Sealed Cover bearing Tender No. and Date

R. Singh
29.01.2021

Signature of Bidder:.....

Date:.....

Section-IV**FINANCIAL BID**

Notice Inviting Tender No.: IIMS/PUR/Canteen Service/07/2020-21

INDIAN INSTITUTE OF MANAGEMENT SIRMAUR**TENDER FOR PROVIDING CANTEEN SERVICES AT IIM, SIRMAUR**

1. Name of the Agency :
2. Address of the Agency:
3. Name of owner of the firm.....
4. Phone No :(Mob. No.).....

Table-I: List of Items proposed to be sold at IIM Sirmaur Canteen:

Sr. No.	Items	Particulars	Price inclusive all (Rs.) (Both in figure and words)
1.	Hot Coffee	Branded/Espresso/cappac, 110 ml	
2.	Black Tea	Black Tea, 110 ml	
3.	Flavored Tea	Cardamom/Ginger/Masala/Lemon /Green/Honey, 110 ml	
4.	Cold Coffee	Cold Coffee, 110 ml	
5.	Samosa	Samosa, tomato ketchup 60 gms	
6.	Sandwiches	Veg/Non Veg Sandwich 25 gms/Grilled	
7.	Burger	Burger (100 gms bun, 100 gms filling)	
8.	Puffs	Veg 150 gms	
9.	Cutlet	Cutlet, tomato ketchup, 100 gms	
10.	Paratha, Aloo Payaj	Paratha(1 Nos.)	
11.	Paratha, Paneer	Paratha(1 Nos.), Khurma/Channa	
12.	Poori aloo	Poori(2 Nos.), Potato Masala	
13.	Standard Tea	Standard Tea (150 ml)	
14.	Standard Coffee	Standard Coffee(150 ml)	
15.	Meals	Rice of fine quality, dal, seasonal vegetable, curd, pickle, chapati	
16.	Omlette	Omlette with 1 no. of egg	
17.	Bread Pakora	Aloo	
18.	Onion Pakoda	Onion Pakoda (100 gms)	
19.	Maggi	150 gms	
20.	Veg. Noodles	Veg. Noodles (150 gms) with tomato ketchup	

Signature of Bidder:.....

Date:.....

R. Singh
29.01.2021

21.	Egg Fried Rice (in Basmati Rice)	Egg Fried Rice(200 gms), Onion Pachadi (40 gms)/tomato ketchup	
22.	Strawberry milkshakes	Strawberry milkshakes (150 ml)	
23.	Chocolate milkshakes	Chocolate milkshakes (150 ml)	
24.	Fresh lime juice	Fresh lime juice (150 ml)	
25.	Lassi	Lassi (150 ml)	
26.	Biscuits*	Branded & Packed Biscuits	

- Note: 1. Rate includes Items such as paper cup, paper plate, tissue paper, hand wash, tomato ketchup, etc.
 2. The rates may be as per MRP.
 3. GST will be extra as applicable from time to time.

Date: Full Name, Signature & seal of the

Place:

Authorized Person

R. K. Singh
 29.01.2021

Signature of Bidder:.....

Date:.....