

**भारतीय प्रबंध संस्थान अमृतसर**

**INDIAN INSTITUTE OF MANAGEMENT AMRITSAR**

**NOTICE INVITING TENDERS FOR**

**OPERATING HOSTEL MESS**

**IIM AMRITSAR CAMPUS**

**(NO.IIM/ASR/NIT/42/2018-19, DATED 14-05-2018)**

**INDIAN INSTITUTE OF MANAGEMENT AMRITSAR**

Punjab Institute of Technology Building,  
Inside Government Polytechnic Campus,  
Polytechnic Road, PO: Chheharta,  
G.T. Road, Amritsar - 143105

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**INDIAN INSTITUTE OF MANAGEMENT AMRITSAR**

**NOTICE INVITING TENDER  
(NO. IIM/ASR/NIT/42/2018-19, DATED 14-05-2018)**

1.	Name of the work	Operating Hostel Mess at IIM AMRITSAR Campus
2.	Advertisement No & Date	<b>NO. IIM/ASR/NIT/42/2018-19 Dated 14-05-2018</b>
3.	Downloading tender forms from IIM AMRITSAR Website	14-05-2018
4.	Site visit if required	During Office hours (15:00 Hrs to 17:00 Hrs) upto 12-06-2018 on working days
5.	Cost of Tender Form	Rs.500/- + Rs.60 as 12% GST (Rupees Five Hundred & Sixty only) to be attached with tender document in case of downloading.
6.	EMD	Rs.1,50,000/- (Rupees One Lakh Fifty Thousand)
7.	Due date and time for submission of Tender	13-06-2018 upto 15.00 Hours
8.	Date of Opening Technical Bids	13-06-2018 at 16.00 Hours
9.	Technical Discussion and Presentation for technically qualified Bidders and opening of Price Bid	Date and time will be communicated to the technically qualified bidders
10.	Mode of Submission of Tender	Can be sent by Speed Post/Registered Post/Courier or Dropped in the Box entitled 'Purchase Section' in the Admin Building.
11.	Address to which Tender is to be sent	Nodal Officer Indian Institute of Management Amritsar Punjab Institute of Technology Building, Inside Government Polytechnic Campus, Polytechnic Road, PO: Chheharta, G.T. Road, Amritsar - 143105 Tel: 0183 – 2820014
12.	Contact Person	Nodal Officer IIM Amritsar Tel: 0183 – 2820014

**INDIAN INSTITUTE OF MANAGEMENT AMRITSAR  
TENDER NO.IIM/ASR/NIT/42/2018-19, DATED 14-05-2018**

To. ....  
.....  
.....  
.....

Sirs,

**Name of the Work: Operating Hostel Mess at IIM Amritsar Campus**

1. Sealed tenders are invited by the Indian Institute of Management Amritsar under Two Bid system (Part – I: Technical Bid and Part – II – Price Bid) from competent agencies with sound technical and financial capabilities, fulfilling the qualifying requirements as stated hereunder for the following services:

S. No.	Grouping Dinners	Strength per Day	Meal Options	Meal Category	Location
1	PGP Students	220	All Meals + Snacks	Standard	IIM Hostel, IIM Campus Lunch
2	Staff	30*	All Meals + Snacks	Standard	IIM Hostel, IIM Campus Lunch

\*These numbers are approximate and may vary lower or higher side.

- 1.1. Successful tenderer(s) will be awarded contract normally for a period of 24 (Twenty Four) months. They should commence operation of the **Hostel Mess from 08-07-2018 to 15-07-2018**
- 1.2. It is not mandatory for the Institute to award the tender to one tenderer. It can be given to one or more tenderers on the basis of recommendation of duly constituted committee. The lowest price quoted shall not be the only criteria for awarding the contract.

**2. PRE-QUALIFICATION CRITERIA**

The tenderers who intend to participate shall meet the following qualifying requirements:

**2.1. Experience Criteria**

- 2.1.1. The Prospective tenderer should have successively carried out catering services in any industry/organization/establishment for not less than 200 persons/users on a normal working day in a single unit for a continuous period of two years during the last seven years.
- 2.1.2. The tenderers having experience only in the Cafeteria (snacks & beverage services) will not be considered.
- 2.1.3. The annual value of single largest contract at a unit should be not less than Rs.75 lakhs per annum on a daily operation or as per the decision of the committee concerned on the basis of the performance of the tenderer for the past years.

- 2.1.4. For the purpose of the value of work, the value of operating an Industrial/ Academic Organization/ Establishment Canteen alone will be considered.
- 2.1.5. The time period of seven years shall be reckoned as on 13-06-2018
- 2.1.6. A Committee constituted by IIM Amritsar would appropriately decide on acceptance of tenders having minor deviations in the criteria mentioned above.

## 2.2. Financial Criteria

- 2.2.1. The annual turnover of the tenderer during the last three years ending 2018 should be at least **Rs. 50 Lakhs. (Rupees Fifty Lakhs).**
- 2.2.2. The financial net worth of the tenderer shall not be negative during the financial year 2017-18.

## 2.3. Ranking System

The Technical Tenders, which fulfils the above experience and financial criteria shall be ranked as per the ranking system of awarding points for each attribute. Only those tenderers, who secured 60% or above of the BASE INDEX, will be considered for further evaluation, The details of ranking system are given in Annexure - A.

## 3. GENERAL

- 3.1. The tenderers shall submit documentary evidence in support of the above pre-qualification criteria. Tenders with all information and supporting documents by way of copies of work orders and audited Balance Sheets, including Profit & Loss Statement, Annual Turnover Statement, latest Income Tax Certificate, financial and ranking system requirements, alone will be considered.
- 3.2. For the purpose of ascertaining the experience and financial criteria, the experience and financial criteria of the tendering entity shall alone be taken in to consideration.
- 3.3. There shall neither be any case or charge under investigation/ enquiry / trial against the tenderer, nor convicted in a Court of Law nor suspended/black listed by any organization on any grounds.
- 3.4. IIM Amritsar reserves the right to use in-house information for assessment of capability of tenderers. The decision of IIM Amritsar regarding the tender will be final and binding.
- 3.5. If the performance of the tenderer is / has been found to be unsatisfactory for any reasons, whatsoever, in any organization including IIM Amritsar, then IIM Amritsar reserves the right to reject the tenders submitted by such tenderers at the technical scrutiny stage itself.
- 3.6. Joint Ventures / Consortium based offers shall not be accepted.
- 3.7. Tender forms can be downloaded from **Indian Institute of Management Amritsar Website**<http://www.iimamritsar.ac.in> from **14/05/2018** to **13/06/2018** **Tender Form Fee of Rs.500/- + Rs.60 as 12% GST** (Rupees Five Hundred & Sixty only) to be attached with tender document in case **by way of Demand Draft drawn in favour of Indian Institute of Management Amritsar payable at Amritsar should be submitted along with the Tender Form Fee is non-refundable.**
- 3.8. Request for sending the Tender Form by post or courier or any other mode shall not be entertained.

- 3.9. Pre-tender site inspection, queries and discussion can be made during Office hours (15:00 Hours to 17:00 Hours) **upto 12/06/2018** on working days. Further details in this regard are highlighted in the section “Instruction to Tenderers”. Tenderer can also contact Nodal Office IIM Amritsar, Phone 0183-2820014.
- 3.10. Tenders with all information and supporting documents by superscribing “**Operating Hostel Mess at IIM Amritsar Campus**” shall be submitted to the Nodal Officer, Indian Institute of Management Amritsar, Campus, Amritsar-143105 **up to 15:00 hours on 13/06/2018** by Speed Post/Registered Post/ Courier. Tenders can also be dropped in the Box entitled ‘Purchase Section’ in the Admin Building. The Technical Bids **will be opened on the same day i.e., on 13/06/2018 to 16.00 hours**. If the above day of opening happens to be a closed holiday for IIM Amritsar it is implied that the opening of the tenders will be held on the next working day at the time stipulated as above.
- 3.11. Tenderer shall ensure submission of complete information/documents at the first instance itself. The tenderer has to ensure that the tender document is strictly as per the order indicated in the master index. IIM Amritsar reserves the right to complete the evaluation based on the details furnished by the tenderers without seeking any subsequent additional information. Tenders not in compliance with tender conditions or with incomplete information/documents are liable for rejection.
- 3.12. Issuance of tender form or submission of tender by itself shall not amount to pre-qualification or entitle the tenderer to participate in the tendering process.
- 3.13. IIM Amritsar shall not be responsible for any costs or expenses incurred by the tenderers in connection with the preparation of tender.
- 3.14. Telex/ Email / Fax tenders shall not be accepted.
- 3.15. Canvassing in any form by the agency directly or by any other agency/person on their behalf may lead to disqualification of their tender.
- 3.16. Clarification, if any, can be obtained from the Nodal Officer IIM Amritsar during working hours of the Institute.

Sd/-  
Nodal Officer,  
IIM, Amritsar

**ANNEXURE - A**

**CRITERIA FOR RANKING OF TECHNICAL BIDS**

<b>Sl. No</b>	<b>Description</b>	<b>Attributes</b>	<b>Point</b>	<b>Please tick the appropriate attribute</b>	<b>Score</b>
1	Registration of the Tenderer	If Registered under Companies Act	10		
		If Partnership firm	7		
		If Proprietary concern	4		
		Others	1		
2	Total Number of establishments served during the last three years ( <i>i.e. in providing Mess services on contract basis catering minimum 200 persons/day</i> )	More than 5	10		
		3 – 4	7		
		1-2	4		
3	Annual Turnover of Tenderer ( <i>with respect to all Industrial / Institutional Mess being operated</i> )	Rs. 241 Lakhs & above	10		
		Rs. 181 to 240 Lakhs	8		
		Rs. 121 to 180 Lakhs	6		
		Rs. 61 to 120 Lakhs.	4		
		Below Rs. 60 Lakhs	2		
4	Annual value of the single largest contract for running industrial / Institutional Mess	Rs. 181 Lakhs & above	10		
		Rs. 141 to Rs. 180 Lakhs	8		
		Rs. 101 to Rs. 140 Lakhs	6		
		Rs. 60 to Rs. 100 Lakhs	4		
		Below Rs. 60 Lakhs	2		
5	No. of workers deployed in the single largest contract in an Industrial/ Institutional Mess	51 Workers & above	10		
		41 to 50 Workers	8		
		31 to 40 Workers	6		
		21 to 30 Workers	4		
		20 Workers & Below	2		
6	No. of skilled workers (with catering certificate / Diploma/ Degree) deployed in the single largest contract in an Industrial / Institutional Mess	13 Skilled workers & above	10		
		10 to 12 Skilled workers	8		
		7 to 9 Skilled workers	6		
		4 to 6 Skilled workers	4		
		2 to 3 Skilled workers	2		
7	No. of Skilled workers (with Catering Certificate /Diploma/ Degree) available in the rolls of	20 Skilled Personnel & above	10		
		16 to 19 Skilled Personal	8		
		12 to 15 Skilled Personnel	6		

	the tenderer's organization for the last two years	8 to 11 Skilled Personnel	4		
		4 to 7 Skilled Personnel	2		
8	Professional Category of Personnel available in the rolls of the tenderer's organization	Dietician	2		
		Quality Control Officer	2		
		Hygienist/ HK Officer	2		
		HR Officer	2		
		Safety Officer	2		
9	Total no. of workers/staff on the rolls of the Tenderer's organization doing job in all of its Industrial/ Institutional Mess	76 workers & above	10		
		61 to 75 Workers	8		
		46 to 60 Workers	6		
		31 to 45 Workers	4		
		21 to 30 Workers	2		
10	Total continuous experience in a single unit in running Mess on contract basis for 200 users or more	73 Months & above	10		
		Between 61 & 72 Months	8		
		Between 49 & 60 Months	6		
		Between 37 & 48 Months	4		
		Just 36 Months	2		

Notes: -

1. The Tenderer shall ensure to fill-up the score column depending upon their capabilities.
2. The highest score secured by any of the tenderers will be the base index. After evaluation of the technical tenders, based on the above attributes, only those parties, who secure 60% of above of the Base Index will be shortlisted.
3. Price tenders of only the technically qualified parties, i.e., securing 60% or above of the BASE INDEX, will be opened. The date, time and venue of opening of price tender will be intimated only to the short listed parties. The Committee concerned has the discretion to lower the score in case of insufficient response.
4. The Tenderer shall submit proof of all the above criteria by way of testimonials, records, photographs, etc., and conditions.



## **GENERAL CONDITIONS OF CONTRACT (GCC)**

### **1. GENERAL**

You are invited to submit your tender for “**Hostel Mess at IIM Amritsar Campus**” for a period of 24 months. The tender documents are and shall remain the exclusive property of the Institute without any right to the tenderer to use them for any purpose except for tendering and for use by successful tenderer with reference to the work.

### **2. TENDER DOCUMENT**

Tenderer shall submit the Technical Bid and Price Bid and details as sought in the “General Conditions of Contract” along with the tender. Tenderer shall retain a copy of the tender documents for their reference. The tender document shall not be transferred to any other party/agency.

### **3. ONE TENDER PER TENDERER**

Each tenderer shall submit only one tender and a tenderer who submits or participates in more than one Tender will cause all the proposals with the tenderer’s participation to be disqualified.

### **4. TENDER VALIDITY**

The tender shall remain valid for acceptance for a period of three months from the due date of submission of tender. The tenderer shall not be entitled to modify, vary, revoke or cancel his tender during the said period. In case of the tenderer modifying, varying, revoking or canceling the tender, the tenderer shall forfeit the Earnest Money Deposit paid. The validity of the tender shall be extended as and when required for the period as requested by the Institute in writing.

### **5. AMENDMENT TO TENDERING DOCUMENT**

The Institute may, for any reason, whether at its own initiative or in response to the clarification requested by the prospective tenderers, issue amendment in the form of addendum/ corrigendum during the period of issue of tender document and subsequent to receiving the tenders. Any addendum/ corrigendum thus issued shall become part of the Tender Document and the Tenderer shall submit “Original” addendum/ corrigendum duly signed and stamped in token of acceptance. For addendum / corrigendum issued during the tendering period, tenderer shall consider the impact of such addendum / corrigendum in the tender. For addendum/ corrigendum issued subsequent to receiving the tenders, tenderer shall follow the instructions issued along with such addendum / corrigendum. It would be the responsibility of the tenderer to check IIM Amritsar Website regularly for any addendum/corrigendum being issued by IIM Amritsar from time to time. IIM Amritsar shall not entertain any claim by the tenderers on this account.

### **6. CLARIFICATIONS REQUESTED BY TENDERER**

Although the details presented in the tendering document consisting of Conditions of Contract, Scope of Services and Specifications have been compiled with all reasonable care, it is the tenderers’ responsibility to ensure that the information provided is adequate and clearly understood. Tenderer shall examine the Tendering omission observed, tenderer may request for clarification at any time up to one day prior to the Tender Closing Date. Such clarification requests shall be directed to the Nodal Officer, IIM Amritsar.

## 7. CHECK LIST FOR SUBMISSION OF TENDER

To assist the tenderer in ensuring the completeness of tender, a check list for submission of various documents/ details in “Technical & Un-priced Commercial Part of Tender”, has been enclosed as Annexure to GCC. Tenderer, in his own interest, is requested to fill the check list and submit it along with the tender for ready reference. In case of incomplete submission, Indian institute of Management Amritsar will not be under any obligation to give the tenderer an opportunity to make good such deficiencies and IIM Amritsar may at its own discretion treat such tenders as incomplete and not consider the same for further evaluation.

## 8. MODE OF SUBMISSION OF TENDER

Tender shall be submitted in a sealed cover superscribed “TENDER FOR OPERATING Hostel Mess at IIM Amritsar Campus– Do not Open”. The Sealed Cover shall contain two separately sealed envelopes superscribed as below”

PART-I : TECHNICAL BID

PART-II : PRICE BID

**PART – I : TECHNICAL BID** shall contain the following:

(a) Tender document duly signed and stamped on each page in token of acceptance.

This part shall contain all pre-qualification (Experience & Financial) details as per enclosed format. Service Tax Registration Certificate, Income Tax PAN, List of Works, Organization Details, Proposed Personnel for the Subject Work, Qualifications of the Proposed Personnel, Proposed Equipment to be deployed for the Subject Work, Job Procedure, Quality Assurance Plan for Canteen Services, Safety Policy proposed, Concurrent Commitments, Financial Details, if any, to the tender Terms, Conditions and Specifications, etc., duly filled in and other details as called for in General Conditions of Contract as per requisite format shall be enclosed.

(c) Earnest Money Deposit in a separate envelope.

**PART – II : PRICE BID** shall contain the following:

PART – II of the tender shall contain only the Price Bid duly filled in and nothing else. All corrections must be stamped and signed. Any conditions mentioned in Part-II shall not be taken into account and if insisted upon, the tender shall be liable for rejection.

The Schedule of Rates shall be read in conjunction with all other sections of Tendering Document. Rates/amount must be filled in the respective “Schedule of Rates” separately for IIM Amritsar Hostel& Campus Mess and Hostel Night Canteen for General Contractors’ Employees & Visitors. The rates quoted by the Tenderer shall be firm and fixed for the complete duration of the contract, unless stated otherwise. In any case, tenderer shall be presumed to have quoted against the tendered requirement read in conjunction with all other section of the tender document, unit or quantity is noticed, and the same shall be binding on the tenderer. Part – II must be duly completed and sealed in a separate envelope superscribed “Tender – Part – II – Price Bid”. The Price Bid should not carry any conditions. Rates should be quoted in clear terms in the format given. Price Bid will be opened only in respect of the tenderers who are found suitable as per the pre-qualification criteria and Techno-commercial requirement. The tenderer has to give his/her rates (both in figures and words) for each and every item to be served in the Price Bid only. The item rates quoted in other formats will not be accepted. Such an item rate shall be inclusive of all costs, taxes and contractor’s profit.

## **9. TENDER SUBMISSION.**

Tender can be dropped in the Box entitled 'Purchase Section' in the Admin Building. Tender shall also be submitted by the time and date mentioned in the Notice Inviting Tender by Speed Post/Registered Post/ Courier addressed to;

The Nodal Officer,  
Punjab Institute of Technology Building,  
Inside Government Polytechnic Campus,  
Polytechnic Road, PO: Chheharta,  
G.T. Road, Amritsar – 143105

Tenderer should ensure that their tender received at the above mentioned office within the stipulated date and time. IIM Amritsar shall not take responsibility if the tender is not received at the above mentioned place within due date and time and the tender received after the date and time stipulated for receipt of tender is liable to be rejected. No request for extension of time for submission of tender shall be considered on the plea of delay by Post/Courier, etc.

- 10. Technical Bid (Part-I) & Price Bid (Part-II)** must be submitted in separate sealed packages. The two sealed envelope should be put in a third sealed envelope. Each sealed package must be superscribed with name of work, details of the part, tender No. and date of opening. Tenders shall be opened on the date and time specified in the Notice Inviting Tenders.

## **11. EARNEST MONEY DEPOSIT.**

Earnest Money Deposit of Rs.1,50,000/- (Rupees One Lakh Fifty Thousand Only) shall be enclosed with the Tender in a separate cover super-scribed "Earnest Money Deposit". The EMD shall be paid by crossed demand draft or Bank Guarantee from any Nationalized / Scheduled Bank in the prescribed proforma as indicated in the tender document in favour of Indian Institute of Management Amritsar, payable at Amritsar. If Bank Guarantee (Proforma enclosed) is submitted towards EMD, the same shall be furnished on a stamp paper of appropriate value and shall be valid for a period of 3(Three) months from the due date of submission of tender. However, in case the validity period of the Tender is extended due to genuine reasons, the tenderer shall be required to get the EMD revalidated for the extended period. Tenders without the EMD will be rejected. No interest shall be payable on the EMD furnished. If the tenderer after submitting the tender, revokes the offer or modifies the terms and conditions thereof during the validity of the offer except where the Institute has given opportunity to do so, the EMD shall be liable to be forfeited. In the event of withdrawal of the Invitation to Tender by the tenderer or in the event of the successful tenderer's failure or refusal to sign the agreement or furnish the security deposit, the earnest money deposit shall be forfeited without prejudice to the Institute's right to recover any further loss or damage incurred or caused in consequence thereof, from the tenderer. The EMD of the successful tenderer will be discharged when the tenderer has executed the agreement and furnished the security deposit. EMD of the unsuccessful tenderers will be returned on award of work to the successful tenderer.

- 12.** IIM Amritsar reserves the right to accept or reject any or all the Tenders (Tenders) or any part thereof at any stage of process without assigning any reason whatsoever. IIM Amritsar has no obligations to accept the lowest offer. IIM Amritsar's decision in this regard shall be final and binding.

### **13. TENDER OPENING AND EVALUATION**

Opening of Technical Bid of the Tender on the date and time mentioned in 'Notice Inviting Tender', Part-I (i.e.) Technical and un-priced commercial part will be opened. Tenderer or his authorized representative may attend the opening. Tenderer or his representative present during the tender opening, shall sign the 'Tender opening statement' evidencing his attendance. In the event of the specified date of tender opening being declared a holiday for IIM Amritsar, the tender shall be opened at the appointed time and location on the next working day.

### **14. TECHNO – COMMERCIAL DISCUSSIONS**

Techno – commercial discussions with the tenderer shall be arranged, if needed. Tenderer or his authorized representative(s) shall attend the discussions and sign the minutes of meeting on behalf of his organization. The authorized representative(s) must be competent and empowered to settle all technical and commercial issues during the discussion.

### **15. COMPLIANCE TO TENDER REQUIREMENT**

IIM Amritsar expects Tenderer's compliance to requirement of tendering document without any deviation. In any case, no exception or deviation shall be accepted to the following clauses of Tendering Document.

- a. Time schedule
- b. Schedule of Rates
- c. Compensation for delay
- d. Scope of Work and Scope of Supply
- e. Security Deposit
- f. Suspension and Termination
- g. Force Majeure

Deviation on clauses other than indicated above, if felt necessary, should be furnished in the Technical Bid itself as per the enclosed format. IIM Amritsar shall not take cognizance of any deviation stipulated elsewhere in the tender.

### **16. TENDER EVALUATION CRITERIA**

Tender submission is the responsibility of the tenderer and no relief or consideration can be given for errors and omissions made by the tenderer inadvertently or advertently. Tender with incomplete information is liable for rejection.

#### **16.1. Qualifying Criteria:**

- 16.1.1. The tenderers who intend to participate shall meet the qualifying requirement as mentioned in NIT (Notice Inviting Tender).
- 16.1.2. Tenders not meeting the qualifying requirements shall be summarily rejected.
- 16.1.3. Tenders of those tenderers, which are found to be meeting the qualifying requirement, shall be taken up for detailed evaluation.

## **16.2. Selection Method – Ranking System**

The Technical Tenders, which fulfils the above experience and financial criteria, shall be ranked as per the ranking system by awarding points for each attributes. The total highest score secured by any of the tenderers will be the BASE INDEX. Only those tenderers, who secure 60% or above of the BASE INDEX, will be considered for further evaluation, the details of ranking system are given in Annexure-A of NIT.

## **16.3 Determination of Responsiveness**

- 16.3.1 Prior to the detailed evaluation of tender, the Institute will determine whether each tender is substantially responsive to the requirements of the tendering documents.
- 16.3.2 For the purpose of this Clause, a substantially responsive tender is one which conforms to all the terms and conditions and specifications of the tendering document without material deviation or reservation. A material deviation or reservation is one which affects in any substantial way the scope, quality, or performance of the works or which limits in any substantial way, inconsistent with the tendering document, the Institute's rights of Contractor's obligation under the Contract and retention of which deviation or reservation would affect unfairly the competitive position of tenderers presenting substantially responsive tenders.
- 16.3.3 If a tender is not substantially responsive to the requirements of the tendering documents, it may be rejected by IIM Amritsar.
- 16.3.4 Tender is the responsibility of Tenderer and no relief or consideration can be given for errors and omissions made by the tenderer. Tenders with incomplete information are liable for rejection.
- 16.3.5 The time schedule for completion is given in the tender document. Tenderer is required to confirm to the completion period unconditionally.
- 16.3.6 In case the tender does not fully comply with the requirement of Tender Document and in case the Tenderer continues to stipulate exceptions and deviation to the clauses of Tender Document and if the same is not acceptable to IIM Amritsar, then the tender will be rejected.
- 16.3.7 Proposed deployment of resources like manpower shall be complied with as per the requirements specified and will be completed prior to the commencement of work.
- 16.3.8 Since the Tender is with respect to catering services, the Institute will consider the overall performance of the tenderer including the rates/price quoted. The Institute desires to offer the Canteen contract to appropriate contractor(s) having all-round capability in terms of food quality, quantity, hygiene standards, technical/skilled manpower, etc.
- 16.3.9 Performance of tenderer on works executed / under execution shall be taken into consideration before selecting the tenderer for opening of his price part.
- 16.3.10 The tenderers shall not mention their rate of any items or total quoted price anywhere in the Technical Bid (Part-I) part of the Tender. If tenderer specifies rate of any items or total quoted price in the Technical Bid (Part-I) part of the tender, then his/her offer shall be rejected summarily.

## **17. PROPOSAL OF THE TENDERER:**

The tenderer shall arrange his/her tender in the following order.

### **17.1 Technical Bid (Part-I)**

- 17.1.1 Tendering document duly signed and stamped on each page
- 17.1.2 Documents in support of pre-qualifying requirements as per Annexure-I
- 17.1.3 Acknowledgement as per Annexure-II
- 17.1.4 Earnest Money Deposit
- 17.1.5 GST Registration Certificate
- 17.1.6 Sales Tax Registration Certificate
- 17.1.7 Service Tax Registration Certificate
- 17.1.8 Check list of submitted documents as per Annexure –III
- 17.1.9 Concurrent commitment details as per Annexure-IV
- 17.1.10 Organization details as per annexure-V
- 17.1.11 Compliance to Tender requirement as per Annexure - VI
- 17.1.12 Deviation Statement, if any as per enclosed Annexure - VII
- 17.1.13 Power of Attorney in the name of the person who has signed the tender.
- 17.1.14 Job Procedure to be adopted for the subject work.
- 17.1.15 Bar chart for resources for rendering the services.
- 17.1.16 Annual Turnover Statement as per Annexure - VIII
- 17.1.17 ESI/PF details as per enclosed Annexure-IX
- 17.1.18 Other details, if any.
- 17.1.19 Part-II- Priced Part shall be submitted in the additional standard format for 'Schedule of Rates' issued to the Tenderer. Price Bid shall contain only prices quoted by the Tenderer.

## **18. TENDERER'S RESPONSIBILITY FOR QUOTATION**

Although all the details presented in this tender document have been compiled with all reasonable care, it is the Tenderer's responsibility to ensure that the information provided is adequate and clearly understood. Tenderer shall inspect the site and surrounding area, shall satisfy himself of the existing facilities, and shall collect any other information, which he may require before submitting the tender. Claims and objections due to ignorance of conditions will not be considered after submission of the tender and during implementation. Tenderer's quotation is the responsibility of Tenderer and no relief or consideration can be given for errors and omissions.

## **19. REBATE**

No suo-moto reduction in price(s) by Tenderer will be permitted after opening of the tender. If any Tenderer unilaterally reduces the price(s) quoted by him in his tender after opening of tenders, such revision of tender will not be considered for evaluating the tender of the concerned tenderer. But such reduction shall be considered for comparison of prices offered by the winning tenderer and the reduced rates shall be binding on the concerned Tenderer if he happens to be the winning tenderer.



## **20. EVALUATION OF PRICE TENDERS**

The price tenders of only those tenderers shall be considered for opening and evaluation whose tender is determined to be technically and commercially acceptable to IIM Amritsar. Evaluation of price tenders shall be taken up to determine the competitive prices of the techno-commercially acceptable tenders and include the following:

- 21.** Tenderers shall indicate their item-wise quotation (quoted rate in rupees) against target rates (as estimated by the Institute). The lowest tenderer shall be determined based on the high total point secured by tenderer as per the following computation:

21..1. Total Point = Sum total of (Target Rate – Quoted Rate) x Weightage.

21..2. As compared to the Target Rates, if Quoted Rates are substantially lower (by more than 0%) or the difference between the Total Point as above and the Sum Total (Target Rate x Weightage) is substantially higher (by more than 30%), the concerned tenderer will be required to establish how she/he can provide and maintain the required level of quality and services at those rates. Otherwise, such tender may be rejected.

21..3. The quoted prices shall be checked to determine the arithmetical accuracy of the same.

21..4. Price tenders containing overwriting/erasures in the quoted rates shall be liable for rejection. Cuttings and overwriting shall be avoided. However, in case any cutting is unavoidable same shall be attested by the signatory of Tender, failing which such price tenders shall be liable for rejection.

21..5. In arriving at the final evaluated prices of all tenderer, any uncalled for lump sum, percentage / or adhoc reduction, if any, offered by the tenderers after the last date of submission of prices or rebates offered at any place shall not be considered for the purpose of evaluation. However, such reduction/rebate from the tenderer who is finally selected shall be taken into account while issuing final order.

21..6. IIM Amritsar reserves the right to grant purchase preference to Public Sector Enterprises in terms of the latest applicable guidelines of the Government of India.

21..7. IIM Amritsar reserves the right to carryout technical discussion on operations of the Canteen and quoted price.

21..8. IIM Amritsar reserves the right to split the services among multiple tenderers for contract Hostel Mess and Hostel Night Canteen.

21..9. IIM Amritsar reserves the right to invite separate tenders for running the Night Canteen services on the recommendations of a duly constituted committee.

## **22. TENDER / TENDERER OR TENDER DOCUMENT / TENDERING DOCUMENT**

The terms TENDERER and TENDER DOCUMENT or TENDERING DOCUMENT appearing in this tendering document are synonymous.

## **23. ACCEPTANCE OF TENDER**

IIM Amritsar reserves the right to reject any or all of the tenders without assigning any reason and to go for fresh tender. The decision of IIM Amritsar shall be final and binding.

## **24. CONTRACT DOCUMENT**

24.1 The tenderer, whose tender has been accepted by IIM Amritsar, shall enter into formal agreement with IIM Amritsar at the date and place to be notified by the Institute.

- 24.2 Contract documents for agreement shall be prepared after award of works as intimated to the successful tenderer by a letter of acceptance. Until the final contract documents are prepared and executed, the tendering document together with the annexed documents and tenderer's acceptance thereof shall constitute a binding contract between the successful tenderer and the Institute. Contract documents to be signed between IIM Amritsar and successful tenderer shall consist of following:
- 24.3 Agreement on stamp paper of appropriate value
- 24.4 Letter of acceptance
- 24.5 Detailed letter of award/acceptance along with agreed variation / amendment and other enclosures
- 24.6 Original tendering document
- 24.7 Addendum issued to tenderer, if any
- 24.8 Different types of menu

## **25. AWARD OF WORK**

The tenderer, whose tender is accepted by IIM AMRITSAR, shall be issued a letter of acceptance prior to expiry of tender validity. Tenderer shall confirm acceptance by returning a signed copy of the letter of acceptance.

IIM Amritsar shall not be obliged to furnish any information / clarification / explanation to the unsuccessful tenderers, the Institute shall correspond only with the successful tenderers.

## **26. PERFORMANCE GUARANTEE/SECURITY DEPOSIT**

Within seven days from the date of receipt of Letter of Acceptance, the Contractor shall deposit with the Institute a sum equivalent to 10% of his approximate annual business turnover from IIM Amritsar as Security Deposit by way of Demand Draft / Bank Guarantee for the due performance of the contract. The Bank Guarantee would be Valid for the entire duration of the Contract plus 60 (sixty) days. EMD of Rs.1,50,000/- already deposited will be adjusted against the Security Deposit. The Institute will be at liberty to forfeit the deposit if the Contractor fails to honour his commitments in any manner whatsoever. The deposit will not bear any interest and the same shall be refunded to the Contractor on due performance of the contract after adjusting dues, if any, on this account.

## **27 Insurance**

The successful bidder (contractor) shall take third party insurance to cover any accident or accident of nature, for an amount as required for this type of work against damage/loss/injury to property our person or loss of life during the complete period of the contract. A copy of insurance policy will be handedover by the contract or to the concerned authority of the Institute before starting date of the work as specified in the work order/letter of intent. In case the contract or fails to take the insurance policy, the Institute would arrange for the same at the cost of the contractor, alternatively, the institute may stop payments of bills to the contractor till insurance is arranged by the contractor or terminates the contract at the risk and cost of the contractor.



**PRE-QUALIFICATION REQUIREMENTS****NAME OF THE WORK: OPERATING HOSTEL MESS AT IIM AMRITSARCAMPUS**

This table has to be filled in by the prospective tenderers without fail. Details of contract completed and annual turnover of the Tenderer for preceding three years.

<b>A EXPERIENCE REQUIREMENTS</b>		
<b>Sl. No.</b>	<b>Description</b>	<b>Particulars to be furnished by the Tenderer</b>
1	Name of work & Description of Scope	
2	Contract Details a. Contract period in months b. Contract Value in Rupees c. Date of commencement of works d. Date of completion	
3	Client Details a. Name of Client b. Name & Address of Client's contact person c. Telephone & Fax No.	
4	Supporting Documents a. Work order (Copy to be furnished) b. Completion certificate (Copy to be furnished)	
5	Confirm whether supporting documents as per 4.0 (a) and (b) are submitted clearly identifying the scope of work.	
<b>B FINANCIAL REQUIREMENTS</b>		
<b>Sl. No.</b>	<b>Description</b>	<b>Particulars to be furnished by the Tenderer</b>
1	Details of Annual Turnover of Tenderer preceding three years: 2015-2016 2016-2017 2017-2018	
2	Whether Audited Balance Sheets & Profit & Loss Account submitted. (All the three years previous)	YES/No
3	Net Worth 2015-2016 2016-2017 2017-2018 Whether Audited Report of Profit & Loss account for the preceding 3 accounting years submitted with Balance Sheets of three years.	Yes/No
4	Main Banker's Name and Address	

Note:

1. Tenderer shall furnish the experience details as above only of those contracts, which they consider suitable for meeting the qualifying requirements specified in the Notice Inviting Tender. IIM Amritsar reserves the right not to evaluate any other contract details. Details of more contracts may be furnished in the same format, if desired.
2. Tenderers may note that non-submission of relevant supporting documents will lead to rejection of their tender. It shall be ensured that all relevant supporting documents are submitted along with their tender in the first instance itself. Evaluation may be completed based on the details so furnished without seeking any subsequent additional information.
3. If the tenderer has executed/ completed similar nature of work (as called in Experience Criteria of Notice Inviting Tender), as a part of combined work order, then it is the responsibility of the tenderer to produce documentary evidence from Client to establish the value and description of such works and that the tenderer meets the experience requirements of tender.

**Signature of Tenderer with official seal**

ACKNOWLEDGEMENT LETTER

To

The Nodal Officer
Punjab Institute of Technology Building,
Inside Government Polytechnic Campus,
Polytechnic Road, PO: Chheharta,
G.T. Road, Amritsar - 143105

Name of the Work: Operating Hostel Mess at IIM Amritsar Campus

Dear Sir,

We acknowledge receipt of your invitation to Tender that was received on ..... and understand that the documents received remain the property of Indian Institute of Management Amritsar.

We indicate below our intentions with respect to the Notice Inviting Tender. (A) We intend to participate as requested and furnish the following:

1. DETAILS OF QUOTING OFFICE

- a. Postal Address
b. Telephone Number
c. Tele fax number
d. Contact Person
e. E-mail Address

2. AMRITSAR Office Address, if any

- a. Postal Address
b. Telephone Number
c. Tele fax number
d. Contact Person
e. E-mail Address

3. We are unable to tender for the reasons given below and hereby return the Tender document.

Company's Name
Signature
Name
Designation

Note:

Immediately on Purchase of the Tender document, Tenderer shall furnish the Acknowledgement Letter as per the above Proforma.

**PROFORMA FOR CHECK LIST FOR THE INFORMATION TO BE FURNISHED BY THE TENDERERS ALONG WITH THE OFFER**

Tenderers are requested to mark [\*] in the appropriate column for having furnished details/ documents in requisite number of copies as detailed below. If the information is not furnished, then the tenderers are requested to give the reasons for not furnishing the same in the Remarks column. [Tenderers are requested not to write anything in this Proforma]. Copy of this Proforma duly filled in shall be submitted along with Technical Bid part i.e. Part 1 of the offer.

Sl. No	Details regarding Information Furnished by the Tenderer	Furnished	Not Furnished	Remarks
1.	Power of Attorney in the name of person signing the tender			
2.	Information about Tenderer as per Annexure-Indian Institute of Management Amritsar			
3.	EMD of requisite amount is submitted in the form of DD/BG from any scheduled bank as mentioned in GCC (General Conditions of Contract), in a separate sealed envelope marked "Earnest Money Deposit" EMD value : Rs..... BG No. ....dated..... DD No. ....Dated ..... Valid upto.....			
4.	Validity of BG towards EMD enclosed with Technical Bid of your Tender (if submitted in the form of BG) is 3 (three) months from the date of submission of tender.			
5.	Validity of Offer is up to 3 (Three) months from the date of submission of Tender.			
6.	Latest Solvency Certificate from a scheduled bank			
7.	Details of concurrent commitments as per Annexure – IV to GCC			
8.	Details of Technical / Skilled Manpower proposed as per Annexure –V to GCC			
9.	Site Organization Chart proposed to be deployed with Bio-data of Site In-Charge as per Annexure – VI to GCC			
10.	Compliance to Tender requirement/ Exceptions and Deviations as per Proforma in Annexure – VII/ VIII to GCC			

11.	Audited Balance sheets including Profit & Loss Account statement for the last three years along with Annual Turnover statement as per Annexure IX to GCC			
12.	PF & ESI details and copy of certificates as per Proforma enclosed as Annexure X to GCC			
13.	Overall Schedule for work implementation in the form of Bar Chart.			
14.	Submitted Exceptions and Deviations as per Proforma vide Annexure–VII & VIII to GCC in tabulated format. (Both Technical & Commercial Queries, if any)			
15.	Details of Contractor’s Quality Assurance / Quality Control			
16.	Signed and stamped copy of i. Offer/ Tender ii. Original Tender Document iii. Addendum / Corrigendum (if any) iv. Any other document/ enclosures			
17.	Submit all the details as mentioned above in three copies (1 original +2 copies except original tender document and schedule of Rates) in separate file cover.			

**Signature of Tenderer with official seal**

**NAME OF THE WORK: OPERATING HOSTEL MESS AT IIM AMRITSAR CAMPUS**

NAME OF THE TENDERER: .....

**CONCURRENT COMMITMENT OF THE TENDERER**

Sl. No	Full address of the Client and Name of the Officer in charge	Description of the work	Value of Contract	Type of contract	Date of commencement of work	Scheduled completion period	%age of work completed as on date	Expected date of completion	Remarks

**NAME OF WORK : OPERATING HOSTEL MESS AT IIM AMRITSAR CAMPUS**

NAME OF THE TENDERER: .....

**DETAILS OF PROPOSED ORGANISATION**

The tenderer shall submit herein details of Head Office and site Organization proposed to be deployed for execution of the work. Tenderer shall also furnish the bio-data of Site In-Charge and key personnel to be deployed.

<b>Sl. No.</b>	<b>Particulars</b>
1	Qualifications:
2	Experience:
3	Type of jobs / No. of jobs handled:
4	Designation held in the company:
5	Specific attributes:
6	Any other information:

Tenderer agrees to augment the above chart with additional number/ categories, if required and directed by Nodal Officer, IIM Amritsar, to complete their work within the completion time schedule and quoted price.

**Signature of Tenderer with official seal**

**NAME OF WORK: OPERATIN GHOSTEL MESS AT IIM AMRITSAR CAMPUS**

NAME OF THE TENDERER: .....

**COMPLIANCE TO TENDER REQUIREMENT**

We confirm that our tender complies with the Techno-commercial requirement of Tender Document without any exceptions.

**Signature of Tenderer with official seal**



**NAME OF WORK : OPERATING HOSTEL MESS AT IIM AMRITSAR CAMPUS**

**NAME OF THE TENDERER: .....**

**EXCEPTIONS AND DEVIATIONS STATEMENT**

Tenderer may stipulate exceptions and deviations to the tender document, if considered unavoidable as per the following format:


All exceptional / deviations taken by the Tenderer to the stipulations of the tender document shall be brought out in the Technical Bid (and not in the Price Bid) strictly as per this format. Any exceptions/ deviations brought out elsewhere in the tender shall not be construed as valid.

**Signature of the Tenderer with official seal**

**NAME OF WORK : OPERATING HOSTEL MESS AT IIM AMRITSAR CAMPUS**

Name of the Tenderer: .....

**Annual Turnover Statement**

Tenderer shall indicate herein his annual turnover during the following three years based on the audited balance sheet / profit and loss account statement.

<b>Financial Year</b>	<b>Annual Turnover (Rs.)</b>
2015-2016	
2016-2017	
2017-2018	

Average Annual Turnover during the above three financial years: Rs..... (Rupees  
.....)

**NOTE:**

1. Copies of audited Balance Sheets with Profit & Loss Account statements for last three years shall be submitted along with the tender.
2. Tenderer shall indicate herein his Net Worth details during the following three years based on the audited balance sheet/profit and loss account statement on the following basis.

<b>Financial year</b>	<b>Reserve (Rs.)</b>	<b>Capital (Rs.)</b>	<b>Accumulated Loss (Rs.)</b>	<b>Net worth</b>
2015-2016				
2016-2017				
2017-2018				

**Signature of the Tenderer with official seal**

**Annexure - IX**

**NAME OF WORK : OPERATING HOSTEL MESSAT IIM AMRITSAR CAMPUS**

Tender No. ....

Name of the Tenderer: .....

Details of PF & ESI Registration

**Tenderer to furnish details of PF & ESI Registration along with copies:**

<b>Sl. No.</b>	<b>Description</b>	<b>Details to be furnished by the Tenderer</b>
1	PF Registration No. District & State	
2	ESI Registration No., District & State	

We confirm that the above PF & ESI Accounts are under operation presently and shall be used for all PF & ESI related activities for the labour engaged by us in the present work (if awarded to us).

**Signature of Tender with official seal**

## SPECIAL CONDITIONS OF CONTRACT (SCC)

### 1. GENERAL

- 1.1. Special Conditions of Contract shall be in conjunction with the General Conditions of Contract. Schedule of Rates, specifications of work and any other document forming part of this contract wherever the context so requires.
- 1.2. Notwithstanding the sub-division of the document into these separate sections and volumes, every part of each shall be read with and into the contract so far as it may be practicable to do so.
- 1.3. Where any portion of the General Conditions of Contract is repugnant to or in variance with any provisions of the special conditions of contract, then unless different intention appears, the provision(s) of the Special Conditions of Contract shall be deemed to override the provision(s) of General Conditions of Contract only to the extent that such repugnancies or variations in the special conditions of contracts are not possible of being reconciled with the provisions of General conditions of contract.
- 1.4. Wherever it is stated in this tender document that such and such a supply is to be effected or such and such a work is to be carried out, it shall be understood that the same shall be effected / carried out, it shall be effected / carried out by the contractor at his own cost, unless a different intention is specifically and expressly stated herein or otherwise explicit from the context. The tenderer should obtain labour and food safety license within 3 months of operations

### 2. LOCATION OF SERVICES

S. No.	Grouping Diners	Strength per day	Meal Options	Meal Category	Location
1	PGP Students	220	All Meals +Snacks	Standard	IIM Hostel, IIM Campus Lunch
2	Staff	30*	All Meals +Snacks	Standard	IIM Hostel, IIM Campus Lunch

\*These numbers are approximate and may vary lower or higher side.

### 3. SCOPE OF WORK

- 3.1. The Scope of work covered in this tender would be general, but not limited to the following as detailed in the Scope of Services attached in this document.

### 4. SITE PARTICULARS

- 4.1. The tenderer is advised to visit and examine the site of works and its surroundings and obtain for himself all information that may be necessary for preparing the tender and entering into a contract for execution of the works. The cost of visiting the site shall be Tenderer's own.
- 4.2. It is understood and agreed that the above factors have properly been investigated and considered by the Tenderer while submitting the Tender.
- 4.3. No claim for financial or any other adjustments to contract price, on account of lack of clarity of such factors shall be entertained.

- 4.4. The facilities available at sites mentioned above as and where it is can be examined by the tenderers before submitting their tenders. The Institute has arranged whatever cooking and storage facilities as could be perceived and all these equipment's are in working condition. If any additional equipment's and refurbishing of the existing ones are required, the same shall be done by the tenderer who is awarded the contract.
- 4.5. User charges will be levied on water and electricity as per usage. Rentals may be charged on the premises, as per Government of India norms. Facilities and the equipment provided by the Institute as decided by the Institute from time to time.
- 4.6. Vendors shall maintain all the above equipment's and weekly maintenance to be carried out as per the schedule indicated by the in-charge of the maintenance in-charge during the service period.
- 4.7. The contractor will be responsible for any major or minor repairs and will arrange for regular maintenance of the equipment provided by the Institute at his cost.

## 5. DURATION OF CONTRACT

- 5.1. The duration of contract shall be for a period of 24 (Twenty four) months. The first six months of contract will be treated as trial period and performance will be closely mentioned. In case of non-satisfactory performance in either of the canteens, the Institute reserves the right to withdraw the contract of one or both the canteen(s) without providing any compensation. The scheduled start date of contract for running the **HOSTEL MESS** shall commence from the date as indicated in the Letter of Acceptance.
- 5.2. The contractor shall be allowed a period of two weeks from the date of issue of Letter of Acceptance to mobilize resources to commence services in all respects. However, in any case, the Contractor will be required to commence operations in **HOSTEL MESS from 08-07-2018** is to be operational by **15-07-2018** No extension of time will be given.
- 5.3. Notwithstanding anything contained in any other clause, the Institute reserves the right to terminate the contract due to any failure on the part of the Contractor in discharging their obligations under the contract or in the event of their becoming insolvent or going into liquidation. The decision of the Institute about the failure on the part of the Contractor shall be final and binding on the Contractor.
- 5.4. The Contractor shall give prior notice of 06 (Six) months to IIM Amritsar for termination of contract.
- 5.5. The Institute shall also have without prejudice to other rights and remedies, the right, in the event of breach by the Contractor of any of the terms and conditions of the contract, or due to the Contractor's inability to perform as agreed for any reason whatsoever, to terminate the contract forthwith and get the work done for the un-expired period of the contract at the risk and cost of the contractor, and recover losses, damages, expenses or costs that may be suffered or incurred by the Institute. The decision of the Institute about the breach/failure on the part of the Contractor shall be final and binding on the Contractor and shall not be called into question.
- 5.6. The Institute also reserves the right to terminate the contract at any time during its currency without assigning any reason thereon by giving three months' notice in writing to the Contractor at their last known place of residence/ business and the Contractor shall not be entitled to any compensation by reason of such termination.

The decision of the Institute under this clause shall be final, conclusive and binding on the Contractor and shall not be called into question.

- 5.7. On the Institute exercising its right to terminate the contract as above, the Contractor shall vacate the premises within 15 days ensuring that all the Contractor's equipment's and personnel have been removed from the premises. Should the Contractor fail to do so, the Institute shall be entitled to remove the Contractor's equipment's from the premises of IIM Amritsar at the Contractor's risk and cost.
- 5.8. Upon the expiry of the contract period or upon termination of the contract, the Service Provider shall forthwith vacate the premises along with his workers and hand over the same, along with all furniture fittings and fixtures and all other items provided by IIM Amritsar therein, in good condition, reasonable wear and tear excepted.

## **6. SCOPE OF SUPPLY OF MATERIAL / FACILITIES BY IIM AMRITSAR**

6.1. The Institute will provide infrastructure facilities as and where it is such as ;

- Building, Furniture, as already available at sites.
- Kitchen equipment, Utensils and Canteen equipment required for running the Canteen as already available at sites.

The Institute reserves the right to levy rentals/charges on the above items. Actual exercising of this right by the Institute may be dependent on the financial tender of the winning tenderer. If the Institute exercises this right, the Institute may, at its discretion, consider giving appropriate concessions on the rentals/charges, to meet the Institute's welfare goals on its regular employees.

In addition to the above, the Institute provides

- 6.2. In the event of disruption of water supply on account of power failure, the Service Provider shall make his own arrangement for supply and storage of water in the canteen for smooth running of the canteen. In the event of power failure, the Service Provider should make his own arrangements for grinding etc., at his own cost.
- 6.3. Further, any loss towards theft or breakage of such equipment furniture, fixtures, cold storage facilities, utensils and all other canteen equipment supplied will be borne fully by the Contractor.
- 6.4. The Contractor shall be responsible for and ensure proper and optimal utilization of the facilities like equipment, water, electricity to be provided by the Institute, without abuse or excess use and shall follow and obey all instructions or directions as shall or may be given by the Institute or its authorized representative from time to time.
- 6.5. The Contractor is expected to deploy service personnel who can communicate in English/ Hindi with the users.
- 6.6. The Contractor shall make available adequate manpower in appropriate attire for serving food items during the above occasions. They shall bear a pleasing personality and pleasant disposition and maintain highest standards of discipline and hygiene. Floor managers appointed by the Contractor for managing the affairs and supervision of each canteen shall be physically present in the canteens while food is served.
- 6.7. The Contractor will name a single point contact person preferably a Chief Operating Manager having experience in catering establishment, who will be finally responsible for the entire catering operations of the Contractor at IIM Amritsar and will be available on full time basis to manage the operations at IIM Amritsar.

- 6.8. The Contractor shall ensure that the canteen premises are not used for any purpose other than activities related to the maintenance and running of the canteen for IIM Amritsar Faculty, Staff and family.
- 6.9. The contractor will not facilitate any illicit consumption (such as beedies/ cigars, alcoholic beverages or narcotic substances) or immoral activities in the Campus. Stern action will be taken against the Contractor if she/he or his employees are found violating this norm.
- 6.10. The responsibility of cleaning the canteen premises (Hostel Mess) daily/routine including fans, glass panes, walls, toilets, steps etc. will be the sole responsibility of the contractor. The responsibility of safe disposal of all the bio-waste and other garbage materials will also be the sole responsibility of the Contractor. However, Institute may choose, at its discretion, to give any support to the Contractor.
- 6.11. The performance of the catering services provided by the Contractor at IIM Amritsar will be continuously monitored by IIM Amritsar officials or any other mechanism set up by the Institute. The Contractor will be required to quickly and satisfactorily implement the instructions or suggestions arising thereof.

## **7. SCOPE OF SUPPLY OF CONTRACTOR**

- 7.1. All items including gas, raw materials for the preparation of food items, housekeeping materials, manpower, canteen maintenance and other jobs, miscellaneous works, etc., shall be under the scope of the Contractor. The rates quoted by the tenderers shall be inclusive of the above services.
- 7.2. For detailed scope of services to be executed under this contract, SCC shall be read in conjunction with scope of services and other terms and conditions elsewhere specified in the tender document.

## **8. MODE OF PAYMENT**

- 8.1. Employees may avail of the canteen facility by payment in cash or by a monthly account system as mutually agreed between the Contractor and an employee. The Institute will have no role in this.
- 8.2. In respect of students, a monthly payment system shall be adopted by the Contractor. The Institute does not take responsibility for collection of dues from the students. However, Institute may choose, at its discretion, to operate the Student Canteen transactions through an escrow account or any other arrangement involving its Student Affairs Office and/or its Accounts Office.
- 8.3. For services provided to the Institute Guests, payment will be made from the Institute on a periodic basis.
- 8.4. For services availed by all others, the payment will be collected directly by the contractor. Institute will not be responsible for any amount due from them.

## **9. SECURITY DEPOSIT**

For details of Security Deposit for the subject work, refer GCC.

## **10. TAX STRUCTURE**

- 10.1. The quoted price offered shall be inclusive of Service Tax.
- 10.2. The Tenderer should mention Sales Tax Registration Number, Service Tax Registration Number and submit Sales Tax Assessment Orders for the preceding 3 (three) financial years and be submitted along with Technical Bid.
- 10.3. Sales Tax at the prevailing rates as applicable from time to time shall be deducted from contractor's bills as per Income Tax Act, and quoted rates shall be deemed to include this.
- 10.4. Income Tax at the prevailing rates as applicable from time to time shall be deducted from contractor's bills as per Income Tax Act, and quoted rates shall be deemed to include this.

## **11. LABOUR LAWS, PROVIDENT FUND, ESI**

- 11.1. The Contractor shall obtain necessary license from the Licensing Authority under the Contract Labour (Regulation & Abolition) Act, 1970 and the Central Rules framed there under and produce the same to IIM Amritsar before start of work.
  - 11.2. The Contractor shall not undertake or execute or permit any other agency or sub-contractor to undertake or execute any work on the Contractor's behalf through contract labour except under and in accordance with the license issued in that behalf by the Licensing Officer or other authority prescribed under the Factories Act or the Contract Labour (Regulation & Abolition) Act, 1970 or any other applicable law, rule or regulation.
  - 11.3. The Contractor shall be exclusively responsible for any delay in commencing the work on account of delay in obtaining a license or in obtaining the code number and the same shall not constitute a ground for extension of time for any purpose.
  - 11.4. The Contractor shall enforce the provisions of ESI Act and Scheme framed there under with regard to all his employees involved in the performance of the Contract, and shall deduct employee's contribution from the wages of each of the employees and shall deposit the same together with employer's contribution of such total wages payable to the employees in the appropriate account. Contractor is required to submit documents/chaplains towards proof of remittance towards ESI for the workers engaged for this work along with every RA bill. Factory Inspectorate's requirement is to be met by the Contractor and shall be included within his quoted price.
  - 11.5. The Contractor should comply with the provision of the Employees Provident Fund Act. The contractor should promptly deposit PF deduction of the eligible contract employees plus the employers' contribution to the RPFC. For this purpose agency must submit a certificate in their Bill that PF amount has been deducted from the eligible employees and along with the employers contribution has been deposited with RPFC. In support of this, the agency must furnish the challan / receipt for the payment made to RPFC.
  - 11.6. The contractor has to maintain record of all details called for by EPF organization for the labour employed by them and has to submit the same at any time if called for.
  - 11.7. All liabilities of the Contract like Salaries, wages and other statutory obligations in respect of the persons engaged by the Contractor shall be borne by the Contractor. In
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view of the provisions of the ESI Act, P.F. and the EPF Act and other Acts, as may be applicable to IIM Amritsar, the Contractor shall submit proof of such compliance to IIM Amritsar periodically, or at any date upon such request, as may be made by IIM Amritsar to the Contractor. In the event of non-compliance with the statute or the provisions thereof, referred to above, it shall be open to IIM Amritsar to withhold such amount as in its opinion is due and payable by the contractor in respect of its employees from and out of dues, payable by the contractor in respect of its employees from and out of dues, payable by IIM Amritsar to the Contractor and such due shall be held by IIM Amritsar with it until proof is submitted by the Contractor to IIM Amritsar indicating compliance with such statutes within reasonable time, failing which IIM Amritsar shall deposit such amounts with the authorities concerned on behalf of the Contractor and inform the Contractor of such deposit or deposits.

- 11.8. The provision of EPF & MP Act, 1952 and the Rules / Schemes there under shall be applicable to the Contractor and the employees engaged by him for the work. The Contractor shall furnish the code number allotted by the RPFC Authority, to IIM Amritsar before commencing the work.

## **12. COMPLIANCE OF STATUTORY PROVISIONS**

- 12.1. The Contractor shall comply with the provisions of the Minimum Wages Act (Central / State), if applicable and as applicable, Contract Labour (Regulation & Abolition) Act, 1970 read with the Central Contract Labour (Regulation & Abolition) Rules 1975, ESI Act, 1948, Workmen Compensation Act, 1923, Employees Provident Fund and Miscellaneous and any other law applicable for the employment of contract workmen as amended from time to time.
- 12.2. The contractor shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of running of the Canteen and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local bodies and other authorities in this regard, and the Service Provider shall indemnify the Institute against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.
- 12.3. The Contractor shall fully indemnify the Institute for any default or non-observance by the Contractor or any of their representatives of any of the provisions of the above mentioned enactment and the rules framed there under. Even though the catering Contractor shall be solely liable for settlement of any claim made by any person due to the non-observance by the Contractor of any of the provisions or otherwise of the enactments cited, the Institute reserves its right to settle directly any amount due by the Contractor as mentioned above and to recover such amounts form any of the amounts payable by the Institute to the catering Contractor or in the absence for the same as debt due to the Institute by the Contractor.
- 12.4. The contractor shall have separate ESI/PF code number on their own name and ensure prompt payment and submission of related returns on time to the authorities concerned and produce documentary evidence to that effect. The Contractor should have separate EPF and ESI Code numbers for all workers. The Contractor should ensure remittance of EPF and ESI, to the respective accounts of the individual contract worker. IIM Amritsar reserves the right to check the records.
- 12.5. The Contractor has to submit to RLC's Office by January / July of every year Form XXIV of Contract Labour Regulation & Abolition Act.

### **13. WAGES TO PERSONS DEPLOYED**

- 13.1. The contractor shall make payment to the workers deployed by him on the scheduled date. The contractor has to maintain the Wages Register for the payment made to the personnel deployed for the subject services. The copy of above proof shall be enclosed along with monthly running bills. The contractor shall be solely responsible to disburse Wages due payable to the personnel deployed for the subject services promptly and in due time if the contractor fails to pay the wages to his workmen/comply with the relevant statutory provisions, the Institute would make necessary arrangement for the same and recover the cost thereof from the Security Deposit / Bills payable to the Contractor.
- 13.2. The Contractor should submit copy of the EPF and ESI, monthly remittances to the authorities, by 25<sup>th</sup> of subsequent month.
- 13.3. The Contractor should submit Attendance / Salary Disbursement Register for the workmen engaged, by 25<sup>th</sup> of subsequent month.
- 13.4. The Contractor shall, whenever required by the Institute or Government Officials authorized under the Statutes, produce for inspection, all forms, registers and other documents required to be maintained under various statutes.

### **14. PENALTY FOR NON-REMITTANCE OF PF & ESI CONTRIBUTION.**

- 14.1. In the case of delay / default in payment of contribution under ESI Scheme and EPF Scheme besides the recovery of the amounts due by the Contractor towards their contribution, penal interest and / or damages as may be levied by the ESO or PR Authorities, a penalty of 20% of the above amount would also be levied and recovered from their running bills. In the event of cessation of the contract due to any reason whatsoever, the Security Deposit will be refunded only after due satisfaction as regards the payment of ESO and EPF dues by the Contractor.

### **15. GOVERNMENT AND LOCAL RULES**

- 15.1. The contractor shall conform to the provisions of all local laws / by laws and regulations relating to the work any pay all fees payable to such authorities for execution of the work involved. IIM Amritsar shall not be responsible for such liabilities and claims.
- 15.2. The contractor shall comply with the provisions of all labour legislations including the requirements of :
  - i. Payment of Wages Act
  - ii. Workmen's Compensation Act
  - iii. Contract Labour (Regulation & Abolition Act, 1970 & Central Rules, 1971) Act.
  - iv. PF & ESI Acts
  - v. Prevention of Child Labour Act, (No child labour shall be employed by the Contractor)
  - vi. Indian Contract Act.
- 15.3. The approval from any authority required as per statutory rules and regulations of Central / State Government shall be responsibility of the contractor.
- 15.4. The tenderer should obtain labour and food safety license within 3 months of operations.

## 16. FIRST AID

- 16.1. The contractor shall provide necessary First Aid Facilities to his personnel.
- 16.2. If IIM Amritsar provides, entirely at its discretion, any of these facilities, the cost of such support as worked out by IIM Amritsar shall be recovered from the contractor.

## 17. GENERAL

- 17.1. The contractor shall furnish in writing the list of persons to be deployed by him. He shall not engage persons below 18 years of age. All workers are to be in uniform having contractor's logo while working in the Canteen during duty hours and while inside the Canteen Complex. The workers will also wear identity cards issued by the contractor, which would be displayed prominently. All workers are to be neatly dressed with hair trimmed and nails properly cut. All cooks have to wear Head Cap. Quarterly medical checkup of all workers are to be carried out by the Contractor and result be given without fail to General Administration on **July-September-2018, October-December-2018 & January-March-2018**. The Contractor will provide accommodation for his/her workers outside the Campus. No workers including those working in Night Canteen would be permitted to reside in the Campus.
- 17.2. If any dispute arises with regard to the interpretation of any terms of this contract, the Institute's decision in this regard would be final and binding.
- 17.3. Damage caused willfully or through gross neglect to any of the IIM Amritsar issued materials / equipment's / tools by the contractor shall be made good by the contractor at his own cost, failing which the actual cost as worked out by IIM Amritsar shall be deducted from contractor's running account bill.
- 17.4. The tenderer shall take into consideration all statutory obligations including the liabilities towards Gratuity / Retrenchment Compensation, Leave / Holidays wages, etc., and give his rates accordingly.
- 17.5. The Contractor shall also ensure that all the persons deployed by him in the canteen or IIM Amritsar premises have no criminal background and are free from court cases and other legal complexities. If any of the workers employed by the contractor is found indulging in acts subversive of discipline, the same will be brought to the knowledge of the Contractor and he shall arrange for replacement of such personnel.
- 17.6. It shall be clearly understood that the personnel to be deployed by contractor are their own workers and they have no binding whatever with Institute.
- 17.7. The Contractor shall indemnify the Institute from all liabilities arising out of deployment of personnel and other related issues thereto.
- 17.8. Institute will not entertain any request for revision of rates in the first 2 (two) years of the contract period even on the pleas of cost escalations including due to any upward revision in the minimum rates fixed by the Regional Labour Commissioner, Government of India or the State Government during the subject contract period. If any request for revision of rates, duly supported by documental evidence of substantial cost escalation, is made after 2 years of contract, it will be examined by the General Administration or any other mechanism set up by the Institute for this purpose. The decision of the Institute on this request shall be final and binding on the contractor.

## 18. QUANTITY VARIATIONS

The quantities indicated in the tendering document are approximate and may vary to any extent individually. No revision of schedule of rates will be permitted for such variations.

## **19. ARBITRATION**

- 19.1. This Clause has to be read in conjunction with Section 12 of GCC.
- 19.2. A dispute arising out of this contract shall be settled as per the Arbitration and Conciliation Act 1996 of the Govt. of India.
- 19.3. In the event of any dispute as to the interpretation of any of these presents, such dispute shall be settled through mutual negotiations or by appointing an Arbitrator mutually agreed upon or an Arbitrator from panel of Arbitrators on Indian Council of Arbitration.
- 19.4. In the event of a reference made to an Arbitrator, the decision of the Arbitrator shall be final and binding on both the parties of this agreement and shall not be called into question.
- 19.5. Subject as aforesaid, the Arbitration & Conciliation Act, 1996, shall apply to the arbitration proceedings under this clause and such arbitration shall take place in Amritsar.
- 19.6. The Costs of and in connection with arbitration shall be decided by the Arbitrator at his sole discretion, who may make a suitable provision for the same in his award.

## **20. CONSTITUTION OF THE CONTRACTOR**

- 20.1. The contractor shall not change the composition during the currency of the contract without the prior approval of the Institute. Any happening like Death/ Resignation of any partner/ Director/ member shall be notified within 3 working days of such happening, in writing, to Indian Institute of Management Amritsar. On receipt of such notice, the Institute reserves the right either to terminate or continue the contract. In the event of any dispute, legal or other proceedings by any party or parties concerning the constitution or composition of the Contractor, the Institute reserves the right to take such necessary action as it deems fit, including termination of contract and withholding payments due or accrued to the Contractor.
- 20.2. The contract shall be awarded on the basis of “PRINCIPAL-TO-PRINCIPAL” and the Contractor shall be deemed to be an independent Contractor engaged for the performance of services / work/ job in the manner and to the extent provided in these presents.
- 20.3. None of the workmen engaged by the contractor shall have any claims against the Institute in respect of the execution of the contract and the Contractor undertakes to indemnify the Institute against loss suffered on account of any such claims.

## **21. SUBLETTING**

The Contractor shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the Institute.

## **22. LAWS GOVERNING THE CONTRACT**

The contract will be governed by the Laws of India in force from time to time and as amended or made from time to time.

## **23. RECOVERY OF COST OF DAMAGED PROPERTY**

- 23.1. The contractor shall comply with all operational, fire and safety rules and regulations framed by the Institute and made applicable to the whole or part of the Institute premises where the Contractor or their designated person is operating under this Agreement. The Contractor shall make good to the satisfaction of the Institute any loss
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or damage due to any of the Institute's existing property. In the event of any of their staff/workmen violating the said rules and regulations or in any way becoming objectionable to the Institute, the Contractor shall remove them from Institute's designated premises forthwith.

- 23.2. The Institute through its designated officers will carry out periodic inventory of all the aforesaid articles any discrepancy found at the time of taking inventory, will be notified to the Contractor by the Institute and the crockery, glassware and other utensils and such other assets entrusted to him for running the catering facilities. All the repair charges will have to be borne by the Contractor. In regard to natural wear and tear of such items, the decision of the Institute shall be final and binding on the Contractor.

## 24. PENALTY

### 24.1. PROMPT, PUNCTUAL EFFICIENT, SAFE, COURTEOUS AND QUALITY SERVICE

- i. The Contractor shall comply with all the terms and conditions and ensure supply of the prescribed quantity and quality of food items during the service timings and in the event of any failure or breach of any of the conditions by the Service Provider and in case of deterioration in the quality of the food items or reduction in the quantity thereof, IIM Amritsar shall be at liberty to levy penalty for such breach, as determined by the Institute, whose decision of the penalty shall be final and binding.
- ii. In case of failure to carry out the service to the satisfaction of IIM Amritsar, it will be free to get the service done by any other agency at the cost and risk of the Contractor.
- iii. If the Contractor is not fulfilling the terms and conditions of the Contract or in case of any misconduct by the workmen of the Contractor (which the Contractor has not remedied in spite of the same being reported to him by IIM Amritsar), IIM Amritsar reserves the right to terminate / cancel the agreement either partially or fully by giving 3 (three) months' notice, and without any liability to IIM Amritsar.

The Contractor shall be liable for penalty for any failure as detailed below.

- a) Partially cooked food
- b) Foreign particles found in food
- c) Using sub-standard raw materials
- d) Unhygienic cooking and food & waste handling conditions

Calculation of Penalty:

S. No.	Basis	Fine
01	Presence of unwanted items in food: <ul style="list-style-type: none"> <li>• Harm full items like blade, glass, metal wires, nails, pieces of plastics etc.</li> <li>• Other items like Cockroaches, flies, insects etc</li> </ul>	Half the price of the day per head multiplied by number of students in the hostel.

02	Use of Stale/Spoilt ingredients, e.g. rotten vegetables, infected grains, etc (Fine will also be imposed if these are about to be used.)	Half the price of the day per head multiplied by number of students in the hostel.
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- 24.2. Sub-standard quality of raw materials found by the institute's authorized / designated officials once reported should be removed and replaced in total. The quality of the ingredients to be used will be determined based on the first quality sold in the market.
- 24.3. If the contractor repeatedly fails to ensure the quality of the raw material, the Institute, in order to ensure quality, has the right to name a departmental store/super market from where the Contractor should purchase the raw material at his own risk and cost.
- 24.4. If it is found that the contractor is using other than the specified brand or uses inferior quality/size, vegetables, fruits, tea leaves, provisions, cooking oil, etc., a penalty to the extent of 5% of the day's collection will be levied on the contractor on each such items separately for each occasion. Besides, inferior ingredients are liable to be removed from the premises of the canteen at the contractor's risk and cost.
- 24.5. If the contractor fails to provide service at any location for any period for any reason and if adequate quantity of food is not served, a penalty of 5% of the day's collection will be deducted. In addition the Contractor should also immediately make good the shortage.
- 24.6. If it is found that there is laxity on the part of the contractor on maintenance of proper hygiene in canteen operations at the kitchen/ dining halls in various service points/ transport vehicles / personnel handling the food items / surroundings. Leaving or storing the crockery / cutleries in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, serving platforms etc, penalty may be levied for each of such violations. The decision of the IIM Amritsar is final and binding on the contractor.
- 24.7. Penalty may be levied if changes in the menu are made without prior notice to/ permission of the Mess Committee.
- 24.8. Penalty may be levied for delays in service.
- 24.9. Penalty may be levied if a worker is not found in uniform or with bad turnout without proper haircut, nail trimming, etc.
- 24.10. If IIM Amritsar find that the canteen services are supplied to any unauthorized personnel, penalty will be imposed on the contractor.

## 25. SECURITY

- 25.1. The Institute being a restricted area, entry into the campus shall be restricted and controlled through checking the identity cards of the workers by an authorized officer of the Institute. The contractor shall arrange to obtain through the Administration, well in advance, all necessary entry permits/ gate passes for temporary labour and entry and exit of the men and materials shall be subject to rigorous checking by the security staff.

## **26. MEMBERS OF THE INSTITUTE NOT INDIVIDUALLY LIABLE**

No officer, official or employee, of the Institute shall in any way be personally bound or liable for the acts or obligations of the Contractor under the contract or answerable for any default or omission in the observance or performance of any of the acts, matters or things which are herein contained.

## **27. THE INSTITUTE DOES NOT BOUND BY PERSONAL REPRESENTATIONS**

The contractor shall not be entitled to any increase on the quoted rates or any other rights or claim whatsoever by reason of any representation, explanation or statement or alleged representation, promise or guarantee given or alleged to have been given to him by any person.

## **28. UNDERTAKING**

- 28.1. I/ We have read and agree to adhere by all terms and conditions of the same.
- 28.2. I /We here by state that none of the employees of my / our organization is a relative of any employee of IIM Amritsar and that none of the employees of IIM Amritsar is a beneficiary of my / our organization including in the capacity as part-time employee, agent, partner or shareholder.

**Signature of the Tenderer with official seal**



## **SCOPE OF SERVICES**

### **1. SCOPE OF SERVICES AND TERMS & CONDITIONS:**

- 1.1. The scope of services under this contract has been detailed in various sections of the tender document and the prospective tenderer has to study the entire tender before submission of their competitive offer for the subject work.
- 1.2. The tenderer shall manage the Canteen/Night Canteen for Students, Faculty, Staff and Guests of IIM Amritsar.

### **1.3. DETAILS OF SERVICES REQUIRED AND TIME OF SERVICE IS AS BELOW:**

Refer Annexure in PART – II Price Tender.

- (a) The Tenderers are advised to physically visit and inspect, all the service points, dining halls and conference halls to ascertain the existing service locations, before submission of the tender. No complaints on the available facilities will be entertained at a later date.
- (b) Separate SERVICE CHARGES& GST will not be paid. Rates quoted by the tenderer for food items shall be inclusive of all SERVICE CHARGES & GST.
- (c) Order for serving of Special items like Special Lunch/Dinner on special occasions will be at the discretion of the IIM Amritsar.
- (d) The Contractor shall ensure that they cater to the Students, Faculty, Staff and Guests of IIM Amritsar. Besides, agencies stationed at the campus as decided by IIM Amritsar will also be provided similar facility. This include normal services like providing food at residences, takeaways as well as emergency services like special food support for people who are sick and indisposed, which may occur infrequently. These services are to be provided at the rates agreed without any extra service charges.
- (e) The Contractor shall serve Tea/Coffee/Biscuits/Snacks, etc., to the Students, Faculty, Staff and Guests of IIM Amritsar inside the campus as required and on payment, and shall provide various services at official meetings, training programs, farewells, conferences, special get-togethers and at various function, in or outside as may be required. Economy/Value priced Special menu as required will have to be served to the participants of training programmes .
- (f) The Contractor shall provide room service for inmates of Guest Houses, Faculty Studio Apartments in Residential Hill and other demand points (current or future) at any time as per the demand of the inmates and to ensure delivery of food items on time on the agreed rates. For transporting the food items from canteen to various service points, the Contractor shall press into service a vehicle (fully covered with weather proof panels) in good condition, round the clock basis.
- (g) The Contractor shall dedicate separate utensils exclusively for preparation of vegetarian dishes. The Contractor shall set up a properly manned exclusive counter for take-away items in each canteen.



### **Timings of the Students Dining Hall (All - 7 days) for IIM Amritsar**

<b>Particulars</b>	<b>Timings</b>
Breakfast	07:00-10:00
Lunch	13:00-15:00
Tea & Evening Snacks	17:30-18:30
Dinner	20:00 -22:00

## **2. PROCUREMENT OF INGREDIENTS**

- 2.1. The Service Provider shall place necessary orders with the suppliers in connection with the running of the Canteen in his own name and ensure that adequate stock of provisions are kept at all times, at his own cost.
- 2.2. The Contractor shall ensure that only first quality ingredients as per brands stipulated in the tender are used for preparation of eatables. IIM Amritsar's authorized officials, members of Students' Mess Committee or any other committee specifically created to check the performance of the contractor have the right to check the quality and reject any ingredient that is found to be sub-standard. Such of those ingredients rejected shall be disposed / cleared from the premises. Alternate ingredients shall be arranged immediately under such circumstances and no compensation shall be payable in this regard. Further, the Contractor should ensure that there is no disruption to the canteen services on this account.
- 2.3. If brand of any ingredient is not mentioned in the tender, for such items it is understood the tenderer has to supply first quality ingredients for preparation of food items. IIM Amritsar reserves the right to indicate the best available brands at that time and same will be binding on the contractor. The tenderer has to maintain consistency in quality of ingredients to be used for preparation of food items for entire currency of contract.

## **3. QUALITY OF RAW MATERIALS & BRAND TO BE USED**

- 3.1. Only those branded items carrying AGMARK/ FPO/ BIS Certification should be used, where such certification is available in any class of branded items.
- 3.2. The Contractor shall use only standard materials for preparation of food and other items. Toned milk should be procured only from AMUL/VERKA or a supplier of comparable quality as approved by IIM Amritsar. Standard materials with AGMARK or ISI should only be procured and used. Vegetables/ Fruits should be tendered fresh from market on day to day basis preferable from reputed suppliers. Fresh Vegetables of good quality on day to day basis should be procured from reputed suppliers or stalls. The source of supply should be disclosed.
- 3.3. The Contractor shall not be entitle to serve pre-cooked food items purchased form an outside vendor excepting items like Mineral Water, Sweets, Ice-creams, Cool drinks (Bottled & Tetra Packets) in the canteen premises, unless specific prior permission is obtained from IIM Amritsar. The Contractor has to confirm the rates of packaged items from IIM Amritsar, before start selling and any change of price in future is also to be confirmed.
- 3.4. No compensation shall be payable for items rejected for whatever reason. Further, the Contractor should ensure that there is no dislocation to the canteen services on this account.

- 3.5. The Service Provider shall maintain quality and quantity in respect of the menu served in the canteen. In the event of any dispute in regard to the quantity and quality of the menu, proportionate deduction shall be made from the bills payable to the Contractor and the decision of IIM AMRITSAR shall be final and binding.
- 3.6. The Service Provider shall use the best practice and legally mandated food and industry-standard storage and handling procedures. Stacking of all materials such as flour bags rice bags and bulk items should be on a tug pallets and not on the floor. Shelves shall be used to stack smaller packets of food items.
- 3.7. There should be at least six months shelf life before the expiry date for all processed food items including frozen vegetables, peas and burger patties. If using a freezer, correct temperature should be maintained to avoid spoilage.
- 3.8. The Service Provider shall exercise all reasonable imagination, creativity and good taste in the planning, preparation and serving of the meals and shall conscientiously strive to prepare and serve food in accordance with the diners' desires regarding quality, taste, appearance, nutritional value and variety. Notwithstanding the same, the provisions of this clause shall always be subject to the right of IIM Amritsar to fix the menu and no new item shall be introduced in the menu without the express prior permission of IIM Amritsar.

### **3.9. Preparation of Menu and Inspection**

- 3.9.1. The services of the Contractor will be monitored by one or more designated / authorized officials of the IIM AMRITSAR and all day to day activities and immediate instructions will be conveyed to the Contractor through him/them on day to day basis.
- 3.9.2. IIM Amritsar at all times reserves the right to inspect eatables, beverages, food, etc. prepared by the Contractor to ensure quality. Such items, which are rejected by the duly authorized officials of IIM Amritsar during inspection, should not be used for services in IIM Amritsar canteen and should be disposed / cleared from the premises immediately. The Contractor should ensure that there is no disruption to the canteen services on this account.
- 3.9.3. The contractor shall display the price list of all food items including Mineral Water, Sweets, Ice-creams, Cool drinks.
- 3.9.4. The contractor shall comply with the standard operation procedures without fail on an ongoing basis and a docket in this regard will be maintained and updated on a daily basis and if called upon, the docket shall be produced before the competent authority of the Institute.

## **4. MANPOWER FOR RUNNING THE MESS**

- 4.1. The contractor should provide adequate manpower and maintain catering service without any disruption. The Contractor shall also provide a Manager to be present at all times the MESS is open, to monitor day-to-day functioning of the MESS.
  - 4.2. No person shall be deployed for any job under this contract, if he is less than 18 years of age.
  - 4.3. The Contractor shall employ his own Workmen/Supervisors to run the Canteen and he shall make his own arrangements to engage the required manpower. The Institute has the right to specify the minimum number of manpower required to run its Canteen and to demand for additional persons for Special services as and when required. The Contractor
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should also deploy adequate manpower exclusively for the maintenance of cleanliness inside/surrounding the canteen premises, dining halls, dining table and chairs, ceiling fans, exhaust, tube fittings and other equipment's (including lavatory and bathrooms attached for the specific use of the canteen contract workmen).

4.4. No. of Cooks and Waiters–The contractor will ensure sufficient no. of uniformed waiters in the students dining hall not less than 05with 01supervisor during all major meal timings. Similarly he will ensure a minimum of 03 waiters with a supervisor at all time in the faculty dining hall.

#### **4.5. Minimum Requirements of Personnel Deployed**

- a. Unit Manager should have at least a diploma in catering from a Government recognized institute.
- b. Assistant Manager should have at least a diploma in catering from a Government recognized institute.
- c. Supervisor should have at least a 1 (one) year Certificate in catering technology from a Government recognized institute.
- d. Cooks shall have a minimum of three (3) years' experience in the field.
- e. The service personnel should have an education of minimum 8<sup>th</sup> Std. and adequate experience in catering services. They should be properly trained in providing services in an industrial / institutional Mess/ Canteen.
- f. The service personnel should be able to communicate with the users in English / Hindi.

#### **4.6. Other Provisions Including Medical Examination**

- a. All staff/ workmen of the Contractor employed for handling the food items should be subjected to Pre-job Medical Examination by Medical Officer authorized by IIM Amritsar. In addition to the above, the canteen workers/ staff should undergo periodical medical checking as and when IIM Amritsar deem it necessary and as required. Tenderer has to deploy medically fit personnel for the services envisaged and IIM Amritsar's decision on fitness of the personnel so deployed will be binding on the contractor. The contractor shall maintain medical check-up register along with the medical reports at all times.
- b. The Service Provider shall arrange to carry out medical examination of his personnel at his own cost at periodic and regular intervals, so as to ensure that their workmen comply with all the rules and regulations in force from time to time regarding safety, Hygiene, Sanitation and Prohibition of smoking. Violations will be viewed seriously and the Officer-in-charge of IIM Amritsar will levy penalty as deemed fit as per the guidelines.
- c. IIM Amritsar has no responsibility whatsoever on the Contractor's workmen and the Contractor is solely responsible for managing their work in the event of any dispute between the Contractor and their workmen, the Contractor is solely responsible for any claim and consequences that may arise out such dispute, whether statutory or otherwise.
- d. IIM Amritsar reserves the right to advice the Contractor to remove from service any of the Contractor's workmen if any of such workmen's behavior or conduct is not conducive for the General discipline, Safety, Hygiene and Security of the Institute or

for any other reasons that the Institute may deem fit and the Contractor shall immediately comply.

- e. Personnel engaged by the Service Provider in the canteen must be properly attired for achieving a smart turnout and to meet the hygiene standards necessary for the job. They shall also be courteous to the employees of IIM Amritsar and permitted diners, in their interactions.
- f. The Service Provider will arrange to carry out, at his own cost, the verification by the Police Authorities of the character and antecedents of the personnel engaged by him for the job, and ensure that no person whose character and antecedents have not been so verified, shall be engaged in the canteen. Notwithstanding the same however, any person whose engagement is objected to by IIM Amritsar, shall be promptly replaced by the Service Provider.
- g. The unit manager so provided will get the work done from the personnel of the service provider by properly deploying them for various types of functions like cooking, distribution, cleanliness etc., the personnel deployed by the Service Provider shall not be considered or deemed to be employees of IIM Amritsar on any account.
- h. The Service Provider shall attend at all times by the existing labour enactments and rules made there under, regulations, notifications and byelaws of the State or Central Government or local authority and any other labour law (including rules), regulations, bylaws that may be passed or notification that may be issued under any labour laws in future either by the State or Central Government or Local authorities. The Service Provider shall be solely responsible to comply with all provisions of labour laws, including rules, regulations, bylaws, notifications etc. as may be applicable from time to time and shall indemnify Indian Institute of Management Amritsar against any claim, loss, damage including costs thereof, in case of any breach of any of the provisions of labour laws including rules, regulation, byelaws, notifications etc., as may be applicable from time to time. The Service Provider shall also keep IIM Amritsar indemnified in case any action is taken against IIM Amritsar by the competent authority on account of contravention by the Service Provider, his agents or servants, of any of the provisions of an Act or rules made there under, regulations or notifications to pay or reimbursements. If Indian Institute of Management Amritsar is caused such Acts, Laws, Rules, Regulations, Notifications including amendments, or servants, then Indian Institute of Management Amritsar shall have the right to deduct from any money due to the Service Provider including his amount of Performance Security. Indian Institute of Management Amritsar shall also have the right to recover from the Service Provider any sum required or estimated to be required for making good the loss or damage suffered by Indian Institute of Management Amritsar.
- i. The Service Provider shall at all times comply with all Acts/Laws/Rules/Regulation and notifications including amendments regulating or relating to labour matters including any Laws relating to Contract Labour, employee welfare, food safety, occupational health and safety, sanitation, garbage disposal and environmental management. The Service Provider shall pay their Minimum Wages Act or under any other Statute/Rules/ Regulations as may be applicable from time to time. The Service Provider shall comply with all requirements of Contract Labour (Regulation and Abolition) Act, 1970 and all other statutory labour laws/regulations applicable to him from time to time. In particular, the Service Provider shall at his cost, obtain the required license under the Contract Labour (R&A) Act, 1970 before commencement of the job.

- j. The Service Provider shall at all times comply with Acts/Laws/Rules and Regulations including notifications and amendments thereof, issued by the appropriate government and / or canteen garbage, including but not limited to any requirement to and / or canteen garbage, including but not limited to any requirement to obtain and maintain a license, consent, permit or registration under the Prevention of Food Adulteration Act and all such laws and regulations as may be applicable for the purposes of providing the services at the said canteen premises.
- k. The Service Provider shall make his own arrangements and at his cost, for the engagement of all staff and labour, local or other, and for their payment, housing, feeding, transport, medical and all allied expenses.
- l. The Service Provider will be the employer of all the workmen deployed for the Contract and in no case shall these personnel be treated as the employees of Indian Institute of Management Amritsar at any point of time.
- m. All risks of loss or of damage to property and of personal injury and death which arise during and in consequence of the performance of the contract are the responsibility of the Service Provider.
- n. The Service Provider shall be solely responsible for any damage to the property of IIM Amritsar whether accidental or deliberate, caused by him, his agents or servants.
- o. The Service Provider shall be personally responsible for any theft, dishonesty and/ or disobedience and discourteous behavior on the part of the workmen/ supervisors so provided by him to provide this service.
- p. The Service Provider shall not transfer or assign or sublet any part of the service once agreed or any share or interest herein in any manner or degree directly or indirectly to any person, firm or company whatsoever.

## **5. TRANSPORTATION**

### **There are two different location for service**

- 5.1. The food is prepared in IIM hostel (Ashberry Homes) at distance of 22 KM from IIM Amritsar Campus.
- 5.2. Lunch is provided to IIM Campus according to number of students present in campus and class schedule. The contractor have to make necessary arrangements to transport food to IIM campus for Lunch whose schedule will be shared in advance.
- 5.3. On special occasions /events, Breakfast and dinner may also need to be transported to IIM campus as per number of students present. Frequency of occurrence will be once or twice per month but under special circumstances can extend.

## **6. CANTEEN MAINTENANCE AND OTHER JOBS**

- 6.1. In addition to cooking and serving to our employees, as detailed out in this document, the contractor is also responsible for upkeep (except painting/colour wash) of Canteen Building and surrounding area, furniture provided by the Institute including repair/replacement due to damage made by the Contractor's personnel. The inter-carting cylinder from filling area of LPG cylinders for cooking will also be the responsibility of the Tenderer. The Scope or Work to be executed on this head is detailed elsewhere in the tender document. Failure on the part of the Contractor to execute the work under this clause, the Institute will make its own arrangements to execute the same and the actual cost incurred plus 15% for undertaking the jobs will be recovered from the running bills of the Contractor.

6.2. The following activities including all cleaning activities/disposal of canteen waste, upkeep of in and around the canteen, kitchen, dining halls and all conference halls(after service) are in the scope of the contractor. No separate charges will be paid for these activities /disposal of canteen waste, etc.

6.2.1. Canteen Sewage Lines/Pits/Toilet Cleaning

- a. Remove Mess /Service area waste from the sewage lines running in and around the Mess / Service area (opened & closed), manholes and pits on regular basis and store it into the drums. Also, the food waste, vegetable leaves and any garbage to be safely removed by separate motor vehicle (ref. to the clause under “Transportation”) on daily basis and properly disposed outside the premises. The required manpower vehicle/trolley, drums, bucket and other cleaning equipment/appliances, etc. for clearing / cleaning / transporting the canteen waste shall be arranged by the Contractor at his own cost.
  - b. Remove the Mess waste and clean the open drainage inside the canteen premises at the following location on regular basis:
    - i. Kitchens
    - ii. Vessels Washing Areas
    - iii. Wash basins
    - iv. Grinder Rooms
    - v. Drainage from kitchens to pumping areas.
  - c. Mess waste solids blocked into the drainage are to be collected then and there and dumped into the big plastic buckets to be kept for the purpose by Contractor. The waste /solids kept in the drums to be transported daily to garbage, vermin compost and disposed of sagely and in eco friendly manner.
  - d. Clean the strainers fixed in the drainage line regularly to remove the choke for free flow of water. The strainer should be placed in its position always.
  - e. The service providers shall ensure that solid waste materials are not dumped into the drains. All such solid wastes must be removed from the utensils prior to washing. Any block either on the sewage lines (open and closed), manholes and pits shall be removed then and there by deploying additional manpower as required. No extra cost will be paid for such work.
  - f. If by chance, solids are allowed to accumulate, the Contractor should employ more men for one time clearance. No extra payment will be paid for such work.
  - g. All tools and tackles required to perform the subject work shall be arranged by the Contractor at his own cost.
  - h. Canteen toilet (men/women)/ change house provided by the Institute for the workmen are to be cleaned daily and always kept neat and tidy.
  - i. The required cleaning materials/ consumables such as buckets, broomsticks, Floor wiper with stick, Cotton swabs with stick and chemicals/Detergents, Vim, cheap cloth, duster cloth, Perfume room spry, Plastic hand brush, table cleaning wiper, fly kit, nylon brush, cobweb with stick Naphthalene balls, etc. shall be arranged by the Contractor at his own cost.
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### **6.3. Canteen Utensils/ Groceries/ Cutleries/ Glassware Cleaning**

The service provider shall keep spoon/fork, electric dispenser, bread toaster 4 Nos., cornflake machine, crockery/cutlery of good quality, jugs of standard variety, salt/pepper container and any other items ordered from time to time in each dining hall.

Sterilization of plates, spoons, tumblers etc., and cleaning of utensils/ cutleries / glassware, etc. should be properly done by the Contractor and the cleaning materials required for this purpose shall be at Contractor's expense.

### **6.4. House Keeping – Maintenance of Main Dining Hall, Kitchen / Store Areas**

- a. The Service Provider shall maintain utmost hygiene in the Mess premises and ensure that the premises, utensils and equipment are kept in neat and tidy condition. Main Dining hall, Kitchen/ Stores are to be maintained by the Contractor. The Dining halls are to be mopped and kept clean and tidy during each shift. The contractor has to keep the main dining hall and service points to keep clean, neat and tidy, as described in Section 6.6 below. The Contractor shall arrange for room spray for all the dining halls regularly especially before commencement of service.

Dining Hall to be cleaned immediately after the service/meeting is over. The hygiene at Dining halls, Kitchens/Stores areas and VIP Dining Hall has to be given utmost importance and non-compliance will be viewed seriously and shall be dealt as per tender conditions. The tenderer has to furnish the Job procedure, mechanized cleaning equipment's to be adopted, system and policy for housekeeping at Dining halls, Kitchen /Stores Area has to be given utmost importance and non-compliance will be viewed seriously and shall be dealt as per tender conditions. The tenderer has to furnish the Job procedure.

The cleaning materials for this purpose shall be within the purview of the contractor. The Contractor shall use only chemicals supplied by standard producers under well known brands bearing ISI or other quality marks. They shall do the cleaning with appropriate cleaning brushes/clothes/brooms. The quantity of above cleaning chemicals shall be adequate and shall be augmented as per directions of Maintenance in charge.

- b. Soap oil dispensers at Main Dining Hall, to be provided by the Contractor. The soap oil is to be re-filled, more frequently as per the requirement.
- c. The Contractor shall maintain a system of monitoring these activities for ensuring effectiveness.

### **6.5. Fly Control / Mosquito Control Measure**

- a. The Service Provider shall ensure adequate, safe and effective insect-, pest- and rodent – control measures in the canteen premises.
- b. At Canteen Kitchen, Main Dining Hall and in and around the canteen, fly control / mosquito control measure are to be carried out by the Contractor on alternate days or on daily basis during seasons.
- c. The Contractor shall make proper arrangement for spraying with appropriate World Health Organization (WHO) approved pest control materials in and around all the dining halls on a daily basis/regularly to avoid fly / mosquito menace. The impute chemicals will be inspected by the Mess – in – Charge/ authorized official of the Institute at their discretion before use.

- d. Proper Pest Control measures to be ensured from a certified agency such as Pest Control of India (PCI). Annual maintenance contract for the same may be undertaken.
- e. The Contractor has to arrange for rodent control measure at the Main Dining Hall/ Kitchen/ Stores regularly.
- f. The contractor shall take adequate measures to ward of domesticated/stray animals/birds from the canteen.
- g. The rates quoted shall be inclusive of all the above activities.

## **6.6. Mechanized Cleaning**

6.6.1. The Contractor shall comply with the following minimum requirement of mechanized cleaning detailed below to maintain standards of hygiene and cleanliness in the canteen kitchen and dining hall premises and other servicing points as specified in the tender document.

### **6.6.2. Cleaning of Main Dining Hall, Kitchen, Stores, VIP Dining Hall, Hand Wash Area, Entrance, etc.**

6.6.2.1. The floor of Dining Hall, Hand Wash Area, Entrance, Stores and Kitchens should be scrubbed.

6.6.2.2. Dining hall including, wherever provided, skirting and serving platform should be sanitized and disinfected DAILY using steam cleaners.

6.6.2.3. The room freshener shall be sprayed daily at the Main Dining Hall adequately prior to commencement of dining services and as advised by IIM Amritsar.

6.6.2.4. The doors and windows, grills shall be cleaned DAILY.

### **6.6.3. Mechanized Cleaning of Kitchen**

6.6.3.1. De-scaling and grease cutting (de-greasing) should be done daily in the kitchen for floor area, grills, oven and Dosa Tawa and any other catering gadget under use.

6.6.3.2. The entire kitchen has to be sanitized and disinfected Daily using steam cleaners.

6.6.3.3. The floors should be scrubbed once in 3 days with automatic scrubber drier.

### **6.6.4. Chemicals, Sanitizers and Other Cleaning Compounds**

6.6.4.1. The chemicals, sanitizers and other cleaning compounds shall be used depending upon the nature of surface to be applied.

6.6.4.2. The cleaning of Kitchen and dining hall area shall be done using appropriate equipment and good quality Cleaners, sanitizers, deodorizers & Chemicals of standard brands. Adequate frequency shall be maintained in doing various cleaning operations.

6.6.4.3. Materials and chemicals of approved quality only shall be used. These chemicals and materials are specifically for Kitchen usage only, where in food is prepared at these locations. Utmost care should be taken to get the chemicals and the usage of the chemicals should be as per the recommendations and advice of the manufacturer of these chemicals.



- 6.6.4.4. The contractor has to maintain a logbook for the above cleaning activities and the log book shall be made available at all times in the canteen premises for inspection of IIM Amritsar authorities. A copy of above cleaning schedule has to be accompanied along with the running bill.
- 6.6.4.5. The above procedures are formulated in order to maintain high standards of cleanliness in the canteen and it is the responsibility of the contractor to follow the above methodology. Further improvisation to maintain a hygienic atmosphere in the canteen and service points shall be the responsibility of the contractor.
- 6.6.4.6. The contractor has to adhere to the cleaning procedures strictly, else IIM Amritsar will be forced to invoke penalty and other relevant Clauses of the tender document and it reserves the right to get the work done by mechanized service providers for housekeeping at the risk and cost of the contractor.

# Menu & Schedule of Rates

## Annexure A

MENU
<p style="text-align: center;"><b>BREAKFAST</b></p> <p>Bread, Butter, Jam, 1 seasonal Fruit, Milk, Tea, Cornflakes, Coffee Pouch</p> <p><b>Breakfast-</b> One to be served daily or as directed by HnM committee</p> <p>Poori With Aloo Sabji, Aloo Prantha With Curd, Gobi Prantha With Curd, Chhole Bhature, Dalia, Poha, Methi Prantha, Omlette, Egg Bhurji, Boiled eggs, Chhole Kulche, Idli Sambar, Vada, Upma, Vermicelli, vegetable cutlet, French fries, Besan ka Cheela, Uttapam with nariyal chutney, Dosa, Pav Bhaji.</p>
<p style="text-align: center;"><b>LUNCH</b></p> <p>Plain Rice, Chapati, Dal, Dry Sabji, Gravy Sabji, Salad (Seasonal Vegetables), Pickle, Curd</p>
<p style="text-align: center;"><b>DINNER</b></p> <p>Rice, Chapatti, Dal, DrySabji, Gravy Sabji, Salad(Seasonal Vegetable), Pickle, Curd, Sweets.</p>
<p style="text-align: center;"><b>SNACKS</b></p> <p style="text-align: center;"><b>One Item per day served with a beverage</b> (Frequency as directed by HnM Committee)</p> <ol style="list-style-type: none"><li>1. Samosa</li><li>2. Kachoori</li><li>3. Spring roll</li><li>4. Veg Pakoda</li><li>5. Noodles</li><li>6. Pasta</li><li>7. Gol gappe</li><li>8. Dosa</li><li>9. Vada pav</li><li>10. Aloo Bonda</li><li>11. Aloo patties</li><li>12. Paneer Pakoda</li><li>13. Paneer Patty</li><li>14. Maggi</li><li>15. Bread Pakoda</li><li>16. Grilled sandwich</li><li>17. Pav Bhaji</li></ol>

18. Aloo Tikki
19. Cheese sandwich
20. Dahi bhalle
21. Sprouts
22. Bhalle papdi
23. Bhelpuri
24. Chowmein samosa
25. Uttapam
26. Paneer kulcha
27. Dhokla
28. Khandvi
29. French Toast
30. Omlette bread
31. Boiled egg
32. Macroni
33. Sewyiaan

### **Sabzi Items**

**Dry sabzi:** Jeera Aloo, Aloo matter, Aloo Gobi, Gajar Aloo, Aloo methi, Bhindi, bhaigan ka bharta, Bhaigan fry, Gajar matter, Arbi, Kathal, Aloo Shimla mirch, Paneer kibhurji, Cabbage, Mix vegetable, gawarkifalli, Aloo beans, karela, Tinde, dum aloo.

**Gravy sabzi:** Gatte ki sabzi, Kadhipakoda, Mattar paneer, Shahi paneer, Paneer malai methi, matter mushroom, onion mushroom, chhole masala, kale chane, Ghiye ka kofta, malai kofta, soya chaap, Mangodi, Tori, Bharwa Tinde, Ghiya, palak paneer, palak kofta.

**Non-Veg Items :** Butter chicken, Chicken lababdar, Mutton biryani, chicken biryani, chicken curry, Murgrahra, Chicken malaimethi, cream chicken, Mutton curry.

**All types of Dal and different types of rice (including veg pulao).**

**Annexure B**

<b>S.No</b>	<b>Items</b>	<b>Quantity</b>	<b>Rates</b>
<b>1</b>	Full Day Meal Vegetarian (Breakfast, Lunch, Evg. Tea / Snacks, Dinner as per items mentioned in Mess Menu List attached)		
<b>Breakfast</b>			
<b>1</b>	Sunny-side up eggs	1Plate	
<b>2</b>	Salad	1 plate	
<b>3</b>	Poached Eggs	1Plate	
<b>Dinner</b>			
<b>1</b>	Chicken lababdaar (two piece with gravy)	Per plate	
<b>2</b>	Chilly Chicken (two piece with gravy)	Per plate	
<b>3</b>	Rogan Josh (two piece with gravy)	Per plate	
<b>4</b>	Egg Curry (two egg with gravy)	Per plate	
<b>5</b>	Fish Curry	Per plate	
<b>6</b>	Grilled Fish	Per plate	
<b>Sweet dish (serve any one daily no repetition)</b>			
<b>1</b>	Jalebi	100gm	
<b>2</b>	Gulab jamun	1 piece	
<b>3</b>	Custard	150ml	
<b>4</b>	Suji ka Halwa in ghee	100gm	
<b>5</b>	Rasgulla	1piece	
<b>6</b>	Kheer	150ml	
<b>7</b>	Besan Ki Barfi	2 pieces	
<b>8</b>	Gajar ka halwa	100gm	
<b>9</b>	Moong dal halwa	100gm	
<b>10</b>	Pastry	1 piece	

<b>11</b>	Ice cream	100gm	
<b>12</b>	Fruit Cream	100gm	
<b>13</b>	Meethi Sewiyaan	100gm	
<b>14</b>	Kulfi	1 piece	
<b>15</b>	Brownies	2 pieces	
<b>16</b>	Milk Shake	300ml	
<b>17</b>	Rabrifaluda	100gm	
<b>18</b>	Shahi toast	2 pieces	
<b>19</b>	Fruit Yogurt	100gm	
<b>20</b>	Shrikhand	100gm	
<b>Hot &amp; Cold Beverages</b>			
<b>1</b>	Tea	100ml	
<b>2</b>	Coffee	100ml	
<b>3</b>	Lemonade	300 ml	
<b>4</b>	Cold Drinks	300 ml	
<b>5</b>	Milk shake	300 ml	
<b>6</b>	Lassi	300 ml	
<b>7</b>	Badam milk	300 ml	
<b>8</b>	Flavored milk	300 ml	
<b>9</b>	Fruit Juice	300 ml	
<b>10</b>	Coconut water	300 ml	
<b>11</b>	Cold coffee	300 ml	
<b>12</b>	Ice tea	300 ml	

<b>SNACKS</b>		
<b>S.No</b>	<b>Items</b>	<b>Rates</b>
1	Samosa	
2	Kachoori	
3	Spring roll	
4	Veg Pakoda	
5	Noodles	
6	Pasta	
7	Gol gappe	
8	Dosa	
9	Vada pav	
10	Aloo Bonda	
11	Aloo patties	
12	Paneer Pakoda	
13	Paneer Patty	
14	Maggi	
15	Bread Pakoda	
16	Grilled sandwich	
17	Pav Bhaji	
18	Aloo Tikki	
19	Cheese sandwich	
20	Dahibhalle	
21	Sprouts	
22	Bhallepapdi	
23	Bhelpuri	
24	Chowmein samosa	
25	Uttapam	
26	Paneer kulcha	
27	Dhokla	
28	Khandvi	
29	French Toast	
30	Omlette bread	
31	Boiled egg	
32	Macroni	
33	Sewyiaan	

### Items list for Night Canteen

Item Description & Quantity	Rate (Rs.)	Item Description & Quantity	Rate (Rs.)
<b>HOT &amp; COLD BEVERAGES</b>		ONION PARATHA	
TEA (100 ml)		MAGGI	
COFFEE (100 ml)		EGG MAGGI	
COLD DRINK (300ml)		SOUP MAGGI	
HORLICKS (300 ml)		BUTTER MAGGI	
BOURN VITA (300 ml)		POORI (3Nos.) BHAJI	
HOT MILK (300 ml)		<b>FRIED RICE</b>	
JUICE (REAL /TROPICANA)		VEG FRIED RICE (HALF )	
LIME JUICE (300 ml)		VEG FRIED RICE (FULL)	
JUICE (PURE -300 ml)		EGG FRIED RICE (HAL)	
JUICE (SEASONAL) ((300 ml)		EGG FRIED RICE (FUL)	
MILK SHAKE (300 ml)		CHICKEN FRIED RICE (HALF)	
FLAVOURED MILK (300 ml)		CHICKEN FRIED RICE (FULL)	
<b>PACKED ITEMS</b>		<b>SNACKS</b>	
CHIPS		ALOO TIKKI	
FRUIT CAKES		BREAD PAKODA	
ICE CREAM		SAMOSAS	
BISCUITS		CHICKEN BURGER	
PLAIN MILK		CHICKEN DRY FRY	
<b>SANDWICHES</b>		CHICKEN ROLL	
VEG SANDWICH		EGG ROLL	
VEG CHEESE SANDWICH		EGG PUFFS	
CHEESE SANDWICH		KACHOORI	
POTATO SANDWICH		VEG ROLL	
ALOO CHEESE SANDWICH		VEG CUTLET	
<b>SNACKS ON ORDER</b>		PAV (2 pcs.) WITH BHAJI	
ALOO PARATHA		CHOCOLATE ROLL	
BREAD TOAST (2 pcs. with butter/Jam) (60 gms)		<b>SOUP</b>	
PAPADI CHAT		VEG SOUP (200 ml)	
PANEER PARATHA		SWEETCORN VEG (200 ml)	
GOBIPARATHA		MUSHROOM (2000 ml)	
ONION PARATHA		SWEETCORN CHICKEN (200 ml)	
EGG OMLETEE (2 eggs)		CHICKEN SOUP (200 ml)	
EGG BHURJI (2 eggs)		TOMATO SOUP (200 ml)	

<b>Item Description &amp; Quantity</b>	<b>Rate(Rs.)</b>
<b>NOODLES</b>	
VEG NOODLES (HALF )	
VEG NOODLES (FULL)	
EGG NOODLES (HAL )	
EGG NOODLES (FULL)	
CHICKEN NOODLES (HALF)	



## PROFORMA

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**Signature of the Tenderer with official seal**