

भारतीय प्रबंध संस्थान रायपुर

INDIAN INSTITUTE OF MANAGEMENT RAIPUR

**आई.आई.एम., रायपुर में मेस एंड कैटरिंग सेवाओं
के लिए ई-निविदा दस्तावेज**

**e-Tender Document for Mess and Catering
Services at IIM Raipur**

(सी.पी.पी.पी (https://eprocure.gov.in/cppp/) के माध्यम से ऑनलाइन निविदा

Online tendering through CPPP (https://eprocure.gov.in/cppp/))

भारतीय प्रबंधन संस्थान रायपुर

अटल नगर, पी ओ - कुरु (अभनपुर),

रायपुर - 4 9 66 661, छत्तीसगढ़

वेबसाइट: <http://www.iimraipur.ac.in/>

Indian Institute of Management Raipur

Atal Nagar, P. O. - Kurru (Abhanpur), :

Raipur – 493 661, Chhattisgarh

Website: <http://www.iimraipur.ac.in/>

विषय-सूची

Contents

S No	Item	Page No
1	Notice Inviting Tender	03-04
2	<u>Part-I: Technical Bid (Annex-I to VII)</u>	
	Annex-I: Scope of Work, Terms & Conditions and Type of menu to be served	05-16
	Annex-II: General Terms and Conditions of Contract	17-23
	Annex-III: Eligibility Criteria	24-26
	Annex-IV: Bidder Details	27-28
	Annex-V: Instructions for Online Bid Submission	29-32
	Annex-VI: Tender Acceptance Letter	33-33
	Annex-VII: Bid Evaluation Scheme	34-36
3	Annex-VIII: Financial Bid	37-37

निविदा आमंत्रित सूचना

NOTICE INVITING TENDER

IIM Raipur invites e-tender (online tender through CPP Portal) from reputed and experienced agencies under three bid system pre-bid eligibility criteria (Part-I), Presentation of the technically qualified bidders (Part-II) & Financial Bid (Part-III) for providing Mess and Catering Services at IIM Raipur.

अनुसूची और निविदा के अन्य विवरण निम्नानुसार हैं:

The schedule and other details of Tender are as under:

Tender Name	Providing Mess and Catering Services at IIM Raipur
Tender No.	IIMR/Tender/2020/04 dt.02.06.2020
Period of Contract	Period of contract will be initially for two year which may be extended up to two years (two years + one-year extension + one year extension) on same rate and terms & conditions. Performance of the vendor will be reviewed each year.
Publish Date	02.06.2020
Bid Opening Date	23.06.2020 @ 03:35 PM
Bid Document Download Start Date	02.06.2020 @ 12:05 PM
Bid Document Download End Date	22.06.2020 @ 03:30 PM
Bid Submission Start Date	02.06.2020 @ 12:05 PM
Bid Submission End Date	22.06.2020 @ 03:35 PM
Date of presentation (offline or online by Cisco Webex) by the technically qualified bidders	Will be intimated to technically qualified bidders only
Tender Fee	Rs.1500/- plus 18 % GST (Rupees fifteen hundred plus eighteen percentage GST)
EMD (Earnest Money Deposit)	Rs.10,00,000/- (Rupees Ten Lakh only)
Location of the service	IIM Raipur, Atal Nagar, P. O. – Kurru (Abhanpur), Raipur – 493 661, Chhattisgarh
Delivery of service	Within 15 days from date of LOI / LOA
Contact Person	Mr.Aswhani Bhardwaj (Sr.SPO)
	0771-2474-705 / 9179858388

This tender document containing eligibility criteria, scope of work, terms and conditions, evaluation process under QCBS system, specification and other documents, can be seen/downloaded at/from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in> or Indian Institute of Management Raipur website: www.iimraipur.ac.in .

This tender is required to be uploaded on the website <https://eprocure.gov.in> and nowhere else as it will be opened online at this site only.

The contract will be valid initially for two years, which may be extended subject to satisfactory performance at the sole discretion of IIMR on an annual basis for a further period of up to two years. The tenderer shall deposit Earnest Money of Rs.10,00,000/- (Rupees Ten Lakh only) through Demand Draft drawn in favour of “**Indian Institute of Management Raipur**” payable at Raipur through a scheduled bank only.

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.

**Professor In charge-Administration
& Chief Administrative Officer**

भाग -1: तकनीकी बोली
PART-I: TECHNICAL BID

Annexure – I

Mess and Catering Services मेस एंड कैटरिंग सेवाएं

1. Scope of Work काम की गुंजाइश

The Contractor is expected to provide the following services in student mess or canteen, meeting room / board room or any designated place as desired by IIMR admin, for students, staffs, faculties, guests and visitors of IIM Raipur.

2. Cooking and serving meals खाना बनाना और खाना परोसना

Sr. No	Type of meal	Remarks
1	Breakfast	Average 400-420 meals per sitting, it may go up to 450 - 500 for Institute guests / visitors as per requirement. (Average calculation based on yearly basis)
2	Lunch	
3	Evening Tea with Snacks	
4	Dinner	
5	High Tea	
6	Special Lunch / Dinner	

Note: No minimum assurance is being given by the IIM Raipur for the meals per sitting.

3. Terms & Conditions नियम एवं शर्तें

- 3.1. The agency would provide breakfast, lunch, evening tea with snacks and dinner on daily basis at the student mess, as per menu decided by mess committee/ IIMR administration.
- 3.2. The agency must have the required and valid statutory registration for rendering the mess, catering and its allied services.
- 3.3. The food has to be prepared in clean, hygienic and safe conditions as per the menu.
- 3.4. The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and moped, after every meal (breakfast, lunch, evening tea and dinner) and will be disinfected once in a week or as and when required. The agency will also provide liquid soap for the wash basins in the dining area, cooking and catering area.
- 3.5. After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, katoris, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal. The cleaning material used should be from the approved brands.

- 3.6. Efficiency, promptness, quality of food, quality 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 maintained at all times. Quality of services, hygiene and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the IIMR administration.
- 3.7. Rebate may be allowed to students if they do not use mess facility minimum for 03 days at a stretch. In such cases, the concerned student must inform the mess manager/supervisor on email at least three day in advance.
- 3.8. Agency will always ensure that one manager and two supervisors/ executives will always be present during breakfast, lunch, evening tea and dinner including board meeting dinner/ lunch. It is desirable that the supervisors continue at least for one semester. In case of any change, the administration should be informed well in advance.
- 3.9. Agency needs to provide breakfast, lunch, evening tea with snacks and dinner to Institute guests and employees as and when required and Institute/employee will settle the bills directly.
- 3.10. For extra items, it will be mandatory for the agency to serve the item in unlimited quantity/fixed weight/size on demand by the IIMR admin/mess committee.
- 3.11. All items will be cooked in the kitchen of the mess. No cooked item, except certain types of snacks identified beforehand, will be brought from outside.
- 3.12. On special occasions, the menu will be identified by the mess committee and prepared by the agency.
- 3.13. The quality of food will be inspected item wise by IIMR administration /mess committee frequently and the mess vendor shall not deny access for such inspections. The IIMR administration/Mess Committee has right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institution. Further, the store, kitchen can also be inspected by the institute so as to ensure that only the brands allowed for various articles are being used. In case a violation is found, the institute reserves the right to impose a financial penalty/cancellation of contract on repeated violation.
- 3.14. The vendor will ensure that no instance of fire takes place and No injury to any of his employee or the Institute person takes place. In case any of this happens then the vendor will be responsible for fulfilling the loss occurred.
- 3.15. The Institute shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same. Damage here means to property or individuals.
- 3.16. The agency must provide the service throughout the year without closing the mess on any day unless ordered by the administration of IIMR/mess committee. However, the number of students who use the mess facility may waver during vacation periods/out bound work declared by the Institute.
- 3.17. Institute will provide to agency electricity and water free of cost at dining hall or other serving area. If any time IIMR will found that agency is misusing the electricity & water the penalty of Rs 5000/- per case will be imposed to agency.

- 3.18. IIMR will not provide serving plates, tea spoons, table spoons serving spoon, forks, knives, stainless steel / glass tumbler, katories, any other item which may be required for serving of food. All this will have to be brought by the agency at his own cost after the approval of sample by IIMR admin.
- 3.19. The agency will be responsible for repairing & maintenance of all the property of IIMR given to the agency for use in the student mess such as equipment's, machines, utensils, furniture & fixture etc. The agency shall replace inventory items, equipment, furniture and fixtures provided by the institute in case of loss, theft or damage to the satisfaction of the IIMR administration at his own cost and expense. On termination of the agreement, the agency will hand over all the equipment/articles as supplied by the IIMR in good working condition back to IIMR. In case of any damage beyond normal wear and tear then IIMR admin can recover the cost from the bank guarantee of the agency.
- 3.20. The agency will liaise with the IIMR administration/Mess Committee and report on daily basis about all the activities of the mess service. The agency shall extend full co-operation.
- 3.21. A medical examination shall be conducted at least once in a six months of all the employees who handle raw/cooked food, to ensure that the employees are free from any communicable disease. It is to be done at Raipur. Record of the same shall be maintained by the agency and shown on demand. In this regard, Institute's doctor will check the record as and when required. The Police verification record of all the workers will have to be maintained by the agency.
- 3.22. The agency/his servant(s)/his nominee will not be permitted to stay overnight in the mess premises under any circumstances except those on essential duty, as permitted by the Institute.
- 3.23. The premises of the mess will be used for the purpose except for storing of raw material, cooking and serving food, for which the allotment is made and not for any other purpose without the written permission of the administration. The agency will not be permitted to franchise the mess to any other party.
- 3.24. IIMR is not bound to provide any mode of transport in respect of men or material required by the agency.
- 3.25. Use of plastic tea cups and plastic carry bags is discouraged and the mess vendor shall use environment friendly material only for serving coffee, tea and for packing & carrying of food items.
- 3.26. Any change like timing of operation etc will require the permission of the mess committee/IIMR administration.
- 3.27. The agency will be responsible for the garbage disposal and will dispose off garbage at Municipal Collection Centre on daily basis. No garbage will be allowed to be kept in the mess/IIMR 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. The institute will not pay any extra amount for the same. For any lapse this front, financial penalty will be laved.

- 3.28. All Electric appliances like electric heaters/ovens/ cooktops will not be permitted in the mess unless specifically approved by the IIMR admin for a special purpose like baking / fryer. Complete cooking will be done on commercial LPG procured by the agency.
- 3.29. Food should also be served to the hostel rooms / dispensary for sick student in the room as and when required/ordered by PGP office / Doctor.
- 3.30. Pest-Control: The agency at all times will keep the cook house / dining hall / washing area / raw material store free from flies / cockroaches / mosquitoes /rats and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the agency at all times.
- 3.31. Fire Fighting arrangement provided by the Institute at the start of the contract to be kept serviceable at all times and handed over back to the IIMR after finishing of the contract.

4. List of approved brands for material (refer para 3.5 above) सामग्री के लिए अनुमोदित ब्रांडों की सूची (ऊपर पैरा 3.5 देखें):

Sr. No	Consumables & Tools	Brands
1	Mops	Taski, Unger, Roots, Cam, Gala, Scotch Brite
2	Garbage Cover	Plasto, Local
3	Paper Items	Pudumjee, Origami, Mystair, JK
4	Cleaning Pads	3M, Scotch Bite
5	Cleaning Cloth	Taski, Unger, Gala, 3M, Scotch Brite
6	Tools	Taski, Unger, Roots, Gala, Cam, Scotch Brite
7	Wringer Trolley	Taski, Unger, Roots, Gala, Scotch Brite

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

5. MENU मेन्यू

Kindly note that operational services shall NOT INCLUDE preparation of menu and any policy matters related to running the mess. All such decision will be the direct responsibility of the Mess committee / IIMR administration though suggested menu may be taken from time to time (Detail of menu is mentioned in below tabulated form) **Menu brief for Students & Staff: Standard Category (A) छात्रों और कर्मचारियों के लिए मेनू संक्षिप्त: मानक श्रेणी (ए)**

Items	Weekdays	Menus
Break Fast	08:00 Hrs to 10:00 Hrs	a) Cornflakes/Wheat flakes with milk (hot or cold) b) Fresh fruits c) Eggs to order (Boiled / Scrambled/ Omelette) d) Slices of plain bread (White /Brown) & toasted, Jam, Butter & preservers of Kissan/Amul/Mothers Dairy etc. e) Idli-sambhar or Dosa or Stuffed paratha or Chole bhaturey or wada-sambhar or similar type f) Tea/Coffee/Milk-Bournvita /Horlicks

		/Equivalent
Lunch	12:30 Hrs to 15:00 Hrs	a) Rice-Plain or Jeera or Biryani or Pulao or Equivalent b) Roti-Plain Tawa or Tandoori or Naan or Paratha c) Chinese-Chowmin, Pasta (Weekly one / two times) d) Daal fry / Daal Makhani e) Papad or Frymes or French Fries or Pakoda f) Salad- Green Salad/ Russian/ Pasta g) Pickles (Two Types) h) One Seasonal vegetable dry and One Vegetable with gravy i) Plain Curd or Raita j) Lassi/Butter Milk/Fruit Shakes – Equivalent k) Sufficient quantity of Fresh Seasonal Fruits of excellent quality/Sweets l) Sauf / Mishri
Evening Tea / Snacks	17:30 Hrs to 18:30 Hrs	a) Samosas/Wadas/Kachori/Sandwiches/Pan-eeer Pakodas should be served with Sauce/Chutney b) Good quality of Tea & Coffee
Dinner	20:00 Hrs to 22:00 Hrs	a) Rice-Plain or Jeera or Biryani or Pulao or Equivalent b) Roti-Plain Tawa or Tandoori or Naan or Paratha c) Chinese-Chowmin, Pasta (Weekly one/two times) d) Daal fry/Daal Makhani e) 1 Non-Veg item for non-vegetarian (3 days/week i.e Monday/ Wednesday/ Friday) (Eggs/Chicken/Mutton/Fish) OR 1 Veg special item for vegetarian (3 days/week i.e Monday/ Wednesday/ Friday) Paneer varieties dishes f) Papad & Pickle g) Salad- Green Salad/Russian/Pasta h) Pickles (Two Types) i) One Seasonal vegetable dry and One Vegetable with gravy j) Plain Curd or Raita k) Sweet Dish (includes Ice-Cream, Pastries) l) Saunf/Mishri

➤ Tea / Coffee, biscuits, ready-made snack, fried snacks etc, should be made available between 06:00 am to 10:00 pm in hostel mess.

➤ Raw cooking materials such as atta, rice, cooking oil, butter, wheat flour, grams, vegetables etc are have to be of branded quality and will be checked by the mess supervisor & mess committee.

Menu brief on Special Occasions: Deluxe Category-Special Lunch / Dinner (B) & High Tea (C) विशेष अवसरों पर मेनू संक्षिप्त: डीलक्स श्रेणी (बी एवं सी)

Items	Menus
Special Lunch / Dinner	<ul style="list-style-type: none"> a) Veg Soup-Hot & Sour, Sweet Corn, Clear, Tomato, Mushroom, Vegetable b) Non-Veg Soup- Chicken etc c) Starters: Veg- Hara bhara kabab, Roasted Paneer, Paneer Tikka, Spring Roll etc Starters: Non-Veg- Chicken Tikka (Boneless), Chicken Kabab, Fish Tikka (Boneless) etc. d) Rice- Plain or Jeera or Pulao e) Roti-Plain Tawa or Tandoori or Naan f) Two Non-Veg item (chicken, Mutton, Fish, Prawn, Eggs) g) Green Salad and Sprouts h) Daal fry / Daal Makhani i) 1 item of Paneer with gravy j) 1 Vegetable dry k) Plain curd or Raita l) Pickles & Papad m) Sufficient quantity of Fresh Seasonal Fruits of excellent quality. n) Sweet / Ice Cream/Pudding o) Saunf & Mishri
High Tea	<ul style="list-style-type: none"> a) Pastry (Black Forest or Pineapple or Chocolate or Butter Scotch) b) Veg Pakoda (Paneer/Cheese) or Kachori or Samosa or Veg Cutlet or fried Snacks c) Biscuits (Bakery/Monaco/Parle/Krack Jack/Sunfeast) or Wafers (branded) with different flavours. d) Patties and Cakes e) Tea/Coffee (Nescafe) f) Cold Drinks Roasted dry fruits such as Cashew & Almonds

Menu brief for Routine Meetings (D) रूटीन मीटिंग्स (डी) के लिए मेनू संक्षिप्त

S. No.	Particulars
1	Tea / Black Tea
2	Coffee
3	Green Tea
4	Lemon Tea
5	Soups (Tomato / Clear Veg. / Hot & Sour / Sweet Corn etc.)
6	Freshly prepared Drinks (i) Lassi (ii) Butter Milk (iii) Lime Juice (iv) Fresh Juices
7	Tea / Coffee with cookies, wafers & 8 pieces Roasted Almonds / Cashew
8	Tea / Coffee, freshly prepared Snacks *
9	Tea / Coffee, freshly prepared Snacks , Sweet Dish**, Roasted Almonds / Cashew
	* Freshly Prepared Snacks - Sandwich (Plain, Grilled, Toasted), Samosa / Pakoda (Veg, Paneer) etc. ** Sweet Dish - Cup Cake / Pastry / Brownie / Sweet etc.

5.7 Notes टिप्पणियाँ

- 5.7.1. The menu as given above are to be served in unlimited quantity.
- 5.7.2. The food shall be cooked, stored and served under hygienic conditions. The mess vendor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible. In case of any food related disease to any IIMR person, the mess agency will be responsible for remuneration of complete medical expenses.
- 5.7.3. The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the IIMR community.
- 5.7.4. The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- 5.7.5. The mess vendor shall ensure that only hot food is served to the students/employees. The ben marries provided for the purpose will be optimally used.
- 5.7.6. Mixing of potato in vegetables will not be permitted unless specifically told.
- 5.7.7. For Lunch and Dinner a variety and freshness must be ensured. The agency has to ensure that drinking water is provided at dining tables regularly.
- 5.7.8. The detailed daily meal wise menu specifying the dals and vegetables to be served, will be identified in the beginning of each month by the Mess Committee/IIMR admin. It will be mandatory for the agency to serve this pre-decided menu. In case of any difficulty in the same mess committee must be informed well in advance.
- 5.7.9. The agency will be required to provide khichri or any other suitable item for sick residents in lieu of the regular meals on demand.
- 5.7.10. The agency will not serve any item that has not been approved by the IIMR admin/Mess Committee beforehand.
- 5.7.11. All raw material expiry dates will be displayed on a stock board in front of each store category wise. Under no circumstances will any expiry item be used in cooking.
- 5.7.12. Use of colours / banned items as per industrial practices is prohibited.

6. Quality of ingredients and other items: सामग्री और अन्य वस्तुओं की गुणवत्ता:

The ingredients used must be of reputed brands. In case of non-availability of the reputed brand, any other brand will be approved by the Administration, IIMR / Mess Committee before use.

	Item	Brand
1.	Salt	Tata, Annapurna, Nature fresh or *equivalent
2.	Spices	MDH, Badshah, Everest or *equivalent
3.	Ketchup	Maggi, Kissan or *equivalent
4.	Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara (Use of Hydrogenated (vanaspati) oil is prohibited)
5.	Pickle	Mother's or Priya or Nilon or *equivalent brand
6.	Atta / Besan	Ashirvad, Shaktibhog, Patanjali or *equivalent brand
7.	Dals	Patanjali, Tata, Fortune or *equivalent brand
8.	Papad	Lijjat / Bhikaji or *equivalent brand
9.	Butter	Amul, Britannia, Mother Dairy or *equivalent brand
11.	Bread	Star / Harvest or *equivalent brand
12.	Cornflakes	Kelloggs or *equivalent brand
13.	Jam	Kissan or Maggi or *equivalent brand
14.	Ghee	Amul, Mother Dairy, Patanjali or *equivalent brand
15.	Milk	Amul, Mother Dairy (Without Water) or *equivalent brand
16.	Paneer	Amul or *equivalent brand
17.	Tea	Brook bond, Lipton, Tata, Taaza or *equivalent brand
18.	Coffee	Nescafe or *equivalent brand
19.	Ice Cream	Amul, Mother Dairy, Kquality, Havmor

Note: * equivalent product or made in India product of similar quality may be considered after approval by the IIM R Admin / Mess Committee (Written confirmation will be required in each case)

7. Hygiene/Turn Out स्वच्छता / बाहर बारी:

The agency shall ensure best hygiene / turn out of his / her employees, failure to do which shall attract penalty per violation.

1. Approved / prescribed neat and clean properly ironed uniform including apron , gloves and head cover will be worn by all staff at the time they enter the mess.
2. Short hair.
3. Regular cutting of nails.
4. Separate shoes for use in the kitchen/dining area.

8. Service Timings: सेवा समय:

1. Breakfast: 7.30 am to 09.30 am on Monday to Saturday and 8.00 am to 10.00 am on Sunday and Institute Holiday
2. Lunch: 01.00 pm to 3.00 pm on all days
3. Evening Tea with Snacks: 5.00 pm to 6.30 pm on all days
4. Dinner: 8.00 pm to 10.00 pm

Note: The timing stated above is subject to change by the order of IIMR administration/mess committee.

9. Penalty जुर्माना

- 9.1 Any member of the designated Mess committee or IIMR administration can inspect the mess, kitchen or any process without any prior notice to agency. In case of any discrepancy (in terms of quality of food or hygiene) or any case of negligence, appropriate punitive action in terms of financial penalty shall be levied.
- 9.2 Penalty will be imposed by the institute after giving one warning verbal or otherwise to the contractor to explain his part irrespective of the following:
 - 9.2.1. Violation of quality parameters of food
 - 9.2.2. Failure in providing sufficient quantity
 - 9.2.3. Poor hygiene
 - 9.2.4. Failure in keeping time schedule
 - 9.2.5. Violation of non-brands for articles are being used
 - 9.2.6. Non-availability of complaint register
 - 9.2.7. Non-availability of Supervisor at Mess Timing
 - 9.2.8. Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc.) cooked along with food found in any food item
 - 9.2.9. Any complaint of stones / pebbles

- 9.2.10. Hard and/or sharp objects like glass pieces, nails, hard plastic etc
- 9.2.11. Food poisoning
- 9.2.12. Three or more complaints of unclean utensils in a day
- 9.2.13. Meal was not cooked properly
- 9.2.14. Changes in menu of any meal
- 9.2.15. Inappropriate personal hygiene of workers
- 9.2.16. Failure to maintain a proper health check-up of the workers
- 9.2.17. Absence of proprietor or his manager empowered to take decision from mess committee meetings on due invitation
- 9.2.18. In case garbage items are found in waste water discharge and they further hamper the functioning of the drainage system/sewage treatment plant.
- 9.2.19. Turnout/uniform of employees
- 9.2.20. Services non adherence
- 9.2.21. Any other thing as felt suitable by IIMR administration

9.3 Three or more consecutive complaints regarding any of the above points will attract a *financial penalty depending on gravity of the issue and in case of similar repetition IIMR admin can cancel the contract unilaterally without notice and bank guarantee will be forfeited.

(*Financial Penalty may be between 1 to 10 % per day sale).

10 Manpower deployment planning for this tender (Shift wise) इस निविदा के लिए जनशक्ति तैनाती की योजना (शिफ्ट वार):

S No	Designation	Shift	Total Manpower Per Day
1	Manager	General	01
2	Supervisor	General	02
3	Chef	General	01
4	Assistant Chef	General	02
5	Waiter	General	To be decided based on the quantum of work
6	Helper for Chefs	General	
7	Dish Washers	General	
8	Table Cleaner	General	
9	Floor Cleaner	General	
10	Sweeper for Wash room	General	

10.1 Work in the mess should take place in minimum two shifts as per statutory requirement/laws, at no stage will working norms of 08 hours per day/48 hours per week be violated for all employees. Proper rest and holiday to be given.

10.2 Minimum two chef/assistant chef are to be available at all times, they should be qualified and trained with minimum experience of 10/02 years respectively at some renowned hotel/restaurant/institution and should have the knowledge and aptitude of preparing food (Indian, Chinese, Continental) both vegetarian and non-vegetarian.

- 10.3 All the personal deployed by the agency should have relevant professional qualification and adequate experience in the related field as per the industry standard.
- 10.4 The above shift wise deployment of manpower is indicative. This may be altered on any day as per the needs and requirements with prior permission of IIMR admin.

11. Disposal of Waste/Garbage कचरे का निपटानः

- 11.1. The agency will be responsible for garbage disposal and will ensure proper disposal of the collected waste solid/liquid on a daily basis under his own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIMR premises. It shall be the responsibility of the Agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms / practice by the local authority/IIMR.
- 11.2. Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises, Cafeteria etc for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition. All dust bins will be washed / sanitized at least once in a week.
- 11.3. The agency shall arrange authorized material plastic bags/trolleys/transportation arrangements etc for disposal of waste material/garbage, malba, minor building rubbish, earth, etc., to be disposed off beyond the premises up to authorized Municipal dumping yard/ground etc. at its own cost.
- 11.4. The agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in IIMR campus for disposal.

Annexure – II

General Terms and Conditions of Contract

1. ***Preparation and submission of Tender:*** The tender should be submitted in two parts i.e. Technical Bid and Financial Bid. For submission of bids, all interest bidders have to register online on e-procurement portal. After registration, bidders shall submit their Technical Bid and Financial Bid documents online on <http://eprocure.gov.in> duly signed and sealed on each page of Tender. For details, Kindly see Annex-IV of the tender: Instructions of Online Bid Submission.
2. ***Period of Contract:*** Contract period will be initially for two year. This period may be extended by two years on satisfactory performance on yearly basis. In case of performance of the agency in one part or the entire contract is not found to be satisfactory as per operational parameters setout of the contract or not in conformity with the terms & conditions of the tender, then that part or the entire contract shall be terminated even before the scheduled time by giving advance notice of one month to this effect. In the event of premature closure of contract for reasons mentioned herein above, the Bank Guarantee shall be absolutely forfeited.
3. ***Exit Clause:*** The contract can be terminated by giving one-month notice period by the Institute and three-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor will not be found satisfactory.
4. ***Contract Agreement:*** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 100/- (One hundred only). IIMR reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.
5. ***Earnest Money Deposit (EMD):*** The tenderer shall deposit Earnest Money of Rs. 10,00,000/- (Rupees Ten Lakh only) through Demand Draft drawn in favour of “Indian Institute of Management Raipur” payable at Raipur”. The Earnest money deposit will be refunded to the tenderers whose offers have not been accepted. Earnest Money Deposit of the tenderer whose offer is accepted will be kept uptill the time, the Bank Guarantee is not received.
6. ***Bank Guarantee:*** The successful tenderer will have to deposit a Bank Guarantee of 10 % of the total order value in favour of “ Indian Institute of Management Raipur” payable at Raipur drawn on any Nationalized Bank / Scheduled bank and valid for 60 days beyond the expiry period of contract.
7. In the event of bidder backing out before actual award or execution of agreement, IIMR will have right to forfeit the EMD. In case the successful

tenderer declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.

8. Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site on the day of the pre-bid meeting or before submitting bid. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work do be done.
9. The IIMR will not provide any residential space for accommodation to the Agency. The agency has to make its own arrangement for the residential accommodation to the deployed staff.
10. The IIMR is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counter offer rate is offered to the bidders. IIMR reserves the right to negotiate with first lowest bidder to arrive at the fair and reasonable price. In case of first lowest is more than one, then it would be at the discretion of the IIMR.
11. **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract if 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.
12. The contractor and his employees shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency at and around the work site, Safety Precautions and Safety Regulations.
13. **Misconduct:** The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees to the Institute. All the employees should be police verified.
14. The persons employed by the contractor will be the employees of the contractor and the IIMR shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the IIMR and the

personnel employed by the contractor shall have no right whatsoever to claim employment or other rights from the IIMR.

15. There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency) and the firm should not be blacklisted. An undertaking to this effect on firm letterhead should be attached.
16. None of the employees of the contractor shall enter into any kind of private work within the campus of the IIMR Non-compliance with this provision will be deemed to be violative of the contract inviting penal action/cancellation of contract.
17. The staff employed by the contractor will not join any union of the IIMR nor shall they make any claim on service or other matter. They shall also not form any union associated with the IIMR and shall have absolutely no claim to subscribe or for election in any of the unions of the IIMR.
18. The contractor shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the IIMR / Govt. of India / any State or any Union Territory.
19. The staff (not below the age of 18 years) employed by the contractor shall have to be medically fit and kept neat and clean. The contractor shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the Contractor.
20. The contractor shall maintain record of major/minor incidents on daily basis and report the same to the IIMR administration in this regard. The Agency will also enquire about any incidents, like theft, indiscipline, disobedience or any unauthorized activities/criminal activities happening in the campus. The contractor shall also be responsible to lodge complaints with police authorities in such instances and take follow-up action for recovery of lost material/equipment.
21. The contractor will have to register all his employees who will be working in the hostel premises along with a copy of their photographs, residential details for clearance by the IIMR Security along with police verification certificate.
22. The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to IIMR and shall indemnify IIMR against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which IIMR may party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.

23. Taxes, Labor Laws and Other Regulations:

- 23.1. 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.
- 23.2. 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 or any item sold or supplied pursuant thereto or anything done or services rendered pursuant thereto.
- 23.3. The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) 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 governmental agency or authority.
- 23.4. The contractor shall be responsible and liable for all the claims of his employees.
- 23.5. The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Central Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill be cleared only on the submission of the 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 CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
- 23.6. 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.
- 23.7. The contractor shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Sales Tax, Royalty, Excise duty, Octroi, Works contract etc. and shall keep the Institute indemnified

against all penalties and liabilities of kind of breach of any such statute ordinance or law / regulations or Bylaws. The contractor shall not employ child labor. Payment to workers must be according to Minimum Wages Act.

24. **Interpretation:** All the terms and conditions of contract shall be read in conjunction with all other documents 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.
25. In addition to the prescribed manpower, whenever required, contractor has to provide additional manpower and/or equipment at the rates quoted in the tender.
26. **Validity:** The quoted rates must be valid for a period for 180 days from the date of closing of the tender. The overall offer for the assignment and bidder(s) quoted price shall remain unchanged during the period of validity. If the bidder quoted the validity shorter than the required period, the same will be treated as unresponsive and it may be rejected.
27. In case the tenderer withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The tenderer should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.
28. In exceptional circumstances, the IIMR may request the bidders's consent for an extension of the period of bid validity. A bidder may however be at liberty to refuse the request without risking forfeiture of his earnest money. A bidder agreeing to extend the validity of bid will not be allowed to modify his bid.
29. Anyone or more the following action / commission / omission are likely to cause summary rejection of tender: Any BID/EMD received late without conclusive proof that it was delivered before the specified closing time. Any conditional bid or bid offering rebate. Any bid in which rates have not been quoted in accordance with specified formats / details as specified in the Bid Documents. Any effort by a bidder to influence the IIMR in the bid evaluation, bid comparison or contract award decision.
30. **Authority of person signing document:** A person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty, that he has authority to bind such other and if, on enquiry, it appears that the person so, signing had no authority to do so, IIMR may without prejudice to other civil and criminal remedies cancel contract and held the signatory liable for all cost and damages.

31. **Access to SITE:** The contractor shall allow unhindered access to the Institute and/or any other party or person, engaged by the Institute to work at the same site and/or to check/regulate/watch/guard/measure/inspect, solely or jointly with the contractor.
32. **Safety and Security:** Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.
33. **Work at Risk and Cost:** The institute reserves the right to get the whole or part of the work executed by some other agency at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.
34. **Payment of Bills:** The payment for services under this agreement shall be made on monthly basis on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues / claims of the IIMR. Income Tax (TDS) as applicable at current prevailing rate will be deducted at source.
35. **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIMR as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract. Provided, also that if the contract is terminated under this clause, the IIMR shall be at liberty to take over from the Security Agency, the security personnel, vehicles & equipment deployed in the campus until a new security agency is appointed and commences the operation.
36. **PENALTY:**

For Complaint, non-adherence of terms & condition specified in tender document, indiscipline and unsatisfactory operation of any of the services, a penalty of (1 to 4 % of per day sale) will be levied for the first time, in case the same point is repeated then a penalty of (5 to 10 % of per day sale) may be levied.

37. IIMR reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.
38. IIMR reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it felt necessary in the benefit of the Institute.
39. The decision of the Director of IIMR will be final in all respect and will be acceptable to all the tenderers.
40. **Jurisdiction:** All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Raipur only.

**Professor In charge-Administration
& Chief Administrative Officer**

Annexure-III

Eligibility Criteria

Only those agencies which meet the following minimum criteria will be considered for opening of financial bid:

1. The agency should be a registered and licensed vendor i.e **FSSAI** licensed in the similar line of business covered under this tender. Appropriate documents/certificates issued from appropriate authorities of **FSSAI** should be enclosed to support this along with the format given below.

Sl	Type of service	Valid license	License Number	License validity	Copy of license attached (Yes/No) with Reference Page Number

Similar Line of Business: Mess/Catering Services only (Not applicable for cafeteria)

2. The agency shall submit the original EMD and tender fee in a sealed envelope superscribing this tender name & the name of the agency and must reach at IIMR before the last date & time for receipt of Bid. Photocopy of the EMD and tender fee should be enclosed to support this along with the format given below.

Sl	Type of Fee	Details
1	Tender Fee	DD No. _____ of 1500/- plus 18 % GST Dated _____ drawn on Bank _____ Branch _____
2	Earnest Money Deposit (EMD)	DD No. _____ of 10,00,000 /- (Rupees Ten Lakh only) of Dated _____ drawn on Bank _____ Branch _____
3	NSIC / MSME Certificate for tender fee & EMD Exemption	NSIC / MSME No. _____ Dated. _____

- DD will be made in favor of “Indian Institute of Management Raipur” payable at Raipur.
- Tender fee & EMD will be exempted for NSIC / MSME.

3. The agency should have experience of minimum period of 5 years for providing Mess & Catering Services in **Top 20 management schools in India as per NIRF Ranking 2019** (Cafeteria service experiences will not be considered). Experience certificate cum satisfactory performance certificate (issued by the said organizations) duration of contract and average billing value in one year must be enclosed online in Technical bid to support on this. **Only those experience cum satisfactory performance certificate issued by said organizations will be considered, whose contract / work validity period has/ ending after 31.12.2016 and average billing value (any one work / contract) will be more than three crore per year.**

Sr. No	Name of the organization/Institute where services were provided	Duration of contract		Total years of experience	Avg. billing value per year	Performance Remark (Poor/Satisfactory /Good/Very Good /Excellent/ Not satisfactory)	Certificate attached	
		From (DD/MM/YYYY)	To (DD/M M/YYYY Y)				Copy of Certificate (Yes/No)	Reference Page Number
1.								
2.								
3.								
4.								
5.								
Total year of experience								

4. The agency must have a minimum average annual turnover of Rs.8 Cr (Rupees Eight Crore Only) during of the last three financial years. The agency must submit duly signed certificate with membership number from Chartered Accountant (CA) clearly showing financial year-wise turnover with audited profit & loss statement.

Financial Year	Total Turnover In INR	CA certificate & audited profit & loss A/c Statement enclosed	
		(Yes/No)	Ref. Page Number
2016-17			
2017-18			
2018-19			

5. The agency should have ISO-22000:2005 or ISO-9001: 2015 or ISO 9001: 2015 Certification.

ISO	Validity	
	Validity till	Reference Page No.

6. The agency should not be blacklisted by any Government agency. An undertaking on agency letterhead should be attached.

Agency is backlisted by any Government agency (Yes/No)	Undertaking on agency letterhead attached	
	(Yes/No)	Reference Page No

Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place :

Date :

(Signature of the bidder with seal)

Annexure – IV

Agency Details

I. Details of Tenderer		
<u>Sr.</u>	<u>Particulars</u>	<u>Details</u>
1	Name of Tendering Agency	
2	Name of the Proprietor/ Director/ Partner	
3	Full Address of registered office with pin code	
4	Mobile number of three top officials with name and designation	
5	E-mail ID of the three top officials with name	
6	Website of the agency, if any	
7	Name and designation of authorized person with mobile number (authorization letter to be enclosed)	
II. Registration and Other Statutory document details:		
1	Name of the agency (Individual/ Pvt. Ltd./ Ltd Company etc.) and Month & Year of the Establishment (attach self-attested copy)	
2	Permanent Account Number	
3	GST Registration Number	
4	PF Registration No.	
5	ESI Registration No.	

6	FSSAI Licence No. & date	
7	ISO Certificate	
8	Copy of last three years audited profit loss statement FY 2015-16 FY 2016-17 FY 2017-18	
9	Service provided / is providing any one of the Top 20 management school as per NIRF Ranking 2019.	
10	Experience cum satisfactory performance certificate (whose contract / work validity period has/ ending after 31.12.2016 and average billing value (any one work / contract) will be more than three crore per year).	
11	Self-declaration of not blacklisted from any govt. organisation	

Certified that all above information's are correct to the best of my/our information, knowledge and belief. All the attached relevant documents are duly signed, sealed and serially numbered.

Place :

Date :

(Signature of the bidder with seal)

INSTRUCTIONS OF ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
2. Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
3. Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
5. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
6. Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
8. If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
9. Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.

10. Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
11. From my tender folder, he selects the tender to view all the details indicated.
12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
14. If there are any clarifications, this may be obtained through the site. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
16. Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
17. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
18. The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
19. The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.

20. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
21. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
22. If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
23. The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The **TIA will** not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
24. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
25. The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
26. All the data being entered by the bidders would be encrypted using PK! encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
27. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

28. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
29. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
30. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 180030702232 or send a mail over to cppp-nic@nic.in.
31. Technical/tender related query : In case of any technical query you may send mail to caoffice@iimraipur.ac.in and abhardwaj@iimraipur.ac.in

Annexure – VI

TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

To,
Director
IIM Raipur

Date :

Sub.: Acceptance of Terms & Conditions of Tender.

Tender Reference No.: IIMR/Tender/_____ dated _____

Name of Tender / Work: _____.

Dear Sir,

1. I/We have downloaded I obtained the tender document (s) for the above mentioned 'Tender/Work' for the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender documents from Page No.____to_____ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions /clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totally / entirely.
5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

Annexure-VII

Bid Evaluation Scheme:

It may be noted that the tenderer will be selected on the basis of ranking and evaluation of Technical and Financial bids by a committee and the committee's decision would be final. The procedure for selection of the party /agency shall be based on **Quality & Cost base selection** system for evaluation by the committee. Please refer Evaluation Sheet Format to understand the process of evaluation of Technical bid and Financial Bid. For successful bidder, process of selection would be as under: -

- a) Tenderers meeting Eligibility Criteria will be only considered for further process of tenders.
- b) **Part A- Technical Evaluation:** The bidders have to submit the documents mentioned in Technical Bid Structure. Qualifying tenderers will be considered eligible for Part B – Financial Bid Processing.
- c) **Part B-** Presentation by Technically Qualified Bidders

The technically qualified bidders are required to make the presentation of not more than 15 mins on the parameters mentioned in the format below. The parameters will be used to evaluate the tenderer's credentials to serve the Institute as per the requirement. The score gained will be considered in the final score of the tenderer.

Sr. No.	Description	Maximum Marks	Marks Obtained
01.	Takeover Plan	05	
02.	Resourcefulness	05	
03.	Trained Manpower	10	
04.	Hotels having star category approved by HRACC / Hotel & Restaurant division, Ministry of Tourism.	10	
05.	Experience plus performance report in providing services which may be included *surprise food tasting at site.	30	
	Total	60	

Note (1): *Marking against the surprise food taste may be effected or may not be effected depend upon the forgoing situation, due to COVID-19. Maximum marks of 30 number against sr.no-05 will remain the same.

(2) List of the trained manpower with qualification and experience may be provided at the time of presentation.

a) Part C- Financial Bid Evaluation

The Institute will open the financial bids of technically qualified bidder.

Catering and Mess:

The rates quoted for Standard Category (A), Special Lunch / Dinner Category (B), High Tea (C) and Routine Meeting Category (D) as defined above will only be considered for scoring under Catering and Mess category.

Scoring of Financial Bids for Catering and Mess

The scores for financial bids will be computed as below.

$$\frac{(\text{Lowest Tender Price in the Category}) * 10}{\text{Tender Price Quoted by respective tenderer}}$$

Normalize Financial Bid Score = $\frac{(\text{Lowest Tender Price in the Category}) * 10}{\text{Tender Price Quoted by respective tenderer}}$

The above formula can be explained as below.

Rate quoted for **Standard** Category (**Example**)

Name of the Party	Rate for Standard Category (A) in Rs
X	300
Y	460
Z	380

The normalized score for Standard Category would be as follows:

Party	Score
X	10
Y	6.5
Z	8

Example-Normalization Calculation: $(300*10)/380 = 8$

It may be noted that Lower the price, Higher the score.

The above scores will be multiplied by the weightage as below:

Menu Pattern	Weightage
Standard Category	25
Deluxe Category-Special Lunch/Dinner	05
High Tea	05
Routine Meeting Category	05

Party	Score	Weightage (Standard Category)	Total Score= <u>(Weightage * Score)</u> 10	Scores out of
X	10	25	25.00	25
Y	6.5	25	16.25	25
Z	8	25	20	25

***Note: above formula will be the applicable for other categories according to their respective weightage.**

The composite ratings of Technical Bids and Financial Bids will be as below:

S.No.	Particulars	Total Score
01	Presentation	60
02	Financial Bid	40
	Total Score	100

b) Part D- Successful Tenderer will be the one who has maximum score in **Part C Evaluation.**

FINANCIAL BID (FORMAT)
To be filled online

Sr. No	Category	Unit	Rate per person per day excluding GST
1.	Catering charges for Standard Category (A) as per menu (Inclusive of Breakfast, Lunch, Evening Tea with Snacks and Dinner)	01 Standard Category	
2.	Catering charges for Special Occasion Deluxe Category (B) as per menu (Special Lunch / Dinner)	01 Special Lunch/Dinner	
3.	Catering charges for Special Occasion Deluxe Category (C) as per menu (High Tea)	01 High Tea	
4.	Routine Meeting Category (D)		
	(i) Tea / Black Tea	01	
	(ii) Coffee / Green Tea/ Lemon Tea	01	
	(iii) Soups (Tomato/ Clear Veg./Hot & Sour/ Sweet Corn etc.	01	
	(iv) Freshly Prepared Drinks (Lassi, Butter Milk, Lime etc.	01	
	(v) Tea/Coffee/Green Tea/ Black Tea with cookies, wafers and 08 pieces roasted almonds/ cashew	01	
	(vi) Tea/Coffee/Green Tea/ Black Tea with freshly prepared snacks (sandwich/samosa /pakoda)	01	

Notes:

1. GST will be paid extra as per actual at the time of billing.
2. The number of people / person (if any mentioned in tender document) may increase or decrease in any month. No minimum assurance is giving by the IIM Raipur for the meals per sitting.
3. There would be no increase in rates during the Contract period including extension period.
4. Successful Tenderer will be the one who has maximum score in Part C Evaluation.

Place :

(Signature of the bidder with seal)

Date :

Annexure

The detail of facilities / items available in Dining Hall / Kitchen area at IIM Raipur (For Reference Purpose)

Sl. No	Item Name	Qty
1.	Student Dining Hall with Provision of Dining Table & Chair including Faculty Dining Table & Chair	Total Area of Dining Hall (B+G) : 4118 Sq. Mtr. Provision of Seating Capacity (in present) in dining hall approx. 300 pax or bulk seating capacity
2	Hp Gas Cylinder 19 Kg with provision of Gas Bank	Number of Cylinder 14
3	Iron Tava	01
4	Deep Frizer	01
5	Roti Tava	01
6	Dosa Tava	01
7	Alu. Kadai with Cover	04
8	Alu. Ganj With Cover	08
9	Aluminum Handi With Lid	09
10	Gas 3 Burner	02
11	Almirah	02

Note: Item may be increased or decreased.