

भारतीय प्रबंध संस्थान इंदौर
INDIAN INSTITUTE OF MANAGEMENT INDORE
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Tender No: IIMI/2017-18/OS/01



Date: 16 May 2017

Notice Inviting Tender for Catering Services at IIM Indore

(E-PROCUREMENT MODE ONLY)

Indian Institute of Management Indore (IIM Indore) invites **online bids (e-tender)** in two bid systems from reputed, experienced and financially sound parties for the following work:

Brief Details of Tender:

<i>Item Description</i>	<i>Estimated Volume of contract (Rs.)</i>	<i>EMD (Rs.)</i>
Catering Services for Student Mess, Executive Residence Mess, Faculty and Staff Lounges and Housekeeping and Front Office Management Services for Executive Residences	7,00,00,000/- per annum	14,00,000/-

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/eprocure/app> and bid is to be submitted **online** only through the same portal up to the last date and time of submission of tender.

Critical Dates of Tender:

S/N	Particulars	Date	Time
01	Date and Time of Online Publication / Download of Tender	16-05-2017	1730 Hrs.
02	Pre-Bid Meeting Date and Time	31-05-2017	1100 Hrs.
03	Bid Submission Start Date and Time	07-06-2017	1730 Hrs.
04	Bid Submission Close Date and Time	27-06-2017	1500 Hrs.
05	Closing date and time for Submission of original EMD	27-06-2017	1500 Hrs.
06	Opening of Technical Bids	28-06-2017	1500 Hrs.

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1. ABOUT IIM INDORE

The Government of India with the support of Government of Madhya Pradesh established Indian Institute of Management Indore in the year 1996. The campus is located on a picturesque hilltop on the outskirts of the city of Indore covering 194 acres of land. State-of-the-art infrastructure and facilities are available on the campus. The architecture of buildings is a wonderful combination of ethnic and modern style. It is fully sensitive to the environment as well as to physically challenged individuals. Although this campus became functional in 2004, we continue to build on additional facilities as part of our expansion plan.

The Institute conducts various long-term as well as short-term residential programs in management. The program participants are provided with excellent facilities of boarding and lodging on the campus.

Since all our academic programs, both long-term and short-term, are compulsorily residential ones, Participants' stay and hospitality - related services are of paramount importance to the Institute.

We constantly strive to maintain high standards of lodging, catering service, hygiene and courteous and prompt service.

The Institute is looking for an agency to handle the catering services. In addition, it is desirable that the agency handles housekeeping and front office management for some of the institute's complexes. The ideal profile of the agency(s) that we want to engage for our catering service etc, will have following attributes:

- Have rich, varied and vast experience of having handled similar services for large academic campuses of repute and corporate houses.
- Have highly motivated, disciplined and experienced workforce in catering service, housekeeping service and managing the front office.
- May have a dedicated and trained team of workforce and supervisors of good disposition vis-a-vis interacting with and serving the occupants/guests.

2. SCOPE OF WORK

Broadly the services involve following tasks:

- a) Major Task - Catering Service in Student Messes, Executive Residence Messes, Faculty and Staff Lounges and Out Door Catering within the campus.
- b) Minor Task- Housekeeping Service of Executive Residences and Front Office Management of Executive Residences

2.1 CATERING SERVICE

The Institute offers residential programs in management to around 1700 students on the campus. The students and most of the employees of the Institute are residing

within the campus which builds a community of around 2000 persons staying on the campus.

The table appended below gives some useful information for the prospective tenderers. While the information given will be reasonably sufficient to access the quantum and types of catering and related services required by the Institute, it is advisable for the intending tenderers to visit the campus to acquaint themselves with the actual locations of different Kitchens, Dining units, facilities and equipment available etc, before submitting the Tenders under two bid system.

Table 1: Information on Diner, Meal Category and Location (Approx. No. of diners)

<i>Sl. No.</i>	<i>Grouping of Diners</i>	<i>Strength/ Per Day</i>	<i>Meal Pattern</i>	<i>Menu Plan</i>	<i>Location</i>	<i>Subscription</i>
1.	PGP Participants	900	Breakfast, Lunch, Dinner	Standard	Student Messes	450(1 st Year) - Full Subscription 450(2 nd Year) - On Demand Subscription
2.	IPM Participants	600	Breakfast, Lunch, Dinner	Standard	Student Messes	360 -(first 3 years) -Full Subscription 240 (4 th , 5 th year)- On Demand Subscription
3.	Executive Certificate Program Participants	50	Breakfast, Lunch, Dinner, Evening Snacks	Deluxe	Executive Residences	Full Subscription
4.	Executive Program Participants	50	Breakfast, Lunch, Dinner, Evening Snacks	Semi-Deluxe	Executive Residences	Full Subscription
5.	Employees – Supply of tea/coffee in offices at 10.30 am and 3.30 pm	450	Tea			
	Faculty Lounge	50	Breakfast and Lunch	Standard	Lounge	On demand subscription
	Staff Lounge	100	Breakfast and Lunch	Standard	Lounge	On demand subscription
	Director's Secretariat	10	Tea/ Coffee			On demand service
6.	Out Door Catering (ODC)	Approx. 25 ODCs in a year for	High-Tea / Full Course Meals etc,	As per requirement any of the	Within the Campus Premises	On Demand Service

		persons ranging from 15 to 1500		above-referred plan		
7.	FPM Participants	40	Breakfast, Lunch, Dinner	Standard	Student Messes	Partial Subscription

Table No. 2 - No. of Mess / Dining Hall Capacity and Mess Timings

<i>Sl. No.</i>	<i>Location</i>	<i>Seating Capacity</i>	<i>Break Fast</i>	<i>Lunch</i>	<i>Evening Snacks</i>	<i>Dinner</i>	<i>Night Canteen</i>	
1.	Student Mess 1, 3 and 4	940	8:00 a.m. to 10:30 a.m.	12:30 p.m. to 2:30 p.m.	2:30 pm to 8:00 pm	8:00 p.m. to 10:00 p.m.	11:00 p.m. to 4:00 am	
2.	Executive Residence 1 Mess	72	8:00 a.m. to 9:30 a.m.	1:00 p.m. to 2:30 p.m.	5:00 p.m. to 6:00 p.m.	8:00 p.m. to 10:00 p.m.	N.A.	
3.	Executive Residence 2 Mess	96	8:00 a.m. to 9:30 a.m.	12:30 p.m. to 2:30 p.m.	2:30 pm to 8:00 pm	8:00 p.m. to 10:00 p.m.	N.A.	
4.	Executive Residence 3 Mess	84	8:00 a.m. to 9:30 a.m.	1:00 p.m. to 2:30 p.m.	5:00 p.m. to 6:00p.m.	8:00 p.m. to 10:00 p.m.	N.A.	
5.	Staff Lounge	54	8:00 a.m. to 9:30 a.m.	1:00 p.m. to 2:30 p.m.	2:30 pm to 8:00 pm	N.A.	N.A.	
6.	Faculty Lounge	32	8:00 a.m. to 9:30 a.m.	1:00 p.m. to 2:30 p.m.	2:30 pm to 8:00 pm	N.A.	N.A.	
7.	Director's Secretariat	Tea/Coffee/snacks to be served from 9:00 am to 9:00 pm for Director's Secretariat, Board room on captive deployment of personnel						
8.	Class rooms	Tea/Coffee/snacks to be served in MDP, EPGP class rooms and meeting rooms on individual serving basis from 10.00 am to 6.30 pm on order basis.						
9.	Offices/ Departments	Supply of morning, afternoon tea, evening snacks on all working days and snacks on order basis.						

Notes:

- The basic kitchen equipment/infrastructure such as a gas bank will be provided by the Institute.
- The caterer will require to operate these dining hall(s) and mess at the rates, terms and conditions applicable for the student mess/dining halls.
- The seating capacity shown above is as per the existing set-up now. The Institute reserves the right to enhance/reduce the seating capacity of any mess/dining hall as per the administrative requirement.
- The rates offered for the semi-deluxe and the deluxe menu will not be restricted to the Executive Residences but will be applicable anywhere within the Campus when so required with no additional charge.

Night Canteen

The caterer has to provide night canteen facility in hostel mess (at least two anytime) between 11.00 pm and 4.00 a.m. Snacks and other eatables should be available. The night canteen charges should be collected directly from the students and it should not be included in the individual student account.

Important Note Regarding Minimum Guaranteed Number of Diners

The existing batch-size of the PGP program (Two-Year Program) is 450 students and IPM Program (Five-Year Program) is 120 students. The Institute has directed the students of PGP First Year and IPM First to Third-year to compulsorily dine in the Student Mess. Therefore, the approximate minimum number of diners in the student mess during the respective academic term would be as follows:–

Programme	Number
PGP First Year	450
IPM First Year	120
IPM Second Year	120
IPM Third Year	120
FPM	25
Total	835

There might be a variation of 3% (+/-) in the above referred estimated number of diners.

The Institute will guarantee minimum 800 diners from the above-referred estimate. However, this number will go down during the term break, summer break, holidays, outstation projects and assignments of the students during the academic year.

Apart from above minimum guaranteed numbers, the Institute does not guarantee/underwrite any specific volume of business.

The bidders are requested to note that there will be a lean period for the business due to vacation, especially during April and May months.

Out Door Catering (ODC)

You will be required to arrange for outdoor catering within the campus premises.

The rates offered for the standard, semi-deluxe and the deluxe menu will remain same for the outdoor catering anywhere within the campus. The Institute will not bear any extra charges for setting up of the buffet, transport and other arrangements.

2.2 HOUSEKEEPING

Institute insists on a high degree of cleanliness and hygiene across the campus, with special emphasis on those areas where the food commodities are stored, cooked and served.

House keeping/ cleaning of messes, kitchen, dining area, washing area, and entire premises of executive residences, such as guest rooms, corridors, resting

area/lounge and the reception area round the clock on all days including holidays, so that all areas are clean all the time. Working hours of your employees should be adjusted in such a manner that cleaning work should be completed well before the meal. Scope of house keeping include:

- Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basin, sanitary fitting, floors, etc, of all the areas covered.
- The contractor will provide, maintain and refill hand wash / sanitizer, tissue paper in all the toilets.
- Cleaning, dusting switch board, light fixtures, fans, air conditioner, vents, water coolers cum purifiers, name plates, door mats, fire fighting equipments, doors, windows, furniture, window glasses, grills, curtains, etc,
- Cleaning of dust bins, waste paper baskets, cobwebs, etc, and disposing off all collected refuse on daily at regular intervals as per the requirement/direction.
- Dust bins shall be washed and garbage bags need to be placed in all garbage bins to void stains and clean them when it is full.
- Undertake deep cleaning of entire area on weekly basis and maintain record of cleaning schedule for inspection.

Check List – Room check list, wash room check list are to be maintained. Common wash room check list is to be attached on the back of the toilet door. It is filled up by the supervisor on hourly basis.

The Contractor will be solely responsible for the cleanliness of the premises under their scope (inside and surroundings). This includes cleaning and removing blockages of drainages/sewages line. The Contractor must engage sufficient number of their employees to attend to house keeping work on 24 x 7 basis and to provide the necessary cleaning agents, detergent liquid/ powder etc, for both wet and dry cleaning on daily basis.

Area wise coverage of housekeeping task:

Block/Complex	Area for House Keeping
Executive Residences 01, 02 and 03, ER01 class room	Total building and its immediate peripherals including garbage removal
Faculty, staff lounges, Director's Secretariat pantry	Kitchen, dining hall, stores area, pantry and wash area
Students Messes, Kitchen and dining blocks	Total mess area including kitchen, dining halls, store rooms and wash areas

The existing area in executive residences is approximately 1,27,000sq.ft. The details of the existing rooms, reception area and dining facility is available in the table below:

Executive Residences* (ER)	Single Rooms	Double Rooms	Suite Rooms	Reception Area	Dining Facility
ER-1 (MDC)	12	24	6	Yes	Yes
ER-2 (NMDC)	-	60	-	Yes	Yes
ER-3 (EPGP)	45	45	-	Yes	Yes
Total	57	129	06		

* The size of the rooms varies across different buildings.

The agency will be required to provide following items Executive Residences on daily basis :

SN	Description of Required Item	Brand/Make
1	Shampoo Sachet	Sunsilk/Clinic/ H&S
2	Soap 30g	Lux/ Medimix/ Godrej
3	Mosquito repellent refills	Goodnight/All out

- Provide bath soaps, shampoo sachets, toilet paper rolls, air freshener, mosquito repellent refills of above mentioned companies or equivalent make as approved – Hindustan Unilever Ltd., Tata, Procter and Gamble, ITC, Wipro, Reckitt Benckiser, Godrej, Nirma, Nestlé, Cavin Kare, Dabur, Tainwala, Rohiya, Paper Mahal, S.R. Foils, in the rooms/toilets in Executive Residences.
- Arrange to change the bed linen, pillow covers, bath towels/robes, blankets every day and arrange to get the soiled ones laundered on the agency's account in the Executive Residences. The institute will provide sufficient stock of these items.
- Provide manpower for shifting and rearranging furniture etc, as per the need between Student Messes and Executive Residences.

2.3 FRONT OFFICE MANAGEMENT IN EXECUTIVE RESIDENCES

In addition to the catering and housekeeping services Front Office Management (Reception) services in the following Executive Residences:

SN	Location	Details
1	Executive Residence 01	Front Office Manager on 24 x 7 basis
2	Executive Residence 02	Front Office Manager on 24 x 7 basis
3	Executive Residence 03	Front Office Manager on 24 x 7 basis

Room allotment, providing room service and bell-boys on a need basis, preparing bills for the occupants on the basis of advice of the concerned office, attending to telephone enquiries etc, are the main tasks of the front office. The front office will function under the direction of the Officer in Charge of the concerned complex.

3 EARNEST MONEY DEPOSIT (EMD) DETAILS

- EMD of Rs. 14,00,000/- (Rupees Fourteen lakh only)** in the form of demand draft/ banker's cheque/bank guarantee from nationalised/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore, should be submitted. The EMD should be valid for at least 180 days.
- The firms registered with Directorate General of Supply and Disposal (DGS&D)/ National Small Industries Corporation (NSIC)/ Ministry of Micro, Small and Medium Enterprises (MSMEs) Startups for these services are exempted from EMD. However, they have to enclose valid self-attested registration certificate(s) with their tender to this effect.
- EMD of all unsuccessful bidders will be returned after finalisation of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Bank Guarantee as per Serial No. 14 (a).

- d) In the case of successful tenderer, the EMD may be adjusted towards the Performance Bank Guarantee on request.
- e) The amount of EMD is liable to be forfeited if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Bank Guarantee.
- f) No interest will be paid on the EMD / Performance Bank Guarantee.
- g) The details pertaining to EMD are to be filled as per Annexure-I.

4. OTHER IMPORTANT DOCUMENTS, ELIGIBILITY CRITERIA AND TECHNICAL CRITERIA

4.1 Other Important Documents - Firm Registration Certificate, PAN details, TIN/CST/Service Tax, etc, details are to be provided.

4.2 Eligibility Criteria

- a) The Bidder should give self-declaration certificate for acceptance of all terms and conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the Annexure-II.
- b) The firm should be neither blacklisted by any government department nor should there be any criminal case registered/pending against the firm or its owner/partners anywhere in India. A duly completed certificate to this effect is to be submitted as per Annexure-III.
- c) The firm should attach list of Work Orders / documentary evidence where the similar type of work has been executed during previous seven years from the date of publication of tender as detailed below
 - (I) Three similar works of 40% of the estimated cost **OR**
 - (II) Two similar works of 50% of the estimated cost **OR**
 - (III) One similar work of 80% of the estimated cost

The details of the same along with supporting document are to be submitted as per the Annexure-IV.

- d) The Annual Turnover should be at least 30% of the estimated cost during each of the previous three financial years (2012-13 to 2014-15) or (2013-14 to 2015-16). Copies of duly signed audited profit and loss accounts / CA Certificate are to be submitted as per the Annexure-V.
- e) The firm should be Profitable in each of the previous three financial years (2012-13 to 2014-15) or (2013-14 to 2015-16). Duly completed Annexure-VI along with supporting documents is to be submitted.
- f) The firm should have minimum five years of experience in institutional catering, housekeeping and front office management activities in a large reputed educational institution such as IIMs, IITs, IISER, Central Universities, or other reputed Industrial houses.

- g) The firm must have been registered prior to or during the financial year 2010-11 in the similar line of business.
- h) The firm should have Performance certificate or recommendation from at least three reputed organisations/educational institutions where they have been providing similar services since last two years
- i) The firm should have labour license, Municipal Food License (FDA), PF and ESIC for their existing businesses.
- j) The firm should have valid ISO 9001-2008 certification or any other nationally or internationally acclaimed certification related to food safety and quality.
- k) The firm has to bid for all the items mentioned in the tender document, i.e. catering, housekeeping and front office management. The tender document will not be considered valid in the case of non-fulfilment of this criterion.
- l) The firms should have valid food license issued by Food Safety and Standards Authority of India (FSSAI) for their existing business, if applicable.
- m) The firms should have ISO-22000:2005 certification.

Note: Institute may consider relaxation for the Startups registered with Ministry of Micro, Small and Medium Enterprises (MSMEs) on submission of valid documents, are as follows:

- i) Turnover – Concession of 50% on turnover condition imposed as qualifying criteria.
- ii) Experience – Concession of 50% on the qualifying criteria.

4.3 Technical Criteria

Bidders should comply with the specification of the tendered item in all respect, No deviations are acceptable. The detailed format is attached at Annexure-VIII. The bidder is to complete the same in all respect and submit accordingly.

5. FINANCIAL BID DETAILS

Financial bid (i.e. BOQ) given with tender is to be uploaded after filling all relevant information. The priced BOQ should be uploaded strictly as Annexure-IX available with the tender failing which the offer is liable for rejection. Kindly quote your offer on FOR IIM Indore (inclusive of all taxes and charges).

The vendor should quote prices in BOQ only, offers indicating rates anywhere else shall be liable for rejection.

6. TIME SCHEDULE

S/N	Particulars	Date	Time
01	Date and Time of Online Publication / Download of Tender	16-05-2017	1730 Hrs.
02	Pre-Bid Meeting Date and Time	31-05-2017	1100 Hrs.
03	Bid Submission Start Date and Time	07-06-2017	1730 Hrs.
04	Bid Submission Close Date and Time	27-06-2017	1500 Hrs.
05	Closing date and time for Submission of original EMD	27-06-2017	1500 Hrs.
06	Opening of Technical Bids	28-06-2017	1000 Hrs.

7. AVAILABILITY OF TENDER

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and be submitted only through the same website.

8. PRE-BID MEETING

Pre-bid meeting will be held on 31-05-2017 at 1100 Hrs. in IIM Indore to address the queries of the bidders regarding the tender, if any.

9. BID VALIDITY PERIOD

The bid will remain valid for 12 months from the date of opening of financial bid as prescribed by IIM Indore. A bid valid for a shorter period shall be rejected, being non-responsive.

10. BID SUBMISSION

10.1 Instruction to Bidder

Bidders are required to enrol on the e-Procurement module of the **Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>)** by clicking on the link "**Online Bidder Enrolment**" on the CPP Portal. **The registration is completely free of charge.**

Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies recognised by CCA India (e.g. Sify/TCS/nCode/eMudhra, etc,).

Bidders are required 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.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others which may lead to misuse.

The Bidders are required to log in to the site through the secured log-in by entering their respective user ID/password and the password of the DSC.

The CPP portal also has user manuals with detailed guidelines on enrolment and participation in the online bidding process. The user manuals can be downloaded for reference.

Any queries related to the process of online bid submission or queries related to CPP Portal, in general, may be directed to the 24x7 CPP Portal Helpdesk. The **Toll-Free** contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973.

10.2 Online Bid Submission Procedure - The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF of PAN Card.
2. Packet-2: Duly Completed Scanned PDF of Registration Certificate Details.
3. Packet-3: Duly Completed Scanned PDF of Sales Tax.
4. Packet-4: Duly Completed Scanned PDF of Service Tax.

Cover-1: The file should be saved in a PDF version and should comprise of the following items:

1. Packet-1: Duly Completed Scanned PDF copy of Annexure-I with a copy of demand draft or banker's cheque/ bank guarantee for EMD.
2. Packet-2: Duly Completed Scanned PDF copy of Annexure-II.
3. Packet-3: Duly Completed Scanned PDF copy of Annexure-III
4. Packet-4: Duly Completed Scanned PDF copy of Annexure-IV with supporting documents.
5. Packet-5: Duly Completed Scanned PDF copy of Annexure-V with supporting documents.
6. Packet-6: Duly Completed Scanned PDF copy of Annexure-VI with supporting documents.
7. Packet-7: Duly Completed Scanned PDF copy of Annexure-VII.
8. Packet-8: Duly Completed Scanned PDF copy of Annexure-VIII.
9. Packet-9: Duly Completed Scanned PDF copy as mentioned in para 4.2(f).
10. Packet-10: Duly Completed Scanned PDF copy as mentioned in para 4.2(g).
11. Packet-11: Duly Completed Scanned PDF copy as mentioned in para 4.2(h).
12. Packet-12: Duly Completed Scanned PDF copy as mentioned in para 4.2(i).
13. Packet-13: Duly Completed Scanned PDF copy as mentioned in para 4.2(j).
14. Packet-14: Duly Completed Scanned PDF copy as mentioned in para 4.2(l).
15. Packet-15: Duly Completed Scanned PDF copy as mentioned in para 4.2(m).

Cover-2: The BOQ should be downloaded from the website and should comprise of the following items.

1. Packet-1: Financial Bid as per Annexure-IX A, B, C, D, E, F,G in PDF version Filled with all relevant information.

10.3 Offline Submission of EMD

It is also required to submit EMD along with duly completed Annexure-I in original in a sealed envelope superscripted “**Notice Inviting Tender for Catering Services at IIM Indore**” at the following address on or before 27-06-2017 at 1500 hrs.

Stores and Purchase Office
First Floor, Administrative Block
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore-453 556 (M.P), India
Phone: 0731-2439630-34
Email: stores@iimidr.ac.in

11. BID OPENING

- a) Technical Bids will be opened on 28-06-2017 at 1500 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for the opening of Financial Bids will be announced later.
- c) Bids should be summarily rejected, if the tenders submitted other than through online or original EMD is not submitted within stipulated date/time.

12. BID EVALUATION

The bidder would be selected on the basis of ranking and evaluation of Technical and Financial Bids by a Committee (including the members of Student Body-SAC), and Committee's decision would be final. The Committee will decide on the parameters to be used for determining the suitability and adequacy of the bids. The procedure for selection of the party/agency shall be based on Quality and Cost Based Selection system for evaluation by the Committee.

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

12.1 Stage – 1- Technical Evaluation:

The bidders have to submit the documents mentioned in the clause 4, i.e. OID, eligibility criteria, EMD and Technical criteria. Only those bidders who fulfil these requirements will be considered eligible for Stage – 2.

12.2 Stage-2: A) Presentation by Technically Qualified Bidders:

The technically qualified bidders are required to make the presentation of not more than 10 minutes on the parameters mentioned in the format below. These parameters will be used to evaluate the tenderer's credentials to serve the Institute as per the requirement. Following parameters carry 50 marks will be used to evaluate the tenderer's credentials based the presentation by the caterer.

Format for Evaluation of Presentation

<i>Sr. No.</i>	<i>Description</i>	<i>Maximum Allocated Marks</i>	<i>Actual Marks</i>
1.	Past experience and proven track record of providing Institutional catering to large campuses and corporate houses of repute	35	
2.	Manpower Quality, Deployment and Take-Over Plan	15	
Total Marks in Presentation		50	

12.3 Stage-2: B) Visit to Technically Qualified Bidder's sites:

After the presentation of technically qualified bidders, team of Officers from IIM Indore will be visiting the sites of the tenderers who scored minimum 50% in presentation, to verify their claims and credentials to serve the Institute. Following parameters carry 50 marks will be used to evaluate the tenderer's credentials based the site visit to the caterer.

Format for Evaluation of Caterer's Site

<i>Sr. No.</i>	<i>Description</i>	<i>Maximum Allocated Marks</i>	<i>Actual Marks</i>
1.	Food Preparation and service	10	
2	Taste and variety in Menu	10	
3	Cleanliness and Hygiene	10	
4	Manpower Quality	5	
5	Quality Control Practices	5	
6	General House and Front Office Management Services	5	
7	General Feedback by the diner and Office bearers of the client	5	
Total Marks in Site Visit		50	

<i>Sr. No.</i>	<i>Description</i>	<i>Maximum Allocated Marks</i>	<i>Actual Marks</i>
1	Total Marks in Presentation	50	
2	Total Marks in Site Visit	50	
Ts- Technical Score (1 + 2)		100	

The score site visit evaluation report will be used for shortlisting of bidder for next stage of evaluation.

12.4 Stage-3: Financial Bid Evaluation:

The Institute will open the financial bids of bidders who have scored minimum of 50% marks in each stage. The date and time of opening the financial bid will be intimated to the Tenderers in advance and bid will be evaluated as under:

The rates quoted for a) Deluxe Category, b) Semi-Deluxe Category, c) Standard Category, d) House Keeping and Front Office Management in Executive Residences and e) Staff Tea will only be considered for scoring under catering categories.

Scoring of Financial Bids for Catering

The scores for financial bids are based on the following method:

$$\text{Normalized Financial Bid Score} = \frac{\text{Highest Tender Quote in the Category} - \text{Party's quote}}{\text{Highest Tender Quote in the category} - \text{Lowest Quote in the Category}} \times 10$$

For example, the quotes for Deluxe menu are as follows-

Party	Deluxe Menu Rate (Rs.)
A	250
B	200
C	275

The normalised score for Deluxe category would be as follows –

Party	Score
A	3.33
B	10
C	0

Note that the lower the price, the higher the score.

These scores are then multiplied by the weight as per the following scheme to arrive at a final weighted score of the respective category :

Menu Pattern	Weightage
Standard Category	6.30
Semi-Deluxe Category	0.95
Deluxe Category	1.27
House Keeping and Front Office Management in ERs	1.27
Staff Tea	0.21
Total	10.00

Weighted score of Deluxe category is

Party	Score	Weightage	Weighted Score
A	3.33	1.27	4.23
B	10	1.27	12.7
C	0	1.27	0

Note that the lower the price, the higher the score.

The comparison of financial bids under Stage – 3 will be achieved by using a composite weighed score as the following method:

S/N	Particulars	Weighed Score
1	Standard Category	
2	Semi-Deluxe Category	
3	Deluxe Category	
4	House Keeping and Front Office Management in ERs	
5	Staff Tea	
	Fs- Financial Score (1 + 2 + 3 + 4 + 5)	

12.5 Stage-4: Combined evaluation

The score of technical proposal would be given 30% Weightage, and the financial proposal would be given 70% Weightage. The weighted combined score of the Technical bid (Ts), and Financial bid (Fs) shall be used to rank the bidders on the basis of formula as given below:

$$\text{Combined Score} = 30\% * Ts + 70\% * Fs$$

12.6 Successful Bidder

- (a)** The successful bidder will be the one who has the maximum combined score in Stage-4
- (b)** The purpose of the four-stage selection process spelt out above is to get the services which combine optimally the quality and price.

13. PAYMENT TERMS

- a) The contractor will collect the payment from the concerned offices/guests as advised from time to time by the Institute.
- b) Institute mandates cashless transaction system. As such, the contractor should have the POS Machine setup, and/or other cashless system like Onus Card, credit card, etc.,
- c) In the case of students compulsorily dining in the student mess (Please read with important note regarding minimum guaranteed number of diners under Clause No. 2.1 of the Tender document), the Institute will arrange to collect the mess deposit from the students in advance. The caterer will submit the monthly bill to the Institute to claim the monthly catering charges of the students compulsorily dining in the mess.
- d) The students who are not covered under the above scheme of compulsory dining and are willing to avail mess food will make monthly advance payment to the caterer at least seven days prior to commencing of the month. The caterer will issue coupons to these diners.

- e) Monthly statement of mess charges will be prepared by the Contractor and circulated to students for verification. The Contractor requires settling the mess account of students at the end of each term. The whole procedure of attendance and payment will be monitored by the committee of the students and Hostel and Student Affairs Office.

Mess charges are billed on actual expenses incurred on the food consumed. Special High-tea, dinner, lunch, special items during lunch/dinner are charged extra. If a student goes out of station for more than three consecutive days, he/she is allowed a mess rebate (as applicable) provided the absence from the campus is officially permitted by the chairperson of the concerned program and the mess supervisor is informed about the absence well in advance by writing in mess rebate register kept in the hostel mess. To avail, the mess rebate participant should ensure that they give at least 24 hours' prior notice in writing to the mess supervisor. Exemption for mess charges is allowed only for full days. Exemption for part of a day is not entertained. Mess rebate for one day/ one meal will be given during Institute activities/ functions, viz, industrial visit/ convocation/official lunch/ dinner on prior intimation by the Programme Department/Hostel Office. No other refund is admissible on mess charges.

14. PERFORMANCE SECURITY DETAILS

- a) The successful tenderer will have to deposit the performance security in the form of DD/TDR/FDR/Bank Guarantee of Rs.70,00,000/- (Seventy Lakh Only) valid for contract period plus three months at the earliest. No interest will be paid by IIM Indore on the deposit.
- b) Performance Security will be refunded to the contractor, after it duly performs and completes the contract period in all respect.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d) In case, the firm fails to provide the required services within specified period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e) In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

15. CONTRACT PERIOD

- a) The contract will be initially for a period of three years from the date of issue of the order. Based on satisfactory performance, the contract may be extended maximum up to another two years (one year at a time) on mutually agreed terms and conditions.

- b) IIM Indore can terminate the contract with one-month notice in case the services are not found satisfactory.
- c) The successful Bidder shall be required to execute a contract agreement with IIM Indore.
- d) IIM Indore reserves the right to amend the terms and conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.

16. DELIVERY SCHEDULE

The successful bidder should commence operation w.e.f. 01 Jan 2018.

17. TERMS AND CONDITIONS

17.1 Introduction

The essence of this contract is to prepare and serve food to the students, faculty and staff as well as to provide housekeeping and front office management services in the executive residences. The Institute has adopted HIGHEST quality standards for all its activities and the bidder is required to render services meeting stringent standards.

Before filling the Tender document, Bidders are advised to visit the campus to acquaint themselves with the various Student Messes and Executive Residence complexes on the campus.

17.2 Definitions

Unless repugnant to the subject or context of usage, the following expressions used herein shall carry the meaning hereunder respectively assigned to them, namely;

- a) The expression "Owner" and/or "Institute" occurring in the Tender document shall mean Indian Institute of Management Indore and shall include its successors and assigns.
- b) The expression "Bidder" shall mean the Tenderer who submits the Tender for the work and shall include the successors and permitted assigns of the Tenderer.
- c) The expression "Contractor" or "Caterer" shall mean the Tenderer selected by the Institute for the performance of the subject work and shall include the successors and permitted assigns of the contractor.
- d) "Officer-in-Charge" shall mean any officer of the Institute or representative authorised to act as the Officer-in-charge for the work or any specified part thereof.
- e) "Work" and "Scope of Work" shall mean the totality of the work/services and supplies of food and materials by expression or implication envisaged in the

contract and equipment shall include all material, equipment and labour required for commencement, performance, provision or completion thereof.

- f) "IIMI" or "IIM Indore" or "Institute" shall mean Indian Institute of Management Indore.
- g) "Contract" shall mean the contract for the work and shall include the Notice Inviting Tender, Tender document, the terms and conditions of tender, the Letter of Acceptance, accepted rates and all the documents mentioned in the tender document.
- h) "Meals" shall include breakfast, lunch, dinner, high tea, tea/coffee, biscuits/cookies, snacks and other eatables served to the IIM Indore community.
- i) The term Regular diners mean those who are compulsorily dining in mess and/or who are purchasing monthly advance coupon for at least 30 Days. The rest of the diners are non-regular diners.
- j) "Startup" means an entity, which is registered in India not over five years and the annual turnover not exceeding Rs.25 crore in any financial year. It is an entity which works towards innovation, development, deployment or commercialization of new products and services driven by technology or intellectual property. Entity not formed by splitting up/ reconstruction of a business already in existence. Entity will not be considered a Startup if its turnover in the previous financial years has exceeded Rs. 25 crore or has completed 5 years from the date of formation.

17.3 Essential Technical Requirement

- a) The bidder must have the required and valid statutory registration for rendering the catering, housekeeping and front office management services.
- b) No legal proceedings(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 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 the termination of the contract and award of the work to another caterer at the caterer's risk and cost.
- c) Notwithstanding anything stated in the Tender document, IIM Indore 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 Indore) and the decision of IIM Indore in this regard shall be final and binding.

17.4 Electricity, Water and Other Facilities

- a) IIM Indore shall provide the contractor electricity, water and other facilities on a chargeable basis at a lump sum cost of Rs. 1,00,000/- (Rupees One Lakh only) per month to be recovered from the monthly bill. The lump sum charges may be periodically modified based on an assessment by the concerned officer of IIM

Indore. In addition, following area, equipment and services will be provided for activities in accordance with the contract:-

- Kitchen area,
 - Kitchen and service equipment as installed in the kitchen on as is where is the basis.
 - Intercom telephone facility.
 - Telephone usage (local and STD calls) will be on chargeable basis as decided by the Institute time to time.
- b) The caterer should be solely responsible for the arrangements of gas refills, and their safety and supply of milk from their own resources. Fuel for cooking should be commercial LPG only, which is the sole responsibility of the caterer.
- c) The contractor will arrange for any additional facilities, utilities, equipment, plates, serving items, and inputs required for the production and service of various items of food.
- d) The Contractor shall be responsible for ensuring the proper utilisation of the facilities, equipment, furniture and utilities provided by IIM Indore without any manner of abuse or excess use. And also, keep the kitchen and surrounding area absolutely tidy and free from any damage. For any loss or damages to the premises, fittings, fixtures and equipment, recovery at market rates would be effected from the contractor's bill and the material/item repaired or replaced at his cost.
- e) Notwithstanding anything elsewhere provided herein, the firm may be penalised if the contractor does not rectify any defect in the maintenance, upkeep, hygiene and cleanliness of the kitchen and/or equipment to a state satisfactory to the Officer-in-charge within 30 days of notice in writing.
- f) The contractor will be responsible for any major or minor repairs and will arrange for regular maintenance of the equipment provided by the Institute at his cost.

17.5 Conditions of Work

- a) Efficiency, promptness, quality of food, quality service, good behaviour and politeness of the caterer and his staff are the essence of the contract. The caterer is required to supervise the operations at all working hours and his manager or supervisor shall personally supervise operations in the kitchen and dining area.
- b) Work shall be carried out by the caterer as per the conditions of the contract.
- c) The caterer shall engage fully trained and adequately experienced staff and arrange to provide refresher training course for them as and when required and as per the direction of Institute.
- d) The contractor will require submitting of medical report and police verification of the newly joined employees within 10 days of their joining.

- e) General Hygiene and Sanitation for the Kitchen & supplier/ waiter of the caterer Staff is as follows:-
- i) All the catering staff should be medically fit. They should be free from any infectious diseases. The caterer shall get his employees medically examined once in six months and obtain fitness certificates.
 - ii) Staff will report for duty in uniform as per the duty roster.
 - iii) Staff of the caterer will strictly follow the instructions given to them while using the kitchen equipments and machines.
 - iv) Hot and cold running water should be available. Deep freezer should maintain proper temperature.
 - v) All equipments and tables to remain clean always.
 - vi) All kitchen accessories should be washed every day with human grade detergent only.
 - vii) Dustbins should be periodically emptied and kept covered.
 - viii) Garbage room to be kept closed.
 - ix) All walls, ceilings, light fixtures, counter taps and other surface must be free from dust and be in good repair.
 - x) No Left-over food should be kept for serving.
 - xi) All kitchen drains should be clean and kept covered.
 - xii) All cooked and semi-cooked food should be stored properly.
- f) Grooming Standards for Kitchen & Supplier/Waiter of the Caterer Staff is as follows:
- i) Hair : Close out, Combed.
 - ii) Uniform : Clean & ironed, Complete in all respect shoe & socks, Shoe polished.
 - iii) Nails : Manicured.
 - iv) Shave : Close Shave, Moustache & Beard properly trimmed.
 - v) Hygiene : No body odour and bad breath.
 - vi) Physical appearance should not be sloppy.
- g) Entry into IIM Indore by caterer's personnel will be subject to the issue of gate passes to such personnel for the purpose. Gate passes shall be for a fixed period and shall be issued at the joint request of the caterer and the personnel of the caterer with respect to whom gate passes are sought, in the format prescribed by IIM Indore in this behalf to be jointly signed by the caterer and the concerned personnel.
- h) Issue of gate passes shall be subject to the approval of the Officer-in-charge and such approval shall be subject to the caterer furnishing to the officer-in-charge, copy of letter of appointment issued by the caterer to each person with respect to whom the gate passes is sought, signed in acceptance by the persons to whom the letter of appointment is given.
- i) The gate pass may be withdrawn without assigning any reason.
- j) The gate passes issued to the caterer's personnel shall not ordinarily exceed the number which will be communicated to him by the Institute from time to time except to meet emergent, casual or temporary requirements.

- k) The caterer's personnel shall not indulge in entertaining their guests/outside in the IIM Indore premise, and shall not loiter in the IIM Indore premises and shall not normally move out of their specified area of operation.
- l) The caterer shall get the menu approved by the Officer concerned or the representative of the students. The officer-in-charge may make any subsequent change in the menu in consultation with the Students Committee, and the contractor.
- m) The caterer shall make necessary arrangements for regular and prompt collection and disposal of waste generated in the kitchen on a day-to-day basis.
- n) Polythene bags/plastic cups shall not be used in the IIM Indore premises. Plastic containers/polyethene pouches in which any milk products or eatables are generally sold should be disposed of as quickly as possible.
- o) The Caterer will use only AGMARK / FPO / India Organic certification marked products or products which are at par with the quality standards of this certification. Jam and sauces used must be of standard company, like Kissan, Nestle, etc., Butter used should be of Amul/ Sanchi or equivalent brand. Fresh non - vegetarian stuff to be used. Fresh vegetables to be used for cooking. The caterer should use only such products/articles which conform to the standards laid down in the Food Safety and Standards Act, 2006. Brands of products will be decided by the Mess Committee for which the caterer should abide. Use of cooking soda in rice, maida in chapatti and MSG, food colour and Vanaspati (Dalda) in other food items is strictly prohibited. IIM Indore Official/ nominee will check all materials brought to the mess as well as cooking practices, followed in the event of quality of the food served being poor, adulterated, contaminated, use of expired raw materials or not adhering to contractual conditions, the Mess Council will be free to impose monetary fine as deemed fit on the caterer.
- p) When circumstances warrant, caterer should cater for more number of students/staff members even at short notice. Similarly, fluctuations in strength during vacation periods should be accommodated, for which the caterer should keep in close liaison with Officer in charge and prepare food accordingly.
- q) Eating plates, serving/ cooking utensils have to be washed every time after use and the eating plates and spoons have to be sterilized every day. Cooking vessels, serving accessories etc., has to be sterilized every week. The mess hall and kitchen has to be disinfected every month by the caterer.
- r) Periodically feedback of the mess users will be taken to assess the quality of food and services. Based on the feedback of the mess users, menu will be revised.

17.6 Intimation to Caterer

IIM Indore shall inform the caterer of its requirements regarding catering of guests at least one day in advance for planned courses and in urgent and exceptional cases 6 hours in advance. All intimation [written/verbal] will be given to the caterer or his

representative at IIM Indore. Depending upon the room occupancy for a particular program, the caterer may modify his activities accordingly.

17.7 Period of contract and Cost Escalation Clause

- a) The period of contract will be three years with a built-in scheme for review of the performance at the end of each year along with a provision for annual price escalation on mutually agreed terms to absorb the increase in the input costs. However, the rates quoted shall remain firm during the first year of the contract. The contract may be extended by another two years by mutual consent.
- 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 and/or carry on the room services 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 differential 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 Performance Bank Guarantee or any other amounts due or becoming due to the contractor.

17.8 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 sold by him to IIM Indore, including with respect to raw material and ingredients incorporated therein, 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 Measures 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 or any item sold or supplied pursuant thereto or anything was done or services rendered pursuant thereto.
- d) The contractor shall fully comply with all applicable laws, and regulations relating to Employees Provident Funds and Miscellaneous Act (EPF), Employees State Insurance Act (ESI) , Bonus Act, Minimum Wages Act, Workmen's Compensation

Act, Contract Labour (Regulation and Abolition) Act (CLRA), 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.

- e) 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 EPF and ESI contributions, with the authorities concerned.
- f) The contractor shall be responsible and liable for all the claims of his employees.
- g) The contractor shall obtain the license under the CLRA Act from the Office of the Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill is 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 CLRA Act, for inspection by visiting Labour Enforcement Officers.
- h) The contractor shall obtain an 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 to Officer-in-charge within 30 days.

17.9 Misconduct

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 by the contractor or his employees, or representative as the case may be.

17.10 Inspection and Testing by the Institute

- a) The Institute shall be entitled to inspect and/or test by itself or through any of its 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.

17.11 Interpretation

All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the sub-divisions 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.

17.12 Vacation of Premises

The contractor shall give vacant possession of the facilities/premises made available to the contractor by IIM Indore and return all furniture, fixture, equipment and other items made available by IIM Indore 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 Performance Bank Guarantee, any item found to be missing at the replacement cost of the material/equipment, furniture etc, given to the contractor by the institute.

17.13 Assignment 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 the 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.

17.14 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.

17.15 Quantum of Work

The scope of work given is approximate only and may vary in the actual course of execution. The contractor is, therefore, advised to quote very carefully. No claim for the compensation from the contractor shall be entertained due to any variation in quantities (irrespective to the quantum of variation) of the various items of food or deletion of any item(s) of food. The rates shall be firm during the first year of the contract.

17.16 Services for Special Occasion

- a) If at any time during the existence of the contract the Institute desires to utilise the services of the contractor for any special occasion or otherwise, the contractor will arrange the same at the rates to be mutually agreed upon (provided the items are outside the rates of the items already included in the Tender).
- b) Similarly, in case the Institute desires to include any new items in the contract for food the same will be negotiated with the contractor.

17.17 Exit Clause

The contract can be terminated by giving one-month notice period by the institute and three-month notice by the vendor.

17.18 Force Majeure

The contractor shall not be entitled to claim any compensation from IIM Indore for the loss suffered by him on account of delay by IIM Indore 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.

17.19 Penalty Clause

17.19.1 Catering

- a) Any member of the designated student committee or officer-in-charge or any authorised person can inspect the mess, kitchen or any process without any prior notice to the caterer.
- b) In the case of any discrepancy (in terms of palatability of food or hygiene) or any case of negligence, the appropriate punitive action shall be taken.
- c) Penalties would be levied for:-
 - Partially cooked food.
 - Foreign particles found in food.
 - Using sub-standard raw materials.
 - Unhygienic cooking and food and waste handling conditions
 - Not providing food.
 - Not providing/ unsatisfactory house keeping services.
 - Not deployment of sufficient manpower.
- d) Penalties would include:-
 - Additional sweet dish to be served free of charge.
 - Additional Non-Veg dish to be served free of charge (if problem is with Non-Veg food).
 - Monetary penalty as deemed fit by the Institute and/or possible termination of the contract.

17.19.2 Housekeeping and Front Office Management

In case the contractor fails to arrange for the suitable housekeeping and front office management requirement of the Institute, appropriate penalty would be levied at the discretion of the Institute on following event:-

- a) Not deployed sufficient number of staff/ not attended duty.
- b) Cleanliness is not observed.
- c) Receipt of complaint on misconduct/misbehaviour.

17.20. Other Conditions

- a) 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.
- b) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full, without assigning any reason thereof.
- c) IIM Indore 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.
- d) Conditional tenders shall not be considered.
- e) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to the issue of the purchase order.
- f) **IIM Indore may issue a corrigendum to tender documents before the due date of Submission of the bid. The tenderer is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Indore. The tenderer is not supposed to incorporate the amendment in the body of the tender document.**

18. IMPORTANT INFORMATION FOR THE BIDDERS

18.1 Expenses to be borne by bidder

All expenses in preparation and submission of bids and visits to the office or any place in connection with the preparation of the Bid shall be borne by the Bidder. IIM Indore in no case shall be responsible or liable for these costs regardless of the outcome of the bidding process.

18.2 Prices, Taxes, Duties

The bidder should quote firm prices/ rates taking into account of all taxes. Duties, Levies, personal tax, corporate tax and all other expenditure required to be incurred by him/ her for providing required services etc, during the contract period as indicated under this contract and afterwards no variation on any account unless otherwise specifically mentioned will be allowed. The quoted prices for all the items should be only excluding service tax which shall be charged extra to the students at actual on the production of documentary evidence.

18.3 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.

18.4 Insurance

The successful bidder (contractor) shall take third party insurance to cover any accident or accidents of nature, for an amount AS REQUIRED FOR this type of

work against damage /loss/ injury to property or person or loss of life during the complete period of the contract. A copy of insurance policy will be handed over by the contractor to the concerned authority of the Institute before starting date of the work as specified in the work order/letter of intent. In case the contractor fails to take the insurance policy, the Institute would arrange for the same at the cost of the contractor, alternatively, the institute may stop payments of bills to the contractor till insurance is arranged by the contractor or terminates the contract at the risk and cost of the contractor.

18.5 Indemnity

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, GST, 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 labour. Payment to workers must be according to Minimum Wages Act.

18.6 Compliance with the Institute rules and Regulations

The contractor shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline and Decency at and around the work site, Safety Precautions and Safety Regulations.

18.7 Arbitration

In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator be appointed by the Director, Indian Institute of Management, Prabandh Shikhar, Rau – Pithampur Road, Indore and the decision of the Arbitration will be binding on both parties of this agreement.

18.8Jurisdiction

It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Indore alone shall have jurisdiction to the exclusion of all other courts in any place in the Union of India so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Indore.

18.9 Authorization

The Contractor shall submit to the institute the names, designation and specimen signatures of the persons authorised by him to draw materials, sign joint

measurements, bills, receive payments, receive instructions/notices etc, behalf of the contractor.

18.10 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.

18.11 Safety and Security

Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.

DRAFT LETTER OF INTENT

IIMI/2017-18/

Date :

To

M/s _____

Sub : Letter of Intent for providing Catering in Mess and Executive Residences, House Keeping and Front Office Management Services in Executive Residences

Ref: Tender Reference No. IIMI/2017-18/05 dated 16-05-2017

Dear Sir,

This is with reference to your tender submitted on for the above referred services.

We are pleased to inform you that your tender for providing Catering in Mess and Executive Residences, House Keeping and Front Office Management Services in Executive Residences, has been accepted in principle.

This letter of intent is issued to your to initiate your take-over plan in such manner that you commence your operations as defined in the above referred tender document from January 2018.

The rates will be as per the price list enclosed as Anenxe-1.

You are required to enter into an agreement with us as per the tender conditions.

In case of any dispute, if arises, the decision of Institute will be final and binding.

Please sign and return to us the duplicate copy of this letter as token of your acceptance.

Thanking you,

Chief Administrative Officer

Encl: Annexe - 1

DRAFT AGREEMENT

AGREEMENT

The agreement made on this date of _____ (month) 2017 between Indian Institute of Management Indore, Rau-Pithampur Road Indore – 453 556 (herein after referred to as 'Institute') and M/s., (herein after referred to as 'Contractor')

Index of letters and documents forming an agreement with (Contractor).

I. NAME OF WORK

SUBJECT: Catering Services for Student Mess, Executive Residence Mess, Faculty and Staff Lounges and Housekeeping and Front Office Management Services for Executive Residences at IIM Indore

1. Tender document No. IIMI/Catering/2017 May 2017 duly filled, signed & submitted by the contractor.
2. Negotiated rates
3. Letter of Intent no. issued by Institute dated

In case of dispute in respect of the services, the dispute at the instance of any party will be referred to a sole Arbitrator by the Director of the Institute in accordance with the provisions of the Conciliation & Arbitration Act.

All the documents/communication exchanged from the Institute from time to time in connection to this agreement also will form part of this agreement.

**Signature of Contractor
(With rubber stamp)**

**Chief Administrative Officer
Indian Institute of Management Indore**

A. Witnesses

1. Signature :

2. Signature :

Name :

Name :

Address :

Address :

ANNEXURE – I

To

Officer (Stores and Purchase)
Indian Institute of Management Indore
Prabandh Shikhar,
Rau – Pithampur Road
Indore 453556, M.P.

Sub: - Tender EMD Details.

Ref: - Tender No. IIMI/2017-18/OS/01 /05 dated 16-05-2017
(Notice Inviting Tender for Catering Services at IIM Indore).

Dear Sir,

The following demand draft/banker's cheque/ bank guarantee in favour of IIM Indore are enclosed herewith towards EMD

Detail of DD/BC/BG	Amount	No. and Date	Bank Name
Earnest Deposit Money	Rs. 14,00,000/-		

Thanking you

Yours faithfully,

(Authorised Signatory with Seal)

ANNEXURE – II

To

Officer (Stores and Purchase)
Indian Institute of Management Indore
Prabandh Shikhar,
Rau – Pithampur Road
Indore 453556, M.P.

Sub: - Self Declaration Certificate

Ref: - Tender No. IIMI/2017-18/OS/01 /05 dated 16-05-2017
(Notice Inviting Tender for Catering Services at IIM Indore).

Dear Sir,

With reference to the above, I am/ We are offering our competitive bids for Notice Inviting Tender for Catering Services at IIM Indore, 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, specifications, schedule of quantities 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 Indore, and free delivery, unloading at IIM Indore.

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

Email ID:

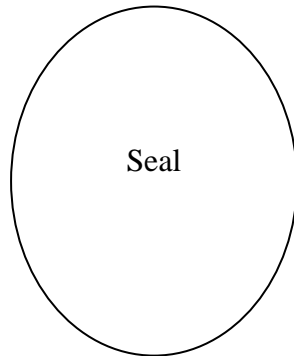
ANNEXURE – III

**CERTIFICATE
(to be provided on letterhead of the firm)**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered/pending against the firm or its owner/partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case, at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:



Place:

Authorized Signatory

Name:

Designation:

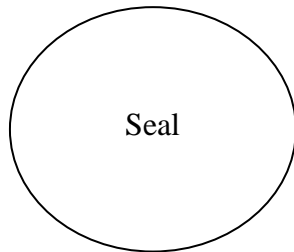
Contact No.:

ANNEXURE – IV

Work Order Details:

<i>S. No.</i>	<i>Evaluation Criteria</i>	<i>Name of the Client</i>	<i>Order No. and Date</i>	<i>Amount</i>	<i>Remark</i>
	List of Work Order where the similar type of Work executed by you during the 7 years from the date of publication of tender				
1	Three similar works of 40% of the estimated value OR	1.			Valid supporting documents are to be attached along with the Annexure-IV
		2.			
		3.			
2	Two similar works of 50% of the estimated value OR	1.			
		2.			
3	One similar work of 80% of the estimated value	1.			

Date:



Place:

Authorized Signatory

Name:

Designation:

Contact No.:

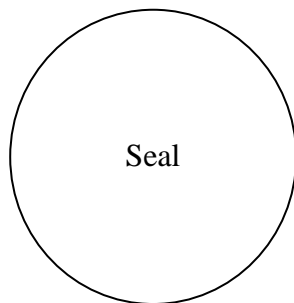
ANNEXURE – V

Annual Turnover Details:

<i>Evaluation Criteria</i>			<i>Remarks</i>
Bidder's Annual Turnover for last three financial years	Financial Year	Turnover in Rs.	-
	2015-16		Supporting Documents are to be attached along with the Annexure-V
	2014-15		
	2013-14		
	2012-13		

Date:

Place:



Authorized Signatory:

Name:

Designation:

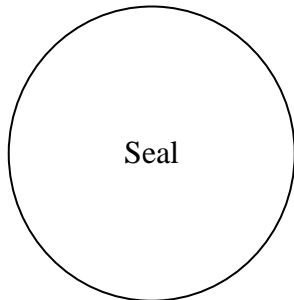
Contact No.:

ANNEXURE – VI

Annual Profit Details:

<i>Evaluation Criteria</i>			<i>Remark</i>
Bidder's Annual Profit for last three financial years	Financial Year	Profit as per Books of Accounts	-
	2015-16		Supporting Documents are to be attached along with the Annexure-VI
	2014-15		
	2013-14		
	2012-13		

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

ANNEXURE –VII

Statutory Documents

Name of the Party		
Date of Incorporation / Establishment		
PAN Number		
Sales / Service Tax Registration Number		
Registered Office Address		
Authorised Signatory Details	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	

Signature and Seal of the Tenderer:

Name in Block Letter:

Designation:

Contact no.

Date:

Full Address:

**ANNEXURE –VIII
TECHNICAL BID**

1. CATERING SERVICE

Table 1: Information on Dinner, Meal Category and Location (Approximate Nos. of diners)

<i>Sl. No.</i>	<i>Grouping of Diners</i>	<i>Strength/ Per Day</i>	<i>Meal Pattern</i>	<i>Menu Plan</i>	<i>Location</i>	<i>Subscription</i>
1.	PGP Participants	900	Breakfast, Lunch, Dinner	Standard	Student Messes	450(1 st Year) - Full Subscription 450(2 nd Year) – On Demand Subscription
2.	IPM Participants	600	Breakfast, Lunch, Dinner	Standard	Student Messes	360 –(first 3 years) -Full Subscription 240 (4 th , 5 th year)- On Demand Subscription
3.	Executive Certificate Program Participants	50	Breakfast, Lunch, Dinner, Evening Snacks	Deluxe	Executive Residences	Full Subscription
4.	Executive Program Participants	50	Breakfast, Lunch, Dinner, Evening Snacks	Semi-Deluxe	Executive Residences	Full Subscription
5.	Employees – Supply of tea/coffee in offices at 10.30 am and 3.30 pm	450	Tea			
	Faculty Lounge	50	Breakfast and Lunch	Standard	Lounge	On demand subscription
	Staff Lounge	100	Breakfast and Lunch	Standard	Lounge	On demand subscription
	Director's Secretariat	10	Tea/ Coffee			On demand service
6.	Out Door Catering (ODC)	Approx. 25 ODCs in a year for persons ranging	High-Tea / Full Course Meals etc,	As per requirement any of the above-referred	Within the Campus Premises	On Demand Service

		from 15 to 1500		plan		
7.	FPM Participants	40	Breakfast, Lunch, Dinner	Standard	Student Messes	Partial Subscription

Table No. 2 - No. of Mess / Dining Hall Capacity and Mess Timings

Sl. No.	Location	Seating Capacity	Break Fast	Lunch	Evening Snacks	Dinner	Night Canteen	
1.	Student Mess 1*, 3 and 4	940	8:00 a.m. to 10:30 a.m.	12:30 p.m. to 2:30 p.m.	2:30 pm to 8:00 pm	8:00 p.m. to 10:00 p.m.	10:00 p.m. to 4:00 am	
2.	Executive Residence 1 Mess	72	8:00 a.m. to 9:30 a.m.	1:00 p.m. to 2:30 p.m.	5:00 p.m. to 6:00 p.m.	8:00 p.m. to 10:00 p.m.	N.A.	
3.	Executive Residence 2 Mess	96	8:00 a.m. to 9:30 a.m.	12:30 p.m. to 2:30 p.m.	2:30 pm to 8:00 pm	8:00 p.m. to 10:00 p.m.	N.A.	
4.	Executive Residence 3 Mess	84	8:00 a.m. to 9:30 a.m.	1:00 p.m. to 2:30 p.m.	5:00 p.m. to 6:00p.m.	8:00 p.m. to 10:00 p.m.	N.A.	
5.	Staff Lounge	54	8:00 a.m. to 9:30 a.m.	1:00 p.m. to 2:30 p.m.	2:30 pm to 8:00 pm	N.A.	N.A.	
6.	Faculty Lounge	32	8:00 a.m. to 9:30 a.m.	1:00 p.m. to 2:30 p.m.	2:30 pm to 8:00 pm	N.A.	N.A.	
7.	Director's Secretariat	Tea/Coffee/snacks to be served from 9.00 am to 7.30 pm for Director's Secretariat, Board room on captive deployment of personnel						
8.	Class rooms	Tea/Coffee/snacks to be served in MDP, EPGP class rooms and meeting rooms on individual serving basis from 10.00 am to 6.30 pm on order basis.						
9.	Offices/ Departments	Supply of morning, afternoon tea, evening snacks on all working days and snacks on order basis.						

The seating capacity shown above is as per the existing set-up now. The Institute reserves the right to enhance/reduce the seating capacity of any mess/dining hall as per the administrative requirement.

The rates offered for the standard, semi-deluxe and the deluxe menu will not be restricted to the Executive Residences but will be applicable anywhere within the Campus when so required with no additional charge.

Night Canteen - The caterer has to provide night canteen facility in hostel mess between 10.00 pm and 4.00 a.m. Snacks and other eatables should be available. The night canteen charges should be collected directly from the students and it should not be included in the individual student account.

The existing batch-size of the PGP program (Two-Year Program) is 450 students and IPM Program (Five-Year Program) is 120 students. The Institute has directed the students of PGP First Year and IPM First to the Third year to compulsorily dine in the Student Mess. Therefore, the approx. minimum number of diners in the student mess during the respective academic term would be as follows –

<i>Programme</i>	<i>Number</i>
PGP First Year	450
IPM First Year	120
IPM Second Year	120
IPM Third Year	120
FPM	25
Total	835

There might be a variation of 3% (+/-) in the above referred estimated number of diners.

The Institute will guarantee minimum 800 diners from the above-referred estimate. However, this number will go down during the term break, summer break, holidays, outstation projects and assignments of the students during the academic year. Apart from above minimum guaranteed numbers, the Institute does not guarantee/underwrite any specific volume of business.

The bidders are requested to note that there will be a lean period for the business due to vacation, especially during April and May months.

A tentative academic calendar for one year is enclosed as Table No. 3 to give an indication of the peak and lean periods. However, this is to be considered as only a rough yardstick and the actual academic calendar may vary as per the day to day programme requirement.

Out Door Catering (ODC) – The contractor to arrange for outdoor catering (ODC) within the campus premises.

The rates offered for the standard, semi-deluxe and the deluxe menu will remain same for the outdoor catering anywhere within the campus. The Institute will not bear any extra charges for setting up of the buffet, transport and other arrangements.

2. HOUSEKEEPING SERVICES

Institute insists on a high degree of cleanliness and hygiene across the campus, with special emphasis on those areas where the food commodities are stored, cooked and served.

House keeping/cleaning of messes, kitchen, dining area, washing area, and entire premises of executive residences, such as guest rooms, corridors, resting area/lounge and the reception area round the clock on all days including holidays, so that all areas are clean all the time. Working hours of your employees should be adjusted in such a

manner that cleaning work should be completed well before the meal. Scope of house keeping include:

- Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basin, sanitary fitting, floors, etc, of all the areas covered.
- The contractor will provide, maintain and refill hand wash / sanitizer in all the toilets.
- Cleaning, dusting switch board, light fixtures, fans, air conditioner, vents, name plats, door mats, fire fighting equipments, doors, windows, furniture, window glasses, grills, curtains, etc,
- Cleaning of dust bins, waste paper baskets, cobwebs, etc, and disposing off all collected refuse on daily at regular intervals as per the requirement/direction.
- Dust bins shall be washed and garbage bags need to be placed in all garbage bins to void stains and clean them when it is full.
- Undertake deep cleaning of entire area on weekly basis and maintain record of cleaning schedule for inspection.

House Keeping Check List - Room check list, wash room check list to be maintained. Common wash room check list to be attached on the back of the toilet door. It is filled up by the supervisor on hourly basis.

The Contractor will be solely responsible for the cleanliness of the premises under their scope (inside and surroundings). This includes cleaning and removing blockages of drainages/sewages within the premises and also the adjoining drainages/sewages.

Area-wise coverage of housekeeping task on 24 x 7 basis.

<i>Block/Complex</i>	<i>Area for House Keeping</i>
Executive Residences 01, 02 and 03, ER01 class room	Total building and its immediate peripherals
Faculty and staff lounges	Kitchen, dining hall, stores area and wash area
Students Messes, Kitchen and dining blocks	Total mess area including kitchen, dining halls, store rooms and wash areas

<i>Executive Residences*</i>	<i>Single Rooms</i>	<i>Double Rooms</i>	<i>Suite Rooms</i>	<i>Reception Area</i>	<i>Dining Facility</i>	<i>Complied (Yes / No)</i>
ER-1 (MDC)	12	24	6	Yes	Yes	
ER-2 (NMDC)	-	60	-	Yes	Yes	
ER-3 (EPGP)	45	45	-	Yes	Yes	

The agency will be required to provide the required and necessary cleaning agents, detergent liquid/ powder etc, and for both wet and dry cleaning.

Provide Tea, Coffee, Milk, Sugar sachets, bath soaps, shampoo sachets, toilet paper rolls, air freshener, mosquito repellent refills of following Companies or equivalent – Hindustan Unilever Ltd., Tata, Procter and Gamble, ITC, Wipro, Reckitt Benckiser, Godrej, Nirma, Nestlé, CavinKare, Dabur, Tainwala, Rohiya, PaperMahal, S.R. Foils, in the rooms/toilets in Executive Residences.

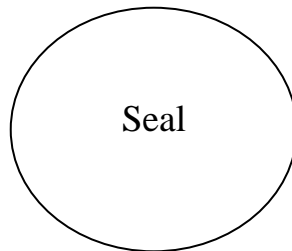
Arrange to change the bed linen, pillow covers, bath towels/robes, blankets every day and arrange to get the soiled ones laundered on the agency's account in the Executive Residences. The institute will provide sufficient stock of these items.

Provide manpower for shifting and rearranging furniture etc, as per the need between Student Mess and Executive Residences.

3. FRONT OFFICE MANAGEMENT IN EXECUTIVE RESIENCES

In addition to the catering and housekeeping services in the Executive Residences, the firm will also manage the Front Office [Reception] of these buildings on a 24 x 7basis.Room allotment, providing room service and bellboys on a need basis, preparing bills for the occupants on the basis of advice of the concerned office, attending to telephone enquiries etc, are the main tasks of the front office. The front office will function under the direction of the Officer in Charge of the concerned complex.

Date:
Place:



Authorized Signatory:
Name:
Designation:
Contact No.

ANNEXURE –IX - FINANCIAL BID

ANNEXURE –A

MEAL PLAN AND PRICE - DELUXE CATEGORY

<i>Meal</i>	<i>Menu</i>	<i>The rate in Rs. Per Person (Unlimited Food) (inclusive of all Taxes excluding Service Tax)</i>
Tea/Coffee	Tea/Coffee	
Breakfast	1.Fresh Juice or Fruits 2.Bread (brown / white) + Toast + Butter + Jam 3.Any Preparation of Egg 4.Cornflakes with Milk 5.Indian Breakfast snacks item with accompaniment, such as Poha, Idli, Vada, Dosa, Stuffed Paratha, Puri Bhaji, etc, 6.Tea (Readymade and Tea Bag),Coffee (Bru/Nescafe) 7.Mouth Fresheners Such as Saunf (Fennel)and Misri (Crystalized Sugar)	
Lunch/Dinner	1.Veg or(and) non-veg Soup 2.One Non-Veg Item(Chicken, Mutton, Fish, Prawns, Eggs). It can be dry, semi-dry or Gravy preparation. 3.PaneerItem.It can be dry, semi-dry or Gravy preparation. 4.Vegetable Dry preparation. 5.Vegetable Gravy preparation. 6.Dal preparation. 7.Curd or Veg. Raitha 8.Rice preparation (Plain/Pulao/Biryani) 9.Assorted Roties, such as Paratha, Tandoori Roti, Naan, Kulcha, puri, etc, 10.Salad 11.Pickel+Papad 12.Sweet or Dessert 13.Mouth Fresheners Such as Saunf (Fennel)and Misri (Crystalized Sugar)	
Tea and Snacks	1.Indian Evening Snack item with accompaniment such as Veg. Pakoda, Kachori, Samosa or Veg. Cutlet, Sandwich 2.Tea (Readymade and Tea Bag),Coffee (Bru/ Nescafe) or Cold Drinks	

ANNEXURE – B

MEAL PLAN AND PRICE - SEMI DELUXE CATEGORY

Meal	Menu	The rate in Rs. per Person (Unlimited Food) (inclusive of all Taxes excluding Service Tax)
Tea/Coffee	Tea/Coffee	
Breakfast	1.Fresh Juice or Fruits 2.Bread (brown/ white) + Toast + Butter + Jam 3.Any Preparation of Egg 4.Cornflakes with Milk 5.Indian Breakfast Snacks item with Accompaniment, viz, Poha, Idli, Vada, Dosa, Stuffed Paratha, PuriBhaji, etc, 6.Tea (Readymade and Tea Bag),Coffee (Bru/Nescafe) 7.Mouth Fresheners Such as Saunf (Fennel) and Misri (Crystalized Sugar)	
Lunch/Dinner	1.Veg Soup 2.One Non-Veg item(Chicken, Mutton, Fish, Prawns, Eggs). It can be dry, semi-dry or Gravy preparation. Thrice a Week 3.Vegetable Dry preparation. 4.Vegetable Gravy preparation. or Paneer preparation 5.Dal preparation. 6.Curd or Veg. Raitha 7.Rice preparation.(Plain/ Pulao/ Biryani) 8.Assorted Roties, such as Paratha, Tandoori Roti, Naan, Kulcha, etc, 9.Salad 10.Pickel+Papad 11.Sweet or Dessert 12.Mouth Fresheners Such as Saunf (Fennel)and Misri (Crystalized Sugar)	
Tea and Snacks	1.Indian Evening Snack item with accompaniment such as Veg. Pakoda, Kachori, Samosa or Veg. Cutlet or Sandwich 2.Tea (Readymade and Tea Bag), Coffee (Bru/ Nescafe) or Cold Drinks	

ANNEXURE- C

MEAL PLAN AND PRICE -STANDARD CATEGORY FOR REGULAR DINERS

Meal	Menu	The rate in Rs. per Person (Unlimited Food)(inclusive of all Taxes excluding Service Tax)
Breakfast	1.Cornflakes with milk (hot, cold)	
	2.Fresh Fruits	
	3.Any Preparation of Egg(boiled/scrambled/omlet)	
	4.Slices of Bread (brown/white)and toasted	
	5.Jam and Butter	
	6.Tea,Coffee,Milk with Bournvita (or equivalent drink)	
	7.Indian Breakfast snacks item with Accompaniment, such as Poha, Idli, Vada, Dosa, Stuffed Paratha, PuriBhaji, etc,	
	8.Mouth Fresheners Such as saunf (fennel)and Misri (Crystalized Sugar)	
Lunch/Dinner	1.Vegetable Dry preparation.	
	2.Vegetable Gravy preparation. or Paneer preparation	
	3.Dal preparation.	
	4.Curd or Veg. Raitha	
	5.Rice preparation(Plain/ Pulao/ Biryani)	
	6.Assorted Roties,such as Paratha, Tandoori Roti, Naan, Kulcha, etc,	
	7.Salad	
	8.Pickle + Papad	
	9.Sweet or Dessert or fruits	
	10.Mouth Fresheners Such as saunf (Fennel)and Misri (Crystalized Sugar)	

The term Regular diners mean those who are compulsorily dining in mess and/or who are purchasing monthly advance coupon for at least 30 Days. The rest of the diners are non-regular diners.

ANNEXEURE –D

OCCASIONAL ARRANGEMENT

<i>Meal</i>	<i>Menu Pattern</i>	<i>The of all Taxes excluding Service rate in Rs.Per Person (Unlimited Food)(inclusive Tax)</i>
High Tea	1.Fresh Juice or mocktail or cold drink	
	2.Two Veg. snacks with accompaniment	
	3.One Dessert (such as Pastry, Pudding, Gulab Jamun, etc,)	
	4.Tea (Readymade and Tea Bag),Coffee (Bru/ Nescafe)	
	5.Mouth Fresheners Such as Saunf (Fennel)and Misri (Crystalized Sugar)	
Snacks tea, coffee or Cold Drinks	1.One Veg. snack with accompaniment	
	2.Tea (Readymade and Tea Bag),Coffee (Bru/ Nescafe) or Cold Drinks	
	3.Mouth Fresheners Such as Saunf (Fennel)and Misri (Crystalized Sugar)	
Tea and Biscuits	1.Tea (Readymade and Tea Bag),Coffee (Bru/ Nescafe)	
	2.Assorted Biscuits	

Additional Abridged Menu

<i>Menu Pattern</i>		<i>The rate in Rs. per person (Unlimited Food) (inclusive of all Taxes excluding Service Tax)</i>
1	Tea and Coffee or Cold Drink, One Veg. Snacks, One Sweet or Dessert	
2	Tea and Coffee and Assorted Biscuits (This rate will be applicable when the number of persons is 50 or more)	

Additional Items during lunch/ dinner along with Standard Category Meal in Messes (One day advance booking order basis)

<i>Item</i>		<i>The Rate per plate in Rs.</i>
1	Chicken Curry per plate	
2	Mutton Curry per plate	
3	Omelette with two eggs	

ANNEXURE – E

PRICE LIST FOR STAFF TEA

<i>Meal</i>	<i>Menu Pattern</i>	The rate in Rs. per unit (inclusive of all Taxes excluding Service Tax)
<i>Staff Tea</i>	Standard Tea / Coffee / Lemon Tea Qty: 150 ml per cup (to be served in crockery coffee/tea mug in all offices at 10:30 am and 3:30 pm for approx. 450 persons)	

ANNEXURE –F

PRICE LIST FOR SNACKS AND BEVERAGE AT MESSES AND LOUNGES

<i>Sr.No.</i>	<i>Name of Snacks / Item</i>	<i>The rate in Rs. (Inclusive of all taxes excluding service tax)</i>
1	Bournvita Milk with sugar- 200 ml.	
2	Bournvita Milk without sugar- 200 ml.	
3	Branded Biscuits (Monaco/Krackjack/ Parle-G, etc.)	
4	Burger Veg. –1 piece with chutney or sauce	
5	Butter Toast four slices	
6	Butter Toast two slices	
7	Cheese Sandwich with 2 bread slices	
8	Chicken Biryani	
9	Chicken Chilly	
10	Chicken Curry	
11	Chicken Fry	
12	Chicken Lollipop	
13	Coffee- 150 ml.	
14	Dosa (Plain/Masala) with Sambar and chutney	
15	Egg Fried Rice	
16	Egg Half Fry- 1 egg	
17	Egg Half Fry- 2 eggs	
18	French Toast (2 Toast)	
19	Fresh Juice (200 ml)	
20	Fresh Lime Juice (200 ml)	
21	Fried Rice Vegetable	
22	Fruit Plate	
23	Idli 2 pieces with Sambar and Chutney	
24	Lollipop Veg.	
25	Maggie Plain	
26	Maggie with one Egg	
27	Maggie with two Eggs	
28	Maggie with Vegetables	
29	Medu Wada/Onion Wada 2 pieces with Sambar and chutney	
30	Milk with sugar- 200 ml	
31	Milk without sugar-200 ml.	
32	Momo Non-Veg. (Fried/Steamed)	
33	Momo Veg. (Fried/Steamed)	
34	Mutton Curry	
35	Omelette- 1 egg with 2 bread slices	
36	Omelette- 1 egg without bread slices	
37	Omelette- 2 egg with 2 bread slices	
38	Omelette- 2 egg without bread slices	

39	Paneer Tikka	
40	Pattie Veg. with chutney or sauce	
41	Poha	
42	Salad Plate	
43	Samosa- 2 pieces with chutney or sauce	
44	Sandwich Veg. with four slices	
45	Sandwich Veg. with two slices	
46	Stuffed Paratha (Alu/ Gobhi/ Paneer/ etc,) with Sauce	
47	Chicken Tandoori – Full	
48	Chicken Tandoori – Half	
49	Tea-150 ml.	
50	Upma with chutney	
51	Uttapam (Onion/Tomato) with Sambar and Chutney)	
52	Kurkure/Lace/Chips	MRP Rate
53	Cold Drinks- 200 / 250/ 500 ml	MRP Rate
54	Mineral Water	MRP Rate
55	Branded wafers (Lays/Uncle Chips, etc,)	MRP Rate
56	Chocolate	MRP Rate
All packaged items will be sold at Maximum Retail Price (MRP) with applicable taxes.		

S.NO	Name of Snacks / Item	The rate in Rs.(Inclusive of all taxes excluding service tax)
	STANDARD ITEMS AS PER MENU PATTERN UNDER ANNEX-C- STANDARD CATEGORY (for pay per meal users, non-regular dinners in messes)	-
1	Standard Breakfast	
2	Standard Lunch/Dinner	
3	Parcel charges per meal (In case of delivery of meal in the hostel room/ residence of IIMI Community. Steel plates/cups/saucers not to be used). This charges will not be applicable for sick diet.	

ANNEXURE- G

FRONT OFFICE MANAGEMENT AND HOUSEKEEPING OF EXECUTIVE RESIDENCES 01, 02 AND 03 ON 24 X 7 BASIS

S.No.	Particulars	Amt. Per month including all taxes but excluding service tax
1	Single Rooms with attached toilets	
2	Double Rooms with attached toilets	
3	Suites with attached toilets	
4	Dining Hall / Seminar Hall	
5	Common areas including corridor, dining hall, office, class room, toilets, other rooms, etc,	
6	Surroundings areas including entrance of the Executive Residences	
7	Reception and Front Office Management (24x7 service including reception counter attendants) in ER-01, ER-02 and ER-03	
Total		

Notes:

- a) The above rates should be inclusive of cleaning materials, toiletries, toilet roll, washing of linen, shampoo sachets and other standard room service material etc,
- b) Toiletries provided should be of standard quality.

LIST OF ASSETS/EQUIPMENTS IN THE MESSES

SN	New FAR P/N	Item Description as on date	No.
1	04/007	Air Curtain	2
2	03/001	Almirah	1
3	07/003	ASSORTED SS CONTAINERS 1/1*100mm deep 10 kgs with lid	5
4	07/003	ASSORTED SS CONTAINERS 1/1*150mm deep 15 kgs with lid	5
5	07/003	ASSORTED SS CONTAINERS 1/1*200mm deep 20 kgs with lid	5
6	07/003	ATTA/MAIDA BINS 600*600*600	2
7	03/005	Bain Marie	5
8	07/001	Bain Marie 2 Pan Ice	2
9	07/001	Bain Marie 4 Pan Hot	2
10	07/016	Bulk Cooker (Tilting Type)	2
11	07/004	BULK FRYER(TILTING TYPE) 60 ltrs	1
12	07/004	BULK FRYER(TILTING TYPE) 60 ltrs	1
13	07/005	Chaffing Dish	5
14	03/022	Chair Dining	494
15	03/075	Chair Pch 1004/7004DX	1
16	07/002	CHAPATI BHATTI 1067*1067*915	1
17	07/002	CHAPATI PLATE WITH PUFFER 1067*610*867 (Bhatti)	1
18	07/002	Chappathi Bhatti with Puffer	1
19	07/020	CLEAN DISH RACK 900*450*1800	2
20	07/012	CLEAN DISH TABLE 1500*750*850+150	1
21	07/012	CLEAN DISH TABLE 900*750*850+150	1
22	07/008	Deep Freezer	2
23	07/008	Deep Refrigerator 1000 Ltr. Four door Capacity with LCD display of temperature on outer body 1200*750*1850	1
24	07/006	Dish Washer, Make: Krupps, Model: K1200E	3
25	07/002	Dosa Bhatti	1
26	07/002	DOSA BHATTI 1524*1067*915	1
27	07/007	Dough Kneader 25 Kg.	1
28	07/007	DOUGH KNEADING MACHINE 40 ltrs	1
29	04/021	Dumb Waiter mess 1 & 3	2
30	06/003	Fan Exhaust	19
31	06/004	Fan Wall	2
32	06/004	Fan Wall	2
33	04/026	Fly Catcher	2
34	07/008	Fridge 5 Door Verticle Fridge (all 5 door chiller)	1
35	07/008	Fridge 5 Door Verticle Fridge (Chiller in 3 door + deep freezer)	1
36	03/029	Gas Bank	2
37	07/009	Gas Burner	3
38	07/009	Gas Burner (Three Burner)	1
39	07/009	Gas Burner (Two Burner)	1
40	04/036	Grinder/Mixer	3

41	07/001	HOT FOOD BAIN MARIE 1800*900*850	4
42	07/001	HOT SOUP BAIN MARIE 750*900*850	4
43	07/011	Idli Steamer	1
44	07/011	Idli Steamer	2
45	04/036	Juicer	2
46	07/009	LOW HT COOKING RANGE 750*750*600	2
47	07/009	LOW HT COOKING RANGE 750*750*600	3
48	07/009	LOW HT FRY DUMP 750*750*600	1
49	07/009	LOW HT KADAI RANGE 750*750*600	1
50	07/012	LOW HT SUPPORT TABLE 750*750*600	4
51	07/020	Masala Rack	1
52	07/003	Masala Trolley 2 tier with Rexelo Wheel 700x460x680	2
53	07/014	Milk Boiler	1
54	07/020	Onion/Potato Storage Rack	2
55	04/055	Oven Toaster & Griller	2
56	07/012	Pallet Platform (PVC)	3
57	07/012	PICK UP TABLE 1200*750*850	2
58	07/012	PICK UP TABLE 1800*600*850	1
59	07/012	PLAIN S.S WORK TABLE 1500*750*850+150	2
60	07/020	POT Rack 1200x750x1500	1
61	07/020	POT Rack 1500x750x1500	7
62	07/020	POT Rack 1800x750x1500	1
63	07/015	Potato Peeler	1
64	07/015	Potato Peeler 15 kg. Capacity	1
65	07/019	Pre Rinse Sink Unit 800x750x850+180	1
66	07/016	Pressure Cooker 60 Ltrs	1
67	07/017	Pulvarizer	2
68	07/020	Rack S.S STORAGE RACK 900*450*1800	17
69	03/056	Rack Slotted Angle	9
70	07/018	Salamender	2
71	03/060	Sliding Door Unit	1
72	07/012	SOILED DISH LANDING TABLE WITH GARBAGE CHUTE AND GLASS RACK 2100*750*850+150	2
73	07/012	SUPPORT TABLE 600*900*850+150	4
74	07/012	SUPPORT TABLE 750*750*850+150	1
75	07/012	Support Table 800x600x850+180	1
76	07/012	SUPPORT TABLE 900*750*850+150	1
77	03/072	Table Dining	85
78	07/021	Tandoor	2
79	07/021	Tandoor (Charcoal operated with heavy duty castor wheels) 712x712x915	1
80	07/021	Tandoor 900x900x850	2
81	07/009	THREE BURNER INDIAN COOKING RANGE 1800*750*850+150	1
82	07/019	Three Sink Unit 1800x750x850+150	1

83	07/012	TRAY PICK UP COUNTER 750*900*850	4
84	07/019	Triple Sink Unit	1
85	07/009	TWO BURNER COOKING RANGE 1500*750*850+150	1
86	07/012	TWO TIER TROLLEY FOR DIRTY DISH 900*600*900	3
87	07/008	UNDER COUNTER REFRIGERATOR with LCD display of temperature on outer body 1500*750*850	1
88	04/086	Vacuum Cleaner	3
89	04/092	Water Cooler	2
90	04/097	Weighing Scale electronic Commercial 150 kg	1
91	07/024	Wet Grinder	1
92	07/012	WORK TABLE 1200*750*850+150	1
93	07/012	WORK TABLE 1500*750*850+150	1
94	07/012	WORK TABLE 750*750*850+150	1
95	07/012	Work Table with Sink 1500x 750x850+150	4
96	07/012	WORK TABLE WITH TWO SINK UNIT 1800*750*850+150	1
97	07/012	WORK TABLE WITH UNDER SHELF 1524*610*866+102	1