

भारतीय प्रबंध संस्थान इंदौर

INDIAN INSTITUTE OF MANAGEMENT INDORE

प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर - 453 556

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निविदा क्रमांक Tender No: IIMI/2017-18/13



दिनांक/ Date: July 21, 2017

आईआईएम इंदौर मुंबई परिसर में खानपान सेवा हेतु निविदा आमंत्रण सूचना

Notice Inviting Tender for Catering Services at IIM Indore Mumbai Campus

(E-PROCUREMENT MODE ONLY)

भारतीय प्रबंध संस्थान इंदौर (आईआईएम इंदौर) दो बोली प्रणालियों में निम्नलिखित सेवा के लिए ऑनलाइन बोली (ई- टेंडर) आमंत्रित करता है |

Indian Institute of Management Indore (IIM Indore) invites online bids (e-tender) in two bids systems for the following services:

निविदा का संक्षिप्त विवरण Brief Details of Tender:

सेवा का विवरण Service Description	निविदा की अनुमानित कीमत Estimated Cost of Tender (Rs.)	अग्रिम जमा EMD (Rs.)	निविदा फीस सभी टैक्स मिलाकर Tender Fee (inclusive of all taxes) (Rs.)
Catering Services at IIM Indore Mumbai Campus for One Year	12,00,000/-	60,000/-	500/-

निविदा दस्तावेज <http://eprocure.gov.in/eprocure/app> से डाउनलोड किया जा सकता है और केवल इसी पोर्टल के माध्यम से ऑनलाइन जमा किये जाने की अंतिम तिथि और समय तक प्रस्तुत किया जाना चाहिए |

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.

निविदा की महत्वपूर्ण तिथियाँ Critical Dates of Tender:

क्रमांक S. No.	विवरण Particulars	दिनांक Date	समय Time
01	निविदा के ऑनलाइन प्रकाशन / डाउनलोड की तिथि एवं समय Date & Time of Online Publication/Download of Tender	21-07-2017	1730 Hrs.
02	बोली जमा करने की प्रारंभ तिथि एवं समय Bid Submission Start Date & Time	21-07-2017	1730 Hrs.
03	बोली जमा करने की अंतिम तिथि एवं समय Bid Submission Close Date & Time	03-08-2017	1500 Hrs.
04	मूल अग्रिम जमा राशि और निविदा शुल्क जमा करने की अंतिम तिथि एवं समय Closing date & time for Submission of original EMD & Tender Fee	03-08-2017	1500 Hrs.
05	तकनीकी बोलियों का खोला जाना Opening of Technical Bids	04-08-2017	1500 Hrs.

विषय सूची
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1. ABOUT IIM INDORE

Indian Institute of Management Indore (IIM Indore) is an Autonomous Institute under Ministry of Human Resource Development, Govt. of India. IIM Indore Mumbai Campus is located at Mahaavir Icon Building, CBD Belapur, Navi Mumbai.

2. SCOPE OF WORK

The agency is expected to provide the following services in the canteen/ designated place of IIM Indore, Mumbai Campus as desired by IIM Indore Administration, for Students, Faculty, Staff, Guests and visitors of IIM Indore:

2.1 Requirement of Cooking and serving of fresh cooked meals:

Sl. No.	Grouping of Diners	No. of PAX (approx.)	Meal Pattern	Menu Plan	Remarks
1.	PGPMX Participants	200 Per month	1. Breakfast, 2. Lunch 3. Evening Tea with Snacks 4. Tea/Coffee with assorted biscuits 2 times a day	Semi Deluxe	Second and fourth weekends (Saturday & Sunday) of every month
2	Faculty, Staff, Guests and Visitors	15 per day	1. Breakfast 2. Lunch 3. Tea 2 times a day	Standard	On demand subscription
3	PGP Mumbai Participants				on demand subscription
4	High Tea				on demand subscription
4	Special Lunch/Dinner				on demand subscription

2.2 Important Notes to the caterers:

- The agency would provide breakfast, lunch, tea/coffe with biscuits and evening tea with snacks in the campus, as per menu decided by mess committee/IIM Indore Administration.
- **The food has to be prepared by the agency in its own premises in clean, hygienic and safe conditions as per the menu and thereafter served at IIM Indore, Mumbai Campus as the Campus has no infrastructure to allow bulk cooking. Only Tea/Coffee/few snacks may be prepared in the kitchen available in the Campus. The agency has to make arrangement for transportation of fresh cooked meals from its own premises to IIM Indore, Mumbai Campus and thereafter serving in the campus.**
- The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and mopped, after every meal (breakfast, lunch, evening tea and dinner) and will be disinfected once in a week or as and when required. The agency will also provide liquid soap for the wash basins in the dining area, cooking and catering area.

All grease traps will be cleaned on daily basis and kept in serviceable conditions. Violation of this clause will invoke financial penalty.

- After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, katoris, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal.
- Efficiency, promptness, quality of food, quality service, good behavior and politeness of the agency and his staff are the essence of the contract. The agency is required to ensure that this essence of the contract is maintained at all times. Quality of services, hygiene and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the IIM Indore Administration.
- Agency will ensure that at all times one Supervisors/F&B executives will always be present during breakfast, lunch, evening tea and dinner. It is desirable that the supervisor continue at least for one semester. In case of any change, the IIM Indore Administration should be informed well in advance.
- Agency needs to provide breakfast, lunch, evening tea with snacks and dinner to IIM Indore guests and employees on demand subscription for which the employee will settle the bills directly.
- For extra items, it will be mandatory for the agency to serve the item in unlimited quantity/fixed weight/size on demand by the IIM Indore Administration/Mess Committee.
- All items will be cooked outside by the agency in its own premises as the kitchen of the campus has no sufficient infrastructure. No item, except tea/coffee/certain types of snacks identified beforehand, may be cooked in the kitchen of IIM Indore, Mumbai Campus.
- On special occasions, the menu will be identified by the mess committee and prepared by the agency.
- The quality of food will be inspected item wise by IIM Indore Administration/Mess Committee frequently and the mess vendor shall not deny access for such inspections. The IIM Indore Administration/Mess Committee has right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institution. Further, the store, kitchen of the agency can also be inspected by the IIM Indore so as to ensure that only the brands allowed for various articles are being used. In case a violation is found, the IIM Indore reserves the right to impose a financial penalty/cancellation of contract on repeated violation.
- The vendor will ensure that No instance of fire takes place and No injury to any of his employee or the IIM Indore person takes place. In case any of this happens then the vendor will be responsible for fulfilling the loss occurred.

- The IIM Indore shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same. Damage here means to property or individuals.
- The agency must provide the service throughout the year without closing the mess on any day unless ordered by the Administration of IIM Indore/Mess Committee.
- IIM Indore will provide the agency dining area, dining furniture free of cost.
- IIM Indore will not provide serving plates, tea spoons, table spoons serving spoon, forks, knives, stainless steel/glass tumbler, katories, any other item which may be required for serving of food. All this will have to be brought by the agency at his own cost after the approval of sample by IIM Indore Administration.
- The agency will be responsible for repairing & maintenance of all the property of IIM Indore given to the agency for use in the student mess. The agency shall replace inventory items, equipment, furniture and fixtures provided by IIM Indore in case of loss, theft or damage to the satisfaction of the IIM Indore Administration at his own cost and expense. On termination of the agreement, the agency will hand over all the equipment/articles as supplied by the IIM Indore in good working condition back to IIM Indore. In case of any damage beyond normal wear and tear then IIM Indore can recover the cost from the bank guarantee/current bill payment of the agency.
- The agency will liaise with the IIM Indore Administration/Mess Committee and report on regular basis about all the activities of the mess service. The agency shall extend full co-operation.
- The agency will ensure that his employees are free from any communicable disease. The Police verification record of all the workers will have to be maintained by the agency.
- The agency/his servant(s)/his nominee will not be permitted to stay overnight in the canteen premises under any circumstances.
- The agency will ensure separate menu/staff meal for its employee/staff working in the mess.
- The premises of the mess will not be used for the purpose for storing of raw material without the written permission of the IIM Indore Administration. The agency will not be permitted to franchise the services to any other party.
- IIM Indore is not bound to provide any mode of transport in respect of men or material required by the agency.
- Use of plastic tea cups and plastic carry bags is discouraged and the vendor shall use environment friendly material only for serving coffee, tea and for packing & carrying of food items.

- Any change like timing of operation etc will require the permission of the mess committee/IIM Indore Administration.
- The agency shall ensure proper disposal of the collected solid/liquid waste on a daily basis under his own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIM Indore, Mumbai campus. It shall be the responsibility of the agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms/practice of the local authority/IIM Indore. The agency would ensure clearance of all the drains in and around the kitchen and dining hall frequently & regularly at his own cost. IIM Indore will not pay any extra amount for the same. For any lapse this front, financial penalty will be levied.
- No electric appliances like electric heaters/ovens/fryers/cooktops will be permitted in the mess unless specifically approved by the IIM Indore Administration for a special purpose like baking. Due to space and other limitations, cooking using LPG will not be allowed in the kitchen available in the campus. However, arrangements may be made for tea/coffee making using induction cooker or other electrical appliances.
- Food should also be served at the designated place in the campus as and when required/ordered by Programme Office/Mess Committee.
- Pest-Control: The agency at all times will keep the cook house/dining hall/washing area/raw material store free from flies/cockroaches/mosquitoes/rats and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the agency at all times.
- Fire Fighting arrangement provided by the IIM Indore at the start of the contract to be kept serviceable at all times and handed over back to the IIM Indore after finishing of the contract.
- The menu as given above are to be served in unlimited quantity.
- The food shall be cooked, stored and served under hygienic conditions. The mess vendor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible. In case of any food related disease to any member of IIM Indore community, the agency will be responsible for reimbursement of complete medical expenses.
- Non vegetarian food, if required, will be cooked in a separate area with separate utensils, stored and served separately.
- The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the IIM Indore community.

- The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- The mess vendor shall ensure that only hot food is served to the students/employees.
- Mixing of potato in vegetables will not be permitted unless specifically told.
- For Lunch and Dinner a variety and freshness must be ensured. The agency has to ensure that drinking water is provided at dining tables regularly.
- The detailed daily meal wise menu specifying the dals and vegetables to be served, will be identified in the beginning of each week/fortnight/month by the Mess Committee/IIM Indore Administration. It will be mandatory for the agency to serve this pre-decided menu. In case of any difficulty in the same Mess Committee/IIM Indore Administration must be informed well in advance.
- The agency will be required to provide khichri or any other suitable item for sick residents in lieu of the regular meals on demand.
- The agency will not serve any item that has not been approved by the IIM Indore Administration/Mess Committee beforehand.
- Under no circumstances will any expired item be used in cooking.
- Use of colours/banned items as per industrial practices is prohibited.
- Menu will be checked by nutritionist once in a quarter and record will be kept for the same by the agency at own cost.

2.3 Menu:

Kindly note that operational services shall not include preparation of menu and any policy matters related to running the mess. All such decisions will be the direct responsibility of the IIM Indore Administration/Mess Committee.

MEAL PLAN - STANDARD CATEGORY

Meal	Menu
Tea/Coffee	Tea/Coffee- 2 times a day
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)

MEAL PLAN - SEMI DELUXE CATEGORY

Meal	Menu
Tea/Coffee	Tea/Coffee with assorted biscuits- 2 times a day
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	1.Veg Soup
	2.One Non-Veg item(Chicken, Mutton, Fish, Prawns, Eggs). It can be dry, semi-dry or Gravy preparation.
	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

Meal	Menu
High Tea	Pastry (Black Forest/Pineapple/Chocolate/Butter Scotch), Veg Pakoda (Paneer/Cheese) / Kachori / Samosa / Veg Cutlet / fried Snacks, Biscuits (Bakery/Monaco/Parle/Krack Jack/Sunfeast) or Wafers (branded) with different flavours, Patties and Cakes, Tea/Coffee (Nescafe)
Special Lunch/Dinner	Soup: Veg - Hot & Sour, Sweet Corn, Clear, Tomato, Vegetable. Starters: Veg- Hara bhara kabab, Roasted Paneer, Paneer Tikka, Spring Roll etc, Rice-Plain/Jeera/Pulao, Roti-Plain Tawa/Tandoori/Naan/Paratha, Dal fry/Dal makhani, 1 Item of Paneer with gravy, 1 Vegetable dry, Plain curd or Raita, Pickles & Papad, Sufficient quantity of Fresh seasonal fruits, Sweet / Ice Cream / Pudding, Green Salad and Sprouts, Saunf & Mishri

2.4 Quality of ingredients and other items:

The ingredients used must be of reputed brands from the list as given below. In case of non-availability of the reputed brand, any other brand needs to be approved by the Administration, IIM Indore/Mess Committee before use.

S. No	Item	Brand
1	Salt	Tata, Annapurna, Everest, Surya, Patanjali
2	Spices	MDH, Badshah, Everest, Tata, Patanjali
3	Ketchup	Maggi, Kissan
4	Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara, Patanjali (Use of Hydrogenated (vanaspati) oil is prohibited)
5	Pickle	Mother's, Priya, Nilon, Patanjali
6	Atta / Besan / Meda / Suji	Ashirvad, Shaktibhog, Laxmibhog, Patanjali
7	Daal/Dalhan	Tata, Patanjali, Harvest
8	Rice / Poha	India Gate, Dawat, Best, Patanjali,
9	Papad	Lijjat, Bikaji, Patanjali
10	Butter	Amul, Britannia, Mother Dairy, Saras
11	Bread	Star, Kalory, Kabhib, Harvest
12	Cornflakes	Mohans, Patanjali
13	Jam	Kissan or Maggi
14	Ghee	Amul, Mother Dairy, Britannia, Saras, Patanjali
15	Milk	Saras, Amul, Mother Dairy (Without Water)
16	Paneer	Amul, Saras
17	Tea	Brook bond, Lipton, Tata, Taaza, Wagh Bakri
18	Sugar	Uttam, Madhur, Patanjali, Harvest
19	Coffee	Nescafe
20	Ice Cream	Amul, Mother Dairy, Vadilal, Kwality, Havmor

2.5 Hygiene / Turn Out:

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

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

2.6 Service Timings (On second and fourth weekends of every month for PGPMX participants):

Breakfast	7.30 am to 09.30 am
Lunch	Saturdays: 01.00 pm to 02.30 pm Sundays: 12:00 pm to 02:30 pm
Evening Tea with Snacks	4.00 pm to 5.30 pm on both days
Tea/Coffee with assorted biscuits	Between session breaks

Note: The timing stated above is subject to change by the order of IIM Indore Administration/Mess Committee.

2.7 Manpower deployment planning for this tender (Shift wise):

S. No.	Designation	Total Manpower per shift per day
1	Supervisor	01 or more
2	Chef	1
3	Waiter	To be decided based on the quantum of Work
4	Dish Washers	
5	Table Cleaner	

- Work in the mess should take place in minimum two shifts as per statutory requirement/laws, at no stage will working norms of 08 hours per day/48 hours per week be violated for all employees. Proper rest and holiday to be given.
- Minimum one chef is to be available at all times, s/he should be qualified and trained with sufficient experience at some renowned hotel/restaurant/institution and should have the knowledge and aptitude of preparing food (Indian, Chinese, Continental).
- All the personnel deployed by the agency should have relevant professional qualification and adequate experience in the related field as per the industry standard.
- The above deployment of manpower is indicative. This may be altered on any day as per the needs and requirements with prior permission of IIM Indore Administration.

3. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

- a) **Tender Fee of Rs. 500/- (Rupees Five Hundred only)** including tax, in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore should be submitted.
- b) **EMD of Rs.60,000/- (Rupees Sixty Thousand only)** in the form of Demand Draft/Banker's Cheque from Nationalized/scheduled bank in favour of Indian Institute of Management Indore, payable at Indore, should be submitted. The EMD should be valid for at least 90 days.
- c) The firms registered with DGS&D / National Small Industries Corporation (NSIC) for **all these items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) with their tender to this effect.
- d) EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as per Sl. No. 15 (a).
- e) In case of successful tenderer, the EMD may be adjusted towards the Performance Security deposit on request.
- f) 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 Security Deposit.
- g) No interest will be paid on the EMD / Performance Security deposited / remitted.
- h) The details pertaining to Tender fee/EMD are to be filled as per Annexure-I.

4. ELIGIBILITY CRITERIA

4.1 **OID (Other Important Documents):**

OID viz. Firm Incorporation Certificate, PAN details, TIN/CST/Service Tax etc. details are to be provided.

4.2 **Statutory Documents:**

- a) The Bidder should give self-declaration certificate for acceptance of all terms & 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 Dept., nor is 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 company should attach list of Purchase Order / Work Order where the similar type of work executed during the 7 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 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 firm should have minimum two years of experience in similar type of catering services in reputed educational institutions or corporates.
- e) The bidder should have one operational contract with any reputed educational institutions or corporates for similar type of services.
- f) 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 Trading accounts and profit & loss accounts / CA Certificate are to be submitted as per the Annexure-V.
- g) Service Provider's food preparation facility should be located in or around 10 km radius of IIM Indore Mumbai Campus (Mahaavir Icon Building, CBD Belapur, Navi Mumbai). A duly completed certificate to this effect is to be submitted as per Annexure-VII.

4.3 Technical Criteria:

Bidders should comply the specification of the tendered item in all respect, No deviations are acceptable. The detailed format is attached at Annexure-VI. 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 to be uploaded after filling all relevant information as per Annexure-VIII. The priced BOQ should be uploaded strictly as per the format 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).

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

6. TIME SCHEDULE

क्रमांक S. No.	विवरण Particulars	दिनांक Date	समय Time
01	निविदा के ऑनलाइन प्रकाशन / डाउनलोड की तिथि Date of Online Publication/Download of Tender	21-07-2017	1730 Hrs.
02	बोली प्रस्तुत करने की प्रारंभ तिथि Bid Submission Start Date	21-07-2017	1730 Hrs.
03	बोली प्रस्तुत करने की समाप्ति तिथि Bid Submission Close Date	03-08-2017	1500 Hrs.
04	मूल अग्रिम जमा राशि (ईएमडी) और निविदा शुल्क जमा करने की तिथि व बंद करने का समय Closing date & time for Submission of original EMD & Tender Fee	03-08-2017	1500 Hrs.
05	तकनीकी बोलियों का खोला जाना Opening of Technical Bids	04-08-2017	1500 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. BID VALIDITY PERIOD

The bid will remain valid for 90 days from the date of opening as prescribed by IIM Indore. A bid valid for a shorter period shall be rejected, being non-responsive.

9. BID SUBMISSION

9.1 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 recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc).

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their 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 enrollment and participation in the online bidding process. The user manuals can be downloaded for reference.

Any queries related to 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.

9.2 Online Bid Submission Procedure:

OID: 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 Service Tax / GST.
3. [Packet-3](#): Duly Completed Scanned PDF of Registration Certificate.

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 copy of DD or Banker's Cheque for Tender Fee & 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 certificate(s) as mentioned in para 4.2(d)
6. [Packet-6](#): Duly Completed Scanned PDF copy of certificate(s) as mentioned in para 4.2(e)
7. [Packet-7](#): Duly Completed Scanned PDF copy of Annexure-V with supporting Documents.
8. [Packet-8](#): Duly Completed Scanned PDF copy of Annexure-VI.
9. [Packet-9](#): Duly Completed Scanned PDF copy of Annexure-VII.

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-VIII in PDF version Filled with all relevant information.

9.3 Offline Submission of Tender Fee & EMD:

It is also required to submit Tender Fee & EMD in original with name of the firm on backside of DD/Banker's cheque in a sealed envelope superscripted "**Notice Inviting Tender for Catering Services at IIM Indore Mumbai Campus**" at the following address on or before 03-08-2017 at 1500 hrs.

Stores & Purchase Department
First Floor, Administrative Block
Indian Institute of Management Indore
Prabandh Shikhar, Rau-Pithampur Road
Indore-453 556 (M.P), India
Phone: 0731-2439631-34
Email: stores@iimdr.ac.in

10. BID OPENING

- a) Technical Bids will be opened on 04-08-2017 at 1500 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- c) Bids should be summarily rejected, if tender is submitted other than through online or original EMD & Tender Fee are not submitted within stipulated date / time.

11. BID EVALUATION

The bidder would be selected on the basis of ranking and evaluation of Technical and Financial Bids by a Committee 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 process of selection of the successful bidder would be determined as under:-

11.1 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.

11.2 Stage-2: Visit to Technically Qualified Bidder's sites:

After the Stage-1 evaluation, team of Officials from IIM Indore will be visiting the sites of the tenderers who are qualified in the Stage-1 evaluation, to verify their claims and credentials to serve the Institute.

Before opening of the financial bids, offers of all techno-commercially acceptable tenderers shall be at par.

11.3 Stage-3: Financial Bid Evaluation:

- a) Based on results of the Technical evaluation, IIM Indore evaluates the Commercial Bid of those Bidders who qualify in the Technical evaluation. The Commercial Bid with the lowest price in Semi Deluxe category will be the highest evaluated bid.

12. PAYMENT TERMS

The agency will raise separate invoices for different programme and for each occasion of on demand subscription. For PGPMX Programme, payment will be made to the party on monthly basis on submission of original invoice as per actual.

13. PENALTY CLAUSE

- a) Any member of the designated Mess Committee or IIM Indore Administration can inspect the mess, kitchen of the agency/campus or any process without any prior notice to agency. In case of any discrepancy (in terms of quality of food or hygiene) or any case of negligence, appropriate punitive action in terms of financial penalty shall be levied.
- b) Financial penalty will be imposed by the IIM Indore after giving one warning verbal or otherwise to the agency for the following:
 - Violation of quality parameters of food
 - Failure in providing sufficient quantity
 - Poor hygiene
 - Failure in keeping time schedule
 - Violation of non-brands for articles are being used
 - Non-availability of complaint register
 - Non-availability of Supervisor at Mess Timing
 - Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc) cooked along with food found in any food item
 - Any complaint of stones / pebbles
 - Hard and/or sharp objects like glass pieces, nails, hard plastic etc
 - Food poisoning
 - Three or more complaints of unclean utensils in a day
 - Meal was not cooked properly

- Changes in menu of any meal
 - Inappropriate personal hygiene of workers
 - Failure to maintain a proper health check-up of the workers
 - Absence of proprietor or his manager empowered to take decision from mess committee meetings on due invitation
 - In case garbage items are found in waste water discharge and they further hamper the functioning of the drainage system/sewage treatment plant.
 - Turnout/uniform of employees
 - Services non adherence
 - Any other thing as felt suitable by IIM Indore Administration
- c) Consecutive complaints regarding any of the above points will attract a financial penalty depending on gravity of the issue and in case of similar repetition IIM Indore Administration can cancel the contract unilaterally without notice and bank guarantee will be forfeited.

14. PERFORMANCE SECURITY DETAILS

- a) The successful tenderer will have to deposit the performance security in the form of DD/TDR/FDR/Bank Guarantee @ 10% of the estimated value of the contract 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 supplier, after it duly performs and completes the contract/warranty 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 delivery 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. CONTRCT PERIOD

- a) The contract will be initially for a period of one year starting from 01-September-2017. Based on satisfactory performance, the contract may be extended maximum up to another two years 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. In such a case, IIM Indore will pay on actual work basis for the duration for which the services were used during the period in question, after deducting penalty, if any.

16. DELIVERY SCHEDULE

The successful bidder should provide the service from 01-September-2017 at IIM Indore Mumbai Campus.

17. TERMS AND CONDITIONS

17.1 Termination for Insolvency:

- a) The IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.
- b) The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter

17.2 Force Majeure:

- a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfillment or for the delayed fulfillment of any of its contractual obligations, if the affected party within 15 days of its occurrence informs in a written form the other party.
- b) Force Majeure shall mean fire, flood, natural disaster or other acts such as war, turmoil, sabotage, explosions, epidemics, quarantine restriction, strikes, and lockouts i.e. beyond the control of either party.

17.3. Arbitration & Jurisdiction:

- a) That in case of any dispute between party of first part and the party of other part arising out of or in relation to the agreement, the dispute shall be referred to arbitration of a sole arbitration to be appointed by the Director, IIM Indore. The award of the said arbitrator shall be binding on both parties.

- b) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Indore shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.
- c) The courts at Indore, Madhya Pradesh shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

17.4. Other Conditions:

- a) The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.
- b) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.
- 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) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- e) 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.
- f) Conditional tenders will not be considered in any case.
- g) In case of doubt in material / service, the expenditure on testing of equipment / service will be borne by the tenderer.
- h) IIM Indore shall not be responsible for any postal delay, non-receipt or non-delivery of the EMD & Tender Fee.
- i) **IIM Indore may issue corrigendum to tender documents before due date of Submission of bid. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Indore. Tender documents are not be modified for submitting the bids.**

ANNEXURE – I

To
Officer (Stores and Purchase)
Indian Institute of Management Indore
Prabandh Shikhar,
Rau – Pithampur Road
Indore

Sub: - Tender Fee & EMD Details.

Ref : - Tender No. IIMI/2017-18/13 dated 21-07-2017
(Notice Inviting Tender for Catering Services at IIM Indore Mumbai Campus)

Dear Sir,

The following DD in favour of IIM Indore are enclosed herewith towards Tender Fee & EMD

Detail of DD	Amount	DD No. & Date	Bank Name
Tender Fee (Including Tax)	Rs. 500/-		
EMD	Rs. 60,000/-		

Thanking you

Yours faithfully,

(Authorized Signatory with Seal)

ANNEXURE – II

To
Officer (Stores and Purchase)
Indian Institute of Management Indore
Prabandh Shikhar,
Rau – Pithampur Road
Indore

Sub: - Self Declaration Certificate

Ref : - Tender No. IIMI/2017-18/13 dated 21-07-2017
(Notice Inviting Tender for Catering Services at IIM Indore Mumbai Campus)

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 Mumbai Campus*, I / We hereby reconfirm and declare that I / We have carefully read, understood & complying the above referred tender document including instructions, terms & 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:

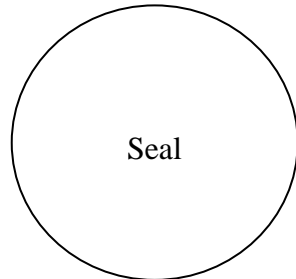
ANNEXURE – III

**CERTIFICATE
(to be provided on letter head 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:

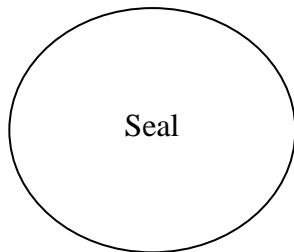
Contact No.:

ANNEXURE – IV

Work Order Details:

S. No.	Evaluation Criteria	Name of the Client	Order No. & Date	Amount	Remark
	List of Purchase Order / Work Order along with satisfactory completion certificate 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 cost OR	1.			Supporting documents are to be attached along with the Annexure-IV
		2.			
		3.			
2	Two similar works of 50% of the estimated cost OR	1.			
		2.			
3	One similar work of 80% of the estimated cost	1.			

Date:



Place:

Authorized Signatory

Name:

Designation:

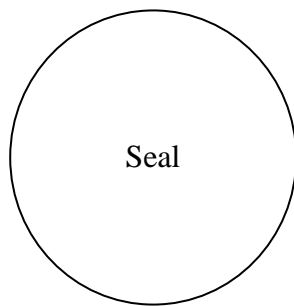
Contact No.:

ANNEXURE – V

Annual Turnover Details:

Evaluation Criteria			Remark
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

TECHNICAL BID

1. Requirement of Cooking and serving of fresh cooked meals:

Sl. No.	Grouping of Diners	No. of PAX (approx.)	Meal Pattern	Menu Plan	Remarks
1.	PGPMX Participants	200 Per month	1. Breakfast, 2. Lunch 3. Evening Tea with Snacks 4. Tea/Coffee with assorted biscuits 2 times a day	Semi Deluxe	Second and fourth weekends (Saturday & Sunday) of every month
2	Faculty, Staff, Guests and Visitors	15 per day	1. Breakfast 2. Lunch 3. Tea 2 times a day	Standard	On demand subscription
3	PGP Mumbai Participants				on demand subscription
4	High Tea				on demand subscription
4	Special Lunch/Dinner				on demand subscription

2. Important Notes to the caterers:

- The agency would provide breakfast, lunch, tea/coffee with biscuits and evening tea with snacks in the campus, as per menu decided by mess committee/IIM Indore Administration.
- **The food has to be prepared by the agency in its own premises in clean, hygienic and safe conditions as per the menu and thereafter served at IIM Indore, Mumbai Campus as the Campus has no infrastructure to allow bulk cooking. Only Tea/Coffee/few snacks may be prepared in the kitchen available in the Campus. The agency has to make arrangement for transportation of fresh cooked meals from its own premises to IIM Indore, Mumbai Campus and thereafter serving in the campus.**
- The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and mopped, after every meal (breakfast, lunch, evening tea and dinner) and will be disinfected once in a week or as and when required. The agency will also provide liquid soap for the wash basins in the dining area, cooking and catering area. All grease traps will be cleaned on daily basis and kept in serviceable conditions. Violation of this clause will invoke financial penalty.
- After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, katoris, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and

dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal.

- Efficiency, promptness, quality of food, quality service, good behavior and politeness of the agency and his staff are the essence of the contract. The agency is required to ensure that this essence of the contract is maintained at all times. Quality of services, hygiene and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the IIM Indore Administration.
- Agency will ensure that at all times one Supervisors/F&B executives will always be present during breakfast, lunch, evening tea and dinner. It is desirable that the supervisor continue at least for one semester. In case of any change, the IIM Indore Administration should be informed well in advance.
- Agency needs to provide breakfast, lunch, evening tea with snacks and dinner to IIM Indore guests and employees on demand subscription for which the employee will settle the bills directly.
- For extra items, it will be mandatory for the agency to serve the item in unlimited quantity/fixed weight/size on demand by the IIM Indore Administration/Mess Committee.
- All items will be cooked outside by the agency in its own premises as the kitchen of the campus has no sufficient infrastructure. No item, except tea/coffee/certain types of snacks identified beforehand, may be cooked in the kitchen of IIM Indore, Mumbai Campus.
- On special occasions, the menu will be identified by the mess committee and prepared by the agency.
- The quality of food will be inspected item wise by IIM Indore Administration/Mess Committee frequently and the mess vendor shall not deny access for such inspections. The IIM Indore Administration/Mess Committee has right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institution. Further, the store, kitchen of the agency can also be inspected by the IIM Indore so as to ensure that only the brands allowed for various articles are being used. In case a violation is found, the IIM Indore reserves the right to impose a financial penalty/cancellation of contract on repeated violation.
- The vendor will ensure that No instance of fire takes place and No injury to any of his employee or the IIM Indore person takes place. In case any of this happens then the vendor will be responsible for fulfilling the loss occurred.

- The IIM Indore shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same. Damage here means to property or individuals.
- The agency must provide the service throughout the year without closing the mess on any day unless ordered by the Administration of IIM Indore/Mess Committee.
- IIM Indore will provide the agency dining area, dining furniture free of cost.
- IIM Indore will not provide serving plates, tea spoons, table spoons serving spoon, forks, knives, stainless steel/glass tumbler, katories, any other item which may be required for serving of food. All this will have to be brought by the agency at his own cost after the approval of sample by IIM Indore Administration.
- The agency will be responsible for repairing & maintenance of all the property of IIM Indore given to the agency for use in the student mess. The agency shall replace inventory items, equipment, furniture and fixtures provided by IIM Indore in case of loss, theft or damage to the satisfaction of the IIM Indore Administration at his own cost and expense. On termination of the agreement, the agency will hand over all the equipment/articles as supplied by the IIM Indore in good working condition back to IIM Indore. In case of any damage beyond normal wear and tear then IIM Indore can recover the cost from the bank guarantee/current bill payment of the agency.
- The agency will liaise with the IIM Indore Administration/Mess Committee and report on regular basis about all the activities of the mess service. The agency shall extend full co-operation.
- The agency will ensure that his employees are free from any communicable disease. The Police verification record of all the workers will have to be maintained by the agency.
- The agency/his servant(s)/his nominee will not be permitted to stay overnight in the canteen premises under any circumstances.
- The agency will ensure separate menu/staff meal for its employee/staff working in the mess.
- The premises of the mess will not be used for the purpose for storing of raw material without the written permission of the IIM Indore Administration. The agency will not be permitted to franchise the services to any other party.
- IIM Indore is not bound to provide any mode of transport in respect of men or material required by the agency.

- Use of plastic tea cups and plastic carry bags is discouraged and the vendor shall use environment friendly material only for serving coffee, tea and for packing & carrying of food items.
- Any change like timing of operation etc will require the permission of the mess committee/IIM Indore Administration.
- The agency shall ensure proper disposal of the collected solid/liquid waste on a daily basis under his own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIM Indore, Mumbai campus. It shall be the responsibility of the agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms/practice of the local authority/IIM Indore. The agency would ensure clearance of all the drains in and around the kitchen and dining hall frequently & regularly at his own cost. IIM Indore will not pay any extra amount for the same. For any lapse this front, financial penalty will be levied.
- No electric appliances like electric heaters/ovens/fryers/cooktops will be permitted in the mess unless specifically approved by the IIM Indore Administration for a special purpose like baking. Due to space and other limitations, cooking using LPG will not be allowed in the kitchen available in the campus. However, arrangements may be made for tea/coffee making using induction cooker or other electrical appliances.
- Food should also be served at the designated place in the campus as and when required/ordered by Programme Office/Mess Committee.
- Pest-Control: The agency at all times will keep the cook house/dining hall/washing area/raw material store free from flies/cockroaches/mosquitoes/rats and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the agency at all times.
- Fire Fighting arrangement provided by the IIM Indore at the start of the contract to be kept serviceable at all times and handed over back to the IIM Indore after finishing of the contract.
- The menu as given above are to be served in unlimited quantity.
- The food shall be cooked, stored and served under hygienic conditions. The mess vendor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible. In case of any food related disease to any member of IIM Indore community, the agency will be responsible for reimbursement of complete medical expenses.

- Non vegetarian food, if required, will be cooked in a separate area with separate utensils, stored and served separately.
- The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the IIM Indore community.
- The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- The mess vendor shall ensure that only hot food is served to the students/employees.
- Mixing of potato in vegetables will not be permitted unless specifically told.
- For Lunch and Dinner a variety and freshness must be ensured. The agency has to ensure that drinking water is provided at dining tables regularly.
- The detailed daily meal wise menu specifying the dals and vegetables to be served, will be identified in the beginning of each week/fortnight/month by the Mess Committee/IIM Indore Administration. It will be mandatory for the agency to serve this pre-decided menu. In case of any difficulty in the same Mess Committee/IIM Indore Administration must be informed well in advance.
- The agency will be required to provide khichri or any other suitable item for sick residents in lieu of the regular meals on demand.
- The agency will not serve any item that has not been approved by the IIM Indore Administration/Mess Committee beforehand.
- Under no circumstances will any expired item be used in cooking.
- Use of colours/banned items as per industrial practices is prohibited.
- Menu will be checked by nutritionist once in a quarter and record will be kept for the same by the agency at own cost.

3. Menu:

Kindly note that operational services shall not include preparation of menu and any policy matters related to running the mess. All such decisions will be the direct responsibility of the IIM Indore Administration/Mess Committee.

MEAL PLAN - STANDARD CATEGORY

Meal	Menu
Tea/Coffee	Tea/Coffee- 2 times a day
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)

MEAL PLAN - SEMI DELUXE CATEGORY

Meal	Menu
Tea/Coffee	Tea/Coffee with assorted biscuits- 2 times a day
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	1.Veg Soup
	2.One Non-Veg item(Chicken, Mutton, Fish, Prawns, Eggs). It can be dry, semi-dry or Gravy preparation.
	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

Meal	Menu
High Tea	Pastry (Black Forest/Pineapple/Chocolate/Butter Scotch), Veg Pakoda (Paneer/Cheese) / Kachori / Samosa / Veg Cutlet / fried Snacks, Biscuits (Bakery/Monaco/Parle/Krack Jack/Sunfeast) or Wafers (branded) with different flavours, Patties and Cakes, Tea/Coffee (Nescafe)
Special Lunch/Dinner	Soup: Veg - Hot & Sour, Sweet Corn, Clear, Tomato, Vegetable. Starters: Veg-Hara bhara kabab, Roasted Paneer, Paneer Tikka, Spring Roll etc, Rice-Plain/Jeera/Pulao, Roti-Plain Tawa/Tandoori/Naan/Paratha, Dal fry/Dal makhani, 1 Item of Paneer with gravy, 1 Vegetable dry, Plain curd or Raita, Pickles & Papad, Sufficient quantity of Fresh seasonal fruits, Sweet / Ice Cream / Pudding, Green Salad and Sprouts, Saunf & Mishri

4. Quality of ingredients and other items:

The ingredients used must be of reputed brands from the list as given below. In case of non-availability of the reputed brand, any other brand needs to be approved by the Administration, IIM Indore/Mess Committee before use.

S. No	Item	Brand
1	Salt	Tata, Annapurna, Everest, Surya, Patanjali
2	Spices	MDH, Badshah, Everest, Tata, Patanjali
3	Ketchup	Maggi, Kissan
4	Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara, Patanjali (Use of Hydrogenated (vanaspati) oil is prohibited)
5	Pickle	Mother's, Priya, Nilon, Patanjali
6	Atta / Besan / Meda / Suji	Ashirvad, Shaktibhog, Laxmibhog, Patanjali
7	Daal/Dalhan	Tata, Patanjali, Harvest

8	Rice / Poha	India Gate, Dawat, Best, Patanjali,
9	Papad	Lijjat, Bikaji, Patanjali
10	Butter	Amul, Britannia, Mother Dairy, Saras
11	Bread	Star, Kalory, Kabhib, Harvest
12	Cornflakes	Mohans, Patanjali
13	Jam	Kissan or Maggi
14	Ghee	Amul, Mother Dairy, Britannia, Saras, Patanjali
15	Milk	Saras, Amul, Mother Dairy (Without Water)
16	Paneer	Amul, Saras
17	Tea	Brook bond, Lipton, Tata, Taaza, Wagh Bakri
18	Sugar	Uttam, Madhur, Patanjali, Harvest
19	Coffee	Nescafe
20	Ice Cream	Amul, Mother Dairy, Vadilal, Kwality, Havmor

5. Hygiene / Turn Out:

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

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

6. Service Timings (On second and fourth weekends of every month for PGPMX participants):

Breakfast	7.30 am to 09.30 am
Lunch	Saturdays: 01.00 pm to 02.30 pm Sundays: 12:00 pm to 02:30 pm
Evening Tea with Snacks	4.00 pm to 5.30 pm on both days
Tea/Coffee with assorted biscuits	Between session breaks

Note: The timing stated above is subject to change by the order of IIM Indore Administration/Mess Committee.

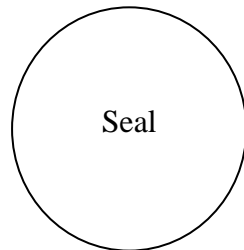
7. Manpower deployment planning for this tender (Shift wise):

S. No.	Designation	Total Manpower per shift per day
1	Supervisor	01 or more
2	Chef	1
3	Waiter	To be decided based on the quantum of Work
4	Dish Washers	
5	Table Cleaner	

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

- Minimum one chef is to be available at all times, s/he should be qualified and trained with sufficient experience at some renowned hotel/restaurant/institution and should have the knowledge and aptitude of preparing food (Indian, Chinese, Continental).
- All the personnel deployed by the agency should have relevant professional qualification and adequate experience in the related field as per the industry standard.
- The above deployment of manpower is indicative. This may be altered on any day as per the needs and requirements with prior permission of IIM Indore Administration.
- Service Provider's food preparation facility should be located in or around 8 km radius of IIM Indore Mumbai Campus ((Mahaavir Icon Building, CBD Belapur, Navi Mumbai).

Date:



Authorized Signatory:

Name:

Designation:

Place:

Contact No.:

ANNEXURE –VII**COMPANY PROFILE**

Name of the Party		
Date of Incorporation /Establishment		
PAN Number		
Sales / Service Tax Registration Number		
Office Address for Postal Communication		
Food Preparation Facility Address [As Per Clause 4.2 (g)]		
Authorized 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

FINANCIAL BID (BOQ)

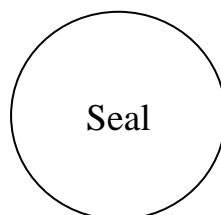
MEAL PLAN - STANDARD CATEGORY

Meal	Menu	<i>The rate in Rs. Per Person (Unlimited Food) (taxes extra as applicable at the time of billing)</i>
Tea/Coffee	Tea/Coffee- 2 times a day	
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)	

Applicable Tax Percentage: _____%

Date:

Place:



Authorized Signatory:

Name:

Designation:

Contact No.

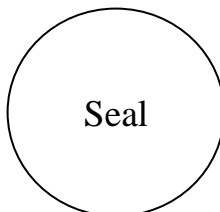
MEAL PLAN - SEMI DELUXE CATEGORY

Meal	Menu	<i>The rate in Rs. Per Person (Unlimited Food) (taxes extra as applicable at the time of billing)</i>
Tea/Coffee	Tea/Coffee with assorted biscuits- 2 times a day	
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	1.Veg Soup	
	2.One Non-Veg item(Chicken, Mutton, Fish, Prawns, Eggs). It can be dry, semi-dry or Gravy preparation.	
	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	

Applicable Tax Percentage: _____%

Date:

Place:



Authorized Signatory:

Name:

Designation:

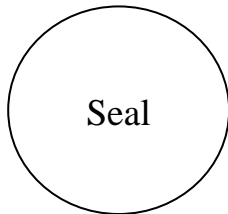
Contact No.

Meal	Menu	<i>The rate in Rs. Per Person (Unlimited Food) (taxes extra as applicable at the time of billing)</i>
High Tea	Pastry (Black Forest/Pineapple/Chocolate/Butter Scotch), Veg Pakoda (Paneer/Cheese) / Kachori / Samosa / Veg Cutlet / fried Snacks, Biscuits (Bakery/Monaco/Parle/Krack Jack/Sunfeast) or Wafers (branded) with different flavours, Patties and Cakes, Tea/Coffee (Nescafe)	
Special Lunch/Dinner	Soup: Veg - Hot & Sour, Sweet Corn, Clear, Tomato, Vegetable. Starters: Veg- Hara bhara kabab, Roasted Paneer, Paneer Tikka, Spring Roll etc, Rice- Plain/Jeera/Pulao, Roti- Plain Tawa/Tandoori/Naan/Paratha, Dal fry/Dal makhani, 1 Item of Paneer with gravy, 1 Vegetable dry, Plain curd or Raita, Pickles & Papad, Sufficient quantity of Fresh seasonal fruits, Sweet / Ice Cream / Pudding, Green Salad and Sprouts, Saunf & Mishri	

Applicable Tax Percentage: _____%

Date:

Place:



Authorized Signatory:

Name:

Designation:

Contact No.