

Tender Reference NO.: IIMN/147/2022-23/44 dated 06/03/2023



INDIAN INSTITUTE OF MANAGEMENT NAGPUR



Tender

For

(Providing Mess Services in IIM Nagpur for Students)

(Tender Reference NO.: IIMN/147/2022-23/44 dated 06/03/2023)

Issued by:

Client

Stores and Purchase Office
Indian Institute of Management Nagpur - 441108
Email : purchase@iimnagpur.ac.in
Phone no. 0712-2870320, 0712-2870321

E-Tender Notice

Providing Mess and allied Services for students at IIM Nagpur

(E-Tendering mode)

Indian Institute of Management Nagpur invites electronic bids under two bid system from experienced Service Providers for providing Mess and allied Services for students at IIM Nagpur.

The bids are to be submitted in ONLINE MODE ONLY as per the timelines below through eProcurement portal www.tenderwizard.com/etenders

Bid Publishing Date	06-03-2023
Pre bid meeting	16-03-2023 at 11 AM at IIM Nagpur campus
Bid Submission End Date	27-03-2023 up to 11.00 A.M
Technical Bid Opening Date	27-03-2023 at 3.30 P.M
Presentations by Technically Qualified bidders	03.04.2023 and 05.04.2023
Financial Bid Opening Date - tentative	07.04.2023

Tenderer who has downloaded the tender from www.tenderwizard.com/etenders shall **not tamper/modify the tender form including downloaded price bid template in any manner**. In case if the same is found to be tampered/modified in any manner, the tender will be completely rejected, and tenderer is liable to be banned from doing business with IIMN.

The link for the tender is uploaded on the IIM Nagpur website will also be available on the e-Procurement CPP Portal.

Intending tenderers are **advised to visit** IIMN website www.iimnagpur.ac.in and www.tenderwizard.com/etenders **regularly till closing date of submission** of tender for any corrigendum / addendum/ amendment.

E-tendering guidelines to bidders:

1	Tender No	IIMN/147/2022-23/44
2	E Tender processing fees payable to KEONICS through e payment mode using credit/debit/Net banking mode	Rs.5000/-+ GST

- a. Vendors must have Class 2/3 Digital Signature Certificate to participate in the tender (To obtain DSC, please contact KEONICS help desk)

Phone: 08040482113

Email id: dsc@antaressystems.com

Note: If Vendors already have Digital Signature Certificate then it is not needed to buy the digital signature again.

- b. Bidders should register themselves in the website www.tenderwizard.com/etenders. To activate the user ID and password, kindly pay the Registration fee of Rs. 2,000 plus GST by paying online payment through credit card/Debit card /Net banking in the website.
- c. Tenders –Pre-qualification bid and Financial bid should be submitted only through e-Tender portal and obtain the Tender Acknowledgement Token as proof of successful submission.
- d. Tender will not be accepted after the date and time fixed for receipt of tenders as set in Tender notice or subsequent extensions if any.
- e. Relevant documents in proof have to be uploaded wherever required.

Help Desk:

To get in touch with one of our customer service representatives, please refer the help desk numbers provided on the homepage or call the following number: Bangalore: 080 40482100 9686196760

- prabhuswamy@etenderwizard.com

Communication Address

KEONICS Help Desk

No. 24, 3rd stage, 4th Block,

Basaveshwaranagar,

Bangalore – 560079

Fax : 080 4048211

Chapter 1

A. INTRODUCTION

IIM Nagpur was established in the year 2015 and is situated in its 132-acre campus at MIHAN Nagpur.

The Post Graduate Programme at IIM Nagpur is a two-year, full-time residential programme which requires all the students to reside in campus throughout the duration of the programme. The institute has state of the art hostel facilities which includes adequately furnished rooms with access to the recreation room, fitness centre/gym, games and sports etc. The hostel mess provides quality food four times a day where the menu is decided by the students in collaboration with the mess staff.

There are three student hostels and an independent kitchen and dining hall.

The current total student strength on campus availing the mess is approximately 510.

The staff and faculty who will avail the mess facility will be approximately 25.

B. Notice Inviting Bids

IIM Nagpur is inviting **Online Bids** from experienced Service Providers to provide following services:

- a) Primary Services - Catering for Student Mess (Mess Services) on subscription basis.
- b) Additional Services – Catering – for institute events as required from time to time.

C. General Information for Bidders

1. Bidders **must** visit the campus and work sites before submission of bid. Visit certificate to that effect will be issued to the bidders after site visit which shall be attached with the PQ bid. In case the visit certificate is not attached, the same will affect the technical score of the bidder.
2. Bidders should attend the Pre-Bid meeting to understand the institute's requirements and clarifications regarding the work expected.
3. **Period of contract:** The contract will be assigned initially for a period of 1 (one) year, from the date of awarding with a provision for normal extension for 2 (two) more years' subject to satisfactory performance and approval of the competent authority of the Institute. In exceptional cases, the authority may extend the contract period by another one year.
4. **Expected Operations initiation period:** 30 days at IIM Nagpur campus.
5. **Security Deposit SD:** The successful bidder will be required to deposit 5 % of the Total Contract value calculated and agreed upon for Table 1 of Price Bid for 10 months -
(*Monthly Mess Rate quoted per student x 10 x 500*)
within 15 days of the award of contract. The SD will remain at the disposal of IIM Nagpur. The authority reserves the right to recover the losses/damages caused

to the instruments/ articles/ building/ fittings etc. by the contractors or their employees and realization of damages arising out of any deficient services over and above any other punitive step/ civil action as the authority deems fit. The Security Deposit will be acceptable in the form of Bank Guarantee.

6. Submission of Tender

The tender shall be submitted online in two parts, viz., PQ-cum-technical bid and price bid as per the instructions in **Chapter 4**

The offers submitted by Fax/email shall not be considered. No correspondence will be entertained in this matter.

7. Validity period of the Bid: The bids will be valid for a period of Three months from the date of submission.

8. Termination of Contract: The contract can be terminated by the Service provider or by institute by giving two months' notice. However, the institute may terminate the contract without any notice if it appears to the authority at any point of time that the services, quality of food, maintenance of hygiene have deteriorated to such extent that it is detrimental to the interests of the hostel boarders and their health.

9. Agreement: IF REQUIRED BY Indian Institute of Management Nagpur (hereinafter to be referred as IIMN), the successful Bidder has to execute a contract Agreement with IIMN on the non-judicial stamp paper of Rs. 100/- (Rupees One hundred only). The cost of stamp paper shall be borne by successful Bidder. IIMN reserves the right to amend the terms & conditions of contract after Mutual discussions and shall only be in writing.

10. Legal dispute: Any dispute, which may necessitate legal redressal will be restricted to the jurisdiction of the civil courts at Nagpur (Maharashtra) only.

11. Payment terms:

11.1 The Mess services are directly catered to the students. The monthly payments for the subscription and any payments for food / service will be paid by the students directly to the Service provider through the mutually agreed payment channel (preferably online).

11.2 The payment for institute guests and events will be paid to the Service provider on submission of invoice on a monthly basis by NEFT/RTGS.

11.3 Payments for providing tea / coffee services on a daily basis for staff (if subscribed for) will be paid on submission of invoice on a monthly basis by NEFT/RTGS.

11.4 Payments for staff having meals occasionally will be collected by the Service provider directly from the staff at a mutually agreeable frequency and the institute will not be responsible for the dues.

11.5 The Service provider will be responsible for introducing the meals voucher system and maintain the record for collection of dues.

12. Inspection: Authorized representatives of the Institute including Student representatives, Students Activity Officer and Medical Officer will carry- out periodic inspection and surprise checks to ensure quality of food, services, hygiene, and

cleanliness. In addition to this, the institute will carry out surprise quality checks and sampling through FSSAI or other equivalent third parties.

- 13. Indemnity:** The Service provider shall indemnify and keep indemnified the Institute against all losses and claims for injuries and or damages to any person or property. The Service provider shall abide by and observe all statutory laws and regulations in matters of Labour Laws and shall keep the Institute indemnified against all penalties and liabilities of every kind for breach of any such statute ordinance or law/regulations or Bylaws. The Service provider shall not employ child labour.
- 14. Compliance with institute's rules and regulations:** The Service provider shall comply with all norms stipulated by the Owner such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency at and Around the work site, Safety Precautions and Safety Regulations.
- 15. Statutory Compliance:**
- The Bidder must have necessary licenses / gumasta to carry out the Catering services business.
 - The Service provider must conduct Health check-up of all the manpower deployed at least once in six months.
 - The service provider will submit the police verification of all the manpower deployed at the institute.
- 16. Authorization and Manpower deployment:** The Service provider shall inform the institute in writing the names of the persons authorized to sign vouchers, raise bills and collect payments. The Service provider shall also submit names of the persons deployed at the institute premises and provide them with ID cards. Any addition or change in the deployed manpower will have to be informed to the authorities in advance.
- 17. Assignment and sub-contracting:** The Service provider shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In case of unavoidable circumstances, the contractor will be able to do it with the approval of the institute.
- 18. Revision of Rates:** The Rates agreed upon at the time of contract will remain valid for the First year. Before the end of first year of contract, negotiations will be carried out between Mess committee and the Service provider and the new rates will be fixed for the next year.
Mess Committee may propose rate negotiations before the end of year but not before the first six months of operations and the same may be carried out if agreeable with the Service Provider.
- 19. Canvassing:** Any attempt to canvass for the candidature of any bidder directly or indirectly will lead to disqualification of such bidder/firm from the whole process.
- 20. Rejection clause:** The firm who does not fulfil any of the PQ conditions or submit incomplete documents in any respect is liable to be rejected summarily.
- 21. Modifications:** IIM Nagpur reserves the right to modify/add any clause to the agreement, during the period of the contract after mutual agreement with the vendor, for any essential item, services etc.



- 22. Interpretation:** The Special conditions of Contract shall be read in conjunction all other documents forming of this contract. Notwithstanding the sub-divisions of the documents into these separate sections, every part of each shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.
- 23. Electricity: On monthly payment basis**
- 24. Water: On monthly payment basis**
- 25. Taxes, Labour laws and Other regulations:** The Contractor will be exclusively responsible to meet and comply with all legal requirements related to the work.
- 26. Selection of Vendor:** Through Techno-Commercial evaluation as detailed in **Chapter 5.**

Chapter 2

Pre-Qualification and Technical Criteria

To be eligible for bidding, the firm must fulfil the criteria mentioned below:

Sr.No.	Criteria	Supporting documents / Proof	Remarks by Bidder (Yes / No / Copies enclosed)
1	The Bidder must be in the business of Catering / Mess services for atleast Three years as on 31.03.2022	Attach copy of Gumasta / Registration / Udyog Adhar Certificate/ MSME / NSIC	
2	The Bidder must have Valid Food and Service License	Attach Copy	
3	Experience of providing similar services in atleast Two residential educational institutes in the last three years (Completed/Ongoing)	Attach Copy of Work orders / Experience certificates during the period of FY 2019-20, 2020-21, 2021-22	
5	Experience of providing similar services in atleast Two corporate organizations in the last three years (Completed/Ongoing)	Attach Copy of Work orders / Experience certificates during the period of FY 2019-20, 2020-21, 2021-22	
6	PAN	Upload self-attested copy	
7	GST	Upload self-attested copy	
8	EMD	Attach Bid Security declaration as per Annexure III	
9	The bidder must have Annual Turnover of atleast 1 Crore for three Financial Years out of last five Financial Years up to 31.03.2022	Attach audited copies by CA firm	

In addition to above mandatory criteria, it is desired that the bidder must be an established service provider in the Mess Service and allied business and testimonials / certificates, company profile to that effect may be submitted with the Technical Bid for consideration.

During selection of criteria, emphasis will be paid on the ability and competency of the bidder to provide high quality services as required by the institute.

Notwithstanding anything stated in the tender document, IIMN reserves the right to assess the bidder's capability and capacity to perform the contract, should the circumstances warrant such an assessment in the overall interest of IIMN and the decision of IIMN in this regard shall be final and binding. Technical evaluation will be as mentioned in **CHAPTER – 5** (Bid Evaluation System)

The bidder shall submit with the Technical Bid a **Proposed Operational Plan** for the institute indicating the following:

- i. No. of days required for initiation of mess service operations at the locations.
- ii. No. of manpower (with role wise classification) planned to be deployed for efficient service.
- iii. List of Equipment the vendor proposes to deploy
- iv. Proposed complaint management system
- v. Systems and processes followed for recruiting and training the employees
- vi. Relevant quality additive enhancements (like Menu variations and other activities and events) in Mess services that are proposed over and above the scope of work given in the tender document
- vii. Qualifications, specializations of cooks and other managerial staff

Presentations:

Only the Pre-Qualified Bidders will be invited for Presentation & Interaction with the evaluation committee.

Chapter 3

DETAILED SCOPE OF WORK

The agency is expected to provide the following services in the Student & Faculty Dining Facility of IIM Nagpur, VNIT MIHAN Campus as desired by IIM Nagpur Administration, for Students, Faculty, Staff, Guests and visitors of IIM Nagpur:

- 1. Catering for Student Mess** (Mess Services) on subscription basis. The services are to be provided at the Dining Hall with attached Kitchen. The service will be required for students at the campus typically from June to March.

AND

Catering for staff and institute guests in the students' mess

The agency will provide freshly cooked meals for IIMN students and staff as per the details below:

Sl. No.	Grouping of Diners	Strength	Meal Pattern	Menu Plan	On Demand / Subscription
1	PGP Students	Approximately 500 per day	Daily Meals – i.Breakfast ii.Lunch iii.Evening Snacks iv.Dinner	Standard Plan as per 1.1 in the indicative menu	Monthly / Quarterly Subscriptions through Mess Committee of PGP Participants
2	Employees and Visitors	Approximate 25 per day	Meals -Breakfast and Lunch	Standard Plan as per 1.1 in the indicative menu	On demand / Monthly subscriptions
3	PhD and students of other programmes	Approximate 15 per day	Daily Meals – i.Breakfast ii.Lunch iii.Evening Snacks iv.Dinner	Standard Plan as per 1.1 in the indicative menu	On demand / Monthly subscriptions
4	For Hostel students		Night canteen (only after 10pm and up to 4 am)	Tea / Coffee / Snacks as per pre-agreed night canteen menu	On demand

Indicative Menu:

Kindly note that operational services shall not include menu planning and any policy matters related to running the mess. All such decisions will be the direct responsibility of the IIM Nagpur Administration/Mess Committee.

1.1 INDICATIVE MEAL PLAN - STANDARD CATEGORY

Meal	Menu
Daily Breakfast	1.Cornflakes with milk (hot, cold)
	2.Fresh Fruits
	3.Eggs-To-order (boiled/scrambled/omelette)
	4.Slices of Bread (brown/white) and toasted
	5.Jam and Butter
	6.Tea,Coffee,Milk, Biscuits
	7.One Indian Breakfast preparations - with accompaniments -Poha, Idli, Vada, Dosa, Stuffed Parathas, Daliya, Puri Bhaji, etc
	8.Mouth Fresheners Such as saunf (fennel)and Misri (Crystalized Sugar)
Daily Lunch/Dinner	1.Dry Vegetable
	2. Gravy Vegetable preparation or Paneer preparation / Non-veg (Twice a week)
	3.Dal (Plain / Fry)
	4.Curd or Veg. Raitha
	5.Rice preparation(Plain/ Jeera /Pulao/ Biryani)
	6.Roti – Fulka / Chapati/Paratha
	7.Salad
	8.Pickle + Papad
	9.Dessert (Twice a week)
	10.Mouth Fresheners Such as saunf (Fennel) and Misri (Crystalized Sugar)
Daily Evening Snacks	1.Tea, Coffee
	2.Freshly prepared snacks (Any one)– Samosa, Kachori, Dhokla, Vada Pav, Noodles, Veg Cutlet, Pakoda, Sandwiches etc.
Special Lunch/ Dinner (On special Occasions as decided by Mess committee OR by Institute authorities)	<p>Soup: Veg - Hot & Sour, Sweet Corn, Clear, Tomato, Vegetable. Green Salad and Sprouts, Macaroni salad</p> <p>Starters: Veg Hara bhara kabab, Roasted Paneer, Paneer Tikka, Spring Roll etc, Non-veg starters</p> <p>Rice: Plain / Jeera / Pulao / Biryani(Veg and Non-veg)</p> <p>Roti: Tawa Roti/Tandoori/Naan/Paratha</p> <p>Dal: Fry/Dal Makhani</p> <p>Vegetable: One preparation of Vegetable/Paneer with gravy / One preparation of Non- veg (Pre-portioned), One Vegetable dry</p> <p>Live cooking stations Plain curd or Raita, Pickles & Papad, Fresh seasonal fruits, Dessert / Ice Cream / Pudding (Pre-portioned), Saunf & Mishri</p>
A La Carte and Night Canteen	<p>The vendor should make provisions for preparing and serving snacks, Tea and Coffee as and when requested by Students or Employees. The following list is indicative and the vendor should be able to cater items in addition to this.</p> <ol style="list-style-type: none"> 1. Sandwiches (Veg / Cheese and other varieties) 2. Maggi (Veg / Plain / Egg / Cheese and other varieties) 3. Chinese cuisine items like Noodles / Fried Rice etc 4. Pasta, French fries, Pakodas etc.

Note: The Mess Committee will coordinate with the Service Provider for Menu Planning for festivals and special occasions.

1.2 Indicative Service Timings

Daily Breakfast	7.30 am to 09.30 am
Daily Lunch	Monday to Saturday: 01.00 pm to 02.30 pm Sundays: 12:00 pm to 02:30 pm
Evening Tea with Snacks	4.00 pm to 6.30 pm
Dinner	08:00 pm to 10:00 pm

Note: The timings stated above are subject to change by the order of IIM Nagpur Administration / Mess Committee. The same will be informed to the Service Provider.

2. Catering for staff & institute events

Sl. No.	Type of service	Strength	Meal Pattern	Menu Plan	On Demand / Subscription
1	Events catering for Employees and Guests	Approximate 10 events in a year for persons ranging from 15 to 150	High-Tea / Snacks/ Full Course Meals	As Per requirements of the institute.	On Demand. The menu plan and rates will be mutually decided between institute and vendor

The catering for workshops / events will be coordinated by the department representative. The Menu and costs will be mutually decided and payments will be by invoice for the particular event.

3. General Conditions and information for Service Provider

3.1 Quality of ingredients and other items:

The ingredients used must be of reputed brands from the list as given below. In case of non-availability of the reputed brand, any other brand needs to be approved by the Administration, IIM Nagpur/Mess Committee before use.

S. No	Item	Brand
1	Salt	Tata, Annapurna, Everest, Surya, Patanjali
2	Spices	MDH, Baadshah, Everest, Tata, Patanjali
3	Ketchup	Maggi, Kissan
4	Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara, Patanjali (Use of Hydrogenated vanaspati oil is prohibited)
5	Pickles	Mother's Recipe , Priya, Nilon, Patanjali
6	Atta / Besan / Maida / Suji	Ashirvad, Shaktibhog, Patanjali, local good quality
7	Daal	Tata, Patanjali, Harvest
8	Rice / Poha	India Gate, Dawat, Best, Patanjali,

9	Papad	Lijjat, Bikaji, Patanjali
10	Butter	Amul, Britannia, Mother Dairy, Saras
11	Bread	Ajit, Haldirams, Star, Kalory, Kabhib, Harvest
12	Cornflakes	Kelloggs, Mohuns, Patanjali
13	Jam	Kissan or Maggi
14	Ghee	Amul, Mother Dairy, Britannia, Saras, Patanjali
15	Milk	Saras, Amul, Mother Dairy, Haldiram, Dinshaws
16	Paneer	Amul, Saras, Mother Dairy, Fresh local
17	Tea	Brook bond, Lipton, Tata, Taaza, Wagh Bakri
18	Sugar	Uttam, Madhur, Patanjali, Harvest
19	Coffee	Nescafe, Bru and equivalent
20	Ice Cream	Amul, Mother Dairy, Vadilal, Kwality, Havmor, Dinshaws, Naturals
21	Biscuits	Britannia, Parle, Marie, Sunfeast, Monaco or as agreed upon

3.2 Hygiene / Turn Out:

The service provider shall ensure best hygiene/turn out of his/her employees, failure to do which shall attract penalty per violation.

- Approved/prescribed neat and clean properly ironed uniform including apron, gloves and head cover will be worn by all staff at the time they enter the mess.
- Short hair.
- Separate shoes for use in the kitchen/dining area.
- No masala or tobacco is allowed once the staff enters into the mess premises
- No mess worker will work under the influence of alcohol
- Quarterly medical check-up of chefs/ cooks/ dish washers
- Hygienic standards (processes and cleaning materials) to be maintained in washing of crockery/ cutlery/ utensils
- Cleanliness in Kitchen, service areas, stores, washing areas, bas bank area, kitchen drains to be maintained at all time
- Monthly pest control and rodent preventive measures to be carried out

3.3 Minimum Manpower deployment (Shift wise) to be provided in the Operational plan:

S. No.	Designation	Manpower in shifts
1	Supervisor / Manager	Please provide the planning for each shift. Actual manpower to be deployed will be mutually decided with the institute
2	Chef	
3	Cooks	
3	Waiters	
4	Dish Washers	
5	Table Cleaners	

- a) Work in the mess should take place in minimum two shifts as per statutory requirement/laws. At no stage will working norms of 08 hours per day/48 hours per week be violated for all employees. Proper rest and holiday to be given.
- b) Minimum one chef is to be available at all times, s/he should be qualified and trained with sufficient experience at some renowned hotel/restaurant/institution and should have the knowledge and aptitude of preparing food (Indian, Chinese, Continental).



- c) All the personnel deployed by the agency should have relevant professional qualification and adequate experience in the related field as per the industry standard.
- d) The above deployment of manpower will be indicative. This may be altered as per the needs and requirements with prior permission of IIM Nagpur Administration.

3.4 Typical Mess Menu (for understanding purpose)

	BREAKFAST	LUNCH	Evening TEA & Snacks	DINNER
TIME/DAY	7.30-9:30 A.M.	1:00-2.30 P.M.	4:00-6:30P.M.	8.00-10.00 P.M.
SUNDAY	BREAD, BUTTER, JAM/ HOT MILK, IDLI, SAMBHAR, CHUTNEY, TEA, COFFEE	STEAMED RICE, DAL TADKA, AALO JEERA, LAUKI KI SABJI, ROTI, RAITA, GREEN SALAD, PICKLE, PAPAD	SAMOSA, TEA/COFFEE	STEAMED RICE, DAL YELLOW, PANEER BUTTER MASALA/BUTTER CHICKEN/FISH (ALTERNATE WEEK) ROTI, GREEN SALAD, PICKLE, PAPAD, JALEBI
MONDAY	BREADS BUTTER, JAM, / HOT MILK, BREAD OMELETTE, TEA/ MILK	STEAMED RICE, DAL TADKA, AALO GHOBI MASALA, BRINJAL FRY, ROTI, RAITA, GREEN SALAD, PICKLE, PAPAD	PAKODA, TEA/COFFEE	VEG FRIED RICE, DAL TADKA, VEG KOFTA, AALO BHUJIA, ROTI, GREEN SALAD, PICKLE, PAPAD
TUESDAY	BREADS BUTTER, JAM, / HOT MILK, AALO PARATHA/DAHI TEA/ MILK	STEAMED RICE, DAL TADKA, PANEER DO PYAZA, ROTI, RAITA, GREEN SALAD, PICKLE, PAPAD	VEG CUTLET, TEA/COFFEE	JEERA RICE, DAL YELLOW, DUM ALOO, BHINDI BHUJIA, ROTI, GREEN SALAD, PICKLE, PAPAD
WEDNESDAY	BREADS BUTTER, JAM / HOT MILK, POHA, TEA / MILK	STEAMED RICE, DAL TADKA, AALOO BEANS, ROTI, DHANIYA CHATNI, GREEN SALAD, PICKLE, PAPAD	BHELPURI, TEA/COFFEE	VEG BIRYANI /CHICKEN BIRYANI, YELLOW DAL, ROTI, GREEN SALAD, PICKLE, PAPAD, SEWAI
THURSDAY	BREADS BUTTER JAM, / HOT MILK, VADA SAMBHAR, CHUTNEY, TEA/ MILK	FRIED RICE, VEG MANCHURIAN, MIX VEG, ROTI, RAITA, GREEN SALAD, PICKLE, PAPAD	BREAD PAKODA, TEA/COFFEE	DAL MAKHANI, BHINDI MASALA, AALO PARWAL BHUJIA, ROTI, GREEN SALAD, PICKLE, PAPAD, STEAMED RICE
FRIDAY	BREADS BUTTER JAM / HOT MILK, PAV BHAJI, TEA / MILK	STEAMED RICE, TADKA DAL, KARELA BHUJIA, AALOO NENUNA CHANA KI SABJI, ROTI, RAITA, GREEN SALAD, PICKLE, PAPAD	PAAPDI CHAT, TEA/COFFEE	GARLIC FRIED RICE, PANEER KADHAI(GRAVY) / EGG MASALA, ROTI, GREEN SALAD, PICKLE, PAPAD, ICE CREAM
SATURDAY	BREADS BUTTER JAM, CHHOLE BHATURE, PICKLE, TEA / HOT MILK	KHICHDI, CHOKHA, ALOO CHANA, ROTI, GREEN SALAD, PICKLE, PAPAD, DHANIYA CHATNI	NOODLES, TEA/COFFEE	STEAMED RICE, TADKA DAL, SOYABEEN, SEASONAL VEG, ROTI, GREEN SALAD, PICKLE, PAPAD,

3.5 Expected Service Quality and facilities

- The food has to be prepared by the agency in the premises of IIM Nagpur campus.
- The agency has to maintain the kitchen area hygienic and safe.
- Infrastructure provided by IIM Nagpur:
 - Kitchen equipment (List attached as Annexure IV)
 - Dining Hall furniture
 - Watercoolers with RO
 - Kitchen area with water supply
 - Electric supply
 - 10 x 10 Gas bank set up (**excluding LPG cylinders**)
- Electricity and Water Bill shall be paid by the Service Provider for which the monthly bills will be raised by IIM Nagpur on the vendor by 07th of the subsequent month. The vendor has to clear these dues by 20th of the subsequent month. The electricity bill will be as per the metered unit consumption and the water bill shall be on average water consumption flat rate.
- **Indicative List of Equipment to be installed by the Service Provider:**
 - 2.5.1 Refrigerators (For kitchen area, deep freezers for frozen foods, for dispensing soft drinks etc.)
 - 2.5.2 OTGs as per requirements
 - 2.5.3 Microwave Ovens (as per requirements)
 - 2.5.4 Sandwich makers, Toasters
 - 2.5.5 Additional Gas stoves and grills
 - 2.5.6 Mixers and grinders
 - 2.5.7 Dishwasher unit
 - 2.5.8 Chapati makers

The service provider should submit the list of equipment he/she plans to install in the operational plan.
- **Serving:** The service will be Buffet and self-service for student's mess. For institute events and guest house serving at the Tables will be required.
- **Crockery and Cutlery:** The service provider will have to provide sufficient serving utensils (food and beverages), serving plates, tea spoons, table spoons, serving spoon, forks, knives, stainless steel/glass tumblers, bowls, any other crockery which may be required for serving of food. All this will have to be brought by the agency at their own cost after the approval of sample by IIM Nagpur Administration. In addition to this the service provider will also stock Bone China and good quality crockery and cutlery to be utilized for special events of the institute.
- The mess contractor will arrange the housekeeping – cleaning, pest control, disinfecting - of kitchen, dish wash area and dining tables after each meal etc. at appropriate frequency to be proposed in operational plan and as approved by the institute. The Housekeeping of Dining Hall and washrooms will be done by the agency appointed by the institute. All grease traps will be cleaned on daily basis and kept in serviceable conditions. Violation of this clause will invoke financial penalty.
- After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, bowls, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal.
- Efficiency, promptness, quality of food, quality service, good behaviour and politeness of the agency and staff are the essence of the contract. The agency is required to ensure that this essence of the contract is maintained at all times. Quality of services, hygiene and preparation

should be maintained as per industrial practices/compliances and to the entire satisfaction of the IIM Nagpur Administration.

- Agency will ensure that at all times one Supervisor/ executive will always be present during breakfast, lunch, evening tea and dinner. **It is desirable that the supervisor continue at least for one year. In case of any change, the IIM Nagpur Administration should be informed well in advance.**
- A Quality supervisor well versed with the terms of the contract will be deployed by the vendor for ensuring quality standards are maintained and who will be present for all meetings with the Mess committee with reports of Quality issues for the duration.
- Agency needs to provide breakfast, lunch, evening tea with snacks and dinner to IIM Nagpur guests and employees on demand subscription for which the employee will settle the bills directly.
- For extra items, it will be mandatory for the agency to serve the item in unlimited quantity/fixed weight/size on demand by the IIM Nagpur Administration/Mess Committee.
- On special occasions, the menu will be identified by the mess committee and prepared by the agency.
- The quality of food will be inspected item wise by IIM Nagpur Administration/Mess Committee frequently and the mess vendor shall not deny access for such inspections. The IIM Nagpur Administration/Mess Committee has right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institution. Further, the store, kitchen of the agency can also be inspected by the IIM Nagpur Admin/Mess Committee so as to ensure that only the brands allowed for various articles are being used. In case a violation is found, the IIM Nagpur reserves the right to impose a financial penalty/cancellation of contract on repeated violation.
- The vendor will ensure that No instance of fire takes place and No injury takes place to any of his employee or the IIM Nagpur employees. In case any of this happens then the vendor will be responsible for fulfilling the loss occurred.
- The IIM Nagpur shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same. Damage here means to property or individuals.
- The agency must provide the service throughout the year without closing the mess on any day unless ordered by the Administration of IIM Nagpur / Mess Committee. The students will not use the mess for vacation period of 2 months.
- The agency will be responsible for repairing & maintenance of all the property of IIM Nagpur given to the agency for use in the student mess. The agency shall replace inventory items, equipment, furniture and fixtures provided by IIM Nagpur in case of loss, theft or damage to the satisfaction of the IIM Nagpur Administration at his own cost and expense. On termination of the agreement, the agency will hand over all the equipment/articles as supplied by the IIM Nagpur in good working condition back to IIM Nagpur. In case of any damage beyond normal wear and tear then IIM Nagpur can recover the cost from the bank guarantee/current bill payment of the agency.
- The agency will liaise with the IIM Nagpur Administration/Mess Committee and report on regular basis (at a frequency mutually decided) about all the activities of the mess service. The agency shall extend full co-operation for ironing out any issues.
- The agency will ensure that their employees are free from any communicable disease. The Police verification record of all the workers will have to be maintained by the agency.
- The agency will not be permitted to provide catering services to any other party from IIM Nagpur kitchen.
- IIM Nagpur is not bound to provide any mode of transport in respect of men or material required by the agency.



- Use of plastic teacups and plastic carry bags is discouraged and the vendor shall use environment friendly material only for serving coffee, tea and for packing & carrying of food items.
- Any change like timings of operation etc will require the permission of the mess committee/IIM Nagpur Administration.
- The agency shall ensure proper disposal of the collected solid/liquid waste on a daily basis under their own arrangements. The necessary support for tie-up with the garbage disposal agency will be given by IIM Nagpur. Accumulation of garbage/waste in premises will not be acceptable. The agency would ensure clearance of all the drains in and around the kitchen and dining hall frequently & regularly at his own cost. IIM Nagpur will not pay any extra amount for the same. For any lapse this front, financial penalty will be levied.
- Food should also be served at the designated place in the campus as and when required by Programme Office/Mess Committee.
- Pest-Control: The agency at all times will keep the kitchen/dining hall/washing area/raw material store free from flies/cockroaches/mosquitoes/rats and other pests. Monthly pest control and scientific pest control measures are required to be adopted by the agency at all times.
- The food shall be cooked, stored and served under hygienic conditions. The mess vendor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible. In case of any food related disease to any member of IIM Nagpur community, the agency will be responsible for reimbursement of complete medical expenses.
- Non vegetarian food will be cooked in a separate area with separate utensils, stored and served separately.
- The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the IIM Nagpur community.
- The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- The mess vendor shall ensure that only hot food is served to the students/employees.
- For Lunch and Dinner, variety and freshness must be ensured.
- The agency has to ensure that drinking water is served at dining tables regularly.
- The detailed daily meal wise menu specifying the dals and vegetables to be served, will be identified in the beginning of each week/fortnight/month by the Mess Committee/IIM Nagpur Administration. It will be mandatory for the agency to serve this pre-decided menu. In case of any difficulty in the same Mess Committee/IIM Nagpur Administration must be informed well in advance.
- The agency will be required to provide khichadi or any other suitable food for sick residents in lieu of the regular meals on demand.
- The agency will not serve any item that has not been approved by the IIM Nagpur Administration/Mess Committee beforehand.
- Under no circumstances will any expired item be used in cooking.
- Use of colours/banned items as per industrial practices is prohibited.
- Menu will be checked by nutritionist once in a quarter and record will be kept for the same by the agency.
- All rights are reserved with IIM Nagpur Authorities and has a right to reject, discontinue contract at any point of time if the service provided are not as per the expected levels and in case of repeated and its non-redressal.
- The mess service provider shall ensure that all safety precautions are properly taken during the process of cooking by his employees. Special emphasis will be laid on fire safety norms and proper operation of electrical gadgets/instrument, and fire-fighting equipment etc. placed at the disposal of the hostel mess.

PENALTY CLAUSE

- a) In case of any discrepancy (in terms of quality of food or hygiene) or any case of negligence, appropriate punitive action in terms of financial penalty shall be levied.
- b) Financial penalty will be imposed by the IIM Nagpur after giving one warning verbal or otherwise to the agency for the following:
 - Violation of quality parameters of food
 - Failure in providing sufficient quantity
 - Poor hygiene
 - Failure in keeping time schedule
 - Violation of non-brands for articles are being used
 - Non-availability of complaint register
 - Non-availability of Supervisor at Mess Timing
 - Any complaints of insects and/or foreign object (hair, thread, cloth, plastic, etc) cooked along with food found in any food item
 - Any complaint of stones / pebbles
 - Hard and/or sharp objects like glass pieces, nails, hard plastic etc
 - Food poisoning
 - Three or more complaints of unclean utensils in a day
 - Meal not cooked properly
 - Changes in menu of any meal
 - Inappropriate personal hygiene of workers
 - Failure to maintain a proper health check-up of the workers
 - Absence of proprietor or his manager empowered to take decision from mess committee meetings on due invitation
 - In case garbage items are found in waste water discharge and they further hamper the functioning of the drainage system/sewage treatment plant.
 - Turnout/uniform of employees
 - Services non adherence
- c) Consecutive complaints regarding any of the above points will attract a financial penalty depending on gravity of the issue and in case of similar repetition IIM Nagpur Administration can cancel the contract unilaterally without notice and Security Deposit will be forfeited.
- d) If the quality sampling by third party fails, then the charges of sampling and testing will be recovered from the service provider.
- e) **Indicative Penalty / Fine: Half the price of the day per head multiplied by number of students in the hostel**

Chapter 4

Bid Submission

Part I: PQ-cum-Technical Bid

The following documents (scanned copy) duly signed and stamped by the bidder are to be furnished online on www.tenderwizard.com/etenders as **PQ-cum-Technical Bid**:

Mandatory Bid Documents to be submitted online with Part I

- Particulars of bidders (**Annexure I**)
- Copy of PAN
- Copy of GSTIN registration
- Bid Security declaration **Annexure III**
- Undertaking for willingness to provide services as per the terms and conditions of Bid document (**Annexure II**)
- Supporting documents for eligibility PQ criteria as detailed in **Chapter 2**
- Information about the firm with details about culinary capabilities, base kitchen at Nagpur, experience of similar services, list of organizations with work orders or experience certificates, testimonials and any other documents which will consolidate the position of the bidder in the Technical Evaluation
- Operational Plan – As per Chapter 2
- All documents as per checklist

Part II – Price Bid

The Price Bid is to be mandatorily uploaded **online** only.

Chapter 5

Bid Evaluation Scheme

- 4.1 Only those bids who qualify in the PQ criteria will be invited for presentations.
- 4.2 The bids will be evaluated on Techno-Commercial basis.
- 4.3 The price bids of only those bidders shall be considered for opening and evaluation whose bid is determined to be technically acceptable to IIMN
- 4.4 Evaluation of price bid shall be taken up to determine the competitive prices of the techno-commercially acceptable bids and include the following:
 - 4.4.1 During Price bid opening only average technical score of agency will be read out by the institute authorities before opening of Price Bids
 - 4.4.2 Bidders getting less than 50% marks in the technical bid will not be considered for opening of the price bid
 - 4.4.3 The Mess Rates as per the Price Bid will be calculated and will be considered for comparison
 - 4.4.4 IIMN reserves their right to negotiate the quoted price
- 4.5 The Technical Bid – PQ-Technical Bid and Presentation will be assessed for 70 marks
- 4.6 The Price Bid will be assessed for 30 marks
- 4.7 The bidder getting Highest Composite Techno-Commercial score will be considered for award of contract

The **Technical Score** will be arrived at based on following parameters

Sr.	Description	Maximum Marks
1	Extent and Quality of Experience in providing/managing similar Services (Feedback from the current and past clients may be taken into account)	20
2	Size of current business (Annual turnover)	7
3	Expertise of the bidder to provide efficient services at IIMN as per the Presentation to the institute authorities and Proposed Operational Plan for the services at IIMN as distributed in 3.1 to 3.7	
3.1	No. of days required for initiation of mess service operations at the locations	5
3.2	No. of manpower (with role wise classification) planned to be deployed for efficient service.	7
3.3	List of Equipment the vendor proposes to deploy	5
3.4	Proposed complaint management system	3

3.5	Systems and processes followed for recruiting and training the employees	8
3.6	Relevant quality additive enhancements (like Menu variations and other activities and events) in Mess services that are proposed over and above the scope of work given in the tender document	10
3.7	Qualifications, specializations of cooks and other managerial staff	5

Note:

1. Bidders getting less than 50% in the technical score will not be considered for opening of the price bid.
2. Bidders getting highest technical score will be considered as 70 and the scores of others will be adjusted on pro rata basis. This will become technical score = **X**

$$\text{e.g. } X = \text{Technical Score of a bidder} = \frac{(\text{Marks obtained by the bidder} \times 70)}{\text{Marks obtained by highest scorer}}$$

Price Bid Score

The Lowest Mess Rates quoted by a Bidder will be given a score of 30 **(LMR)**

For calculating the score of other bidders following formula will be used

$$Y = \text{Price bid Score of a bidder} = \frac{30 \times (\text{Lowest Rates quoted LMR})}{\text{Price quoted by the bidder}}$$

$$\text{Total Score of a bidder out of 100} = X + Y$$

The bidder getting the highest composite techno-commercial score (X+Y) will be considered for award of contract.

Notes:

1. IIM N reserves the right NOT to award the work to the highest scorer.
2. IIMN reserves the right to reject any or all bids without assigning any reason.
3. IIMN reserves the right to increase or decrease the scope of work.
4. IIMN may ask the selected vendor to submit the Pricing plan of the rates quoted and take a decision on the feasibility of the price quoted.

ANNEXURE – I

PARTICULARS OF BIDDER

SR.NO	DESCRIPTION	
1	Name of the bidder	
A	Trade Name (in Block letters)	
B	Status of the Bidder (Proprietorship/Partnership/LLP/Limited Co.) In Block letters)	
C	Name of Proprietor/Partners/CEO/Directors (In Block letters)	
2	Postal Address	
3	Telephone No.	
4	E-mail / Website address (if available)	
5	Online payment details and amount (if applicable)	
	a) Tender processing Fees	
	b) EMD	
6	Name of the Banker, Branch Name & address (In Block letters) (For e-payment purpose)	
A	Account no	
B	IFSC code	
7	PAN (upload self-attested photocopy)	
8	GSTIN (GST Registration No.) (Upload self-attested photocopy)	

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender as stipulated in the tender notice No **IIMN/147/2022-23/044 dated 06/03/2023**. Accordingly, I/ we accept the terms and conditions and hereby offer the rates for “as per Price Bid”

Signature _____

Date _____

Official seal of bidder _____



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Indian Institute of Management Nagpur

CHECK LIST OF DOCUMENTS TO BE SUBMITTED

Bidder is required to furnish the bid as per checklist below:

Sr.no	Item Description	Submitted/ Attached YES/NO	Remark
1	Particulars of bidders Annexure I		
2	Bid Security Declaration Annexure III		
3	PAN copy		
4	GST Registration copy		
5	Establishment/ registration certificates / Udyog Adhar for the Services of Catering / Hospitality business for the last three years.		
6	Experience certificates / Work orders (Completed and Ongoing)		
7	The annual turnover of the firm in any three of the last five Financial years shall be minimum Rs: One Crore.		
8	Annexure II Undertaking by the bidder		
9	Price Bid		
10	Site Visit Certificate issued by the institute		
11	Undertaking – Not blacklisted from any government organization		



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ANNEXURE II

Undertaking by the bidder

I / We _____ hereby confirm that we have understood the Scope of Work and the Terms and conditions in the Tender Document No. IIMN/147/2022-23/044 issued by IIM Nagpur.

I / We have visited the sites at which the services are to be provided.

I/ We are ready to offer the required services as detailed in the scope of work at the rates mentioned in the Price Bid

Name of the Signatory _____

Signature with date _____

Name of the Firm _____

Seal of the firm



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Price Bid

(To be uploaded online in the excel format given. NOT to be filled with this bid)

Please sign on each page to indicate understanding of the bid.

Please quote rates in INR for each meal and inclusive of all taxes

Table 1

For Students' mess service as per the detailed scope of work given in Chapter 3 and Mess Menu

A) Breakfast – Unlimited (Sr.No 1 to 4 denote the four possible combinations of items to be served to an adult. The sign “/” denotes “or” and “,” denotes “and”)		
Item No	Item	Rate in Rs. (Per day)
1.	Slices of toasted bread (04 slices) with butter and jam; sprouts / boiled pulses	Submit in excel format online
2.	Milk (200 ml) with cornflakes, boiled egg / Omelet, 1 egg, fresh fruit	
3.	Tea/Coffee	
4.	One Indian Dish (options as below)	
Rate A		<i>Please don't quote here</i>

Indian dish may include:

- ✓ Masala Dosa (1 piece)/Vada (02 pieces)/Idli (02 pieces)/ Uttapam (1 piece) with Sambhar and chutney
- ✓ Variety of stuffed (Aaloo, Paneer, Dal etc) Paratha (01 piece) with picke/sauce, curd (100gm), and butter (10 gm)
- ✓ Chola Bhatara (02 pieces)/Poori (04 pieces) with a vegetable and pickles
- ✓ Pav Bhaji (02 pieces)/ Poha etc
- ✓ As per programme chart



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B1) Lunch (Veg) Unlimited		
Item No	Item	Rate in Rs. (Per day)
1	Rice; Chapatti; Dal; Sambhar/Rasam	Submit in excel format online
2.	One Vegetable Dry and One Curry	
3.	Salad; Curd/Raita/Custard etc	
4.	Papad/Chips; Pickles	
Rate B1		<i>Please don't quote here</i>
B2) Lunch (Non-Veg)		
Item No	Item	Rate in Rs. (Per day)
1	Rice; Chapatti; Dal; Sambhar/Rasam	Submit in excel format online
2.	Chicken / Egg / Fish / Mutton Gravy (Pre-portioned)	
3.	Salad; Curd/Raita/Custard etc	
4.	Papad/Chips; Pickles	
Rate B2		<i>Please don't quote here</i>

For Every lunch, Salad will include Onions, Lemon and Seasonal Vegetables (like carrot, cabbage, raddish etc)

Non- Veg to be served twice a week: Once in Lunch and the second time in Dinner

C) Evening Snacks Limited		
Item No	Item	Rate in Rs. (Per day)
1	Tea/Coffee	Submit in excel format online
2.	Snacks (Samosa/Cutlet/Noodles/Burger/Pakoda/ Kachori / Vada Pav / Pav Bhaji or other items)	
Rate C		<i>Please don't quote here</i>



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D1) Dinner (Veg)		
Item No	Item	Rate in Rs. (Per day)
1	Rice; Chapatti/Poori/Paratha/Bhatura; Dal/Sambhar/Rasam	Submit in excel format online
2.	One Vegetable Dry and One Curry	
3.	Salad; Dessert- Preportioned (Thrice a week)	
4.	Papad/Chips; Pickles	
Rate D1		<i>Please don't quote here</i>
D2) Dinner (Non-Veg)		
Item No	Item	Rate in Rs. (Per day)
1	Rice; Chapatti; Dal; Sambhar/Rasam	Submit in excel format online
2.	Chicken / Egg / Fish / Mutton Gravy (Pre- portioned)	
3.	Salad; Dessert- Preportioned (Thrice a week)	
4.	Papad/Chips; Pickles	
Rate D2		<i>Please don't quote here</i>

The total mess rate **per day per student**, as indicated above, including, manpower, raw materials consumables etc calculated as

Mess Rate = (A+B1+C+D1) - Will be calculated online

Monthly Mess Rate = (Mess Rate x 30) (*Will be computed for the rates quoted*)

Note: **For arriving at Lowest rates for comparison and evaluation the Mess Rates as calculated from Table 1 will be used.**

I/We _____ hereby confirm that I/We have understood the expected work as detailed in the tender document fully and have visited the sites mentioned therein. I/We agree to provide all the services mentioned in the tender document at the rates quoted in the Price Bid Table 1, Table 2 and Table 3.

I agree to abide by the term and conditions as mentioned in the tender document.

Place:

Date:

Signature of the Bidder with seal



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Annexure III

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD
(On Bidder's Letter head)

I / We, the authorized signatory of M/s, participating in the tender No. IIMN/147/2022-23/044 dated 06/03/2023 for providing Mess and allied Services for students at IIM Nagpur, do hereby declare:

- (i) That I / we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD is being deposited for the said tender.
- (ii) That in the event we withdraw / modify our bid during the period of bid validity Or I/we fail to execute formal contract agreement within the given timeline OR I/we fail to submit a Performance Security within the given timeline Or I/we commit any breach of Tender Conditions / Contract which attracts penal action of forfeiture of EMD

Then I/we will be suspended from being eligible for bidding / award of all future contract(s) of Indian Institute of Management Nagpur for a period of one year from the date of committing such breach.

Signature of Authorized Signatory of bidder

Name of Authorized Signatory

Company Name