



भारतीय प्रबंधन संस्थान संबलपुर
INDIAN INSTITUTE OF MANAGEMENT SAMBALPUR

An Institute of National Importance, Ministry of Education, Government of India
Jyoti Vihar, Burla- 768019, Sambalpur
URL: www.iimsambalpur.ac.in

E- Tender Document for Providing Mess and Catering Services at IIM Sambalpur

Online tendering through CPPP (<https://eprocure.gov.in/eprocure/app>)

INDEX

Sl. No	Description	Page No.
1	Notice Inviting tender	02-03
2	Scope of Work	03-08
3	Eligibility Criteria	08-09
4	Instruction for Preparation & submission of Inline Bids	09-11
5	Bid Evaluation Process	11-12
6	Contract period	13
7	Payment terms	13
8	Performance Security	13
9	General Terms & Conditions	14-15
10	Annexure-I: Submission of EMD	17
11	Annexure-II: Submission of Self Declaration	18
12	Annexure-III: Submission of Non- Blacklisted Certificate	19
13	Annexure-IV: Submission of Annual Turnover details	20
14	Annexure-V- Technical Bid	21-22
15	Annexure-VI- Financial Bid (BOQ)	23



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(An Institute of National Importance, Ministry of Education, Government of India)
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NOTICE INVITING TENDER FOR PROVIDING MESS & CATERING SERVICES AT IIM SAMBALPUR

Tender No. IIMSBP/2022-23/RP/22 dated: 27/05/2022

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

The schedule and other details of Tender are as under:

Tender Description	Providing Mess and Catering Services at IIM Sambalpur	
Period of Contract	Initially for two years which may be extended up to two years on same rate and terms & conditions	
EMD Value (Rs.)	Rs. 6,00,000/- (Rupees Six Lakhs Only)	
Tender Publish Date & Time	27/05/2022	1.00 pm
Tender Download Date & Time	27/05/2022	3.00 pm
Pre Bid Query Date & Time	02/06/2022	11.00 am
Bid Submission Start date & time	28/05/2022	10.30 am
Bid submission close date & time	17/06/2022	4.00 pm
Opening of Technical bid	18/06/2022	4.30 pm
Date of Presentation	Will be intimate to technically qualified bidders only	

This tender document containing eligibility criteria, scope of work, terms and conditions, evaluation process under QCBS system, specification and other documents can be downloaded from the institute website: <http://www.iimsambalpur.ac.in> and from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/epublish/app> and bid is to be submitted online only through the CPP Portal by the last date & time of submission of the tender.

The tenderer shall sign and stamp each page of this tender document as taken of having read, understood and comply with tender, the terms and conditions contained herein.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.

1. ABOUT IIM SAMBALPUR:

IIM Sambalpur is an institute of National Importance under MHRD as per IIM Act 2018 passed by parliament. IIM Sambalpur was established in 2015 by MHRD, Govt. of India and is currently operating at Jyoti Vihar, Burla-768019, Sambalpur, Odisha and the permanent campus is expected to be operational within few months.

2. EARNEST MONEY DEPOSIT:

The contractor/ Agency shall deposit Bid Security (EMD) for an amount of **Rs. 6,00,000/- (Rupees Six lakhs only)** in the form of Demand Draft/ Banker's Cheque/ NEFT from any Nationalized/ Scheduled Bank in favour of Indian Institute of Management Sambalpur should be submitted as per **Annexure-I**. The EMD should be valid for a period of 45 days.

The bank account details are mentioned below:



BANK DETAILS:

Name: IIM Sambalpur
Bank Name: State Bank of India
Account Number: 36134431122
Bank Address: Sambalpur Burla Main Branch-768019
IFSC Code: SBIN0002034
Email: procurement@iimsambalpur.ac.in

- a) 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 Organization or the concerned Ministry or Department or Start-ups as recognized by Department of Industrial Policy & Promotion (DIPP) are exempted from EMD. However, they have to enclose valid self-attested registration certificate (s) along with the bid documents.
- b) The Bid security (EMD) without interest shall be returned to the unsuccessful bidder after finalization of contract and successful bidder EMD may be adjusted as Security deposit.
- c) The EMD shall be forfeited, if successful bidder fails to undertake the work.
- d) No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.

3. SCOPE OF WORK:

The Contractor is expected to provide the following cooking & serving services in student mess, MDP Guest Houses or any other designated place as desired by IIM Sambalpur administration.

Sl. No	Type of Meal	Remarks
1	Breakfast	
2	Lunch	Average 400-450 meals per seating, it may goes up to 500 for institute guest/visitors as per requirement.
3	Dinner	
4	High Tea	The number of PAX will be decided as per institute requirement.
5	Special Lunch / Dinner	

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

3.1. Terms & Conditions of the Scope of work:

- a) The Catering Service Provider is required to deploy adequate number of manpower for cooking, serving, supervision & cleaning (removing the plates, used tumblers, cleaning the tables, used Crockery etc.) hostel mess, kitchen, dining halls and auxiliary areas three times in a day after each meal. The basic cleaning should be taken care by the Caterer.
- b) The Catering Service Provider shall provide reasonably good, neat & clean uniform with name badges, shoes, Socks, Sanitizer, disposable head caps, hand gloves and masks etc. to its workers deployed at IIM Sambalpur site at its own cost. All staff should follow minimum grooming standards like, hair should be close-out, combed; uniforms must be clean and ironed; nails properly manicured, neatly shaved face; no body odour and bad breath; physical appearance should not be sloppy.
- c) The catering service provider shall provide proper neat & clean uniform to chef with name badges, head caps, hand gloves.
- d) Agency will ensure that all times one manager and two supervisors executives will always be present during breakfast, lunch and dinner. It is desirable that the supervisor's continue at least one semester. In case of any change, the administration should be informed well in advance.



- e) The mess staff will always be trained on COVID responsible conduct and will always be monitored for their adherence by the admin dept.
- f) The Agency shall ensure that the staff deployed at IIM Sambalpur are disciplined and do not participate in any activity prejudicial to the interest of the IIM Sambalpur.
- g) Persons who prepare / serve food should maintain high degree of cleanliness and personal hygiene. They should submit the medical fitness certificate of all workers before start of the work at the initial stage, that they are medically fit and suitable to cook and serve. They should be comprehensively insured by the Caterer through any insurance agency for any accidents and injuries at the caterer scope and cost.
- h) The agency should submit the Police verification record of all the workers before deployment.
- i) The Catering Service Provider should provide the sanitation items like hand wash liquid, tissue papers at all the locations where the food is served. Replenishing of the items is the responsibility of the Caterer only.
- j) After every meal (breakfast, lunch & dinner) all the vessel used for cooking, plates, cups, katoris, water glass, spoons, forks, knives etc. re to be cleaned in soap solution and dried and kept ready for next meal. The cleaning material used should be from the approved brands.
- k) Cleaning of the wash basin, kitchen drains on continuous basis.
- l) Disinfectants should be used for frequent cleaning of surfaces and washing of floors.
- m) All vegetables, fruits, etc. used shall be fresh and shall not be rotten or overripe. The contractor shall be responsible for their hygienic fitness. Milk and milk products such as curd, yogurt, cheese, etc. shall be of a good standard and should be prepared and served fresh.
- n) No bleach, washing soda, or detergent powder will be used for the washing of fresh vegetables, meat, etc. Fresh vegetables and meat will be washed with warm water before cutting.
- o) 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.
- p) IIM Sambalpur will provide proper and required number of Kitchen and Dining Equipment's for both cooking and serving the food. Replenishing of the items due to breakage/damage/lost is the responsibility of the Caterer only. IIM Sambalpur will also provide electricity and water facilities.
- q) Procurement of LPG commercial cylinders, fresh groceries, vegetables, raw materials and other ingredients for running of the Hostel Mess, as per the prescribed menu out of catering contractor's own expenses and arrangements.
- r) On special occasions, the menu will be identified by the mess committee and prepared by the agency with same price.
- s) Basic menu is unlimited. However, the special items such as fried vegetable items, chips, curd, sweets, fruits, special vegetarian / non-vegetarian etc. are limited.
- t) Providing any other catering services for Institute's events, which shall be considered necessary by IIM Sambalpur from time to time. Such catering services either shall be arranged within the mess facility or



independently outside the mess area based on the requirement of the institute. The Institute will not bear any extra charges for setting up of the buffet, transport and other arrangements.

- u) The agency must provide the service throughout the year without closing the mess on any day unless ordered by the administration of IIM Sambalpur/mess committee. However, the number of students who use the mess facility may vary during vacation periods/outbound work declared by the Institute except during summer break period.
- v) Rebate may be allowed to students if they do not use mess facility minimum for 03 days at a stretch. In such cases, the concerned student must inform the mess manager/supervisor on email at least three day in advance.
- w) Keeping in mind the pandemic situation, the vendor should be able to provide services starting from 50 to the maximum mentioned number.
- x) The quality of food will be inspected item-wise by IIM Sambalpur administration/mess committee frequently, and the mess vendor shall not deny access for such inspections. Further, the store, the kitchen can also be inspected by the institute to ensure that only the brands allowed for various articles are being used. In case any violation is found, the Institute reserves the right to impose a financial penalty/cancellation of the contract on the repeated Violation.
- y) The Catering Service Provider shall maintain the per day meal/PAX records of Students, Guests & Visitors etc. as per instructions given from time to time by Institute Administration.
- z) Maintenance of stock/inventory records and documents related to running of the mess and statutory compliances as per prevailing labour laws and other statutory compliances.
- aa) Maintenance of the equipment in the kitchen and dining hall. Proper use of equipment is the responsibility / liability of the Agency/Vendor.
- bb) The agency will be responsible for the garbage disposal and will dispose off garbage at Municipal Collection Centre on daily basis. No garbage will be allowed to be kept in the mess/IIMR premises for more than six hours. Agency will further ensure that there are no raw items that get into the water discharge from the mess. The agency would ensure clearance of all the drains in and around the kitchen and dining hall frequently and regularly at his own cost. The institute will not pay any extra amount for the same.
- cc) Efficiency, promptness, quality of food, service, good behaviour 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 always maintained.

3.2. List of approved brands for cleaning material: (refer point no. 3.1. - j)

Sl. No.	Cleaning Material	Brands
1	Dish Washer	Vim, Scotch Brite, Prill
2	Detergent Powder	Patanjali, Tide, wheel or any other equivalent brand
3	Mops	Gala, Scotch Brite or any other equivalent brand
4	Cleaning Pads	Scotch Brite
5	Cleaning Cloth	Gala, Scotch Brite or any other equivalent brand
6	Garbage Cover	Any good quality brand
7	Tissue Paper	Any good quality brand
8	Hand Wash	Dettol, Savlon, Lifebuoy

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



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3.3. FOOD MENU:

Standard category food menu for Students Mess –(A)

Item	Timing	Menu
Breakfast	7.30 am to 9.30 am	1. Corn flakes/Wheat flakes/Dalia/Oats with Milk (Hot /Cold) 2. Idli-Sambar/ Dosa/ Stuffed Paratha/ Chole Bhaturey/Vada Sambhar Upma/ Puri Bhaji/ Poha-Jalebi 3. Slices of plain bread (white/Brown) and toasted with Jam/Butter 4. Boiled egg (Everyday) 5. Tea / Coffee (Everyday) 6. Cut Fruits (seasonal)/1 Banana (Everyday)
Lunch	12.30 pm to 2.30 pm	1. Green Salad, 2. Plain Curd/Raita, 3. Papad, 4. Pickles 5. Roti-plain tawa 6. Rice- Plain/Jeera 7. Dal fry/Dal Tadka (In varieties) 8. One seasonal green vegetable dry 9. One vegetable with gravy (Any Paneer items, Chola, Rajma, Lobia, Kofta curry/any seasonal vegetables curry) 10. Non- Veg (As per Menu)
Dinner	8.30 pm to 10.30 pm	1. Green Salad, 2. Pickles, 3. Papad, 4. Roti-plain tawa 5. Rice- Plain/Jeera 6. Dal fry/Dal Tadka (In varieties) 7. One seasonal green vegetable dry 8. One vegetable with gravy (Any Paneer & Kofta Items, Mix Veg, any other seasonal Vegetable curry etc.) 9. Sweet dish includes (ice cream/ laddu/ rasgulla/ barfi/halwa/ gulab Jamun/kheer/ sewai/fruit custard/cut fruits) 10. Non- Veg (As per Menu)

Note:

- (i) The food is to be served unlimited except Milk, Sweet, Curd, Non veg.
- (ii) Non- veg items (Egg, Fish, Chicken) will be served weekly 3 days.
- (iii) Tea/Coffee, Biscuits, readymade snacks, Cold Drinks, Namkeen, Chips, Fruit Juices should be available from morning at 8:00 AM to 02:00 AM at night in the cafeteria on paid basis.
- (iv) Food to be served in Buffet
- (v) Menu and any policy matters related to running the mess will be the direct responsibility of the mess committee/IIM Sambalpur administration through suggested menu may be taken from time to time.
- (vi) Food menu to be changed as per the students' requirements once in 30 days.
- (vii) Menu may consists of all varieties, including both North and South Indian dishes.
- (viii) The timing stated above is subject to change by the order of IIM Sambalpur administration/mess committee.

Menu for Special Lunch/Dinner and MDP- (B)

The menu for special lunch/dinner and MDP programmes will be the directly decided by the Institute administration through the following suggested menu from time to time. The catering service provider is required to provide 1 cook and 2 serving manpower for MDP guest house (Subject to increase as per requirement).



Item	Menu
Special Lunch / Dinner	<ol style="list-style-type: none"> 1. Veg soup- Hot & sour, Sweet Corn, Clear, Tomato, Mushroom, Vegetable 2. Non-veg Soup- Chicken etc. 3. Veg Starter- Veg Hara bhara Kabab, Paneer pakoda, Mushroom Chilly Paneer Tikka, Spring Roll etc. 4. Non- veg Starter- Chicken Tikka, Chicken Kabab, Fish tikka etc. 5. Rice- Plain/Jeera/Pulao 6. Roti- Plain tawa/Tandoor/Nan 7. Green salad & sprouts 8. Dal fry/Dal Makhani/ Dal Tadka 9. One veg item with gravy (paneer/any seasonal vegetable) 10. One vegetable dry 11. Two Non-veg item- (Chicken, Mutton, Fish, Prawn, Egg) 12. Plain Curd or Raita 13. Pickels & Papad 14. Sufficient quantity of fresh fruits of good quality 15. Dessert- Sweets/Ice cream (As per requirement) 16. Mouth freshener and water bottle

Menu for High Tea – (C)

The menu for High tea will be decided and approved by the Institute administration as per the requirement through the suggested menu mentioned below:

Item	Menu
High Tea	<ol style="list-style-type: none"> 1. Tea- Black/Lemon/Ginger/Green/Milk 2. Coffee (Nescafe/Bru) 3. Biscuit (Bakery/Good day/Monaco/Krack jack or Wafers (branded) with different flavours) 4. Patties, Milk cake, Cakes 5. Fresh prepared Snacks- sandwich (plain, grilled, toasted), Samosa/Vada/Pakoda (Vegetable, Paneer)/Spring roll etc. 6. Roasted/salted dry fruits (Cashew/Almonds/Pista) 7. Soft drinks (Lassi, Butter milk/Lime Juice/Badam Milk, Cold drinks)

3.4. Quality of Ingredients and other items: (refer point no. 3.1. - x)

The ingredients used must be of recommended brands. In case of non – availability of the recommended brands, any other brands may be included with due approval of the Institute Administration / Mess Committee before use.

Sl.No	Item	Brand
1.	Salt	Tata or Aashirvaad
2.	Spices	MDH, Everest, Ruchi, or Grahasthi
3.	Ketchup	Maggi, Kissan
4.	Oil	Sundrop, Saffola, Fortune, Dhara (Use of hydrogenated (vanaspati) oil is prohibited)
5.	Pickle	Mother's, Priya, Nilons
6.	Rice	Kashmiri Kesar, Jeera Rice or any other equivalent brand and Basmati Rice (India Gate, Daawat)
7.	Atta / Besan	Ashrivad, Fortune, Shaktibhog, Patanjali
8.	Dals	Patanjali, Tata (Unpolished)
9.	Papad	Lijjat, Sriram, Mother's
10.	Soyabin	Fortune
11.	Butter	Amul, Britannia
12.	Bread	Fresh Bake, Harvest
13.	Cornflakes	Kellogs, Barry's



14.	Jam	Kissan
15.	Ghee	Amul, Mother dairy, Britannia, Patanjali, Omfed
16.	Milk	Omfed, Amul, Milky Moo, Pragati
17.	Paneer	Omfed, Pragati, Amul
18.	Tea	Brookbond, Lipton, Tata, Taaza
19.	Coffee	Nescafe, Bru
19.	Ice Cream	Amul, Dinshaw, Mother Dairy, Vadilal, Kwality Walls, Top n Town

NOTE: The agency should strictly follow the use of the above recommended brands and a time to time inspection towards the quality check will happen by the institute Administration/Mess Committee.

3.5. Hygiene:

- i) All equipment's and tables to remain clean always.
- ii) All kitchen accessories should be washed everyday with human grade detergent only.
- iii) Dustbins should be periodically emptied and kept covered.
- iv) All walls, ceilings, light fixtures, counter tops and other surfaces must be free from dust and be in good repair.
- v) No left-over food should be kept for serving.
- vi) All cooked and semi – cooked food should be stored properly.
- vii) Eating plates, serving /cooking utensils have to be washed every time after use and the eating plates and spoons have to be sterilized everyday.
- viii) No dented cooking utensils and no chipped crockery will ever be used in the mess.

3.6. Penalty Clause:

a) 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
- Any complaints of insects and/or foreign objects (hair, rope, cloth, plastic, etc.) cooked along with food found in any food item
- Not deployment of sufficient manpower

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

4. ELIGIBILITY CRITERIA:

The following is the minimum eligibility criteria for the catering service provider to participate in the tender for providing Mess & Catering services at IIM Sambalpur.

- a) The bidder should provide Self declaration certificate for acceptance of all terms & conditions of the tender documents in original letter head of the firm/ agency. A duly completed certificate to this effect is to be submitted as per **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 Firm should be registered under Partnership firm/Proprietary firm/ Public or Private Limited Company and valid registration certificate of the same should be enclosed as documentary proof.
- d) The bidder should have branch/registered office at Odisha/Chhattisgarh.
- e) The Firm should have at least 7 years' experience in providing a similar type of mess and catering services in any Central Govt. Academic Institutions/Central PSU/ Large Private Institute etc. During last seven years the agency must have atleast 01(one) similar type services experience in any IIMs/IITs/IITs/NITs (minimum one order/contract value should be more than 1 crores per annum).
- f) The bidder should attach list of Work Order/ documentary evidence where the similar type of work executed during the last 7 years as on 31st March 2022:
- (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
- g) The agency annual turnover must be 80% of the estimated cost during each of the last three financial years i.e. 2018-19, 2019-20 and 2020-21 for a similar line of business. The agency must submit a duly signed certificate from Chartered Accountant (CA) clearly showing financial year-wise turnover as per **Annexure-IV**.
- h) The agency should also attach a copy of profit loss statement/ balance sheet/ income tax return of last three financial years i.e. 2018-19, 2019-20 and 2020-21 certified by a Chartered accountant.
- i) The Firm should be a registered and licensed vendor i.e **FSSAI** licensed in the similar line of business covered under this tender. Appropriate certificates issued from the appropriate authorities of FSSAI should be enclosed to support this.
- j) The bidder should have registered with the appropriate registration authorities i.e. Employees Provident Fund, Employees State Insurance, Labour Office etc. (A copy of the same should be submitted along with the technical bid)
- k) The Agency should have PAN Number and GST Registration. (A copy of the same should be submitted along with the technical bid)
- l) The firm should have valid ISO 22000:2005 or 9001:2015 certification. (A copy of the same should be submitted along with the technical bid)

5. TECHNICAL CRITERIA:

The bidder should be comply the technical bid in all respect, no deviations are acceptable. The detailed format is attached at **Annexure-V**. The bidder is to complete the same in all respect and submit accordingly.

6. INSTRUCTION FOR PREPARATION & SUBMISSION OF ONLINE BIDS

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app>.

- a) Technical bid should be submitted in PDF format & financial bid should be submitted in Xls. format.



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- b) In case of financial bids, a standard BOQ format has been provided in PDF/Xls format. Bidders are required to download the BOQ file and fill their financial offer on the same BOQ format. After filling the same, submit it online in PDF/Xls. format, without changing the financial template format. If the BOQ format file is found to be modified by the bidder, the bid will be rejected.
- c) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/schedule and generally, they can be in PDF formats. Bid documents may be scanned with 100 dpi with black and white option.
- d) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- e) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- f) Kindly upload scanned PDF of all relevant documents in a single PDF file like, compliance sheet, OEM/Principle Certificate etc.
- g) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- h) Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for non-submission of bids in time or any delay due to other issues.
- i) The technical and financial bids should be submitted online through CPP portal <http://eprocure.gov.in/eprocure/app> in original. The financial bid should include all the cost and other taxes (As per Central govt. norms) mentioned in the BOQ. If there is any separate cost then that will be not acceptable.

6.1. Registration:

- a) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enroll" on the CPP Portal is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) 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.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sift / TCS / nCode / eMudhraetc.), with their profile.
- e) 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 DSC's to others which may lead to misuse.
- f) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

6.2. Searching for Tender Document:

- a) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of



search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.

- b) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- c) The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

7. BID VALIDITY PERIOD:

The bid will remain valid for 3 months from the date of opening of as prescribed by IIM Sambalpur. A bid valid for a shorter period shall be rejected, being non-responsive.

8. BID EVALUATION PROCESS:

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

- (a) **Technical Bid Evaluation:** The duly constituted Tender Evaluation Committee shall evaluate the Technical proposals based on the documents/information submitted by the bidder(s), marks will be provided for the technical capabilities of each bidder as per the weightages given below;

Sl. No	Particulars	Max. Marks	Supporting Documents
1	Total no. of Similar type of Mess & catering services experience in any Central Govt. Academic Institution/Central PSUs/ Large Private Institute during last 7 years (i) 9 and above - 35 Marks (ii) 6 to 8.99 - 25 Marks (iii) 3 to 5.99 - 15 Marks	35	Work Order/Work Completion Certificate
2	Annual Turnover of last three Financial years i.e., 2018-19, 2019-20, 2020-21. (i) Rs. 10 Cr. and above - 35 Marks (ii) Between Rs. 7 Cr. - Rs. 9.99 Cr. - 25 Marks (iii) Between Rs. 4 Cr. - Rs. 6.99 Cr. - 15 Marks	35	Audited Balance sheet of last three FY
3	<u>Presentation</u> Presentation Venue and date will be communicated after bid submission. Those who will qualified the minimum eligibility criteria (technical bid) will only call for the presentation. The presentation will be approximately for 60 min. and will consists of following parts: (i) Overall Quality Control & Hygiene approach -10 Marks (ii) Trained/Experienced/Professional Manpower - 10 Marks (iii) Understanding of IIM Sambalpur Mess requirement - 10 Marks	30	
Total Marks		100	

The evaluated bid will be given a Technical Score (TS). The minimum technical score required to qualify the technical evaluation including presentation is 60 marks out of 100. A bid will be considered unsuitable and will be rejected at this stage if it fails to achieve the minimum technical score i.e.60 marks. IIM Sambalpur will notify bidders who fails to score the minimum technical score about the same and the Financial bid of such bidders will not be opened.



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The technically qualified bidders are required to make the presentation of not more than 30 min. Presentation Venue and date will be communicated after bid submission.

- (b) **Financial bid Evaluation:** The financial bids will be considered only of those bidders who secure minimum 60 marks and above in the technical evaluation out of 100. The price indicated in the financial bid shall be deemed as final. The price quoted by the bidder shall be inclusive of all taxes. The final selection will be based on the scores secured by it in the Technical bid and the price quoted by it in the financial bid as detailed below:

Weightage calculation of Financial Bid :

The rates quoted for Standard Category for Students Mess (A), Special Lunch / Dinner Category (B), High Tea (C) as defined above will only be considered for scoring under Mess and Catering category. The financial score will be calculated as per illustration in the following table.

Menu Pattern	Weightage	Financial bid Score	Total Score Formula = <u>weightage*financial bid score</u>
Standard category for Students Mess (A)	85	210	179
Special Lunch/Dinner (B)	10	500	50
High Tea (C)	5	100	5
Total weightage Score			234

The following formula will be used to evaluate the overall score of the qualified bidders.

- (i) 70% weightage will be considered for Technical Score (TS) obtained in the Technical bid evaluation.
- (ii) 30% weightage will be considered for total weightage score obtained in the weightage calculation of financial bid.

$$\text{Overall Score} = \frac{\text{Score of Technical Bid} \times 70}{\text{Highest Score of Best Technical Bid}} + \frac{\text{Lowest score of Financial Bid} \times 30}{\text{Price of Financial Bid}}$$

Selection of tender will be based on overall score calculated from the formula. An Example of the same is presented below:

Bidder	Score of Technical Bid	Price of Financial Bid	Overall Score	Overall Rank
Company A	90	250	97.60	First (H1)
Company B	80	240	90.97	Third (H3)
Company C	80	230	92.22	Second (H2)

Note: The top scorer H1 would be successful bidder i.e. eligible for award of work.

9. CONTRACT PERIOD:

- (a) Contract period will be initially for two years. This period may be extended by another two years on satisfactory performance on yearly basis. In case of performance of the agency in one part or the entire contract is not found to be satisfactory as per operational parameters setout of the contract or not in conformity with the terms & conditions of the tender, then that part or the entire contract shall be terminated even before the scheduled time by giving advance notice of one month to this effect. In the event of premature closure of contract for reasons mentioned herein above, the Bank Guarantee shall be absolutely forfeited.
- (b) Based on the work order issued to the successful bidder, a contract agreement should be signed on a legal stamp paper between the vendor and the client within 30 days of the issuing of the work order.



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10. PAYMENT TERMS:

The caterer shall submit the mess bill along with the monthly student consumption details with seal & sign in the form of Tax Invoice containing the details of GST Registration number of the caterer and IIM Sambalpur (21AABAI0269B1ZG) every month on or before 7th of subsequent month. The payment will be made within fifteen days from the date of receipt of the monthly mess bill. The caterer should produce the proof for remittance of PF, ESI, and Salary payment to manpower in every month along with the mess bill. The certificate for having paid minimum wages paid to the manpower must be submitted by the caterer along with the monthly bill.

While calculating the Monthly Mess Bill amount, in respect of student diners who stay away for more than two days on official assignment of the Institute or under medical grounds norms decided by the institute administration/mess committee will be followed.

11. PERFORMANCE SECURITY:

- a) The successful bidder will have to deposit the performance security in the form of Bank Guarantee/ FDR/Account payee Demand Draft @ 3% of the estimated yearly contract value of the work order within 10 days from the date of issue of the work order. No interest will be paid by the IIM Sambalpur on the deposit.
- b) Performance security will be refunded to the service provider, after it duly performs and completes the contract/warranty period in all respect.
- c) Performance Security will be fortified if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d) In case of breach of contract, performance security shall be forfeited and the agency shall be blacklisted for such period as decided by the competent authority in addition to termination of the contract.
- e) In case, the firm fails to provide the required services within specified time period, the same services will be obtained from open market and the cost for the same will be recovered from the Performance Security or from the bills of from both in case the recoverable amount exceeds the amount of performance security.
- f) In case, the contract is being renewed/extended up to one/two years, the service provider has to submit the renewed performance Security @ 5% of the estimated yearly contract value.

12. GENERAL TERMS & CONDITIONS:

- a) The agency shall ensure that all deployed staff are healthy and not more than 50 years of age. The agency will get their antecedents, character and conduct verified and to submit an undertaking certificate.
- b) The full particulars of the staff to be deployed by the Agency including their names & address shall be furnished to the Administration, IIM Sambalpur along with testimonials (Aadhar Card/Voter ID) before they deployed for the job.
- c) The Agency shall deploy mess staff trained in all facets of mess work, including firefighting and the agency shall provide necessary undertaking and documentary evidence in this regard.
- d) The Agency shall ensure that any replacement of the staff, as required by the Institute Administration for any reason specified or otherwise, shall be affected promptly without any additional cost to the IIM Sambalpur.
- e) In the case of any theft or pilferages, loss or other offences, the agency will investigate and submit a report to the Institute Administration. Any kind of theft/ loss occurred at the mess or kitchen area will be borne by the Agency, if found guilty.



- f) In the event of any staff being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the agency shall make provision for leave reserve.
- g) As and when the Institute Administration requires additional staff strength on the temporary or emergent basis, the Agency will depute such staff under the same terms and conditions.
- h) The Staff deployed by the Agency shall have at least the minimum elementary knowledge of reading and writing to us to be able to make entries in the registers kept at the security desk/booth whenever required and also to write their in the Attendance Register and mark their arrival and departure by signing in the register.
- i) The Agency shall be solely liable for all payment, dues of the Workers employed and deployed by it. The Agency shall fully indemnify IIM Sambalpur against all the payments, claims and liabilities whatsoever incidental or directly arising out of or for compliance with or enforcement of the provisions of any of the Labour or other laws to the extent they apply to establishment/work in IIM Sambalpur premises/facility.
- j) The decision of IIM Sambalpur regarding the interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
- k) In the case of any dispute between the Agency and IIM Sambalpur, IIM Sambalpur shall have the right to decide. However, all matters of jurisdiction shall be at the local courts located at Sambalpur.
- l) IIM Sambalpur 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 tender will not be entertained.
- m) Conditional tenders shall not be considered.
- n) IIM Sambalpur reserves the right to modify/change/delete/add any further terms and conditions prior to issue of Work order. IIM Sambalpur may issue corrigendum on CPP Portal 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 Sambalpur. The bidder is not supposed to incorporate the amendment in the body of the tender document.
- o) Bidders are also advised to visit the IIM Sambalpur campus site, inspect and understand the work before submitting the bid.
- p) The pre-bid queries should be sent online to the email id: procurement@iimsambalpur.ac.in only on 02/06/2022.

12.1. Termination for Insolvency:

- a) The IIM Sambalpur 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 Sambalpur 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.

12.2. Force Majeure:

- a) Should any force majeure circumstances arise, each of the contracting parties be excused for the non-fulfilment or for the delayed fulfilment 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.



12.3. Termination of Contract:

Notwithstanding, anything contained in the terms and conditions, the IIM Sambalpur shall be at liberty to terminate the contract by giving 30 days clear notice without assigning any reason whatsoever.

12.4. 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 Sambalpur. 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 Sambalpur 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 Sambalpur, Odisha shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

12.5. 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 Sambalpur 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 Sambalpur 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 Sambalpur 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 Sambalpur shall not be responsible for non-receipt or non-submission of the EMD & Tender Fee.
- i) **IIM Sambalpur 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 Sambalpur. Tender documents are not be modified for submitting the bids.**



ANNEXURE-I

To,

Administrative Officer (Purchase)
Indian Institute of Management Sambalpur
Sambalpur University Campus
Jyoti Vihar, Sambalpur - 768019
Odisha

Subject: Submission of Earnest Money Deposit (EMD)

Ref:- Tender No. IIMSBP/2022-23/RP/22 dated 27/05/2022

(Notice Inviting Tender for Hiring of Mess and Catering Services Agency at IIM Sambalpur)

Dear Sir/Madam,

The following DD/Banker Cheque/NEFT in favour of IIM Sambalpur are enclosed herewith towards EMD (Earnest Money Deposit):

Details of DD/Banker Cheque/NEFT	DD/Banker Cheque/NEFT Number	DD/Banker Cheque/NEFT Amount	DD/Banker Cheque/NEFT Date	Bank Name
EMD				

I /we have gone through all terms and conditions of the tender document before submitting the same.

Thanking You

Yours faithfully,

(Authorized Signatory with Seal)



ANNEXURE-II

To,

Administrative Officer (Purchase)
Indian Institute of Management Sambalpur
Sambalpur University Campus
Jyoti Vihar, Sambalpur - 768019
Odisha

Subject: Self Declaration Certificate

Ref:- Tender No. IIMSBP/2022-23/RP/22 dated 27/05/2022

(Notice Inviting Tender for providing Mess and Catering Services at IIM Sambalpur)

Dear Sir/Madam,

With reference to the above, I am/ We are offering our competitive bids for Notice Inviting Tender for Hiring of Mess and Catering Services Agency 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 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.

Date:

Authorized Signatory with seal:

Name:

Place:

Designation:

Contact No.

Email id:



ANNEXURE-III

To,

Administrative Officer (Purchase)
Indian Institute of Management Sambalpur
Sambalpur University Campus
Jyoti Vihar, Sambalpur - 768019
Odisha

Subject: Self Declaration About Non Black-Listing for Providing Mess and Catering Services at IIM Sambalpur

Ref:- Tender No. IIMSBP/2022-23/RP/22 dated 27/05/2022

Dear Sir/Madam,

In response to tender under reference, 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.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD / Performance Security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Date:

Authorized Signatory with seal:

Name:

Place:

Designation:

Contact No.

Email id:



ANNEXURE-IV

Annual Turnover Details:

<u>Evaluation Criteria</u>	<u>Financial Year</u>	<u>Turnover in (Rs.)</u>	<u>Remarks</u>
Bidders Annual Turnover for last three financial years	2018-19		Supporting documents are need to be attached along with the Annexure-IV
	2019-20		
	2020-21		

Date:

Authorized Signatory with seal:

Name:

Place:

Designation:

Contact No.

Email id:



ANNEXURE-V

TECHNICAL BID

Sl. No	Technical Criteria	Details (As per Supporting Documents)
1.	Name of the Firm/Agency	
2.	Name of the Director of the Firm/Agency	
3.	Contact no. of Director of the Firm/Agency	
4.	Email id of Concern person Contact person	
5.	Registered Branch office of Odisha/ Chhattisgarh	
6.	Valid Firm Registration Certificate (registered under Partnership firm/Proprietary firm/ Public or Private Limited Company)	
7.	The bidder should provide Self-declaration certificate	
8.	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.	
9.	The Firm should have at least 7 years' experience in providing a similar type of mess and catering services in any Central Govt. Academic Institutions/Central PSU/ Large Private Institute etc. During last seven years, the agency must have atleast 01 (one) similar type services experience in any IIMs/IITs/IITs/NITs (minimum one order/contract value should be more than 1 crores per annum).	
10.	The bidder should attach list of Work Order/ documentary evidence where the similar type of work executed during the last 7 years as on 31 st March 2022. (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	
11.	The agency annual turnover must be 80% of the estimated cost during each of the last three financial years i.e. 2018-19, 2019-20 and 2020-21 for a similar line of business. The agency must submit a duly signed certificate from Chartered Accountant (CA) clearly showing financial year-wise turnover	
12.	The agency should also attach a copy of profit loss statement/ balance sheet/ income tax return of last three financial years i.e. 2018-19, 2019-20 and 2020-21 certified by a Chartered accountant	
13.	The Firm should be a registered and licensed vendor i.e FSSAI licensed in the similar line of business covered under this tender	



14.	The bidder should have registered with the appropriate registration authorities i.e. Employees Provident Fund, Employees State Insurance, Labour Office etc.	
15.	The Agency should have PAN Number and GST Registration	
16.	The firm should have valid ISO 22000:2005 or 9001:2015 certification.	

Date:

Authorized Signatory with seal:

Name:

Place:

Designation:

Contact No.

Email id:



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ANNEXURE-VI

FINANCIAL BID (BOQ)

To,

Administrative Officer (Purchase)
Indian Institute of Management Sambalpur
Sambalpur University Campus
Jyoti Vihar, Sambalpur - 768019
Odisha

Validate	Print	Help	Item Rate BoQ			
Tender Inviting Authority: IIM Sambalpur						
Name of Work: Tender for "Providing Mess and Catering services at IIM sambalpur"						
Contract No: 7064410817						
Name of the Bidder/ Bidding Firm / Company :						
PRICE SCHEDULE						
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)						
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Rate (in Rs.) per person per day excluding GST	TOTAL AMOUNT Without Taxes In Rs. p	TOTAL AMOUNT In Words
1	Category					
1.01	Catering Charges for Standard category for Students mess (A): as per menu (Breakfast,Lunch and Dinner)	1.000	Nos		0.00	INR Zero Only
1.02	Catering Charges for category (B)- Special Lunch/Dinner): as per menu for special occasions and MDP programmes	1.000	Nos		0.00	INR Zero Only
1.03	Catering Charges for Category (C) - High Tea: as per menu	1.000	Nos		0.00	INR Zero Only
8	Manpower for MDP Guest House					
8.01	Manpower (Cook) Charges for MDP guest house	1.000	Nos		0.00	INR Zero Only
8.02	Manpower (Serving) charges for MDP guest house	1.000	Nos		0.00	INR Zero Only

- a) GST will be extra as per actual. Bidder is required to quote the rate excluding GST.
- b) The number of students may increase or decrease in any month.
- c) There would be no increase in rates during the contract period. The minimum assurance is giving by the IIM Sambalpur for the meals per sitting.
- d) The agency might be given an enhancement of a maximum of 5% (five percent) after completion of the initial two years of the contract period with due discussion and approval of the institute Administration subject to market price escalation.

I/we here by agree to provide catering services as per the terms and conditions of the tender document and the rate shall be valid for a period of two years from the award of the contract.

Place :

Date :



(Signature of the bidder with seal)