



# INDIAN INSTITUTE OF MANAGEMENT AMRITSAR

PIT Building, Inside Govt. Polytechnic Campus;  
Polytechnic Road; Chheharta, G.T. Road Amritsar – 143105  
Phone No. 0183- 2820034

## TENDER FOR PROVIDING CAFETERIA SERVICES

### COMMERCIAL/PRICE BID

Issued to: -----  
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|  |                         |
|--|-------------------------|
| <b>Tender Reference No.</b>                        | IIMASR/NIT/188/2020     |
| <b>Date of Issue of Tender</b>                     | 04-08-2020              |
| <b>Last date of receipt of Tender</b>              | 26-08-2020 by 12.00 pm  |
| <b>Pre Bid Meeting / Inspection before bidding</b> | 11-08-2020 12:00 PM     |
| <b>Last date of receipt of queries.</b>            | 11-08-2020 by 05.00 pm  |
| <b>Mode of Participation</b>                       | Online Only             |
| <b>Date &amp; Time for Opening of Technical</b>    | 26-08-2020 by 12.30 pm  |
| <b>Date for Opening of Price Bid</b>               | Will be Intimated Later |
| <b>Tender Fee</b>                                  | Rs. 1120                |
| <b>Earnest money Deposit (EMD)</b>                 | Rs. 15,000/-            |
| <b>Performance security/Bank Guarantee</b>         | Rs.50,000/-             |
| <b>Contract Period</b>                             | 12 months (conditional) |

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## **CHAPTER 1 - INSTRUCTIONS TO BIDDERS**

Indian Institute of Management Amritsar is one of the six IIMs set up by the Ministry of Human Resources Development, Government of India, in the Union Budget of 2014. As per the directive of the union ministry of Human Resources Development. IIM Amritsar is currently located within the transit campus of Government Polytechnic, Amritsar, until it moves to its permanent campus (of approx.61 acres).

It presently has about 370 students and 40 staff and faculty members. Students have a summer internship break for about 60 days from April up to the first week of June, and term breaks up to one week after every term. Also, this being an institute of national importance and a top business school is frequently visited by eminent professionals of the business world, top-level academicians and senior government officials.

The Director invites online tenders, Indian Institute of Management, Amritsar for providing Cafeteria services at IIM Amritsar.

### **1.1. General Guidelines**

- 1.1.1. Please read the Terms & Conditions carefully before filling up the document. Incomplete Tender will be rejected. All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as a token of having accepted all the Terms and Conditions of this Tender.
- 1.1.2. IIM Amritsar reserves the right to obtain feedback from the previous/present clients of the tenderer and also depute its team(s) to inspect the site(s) at present contract(s) for on-the-spot first-hand information regarding the quality of food and services provided by the tenderer.
- 1.1.3. Tenders received without applicable EMD and Tender fee shall be rejected.
- 1.1.4. The Financial bid and EMD submitted by all bidders should be valid for a minimum period of three months from the date of opening of Technical Bids.
- 1.1.5. MSME/NSIC firm will get EMD exemption as per Govt. of India notification subject to the submission of valid registration certificate towards the same.
- 1.1.6. The IIM Amritsar reserves the right to reject any or all the tenders without assigning any reason.
- 1.1.7. Before submitting the Tender Document to the IIM Amritsar, the bidders may seek clarification(s), if any, during the pre-bid meeting/inspection/through an email.
- 1.1.8. The successful bidder shall have to submit a declaration as per Form-2, which will become part of the agreement as per Form-3.
- 1.1.9. Canvassing in any form will make the tender liable to rejection.
- 1.1.10. Conditional proposal will not be accepted and will be rejected outright.
- 1.1.11. The bidders' performance, as per format at Form-9, for each work completed in the last three years and in progress, should be certified by an authorized person from the concerned organization. The certificate should also indicate the compliance of statutory requirements. Feedback received from the previous/present clients and on the spot assessment of the IIM designated team will also be evaluated for technical qualification.
- 1.1.12. The Contractor will use only branded raw material for the preparation of items. The permissible brands of various items are given in Form-4.
- 1.1.13. The Financial Bids of only technically acceptable tenders will be opened for

further consideration. The decision of the IIM Amritsar in this regard will be final and no requests etc. will be entertained from the bidders. The date and time of opening of the financial bid (Form-1) will be intimated only to such financial bidders who are found eligible as per technical evaluation criteria prescribed by IIM Amritsar.

- 1.1.14. EMD of the unsuccessful bidders will be returned to them, without interest, within three months from the date of award of the contract to the successful bidder.
- 1.1.15. The successful Contractor will pay the electricity bill and charges towards the depreciation & normal wear-tear.
- 1.1.16. If the date of opening of the tender is declared a holiday, the tender will be opened on the next working day at the same time.

**1.2. Submission of Bids:** The tender should be submitted in two parts, Part – I (Technical Bid) & Part – II (Financial Bid). The file of Part – I should be super-scribed as “Part – I Technical Bid” and File of Part – II should be super-scribed as “Part – II Financial Bid”.

- 1.2.1. The Tenderers/Bidders should visit the site between Monday to Friday from 10:00 am to 4:00 pm except Sunday and Govt. holidays for inspection of the site of Cafeteria at IIM Amritsar. The Tenderers/Bidders should submit the Price Bids as per the format attached.
- 1.1.2 It is advised that the bidder should visit the site before submitting the tender to understand the actual site conditions.
- 1.1.3. The tenderer shall be required to submit a refundable EMD of an amount of **Rs.15,000/- (Rupees Fifteen Thousand only)** and the non-refundable tender fee for an amount of **Rs. 1120/- (Rupees Eleven Hundred Twenty only)**, both by way of NEFT/RTGS only in the Bank details as mentioned below:

**Name of Beneficiary:** Indian Institute of Management, Amritsar

**Name of Bank:** Vijaya Bank now Bank of Baroda

**Bank Acc No.:** 758101012000111 (Saving)

**Branch:** Guru Nanak Dev University Extension Counter, Amritsar

**IFSC CODE:** VIJB0007581

Applications received within the stipulated deadline containing EMD, Tender fee, and the tender documents, along with all the required enclosures, only will be taken for consideration. MSME/NSIC firm will get EMD exemption as per Govt. of India notification subject to the submission of valid registration certificate towards the same.

- 1.1.4. The technical bid, along with all necessary documents as stipulated, is to be submitted online through the **eTender Portal** on IIM Amritsar’s Official website ([www.iimamritsar.ac.in](http://www.iimamritsar.ac.in)) only. **Bids submitted by mail, Offline will not be accepted in any circumstances.**
- 1.1.5. The Price Bid should be submitted online through the e-Tender Portal on IIM

Amritsar's Official website ([www.iimamritsar.ac.in](http://www.iimamritsar.ac.in)) only.

1.1.6. Bidders have to upload clear copies of all the documents. Copies not scanned and/or uploaded improperly will not be considered, and the tender will be rejected.

### **1.3. Summary of Rejection of bids:**

1.3.1. Any bid not accompanied by required EMD and Tender fee.

1.3.2. Any bid in which rates have not been quoted in accordance with the specified formats / details as specified in the bid document.

1.3.3. Any bid received without the latest attested Income tax clearance certificate (ITCC) copy.

1.3.4. If any bidder has filled more than one bid.

### **1.4. Processing of Tender**

#### **Technical Evaluation (Technical bid)**

- a. The applicant should have a sufficient number of staff for the proper execution of the contract.
- b. The applicant should attach self-attested copies of performance certificates by the previous client(s) in respect of completed service(s). For ongoing service(s), certificate(s) obtained from the concerned officer of the client(s) should be attached. Minimum 2 yrs experience with Central / State Universities or IIT/ IIM / IISER etc. should be held.
- c. The applicant should be financially sound. Copy of audited statements of accounts for the last three financial years should be enclosed.
- d. The applicant should have satisfied all the statutory requirements.
- e. The applicant should have an appropriate license to provide cafeteria/food services, State GST No, and Supervisor/ Manager at Amritsar (for quick liaisoning etc.).

Even though an applicant may satisfy the above requirements, he would be liable to disqualification if he has:

- a. Made misleading or false representation or deliberately suppressed the information in the forms, statements and enclosures required in the qualification document.
- b. Record of poor performance such as, abandoning work, not properly completing the contract, or financial failures /weakness etc.

**The bidders who qualify in this stage will be considered for the financial bid; other bidders who have been found technically unqualified will not be considered for further process.**

#### **Financial Evaluation ( Financial bid )**

The Financial Bid (Tender) should be submitted strictly in the prescribed Form-1 "FINANCIAL BID" and should remain valid for a minimum of three months. Financial bids which are not submitted in the prescribed form will be summarily rejected. The Financial Bid should clearly contain the following details:

a. Price schedule of items

The Financial Bid (Tender) of the applicants who have not been qualified in the Technical Bid shall not be considered. Only technically qualified tenders will be opened on the date and time to be intimated, in the presence of the technically qualified tenderers or their authorized representatives (with authority letter) who may be present.

- 1.5.** Queries related to the stated above should be submitted at [purchase@iimamritsar.ac.in](mailto:purchase@iimamritsar.ac.in) only till 11-08-2020, 05:00 pm. Queries submitted after due date and time and **queries submit at any other mail id will not be entertained. The response of the queries will be given within 2-3 days by mail after the last date of submission of queries.**

## **CHAPTER-2 CONDITIONS OF CONTRACT**

**2.1. Tender Fee:** The tenderer shall be required to submit a non-refundable tender fee for an amount of **Rs. 1120/- (Rupees Eleven Hundred Twenty only)**.

**2.2. Earnest Money Deposit (EMD)/Bid Security:**

- a. Along with the Technical bid, Tenderers/ Bidders shall furnish EMD for an amount of **Rs.15,000/- (Rupees Fifteen Thousand only)** in the form way of NEFT/RTGS only in the Bank details as mentioned below:

**Name of Beneficiary:** Indian Institute of Management, Amritsar

**Name of Bank:** Vijaya Bank now Bank of Baroda

**Bank Acc No.:** 758101012000111 (Saving)

**Branch:** Guru Nanak Dev University Extension Counter, Amritsar

**IFSC CODE:** VIJB0007581

Technical Bid received without EMD shall be rejected. The bid security must remain valid for forty-five days beyond the final bid validity period. The EMD will be returned to the unsuccessful Tenderers/ Bidders after expiry of the final bid validity and on or before the 30<sup>th</sup> day after the award of the contract.

- b. EMD already deposited along with the tender shall be returned on furnishing the Security Deposit (Bank Guarantee). The EMD shall not bear any interest.
- c. MSME/NSIC firm will get EMD exemption as per Govt. of India notification subject to the submission of valid registration certificate towards the same.

**2.3. Security Deposit/Bank Guarantee:** -The successful Tenderer/ Bidder will be required to furnish performance security in the form of a bank guarantee **Rs.50,000/- (Rupees Fifty Thousand only)** within one month from the date of acceptance of the tender. It must remain valid for 60 days beyond the date of completion of all contractual completion. The Security Deposit shall not bear any interest. It shall be returned within a month after the expiry/termination of the contract by making necessary deductions.

**2.4. Authorized signatory:** If the Bid is made by or on behalf of a company, incorporated under the Companies Act of 1956, it shall be signed by the Managing Director or one of the Directors duly authorized on that behalf.

**2.5. Site visit:** Every Tenderer/ Bidder is expected to inspect the cafeteria site between Monday to Friday from 10:00 am to 4:00 pm except Sunday and Govt. holidays for inspection of the site of Cafeteria at IIM Amritsar, at his own cost before quoting the rates. He must also go through all the terms and conditions as stipulated in the documents. It will be construed that the vendor has inspected the site and satisfied himself with the Institute's requirements, and other relevant matters.

Otherwise, the total dimension of the cafeteria premises is 36.54 sq. mt (Cafeteria size: 14.48 sq. mt. and storage/cooking area: 22.06sq. mt). Seating area is separate and in addition to the given area, which can only be used for seating.

**2.6. Eligibility Criteria**

2.6.1. Any sole proprietor/ partnership firm/cooperative society/company can apply.

- 2.6.2. Applicant must have experience of running cafeteria/canteen/hostel mess in an educational institute/government organization/other large organization of repute for at least two (02) years. The tenderer should enclose a list of clients and their testimonials having client's seal and signature.
- 2.6.3. Applicant must have a valid PAN Number in the name of the company/agency.
- 2.6.4. Applicant must be having valid GST registration in the name of the company/agency.
- 2.6.5. The applicant shall have FSSAI License and other statutory clearances as mandated by the state/ MC/ Government of India.
- 2.6.6. The tenderer shall also give a list of catering services/hotels/restaurants etc. run by him/her (with details of service period).
- 2.6.7. The Contractor should not have incurred any loss in more than two years during the last five years ending 31.3.2020. Copy of audited statements of accounts for the last five financial years should be enclosed.
- 2.6.8. The contract has to be completed by the single vendor, who will be entirely responsible for the execution of the contract as a single point solution provider and will be the sole prime Contractor for the entire contract.
- 2.6.9. Should have solvency of Rs. 5 lacs certified by the bank of the applicant.
- 2.6.10. The Contractor should fulfill all the statutory requirements as per state / central govt. rules as to implement payment of minimum wages Act 1948, Inter-state Migrant Workmen Act 1979, Contract Labour Act, of Workmen Compensation Act, EPF, ESI, Income Tax, Bonus Act, etc. and should enclose proof for meeting these requirements.
- 2.6.11. The Contractor should have registered with the following registration authorities by paying necessary fees, wherever required:
  - a. Registrar of Companies
  - b. FSSAI
  - c. Income Tax
  - d. EPF
  - e. ESI
  - f. Any other registration which is required as per State/ Central Government rules.

## **2.7. General Conditions**

- 2.7.1. The Contractor will have to arrange the kitchen equipment/utensils from his side only. Institute will not provide any equipment/utensils.
- 2.7.2. The Contractor must have sufficient staff for serving and cleaning purposes. There should not be an unnecessary delay in providing service.
- 2.7.3. The serving staff will wear a proper uniform, gloves, mask, cap, which will have to be provided by the Contractor.
- 2.7.4. If cafeteria service is requested by any staff/faculty of IIM Amritsar, it should be provided on a priority basis. It should be ensured that while providing service, the food item(s), serving tray, and clean utensils/disposables must be used and needs to be covered appropriately.



- 2.7.5. If the Contractor provides eatables to the students/staff and guests etc. on credit, he will himself be responsible for recovery.
- 2.7.6. The Contractor has to abide by the provisions of the Food Safety and Standards Act, 2006 and its subsequent amendments. In case it is found and proved that the eatables provided by the Contractor are not of good quality and are hazardous for health, the contract shall be terminated. The Contractor will ensure the quality/quantity of every such item & its eatable worth and also abide by all statutory laws in existence. The eatables need to be appropriately covered and preserved hygienically. The contract has to follow all the food safety norms.
- 2.7.7. The Contractor and his staff should be polite and well behaved with the employees, Students and the guests of IIM Amritsar. If it is found the contrary, the contract can be terminated without any notice by competent authorities. They will also remain neat and clean.
- 2.7.8. IIM Amritsar will give no advance payment. The Contractor will make his arrangement of funds.
- 2.7.9. The rates of food and eatables etc. can be fixed/revised only after the recommendations of the Cafeteria Committee and approved by the Director, IIM Amritsar.
- 2.7.10. No Employee who is sick or otherwise not fit for working in the cafeteria or not neat and clean will be allowed entry in the cafeteria.
- 2.7.11. Payment of all taxes and compliance of all the laws, rules, regulations, orders etc. will be the sole responsibility of the Contractor.
- 2.7.12. Maintenance of discipline, decorum, and hygiene in the cafeteria will be the responsibility of the Contractor.
- 2.7.13. Since the persons will be employees of the Contractor, the IIM Amritsar will not have any concern or relation with them either directly or indirectly, and the Contractor shall discharge all statutory obligations.
- 2.7.14. The Contractor shall fulfill and diligently comply with all the directions in general or special orders given by the IIM Amritsar from time to time, and all such orders will comprise part of the agreement.
- 2.7.15. The Contractor shall pay all costs for damages and expenses regarding any damages caused to the premises structurally or otherwise by the Contractor, and in this regard, the decision of Director, IIM Amritsar shall be final. The IIM Amritsar is entitled to deduct such amount from the security deposited by the Contractor.
- 2.7.16. No obnoxious items like Beedi, Cigarette, Pan Masala, Alcohol or any central banned drugs etc., shall be sold/stocked at the premises; a violation, if found, shall lead to automatic cancellation of license imposing penalty and suitable legal action. The Contractor shall ensure 'NO SMOKING' inside the premises. Further, no prohibited activities shall be carried out on-premises.
- 2.7.17. The Contractor shall not employ any child Labour(s) in contravention of the LABOUR EMPLOYMENT ACT, 1970
- 2.7.18. Licenses needed to run the cafeteria are as mentioned below:-
  - a. FSSAI license
  - b. GST Registration specifying for selling of bakery items and beverages
  - c. Local Municipal Corporation Health License
- 2.7.19. The Contractor shall be responsible for maintaining hygiene at the allotted space and for the disposal of wastages generated from the cafeteria operations.
- 2.7.20. No non-recyclable plastic or plastic containers are allowed to use in the campus as the campus is considered a non-plastic zone, failing which penalty will be imposed.

- 2.7.21. The workers should not stay at the premises at night.
- 2.7.22. The Contractor should have an office/ branch office in Amritsar.
- 2.7.23. The cafeteria services have to be provided on all days of the week. It must be operational from 8.00am until the time classes get over, or offices are closed. The sufficient staff must be maintained to cater to the needs of students, employees, and some occasions.
- 2.7.24. The cooking area/cafeteria must be clean all the time, and cooked food items, raw food items/material must not be left uncovered.
- 2.7.25. The Contractor must have a First-Aid box with necessary medicines etc.
- 2.7.26. **Depreciation & normal wear-tear charges:** The Contractor will pay depreciation & normal wear-tear charges of **Rs.10,500/-** by 7th of every month for the premises, as mentioned in the Agreement for IIM Amritsar Cafeteria. In case of an extension is given to the Contractor, the charges shall be increased by 10% in the subsequent year.
- 2.7.27. **Electricity:** The Contractor will install sub-meter and payment of electricity bill of the total units consumed of sub-meter will be made by him/her on the proportionate per unit rate of the main meter on monthly / bi-monthly basis as per bill during the period of contract.
- 2.7.28. Water used for cooking will be provided free of cost.

## **2.8. Sale of Food Items**

- 2.8.1. The food items should contain good quality ingredients. Snacks and beverages should be of excellent quality and hygiene.
- 2.8.2. The Contractor should not keep any packed items for sale, which has already surpassed the date of expiry.
- 2.8.3. The packed items should be sold only as quoted in the commercial bid or at MRP, whichever less. The item details and rate of selling should be displayed boldly and visibly.
- 2.8.4. The displayed rate should have break up of selling price and GST legible

## **2.9. Special Conditions**

- 2.9.1. The Contractor should execute an agreement in the non-judicial stamp-paper incorporating all terms and conditions of the tender.
- 2.9.2. The Contractor should make his arrangements for providing all the service equipment required for the work.
- 2.9.3. If the Contractor's performance is not found satisfactory, the contract shall be terminated by giving one month's notice.
- 2.9.4. The Contractor shall reimburse to the employer the cost of any damage incurred by the Contractor on account of any breach of the terms and conditions of the agreement and additional 20% service charge will be applicable on that.
- 2.9.5. The Contractor should have a local Supervisor/ Manager in Amritsar.
- 2.9.6. The Contractor will get the complete medical checkup done of all cafeteria staff after every six months at his/her cost, and the medical checkup certificate of all cafeteria staff shall be provided to IIM Amritsar immediately before putting them on duty.
- 2.9.7. The workers engaged by the Contractor should not have any adverse Police records/criminal cases against them. The agency would be responsible for making adequate inquiries about the character and antecedents of the person before proposing their deployment. The character and antecedents of each worker should be

got verified by the service provider before their deployment through the local police, and such a report should be submitted before deployment. Proofs of identity like driving license, election photo identity card, bank account details, previous work experience, proof of residence, and recent photograph and a certification to this effect should be submitted to the security office. The service provider shall withdraw such workers, who are not found suitable for any reason on receipt of such a request from IIM Amritsar.

**2.10. List of documents to be submitted with Technical Bid: (In Serial Order and Put Page numbers also)**

- a. Tender Fee and EMD – **Form-5**
- b. Covering letter addressed to the Director, giving a brief company profile including turnover details and brief technical description of the service quoted **Form-6**
- c. Certificate of Declaration of Blacklist / Not Blacklist of Company – **Form-7**
- d. Certified copies of audited turn over documents and Income Tax Return (ITR) for the last three years. **Form-8**
- e. Details of services provided/completed during the last five years. **Form-9**
- f. Tender Pages and Documents duly stamped & signed.
- g. Performance report by the clients for works referred to in form-9 **Form-10**
- h. Structure and organization of the contractor/agency. **Form-11**
- i. Compliance sheet. **Form-12**
- j. Letter of the authorized signatory for tender/Letter of transmittal. **Form-13**
- k. Solvency certificate of Rs.5 Lakh should be certified by the bank.
- l. Self-attested copies of the following:
  - i. Certificate of Incorporation
  - ii. Article/Memorandum of Association or Partnership Deed or an affidavit stating that it is a proprietary concern, as the case may be, of the Company /Firm /Agency.
  - iii. License of the Company/Firm/Agency
  - iv. PAN/GIR card of the Company/Firm/Agency
  - v. EPF Certificate of the Company/Firm/Agency
  - vi. ESI Certificate of the Company/Firm/Agency
  - vii. FSSAI License/registration certificate.
  - viii. Local municipal corporation health license.
  - ix. Any other registration which is required as per State/ Central Government rule.
  - x. Experience Certificates, work orders etc.

**2.11. Acceptance period:** The financial bid shall remain valid for acceptance for three months from the date of opening of the Financial Bid. Rates quoted by the vendor shall be all-inclusive. Any other charges over the quoted rates shall be clearly indicated. The Tenderer/Bidder shall make no additions/ alternations in tender forms, and if any such alteration is made, the tender is liable to be rejected.

## **2.12. Award Criteria:**

- 2.12.1. The contract may be awarded to the Tenderer/ Bidder whose technical proposal is responsive, cost-effective, and meeting all the requirements of IIM Amritsar and whose price bid has been determined to be lowest. After the opening of the price bids of the short-listed Bidders, if there is a discrepancy between words and figures, the amount indicated in words will prevail. However, the Institute reserves the right to accept or reject any offer without assigning any particular reason whatsoever, and no communication will be entertained in this regard. IIM Amritsar also reserves the right to accept or reject any or all tenders either in whole or in part or to invite revised price bids or to annul the bidding process at any time before finalization without incurring any liability to the affected Tenderer / Bidder. The Director, IIM Amritsar does not bind himself to accept the lowest or any tender and reserves to himself the right of accepting the whole or any part of the tender and the Tenderer/Bidder shall be bound to perform the same at the rates quoted.
- 2.12.2. Post qualification, the Contractor will sign the agreement with all terms & conditions of this tender with IIM Amritsar and will provide the services from the date as will be mentioned in the work order/agreement.
- 2.12.3. Initially, the contract will be granted for three months to assess the Contractor's conformance to terms & conditions, performance, quality, and hygiene maintenance. On successful completion of the assessment period, the contract may be extended to its full term of one year.

## **2.13. Penalty**

- 2.13.1. The Institute reserves the right to impose a penalty (to be decided by the IIM authorities) on the Contractor for any serious lapse in maintaining the quality and the services willfully or otherwise, by the Contractor or his staff for any adulteration.
- 2.13.2. In the event of non-compliance of any of the terms & conditions of this contract, a penalty will be imposed on the Contractor. The penalty will be limited to the extent of actual damages/quality lapse as decided/calculated by IIM Amritsar, in addition, 20% of the damage cost as a service charge will be levied.
- 2.13.3. If the Institute is not satisfied with the quality of eatables served, services provided or behavior of the Contractor or his/her employees, the Contractor will be served with 24-hour notice to improve or rectify the defect(s), failing which the IIM will be at liberty to take appropriate necessary steps as deemed fit.
- 2.13.4. The Contractor shall be fully responsible for the theft, burglary, fire, or mischievous deeds, if any, occurred due to his/staff negligence. Any loss due to the negligence of staff shall be compensated by the Contractor, or deductions may be made from the bills/security deposit.
- 2.13.5. **Control over staff:** - The cafeteria staff deployed by the Contractor is for all-purpose the employees of the Contractor only, and IIM Amritsar has no control

over them. The staff shall have no claims directly or indirectly concerning the employment and service conditions and any other benefits available to the employees of the Institute.

- 2.14. Contact Details:** Contact details of the person for all cafeteria service related queries/support.

**Name & Designation:** \_\_\_\_\_

**Phone No:** \_\_\_\_\_

**Fax No:** \_\_\_\_\_

**Mobile:** \_\_\_\_\_

**E-mail:** \_\_\_\_\_

- 2.15. Name on the contract:** The Tender submitted shall clearly mention the name of the agency/person in whose favor the contract is to be made. Any request made after submitting the Tender for changing the name of the firm in whose favor the contract is to be placed shall not ordinarily be entertained.

- 2.16. Income Tax:** Every Tenderer/Bidder shall furnish along with the Tender the last three years Income Tax Return / audited financial accounts or GST return for the last 6 months without which his/her tender is liable to be rejected. The Institute will deduct the amount towards Tax Deducted at Source (TDS) as per the latest Income Tax Rules/ GST rules from all payments made to the supplier/contractor if any.

- 2.17. Impermissible:** - Drugs & Liquor are strictly prohibited inside the campus. The entire campus is declared as a “**Smoking free zone**”. The contractor/workers should stop anyone whoever resorts to this at the cafeteria premises.

- 2.18.** The company/agency should be operational for the last three years and a profit-making company. In the last three years’ tenderer should have provided services of Rs. 15 Lakhs, and at least have provided one such service for value at least Rs. 05 Lakhs. Tenderers should submit along with the tender certified copies of audited documents showing their turnover for the last three years, failing which the tender shall be rejected.

- 2.19. Termination of Contract:** IIM Amritsar reserves its right to terminate the contract for any reason at its absolute discretion including, but not limited to the following:
- If the vendor is adjudicated insolvent by a Competent Court of Law or files for Insolvency or the Agency's Company is ordered to be wound up by a Competent Court. The vendor commits any material breach of the terms of this contract with IIM Amritsar or if found guilty of any malpractice in the performance of the contract.
  - If any charge-sheet is filed by the Competent Authority of the Government against the vendor is convicted by a criminal court on the grounds of moral turpitude.

- c. In the event of non-satisfactory service or failure on the part of the agency or if the agency shall neglect to execute the services with due diligence or shall refuse or neglect to comply with any reasonable orders by IIM Amritsar in connection with the cafeteria shall contravene the provisions of the Contract, IIM Amritsar shall have the option to terminate the contract by giving one-month notice. It may get the services (either in part or in whole, as the case may be) by any alternate sources at the agency's risk and cost. In such an event, the agency shall have no claims whatsoever against IIM Amritsar in consequence of such termination of the contract. The decision of the Director of IIM Amritsar in terminating the contract will be final and binding on the agency.
- 2.20. Conciliation & Arbitration:** Any dispute or difference whatsoever arising between the parties relating to or arising out of the contract shall be settled first by Conciliation in accordance with the Govt. Rules and settlement so rendered between the parties in pursuance thereof shall be final and binding on the parties. Reference to Arbitration shall be made only when the Conciliation has failed.
- 2.21.** This contract shall be operated within the jurisdiction of courts in Amritsar.
- 2.22. Contract period:** Initially, the contract will be granted for three months to assess the Contractor's conformance to terms & conditions, performance, quality and hygiene maintenance. On successful completion of the assessment period, the contract may be extended to its full term of one year. The initial contract period will be for one year that could be extended on a yearly basis upto maximum three years with the same terms & condition of the tender as mutually agreed upon by both the parties (IIM Amritsar & Contractor) based on institutional needs, satisfactory performance and/or fulfillment of contractual terms & conditions by the contractor/agency.
- 2.23. Any Other Condition:** IIM Amritsar reserves the right to addition/deletion of the food items at any point of time. Wherever the term "Commercial Bid" is mentioned, it shall be construed to mean "Price/financial Bid" and vice versa.

**Agency is to abide by all the Terms and Conditions stated in the Tender Document, and authorized signatory should sign all tender pages and documents. In case these terms and conditions are not acceptable to any Tenderer/ Bidder, he/she should clearly specify the deviations in his/her tender. IIM Amritsar reserves the right to accept or to reject them. In case of any dispute, the decision of the Director of the Institute shall be final and binding on all the parties.**

## **CHAPTER-3 SCHEDULE OF REQUIREMENTS**

### **3.1. Nature and Scope of Work**

The Contractor shall provide the cafeteria services at the premises of the IIM Amritsar transit campus. The cafeteria must be operational on all days of a week.

The total dimension of the cafeteria premises is 36.54 sq. mt (Cafeteria size: 14.48 sq. mt. and storage/cooking area: 22.06sq. mt). Seating area is separate and in addition to the given area, which can only be used for seating.

It presently has 350 students approx. and 40 faculty/ staff. Students have a summer internship break for about 60 days from April up to the first week of June, and term breaks up to one week after every term. Also, this being an institute of national importance and a top business school is frequently visited by eminent professionals of the business world, top-level academicians and senior government officials.

### **3.2. Utensil, Equipment, Uniform, and accessories:** The Contractor must provide uniform and accessories to its staff. Necessary utensils and equipment required for the cafeteria are given below:

- a. Cutlery
- b. Utensils like cookers, saucers, frying pans, plates, glasses etc. Disposable, if any, should be food-grade quality as per common directives of the government/food and health department. All sorts of crockery must be available in case the service is to be provided to VIPs, guests, faculty, staff etc.
- c. Refrigerator, deep freezer etc.
- d. Microwave oven
- e. Gas stove with commercial cylinders or electric stove.
- f. First Aid Kit – three sets
- g. Appropriate uniform, with accessories like hand gloves, caps, masks etc.
- h. Fire extinguisher

### **3.3. Manpower Requirements:** Every Tenderer/ Bidder is expected to inspect the site, between Monday to Friday from 10:00am to 4:00pm except Sunday and govt. Holidays, and must also go through nature and scope in the document to ascertain the required number of staff, at his own cost before quoting the rates. It will be construed that the vendor has inspected the site and satisfied himself with the Institute's requirements, and other relevant matters.

### **3.4. Duration of cafeteria services:** The cafeteria services have to be provided on all days of the week. It must be operational from 8.00 am until the time classes get over, or offices are closed. The sufficient staff must be maintained to cater to the needs of students, employees and some occasions.

### **3.5. Expectation from the staff:** Following is expected from the staff deployed by the Contractor:

- a. Should be medically fit for the job.

- b. Should have good character.
- c. Should have been in the employment roll of the bidder for a minimum of one year before their deployment to the IIM Amritsar site.
- d. Should be appropriately dressed in uniform.
- e. Should be neat and clean

### **3.6. Responsibilities of the Service Provider/Contractor**

- a. The cafeteria service is required to be carried out on all the days of the month (7 days a week).
- b. Sufficient manpower is required to be provided.
- c. The staff put on duty must be provided with appropriate uniforms & accessories.
- d. The agency/contractor has to ensure its compliance with all Govt. norms like EPF, ESIC, bonus, Workman Act, Labour Laws etc.
- e. RO water shall be provided and used for drinking.
- f. Healthy, fresh and hygienic food with low minimal use of spices and a has to be served.
- g. Unused food has to be discarded at the end of the day.

### **3.7. Staff Etiquette**

- a. Should not consume drugs & liquor nor come to duty under the influence of drugs liquor and not smoke during duty.
- b. Should behave and communicate appropriately and politely with students, employees etc.
- c. Should be appropriately dressed and maintain self-cleanliness
- d. While serving food items, appropriate accessories like gloves, cap, mask must be worn.
- e. Should serve the tea/coffee/food etc. in clean and suitable crockery/disposables/utensils. It should be served appropriately (covered, in a tray, with mask and gloves on).



## **Chapter-4:- Financial Bid (to be utilized by the bidders for quoting their prices)**

Form-1

**Price Schedule (Food items to be provided by the Contractor in IIM Amritsar Cafeteria)**

| S. No. | Item  | Qty.   | Price | GST Amount % | Total (rounded off) |
|--------|---|--|-------|--------------|---------------------|
| 1.     | Tea (ordinary)  | 150 ml   |       |              |                     |
| 2.     | Tea with Tea bag  | 150 ml   |       |              |                     |
| 3.     | Coffee (with std. powder)   | 150 ml   |       |              |                     |
| 4.     | Omlet   | 2 slice bread and one egg  |       |              |                     |
| 5.     | Samosa  | Std. size  |       |              |                     |
| 6.     | Bread pakoda  | Std. size  |       |              |                     |
| 7.     | Bread sandwich (veg.)   | 2 slice bread  |       |              |                     |
| 8.     | Bread toasted / plain with butter                                     | 2 slice bread  |       |              |                     |
| 9.     | Petties   | Std. size  |       |              |                     |
| 10.    | Noodles   | Small plate  |       |              |                     |
| 11.    | Parantha - stuffed (potato / onion / cauliflower / mooli) with butter | Std. size  |       |              |                     |
| 12.    | Curd (fresh)  | 200 ml   |       |              |                     |
| 13.    | Breakfast   | Two Nos stuffed parantha, butter, fresh curd (200 gm), Achhar, coffee / tea / milk cornflakes (150 ml)   |       |              |                     |
|        |   | Bread Toast/plain (4 pcs) with butter/jam, 2 Nos boiled egg, coffee/tea/milk cornflakes (150 ml)   |       |              |                     |
|        |   | Bread omelets' (4 pcs and 2 eggs), butter / sauce, coffee / tea / milk cornflakes (150 ml)   |       |              |                     |
| 14.    | Soup (Tomato / vegetable)   | 150 ml   |       |              |                     |
| 15.    | Lunch (veg), in std. Thali  | Rice (150 gm), 4 Nos Tawa/Tandoor Rotti (std. Size), Dal (one bowl, std. size), seasonal vegetables (std. qty), Salad (std. qty), Curd / raita boondi (std. qty), Achhar, Pappad |       |              |                     |
| 16.    | Lunch (NV), in std. Thali   | Rice (150 gm), 4 Nos Tawa /  |       |              |                     |

|                    |                              |   |  |  |  |
|--------------------|------------------------------|---|--|--|--|
|                    |                              | Tandoor Rotti (std. size), Dal (one bowl, std. size), Chicken / fish (2 pieces std. size with gravy), Salad (std. qty), Curd / raita boondi (std. qty), Achhar, Pappad                          |  |  |  |
| 17.                | Dinner (veg.), in std. Thali | Rice (150 gm), 4 Nos Tawa /Tandoor Rotti (std. Size), Dal (one bowl, std. size), seasonal vegetables (std. qty), Salad (std. qty), Curd / raita boondi (std. qty), Achhar, Pappad               |  |  |  |
| 18.                | Dinner (NV)                  | Rice (150 gm), 4 Nos Tawa/Tandoor Roti (std. size), Dal (one bowl, std. size), Chicken / fish (2 pieces std. size with gravy), Salad (std. qty), Curd / raita boondi (std. qty), Achhar, Pappad |  |  |  |
| 19.                | High Tea                     | Dip Tea / Coffee with sugar cubes, Biscuit salty /sweet, pastry / Swiss roll, spring roll / samosa  |  |  |  |
| 20.                | Session Tea                  | Dip Tea / Coffee with sugar cubes, biscuit salty/sweet.   |  |  |  |
| 21.                | Chicken / egg roll           | With single egg   |  |  |  |
| 22.                | Chicken / egg roll           | With double egg   |  |  |  |
| 23.                | Veg roll                     | Standard size   |  |  |  |
| 24.                | Veg. Burger                  | Filled with tikki, mayonnaise, sauce, vegetables, etc.  |  |  |  |
| <b>Grand Total</b> |                              |   |  |  |  |

- Packed items can be sold in the cafeteria with the permission of the Cafeteria Committee with the prevailing market price only.

- Items like seminar lunch / dinner to be provided by the Contractor on the menu/rate finalized on case to case basis.

## **CHAPTER-5-UNDERTAKING AND AGREEMENT FORM**

Form-2

### **DECLARATION**

I..... sole proprietor/Director/Partner), the authorized signatory of **M/S**..... having its registered office/principal office at.....do hereby solemnly affirm and declare as under: -

1. That I/we will abide by all the rules and regulations of the State/Central Government/Local Administration under the Payment of Minimum Wages Act 1948, Inter-state Migrant Workmen Act 1979, EPF & Miscellaneous Provisions Act 1952, ESI 1948, FSSAI and any other relevant Act as may be in force from time to time. I/We undertake to indemnify IIM Amritsar against any loss or damage which IIM Amritsar may suffer as a consequence of our not complying with the laws referred to above. Also. I/We undertake to pay the person/s employed, wages in accordance with all existing and applicable laws. I/We further undertake to indemnify IIM Amritsar against any loss or damage which it may suffer as a result of the negligence on the part of the tenderer or any of his employees in the course of performance under this tender/contract.
2. That as per the contract executed between both the parties and being a registered contractor under **(The Contract Labour Regulation and Abolitions Act 1970)** have complied with the provisions of all laws as applicable. I have paid the wages for the month of June 2020 and the rates of wages are not less than the minimum rates as fixed by the State Government of Punjab, to all my employees and no other dues are payable to any employee during the above said month.
3. That I/we have covered all the eligible employees under Employees' Provident Funds and Miscellaneous Provisions Act and the Employees' State Insurance Act and deposited the contributions under my code numbers for the said month and as such no amount towards contributions whatsoever is payable till date.
4. That I further declare and undertake that in case any liability pertaining to my employees is to be discharged by the principal employer due to my lapse, I undertake to reimburse the same or the principal employer is authorized to deduct the same from my security amount lying with the principal employer as payable.
5. That I/we have taken the full and final receipts from all the employees who had been engaged and deputed at the premises of principal employer by me being their principal employer and who had left the job and the copy/copies of the same are annexed herewith this declaration.
6. That it is further declare that all the employees engaged by me had taken all their dues like Bonus, Leave with Wages, service compensation and gratuity etc. as applicable to the eligible employees as per the muster rolls maintained by me.
7. That if at any stage any claim arises up to the date of termination of my contract with the principal employer from any concerned department of ESI, EPF and by any employee in that event I and on behalf of my company/firm shall be held responsible to reimburse/indemnify to the principal employer for any such loss caused in this regard.
8. That I/we further undertake that in case any liability accrues during the tenure of my contract with M/s Indian Institute of Management, Amritsar. In that event I shall be held responsible to reimburse/indemnify to the principal employer for any such loss caused in this regard.

9. That I/We also undertake to execute the agreement as presented by the Institute (IIM Amritsar) and abide by the terms and conditions of the tender which have been perused and understood by me/us. I/We have gone through the terms and conditions of the tender and agree and undertake to abide by the same during the term of the contract.
10. That I/We undertake to abide by the Central/State/FSSAI/Municipal Bye-Laws, including the Food and Adulteration Act, rules and regulations, code of conduct for my/our employees that may be laid down by the Indian Institute of Management Amritsar.
11. That I/We agree to provide appropriate uniforms and accessories to the staff to be employed/deployed by me/us at my/our cost.
12. That I/We agree and undertake to provide well-experienced workers keeping good health and not suffering from any communicable/contagious disease.
13. That I/We agree to undertake to provide workforce and render satisfactory cafeteria services at IIM Amritsar Cafeteria.
14. That I/We agree to get the complete medical checkup done of all cafeteria staff after every six months at my/our cost, and the medical checkup certificate of all cafeteria staff shall be provided to IIM Amritsar immediately before deputing them on duty.
15. That I/We undertake to install our sub-meter and payment of electricity bill of the total units consumed of sub-meter will be made by me/us on the proportionate per unit rate of the main meter on monthly / bi-monthly basis as per bill during the period of contract. Water used for cooking will be provided free of cost.
16. That I/We undertake to pay the charges towards depreciation & normal wear-tear of Rs.10,500/- by 7th of every month for premises as mentioned in the Agreement for IIM Amritsar Cafeteria.
17. That I/ We undertake to keep the Institute Cafeteria premises always clean and in a proper sanitary condition at my/our cost to the satisfaction of the Institute (IIM Amritsar).
18. That I/We agree that no rate escalation in the prices of foodstuff, beverages etc., shall be made by me/us during the period of contract.
19. That I/We agree to serve tea/ coffee and all eatable items to the faculty/staff/guests of IIM Amritsar at reduced negotiable rates.
20. That I/We agree that I/We shall not exhibit any printed or written notices or advertisements of any kind whatsoever without the prior approval of the Institute.
21. That I/We undertake to maintain all the furniture articles, equipment and other articles supplied by the Institute (IIM Amritsar) in good condition. I/We undertake that whitewash/paint and any repairs to the equipment, furniture, fittings, and utensils shall be carried out at my/our cost. The Contractor should ensure that all chairs/other furniture are placed inside the cafeteria before the close of business.
22. That I/We also undertake to maintain a stock register for all such items supplied by the Institute (IIM Amritsar) and produce such stock register for inspection whenever demanded by the Institute or its authorized representative.
23. That I/We undertake that I/We shall not sublet or use the Institute Cafeteria premises other than the purpose of the agreement and shall not make/permit to make structural additions and alterations to the same without the prior sanctions of the Institute.
24. That In case of any losses, damages or theft of the Institute property within or outside the Institute Cafeteria premises, I / We undertake to make good or replace with the items of the same quality at my/our cost.
25. That I/We agree to make a special arrangement for catering for official meetings at the approved rates.

26. That I/We undertake that the Institute Cafeteria premises shall not be used for residential purposes by us or any of our employees during the entire term of the contract, and no Institute belongings shall be misused by our staff/employees.
27. That On the expiry or termination of the contract, I/We undertake that all our employees direct or indirect shall vacate the Institute Cafeteria premises after handing over all the items supplied by the Institute to the authorized officer and clear all the dues if any, outstanding.
28. That the Institute shall be represented by an authorized Officer duly authorized by Director, IIM Amritsar for supervision/control, and all activities related to Cafeteria matters, and the Contractor shall be bound to abide by the Instructions/Orders/Decisions and Directions of such Committee / Authorized Officers.

That the contents stated in the above paras have been fully understood/explained by/to me and there is no pressure upon me and I am executing this declaration in my full senses and I shall be abide by the same.

Contractor's Signature and seal with date: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

WITNESSES :

- 1.
- 2.

**AGREEMENT**

(on Rs.100 stamp paper)

This agreement made on this ..... between the Indian Institute of Management Amritsar through their Director on one part (hereinafter refer to as IIM Amritsar).

**And**

..... (Hereinafter referred to as the Contractor which expression shall include his heir, executors, administrators and assigns) of the other part. Whereas the IIM Amritsar is desirous of giving a contract for providing the cafeteria services in the Institute and whereas ..... have offered to provide the same on the terms and conditions stated in the tender document and hereafter stated.

Now it is hereby agreed by and between the parties.

**1. The following documents shall be deemed to form part of the agreement**

- a. Declaration submitted by the Contractor
- b. The letter of intent bearing No..... Dated .....

**2. Terms and conditions**

- 2.1. The Contractor hereby agrees with the client to render catering service in conformity to the provisions of this agreement.
- 2.2. **Commencement and termination:** That the agreement will come into force with effect from ..... and shall barring unforeseen circumstances. Initially, the contract will be granted for three months to assess the Contractor's conformance to terms & conditions, performance, quality and hygiene maintenance. On successful completion of the assessment period, the contract may be extended to its full term of one year. The initial contract period will be for one year that could be extended on a yearly basis upto maximum three years with the same terms & condition of the tender as mutually agreed upon by both the parties (IIM Amritsar & Contractor) based on institutional needs, satisfactory performance and/or fulfillment of contractual terms & conditions by the contractor/agency.
- 2.3. That the agreement may be terminated by either party by giving one month's notice to the other.
- 2.4. That under the circumstances given below, the Institute shall have the right to terminate the contract without notice, in addition to other remedies as available under the law.
  - 2.4.1. For committing a breach of any of the terms and conditions of this agreement by the Contractor, he will further be liable to pay the damages as assessed by the arbitrator.
  - 2.4.2. Subletting of Cafeteria by the Contractor without written consent/ permission of the Director, any part thereof, or any benefit or interest thereon by the Contractor to any third person.
  - 2.4.3. The Contractor being declared insolvent by a competent court of law.

**3. Arbitration:** In the event of any question or dispute or difference arising under this agreement or in connection therewith, the same shall be referred to the sole arbitrator appointed by the Director, IIM Amritsar or his nominee on mutual agreement of both the parties.

- 3.1. The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter originally referred to is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, the Director, IIM Amritsar shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the above said terms of this agreement and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.
- 3.2. Expression Director, IIM Amritsar shall mean and include an acting/officiating Director.
- 3.3. The arbitrator may from time to time with the consent of all the parties extend the time for giving and publishing the award.
- 3.4. Subject to the aforesaid provisions, the Arbitration and Conciliation Act, 1996 and the rules made thereunder and any modification/amendments (2015,2019) thereof from the time being in force shall be deemed to apply to the arbitration proceedings under this clause.
- 3.5. All disputes and arbitration under this agreement shall be subject to the jurisdiction of the Court of Law (Punjab)

IN WITNESS WHEREOF we set our hands on

FOR & ON BEHALF OF THE PROPRIETOR

FOR & ON BEHALF OF THE INDIAN  
INSTITUTE MANAGEMENT,  
AMRITSAR

**(CONTRACTOR)**

**(Authorized Signatory)**

Witness

Witness

1.

1.

2.

2.

Address:

## **CHAPTER 6 - PERMISSIBLE BRANDS OF CONSUMABLES**

All licensed/ ISI approved packed items should be used. In case of perishable items like Milk, vegetable fruit, juices etc. they should be fresh and free of decay, insects, worms, spray etc. Items should be washed with the clean water and appropriately stored at neat place.

| <b>ITEM</b>          | <b>BRAND</b>   |
|----------------------|--|
| Salt                 | Iodized salt such as TATA, Annapurna, Nature fresh     |
| Spices               | MDH, Catch, Patanjali, Everest, MTR                    |
| Ketchup              | Maggi, Kissan, Heinz, Ching                            |
| Refined Oil          | Saffola, Sundrop, Nature Fresh, Fortune                |
| Mustard Oil          | P, Lakshmi, dhara                                      |
| Pickle               | Mother's or Clock Tower, Tops, Aeroplane, Patanjali    |
| Atta                 | Aashirvad, Pillbury, Nature Fresh, Patanjali           |
| Butter               | Verka, Amul, Britannia, Mother Dairy                   |
| Bread                | Bonn, Harvest, Britannia                               |
| Jam                  | Kissan, Tops, Cremica                                  |
| Milk                 | Toned milk of Verka, Amul                              |
| Paneer               | Verka, Amul, Mother Dairy                              |
| Tea                  | Brook Bond, Lipton, TATA                               |
| Coffee               | Nescafe, Rich Bru                                      |
| Biscuits             | Britania, Unibic, Parle, Goodday, Sunfeast, Patanjali, |
| Ice cream/Lassi/Curd | Mother Dairy, Amul, Cream Bell , Verka- all varieties  |
| Mineral water        | ISI marked Kinley /Bisleri / Ganga                     |
| Besan, Dal           | Rajdhani, Sainik,                                      |
| Rice                 | Basmati  |
| Cold drinks          | Pepsi, Coke etc.                                       |
| Packed juices        | Real, Tropicana  |
| Namkeen/bhujia       | Haldiram, Bikano, Babaji, Bikanerwala, Kurkure, Parle  |
| Chips/puffs          | Parle, Lays, kurkure, Bingo                            |
| Lemon Water          | Maiden/ Minute Maid/ Fresh                             |
| Sweet                | Bikaner, Haldiram                                      |

The Contractor may use any other equivalent brand only after obtaining prior approval from IIM Amritsar.



## **CHAPTER 7– OTHER STANDARD FORMS**

FORM-5

Ref: -

Dear Sir,

The following UTR of transactions made to IIM Amritsar are enclosed herewith towards Tender Fee & EMD

| <b>Detail of DD</b>           | <b>Amount</b> | <b>UTR No. &amp; Date</b> | <b>Bank Name</b> |
|-------------------------------|---------------|---------------------------|------------------|
| Tender Fee<br>(Including Tax) | Rs.           |                           |                  |
| EMD                           | Rs.           |                           |                  |

**Details of the Company**

Tender No.: \_\_\_\_\_

| Sl. No | Clarification sought   | Details to be furnished   |                          |
|--------|--|---|--------------------------|
| 1.     | <ul style="list-style-type: none"> <li>Name of the authorized signatory</li> <li>Contact Address</li> <li>Email Address</li> <li>Telephone No.</li> <li>Mobile No.</li> <li>Fax No.</li> </ul> |   |                          |
| 2.     | Type of company/organization (please tick)   | <input type="radio"/> Private Limited Company<br><input type="radio"/> Public Limited Company<br><input type="radio"/> Others (specify) |                          |
| 3.     | Year of Incorporation:   |   |                          |
| 4.     | Has the company/organization ever been black-listed by Govt. of India, <b>if No</b> , please attach a self-deceleration  |   |                          |
| 5.     | Annual turnover during the last 3 financial years:   | <b>Year</b>   | <b>Amount (in lakhs)</b> |
|        |  |   |                          |
|        |  |   |                          |
|        |  |   |                          |
| 6.     | Total number of cafeteria services executed during the last 2 financial years and the total value of these services  | No. of services:<br><br>Value :   |                          |

*[Note: Please attach documentary proof in support of the information furnished above, wherever necessary, duly signed by the authorized signatory]*

**Date:****(Signature of Authorized Signatory)**

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

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

I also certify that the above information is true and correct in any every respect and in any case, at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

**Authorized Signatory**

**Date:**

**Name: Place:**

**Designation:**

**Contact No.:**

**Seal**

**Annual Turnover & Income Tax Return Details:**

|  | Financial<br>Year | Turnover in Rs. | Net Taxable Income | -  |
|--|-------------------|-----------------|--------------------|--|
| Bidder's Annual<br>turnover for last<br>three Financial years<br>& Income Tax<br>Returns for the last<br>three financial years |                   |                 |                    | Supporting<br>Documents are to<br>be attached along<br>with the Annexure-<br><i>(Balance Sheet<br/>approved by the<br/>CA and the IT<br/>clearance<br/>certificate, profit<br/>loss account)</i> |
|  |                   |                 |                    |  |
|  |                   |                 |                    |  |
|  |                   |                 |                    |  |

**Date:****Authorized signatory**

**Details of all contracts completed during the last five years**

**Name of company:** \_\_\_\_\_

| <b>Sr. No.</b> | <b>Name of contract &amp; location</b> | <b>Name of client</b> | <b>Annual cost of contract</b> | <b>Period of Contract</b> | <b>Supporting document (attach copies of work order &amp; completion certificates )</b> |
|----------------|--|-----------------------|--------------------------------|---------------------------|---|
|                |  |                       |                                |                           |   |
|                |  |                       |                                |                           |   |
|                |  |                       |                                |                           |   |
|                |  |                       |                                |                           |   |
|                |  |                       |                                |                           |   |
|                |  |                       |                                |                           |   |
|                |  |                       |                                |                           |   |

**Note:** - Above experience sheet must be supported by authentic certificates from service taking organization.

**(Signature of the applicant with office seal)**

**Performance Report by the Clients for works referred to in Forms – B & C**

1. Name of the work & Location
2. Scope of work
3. Agreement No.
4. Tendered Cost
5. Value of work done
6. Date of Start
7. Date of completion
  - a. Stipulated date of completion
  - b. Actual date of completion
8. Amount of compensation levied for delayed completion, if any
9. Name and address with telephone no. of officer to whom reference may be made
10. Remarks (indicate whether any show cause notice issued or Arbitration initiated during the progress of work)
11. Performance report based on quality of work, time management and resourcefulness:

Very Good / Good / Fair

**Executive Engineer / Project Manager /or Equivalent**

**Structure and Organization**

1. Name and address of the applicant :
2. Telephone No. / Fax No. / E-Mail address :
3. Legal Status (attach copies of original document defining the legal status):
  - a) An individual
  - b) A Proprietary Firm
  - c) A Firm in Partnership
  - d) A Limited Company or Corporation
4. Particulars of registration with various Government bodies (attach attested photo-copy):
  - a) Registration Number:
  - b) Organization / Place of registration:
5. Names and Titles of Directors and officers with designation to be concerned with this work with designation of individuals authorized to act for the organization.
6. Was the applicant ever required to suspend the cafeteria service for a period of more than six months continuously after the cafeteria service was commenced? If so, give the name of the project and give reasons thereof.
7. Has the applicant or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion?
8. Has the applicant or any constituent partner in case of partnership firm, ever been debarred / Blacklisted for tendering in any organization at any time? If so, give details.
9. Has the applicant or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so give details.
10. In which field of Cafeteria service, specialization and interest is
11. Any other information considered necessary, but not included above

Signature of Applicant (s)

**COMPLIANCE SHEET**

| <b>Eligibility criteria</b>  | <b>Compliance as per Eligibility Criteria</b> | <b>Attach document proof</b> |
|--|---|------------------------------|
| Any individual/partnership firm/cooperative Society/company can apply.   |   |                              |
| Applicant must have experience of running cafeteria/canteen/hostel mess in an educational institute / government organization / other large organization of repute for at least two years. |   |                              |
| Applicant must have PAN No   |   |                              |
| Applicant must be having GST registration  |   |                              |

Note: Please read the tender carefully and fill up the above information

Date:

Signature of the tenderer:

Place:

Name:

Designation:

Official seal:



**LETTER OF TRANSMITTAL**

Date:

To:

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

**Sub: Cafeteria Services for the Transit Campus of IIM Amritsar for 12 months(conditional)**

Sir,

Having examined the details given in notice inviting tender for the above work, I / we hereby submit the qualification application documents (Technical Bid) and the tender (Financial Bid) for the work duly filed.

1. I / we hereby certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
2. I /we have furnished all information and details necessary for deciding our eligibility to be qualified for taking part in the tendering process for the work. We have no further information to supply.
3. I / we submit the requisite solvency certificate and authorize the Director IIM Amritsar or his authorized representative to approach the bank concerned to confirm the correctness of the certificate. I / we also authorize the Director, IIM Amritsar or his representative to approach individuals, firms and corporations to verify our competence and general reputation.
4. I / we submit the following certificates in support of our suitability, technical knowhow and capability for having successfully completed following works.

I am / we are aware that the tender documents (Financial bid) will not be opened if I am / we are not qualified to take part in the tendering process.

Seal of the Applicant

Date of submission

Signature(s) of the applicant(s)