



IIM SIRMAUR
KNOWLEDGE . LEADERSHIP

INDIAN INSTITUTE OF MANAGEMENT SIRMAUR

An Institute of National Importance, Ministry of Education, Government of India

E-Tender No. IIMS/PUR/Mess & Catering/02/2023-24 Dated 23.05.2023

**E-Tender Document for Providing Mess and Catering Services for Students of
IIM Sirmaur**

Online tendering through CPPP (<https://eprocure.gov.in/eprocure/app>)

Stores and Purchase Office
Indian Institute of Management Sirmaur,
Rampurghat Road, Paonta Sahib, Distt. Sirmaur,
Himachal Pradesh-173025.

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



INDEX

| Sl. No. | Description | Page No. |
|---------|---|----------|
| 01. | About IIM Sirmaur | 4 |
| 02. | Earnest money deposit | 4 |
| 03 | Scope of work | 4-11 |
| 04 | Essential Requirements for the Service Provider | 11 |
| 05 | Payment of bills | 11-12 |
| 06 | Hygiene | 12 |
| 07 | Penalty | 12-13 |
| 08 | Period of Contract and Clause | 13 |
| 09 | Taxes, Labour Laws and Other Regulations | 13-14 |
| 10 | Misconduct | 14 |
| 11 | Inspection and Testing by the Institute | 14-15 |
| 12 | Interpretations | 15 |
| 13 | Vacation of Premises | 15 |
| 14 | Assignments and Sub-Contracting | 15 |
| 15 | Rejection of Tender | 15 |
| 16 | Exit Clause | 15 |
| 17 | Force Majeure | 15 |
| 18 | Termination of Contract | 15 |
| 19 | Arbitration & Jurisdiction | 16 |
| 20 | Other Conditions | 16 |
| 21 | Performance Security | 16-17 |
| 22 | PART 'A' - Technical e-bid and it should contain | 17 |
| 23 | PART 'B' – Financial Bid | 17 |
| 24 | Eligibility Criteria | 17-19 |
| 25 | Tender Evaluation Process | 19-20 |
| 26 | Opening & Evaluation of Financial Bids | 20-21 |
| 27 | Selection of Successful bidder | 21 |
| 28 | Award of Contract | 21 |
| 29 | Instruction for preparation & submission of online bids | 21-22 |
| 30 | Registration | 22 |
| 31 | Searching for Tender Document | 22-23 |
| 32 | Annexure-I: Submission of Earnest Money Deposit (EMD) | 24 |
| 33 | Annexure-II: Information to be filled by the bidder | 25-27 |
| 34 | Annexure-III: Checklist towards eligibility criteria | 28-29 |
| 35 | Annexure-IV: Financial Bid format | 30 |
| 36 | Annexure-V: Self Declaration about Non-Blacklisting | 31 |
| 37 | Annexure-VI: Self Declaration Certificate | 32 |



INDIAN INSTITUTE OF MANAGEMENT SIRMAUR

(An Institute of National Importance, Ministry of Education, Government of India)
Rampur Ghat Road, Paonta Sahib, Distt. Sirmaur, H.P. -173025

NOTICE INVITING E-TENDER FOR PROVIDING MESS & CATERING SERVICES FOR STUDENTS OF IIM SIRMAUR

Tender No. IIMS/PUR/Mess & Catering/02/2023-24 Dated 23.05.2023

Indian Institute of Management Sirmaur invites e-tender (online tender through CPP Portal) from reputed and experienced agencies under two bid system. Presentation of the technically qualified bidder (Part-A) & Financial Bid (Part-B) for providing Mess & Catering Services for Students of IIM Sirmaur.

The schedule and other details of Tender are as under:

| | | |
|----------------------------------|---|----------|
| Description of Tender | Providing Mess & Catering Services for Students of IIM Sirmaur | |
| Period of Contract | Initially for a period of one year which may be extended up to two more years on same rates, terms & conditions. | |
| Estimated Cost of Work (Yearly) | Rs. 2.8 Crore approx. | |
| EMD Value (Rs.) | Rs.5,60,000/- (Rupees five lakh sixty thousand only) | |
| Tender Publish Date & Time | 23.05.2023 | 01:00 PM |
| Tender Download Date & Time | 23.05.2023 | 01:00 PM |
| Pre-bid Meeting Date & Time | Pre-bid meeting will be held online on 30.05.2023 at 03:00 PM. The prospective bidder may submit their request for pre-bid meeting through email to purchaseoffice@iimsirmaur.ac.in with subject line: "Pre-Bid Meeting for Providing & Catering Services for Students of IIM Sirmaur" by 30.05.2023 up to 11:00 AM. Any query received after this date & time will not be entertained further. All concerned are requested to keep regularly visit the website www.iimsirmaur.ac.in . | |
| Bid Submission Start Date & Time | 23.05.2023 | 01:00 PM |
| Bid Submission close Date & Time | 13.06.2023 | 03:00 PM |
| Opening of e-Technical bid | 14.06.2023 | 03:30 PM |
| Opening of e-Financial bid | Will be intimated later | |
| Performance Security | 3% of the total value of the yearly work/service order | |
| Contact Person | Senior Consultant (Administration), Indian Institute of Management Sirmaur, Rampur Ghat, Paonta Sahib, Sirmaur, H.P. 173025. Email Id:- sc@iimsirmaur.ac.in , purchaseoffice@iimsirmaur.ac.in Contact No. 01704-277321 | |

This tender document containing eligibility criteria, scope of work, terms & conditions, evaluation process, specification and other documents can be downloaded from the Institute website: <https://www.iimsirmaur.ac.in> and from Central Public Procurement (CPP) Portal



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<https://eprocure.gov.in/epublish/app> and bid is to be submitted online only through the CPP Portal by the last date & time of submission of the tender.

The tenderer shall sign and stamp each page of this tender document as taken of having read, understood and comply with tender, the terms and conditions contained herein.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.

1. ABOUT IIM SIRMAUR

Indian Institute of Management Sirmaur (IIMS) is an institute of national importance under 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 intends to hire an agency/service provider/caterer to provide Catering & Mess facility to their students under given menus initially at temporary campus, its hostels and subsequently at the Permanent Campus at Dhaulakuan, Sirmaur, H.P., possibly before the end of 2023.

2. EARNEST MONEY DEPOSIT:

The contractor/Agency shall deposit EMD for an amount of Rs. 5,60,000/- (Rupees five lakh sixty thousand only) in form of Demand Draft/Banker's Cheque/ NEFT from any National Scheduled Bank in favour of Indian Institute of Management Sirmaur payable at Paonta Sahib as per Annexure-I.

The bank account details are mentioned below:-

Beneficiary Name: - Indian Institute of Management Sirmaur

Name of the Bank: - ICICI Bank

Paonta Sahib, Sirmaur Himachal Pradesh 173025.

Account Number: - 140701000266 IFSC – ICIC0001407

- a) Micro and Small Enterprise (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprise (MSME) or the firms registered with the Central Purchase Organization or the concerned Ministry or Department or Start-ups as recognized by Department of Industrial Policy & Promotion (DIPP) are exempted from EMD. **However, they have to enclose valid self-attested registration certificate (s) along with the bid document.**
- b) The EMD without interest, shall be returned to the unsuccessful bidder after finalization of contract and successful bidder's EMD may be adjusted as Security Deposit/Performance Guarantee.
- c) The EMD shall be forfeited, if successful bidder fails to undertake the work.
- d) No interest will be paid on the EMD (if any)/Performance Security deposited/remitted.

3. SCOPE OF WORK

The Contractor is expected to provide the following cooking & serving services in student messes located at various hostels of IIM Sirmaur and Permanent Campus as below: -



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| Sr. No. | Particulars | Location of Hostels | Student Strength |
|---------|--|--|----------------------|
| 1. | Atharv Hostel | Temporary Campus, IIM Sirmaur, Paonta Sahib, HP 173025 | Approx. 250 Students |
| 2. | Yajur Hostel | | |
| 3. | Kartik Hostel | Devi Nagar, Paonta Sahib, HP 173025 | Approx. 150 Students |
| 4. | Vinayak Hostel | | |
| 5. | Kailash Hostel | Kedarpur, Paonta Sahib, HP 173025 | Approx. 240 Students |
| 6. | Dental Hostel | Dental College, Paonta Sahib, HP 173025 | Approx. 50 Students |
| 7. | Permanent Campus Mess at Dhaulakuan, Sirmaur, H.P. | | Approx. 650 Students |

The Service Provider has to provide the meal to the Students as per schedule mentioned below:

| Sl. No. | Type of Meal | Remarks |
|---------|---------------|---|
| 01 | Breakfast | Average 600-650 meals per seating. It may go up to 700 including Institute guest/visitors as per requirement. |
| 02 | Lunch | |
| 03 | Hi-Tea/Snacks | |
| 04 | Dinner | |
| 05 | Special Menu | Only on special occasions during the contract period. |

Note: No minimum assurance is being given by the IIM Sirmaur for the meals per seating.

3.1 TERMS & CONDITIONS OF THE SCOPE OF WORK:

- a) The Catering Service Provider is required to deploy adequate number of manpower for cooking, serving, supervision & cleaning (removing of plates, used tumblers, cleaning of tables, used Crockery etc.) hostels mess, kitchen, dining halls and auxiliary areas four times in a day after each meal. The basic cleaning should be taken care by the Caterer.
- b) The Caterer has to provide all required utensils & crockery in each hostels mess for the meal serving to the students. The Institute will provide limited number of cooking equipment. Crockery will be vendor's responsibility.
- c) No food will be served outside the mess except under medical reasons of the students.
- d) The Catering Service Provider shall provide reasonably good, neat & clean uniform with name badges, shoes, Socks, Sanitizer, disposable head caps, hand gloves and masks etc. to its workers deployed at IIM Sirmaur site as its own cost. All staff should follow minimum grooming standards like, hair should be close-out, combed; uniforms must be clean and ironed; nails properly manicured, neatly shaved face; no body odour and bad breath; physical appearance should not be sloppy.
- e) The Catering service provider shall provide proper neat & clean uniform to chef with name badges, head, caps, hand gloves.
- f) Agency will ensure to provide adequate number of Staff, Supervisors &



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Executives will always be present during breakfast, lunch, Hi-Tea and dinner.

- g) The mess staff must be trained on COVID responsible conduct and will always be monitored for their adherence by the admin dept.
- h) The Agency shall ensure that the staff deployed at IIM Sirmaur are disciplined and do not participate in any activity prejudicial to the interest of the IIM Sirmaur.
- i) Persons who prepare/serve food should maintain high degree of cleanliness and personal hygiene. They should submit the medical fitness certificate of all workers before start of the work at the initial stage, that they are medically fit and suitable to cook and serve. They should be insured by the Caterer through any insurance agency for any accidents and injuries at the caterer's risk & cost.
- j) The agency should submit the Police verification record of all the workers before deployment.
- k) The Catering Service Provider should provide the sanitation items like hand wash liquid, tissue papers at all the locations where the food is served. Replenishing of the items is the responsibility of the Caterer only.
- l) After every meal (breakfast, lunch, Hi-Tea & dinner) all the vessel used for cooking, plates, cups, katoris, water glass, spoons, forks, knives etc. are to be cleaned in soap solution and dried and kept ready for next meal. The cleaning material used should be from the approved brands.
- m) Cleaning of the wash basin, kitchen drains on continuous basis.
- n) Disinfectants should be used for frequent cleaning of surfaces and washing of floors.
- o) All vegetables, fruits etc. used shall be fresh and shall not be rotten or over-ripe. The contractor shall be responsible for their hygiene fitness. Milk and milk products such as curd, yogurt, cheese etc. shall be of a good standard/branded and should be prepared and served fresh.
- p) No bleach, washing soda, or detergent powder will be used for washing of fresh vegetables, meat, etc. Fresh vegetables and meat will be washed with warm water before cutting. The Mess Committee/Sub-Committee/Administration of IIM Sirmaur shall conduct surprise checking anytime during the working hours.
- q) Items like Jam, Pickles, Butter, Salt and Sugar should be kept/stored properly in a neat and clean place near dining areas to avoid insects/mosquitoes. The items should be checked at regular intervals and should be replenished based on requirement.
- r) IIM Sirmaur will provide proper and required number of Kitchen and Dining Equipment's for both cooking and serving the food. Replenishing of the items due to breakage/damage/lost is the responsibility of the Caterer only. IIM Sirmaur will also provide electricity and water facilities on actual consumption charges basis.
- s) Monthly nominal rent for mess space amounting to Rs. 5000/- should be paid by the Service Provider to the Institute by 7th day of every month.
- t) Procurement of LPG commercial cylinders, fresh groceries, vegetables, raw materials and other ingredients for running of the Hostels Mess, as per the prescribed menu.
- u) On special occasions, the menu(Lunch/Dinner) as given will be prepared and provided by the agency at the same price.
- v) Quantity served is unlimited, including items such as fried vegetable items, chips, curd, sweets, fruits, special vegetarian/ non-vegetarian etc.
- w) Providing any other catering services for Institute's events, which shall be considered necessary by IIM Sirmaur from time to time. Such catering services



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either shall be arranged within mess facility or independent outside the mess area based on the requirement of the Institute. The Institute will not be any extra charges for setting up of the buffet, transport and other arrangements.

- x) The agency must provide the service throughout the year without closing the mess on any day unless ordered by the Administration of IIM Sirmaur. However, the number of students who use the mess facility may vary during vacation periods/outbound work declared by the Institute except during summer break period.
- y) Vacation period menu will be different from the routine menu. The Mess Committee, Contractor and Administration of IIM Sirmaur will jointly decide the rates and dishes for vacation. Usually there are vacations in the month of April and May (60 days' summer vacation and 10 days' winter vacations in December every year).
- z) The vendor will give a 50% rebate to the students for continuous 3 or more days of approved absence, and refund of the same will be made within first 15 days of payment cycle. No rebate is payable for less than 3 days.
- aa) The quality of food will be inspected item-wise by Mess Committee/Administration of IIM Sirmaur frequently, and the mess vendor shall not deny access for such inspections. Further, the store, the kitchen can also be inspected by the Institute to ensure that only the brands allowed for various articles are being used. In case any violation is found, the Institute reserves the right to impose a financial penalty/cancellation of the contract on the repeated Violation.
- bb) The Catering Service Provider shall maintain the per day meal/PAX records of Students, Guests & Visitors etc. as per instruction given from time to time by the AO (General Administration)/Mess Committee. Responsibility of student record attendance on daily basis is the scope of Caterer only.
- cc) Maintenance of stock/inventory records and documents related to running of the mess and statutory compliances as per prevailing labour law and other statutory compliances.
- dd) Maintenance of the equipment in the kitchen and dining hall properly. Proper use of equipment is the responsibility/ liability of the Agency/Vendor.
- ee) The agency will be responsible for the garbage disposal and will dispose of garbage at Municipal Collection Centre on daily basis. No garbage will be allowed to be kept in the Mess/IIMS premises for more than six hours. Agency will further ensure that there are no raw items that get into the water discharge from the mess. The agency would ensure clearance of all the drains in and around the kitchen and dining hall frequently and regularly at his own cost.
- ff) Efficiency, promptness, quality of food, service, good behavior and politeness of the agency and his staff are the essence of the contract. The agency is required to ensure that this essence of the contract is always maintained.

3.2 LIST OF APPROVED BRANDS FOR CLEANING MATERIAL

| Sl. No. | Cleaning Material | Brands |
|---------|-------------------|---|
| 1 | Dish Washer | Vim, Scotch, Brite, Prill or equivalent brand |
| 2 | Detergent Powder | Patanjali, Tide, Wheel, Rin or any other equivalent brand |
| 3 | Mops | Gala, Scotch, Brite or any other equivalent brand |



| | | |
|---|----------------|--|
| 4 | Cleaning Pads | Scotch Brite |
| 5 | Cleaning Cloth | Gala, Scotch Brite or any other equivalent brand |
| 6 | Garbage Cover | Any good quality brand |
| 7 | Tissue Paper | Any good quality brand |
| 8 | Hand Wash | Dettol, Savlon, Lifebuoy or any other equivalent brand |

Note: Standard or other brands of similar quality may be considered.

3.3 STANDARD FOOD MENU:

Standard category food menu for Mess & Hostels Mess:

| Item | Timing | Menu |
|---------------------------|-------------------------|--|
| Breakfast | 08:00 AM to 10:00 AM | <ol style="list-style-type: none"> Corn flakes/Wheat flakes/Dalia/Oats with Milk (Hot/Cold) Idli-Sambar/ Masala Dosa Samber/ Stuffed Paratha (Aloo, Payaj, Paneer, Gobhi, Methi)/ Chole Bhaturey/ Vada Sambar/ Upma/ Puri Bhaji/ Poha/ Jalebi/ Utttam/ Bread Omlet/Dal Kachori+Aloo sabzi Slices of plain bread (white/Brown) and toasted with Jam/Butter Boiled egg (Everyday) Tea/Coffee/Milk (Everyday) Cut Fruits (seasonal)/1 Banana (Everyday) |
| Lunch | 01:00 PM to 02:30 PM | <ol style="list-style-type: none"> Green Salad, Plain Curd/Raita, Papad, Pickles, Onion and Nimbu Roti-plain tawa/Bhature Rice- Plain/Jeera/ Veg Pulao served with Raita/fried rice Dal fry/Dal Tadka (In varieties) One seasonal green vegetable dry One vegetable with gravy (Any Paneer items, Chola, Rajma, Lobia, Kofta curry/any seasonal vegetables curry, Curry Pakora, Soya Chunk/Cholle/frymes) Chhachh/ Lassi Non-veg/Special veg item (Thrice a week) |
| Hi-Tea/ Snacks | 05:30 PM to 06:30 PM | <ol style="list-style-type: none"> Samosa/Sattu Kachori/Veg Cutlet/Papdi Chaat/Dahi Bhalle/Aloo Chap/Veg Noodles/Pasta/ Pav Bhaji/Sandwich/Soup Veg/Veg. Manchurian/ Macroni/Pasta/Chowmin/Veg. Roll/Vada Pao/ Misal Pav Maggi/Bhel Puri/Mix Pakora with Green Chutiny/Honey Chilli Potato/Corn Chat/Sprout Chat Tea/Coffee/Milk |



| | | |
|---------------|-------------------------|--|
| Dinner | 08:30 PM to 10:30 PM | <ol style="list-style-type: none"> 1. Green Salad, 2. Pickles, 3. Papad, 4. Roti-plain tawa/Naan/Tandoori/Makki ki roti 5. Rice- Plain/Jeera 6. Dal fry/Dal Tadka/Dal Makhni (In varieties) 7. One seasonal green vegetable dry 8. One vegetable with gravy (Any Paneer & any Kofta Items, Mix Veg, any chana item, any other seasonal Vegetable curry/Sarso ka saag/Soya Chap) 9. Sweet dish includes (ice cream/ laddu/ rasgulla/ barfi/ halwa/ gulab Jamun/kheer/ sewai/fruit custard/cut/fruits/ras malai/gazar halwa) 10. Non- Veg/Special veg item (Thrice a week). |
|---------------|-------------------------|--|

3.4 SPECIAL MENU:

The Special Menu at the regular price of standard menu is to be provided on special occasions (maximum 10 times) during the contract period. Any additional dish will be at extra cost decided mutually by Mess Committee/Institute administration and Caterer.

| Items | Special Menu |
|--|---|
| Starter Veg (Any Two) | Paneer Roll, Veg Manchurian, Paneer 65, Hara Bhara Kebab, Masala Papad, Spring Roll, Chilly Paneer, Crispy Corn, Paneer Cutlet, Frankie, Dahi vada, Pani Puri, Honey Chilly Potato, Momos, Garlic Bread, Khaman Dhokla, Cheese Balls, Paneer tikka, Amritsari Paneer, Papad Rolls, Bread Roll, Corn Pakora, Dhokla. |
| Starter non-veg (Any One) | Chicken 65, Chicken Samosa, Chicken Pakora, Chilly Chicken, Shammi Kebab, Tawa Chicken, Chicken Seekh Kebab, Mutton Seekh, Kebab, Chicken Malai tikka, Chicken Tikka, Amritsari Fish, Chicken Lollipop, Egg Roll |
| Fasting starters (Any One) | Sabudana Vada, Aloo Chaat (Vrat) |
| Drinks/soup (Any Two) | Hot & Sour Soup, Sweet Corn Soup, Thandai, Virgin Mojito, Cold Drinks (Pepsi, Coca-Cola, Sprite, etc.), Lassi, monchow soup, wontons, chicken soup |
| Main course Veg (Any Two) | Kadhai Paneer, Dal Makhani, Veg. Kolhapuri, Paneer Lababdar, Paneer Tikka Masala, Kaju Curry, Masala Mushroom, Paneer Butter Masala, Chana Masala, Methi Matar Malai, Punjabi Dum Aloo, Navratan Korma, Malai Kofta, Shahi Paneer, paneer bhurji, paneer biryani, Misal Pav. |
| Main course Non-veg (Any Two) | Laal Maas (Mutton), Mutton Rogan Josh, Bhuna Gosht, Chicken Curry, Chicken Lababdar, Chicken Changezi, Mughlai Chicken, Handi Chicken Sukka, Chicken Rara, Butter Chicken, Chicken Korma, Tandoori Chicken Masala, Kolhapuri Egg Curry, chicken/mutton biryani, |
| Fasting main course | Sabudana Khichdi, Singada atta puri |



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|---|---|
| Bread & Rice (Any Two) | Tandoori naan, Butter naan, Missi Roti, Rumali Roti, Paneer Biryani, Shahi pulao, Zarda pulao, Jeera Rice, Chicken Biryani |
| Desert (Any One) | Rabdi Jalebi, Boondi, Rasmalai, Motichoor Laddoo, Shahi Tukda, Gujiya, Kalakand, Brownie, Gulab Jamun, Kaju Katli, Ragulla, Falooda, Kulfi, Nankhatai, Malpua, Modak, Shrikhand, Milkcake, ice cream, pastry, badam milk, kheer, soan halwa |
| Sick People Menu (Any Two) | Khichdi, Daliya, Soup, Milk (with turmeric), herbal tea (Kadha) |

IMPORTANT NOTES:

- a) Non-veg items (Eggs, Fish, Chicken, Mutton) & Paneer dish for non-vegetarian will be served 3 days (Lunch/Dinner) a week as per standard food menu.
- b) Food to be served in Buffet.
- c) Menu and policy matters related to running the mess will be the direct responsibility of the Mess Committee/IIM Sirmaur administration.
- d) Food menu to be changed as per the students' requirements once in 7 days.
- e) Menu may consist of all varieties, including both North and South Indian dishes.
- f) The timing stated above is subject to change by the order of IIM Sirmaur Administration/Mess Committee.
- g) The strength of the students may vary.
- h) Daily menu chart will be reviewed periodically by the Mess Committee in consultation with the Administration, which should be strictly followed by the catering service provider.
- i) Procuring raw-stuff as per menu and meal specification using ISI marked cooking vessels/appliances, wherever applicable. Standard brand or quality of ingredients should be used for preparing food items as per menu recommended by the authorized body of the hostel.
- j) Through washing and cleaning of all the food items prior to cooking.
- k) The sick people menu will be made available as per requirement (on demand).
- l) For Lunch & Dinner, two sabzi's and one Dal must be served.
- m) One desert will be served everyday as per the standard food menu in Lunch/Dinner.
- n) **Bidder may submit a separate quote for an Executive Menu with rates. This quote will not be considered for bid evaluation.**

3.5 QUALITY OF INGREDIENTS AND OTHER ITEMS:

The ingredients used must be of recommended brands. In case of non-availability of the recommended brands, any other brands may be included with due approval of the Institute Administration/ Mess Committee before use.

| Sl. No. | Item | Brand |
|---------|---------|---|
| 1. | Salt | Tata or Aashirvaad |
| 2. | Spices | MDH, Everest, Ruchi, or Grahasthi |
| 3. | Ketchup | Maggi, Kissan |
| 4. | Oil | Sundrop, Saffola, Fortune, Dhara (Use of hydrogenated |



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|-----|------------|---|
| | | (Vanaspati) oil is prohibited) |
| 5. | Pickle | Mother's, Priya, Nilons |
| 6. | Rice | Kashmiri Kesar, Jeera Rice or any other equivalent brand or Basmati Rice (India Gate, Daawat) |
| 7. | Atta/Besan | Ashirvad, Fortune, Shaktibhog, Patanjali |
| 8. | Dals | Patanjali, Tata, (Unpolished) |
| 9. | Papad | Lijjat, Sriram, Mother's |
| 10. | Soyabin | Fortune, Patanjali |
| 11. | Butter | Amul, Britannia |
| 12. | Bread | Fresh Bake, Harvest |
| 13. | Cornflakes | Kellogs, Barry's |
| 14. | Jam | Kissan, Patanjali, Maggi |
| 15. | Ghee | Amul, Mother dairy, Britannia, Patanjali, Omfed |
| 16. | Milk | Amul, Milky Moo, Pragati |
| 17. | Paneer | Omfed, Pragati, Amul, Verka |
| 18. | Tea | Brookbond, Lipton, Tata, Taaza |
| 19. | Ice Cream | Amul, Dinshaw, Mother Dairy, Vadilal, Kwality Walls |
| 20. | Coffee | Bru, Nestle |

Note: The agency should strictly follow the use of the above recommended brands. Time to time inspection towards the quality check will happen by the Institute Administration/Mess Committee.

4. ESSENTIAL REQUIREMENTS FOR THE SERVICE PROVIDER: -

- a) The bidder must have the required and valid statutory registration for rendering the catering services.
- b) No legal proceeding (s) and/or Industrial dispute (s) claiming wages or any other payment from or employments with the principal Employers have been initiated by any present employee or previous employee of the bidder (if a company or proprietorship however previously designated) or of any other partner of the bidder (if the bidder is a partnership firm). This will have to be supported by an appropriate declaration in the form of an affidavit which if found to be false could not only lead to criminal prosecution but could be attended by termination of the contract and award of the work of another caterer at the caterer's risk and cost.
- c) Notwithstanding anything stated in the Tender document, IIM Sirmour reserves the right to assess the bidder's capability and capacity to perform the contract (should the circumstances warrant such as assessment in the overall interest of IIM Sirmour and decision of IIM Sirmour in this regard shall be final and binding).

5. PAYMENT OF BILLS:

- a) The caterer will submit the monthly bill to the Institute to claim the monthly catering charges of the students actually dining in the mess situated in all places/hostels. The caterer will submit the monthly Tax Invoice containing the details of GST Registration number along with Student Attendance duly signed by Admin Officer (General Administration) & approved by the Chairperson- Student Mess. The caterer should produce the proof for remittance of PF, ESI and Salary payment to the manpower in every month. The monthly bill of the caterer will be scrutinized for



compliance of terms, conditions and documents mentioned. The caterer will be required to settle all his dues about the mess account of students at the end of each term positively.

- b) The attendance of all students shall be maintained on daily basis by the Caterer only.
- c) Mess fee collection from the Students & payment to the Caterer is in the scope of Institute only.
- d) The Caterer is obliged to pay the salaries to its staff with first week of every month. Necessary bank statement to the effect need to be produced on demand by any of official of IIM Sirmaur.
- e) The Caterer after signing the agreement is required to provide a list of its in location staff to the Institute. In case of any changes/new hiring in the same is to be intimated to the Institute within seven days.

6. HYGIENE:

- a) All equipment's and tables to remain clean always.
- b) All kitchen accessories should be washed everyday with human grade detergent only.
- c) Dustbins should be periodically emptied and kept covered.
- d) All walls, ceilings, light fixtures, counter taps and other surfaces must be free from dust and be in good repair.
- e) No left-over food should be kept for serving.
- f) All cooked and semi-cooked food should be stored properly.
- g) Eating plates, serving/cooking Crockeries have to be washed every time after use and eating plates and spoons have to be sterilized every day.
- h) No dented cooking utensils and no chipped crockery will ever be used in the mess.

7. PENALTY:

| Sl. No | Description | Penalty/Fine | | |
|---|---|--------------------------|--|--|
| | | 1 st Instance | 2 nd Instance | 3 rd Instance |
| Penalty/Fine on Service Provider | | | | |
| 1 | Delay in service delivery | Warning | Warning + 1% of monthly billing amount penalty | Warning + 2% of monthly billing amount penalty |
| 2 | Discrepancy in quantity of food, number of food items | Warning | Warning + 1% of monthly billing amount penalty | Warning + 2% of monthly billing amount penalty |
| 3 | Non-deployment of required staff | Warning | Warning + 1% of monthly billing amount penalty | Warning + 2% of monthly billing amount penalty |
| 4 | Hygiene and quality concerns | Warning | Warning + 1% of monthly billing amount penalty | Warning + 2% of monthly billing amount penalty |
| 5. | If staff is found of any disobedience or misconduct | Warning | Warning + 1% of monthly billing amount penalty | Warning + 2% of monthly billing amount penalty |



| | | | | |
|---|--|---------|--|--|
| 6 | If staff is found responsible for any theft, loss of material/articles/damages | Warning | Warning + 1% of monthly billing amount penalty | Warning + 2% of monthly billing amount penalty |
| 7 | Food Poisoning/Adulteration | Warning | Warning + 1% of monthly billing amount penalty | Warning + 2% of monthly billing amount penalty |

- a) **Safety measures:** The mess service provider shall ensure that all safety precautions are properly taken during the process of cooking by his employees. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instrument, and fire-fighting equipment etc. placed at the disposal of the hostel mess.
- b) Food Testing/Inspection procedures would be followed as applicable.

8. PERIOD OF CONTRACT AND CLAUSE:

- a) The period of contract will be initially for a one year. However, the rates quoted shall remain same during the contract period. The contract may be extended by another two years on same rates, terms & conditions by mutual consent on yearly basis subject to satisfactory service report from Administration/Mess Committee of IIM Sirmaur.
- b) The contract shall be in force for the period stipulated in the contract and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further the contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same in preference to anyone else.
- c) Notwithstanding anything contained in other clauses of the Tender document, the contract will automatically terminate if and to the extent that the continuation of the contract or any part thereof become illegal or legally void/untenable for any cause.
- d) Upon the termination of the contract (except termination due to illegality) the Institute shall be entitled, at the risk and cost of the contractor, to arrange for the meals for the balance period of the contract as contemplated in the scope of the work through an independent agency or agencies and to adjust any differentiated amount thus incurred from the contractor (in addition to any other amounts, compensation and damage that the Institute is entitled to in terms of the contract or otherwise) from the security deposit or any other amounts due or becoming due to the caterer.

9. TAXES, LABOUR LAWS AND OTHER REGULATIONS:

- a) The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- b) The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to the food items prepared and served and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to the preparation, storage and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, and weights and Measure Act and all rules, regulations and orders framed there



- under.
- c) The contractor is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract.
 - d) The contractor shall fully comply with all applicable laws and regulations relating to P.F. Act, ESI Act, Bonus Act, Minimum Wages Act, Contract Labour (R & A) Act, Workmen's Compensation Act, Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), Central, States, Municipal and Local Government Agency or authority.
 - e) Vendor will release the payments/salary/other statutory dues to the workers within a first week of every month and maintain bank transaction proofs for the Institute. Also, mess should not have any outstanding for the raw material made beyond a reasonable period.
 - f) The contractor shall be responsible for proper maintenance of all registers, records and accounts so far as it relates to compliance of any statutory provisions/obligations. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and also for depositing the P.F. and ESI contributions, with the authorities concerned.
 - g) The contractor shall be responsible and liable for all the claims of his employees.
 - h) The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Assistant Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill will be cleared only on the submission of said license. The contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime Register, First Aid Box, Display of Notice etc. as required under Contract Labour (R & A) Act, 1970 for inspection by visiting Labour Enforcement Officers.
 - i) The contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work and submit a copy within 30 days.

10. MISCONDUCT:

- a) The contractor shall keep the Institute indemnified from and against all personal and third party misconduct, claims, whatsoever arising out of any commission or omission or his employees or representative as the case may be.

11. INSPECTION AND TESTING BY THE INSTITUTE:

- a) The authorized officer of the Institute shall be entitled to inspect and/or test by it or through any of the representative or an independent agency, premises of the contractor and materials stored therein for use pursuant to the contract and/or any ingredient to be used in the preparation of food intended for provision or sale pursuant to the contract.
- b) If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of the Institute or his authorized representative shall be final) the contractor shall not use such material, and shall keep the Institute indemnified from and against any claim of infection, poisoning or illness arising from any bad, stale or defective food or material provided by the contractor.



A handwritten signature in blue ink, consisting of a stylized, cursive name.

- c) **Complaint handling mechanism:** Every issue to be recorded in register and software application and comment by immediate working staff and response by mess vendor within 48 hours would be obtained, else penalty as per clause No. 7. Each response by vendor should be to satisfaction to Mess Committee/Administration and complainant else penalty as per clause No. 7.
- 12. INTERPRETATIONS:** All the terms and conditions of contract shall be read in conjunction with all other document, forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.
- 13. VACATION OF PREMISES:** The contractor shall give vacant possession of the facilities/premises made available to the contractor by the institute and return all furniture, fixture, equipment's and other items made available by the Institute in good condition after the contractual period is over or if the contract is earlier terminated. Handing over of the vacant possession of the premises and equipment etc. shall be effected within 5 days of the completion of the period of contract or termination of the contract. If the contractor fails to do so, the Institute shall be free to take possession of the premises by opening the lock(s), if necessary, and make out an inventory of all furniture material and equipment and shall be free to deduct from the contractor's bill(s) or security deposit, any item found to be missing at the replacement cost of the material/equipment, furniture etc. given to the contractor by the Institute.
- 14. ASSIGNMENTS AND SUB-CONTRACTING:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.
- 15. REJECTION OF TENDER:** The Institute reserves the right to reject any or all the Tenders relating to the work under this Tender Document without assigning any reason whatsoever.
- 16. EXIT CLAUSE:** The contract can be terminated by the either party giving three months prior notice to the other party. However, the Mess Committee/Administration of IIM Sirmaur shall review the performance of the contractor on above issues on monthly basis. If at any given point of time 75% of the student's body complain against the quality of food and hygiene of food, the institute shall issue a fifteen days' notice to the contractor to redeem the credibility of his services and even after this period, if the complaint persists, the institute reserves the right to terminate the contract immediately without assigning any reason.
- 17. FORCE MAJEURE:** The contractor shall not be entitled to claim any compensation from the Institute for the loss suffered by him on account of delay by the Institute in the supply of useable water, electricity etc. where such delay is covered by difficulties relating to the supply of wagons, force majeure including non-allotment of such materials by controlling authorities, acts of God, acts of enemies of the state/country or any reasonable cause beyond the control of the Institute.
- 18. TERMINATION OF CONTRACT:** Notwithstanding, anything contained in the terms and conditions, the IIM Sirmaur shall be at liberty to terminate the contract by giving 30 days' clear notice without assigning any reason whatsoever.



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19. ARBITRATION & JURISDICTION:

- a) That in case of any dispute between party of first part and the party of other part arising out of or in relation to the agreement, the dispute shall be referred to arbitration of a sole arbitrator to be appointed by the Director, IIM Sirmaur. The award of the said arbitrator shall be binding on both parties.
- b) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Sirmaur shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.
- c) The courts at Paonta Sahib, H.P. shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

20. OTHER CONDITIONS

- a) The Mess Committee of IIM Sirmaur is empowered to monitor the raw material, vegetables quality checking, food processing and personnel & area hygiene etc. of the all mess locations.
- b) The service provider has to shift to the Permanent Campus at Dhaulakuan as and when Institute will shift to the permanent campus. Shifting of Mess Kitchen and allied equipment's will be at the cost of Service Provider.
- c) The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.
- d) IIM Sirmaur reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.
- e) IIM Sirmaur reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- f) IIM Sirmaur reserves the right to modify/change/delete/add any further terms and conditions prior to issue of Work/Purchase Order.
- g) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- h) Conditional tenders will not be considered in any case.
- i) In case of doubt in material / service, the expenditure on testing of equipment / service will be borne by the tenderer.
- j) IIM Sirmaur shall not be responsible for non-receipt or non-submission of the EMD.
- k) IIM Sirmaur may issue corrigendum to tender documents before due date of Submission of bid. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Sirmaur. Tender documents are not be modified for submitting the bids.

21. PERFORMANCE SECURITY:

- a) The successful bidder will have to deposit the performance security in the form of Bank Guarantee/FDR/Account payee Demand Draft @ 3% of the estimated yearly contract value (i.e. Approx. Rs. 2.8 Crore) of the work order within 10 days from the date of issue of the work order. No interest will be paid by the IIM



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- Sirmaur on the deposit.
- b) Performance security will be refunded to the service provider, after it duly performs and completes the contract/warranty period in all respects.
 - c) Performance Security will be fortified if the firm fails to perform/abide by any of the terms or conditions of the contract.
 - d) In case of breach of contract, performance security shall be forfeited and the agency shall be blacklisted for such period as decided by the competent authority in addition to termination of the contract.
 - e) In case, the firm fails to provide the required services within specified time period, the same services will be obtained from open market and the cost for the same will be recovered from the Performance Security or from the bills of from both in case the recoverable amount exceeds the amount of performance security.
 - f) In case, the contract is being renewed/extended up to one/two years, the service provider has to submit the renewed performance Security @ 3% of the estimated yearly contract value.

22. PART 'A' - TECHNICAL E-BID AND IT SHOULD CONTAIN:

- a) Technical Bid with all relevant documents, as mentioned in Terms and Conditions of the bid document duly scanned and digital signed/validated.
- b) Proof of submission of EMD (scanned copy of receipt already submitted).
- c) All other details, documents and records as asked for in the bid document and in eligibility criteria of this documents.

23. PART 'B' – FINANCIAL BID

- a. Financial Bid should mention only the price (rate) in the stipulated format. The prices shall be filled up both in figures and in words. Any Bid offered in percentage; bid offered with any additional document or any conditional bid will be rejected.
- b. Bid Validity: Bid submitted by bidder shall remain valid for a period of 180 days from the last date of submission of offer. Bidder shall not be entitled during this period to withdraw or vary the content of Bid or any term thereof. In such case of making any variation subsequent to submission of bid at their own, the offer shall be treated as “REJECTED” and EMD, if any, shall be forfeited without any reference to the bidder.
- c. The Institute reserves the right to modify the conditions of the tender, at any time, without assigning any reasons for the same.
- d. IIM Sirmaur reserve the right to accept /reject any bid without assigning any reason whatsoever.
- e. If the last date of opening of the bid coincides with a holiday. then the next working day shall be the opening.

24. ELIGIBILITY CRITERIA

- a. The tendering Agency must fulfil the conditions mentioned in the succeeding paras in order to be eligible for technical evaluation of the Bid.
- b. The Bidder (s) should be registered with FSSAI and Goods and Services Tax



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council for the purpose of Goods & Service Tax (GST). A copy of the FSSAI, GST registration certificate has to be submitted with the tender document. A copy of the GST Registration Certificate, PAN and Bank account details should be submitted along with the Technical Bid. The names appearing on all these documents and the tender document should be the same or linked.

- c. The bidder should be registered as a company in India as per Company Act 1956/2013 or a partnership firm registered under LLP Act, 2008. The Agency should have operation for a period of at least 5 years as on date of Publishing Tender. Certificate of Incorporation should be attached along with Technical Bid.
- d. The bidders should have executed a similar job in the last three years as on 31st March 2023. **Similar Work shall mean:**
- i. Running of Hostel Messes successfully in renowned Educational Institutions such as IIMs, IITs, NITs/IIITs/AIIMSs/CFTIs/ Central Universities /Deemed Universities / ISBs/ Universities or any Institute of National Importance.
 - ii. Running of executive canteen/Mess in large organizations / Institutional Canteens successfully in the State/ Central/ PSUs/ PSBs/Private Sector. Details of current and previous works to be provided in the given format attached in Annexure-II of the Technical Bid.
- e. The bidders should be able to provide supporting evidence such as Copy(ies) of work order(s) and testimonials/completion certificates from Clients and details of current works on hand, and other contractual commitments shall be provided by the Bidder as on 31st March 2023 as detailed below;

Three similar works (Preferably two of them in a Hostel Mess of a renowned Educational Institution) each of 1 Crore or above having at-least 200 persons on its dining strength (each dining), with total turnover of at least of INR 1 Crore over last three years. [Order copy to be enclosed]

OR

Two similar works (Preferably one of them in a Hostel Mess of a renowned Educational Institution) each of 1.5 Crore or above having at-least 300 persons on its dining strength (each dining), with total turnover of at least of INR 1.50 Crore over last three years. [Order copy to be enclosed]

OR

One similar work (Preferably in a Hostel Mess of a renowned Educational Institution) having at-least 600 persons on its dining strength (each dining), with total turnover of at least of INR 3 Crore over last three years [Order copy to be enclosed].

- i. The Bidder Should submit **Performance Certificates** from past clients/ongoing contracts for the attached Work Order of equivalent order sized (issued in the last three 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 & email ID. The certificate(s) should be



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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.**

- f. Average Annual Turnover of the Bidder, pertaining to the last Three years (out of last five Financial years 2018-19 to 2022-23), should be at least Rs. 3 Crores. Copies of duly audited Balance Sheet with Profit & Loss accounts are to be submitted for the last three years as above as per Annexure-II (Technical Bid). The year in which no turnover is shown would also be considered for working out the average.
- g. Bidders should be regular in filing Income-Tax returns. A copy of the Income-tax returns filed and audited accounts statement for the last three financial years (out of last five Financial years 2018-19 to 2022-23) should be submitted along with the Technical Bid.
- h. 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 as per enclosed **Annexures-V**.

25. TENDER EVALUATION PROCESS

- a) The Bidder would be selected for opening of the Financial Bid based on the ranking and evaluation of Technical 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: -

- i. **Technical Evaluation** –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 to the committee members. Technical bid score, out of 100, will be arrived based on the following Parameters:

| Sl. No. | Items | Maximum Marks |
|---------|---|---------------|
| 1 | <p>Financial Soundness/Turn over: Average turnover of the last five years (2018-19 to 2022-23), as reported in the audited financial statements, will be considered.</p> <ol style="list-style-type: none"> a. Rs. 3 Crore = 3 marks; b. Above Rs. 3 to 5 Crores = 5 marks; c. Above Rs. 5 to 10 Crores = 7 marks; d. Above Rs. 10 Crores =10 marks. | 10 |



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| | | |
|--------------------------------------|--|------------|
| 2 | <p>Catering Experience (Mess) in the last five years as on 31st March 2023: (Proof to be submitted)</p> <p>a) Single work order size: - 600 diners or above – 10 marks each subject to maximum 20.</p> <p>b) Each work order size: - 350-500 diners - 7 marks each subject to maximum 20.</p> <p>c) Single work order: - 200-300 diners – 4 marks each.</p> <p>Performance certificate should match the details mentioned here.</p> | 20 |
| 3 | <p>Performance Certificates provided by previous clients/current clients during the last five years as on 31st March 2023 will be considered. (Copy of performance certificate indicating Quality of food, Quality of Service, Hygiene, Cleanliness, etc., should be in a letterhead. The work order value of at least Rs. 1 Crore each with the verifiable contact details should be enclosed along with a copy of Work order):</p> <ul style="list-style-type: none"> ▪ Central Govt. organizations (IIMs, IITs, NITs/IIITs/AIIMSs/ISBs/IISERs Central Universities /Deemed Universities/ Universities or any Institute of National Importance etc.) – 5 marks for each completed/repeated work of minimum of two-year duration. ▪ Others Organization - 2.5 marks for each completed work. <p>Any Performance Certificate without work order copy, contact details and not in letterhead would not be considered)</p> | 25 |
| 4 | <p>Personnel and Establishment</p> <p>a. Structure of Organization (Organogram) with details of roles and responsibilities in each category (5 marks) Qualified Food & Beverage Technical & Administrative Personnel to be deployed at IIMS Hostel Mess (5 marks)(Officers details- 5; Not mentioned - 0)</p> | 10 |
| 5 | <p>Technical Presentation</p> <p>Bidder would be evaluated based on the presentation. (should be focused on different aspects like, action plan, use of modern techniques, manpower, hygiene and cleanliness, serving of veg & non-veg items, dress, experience of catering in workshops/conferences etc. and ways to maintain cordial relation with hostellers).</p> | 35 |
| Total Marks (Technical Score) | | 100 |

Decision taken by the Evaluation Committee on the Technical Evaluation will be final and binding. At the end of this stage, each firm will have a Technical score (out of 100) associated with it.

26. OPENING & EVALUATION OF FINANCIAL BIDS:

- a) Bidders who get a Technical score 60 or above (out of 100), will be considered for the opening of Financial Bid and **final selection will be purely on the basis of price quoted in the Financial Bid (L1).**



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- b) If any discrepancy is found between the figure and in words in the financial bid, the words shall prevail.

27. SELECTION OF SUCCESSFUL BIDDER:

- a) Bidder with L-1 quote will be declared as the Successful Bidder and his offer will be processed further.
- b) In the event of receiving more than one financial bid quoting the same price, the final selection of successful bidder shall be made based on the higher Technical Score.

28. AWARD OF CONTRACT:

- a) After selection the successful bidder, a Letter of Award ("LOA") shall be issued in by the Institute to the Successful Bidder and the Successful Bidder shall within 7 (Seven) working days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof.
- b) The Successful Bidder shall submit a Performance Security 3% of the total value of the yearly work having validity of two months beyond the date of completion of agreement in the form of FDR/Bank Guarantee within the 15 days from the date of issue of letter of award.
- c) Within fifteen days from the date of issue of the letter of award the successful bidder shall be required to execute an agreement.
- d) Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds or the annulment of the award and forfeiture of EMD.

29. INSTRUCTION FOR PREPARATION & SUBMISSION OF ONLINE BIDS:

- a) As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

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

- b) Technical bid should be submitted in PDF format & Financial bid should be submitted in format mentioned in the Financial part.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option.
- d) The bidder has to digitally sign and upload the required bid documents one by



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one as indicated in the tender document.

- e) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- f) Kindly upload scanned PDF of all relevant documents in a single PDF file.
- g) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- h) Bidder should log into the portal well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for non-submission of bids in time or any delay due to other issues.
- i) The technical and financial bids should be submitted online through CPP portal <http://eprocure.gov.in/eprocure/app> in original. The financial bid should include all the cost and other taxes (As per Central govt. norms) mentioned in the Financial Bid. If there is any separate cost, then that will be not acceptable.

30. REGISTRATION:

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

31. SEARCHING FOR TENDER DOCUMENT:

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID Organization name, location, date, value, etc. There is also an option of advanced search for tenders wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date,



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other keywords etc. to search for a tender published on the CPP Portal.

- b) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.



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To,

Senior Consultant (Administration),
Indian Institute of Management Sirmaur,
Rampur Ghat, Paonta Sahib, Sirmaur,
Himachal Pradesh H.P. 173025.

Subject: Submission of Earnest Money Deposit (EMD)

Ref: - Tender No. IIMS/PUR/ Mess & Catering/02/ 2023-24 Dated 23.05.2023
(E-Tender for Providing Mess and Catering Services at IIM Sirmaur).

Dear Sir,

The following DD/Banker Cheque/NEFT in favour of Indian Institute of Management Sirmaur are enclosed herewith towards EMD

| Details of DD/Banker Cheque/NEFT | DD/Banker/Cheque/NEFT Number | DD/Banker Cheque/NEFT Amount | DD/Banker Cheque/NEFT Date | Bank Name |
|----------------------------------|------------------------------|------------------------------|----------------------------|-----------|
| EMD | | | | |

I/We have gone through all terms & conditions of the tender document before submitted the same.

Thanking you

Yours faithfully,

(Authorized Signatory with Seal)



INDIAN INSTITUTE OF MANAGEMENT SIRMAUR
(Information to be filled by the bidder)

(Self-attested photocopies of all supporting document must be attached with the tender document)

| Sl. No. | Required information | Description |
|---------|--|---|
| 1 | Name of the agency / firm /company | |
| 2 | Address of the agency / firm /company | |
| 3 | Legal status (Individual, proprietary, partnership firm, limited company, etc.) | |
| 4 | Authorized Signatory Details | Name |
| | | Designation |
| | | Email |
| | | Phone |
| | Details of Contact other than Authorized Signatory | Name |
| | | Designation |
| | | Email |
| | | Phone |
| 5 | Month and Year of commencement business. | |
| 6 | Statutory details (Photocopies to be attached): | Registration number of the firm. (as per Shops and establishment act.). |
| | | PAN No. of the Agency |
| | | GST No. of the Agency |
| 7 | Has your firm/company ever changed its name any time? If yes, provide the previous name and the reasons there for? | |
| 8 | Have you or your constituent ever left the Contract awarded to you incomplete? If so, give name of the Contract and reasons for not completing the Contract. | |
| 9 | Brief details of Litigations, if any, connected with related Work, current or during the last three years, the opposite party and the disputed amount. | |
| 10 | Give details of Termination of previous Contract, if any | |



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|----|--|--|
| 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 three years (out of last five Financial years 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 | FY -20__ - 20__ | FY -20__ - 20__ | FY -20__ - 20__ |
| Details of Gross Annual Turnover - (Rs. in crore) | | | |
| Average Turnover of the best three years in the last three years | Rs. _____ in Crore | | |

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.

| Sl. 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 | | | | | |
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I/We undertake that documents are genuine/authentic and nothing has been cancelled and that I/We are not debarred by any govt. organization and competent are to contract. I/We understand that the contract is liable to be cancelled, if found to be having obtained through fraudulent means/concealment of information.

(Authorized Signatory with Seal)



A handwritten signature in blue ink, appearing to be a stylized 'A' or similar character.

INDIAN INSTITUTE OF MANAGEMENT SIRMAUR
CHECKLIST TOWARDS ELIGIBILITY CRITERIA

Name of the Bidder:

Address:

Contact No:

Email Id:

(Self-attested photocopies of all supporting document must be attached with the tender document to be filled by the Bidder)

| Sl. No. | Particular | Submitted (Yes/No) | Mention page no. (Mandatory) | Remark |
|---------|--|--------------------|------------------------------|--------|
| 1. | Status of Agency –proprietary/partnership/private ltd/etc. (Copy of Registration of firm) | | | |
| 2. | Name of Director/Partner/Proprietor Telephone no. & email | | | |
| 3. | Registered office Address with telephone no. & email | | | |
| 4. | EMD details (UTR Number reference to be verified and certified received by the concerned/department of IIM Sirmaur) | | | |
| 6. | Copy of GST Registration | | | |
| 7. | Copy of PAN | | | |
| 8. | Registration of Provident Fund Number | | | |
| 9. | Registration of ESIC or Workmen Compensation Policy | | | |
| 10. | Registration of existing catering business under Food Safety and Standards Authority of India (FSSAI) | | | |
| 11. | The firm should have registered as a company in India as per Company Act 1956/2013 or partnership firm registered under LPP Act, 2008. | | | |
| 12. | Labour license under Contract Labour Act 1970 | | | |
| 13. | Copy of last three year's Income Tax Returns out of last five financial years (i.e. 2018-19 to 2022-23) as mentioned in Eligibility Criteria | | | |
| 14. | Work Experience as per clause No. 24 of the Eligibility Criteria | | | |
| 15. | Copy of last any three years out of last five financial years i.e. 2018-19, 2019-20, 2020-21, 2021-22 & 2022-23 P&L Accounts and | | | |



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|-----|--|--|--|--|
| | Balance sheet certified by a Chartered Accountant with a minimum annual turnover of minimum Rs. 2.8 Crore (Rupees Two Crore Eighty Lakh) in catering services should be enclosed as the proof of their financial capability. | | | |
| 16. | Self-Declaration of non-blacklisting by any department of the Govt or any State and Private Organization in the past as per Annexure-V. | | | |
| 17. | Each page of the tender document is signed & stamped | | | |
| 18. | Executive menu with rates must be enclosed. | | | |

Note: It is mandatory to fill up the all points of the checklist.

I/We undertake that documents are genuine/authentic and nothing has been cancelled and that I/We are not debarred by any govt. organization and competent are to contract. I/We understand that the contract is liable to be cancelled, if found to be having obtained through fraudulent means/concealment of information.

(Authorized Signatory with Seal)



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FINANCIAL BID FORMAT (SAMPLE)

(To be submitted online in .xlsx. format)

| Sl. No | Description | Denomination | Approximate Dining strength per day (Except vacation period) | Per Day Per Head dining charges (Excluding applicable taxes) (as per menu) | Applicable taxes & GST@..... % | Per Day Per Head dining charges (Incl. GST & all other taxes) (both figure & words) (as per menu) |
|--------|--|-------------------|--|--|--------------------------------|---|
| 01. | Full day dining (i.e. Breakfast, Lunch, Hi-tea/Snacks and Dinner as per STANDARD FOOD MENU mentioned in this document) for each boarder/student/ per head. | Each Student/Head | 600 | | | |

IMPORTANT NOTE:

- The rate should be quoted taking into all terms, conditions mentioned in the subject tender document and the importance that the services are to be provided to one of the premier institutions of India (i.e. IIM Sirmaur).
- If any discrepancy is found between the figure and in words in the financial bid, the words shall prevail.
- Declared that all terms & conditions are wholly agreeable by us and quoted the rate.
- All compulsory charges/wages/taxes as per Govt. of India/Govt. of Himachal Pradesh or any other Govt. regulatory body must be paid to all personnel deployed by the contracting agency/company, failing to comply with the same will lead to cancellation of contract with forfeiture of security deposit and legal action against the contracting agency/company without any explanation by the Competent Authority of IIM Sirmaur.
- **The rates quoted for the Standard Menu shall be same for the Special Menu as given during the contract period.**

Place:

Date:

(Authorized Signatory of firm/bidder with Seal)

SELF DECLARATION ABOUT NON BLACK-LISTING

(On the letterhead of the Firm/Bidder and to be scanned & uploaded online)

Date: _____

To

Senior Consultant (Administration)
Indian Institute of Management Sirmaur
Rampur Ghat, Paonta Shaib, Sirmaur,
Himachal Pradesh 173025.

Sub: E-Tender for: e-Tender for Providing Mess & Catering Services for Students of IIM Sirmaur;
E-Tender No.: IIMS/PUR/Mess & Catering/02/2023-24 Dated 23.05.2023.

Sir,

In response to tender under reference, I/ We hereby declare that presently our firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our firm is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in past five years from the last date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our performance security/EMD may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Yours faithfully,

(Authorized Signatory of firm/bidder with Seal)



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SELF-DECLARATION CERTIFICATE

(On the letterhead of the Firm/Bidder and to be scanned & uploaded online)

Date: _____

To

Senior Consultant (Administration),
Indian Institute of Management Sirmaur,
Rampur Ghat, Paonta Shaib, Sirmaur,
Himachal Pradesh 173025.

Sub: E-Tender for: e-Tender for Providing Mess & Catering Services for Students of IIM Sirmaur;

E-Tender No.: IIMS/PUR/Mess & Catering/02/2023-24 Dated 23.05.2023.

Dear Sir,

With reference to above, I/We are offering our competitive bids for Notice Inviting Tender for Mess & Catering Services for Students of IIM Sirmaur. I/We hereby reconfirm and declare that I/we have carefully read, understood and complying the above referred tender document including instructions, terms and conditions and all the contents stated therein.

I/We also confirm that the rates quoted by me/us are inclusive of all taxes, duties etc., applicable as on date and are for IIM Sirmaur

Date:

Authorized Signatory with seal:

Name:

Place:

Designation:

Contact No:

Email Id:

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