



IIMR/RFP/2025-26/02 dt.20.05.2025

आईआईएम रायपुर के कर्मचारियों और संकाय के लिए कैफेटेरिया स्थान पर मेस सेवाएं प्रदान करने हेतु प्रस्ताव के लिए अनुरोध |

Request for proposal for providing Mess services for the staff and faculty of IIM Raipur at Cafeteria Location

प्रस्ताव के लिए अनुरोध
Request for Proposal

आईआईएम, रायपुर कैफेटेरिया स्थान पर 'मेस' के संचालन के लिए एक लिफाफा प्रणाली के तहत प्रतिष्ठित और अनुभवी एजेंसियों से प्रस्ताव (अनुबंध- I और II के अनुसार) आमंत्रित करता है।

IIM Raipur invites proposals from reputed and experienced agencies under one envelop system (as per Annexure-I and II) for running 'Mess' at Cafeteria location of IIM Raipur-

Proposal **subscribing "RFP for running 'Mess' at Cafeteria location of IIM Raipur"** should be reached at IIM Raipur on or before **12.06.2026 till 03:00 pm** in the following address:

To,
CAO,
Indian Institute of Management
Atal Nagar, Kurru (Abhanpur), Raipur 493661

1. Scope of Work

The Contractor is expected to provide the following mess services in cafeteria, or any designated place as desired by IIMR admin, for the staff and faculties of IIM Raipur.

2. Cooking and serving meals

| Sr. No | Type of meals | <u>Remarks</u> |
|--------|---------------|---|
| 1. | Breakfast | a. Average 05-10 meals (breakfast + lunch + dinner) per sitting. b. Average 40-50 meals (only lunch) per sitting. |
| 2. | Lunch | |
| 3. | Dinner | |

- Note: i. The quantity may be increased or decreased as per the requirements of IIMR.**
ii. No minimum assurance is being given by IIM Raipur for meals per sitting.
iii. The estimated cost of contract will be below 01-02 (one to two) lakhs only.

3. Terms & Conditions

- 3.1. The agency would provide breakfast, lunch and dinner on a daily basis (as per above cooking and servicing meals) at the staff mess, as per the tentative list of menu attached in Annexure-I. All bills will be paid / settle directly by employees on a daily or monthly basis. No role will be of IIM Raipur on this.
- 3.2. The agency must have the required and valid statutory registration for rendering the mess 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 up, after every meal (breakfast, lunch and dinner) and will be disinfected once a week or as and when required. The agency will also provide liquid soap for the wash basins in the dining area, cooking and mess area.
- 3.5. After every meal (breakfast, lunch and dinner) all the plates, cups, Katori's, 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.
- 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. Agency will always ensure that supervisors and mess workers will always be present during breakfast, lunch and dinner. It is desirable that the supervisors continue for at least for one semester. In case of any change, the administration should be informed well in advance.
- 3.8. Agency (optional; if required) needs to provide breakfast, lunch and dinner to Institute guests and employees as and when required and the employee will settle the bills directly.
- 3.09. 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.
- 3.10. 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.

- 3.11. On special occasions, the menu will be identified by the IIM Raipur administration and prepared by the agency.
- 3.12. The quality of food will be inspected item wise by IIMR administration / frequently and the mess vendor shall not deny access for such inspections. The IIMR administration has the right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institution.
- 3.13. 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.
- 3.14. The agency must provide the service throughout the year without closing the mess on any day unless ordered by the administration of IIMR. However, the number of staff and faculty who use the mess facility may waver during vacation periods/out bound work declared by the Institute.
- 3.15. The institute will provide the agency with electricity provision at the mess area or other serving area. However, the electricity charges will be paid by an agency to IIM Raipur.
- 3.16. IIMR will not provide serving plates, teaspoons, tablespoons serving spoon, forks, knives, stainless steel / glass tumbler, katories, any other item which may be required for serving food including cooking utensils with the LPG gas & cylinder. All this will have to be brought by the agency at its own cost.
- 3.17. IIMR will be provided with furniture and fixtures for eating meals, water tap and connections, electrical meter etc. The agency will be responsible for repairing & maintenance of all the property of IIMR given to the agency for use in the mess such as equipment, 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.
- 3.18. 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.
- 3.19. The premises of the mess will be used for the purpose except for storing 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.
- 3.20. IIMR is not bound to provide any mode of transport in respect of men or material required by the agency.
- 3.21. 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.
- 3.22. Any change like timing of operation etc will require the permission of the IIMR administration.
- 3.23. 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 12 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 lavied.

- 3.24. 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.
- 3.25. 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. **Menu** (This is the tentative list which may be changed)

| Sample Canteen Menu for IIM Raipur Staff | | | | | | | |
|---|--|--|--|--|--|--|--|
| Day | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday | Sunday |
| Break Fast | Milk with Cornflake (for vegetarian) or Omelet / Boiled egg (for non-vegetarian) | Milk with Cornflake (for vegetarian) or Omelet / Boiled egg (for non-vegetarian) | Milk with Cornflake (for vegetarian) or Omelet / Boiled egg (for non-vegetarian) | Milk with Cornflake (for vegetarian) or Omelet / Boiled egg (for non-vegetarian) | Milk with Cornflake (for vegetarian) or Omelet / Boiled egg (for non-vegetarian) | Milk with Cornflake (for vegetarian) or Omelet / Boiled egg (for non-vegetarian) | Milk with Cornflake (for vegetarian) or Omelet / Boiled egg (for non-vegetarian) |
| | Masala Dosa/ Sambar/ Chutney | Poha & Black Channa Garvy | Alo Paratha with Curd | Idli /Sambar/ Chutney | Plain Paratha with Aloo ki sabzi | Chola Bhatura | Plain Roti with Ghobhi |
| | Tea/Coffee | Tea/Coffee | Tea/Coffee | Tea/Coffee | Tea/Coffee | Tea/Coffee | Tea/Coffee |
| LUNCH | | | | | | | |
| LUNCH | Green Salad | Green Salad | Green Salad | Green Salad | Green Salad | Green Salad | Green Salad |
| | Rice & Chapati | Rice & Chapati | Rice & Chapati | Jeera Rice & Chapati | Rice & Chapati | Rice & Chapati | Chapati |
| | Onion Masoor Dal Masala | Garlic Dal | Mung Dal with Ghee | Dal Makhani | Tur Dal Tarka | Chana Dal Tarka | Dal Tarka |
| | Alo Bringle Fry | Long beans fry | 1 Non-Veg item for non-vegetarian (Mutton/Chicken/Fish) | Mixed Vegetable | Bringle/Alo Bharta | Cabbage Dry | Beans Vegetable |

| | | | | | | | |
|--|---------------------------------|--------------------|---|--------------------------------|----------------------------|-------------------------------|--|
| | Bhindi/ Turai Pusto/Patal | Mixed Veg | Or 1 Veg special item for vegetarian- Paneer varieties dishes | Alo Soyabin/Seasonal Veg | Patal Durma/ Cabbage | Mixed Veg/ Palak Paneer | Aloo Padwal |
| | Seasonal Fruit | Seasonal Fruit | | Seasonal Fruit | Seasonal Fruit | Seasonal Fruit | Seasonal Fruit |
| | Sweet Lassi/ Curd | Rasgulla/Curd | Sweet Rice/Curd | Custard/ Curd | Curd/ Semai | Golab Jamun/ Curd | Raita/ Custard |
| DINNER | | | | | | | |
| DINNER | Plain Rice | Plain Rice | Plain Rice | Plain Rice | Plain Rice | Plain Rice | Plain Rice |
| | Green Salad | Kuchumber Salad | Green Salad | Green Salad | Sprouted Chana | Green Salad | Mix Raita |
| | Chapati | Chapati | Chapati | Chapati | Chapati | Chapati | Chapati and Dal |
| | Yellow Dal tadka | Jeera Dal | Mix dal fry | Masoor Dal | Chanadal | Toor Dal Tadka | 1 Non-Veg item for non-vegetarian (Mutton/Chicken/Fish) Or 1 Veg special item for vegetarian- Paneer varieties dishes |
| | Aloo Drumstick Curry | Aloo Parwal | Raw banana Kofta | Baingan Bharta | Aloo Cabbage | Dal vada Sabji | |
| | Barbatti Bhaji | Bhindi Bhaji | Aloo Bhujia Home Style | Aloo Bhindi | Aloo Padwal | Aloo Baigan | |
| | Curd | Curd | Curd | Curd | Curd | Curd | Curd |
| Note: Menu is available on availability of Raw Materials. | | | | | | | |

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 staff/faculty.
- 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 IIMR admin. It will be mandatory for the agency to serve this pre-decided menu. In case of any difficulty in the same IIMR administration 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.
- 5.7.11. 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 before use.

Note: * equivalent product or made in India product of similar quality may be considered after approval by the IIM Raipur Admin.

7. Hygiene/Turn Out स्वच्छता / बाहर बारी:

The agency shall ensure best hygiene / turn out of his / her employees with the following:-

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 09.00 am
2. Lunch: 12.30 pm to 01.30 pm
3. Dinner: 8.00 pm to 09.30 pm

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

11. Disposal of Waste/Garbage:-

- 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 ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in IIMR campus for disposal.

PART I- (Technical Bid)

Annexure-I

(On Company/ Firm's Letterhead)

| Profile | | |
|--|--------------|--|
| Registered Name and address (A copy of firm registration certificate must be attached in the proposal-Mandatory document) | | |
| Date of Incorporation / Establishment (A copy of certificate must be attached in the proposal-Mandatory document) | | |
| Permanent Account Number (PAN) (A copy of PAN must be attached in the proposal-Mandatory document) | | |
| GST Registration Number (If applicable) (Submit a copy of GST registration certificate in the proposal) | | |
| Self-certified copy of a valid license issued by Food Safety and Standard Authority of India (FSSAI) (Submit a copy of certificate in the proposal-Mandatory document) | | |
| ISO Certificate (if available) | | |
| Authorized Signatory Details | Name | |
| | Designation | |
| | Email | |
| | Phone | |
| | Other detail | |

Authorized Signatory

Name:

Designation:

Date:

Place:

Annexure-II

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,
Director
Indian Institute of Management Raipur

Subject: SELF-DECLARATION FOR ACCEPTING OUR SCOPE OF WORK AND ALL
TERMS AND CONDITIONS

Dear Sir,

I/We have gone through all the terms and conditions of the RFP document. also, I/We have gone through the corrigendum/ addendum issued (if any) till the Bid Submission close time and date for this RFP.

I/We agree to accept all the terms and conditions of the RFP document and assure you that I/We will comply with the above-referred tender document, including instructions, terms and conditions, and technical specifications stated therein.

Authorized Signatory

Name:

Designation:

Date:

Place:

Annexure-III

SELF-DECLARATION CERTIFICATE FOR THE CLEAN TRACK RECORD

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I hereby certify thatfirm/ company is neither blacklisted by any Central/State Government/Public Undertaking/Institute/labour court/GST office or any other organisations nor is any criminal case registered/pending against the firm/company or its owner/partner(s)/ director(s) anywhere in India as on date of submission of this self-declaration.

Authorized Signatory

Name:

Designation:

Date:

Place:

Annexure-IV

NUMBER OF YEARS FROM ESTABLISHMENT
Duly sealed and signed certificate on Company/ Firm's Letterhead

| Name of firm | Date of Establishment/ Incorporation | Number of Years as on 31.03.2025 | Partnership firm/Proprietary firm/ Public/Private limited company/other | Remarks for (Evidence for establishment and registration) |
|---------------------|---|---|--|--|
| | | | | |

Currently, the firm is in the same business (Yes/No): _____

Authorized Signatory

Name:

Designation:

Date:

Place:

Annexure-V

WORK EXPERIENCE DETAILS

| Sn no | Name of the Client | Order No./agreement date | Remarks |
|------------------|---------------------------|---------------------------------|--|
| | | | Copy of the work orders and the work execution/completion certificate or experience certificate from the client end pertaining to the mentioned works are to be submitted (If available) |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

Authorized Signatory

Name:

Designation:

Date:

Place:

Annexure-VII

Financial Bid Part

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

| Sr. No | Category | Unit | Rate per person per day |
|--------|--|---------------------------------|-------------------------|
| 1. | Mess charges as per menu (Inclusive of <u>Breakfast, Lunch and Dinner</u>) | 01 (Rate per person per day) | |
| 2. | Mess charges for <u>breakfast only</u> as per menu | 01 (Rate per person per day) | |
| 3. | Mess charges for <u>lunch only</u> as per menu | 01 (Rate per person per day) | |
| 4. | Mess charges for <u>dinner only</u> as per menu | 01 (Rate per person per day) | |

Notes:

1. The GST (if applicable) will be paid extra as 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 given by the IIM Raipur for the meals per sitting.
3. If the food taste is demanded by the IIMR, the same will be arranged and provided by the agency at their own cost.
4. The successful bidder will be decided by the procurement evaluation committee; after taking all consideration.