



## INDIAN INSTITUTE OF MANAGEMENT SAMBALPUR

Sambalpur University Campus, Jyoti Vihar,  
Burla, Sambalpur, Odisha-768019

Tender No: IIMSBP/2017-18/RP/06

Date: 26 May 2018

### Notice Inviting Tender for Food Catering Services for a Period of 12 Months at IIM Sambalpur

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

#### Brief Details of Tender:

Type of Tender	EMD in INR	Estimated Cost for 12 months in INR exclusive of taxes	Contract Period
Item Rate	Rs. 3,62,525/-	Rs.1,81,26,252/-	12 Months

The Tender Document can be downloaded from M/S Keonics: <http://www.tenderwizard.com/etenders>, institute website: <http://www.iimsambalpur.ac.in> and Central Public Procurement (CPP) Portal <http://eprocure.gov.in/epublish/app> and bid is to be submitted online only through the KEONIC 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	26/05/2018	1730 Hrs.
02	Pre-Bid Meeting Date and Time	29/05/2018	1100 Hrs.
03	Bid Submission Start Date and Time	29/05/2018	1100 Hrs.
04	Bid Submission Close Date and Time	19/06/2018	1500 Hrs.
05	Closing date and time for Submission of original EMD	19/06/2018	1500 Hrs.
06	Opening of Technical Bids	19/06/2018	1700 Hrs.

## 1. ABOUT IIM SAMBALPUR

IIM Sambalpur was registered as a Society under Societies Registration Act, XXI of 1860 on August 19, 2015. The temporary campus of IIM Sambalpur is located at Sambalpur University Campus, Jyoti Vihar, Burla, Sambalpur - 768019. IIM Sambalpur has been allotted a piece of land measuring over 200 acres in Basantpur, for the permanent campus by the Government of Odisha.

## 2. SCOPE OF WORK

Broadly the services involve following tasks:

- a) **Student's Hostel - Catering Service in Student's Mess in Hostel.**
- b) **Guest Houses and Director's Residence- Catering service & Front Office Management at Guest House and Housekeeping Services at Director Residence and Guest House.**

## 3. ELIGIBILITY CRITERIA

The following is the minimum eligibility criteria for the caterer to participate in the tender for providing Food Catering service at IIM Sambalpur.

- (a) Should have at least three customers with 150 PAX for catering services in last 3 years for any institution/ private/ reputed institution catering services.
- (b) Trade & Labor License
- (c) GST registration Certificate
- (d) PAN card in firm's name
- (e) 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-III.
- (f) 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-IV.
- (g) The firm should attach list of Work Orders / documentary evidence where the similar type of work has been executed during previous three 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-V.

- (h) The Annual Turnover should be at least 30% of the estimated cost during each of the previous three financial years (2014-15, 2015-16, 2016-17). Copies of duly signed audited profit and loss accounts / CA Certificate are to be submitted as per the Annexure-VI.
- (i) The firm should have minimum two years of experience in institutional catering in a large reputed educational institution such as IIMs, IITs, IISER, Central Universities, or other reputed Industrial houses.
- (j) The firm should have labour license, Municipal Food License (FDA), PF and ESIC for their existing businesses.
- (k) The firm should have valid ISO 9001-2015 certification or any other nationally or internationally acclaimed certification related to food safety and quality.
- (l) The firms should have valid food license issued by Food Safety and Standards Authority of India (FSSAI), EMS 14001:2015 and OHSAH 18001:2007 for their existing business, if applicable.
- (m) The firm should be operating in a Proper Kitchen (not in temporary shed/ hut/ partially constructed) with all required safety & fire hazards conditions.
- (n) Modern Kitchen equipment in the food preparation area.
- (o) Undertaking to start the work within one week of the received of Letter of Award.

#### **4. OTHER REQUIREMENTS**

**a. Menu:** Day wise sample menu is given in Annexure– I. The same is required to be changed once in a month in consultation with the Manager – Student Hostel & Mess, IIMS and the student representatives, to bring in variety of food.

**b. Food Catering Locations:**

**Location 1:** Student Hostel at IIM Sambalpur Burla Campus (two hostels of capacity of 200 students)

**Location 2:** IIM Sambalpur Guest House at Greater Sambalpur (one guest house with the capacity of 5 - 10 guests)

**c. Food Serving Timings at Hostel:**

Breakfast: From 7.00 am to 9.00 am every day

Lunch\*: From 1.00 pm to 2.00 pm every day

Dinner: From 7.30 pm to 9.30 pm every day

**\*Timings may vary based on the Class Schedule which will be informed in advance. Location for serving food on Sundays may also vary based on the Class Schedule which will be informed in advance.**

#### **d. Food Serving Timings at Guest House:**

Breakfast: From 7.00 am to 10.00 am every day

Lunch: From 1.00 pm to 2.00 pm every day

Dinner: From 7.30 pm to 9.30 pm every day

- **Manpower Deployment:** The Caterer is required to deploy the manpower as specified below:
- **At Hostel:** The Caterer is required to deploy 3 Cooks, 2 helpers, 2 service workers and 1 utility workers for serving the food and cleaning (removing the plates, used tumblers, cleaning the tables, used Crockery etc.) at hostel during all timings when the food is served. The basic cleaning should be taken care by the Caterer only
- **At Guest House:** The Caterer is required to deploy 1 cook, 1 service worker and 1 utility worker
- **Sanitation Items:** The Caterer should provide the sanitation items like soap oil / hand wash liquids for washing the hands & tissue papers at all the locations where the food is served. Replenishing of the items is the responsibility of the Caterer only.
- **Cutlery / Crockery for serving food:** IIMS will provide proper and required number of Cutlery/Crockery items like Glasses, serving bowls, plates etc., for serving the food and kitchen equipment at both locations. Replenishing of the items due to breakage/damage is the responsibility of the Caterer only. IIMS will also provide electricity and water facilities at both the locations.
- **Grooming:** The Caterer should ensure that the team follows the uniform with shoe polished, wear the head caps and hand gloves. The male should present themselves with neatly shaved face.
- **Dustbins with Garbage covers:** The Caterer should provide required dustbins and garbage covers at all the locations at food serving area and the disposal of garbage on daily basis is the responsibility of the Caterer only.
- **Storage of food items:** Items like Jam, Pickles, Butter, Salt, and Sugar should be kept /stored properly in a neat and clean place near dining areas to avoid insects/mosquitoes. The items should be checked at regular intervals and should be replenished based on the requirement.
- **Medical tests & Insurance:** Persons who prepare / serve food should maintain high degree of cleanliness and personal hygiene. They should be examined by our Medical Doctor (once at beginning and thereafter once a quarter) that they are medically fit and suitable to cook and serve. They should be comprehensively insured by the Caterer for any accidents and injuries at the caterer scope and cost.
- **Food Test Reports:** The Caterer should, at his own cost, get the food tested at the laboratory specified by us and furnish a report of suitability at least once in SIX months or as and when demanded by us.
- **Inspection of Kitchen:** The Caterer should allow IIMS representatives to inspect / check the kitchen at periodical intervals.

## 5. HOUSEKEEPING AT DIRECTOR'S RESIDENCE AND IIM GUEST HOUSES

The Institute insists on a high degree of cleanliness and hygiene at Director's Residence and both guest houses.

### Scope of housekeeping 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, firefighting equipment's, 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.
- Room check list, wash room check list are to be maintained at IIM Guest house. 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.
- **Manpower Deployment:** The caterer is required to deploy the manpower for Director's Residence and guest house as specified:
  - (i) 2 female staffs, 5 male staff, 1 cook cum helper lady staff

Area wise coverage of housekeeping task:

Block/Complex	Area for House Keeping
Director Residence and IIM Guest House 01and 02	Total building and its immediate peripherals including garbage removal

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

SN	Description of Required Item	Brand/Make
1	Shampoo Sachet	Sunsilk/Clinic/ H&S /equivalent
2	Soap 30g	Lux/ Dove/Pears/Equivalent
3	Mosquito repellent refills	Goodnight/All out
4	Tea/Coffee/SugarSachet/Milk Powder	Tetley/Nescafe/Amulya/Equivalent

- 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 Guest Houses.

- 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 Director's Residence and Guest Houses. The institute will provide sufficient stock of these items.

## 6. FRONT OFFICE MANAGEMENT AT IIM GUEST HOUSE

In addition to the catering and housekeeping services, Front Office Management (Reception) services in the following Guest House:

Location	Details
Guest House 01	Front Office Staff on 24 x 7 basis

- **Manpower Deployment:** The caterer is required to deploy the one male staff for the front office operation at the guest house.
- 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.

## 7. EARNEST MONEY DEPOSIT (EMD) DETAILS

- a) **EMD of Rs. 3,62,525/- (Rupees Three Lakh Sixty Two Thousand Five Hundred Twenty Five only)** in the form of Demand Draft/Banker's Cheque/NEFT from Nationalized/scheduled bank in favour of Indian Institute of Management Sambalpur, payable at Sambalpur, should be submitted. The EMD should be valid for at least 90 days. The details are mentioned below:

### BANK DETAILS:

Name: IIM Sambalpur  
 Bank Name: State Bank of India  
 Account Number: 36134431122  
 Bank Address: IIM Indore Campus, Indore-453556  
 IFS Code: SBIN0030525

Email: [procurement@iimsambalpur.ac.in](mailto:procurement@iimsambalpur.ac.in)

- b) Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for **all these items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect.
- (c) EMD of all unsuccessful bidders (if any) 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. 18.

- d) In case of successful tenderer, the EMD (if any) may be adjusted towards the Performance Security deposit on request.
- e) The amount of EMD (if any) 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.
- f) No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.
- g) The details pertaining to Tender fee/EMD (if any) are to be filled as per Annexure-II.

## **8. TECHNICAL BID EVALUATION DETAILS**

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

## **9. 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-VIII available with the tender failing which the offer is liable for rejection. Kindly quote your offer on for IIM Sambalpur (inclusive of all taxes and charges).

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

- a. Prior to detailed evaluation, the Institute will determine the substantial responsiveness of each bid to the tender document. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding/tender document and is without any material defects and deviations. If a bid is not substantially responsive, it will be rejected by the Institute and may not subsequently be made responsive by the bidder by correction of the non-conformity. Only those bidders whose Technical bids have been found substantially responsive would be informed by the Institute about their responsiveness. The Institute will evaluate and compare the Price/Financial/Commercial bids of only those Technical bids which have been determined to be substantially responsive. The Institute will award the contract to the successful bidder who has been determined to have qualified in the technical and commercial evaluation based on L1 price.
- b. The Institute shall correspond only with the shortlisted bidders. Any form of canvassing/influencing will attract rejection of bid submitted by the bidder and the Institute reserves the right to take such penal action (e.g. blacklisting the Bidder for the present and future etc.) as it deems fit. Notwithstanding anything contained above, the Institute reserves the right to reject all or any bid as recommended by the Tender Committee and is not bound to divulge any reason to the unsuccessful bidders.

## **10. AVAILABILITY OF TENDER**

The Tender Document can be downloaded from Keonics, <http://www.tenderwizard.com/etenders>, institute website <http://www.iimsambalpur.ac.in> and Central Public Procurement (CPP) Portal <https://eprocure.gov.in/epublish/app>. to be submitted offline only up to the last date and time of submission of tender.

## 11. PRE-BID MEETING

Pre-Bid meeting will be held on **29-05-2018** at 1100 Hrs. at IIM Sambalpur Campus to address the queries of the bidders regarding the tender, if any.

## 12. BID VALIDITY PERIOD

The bid will remain valid for 9 months from the date of opening of financial bid as prescribed by IIM Sambalpur. A bid valid for a shorter period shall be rejected, being non-responsive.

## 13. BID SUBMISSION

### 13.1 Instruction to Bidder

Bidders are required to enroll on the e-Procurement module of the **KEONICS** <http://www.tenderwizard.com/etenders>.

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 authorized certifying agencies recognised by CCA India (e.g. Sify / TCS/ nCode / eMudhra, etc.). Also, please contact KEONICS help desk:

Phone: 080-40482000 and Email id: [radhika.m@antaressystems.com](mailto:radhika.m@antaressystems.com)

Note: If Vendors already having Digital Signature Certificate then no need to buy the digital signature again.

To activate the user ID and password, kindly pay the **Registration fee of Rs. 2,000 plus 18% GST** by paying online payment through credit card/Debit card /Net banking in the website.

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 KEONICS 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 KEONICS 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: KEONICS: <http://www.tenderwizard.com/etenders>

E- Tender HELPDESK: To get in touch with one of the customer service representatives, please refer the help desk numbers provided on the homepage or call the following number:

Bangalore: Sridevi - 080 -49352000; e-mail: [sridevi.m@etenderwizard.com](mailto:sridevi.m@etenderwizard.com)



Mohan Kumar - 09686196765; e-mail: [mohan@etenderwizard.com](mailto:mohan@etenderwizard.com) Communication Address: KEONICS Help Desk No. 24, 3rd stage, 4th Block, Basaveshwaranagar, Bangalore – 560079; Fax: 080 40482114

#### **14. BID OPENING**

- a) Technical Bids will be opened on 19/06/2018 at 15.00 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.

#### **15. PAYMENT TERMS**

- (a) No advance payment will be made in any case. Bills in duplicate should be sent and payment shall be released made on monthly basis through online mode within 2 weeks, only after it is ensured that the items supplied and installed to entire satisfaction of IIM Sambalpur. In case any item is found defective, or not of desired quality etc., the same should be returned by the firm immediately (maximum 15 days) for which no extra payment shall be made.
- (b) If any student(s) leaves/opts out from the mess facility due to any official reason/Team breaks/exceptional case, the IIMS representative will inform the caterer in advance not to supply food for those days and for the numbers specified. In such cases, the cost will not be calculated for those particular dates for the students.

#### **16. WARRANTY OF QUALITY AND QUANTITY**

- (a) The awardee shall give minimum one-year onsite warranty on supplied items.
- (b) The awardee shall give warranty that all items are as per specification(s), conforming to the specified design and there are no defects in the process of manufacturing, packaging, transportation and delivery.
- (c) Upon receipt of notice from IIM Sambalpur for defective material, the firm shall within 15 days of receipt of the notice, replace the defective material, free of cost at the destination. The firm shall take over the defective material at the time of their replacement. No claim whatsoever shall lie on IIM Sambalpur for the replaced goods thereafter. If the firm fails to replace the defective goods within a reasonable period, IIM Sambalpur may proceed to take such remedial actions as may be necessary, at the company's risk and expense.

#### **17. PERFORMANCE SECURITY DETAILS**

- a. The successful bidder will have to furnish performance bank guarantee of 5% of total value of the contract in the form of bank guarantee or deposit equivalent money with Indian Institute of Management Sambalpur, the bank account details specified in item No.7 (a) in

“tender details” of this document, within 10 days of award of the contract. This amount will be adjusted in the last payment, i.e., at the end of the contract period.

- b. Performance Bank Guarantee will be forfeited if the firm fails to perform any of the terms or conditions of the contract, besides the firm may also be blacklisted
- c. Performance Bank Guarantee should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier
- d. Performance Bank Guarantee amount will be refunded to the Caterer without any interest, whatsoever after it duly performs and completes the contract in all respects

## **18. CONTRACT PERIOD**

- a) The contract will be initially for a period of 12 months years from the date of issue of the order. Based on satisfactory performance, the contract may be extended up to another one year on mutually agreed terms and conditions.
- b) IIM Sambalpur 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 Sambalpur.
- d) IIM Sambalpur 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.
- e) Number of Pax may vary/increase for hostel and guest house may increase and additional manpower may be added without any additional cost.

## **19. DELIVERY SCHEDULE**

The successful bidder should commence operation w.e.f. 25 June 2018.

## **20. Terms for Termination of Contract:**

The food catering contract can be terminated by either side by giving a notice of not less than 60 days in advance without showing any reason for the termination of the contract.

## **21. Arbitration:**

In case of any dispute arising out of the terms and conditions of contract or assignment, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIM Sambalpur per the relevant Act and the award of the Sole Arbitrator will be binding on both the parties. The cost of such arbitration shall be shared by both the parties equally. Further, any legal dispute arising shall be settled in the court of competent jurisdiction located within the local limits of Sambalpur, Odisha

## **22. Security Deposit:**

IIM Sambalpur will not pay any deposits (security, advance etc.) to the Food catering contractor.

## **23. OTHER TERMS AND CONDITIONS**

- a) Entry into IIM Sambalpur 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 Sambalpur in this behalf to be jointly signed by the caterer and the concerned personnel.
- b) 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.
- c) The gate pass may be withdrawn without assigning any reason.
- d) 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.
- e) The caterer's personnel shall not indulge in entertaining their guests/outside in the IIM Sambalpur premise, and shall not loiter in the IIM Sambalpur premises and shall not normally move out of their specified area of operation.
- f) 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 mess Committee, and the contractor.
- g) 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.
- h) In case of any kitchen item is missing then the caterer will be bear the cost of the same missing item.
- i) The entire stock of kitchen equipment will be handed over to the contractor at the time of signing of contract or as and when it is required.

## **24. Penalty Clause**

### **(a) Catering**

- 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.
- 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.

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 housekeeping services.
- Not deployment of sufficient manpower.

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.
- An amount of Rs. 1,000/- per instance for quality /taste issues as the complaint raised by majority of students.
- An amount of Rs.500/- per instance for not serving the food item given in the menu without any prior information and approval from the IIMV representative.
- Amount of Rs.5000/- per instance or the total food cost of that meal, as deemed appropriate, in case of hygiene issues like worms/insects or any other harmful particles found in food served.

#### **(b) Housekeeping and Front Office Management**

In case the contractor fails to arrange for the suitable housekeeping at Guest house and Director's Residence and front office management requirement at guest house, appropriate penalty would be levied at the discretion of the Institute on following events:

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

**ANNEXURE – I**  
**Sample Food Menu**

- **Food to be served in Buffet**
- **Food menu to be changed as per the student requirement once in 30 days. Menu consists of South, North Indian Dishes**
- **Dining tables & Chairs will be provided by IIMS at Hostels & Guest House.**
- **IIMS may replace some of the below mentioned items in the menu with Confectionary/Dessert or any other item in future.**

<b>Comm on in Every Meal</b>	<b>Breakfast</b>	<b>Lunch</b>	<b>Dinner</b>
	<b>Cornflakes/Chocos/ Wheatflakes Hot/Cold Milk/ Coffee/Tea, Bread with Butter &amp; Jam</b>	<b>Green salad: Tomato, Cucumber, Carrot &amp; onion Slices, Phulka, Curd, Papad, Pickle, Plain Rice</b>	<b>Green salad: Tomato, Cucumber, Carrot &amp; onion Slices, Phulka, Curd, Papad, Pickle, Plain Rice</b>
	<u><b>Breakfast:</b></u> <ul style="list-style-type: none"> <li>• Cornflakes/chocos</li> <li>• Eggs to order(boiled/scrambled/omellete)</li> <li>• Idli Sambhar</li> <li>• Paratha (stuffed [potato,radish, cauliflower])</li> <li>• Slices of plain bread(white/brown), toasted, jam, butter(peanut), mayoinaise, neutrela</li> <li>• Tea, coffee, milk, bournvita equivalent</li> <li>• Dosa/utappam</li> <li>• Chole Bhatura</li> <li>• Pav Bhajji</li> <li>• Dhokla</li> <li>• Sprouts</li> <li>• Missal Pav</li> <li>• Puri Bhaji</li> </ul>	<u><b>Lunch:</b></u> <ul style="list-style-type: none"> <li>• Jeera Rice/Biriyani/Pulao/Plain Rice/lemon rice</li> <li>• Roti (plain/Tawa/Tandoori/Nan/Paratha)</li> <li>• Chinese-chowmin</li> <li>• Dal fry/ Dal makhani</li> <li>• Papad</li> <li>• Green salad, Russian salad</li> <li>• One seasonal vegetable dry and one vegetable gravy</li> <li>• One non-veg (Mutton, Chicken,Fish,Prawn)[chilli/gravy]</li> <li>• One veg(paneer/mushroom) [chilli/gravy]</li> <li>• Plain curd or Raita</li> <li>• Lassi/Butter milk/Fruit shakes</li> <li>• Seasonal fruits/ sweets</li> <li>Sauf/mishri</li> </ul>	<u><b>Dinner:</b></u> <ul style="list-style-type: none"> <li>• Jeera Rice/Biriyani/Pulao/Plain Rice/lemon rice</li> <li>• Roti (plain/Tawa/Tandoori/Nan/Paratha)</li> <li>• Chinese-chowmin</li> <li>• Dal fry/ Dal makhani</li> <li>• One non-veg item(chicken,mutton,fish,prawn) [chilli/gravy]</li> <li>• One veg(paneer/mushroom) [chilli/gravy]</li> <li>• Green salad, Russian salad</li> <li>Sweets (Kheer, Chena Payas, Gajar Halwa, Sewian, Custard, Rasagolla)/Icecream</li> </ul>
	<b>VIP Menu for Lunch/Dinner</b>	Apart from the above menu soup, starter, one veg /Non veg dish and sweet is added.	

## Tentative Menu for Hostel & Guest House

Common in Every Meal	Breakfast	Lunch	Dinner
	<p><b>Cornflakes/Chocos/ Wheatflakes Hot/Cold Milk/ Coffee/Tea, Bread with Butter &amp; Jam</b></p>	<p><b>Green salad: Tomato, Cucumber, Carrot &amp; onion Slices, Phulka, Curd, Papad, Pickle, Plain Rice</b></p>	<p><b>Green salad: Tomato, Cucumber, Carrot &amp; onion Slices, Phulka, Curd, Papad, Pickle, Plain Rice</b></p>
	<p><b><u>Breakfast:</u></b>  <ul style="list-style-type: none"> <li>• Any One item</li> </ul>                     Break Fast as per Menu</p>	<p><b><u>Lunch:</u></b></p> <ol style="list-style-type: none"> <li>1. Vegetable Dry</li> <li>2. Vegetable Gravey</li> <li>3. Sweet</li> <li>4. Non-veg (Chicken/Fish/Egg)</li> </ol>	<p><b><u>Dinner:</u></b></p> <ol style="list-style-type: none"> <li>1. Vegetable Dry</li> <li>2. Vegetable Gravey</li> <li>3. Sweet</li> <li>4. Non-veg (Chicken/Fish/Egg)</li> </ol>

## ANNEXURE – II

To

Officer (Stores and Purchase)  
Indian Institute of Management Sambalpur  
Jyoti Bihar  
Sambalpur 768019, Odisha.

**Sub: - Tender EMD Details.**

Ref: - Tender No. IIMSBP/2017-18/RP/06 dated \_\_\_\_\_  
(Notice Inviting Tender for Catering and Housekeeping Services at IIM Sambalpur)

Dear Sir,

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

Detail of DD/BC/BG	Amount	No. and Date	Bank Name
Earnest Deposit Money	Rs.3,62,525/-		

Thanking you

Yours faithfully,

(Authorised Signatory with Seal)

## ANNEXURE – III

To

Officer (Stores and Purchase)  
Indian Institute of Management Sambalpur  
Jyoti Bihar  
Sambalpur 768019, Odisha.

### **Sub: - Self Declaration Certificate**

Ref: - Tender No. IIMSBP/2017-18/RP/06 dated \_\_\_\_\_  
(Notice Inviting Tender for Catering and Housekeeping Services at IIM Sambalpur)

Dear Sir,

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

**Date:**

**Authorized Signatory**

**Place:**

**Name:**

**Designation:**

**Contact No.:**

**Email ID:**



**ANNEXURE – IV**

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

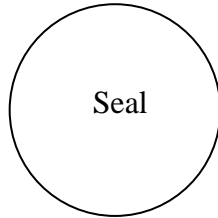
I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered/pending against the firm or its owner/partners anywhere in India.

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:**

**Authorized Signatory**

**Place:**



**Name:**

**Designation:**

**Contact No.:**

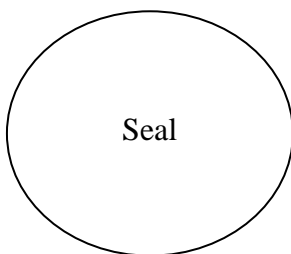
**ANNEXURE – V**

**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 three 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-V
		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.:

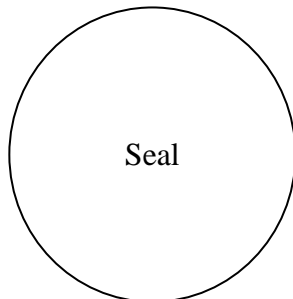
**ANNEXURE – VI**

**Annual Turnover Details:**

<i>Evaluation Criteria</i>			<i>Remarks</i>
Bidder's Annual Turnover for last three financial years	Financial Years	Turnover in Rs.	Supporting Documents are to be attached along with the Annexure-VI
	2016-2017		
	2015-2016		
	2014-2015		

Date:

Place:



Authorized Signatory:

Name:

Designation:

Contact No.:

**ANNEXURE –VII  
TECHNICAL BID**

Sl. No.	Details	Compliance Yes/No	Remarks
1	<ul style="list-style-type: none"> <li>• Undertaking to start the work with in one week of the received of Letter of Award.</li> <li>• Firm registration certificate</li> <li>• Trade &amp; Labor License</li> <li>• GST registration Certificate</li> <li>• ESI and PF Registration Certificate</li> <li>• PAN card in firm's name</li> </ul>		Supporting Documents are to be attached along with the Annexure-VII
2	The firm should have labour license, Municipal Food License (FDA), PF and ESIC for their existing businesses.		
3	The firm should have valid ISO 9001-2015 certification or any other nationally or internationally acclaimed certification related to food safety and quality.		
4	The firms should have EMS 14001:2015:2005 certification.		
5	The firms should have 18001:2007 certification.		

**ANNEXURE –VIII  
FINANCIAL BID**

Name of the Tenderer's agency: .....

**(A) CATERING SERVICES**

Sl No	Category	Tentative number of Person	Amount per person per day	No of days	Total Amount in INR
A	B	c	d	e	f = c x d x e
1	CATERING CHARGES AT STUDENT'S HOSTEL (Inclusive of Breakfast, Lunch, and Dinner)	200		30	
2	CATERING CHARGES AT GUEST HOUSE (Inclusive of Breakfast, Lunch, and Dinner)	10		30	
3	VIP Menu for Lunch/ Dinner	50		30	
TOTAL (A)					

**(B) HOUSEKEEPING SERVICES**

Sl. No.	Location	Tentative Number of Person	Amount Per Person Per Day	No. of Days	Total Amount in INR
a	B	c	d	e	f=c x d x e
1	DIRECTOR RESIDENCE 1 Cook cum Helper Staff (Female) 1 Housekeeping Staff (Female)	2		30	
2	GUEST HOUSE 01 AND 02 5 Housekeeping Staff	5		30	
TOTAL (A)					

Note : Please provide breakup of meal below. This will be given on per person per meal basis by the bidder. This will not be considered for deciding the award of contract. However, this shall be used for payment towards catering services used by IIM Sambalpur Students and Guests. Kindly don't quote rate for full month for this.

Sl No	Meal	Rates per person per meal in INR		
		Student's Hostel	Guest House	VIP
1	Breakfast			
2	Lunch			
3	Dinner			
TOTAL				

**Evaluation of Financial Bid:**

The lowest bid (L1) will be calculated by treating all categories all together as one Job work basis.

Sl No	Services	Total Amount per month in INR (In Figure)	Total Amount per month in INR (In Words)	Total Amount for 12 months INR (In Words)
(A)	Catering Services at Hostel			
(B)	Catering Services at Guest House			
(C)	Housekeeping Services at Director's Residence and both Guest Houses			
(D)	VIP Catering Services			
TOTAL in INR (A+B+C)				
GST (in %)				
GRAND TOTAL in INR (A+B+C)				

No.	Product Name/Item	Brand
1	Ajina Moto 500 Gm	Cock
2	Ajwain	Loose
3	Atta	Kissan Bhog/Durga Bhog
4	Beson Chana(Chakki)	Durga Bhog
5	Bhujia 350 Gm	Haldiram
6	Coffee(250 gm)	Nestle
7	Dalda 1 Ltr	Ruchi/Dalda
8	Dhaniya /Coriander PWD 500 gm	Everest
9	Jeera/Cumin(500 Gm)	Everest/welcome
10	Kashmiri Chili Powder(100 Gm)	Everest,MDH
11	Kasuri Methi(50 Gm)	Everest,MDH
12	Dhaniya /Coriander PWD 500 gm	Bharat
13	Elaychi Green/Cardamom	Loose
14	Ghee(1 Kg)	Omfed
15	Haldi Powder/ Turmeric(500 Gm)	Everest,MDH
16	Hing/ Asafoetida(25 Gm)	Everest,MDH
17	Jam Mixed fruit(500 Gm)	Kisaan
18	Maggi/Top Ramon @ 12 MRP	Nestle
19	Masala Biriyani(50 Gm)	Everest,MDH
20	Masala Chana Pwd(100 Gm)	Everest,MDH
21	Masala Chat(100 Gm)	Everest,MDH
22	Masala Chicken(100 Gm)	Everest,MDH
23	Masala Chole(100 Gm)	Everest,MDH
24	Masala Garam(100 Gm)	Everest,MDH
25	Masala Kada Grm(100 Gm)	Everest,MDH
26	Masala Kitchen King (100 Gm).	Everest,MDH
27	Masala Meat(100 Gm)	Everest,MDH
28	Masala Pani Puri(100 Gm)	Everest,MDH
29	Masala Pawbhaji(100 Gm)	Everest,MDH
30	Masala Rajma Pwd(100 Gm)	Everest,MDH
31	Masala Sabji(100 Gm)	Everest,MDH
32	Masala Sambhar Pwd(100 Gm)	Everest,MDH
33	Oil Musterd	DH/Saloni
34	Oil Refine (Soya)	Naturefresh/Engeen
35	Papad(200 Gm)	Sriram,Lijat
36	Pasta(100 gm)	Maggi
37	Pepper Black Powder(100 Gm)	Everest,MDH
38	Pepper White Powder(50 Gm)	Everest,MDH
39	Pickle Mango 5 Kg	Nelons/Swadist
40	Pickle Mixed 5 Kg	Nelons/Swadist
41	Red Chilly Powder(1 Kg)	Everest/shivom
42	Salt	Prime,Tata
43	Salt Black(1 Kg)	Bharat /premium
44	Sauce Mayonaise(500 Gm)	Fun Food/Delmonte
45	Sauce Tomato(1 kg)	Maggi

46	Sauce Tomato(1 kg)	Kissan
47	Sause Green Chilly(700 MI)	Swagat
48	Sause Soya(700 MI)	Swagat
49	Sugar free Sachet	natura
50	Tea Green	Lipto/Tetly
51	Tea	TATA AGNI
52	Tea Bag	Tajmahal
53	Vinegar /Sirka(700 MI)	Lals/Swagat
54	Vermicilly(900 gm)	Bombino

NOTE:

- a) Rates are to be given in Indian Rupees (INR) only exclusive of GST and all other taxes/levies/Govt. charges.
- b) The above quote is for estimate purpose only and actual amount will be paid for the actual services availed by IIM Sambalpur in a particular month.
- c) For Catering Services at Hostel, 150 PAX per day for 12 months in a calendar year is minimum assurance. Number of PAX can go up to 200 with no change in the per PAX cost. Actual amount will be paid for the actual services availed on day basis in the category for vegetarian and non-vegetarian.
- d) The agency has to bid for all the items mentioned in the tender document. The tender document shall not be considered valid for partial bidding or non-bidding of any item.
- e) The bid is valid for minimum period of 90 (ninety) days from the last date of submission of bid.
- f) All services are to be carried out as per the details in Technical Bid of this tender.
- g) The agency will be given yearly increment of 5% (five percent) on the immediate previous year's rate and may also be continued for additional two years if contract extended on all the contracted value under this tender.

Place :

Date :

(Signature of the bidder with seal)