



भारतीय प्रबंध संस्थान संबलपुर
राष्ट्रीय महत्व का संस्थान, शिक्षा मंत्रालय, भारत सरकार
बसंतपुर- 768025, संबलपुर

INDIAN INSTITUTE OF MANAGEMENT SAMBALPUR
An Institute of National Importance, Ministry of Education, Government of India
Basantpur- 768025, Sambalpur
URL: www.iimsambalpur.ac.in
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Notice Inviting Tender (NIT) for
PROVIDING MESS & CATERING SERVICES AT IIM SAMBALPUR
Online tendering through CPPP (<https://eprocure.gov.in/eprocure/app>)

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**NOTICE INVITING TENDER FOR PROVIDING MESS & CATERING SERVICES AT IIM
SAMBALPUR**

Tender No. IIMSBP/2026-27/RP/33

dated: 29/07/2026

Indian Institute of Management (IIM) Sambalpur invites **online bids under the Two-Bid System (Technical Bid and Financial Bid)** through the Central Public Procurement (CPP) Portal from reputed, experienced, and financially sound firms/companies/agencies having proven expertise in providing **Mess and Catering Services** at IIM Sambalpur.

Services Requirements & Schedule of dates:

Brief Service Requirement	Providing Mess and Catering Services at IIM Sambalpur and the services consists of the following: 1. Providing Catering Services at the Student Mess and MDP Guest House in IIM Sambalpur. 2. Providing Catering Services for Various programmes, events, conferences, meetings, and convocation etc. and associated hospitality services.
Commencement of service	Within 30 days from date of issuance of Letter of Award (LoA)
Tender Publish Date & Time	29/07/2026 at 12:00 Hrs.
Period of downloading of Bid Document from IIM Sambalpur Website/ CPPP portal	From 29/07/2026 at 04:00 Hrs
Bid Submission Start date & time	From 29/07/2026 at 04:30 Hrs.
Pre-Bid Meeting	07/08/2026 at 11:00 Hrs. Service Providers who are unable to attend the pre-bid meeting physically at the IIM Sambalpur campus may submit a request for an online meeting link by emailing procurement@iimsambalpur.ac.in on or before 12:00 Hrs. on 06/08/2026 . The online meeting link shall be shared only with those Service Providers who submit such a request within the stipulated timeline.
Last Date of Pre-Bid Queries	06/08/2026 at 12:00 Hrs.
Last Date of Receipt of the Bids	20/08/2026 at 4:00 Hrs.
Date of Opening Technical Bid (for Pre-Eligibility Criteria Evaluation)	21/08/2026 at 4:30 Hrs.
Date of Presentation by the Eligible Service Providers	To be announced later (Only the bidders qualified in stage -I pre-eligibility Criteria)
Site Visit	During 11:00 Hrs. – 17:00 Hrs. on working days till 17.08.2026
Duration of the contract	The Contract shall be initially for 02 (two) years. This period may be extended by another 01 (one) to 2 (two) years with the same terms and conditions of the tender subject to satisfactory performance by the service provider or as per the requirement of the Institute.
EMD Value (Rs.)	Rs. 20,76,000/- (Rupees Twenty Lakhs Seventy Six Thousand Only)

The detailed Tender Document, containing the eligibility criteria, scope of work, terms and conditions, evaluation methodology under the Quality-cum-Cost Based Selection (QCBS) system, technical specifications, and other relevant information, is available for download from the Institute's website (www.iimsambalpur.ac.in) and the Central Public Procurement (CPP) Portal (<https://eprocure.gov.in/epublish/app>). Interested bidders shall submit their bids online only through the CPP Portal on or before the prescribed date and time specified in the Tender Schedule. No bids submitted through any other mode shall be accepted.

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 Basantpur, Goshala-768025, Sambalpur.

2. NOTE FOR SITE VISIT:

Bidders in their own interest and at their own cost, are advised to visit, inspect, and examine the site/ campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government that may be necessary for preparing the bid and execution of the contract, before submitting their Bids. Bidders need to do their own due diligence with respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, source and extent of availability of suitable materials including water etc. and labour, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract. No extra charges consequent upon lack of any information/ knowledge and understanding shall be payable by the Institute.

The bidders should note that information, if any, with regard to the site and local conditions, as contained in this Bid document has been given merely to assist the bidders and is not warranted to be complete or accurate in all respects. The bidder should ascertain all other information pertaining to and needed for the work including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract.

3. EARNEST MONEY DEPOSIT:

The contractor/ Agency shall deposit Bid Security (EMD) for an amount of **Rs. 20,76,000/-** (Rupees Twenty Lakhs Seventy Six Thousand 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-1**. 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.
- e) IIM Sambalpur shall not be responsible for non-receipt or delayed submission of the EMD.

4. INSTRUCTION FOR PREPARATION & SUBMISSION OF ONLINE BIDS:

- a) 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.
- b) More information useful for submitting online bids on the CPP Portal may be obtained at:
<https://eprocure.gov.in/eprocure/app>.
- c) Technical bid should be submitted in PDF format & financial bid should be submitted in Xls. format.
- d) 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.
- e) 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.
- f) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- g) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) Kindly upload scanned PDF of all relevant documents in a single PDF file like, compliance sheet, OEM/Principle Certificate etc.
- i) 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.
- j) 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.
- k) 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.

4.1. 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.

4.2. Searching for Tender Document:

- a) There is 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.

5. 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.

6. PRE- ELIGIBILITY CRITERIA: (STAGE-I)

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-2**.
- 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-3**.
- 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.
- e) The bidder/firm must have a minimum of **10 years of experience**, as on the date of publication of the tender, in providing similar **mess and catering services** to any Central Government Educational Institutions/Universities, Autonomous Bodies/ Central PSUs, or other large and reputed private educational institutions/organizations. The bidder shall furnish the relevant details as per **Annexure-7**.

Further, during the **preceding 10 years**, the bidder must have successfully executed at least **one similar mess and catering services contract** in any of the **IIMs/IITs/IIITs/NITs**. The value of at least **one such work order/contract** shall not be less than **Rs. 5.00 Crore (Rupees Five Crore only) per annum**. The bidder shall submit copies of the relevant work order/contract along with the corresponding performance certificate, completion certificate, or client feedback indicating satisfactory performance.

Failure to submit the required supporting documents shall render the claimed experience ineligible for consideration.

- f) The bidder should attach list of Work Order/ documentary evidence where the similar type of work executed during the last 10 years as on the date of publication of the tender:
- 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 must have had a minimum average annual turnover of 50 crores (Rupees Fifty crore only) in last three financial years i.e. 2023-24, 2024-25 and 2025-26 for a similar line of business i.e., Mess and catering services. The agency must submit a duly signed certificate from Chartered Accountant (CA) clearly showing financial year-wise turnover as per Annexure-5.
- h) The agency should also attach a copy of profit loss statement/ balance sheet/ income tax return of last three financial years i.e. 2023-24, 2024-25 and 2025-26 certified by a Chartered accountant.
- i) The **Firm** shall possess a valid **FSSAI Licence** issued by the **Food Safety and Standards Authority of India (FSSAI)**. The licence shall be valid as on the **date of submission of the bid**, and a copy of the same shall be submitted as part of the bid documents.
- 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 must have valid (as on the date of submission of the bid) **ISO certifications** in four specific standards:
- ISO 9001:2015
 - ISO 22000:2018
 - ISO 14001- 2015
 - ISO 45001:2018

7. SCOPE OF WORK & SERVICES:

- a) The Catering Service Provider shall deploy an adequate number of personnel for cooking, serving, supervision, and cleaning activities at the MDP Guest House and Student Mess. The cleaning activities shall include removal of used plates, tumblers, crockery, and other utensils, cleaning of dining tables, and upkeep of the kitchen, dining halls, and all auxiliary areas. Such cleaning shall be carried out after each meal service, i.e., three times a day. The Catering Service Provider shall be responsible for ensuring routine/basic cleaning and maintenance of the aforesaid areas at all times.
- b) The Catering Service Provider shall, at its own cost, provide all deployed staff, including chefs, with neat and clean uniforms, name badges, shoes, socks, disposable head caps, hand gloves, masks, sanitizers, and other necessary protective gear, ensure adherence to high standards of personal grooming, cleanliness, and hygiene while preparing and serving food, submit medical fitness certificates for all workers before commencement of the work, and maintain comprehensive insurance coverage for all personnel against accidents and injuries through a recognized insurance agency.
- c) The agency should submit the Police verification record of all the workers before deployment.
- d) The Catering Service Provider shall ensure that all staff deployed at IIM Sambalpur are trained in COVID-responsible conduct, regularly monitored for compliance, remain disciplined and refrain from any activity prejudicial to the interests of the Institute, and consistently maintain efficiency, promptness,

quality of food and service, as well as courteous, professional, and polite behaviour, which are the essence of this contract.

- e) The Catering Service Provider shall ensure that at all times during breakfast, lunch, and dinner, one manager and two supervisors are present, with supervisors preferably continuing for at least one semester and any changes being communicated to the Institute Administration well in advance and shall maintain accurate daily meal/PAX records of students, guests, visitors, and other diners as per the instructions issued by the Institute Administration from time to time.
- f) The Catering Service Provider shall provide and regularly replenish sanitation items such as hand wash liquid and tissue papers at all food service locations, ensure that all cooking vessels, plates, cups, Katori's, water glasses, spoons, forks, knives, and other utensils are thoroughly cleaned after every meal using soap solution, dried, and kept ready for the next meal. The cleaning materials should be used from the approved brands as per **Annexure-10**, and the catering service provider shall ensure regular cleaning and maintenance of wash basins, kitchen drains, surfaces, and floors by using appropriate disinfectants to always maintain proper sanitation and hygiene standards.
- g) The Catering Service Provider shall ensure that all vegetables, fruits, and other food ingredients used are fresh, hygienically fit, and free from spoilage or over-ripeness. Milk and milk products such as curd, yogurt, and cheese shall be of good quality and shall be prepared and served fresh.
- h) No bleach, washing soda, or detergent powder shall be used for washing fresh vegetables, meat, or other food items; only warm water shall be used for washing before cutting. Items such as jam, pickles, butter, salt, and sugar shall be properly stored in clean and hygienic conditions near dining areas to prevent contamination by insects or mosquitoes and shall be checked regularly and replenished as per requirement.
- i) The Catering Service Provider shall be responsible for the procurement of commercial LPG cylinders, fresh groceries, vegetables, raw materials, and other ingredients required for operating the Hostel Mess as per the prescribed menu, at its own cost and through its own arrangements. The quality of food shall be regularly inspected by the IIM Sambalpur Administration/Mess Committee, and the Service Provider shall provide unrestricted access to the kitchen, stores, and other related areas for inspection purposes.
- j) The Catering Service Provider shall use only approved brands of food ingredients and consumables as specified in **Annexure-11**, and any deviation without prior approval of the Institute Administration/Mess Committee shall be considered a violation and may result in financial penalties or termination of the contract in case of repeated violations. The Agency shall ensure that efficiency, promptness, quality of food and service, along with good behaviour and politeness of its staff, are consistently maintained as the essential requirements of this contract.
- k) IIM Sambalpur shall provide the required number of kitchen and dining equipment for cooking and serving food, along with electricity and water facilities. The Catering Service Provider shall be responsible for the proper use, maintenance, and upkeep of all equipment provided in the kitchen and dining hall and shall bear the cost of replenishment of any items damaged, broken, or lost during the contract period.
- l) The Catering Service Provider shall be responsible for daily garbage disposal at the Municipal Collection Centre and shall ensure that no garbage is retained in the mess/IIM Sambalpur premises for more than six hours. The Agency shall also ensure that no raw waste materials are discharged into the water outlets and shall regularly clean and clear all drains in and around the kitchen and dining hall at its own cost, without any additional payment from the Institute.
- m) 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.

- n) 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.
- o) On special occasions, the menu will be identified by the mess committee and prepared by the agency with same price.
- p) Basic menu is unlimited. However, the special items such as fried vegetable items, chips, curd, sweets, fruits, special vegetarian / non-vegetarian etc. are limited.
- q) 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.
- r) Keeping in mind the pandemic situation, the vendor should be able to provide services starting from 50 to the maximum mentioned number.
- s) 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.

7.1. CATEGORY-WISE MENU AND CATERING SERVICES REQUIREMENTS

The Service Provider shall provide catering services as per the category-wise menus, meal schedules, and service requirements prescribed by the Institute. The food shall be wholesome, hygienic, nutritious, and of good quality, with the indicative menus defining the minimum scope and standards of catering services.

7.1.1. CATEGORY-(A)- Standard Menu for Students Mess:

- a) Catering services at the Student Mess shall be provided on a daily basis for Breakfast, Lunch, Evening Snacks, and Dinner in accordance with the **prescribed** menu and meal schedule mentioned below:
- b) The average meal count is approximately **1,000–1,050 students per meal**. This is indicative only and may increase or decrease depending upon the actual student occupancy, academic calendar, examinations, vacations, Institute events, and other operational requirements of the Institute.
- c) The Institute does not guarantee any minimum number of meals or students per seating.
- d) Payment shall be made based on the actual number of meals served, in accordance with the terms and conditions of the Contract.

Item	Timing	Menu
Breakfast	7.00 am to 10.00 am	1. Corn flakes/Wheat flakes/Dalia/Oats with Milk (Hot /Cold) 2. Idli-Sambar/ Dosa/ Stuffed Paratha/ Chole Bhatura/Vada Sambar/ 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 & Pickles 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 items, Mushrooms, Chola, Rajma, Lobia, Kofta curry/any seasonal vegetables curry) 9. Non- Veg (As per Menu)
Evening Snacks	5.00 pm to 6.00 pm	1. Tea & Coffee 2. Samosas / Vadas / Kachori / Sandwiches / Pao Bhaji / Pakodas /Pani Puri/Bhel Puri/Chat/ Pasta/ Noodles should be served with Sauce/Chutney.
Dinner	8.30 pm to 10.30 pm	1. Green Salad, 2. Pickles, 3. Papad, 2. Roti-plain tawa 3. Rice- Plain/Jeera 4. Dal fry/Dal Tadka (In verities) 5. One seasonal green vegetable dry 6. One vegetable with gravy (Any Paneer & Kofta Items, Mix Veg, any other seasonal Vegetable curry etc.) 7. Sweet dish includes (ice cream/ laddu/ rasgulla/ barfi/halwa/ Gulab Jamun/kheer/ Sewai/fruit custard/cut fruits) 8. Non- Veg (As per Menu) 9. Vegetable Soup in winters three time in a week.

Note:

- i) The food is to be served unlimited except Milk, Sweets, Curd, Non veg.
- ii) Non- veg items (Fish, Chicken) will be served weekly 3 days, while Mutton shall be served once every month and 1 Veg special item for vegetarian (3 days/week) Paneer varieties dishes.
- 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) 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.
- v) Food menu to be changed as per the students' requirements once in 30 days.
- vi) Menu may consist of all varieties, including North, South & East Indian dishes.
- vii) The timing stated above is subject to change by the order of IIM Sambalpur administration/mess committee.

7.1.2. CATEGORY- (B)- Standard Menu for MDP:

- a) Catering services shall be provided through the **separate kitchen and dining facility** located at the MDP Guest House, as and when required for Management Development Programmes (MDPs), Executive Education Programmes, official meetings, conferences, workshops, VIP visits. The number of participants (PAX) shall be decided and communicated by the Institute based on the specific programme or event requirements.
- b) The vendor shall ensure proper arrangement, presentation, replenishment of food throughout the service.
- c) The Service Provider shall ensure the deployment of adequate and competent manpower for the smooth operation of catering services at the MDP Guest House, as specified in **Annexure-13**. The Institute reserves the right to revise or increase the manpower requirement at any time, depending upon operational exigencies and programme requirements.
- d) The menu to be served during Management Development Programmes (MDPs) shall be determined solely by the Institute Administration from time to time, based on the indicative menu prescribed below by the Institute. The Service Provider shall provide catering services in accordance with the approved meal schedule, serving timings, and menu as communicated by the Institute Administration.

Item	Time	Proposed Menu
Breakfast	7:00 AM to 9:30 AM	1. Sprout 2. Cornflakes/Wheat flakes with milk (hot & cold) 3. Slices of plain bread (White/Brown) & toasted, Jam, Butter & (Kisan/Amul/Mothers Dairy etc.) 4. Dosa/ Idli/Wada/uttapam with sambhar & chutney/paratha (in varieties)/Chole bhatura/Poha/Upma or similar type 5. Boiled Eggs 6. On order (Scrambled egg/ Omelet) 7. Tea (in varieties)/Coffee (black/milk)/Milk 8. Muffins (optional)
Tea Break	11:00 am onwards	1. Tea (lemon/Black/Green/Milk/Ginger) 2. Coffee (Milk/Black) 3. Biscuit/Cookies
Lunch & Dinner	As per the requirement	1. Soup – Veg & Non-Veg 2. Starter- Veg & Non- veg 3. Rice-Plain and Jeera/Biryani/Pulao/Equivalent 4. Roti-Plain Tawa & Tandoori/Naan/Paratha 5. Dal fry/Dal Tadka (In varieties) 6. One Seasonal vegetable (dry/gravy) & Paneer/Mushroom 7. One Non-veg item- (Fish/Chicken/Mutton) 8. Papad & Pickles (in varieties) 9. Salad (in varieties) 10. Plain Curd/Raita (in varieties) 11. Desert- (All type of Sweets and Ice cream) 12. Mouth Freshener
Hi-Tea	4:00 PM to 6:00 PM	1. Tea & Coffee 2. Sandwich (In varieties)/Samosas / Wadas / Kachori / Sandwiches / Paneer Pao Bhaji / Pakodas /Pani Puri/Bhel Puri/Chat/ Pasta/ Noodles should be served with Sauce/Chutney

- e) All fire-roasted & fried items to be served hot & live.
- f) Any additional food item(s) introduced to the approved menu, beyond the agreed scope of services, shall be paid for separately by the Institute. The applicable rates for such additional item(s) shall be mutually agreed upon in advance and shall be subject to the prior approval of the Institute Administration.

7.1.3. CATEGORY- (C)- Standard Menu for High Tea/Official Meetings:

- The Service Provider shall provide catering services for High Tea, official meetings, conferences, seminars, workshops, faculty meetings, Board meetings, committee meetings, placement activities, and other official events conducted by the Institute, as and when requisitioned by the Institute Administration. Such services shall be provided in accordance with the approved indicative menu specified below, as may be determined by the Institute Administration from time to time. Any modification or customization to the menu shall be carried out only with the prior approval of the Institute.
- The Service Provider shall deploy adequate and well-trained manpower, along with the necessary crockery, cutlery, glassware, serving utensils, insulated containers, dispensers, table linen, and other service equipment required for the smooth conduct of the event.
- The Institute may place requisitions for High Tea or official meetings at short notice. The Service Provider shall make all necessary arrangements to ensure uninterrupted and satisfactory catering services within the stipulated time.

Item	Menu
High Tea/Official Meetings	1. Tea- Black/Lemon/Ginger/Green/Milk 2. Coffee- Milk/Black (Nescafe/Bru) 3. Biscuit/Cookies (Bakery/Good day/Monaco/Krack jack or Wafers (branded) with different flavours 4. Pastry/ Cake/ Muffins (Optional) 5. Fresh prepared Snacks- Sandwich (plain, grilled, toasted), Patties/ Samosa/Vada/Pakoda (Vegetable, Paneer)/Spring roll/ Soup/ Noodles/ Pasta/Manchurian/Papdi chat/Corn chat etc. 6. Soft drinks (Lassi, Butter milk/Lime Juice/Badam Milk/ Chilled Non-Alcoholic Beverages /Fresh Juice as per requirement)

7.1.4. CATEGORY- (D) Standard Menu for Outdoor Catering Services:

The scope of work includes the complete Banquet setup, operation, and dismantling of outdoor catering facilities for events conducted within the campus premises, including:

- a) Venue preparation and readiness
- b) Erection of tents/pandals, shamianas, and canopies (as required)
- c) Arrangement of tables, chairs, buffet counters, service counters, and display stations
- d) Buffet setup, serving bowls, chafing dishes, cutlery, crockery, glassware, and table linen
- e) Cooking arrangements (where permitted) or transportation of prepared food
- f) Deployment of trained manpower, including chefs, service staff, supervisors, cleaners, and helpers
- g) Timely replenishment of food throughout the event
- h) The Service Provider shall provide separate, clearly earmarked counters for serving non-vegetarian food items.
- i) Drinking water and beverage service arrangements
- j) Waste collection, disposal, and post-event cleaning of the venue
- k) Dismantling and removal of all catering equipment after the event
- l) Compliance with campus safety, hygiene, and food safety regulations

Item	Proposed Menu
Lunch/Dinner	1) <u>Welcome Drink</u> a) Fruit Juice/Mocktails (In varieties) 2) <u>Starter</u> a) Soup – Veg & Non-Veg b) Starter- Veg & Non- veg 3) <u>Main Course</u> a) Salad- In varieties b) Rice-Plain and Jeera rice/Biryani/Pulao/Equivalent c) Roti- Pulka and Paratha/Naan/Kulcha/Poori d) Dal- In varieties e) One Seasonal vegetable (dry/gravy) and Paneer/Mushroom/Babycorn f) 2 Non-veg (gravy/dry)- (Fish/Chicken/Mutton/Prawn) g) Papad/Pickles (in varieties) h) Plain Curd/Raita (in varieties) i) Mouth Freshener j) Drinking Water Bottle 4) <u>Desert</u> a) Sweets in Varieties and Ice cream

Note- The number of participants (PAX) shall be finalized and communicated by the Institute prior to the event.

8. **BID EVALUATION PROCESS: (STAGE-II)**

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:

- i) The service providers who qualify the Pre-Eligibility Criteria as detailed in clause no.6, their bids only will be considered for technical evaluation.
- ii) 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	Top 50 NIRF India Rankings 2025: Management list Institutions / Number of Clients/Companies in a Top 100 Rank of Fortune India 500:2025 Served by the Bidder a) Top 50 NIRF India Ranking 2025 management Institute i) 07 and above - 07 Marks ii) 1 to 6 Institute - 01 mark for each Institute b) Top 100 Companies ranked in the Fortune India 500 (2025) i) 10 and above companies - 08 Marks ii) 1 to 9 companies - 01 mark for each company	15	Refer Annexure-4 for filling details along with Relevant work order of the Institutions/Companies along with the list of Top 50 NIRF India Ranking 2025 Management Institute/ Top 100 Fortune India 500 Companies 2025
2	Annual Turnover of Bidder in Catering & Mess Services of last three financial years i.e., 2023-24, 2024-25 and 2025-26 (i) Rs. 1,000 Cr. and above - 15 Marks (ii) Between Rs. 500 Cr. - Rs. 999 Cr. - 10 Marks (iii) Between Rs. 100 Cr. - Rs. 499 Cr. - 05 Marks	15	Refer Annexure-5 for filling details along with Audited Balance sheet of last three FY
3	Total no. of payroll workers on the role of the Bidder (Year 2025-26) (i) Above 5000 - 15 Marks (ii) Above 3000 and up-to 4999 - 10 Marks (iii) Above 1000 and up-to 2999 - 05 Marks	15	Refer Annexure-6 for filling details along with Bank Statement Evidencing Salary Disbursement/Self certified documents PF/EPF
4	Experience of the Bidder in successfully executing at least one (01) similar work order in a single organization with a contract/work order value of: (i) 10 Cr. and above - 15 Marks (ii) 7 Cr. to 9.99 Cr. - 10 Marks (iii) 5 Cr. to 6.99 Cr. - 05 Marks	15	Refer Annexure-9 for filling details along with Copy of relevant Successfully Work Completion certificate
5	<u>Presentation</u> The venue and date for the presentation shall be communicated to the shortlisted bidders after submission of the bid. Only those bidders who qualify the minimum eligibility criteria under the Technical Bid evaluation shall be invited for the presentation. The duration of the		

presentation shall be limited to a maximum of 30 minutes and shall comprise the following parameters:			
(i) Overall Quality Control & Hygiene approach	-10 Marks	40	
(ii) Availability of Trained, Experienced and Professional Manpower	-10 Marks		
(iii) Understanding of IIM Sambalpur requirement & Outdoor Catering setup	- 10 Marks		
(iv) Operational Planning and Service Delivery Management	- 10 Marks		
Total Marks		100	

iii) 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.

iv) 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), MDP Menu (B) and High tea/ official meetings Menu (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> 100
Standard category for Students Mess (A)	75	210	168
Standard Category for MDP (B)	15	500	75
Standard Category for High Tea/Official meetings (C)	5	100	5
Standard category for Outdoor Catering (D)	5	100	5
Total Weightage Score			253

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 bidder securing the highest Overall Score (H1) shall be declared the successful bidder and shall be considered for the award of the contract.

9. CONTRACT PERIOD:

- a) Contract period shall be initially for **02 (Two) years**. This period may be extended by another 01 (one) to 2 (two) years with the same terms and conditions of the tender subject to satisfactory performance by the service provider or as per the requirement of the Institute 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 service provider and the client within 30 days of the issuing of the work order.

10. PAYMENT TERMS:

- a) 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.
- b) Payment processing period from IIM Sambalpur side will be Up-to 45 days after receipt of invoice complete in all respect from the vendor with no subsequent written objection from IIM Sambalpur.
- c) 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, the service provider shall be required to submit the renewed performance Security @ 3% of the estimated annual contract value, valid for the extended contract period.

12. GENERAL SCOPE OF WORK:

- 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) Pre-bid queries, if any, shall be submitted by the prospective bidders exclusively through email at procurement@iimsambalpur.ac.in on or before **06/08/2026**. Queries received after the prescribed date and time shall not be entertained.

13. HYGIENE:

The Contractor shall, at his own cost, ensure the health, personal hygiene, and cleanliness of all personnel deployed for the services. The following hygiene and sanitation requirements shall be strictly complied with throughout the contract period:

A. Personal Hygiene of Personnel

- a) The Contractor shall ensure periodic medical examination of all deployed personnel once every **three (03) months**. The medical examination reports shall be submitted to the Institute during the **first week of April, July, October, and January**, without fail.
- b) All personnel shall maintain a high standard of personal hygiene. Hair shall be neatly cut and trimmed, nails shall be kept short and clean, and personnel shall always be neatly dressed while on duty.
- c) Personnel engaged in cooking, food preparation, and serving activities shall wear appropriate headgear while working in the kitchen and service areas.

B. Food Hygiene

- a) No leftover food shall be served under any circumstances.
- b) All cooked and semi-cooked food shall be stored hygienically in appropriate containers and under suitable conditions.

C. Kitchen Cleanliness and Sanitation

- a) All kitchen accessories shall be washed daily using only food-grade (human-grade) detergent.
- b) Dustbins shall be kept covered at all times, emptied periodically, and maintained in a clean and hygienic condition.
- c) All walls, ceilings, light fixtures, countertops, taps, and other surfaces shall be kept clean, free from dust, grease, cobwebs, and shall be maintained in good repair.
- d) All equipment, worktables, and food preparation surfaces shall be kept clean and sanitized at all times.

D. Cleaning of Utensils and Crockery

- a) All eating plates, serving utensils, and cooking utensils shall be thoroughly cleaned after every use. Eating plates, spoons, and other cutlery shall be sterilized daily.
- b) Dented cooking utensils, chipped crockery, cracked plates, or damaged cutlery shall not be used under any circumstances.

14. PENALTY CLAUSE:

The Contractor's performance shall be monitored by IIM Sambalpur through on-site inspections and/or inspection reports in formats prescribed by the Institute from time to time.

Minor instances of non-performance shall be communicated verbally, and the Contractor shall take immediate corrective action.

Classification of Instances of Non-Performance

- i) **First Instance of Non-Performance:** Major instances of non-performance, considering their magnitude, importance, or frequency, shall be communicated in writing and shall be treated as the **First Instance of Non-Performance**.
- ii) **Second Instance of Non-Performance:** Any subsequent major instance of non-performance communicated in writing after the First Instance shall be treated as the **Second Instance of Non-Performance**.
- iii) **Third and Subsequent Instances of Non-Performance:** Any further major instance of non-performance communicated in writing after the Second Instance shall be treated as the **Third Instance of Non-Performance**, and each subsequent written communication thereafter shall continue to be treated as the next instance of non-performance for the entire duration of the Contract.

Performance shall be evaluated as **Satisfactory** or **Unsatisfactory** based on inspection reports. Penalties shall be imposed in accordance with the parameters specified in the table below, including but not limited to deviations in timeliness, quality, quantity, hygiene, behaviour, failure to deploy manpower, theft or damage to Institute property, detection of insects and/or foreign objects, use of expired products, and other service deficiencies.

IIM Sambalpur reserves the right to prescribe or revise inspection formats and evaluation criteria from time to time during the contract period.

Sl. No.	Parameter	Non-Performance Related Penalty/ Fine on Service Provider		
		1st Instance	2nd Instance	3rd Instance
1	Timeliness	Written Warning	2% of monthly billing amount	5% of monthly billing amount and/or termination of agreement
2	Quality & Quantity Related		2% of monthly billing amount	5% of monthly billing amount and/or termination of agreement
3	Failure to deploy adequate manpower		2% of monthly billing amount	5% of monthly billing amount and/or termination of agreement
4	Hygiene Related		5 % of monthly billing amount	10% of monthly billing amount and/or termination of agreement
5	Use of Expiry Product Related		5 % of monthly billing amount	10% of monthly billing amount and/or termination of agreement

6	Detection of insects and/or foreign objects		5 % of monthly billing amount	10% of monthly billing amount and/or termination of agreement
7	Behaviour/Conduct Related		10% of monthly billing amount and/or termination of agreement	
8	Theft/Damage of Property etc. Related	Equivalent payment/replacement of material and staff, and/or termination of agreement	Equivalent payment/replacement of material and staff and 10% of monthly billing amount and Termination of agreement	
9	Breach of Other Terms mentioned in the Tender Document	Equivalent payment/replacement of material and staff, and/or termination of agreement	Equivalent payment/replacement of material and staff and 10% of monthly billing amount and Termination of agreement	

15. TERMINATION FOR INSOLVANCY:

- 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.

16. 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.

17. TERMINATION OF CONTRACT:

- a) In the event that the Catering Service Provider is not interested in continuing the contract, it may terminate the contract by giving the Institute a minimum of three (3) months' prior written notice. If the Catering Service Provider fails to provide the stipulated notice period, the Institute shall have the right to forfeit the Security Deposit and invoke the Performance Bank Guarantee proportionately to the period by which the notice falls short of the prescribed three-month notice period.
- b) In case of any inadvertent mistake in the process of evaluation, the Work Order may be cancelled at any stage even after the issue of the same, as the Institute Reserves the Right to modify/withdraw/cancel any communication including the Work Order issued to the bidder.
- c) Work Order issued by the Institute shall be provisional. The Institute may verify the documents submitted by the bidder and in case it is found that any of the facts/documents submitted by the bidder are found to be forged / falsified or tampered, or the bidder has doubtful antecedents/background and has suppressed the said information, then the issued Work Order will be cancelled, and services may be terminated with immediate effect, without any notice period.
- d) 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.

18. 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.

19. OTHER TERMS & CONDITIONS:

- a) Upload only the relevant and readable documents specified in the tender. Failure to do so may lead to rejection of the bid.
- b) IIM Sambalpur reserves the right to accept, reject, or cancel any or all bids without assigning any reason.
- c) IM Sambalpur may amend, modify, withdraw, or add to the tender conditions before issuing the Purchase Order.
- d) Breach of any tender condition may result in forfeiture of the EMD and/or Performance Security.
- e) 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.
- f) Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.
- g) The bidder shall bear the cost of any testing required to verify compliance of the supplied goods or services.
- h) IIM Sambalpur shall not be responsible for non-receipt or delayed submission of the bid documents.
- i) *IIM Sambalpur may issue corrigendum or clarifications to the tender document before the bid submission deadline. Bidders shall consider all such corrigendum while preparing and submitting their bids.*

DECLARATION OF EARNEST MONEY DEPOSIT (EMD)

To,

Indian Institute of Management Sambalpur
Basantpur, Sambalpur - 768025
Odisha

Subject: Submission of Earnest Money Deposit (EMD)

Ref:- Tender No. **IIMSBP/2026-27/RP/33** dated: **29/07/2026**

(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)

LETTER FOR SELF DECLARATION

(To be printed on Bidder's letterhead and submitted as the first page of 'Technical Bid')

To,

Indian Institute of Management Sambalpur
Basantpur, Sambalpur - 768025
Odisha

Subject: Submission of Self-Declaration Certificate for Tender No. HMSBP/2026-27/RP/33 dated: 29/07/2026 for Hiring of Mess and Catering Services Agency at IIM Sambalpur

With reference to the above, I am/ We are offering our competitive bids for Notice Inviting Tender 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 comply with the above referred tender document including instructions, terms, and conditions and all the contents stated therein.

I / We also confirm that all the documents submitted, and the details being furnished are true, complete and correct to the best of my knowledge. I also declare that no fact or information has been concealed or misrepresented in the bid being submitted. I understand that if at any time, during or after the tender process or after the award of the contract, if any breach of this declaration has been found out or comes to light, the bid will be summarily rejected and the contract (if awarded) will be nullified without the Institute incurring any liability whatsoever and suitable action as deemed fit by the Institute will be initiated against me and my firm, company or agency.

Date:

Authorized Signatory with seal:

Name:

Place:

Designation:

Contact No.

Email id:

DECLARATION REGARDING NON-BLACKLISTING OF THE FIRM

(to be printed on the company/firm/agency's letterhead)

To,

Indian Institute of Management Sambalpur
Basantpur, Sambalpur - 768025
Odisha

Subject: Non-Blacklisting declaration in connection with IIM Sambalpur Tender IIMSBP/2026-27/RP/33 dated: 29/07/2026 for Providing Mess and Catering Services at IIM Sambalpur

Dear Sir/Madam,

This is to notify you that our Firm/Company/Organization intends to submit a proposal in response to Tender No. **IIMSBP/2026-27/RP/33 dated: 29/07/2026** inviting Bidders for **Providing Mess and Catering Services at IIM Sambalpur**

In accordance with the above we declare that:

- a) 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.
- b) I also certify that the above information is true and correct in every respect and in any case, later 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.
- c) If this declaration is found to be incorrect then without prejudice against 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:

CLIENT LIST CERTIFICATE*(to be printed on the company/firm/agency's letterhead)*

Number of Clients/Companies in a Top 100 Rank of Fortune India 500:2025 /Top 50 NIRF India Rankings 2025: Management list Institutions

Please note that below is the list of all those Institutions/Organizations in which the bidder has provided Catering services and which have appeared in any of the above-mentioned lists of reputed organizations.

Sl. No.	Name of the Client	Duration of the contract (in months)	Mention the Listing (Clients/ Companies in a Top 100 Rank of Fortune India 500:2025/ Top 50 NIRF India Rankings 2025: Management list Institutions Example: NIRF MBA 2025 Top 50	Mention the Client's Rank in the Listing Example – 40 in Fortune 500:2025	Remarks
1					Self-attested copies of relevant work order or Work Completion certificate pertaining to the mentioned works to be submitted along with the list of Institutions/Companies along with the list of Top 50 NIRF India Ranking 2025 management Institute/ Top 100 Fortune 500 Companies 2025
2					
3					
Please add/delete rows as required					

I, in my capacity as authorized representative of the firm/ company hereby certify that the above tabulated information is true and complete in all respects and in any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Sambalpur, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Date:**Authorized Signatory with seal:****Name:****Place:****Designation:****Contact No.****Email id:**

DECLARATION REGARDING THE ANNUAL TURNOVER OF THE FIRM

(to be printed on the company/firm/agency's letterhead)

To,

Indian Institute of Management Sambalpur
Basantpur, Sambalpur - 768025
Odisha

Subject: Annual Turnover declaration of preceding three financial years in connection with IIM Sambalpur Tender No. IIMSBP/2026-27/RP/33 dated: 29/07/2026 - for Providing Mess and Catering Services at IIM Sambalpur

Dear Sir/Madam,

Subject to the conditions given in the tender documents, I/We hereby submit the Annual Turnover declaration of preceding three financial years (2023-2024, 2024-2025, 2025-2026) certified by the Chartered Accountant:

Sl. No	Details	Financial Years			Total- in Rs. (from 2023-24 to 2025-26)	Average Annual Turnover in last three FY (2023-24 to 2025-26)
		2023-2024	2024-2025	2025-2026		
	Annual Turnover of Entity from the business of Housekeeping Manpower services					

I hereby certify that the above information is true and correct in every respect and in any case, later it is found that any details provided above are incorrect, any/ the contract given to the above firm may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Sambalpur, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Date:

Authorized Signatory with seal:

Name:

Place:

Designation:

Contact No.

Email id:

MANPOWER CAPABILITY CERTIFICATE

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

The bidder/ firm fulfills the requirement of having on their wage rolls minimum 1000 employees as on 28.07.2026. Also, the total number of employees enrolled with the firm as on **29/07/2026** is tabulated below.

Sl. No.	As on Date	Total Number of Employees	Remarks
1	29.07.2026		Supporting Self- certified documents PF/EPF, Bank Statement Evidencing Salary Disbursement, are to be provided along with the Annexure

I, in my capacity as authorized representative of the firm/ company hereby certify that the above information is true and correct in all respects and relevant supporting documents have been provided as required and are genuine. In any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Sambalpur, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Date:

Authorized Signatory with seal:

Name:

Place:

Designation:

Contact No.

Email id:

BIDDER'S PROFILE DECLARATION CERTIFICATE**(STATUTORY COMPLIANCE SELF DECLARATIONS)****(Duly sealed and signed certificate on Company/ Firm's Letterhead)**

Sl. No.	Brief Profile of the Agency	Details to be Furnished
1	Name of the agency/firm Director	
2	Registered Name of the Agency/Firm	
3	Date of Incorporation/ Establishment	
4	Permanent Account Number (PAN)	
5	GST Registration Number	
6	Registered Address	
7	Postal Address for Communication	
8	Authorized Signatory Details	Name: Designation: Email: Phone/Mob:
9	Agency Bank Account Details	Account Holder: Account No. Branch Address: IFSC Code:
10	Legal status of the agency (attach copies of original document defining the legal status) • A proprietary firm • A firm in partnership • A limited company or corporation/ Joint venture/Consortia • Others (Explain)	

I, the authorized representative of the firm/company, hereby certify that the information and supporting documents submitted are true, complete, and genuine. In any case later it is found that any details provided above are incorrect, (a) any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted by the competent authority of IIM Sambalpur, (b) also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand that all information and supporting documents must be complete and legible, failing which the firm's bid may be rejected.

Date:**(Signature of the bidder with seal)**

TECHNICAL BID

(to be printed on the company/firm/agency's letterhead)

Ref: Tender No. IIMSBP/2026-27/RP/33 dated: 29/07/2026 - for Providing Mess and Catering Services at IIM Sambalpur

The following documents are to be furnished by the Bidder in the Technical Bid. Bidders should carefully read and comply with the notes given below this Table.

Sl. No.	Technical Criteria	Remarks
1	The bidder should provide Self-declaration certificate	
2	The bidder should provide Non-blacklisted certificate	
3	The Firm should be registered under Partnership firm/Proprietary firm/ Public or Private Limited Company and valid registration certificate	
4	The bidder should have branch/registered office at Odisha	
5	The bidder/firm must have a minimum of 10 years of experience , as on the date of publication of the tender, in providing similar mess and catering services to any Central Government Educational Institutions/ Universities, Autonomous Bodies/ Central PSUs, or other large and reputed private educational institutions/ organizations . Further, during the preceding 10 years , the bidder must have successfully executed at least one similar mess and catering services contract in any of the IIMs/IITs/IIITs/NITs . The value of at least one such work order/contract shall not be less than Rs. 5.00 Crore (Rupees Five Crore only) per annum . Please submit the Copy of Work Order/ Contract along with the performance certificate/ completion/ Feedback from Clients with positive rating, otherwise the experience will not be considered.	
6	The bidder should attach list of Work Order/ documentary evidence where the similar type of work executed during the last 10 years as on the date of publication of the tender: (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	
7	The agency must have had a minimum average annual turnover of 50 crores (Rupees Fifty crore only) in last three financial years i.e. 2023-24, 2024-25 and 2025-26 for a similar line of business i.e., Mess and catering services. The agency must submit a duly signed certificate from Chartered Accountant (CA) clearly showing financial year-wise turnover	
8	The agency should also attach a copy of profit loss statement/ balance sheet/ income tax return of last three financial years i.e. 2023-24, 2024-25 and 2025-26 certified by a Chartered accountant.	

9	The Firm shall possess a valid FSSAI Licence issued by the Food Safety and Standards Authority of India (FSSAI). The licence shall be valid as on the date of submission of the bid, and a copy of the same shall be submitted as part of the bid documents.	
10	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)	
11	The Agency should have PAN Number and GST Registration. (A copy of the same should be submitted along with the technical bid)	
12	The firm must have valid ISO 9001:2015, 22000:2018, 14001:2015, 45001:2018 certifications.	

Date:

Authorized Signatory with seal:

Name:

Place:

Designation:

Contact No.

Email id:

DETAILS OF SUCCESSFULLY COMPLETED SIMILAR WORKS

Bidders are required to furnish complete details of similar contracts as per the details given below:

Sl. No.	Name of the Client, address and contact details	Work order Details	Date & year of award of the contract	Year of the Completion	Value of Work order (In Rs.)
Please add rows as required					

Date:

Authorized Signatory with seal:

Name:

Place:

Designation:

Contact No.

Email id:

LIST OF APPROVED HOUSEKEEPING AND CLEANING CONSUMABLE BRANDS

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	Hand Scrubber	Taski/ Charnock/ IPC
5	Cleaning Pads	Scotch Brite
6	Cleaning Cloth	Gala, Scotch Brite or any other equivalent brand
7	Garbage Cover	Any good quality brand
8	Tissue Paper	Any good quality brand
9	Hand Wash	Dettol, Savlon, Lifebuoy

NOTE:

- 1) *The deployment of the above-mentioned type, specification and number of consumables is emphasized to highlight the need to maintain highest levels of hygiene and cleanliness.*
- 2) *The actual requirement may vary, and the vendor must ensure the availability and use of additional type, specification, and quantity of consumables of such requirements (of expected quality and availability in expected time frame).*
- 3) *The final choice of products from the given list of equivalent consumables will be done by IIM Sambalpur and the bidders are expected to factor in the same while bidding.*
- 4) *The Vendor will be required to obtain comprehensive Annual Maintenance Contracts (AMC) for all equipment whose procurement cost is more than Rs. 10,000 (Rupees Ten Thousand Only) and has been procured for services under this Agreement.*
- 5) *Material and equipment of lesser value will be maintained in working condition by the vendor and will be replaced with equivalent quality material by the vendor as and when needed at vendor's cost. Decision of IIM Sambalpur regarding service quality, service delivery timeliness and cost efficiency will be final and binding.*
- 6) *Standard or other brands of similar quality may be considered.*

LIST OF APPROVED BRANDS FOR FOOD INGREDIENTS AND CONSUMABLES

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:

- 1) *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.*
- 2) *No items should be stored which have remaining shelf-life less than 50%.*
- 3) *The above list of brands is representative. IIM Sambalpur reserves the right to ask for specific good quality brands from the list of brands. Similarly, the vendor must provision similar level best quality brands for other food items which are not mentioned in the above list. Decision of IIM Sambalpur in this regard will be final and binding on the vendor.*
- 4) *Any ingredient which is not certified by appropriate Govt. agencies or is un-branded will have to be approved by IIM Sambalpur for use. In no case "not certified" ingredients should be used without written approval of IIM Sambalpur.*
- 5) *Colouring agents and controversial products such as Ajinomoto/MSG not be used.*

MANPOWER DETAILS FOR STUDENT MESS & DINING

Sl. No.	Manpower Details	Total Staff	Category	Minimum Qualification and Experience
1	Manager	1	Skilled	Graduate from a recognized Hotel Management Institute with 10–15 years of relevant experience in hospitality services. The deployed personnel shall be proficient in record management, possess good communication skills in English and Hindi, and demonstrate professional etiquette as per the Institute's requirements.
2	Executive Chef	1	Skilled	Graduate from a recognized Hotel Management Institute with 5–10 years of relevant experience in hospitality services. The deployed personnel shall possess good communication skills in English and Hindi and demonstrate professional etiquette as per the Institute's requirements.
3	Asst. Cook	4	Skilled	12th Class pass or above with 3–5 years of relevant experience in hospitality services. The deployed personnel shall be proficient in Hindi and possess a working knowledge of English.
4	Helper	7	Semi-Skilled	10th Class pass with 2–3 years of relevant experience in hospitality services. The deployed personnel shall be proficient in Hindi with a working knowledge of English.

Note:

1. All deployed personnel shall meet the prescribed qualifications, experience, and skill requirements. The service provider shall submit supporting documents to the Institute before deployment or whenever requested.
2. The Institute reserves the right to verify the credentials of deployed personnel and seek replacement of any individual who fails to meet the prescribed qualifications, performance, or conduct standards.
3. The manpower indicated is the minimum requirement. The Institute may increase or decrease the manpower requirement based on operational needs, and the service provider shall comply accordingly.
4. The Institute may require replacement of any deployed personnel found unsuitable due to poor performance, misconduct, indiscipline, lack of competence, or any other valid reason. The service provider shall provide a suitable replacement within the time specified by the Institute.
5. The service provider shall ensure that sufficient manpower is available at all times. No position shall remain vacant without the prior approval of the Institute.
6. The deployed personnel shall work as per the duty roster, shift timings, and operational requirements of the Institute, including weekends, holidays, special events, examinations, conferences, and emergency situations.

MANPOWER DETAILS FOR MDP

Sl. No.	Manpower Details	Total Staff	Category	Minimum Qualification and Experience
1	F & B Manager	1	Skilled	Graduate from a recognized Hotel Management Institute with 10–15 years of relevant experience in hospitality services. The deployed personnel shall be proficient in record management, possess good communication skills in English and Hindi, and demonstrate professional etiquette as per the Institute's requirements.
2	Executive Chef	1	Skilled	Graduate from a recognized Hotel Management Institute with 5–10 years of relevant experience in hospitality services. The deployed personnel shall possess good communication skills in English and Hindi and demonstrate professional etiquette as per the Institute's requirements.
3	Chef the CDP	2	Skilled	Graduate from a recognized Hotel Management Institute with 5–10 years of relevant experience in hospitality services. The deployed personnel shall possess effective communication skills in English and Hindi and exhibit professional etiquette.
4	VIP Stewards	2	Skilled	12th Class pass or above with 3–5 years of relevant experience in hospitality services. The deployed personnel shall be proficient in Hindi and possess a working knowledge of English.
5	Receptionist	2	Skilled	Graduate from a recognized Hotel Management Institute with 5–10 years of relevant experience in hospitality services. The deployed personnel shall possess effective communication skills in English and Hindi and maintain professional etiquette.
6	Helper	2	Semi-Skilled	10th Class pass with 2–3 years of relevant experience in hospitality services. The deployed personnel shall be proficient in Hindi with a working knowledge of English.

Note:

7. All deployed personnel shall meet the prescribed qualifications, experience, and skill requirements. The service provider shall submit supporting documents to the Institute before deployment or whenever requested.
8. The Institute reserves the right to verify the credentials of deployed personnel and seek replacement of any individual who fails to meet the prescribed qualifications, performance, or conduct standards.
9. The manpower indicated is the minimum requirement. The Institute may increase or decrease the manpower requirement based on operational needs, and the service provider shall comply accordingly.
10. The Institute may require replacement of any deployed personnel found unsuitable due to poor performance, misconduct, indiscipline, lack of competence, or any other valid reason. The service provider shall provide a suitable replacement within the time specified by the Institute.

FINANCIAL BID (BOQ)

To,

Indian Institute of Management Sambalpur
 Basantpur, Sambalpur - 768025
 Odisha

Sl. No.	Item Description	Qty.	Units	BASIC RATE In Figures Per Day Per Person (In Rs.)	TOTAL AMOUNT excluding taxes In Rs.
1	<u>FOOD CATEGORY AND DESCRIPTION OF THE SERVICES</u>				
1.01	<u>CATEGORY (A) - Student Mess Catering Services as per prescribed menu, Inclusive of Manpower Charges:</u> BREAKFAST	1.00	Nos		0.00
1.02	LUNCH	1.00	Nos		0.00
1.03	EVENING SNACKS	1.00	Nos		0.00
1.04	DINNER	1.00	Nos		0.00
1.05	<u>CATEGORY (B) - MDP Catering Services as per prescribed menu, Inclusive of Manpower Charges:</u> BREAKFAST	1.00	Nos		0.00
1.06	TEA	1.00	Nos		0.00
1.07	LUNCH	1.00	Nos		0.00
1.08	EVENING SNACKS	1.00	Nos		0.00
1.09	DINNER	1.00	Nos		0.00
1.1	<u>CATEGORY (C) - High Tea/Official Meetings Catering Services as per prescribed menu, Inclusive of Manpower Charges:</u> HIGH TEA/OFFICIAL MEETINGS	1.00	Nos		0.00
1.11	<u>CATEGORY (D) - Outdoor Catering Services as per prescribed menu, Inclusive of Buffet setup & Manpower Charges:</u> LUNCH/DINNER	1.00	Nos		0.00

NOTE:

- 1) The bidders shall quote their rates separately against each meal/service item under the respective categories in the BOQ. Consolidated or lump-sum quotations for any category shall not be accepted.
- 2) *GST shall be payable extra at the applicable rates. Bidders shall quote their rates exclusive of GST.*
- 3) The number of students indicated is tentative and may increase or decrease during the contract period based on the Institute's actual requirements.
- 4) The quoted rates shall remain firm and fixed throughout the contract period, and no escalation shall be permitted. IIM Sambalpur provides the minimum assured number of meals per sitting as specified in the tender document.
- 5) IIM Sambalpur is running various academic programmes. However, there will be a summer break of approximately 2–3 months, tentatively from mid-April to mid-June, during which the student strength on

campus may be lower. Notwithstanding the lean period, the mess services shall continue to operate throughout all 12 months of the year. The rates quoted by the bidder shall remain unchanged during the lean period. Further, the quality, quantity, and standard of the food served shall remain the same during the lean period, and no reduction or compromise in food quality, portion size, or menu standards shall be permitted.

- 6) The Agency may be considered for a rate enhancement of up to 5% (five percent) upon successful completion of the initial two (2) years of the contract period, subject to market price escalation, mutual discussion, and approval by the Institute Administration.

Declaration by the Bidder

I/we hereby agree to provide catering services as per the terms and conditions of the tender document I/We further undertake that the quoted rates shall remain valid and binding for a period of two (2) years from the date of award of the contract.

Place:

Date:

(Signature of the bidder with seal)