

NOTICE INVITING TENDER

निविदा दस्तावेज /Tender Document

कैंटीन सर्विसेज भा.प्र.सं. बोधगया, बिहार के लिए निविदा आमंत्रण सूचना
Notice Inviting Tender (NIT) for the Canteen Services at IIM Bodhgaya, Bihar.

भा.प्र.सं. बोधगया (बिहार) द्वारा जारी किया गया

(Issued By IIM Bodh Gaya (Bihar))

(केवल ई-निविदा माध्यम /e-Tender mode only)

मुख्य प्रशासनिक अधिकारी/ Chief Administrative Officer (CAO)

भा. प्र. सं. बोधगया (बिहार)/ IIM Bodh Gaya (Bihar)

फोन/ Phone: 0631-2200238, मेल आईडी/ Mail Id: cao@iimbg.ac.in

Tender Document can be downloaded from the following websites: -

<http://www.iimbg.ac.in>

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

Address to :-

Chief administrative Officer (CAO)

IIM Bodh Gaya (Bihar)

Tender Inviting Authority (TIA)

Phone: 0631-2200238 Mail Id: cao@iimbg.ac.in

Notice Inviting Tender for the Canteen Services at IIM Bodhgaya, Bihar

Indian Institute of Management Bodhgaya (IIMBG) invites online bids in two bid systems from reputed, experienced, and financially sound parties/caterers for the following work: -

Brief Details of Tender:

| Work Description | Approx value of the Contract Rs. | EMD in Rs. |
|--|----------------------------------|--|
| Canteen Services for the student and employees (Meals, Snacks, Refreshment) (Apart from Hostel Mess) | 7.15 lakhs | BID Security Declaration as per Annexure-I |

The tender document along with all forms are available on the Institute website: <http://www.iimbg.ac.in> and <https://www.iimbg.ac.in> and CPP Portal <https://www.eprocure.gov.in/epublish/app> and bid is to be submitted through online mode only.

Parties/Bidder be advised to consider infrastructure requirements and investment thereon, as stated in the tender documents.

Important Information on Tender:

| SL | Particulars | Date | Time |
|----|--|---|-------------------|
| 01 | Date and Time of publication of e - Tender | As per CPP Portal | As per CPP Portal |
| 02 | Pre-Bid Meeting Date and Time Bid | As per CPP Portal | As per CPP Portal |
| 03 | Submission Start Date and Time | As per CPP Portal | As per CPP Portal |
| 04 | Bid Submission Close Date and Time | As per CPP Portal | As per CPP Portal |
| 05 | Date and Time Opening of Technical Bids | As per CPP Portal | As per CPP Portal |
| 06 | Opening of Financial Bids | After evaluation of technical bid | |
| 07 | For Site Visit | Any working day from 10.00 AM to 04.00 PM. However, all are requested to be present for pre-bid meeting at given date & time. | |
| 08 | Period of Contract | Period of contract will be initially for 02 Year which may be extended for further two years on year-to-year extension basis | |

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1. ABOUT IIM BODHGAYA

Indian Institute of Management Bodh Gaya, Bihar is an Autonomous Institution under the Department of Higher Education, Ministry of Education, Govt. of India, established under the Indian Institutes of Management Act, 2017. It is presently located in Uruvela, Prabandh Bihar, Bodh Gaya, Gaya, 824234, Bihar.

2. SCOPE OF WORK

Provide Canteen Services in the Campus of Indian Institute of Management, Bodhgaya, Bihar in the provided space on rent as per the requirement of the institution, the kitchen, Storage, Display and Dining should be preferably established in the provided specific space in the campus. (This canteen is apart from the Hostel Mess)

2.1. CANTEEN SERVICE

The Institute offers residential programs in management to around 1500 students in the campus. Some of the staff and employees, may also avail canteen services i.e. Tea, Snacks, Breakfast, meals, refreshment, and Packed food. Thus, the institute require canteen facilities for approx. strength of 1800 which may vary according to the strength of institution or number of people using the services.

The table appended below gives some useful information for the prospective tenderers., it is advisable for the intending tenderers to visit the campus to acquaint themselves with the actual locations of canteen services to be provided along with Display and service counter setup to be developed in the different places of the premises as required etc. before submitting the e-tenders under two bid system.

Table 1: Information on Tea, Snacks, Refreshment and Meals Category and Location

| Locations | Services | Timing |
|-------------------------|--|---|
| Auditorium lobby | Tea, Breakfast, Snacks, refreshment, and meals as per menu | 7 days in week Timing will be as per demand and decision of committee. |

Kitchen equipment as per the table given below will be provided by the institute. The service provider will be responsible for the upkeep of the equipment including Repair and maintenance of the provided equipment.

| SI. | ITEM DESCRIPTION | SIZE/ CAPACITY (approx.) | Qty. |
|-----|--|--------------------------|------|
| | SERVICE AREA | | |
| 1 | ss cash counter complete in all respects | 1500x675x1300 | 2 |
| 2 | Providing, fixing, testing and commissioning ss display counter for beverage / county display counter complete in all respects | 1800x675x1300 | 2 |
| 3 | Providing, fixing, testing and commissioning ss Indian display dispatch counter complete in all respects | 1350x675x1300 | 1 |
| 4 | Providing, fixing, testing and commissioning visi cooler complete in all respects | 400 LTRS. | 2 |
| 5 | momos steamer complete in all respects | STD | 1 |
| 6 | worktable with 2 under shelf complete in all respects | 1800x675x850+150 | 2 |
| 7 | chest freezers complete in all respects | 1650x675x850 | 1 |
| 8 | microwaves complete in all respects | 24 LTRS | 1 |
| | STORE AREA | | |
| 9 | ss rack for storage complete in all respects | 900x450x1800 | 5 |
| 10 | ss two refrigerator complete in all respects | 750x750x2100 | 1 |

| | | | |
|----|---|------------------------------|---|
| 11 | ss pallets complete in all respects | 1200x600x300 | 2 |
| 12 | ss onion / potato bin complete in all respects | 600x600x850 | 1 |
| | MAIN KITCHEN | | |
| 13 | ss worktable complete in all respects | 600x675x850+150 | 1 |
| 14 | ss two burner range complete in all respects | 1200x675x850+150 | 1 |
| 15 | ss single sink unit complete in all respects | 600x675x850+150 | 1 |
| 16 | ss two burner Chinese range complete in all respects | 1125x675x850+150 | 1 |
| 17 | ss worktable complete in all respects | 900x675x850+150 | 1 |
| 18 | ss county range complete in all respects | 900x675x850+150 | 1 |
| 19 | ss worktable complete in all respects | 900x675x850+150 | 1 |
| 20 | salamanders complete in all respects | STD | 1 |
| 21 | double deep fat fryer completes in all respects | 600x675x850+150 | 1 |
| 22 | ss exhaust hood complete in all respects | 6500x900x500 | 1 |
| 23 | ss worktable complete in all respects | 1200x675x850+150 | 1 |
| 24 | sandwich grillers complete in all respects | JAMBO | 1 |
| 25 | Toasters complete in all respects | STD | 1 |
| 26 | ss table with sink complete in all respects | 1650x675x850+150 | 1 |
| 27 | Vegetable cutting machine complete in all respects | STD | 1 |
| 28 | ss rack for storage complete in all respects | 900x450x1800 | 2 |
| 29 | ss worktable with marble top complete in all respects | 1500x675x850+150 | 2 |
| 30 | ss under counter refrigerator with marble top complete in all respects | 1500x675x850+150 | 3 |
| 31 | SITC of tabletop dough kneading machine complete in all respects as per the required capacity | Suitable for 15 - 20 persons | 1 |

The service provider has to arrange additional kitchen equipment if required for smooth operation of the kitchen and providing proper services.

- The Institute will provide 25 tables with 150 chairs in the dining area on returnable basis. The service provider will be responsible for the upkeep of the items including Repair and Maintenance.
- The Service Provider has to do other dining arrangement / utensils/crockeries/serving plates/ spoons etc. at their own expenses. The Service Provider has to do the aesthetic development (if required) with prior permission of IIM Bodh Gaya.
- The rates offered in the standard menu will be applicable anywhere within the Campus when so required with no additional charge.

2.2. The agency must provide the service throughout the year without closing the canteen on any day unless ordered by the administration/ Management of IIM Bodhgaya/mess committee.

2.3. The Service Provider shall ensure the delivery of services (Tea/Coffee, snacks, meals etc..) service person who should be in proper uniform along with head cap, gloves, trimmed hair, beard and nails.

2.4. The serving trolley, tray, related crockery and accessories should be of good quality and properly clean.

2.5. The Mess/ Canteen may visit for the Inspection frequently, and the canteen vendor shall not deny access for such inspections. The IIM Bodhgaya administration/Mess Committee has the right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institution. Further, the store, the kitchen can also be inspected by the institute to ensure that only the brands allowed for various articles are being used. In case a violation is found, the Institute reserves the right to impose a financial penalty/cancellation of the contract on the repeated violation.

2.6. A medical examination shall be conducted at least once in six months of all the employees who handle raw/cooked food, to ensure that the employees are free from any communicable disease. It is to be done at Gaya. Record of the same shall be maintained by the agency and shown on demand. In this regard,

the Institute's doctor will check the record as and when required. The Police verification record of all the workers will have to be maintained by the agency.

- 2.7. Hygiene:** The agency always will keep the cookhouse/dining area/ washing area/raw material stores free from flies/cockroaches/ mosquitoes/ rats/ objectionable material and other pests. Frequent pest control and scientific pest control measures are required to be always adopted by the agency.
- 2.8.** Fire extinguisher arrangement must be made by the agency and to be always kept serviceable.

3. EARNEST MONEY DEPOSIT (EMD) DETAILS:- Bidder has to submit the bid security declaration as per Annexure- I (Enclosed)

4. Eligibility Criteria

- I. Firm Registration Certificate, PAN, G S T , Valid food & FSSAI license etc, details are to be submitted/provided.
- II. The Bidder should give self-declaration certificate for acceptance of all terms and conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the Annexure-II.
- III. The firm should be neither blacklisted by any government department nor there any criminal case registered/pending against the firm or its owner/partners anywhere in India. A duly completed certificate to this effect is to be submitted as per Annexure-III.
- IV. Experience- Bidder must have minimum 5 years of experience for operating Cafeteria / canteen / Restaurants services in the Govt/PSU/ Autonomous/Private institution or firm as per **Annexure-IV.**
- V. The average Annual Turnover of last 3 financial year (2022-23, 2023-24 and 2024-2025) or latest should be at least 10.00 cr. CA Certificate Annual turnover are to be submitted as per the **Annexure-V.**
- VI. The firms should have valid food license issued by Food Safety and Standards Authority of India (FSSAI) for their existing business, if applicable.
- VII. Bidder has to submit bid specific Authorization if the bidder is not original Service provider.
- VIII. Bidder should submit the bidder information documents as mentioned in the Annexure VI
- IX. Mandate form for electronic fund transfer/RTGS/other cashless transfer as per **Annexure VII**

Note: Institute may consider relaxation for the Start-ups registered with Ministry of Micro, Small Enterprises (MSEs) on submission of valid documents for Experience and Turnover.

5. SUMMARY ON ESSENTIAL INFRASTRUCTURE AND PROVISIONS BY PARTIES /CA

The parties/caterers have to develop the additional infrastructure if required in the provided space along with the dining provision for catering services to students, employees and others as applicable. It is thus necessary and advisable to parties/caterers that they should visit the premises to check for condition and to visualize the investment, The Institute reserve rights to take actions against parties/caterers, as deemed fit. It may include termination of the contract if parties/caterers' resort to violation/dilution of essential infrastructures to maintain proper hygiene and sanitation and not adhering to proper process for preparation and serving of meals/ Snacks/ refreshment.

- 5.1.** Creation of separate LPG storage,
- 5.2.** Complete fly proofing of kitchen area
- 5.3.** Creation of proper platform for chopping and cleaning of vegetables / non-Veg items for cooking.
- 5.4.** Platform for storage of cooked food
- 5.5.** Creation of proper washing and sterilization of all utensils, including crockery and cutlery.
- 5.6.** Provision for proper storage areas with platforms for storage of dry rations and fresh items separately
- 5.7.** Provision for deep freezers and refrigerators of adequate capacity for storage of all perishable items, especially dairy products
- 5.8.** All dining areas to have adequate food warmers with arrangements to keep the eatable items warm/Cold as per the requirement.
- 5.09.** Cooking area be so organized to cater for separate cooking and serving of non-veg dishes.
- 5.10.** The parties/caterers have to provision for all dry ration items as per brands of items listed below in this tender

document. Deviations, if any will be permitted post approval from the IIM Bodhgaya Admin/mess committee only.

Quality of ingredients and other items:

The ingredients used must be of reputed brands. In case of non-availability of the reputed brand, any other brand will be approved by the Administration, IIM Bodhgaya / Mess Committee before use.

| SL | Item | Brand |
|----|------------------------|---|
| 1 | Salt | Tata, Annapurna, Nature fresh, MDH, ITC, Badshah, Everest, Patanjali |
| 2 | Spice/ Ketchup | Kissan, Maggi, Everest, Patanjali |
| 3 | Oil | Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara, Patanjali (Use of Hydrogenated (vanaspati) oil is prohibited). |
| 4 | Pickle | Mother's, Priya, Nilons, Everest. |
| 5 | Atta/Besan/Maida /Suji | ITC, Shakti hog, Patanjali, Tata Sampanna. |
| 6 | Rice | Dawat, India Gate, Kohinoor, Patanjali. |
| 7 | Dal | Patanjali, Tata. |
| 8 | Papad | Lijjat / Bhikaji. |
| 9 | Butter | Amul, Sudha, Britannia, Mother dairy. |
| 10 | Bread | Brittania / Harvest. |
| 11 | Jam | Kissan, Tops. |
| 12 | Ghee | Amul, Britannia, Patanjali. |
| 13 | Milk | Sudha, Amul, ITC, Mother dairy Osam (Without Water). |
| 14 | Paneer | Amul, Sudha or equivalent brand ITC, Mother dairy |
| 15 | Tea | Brook bond, Lipton, Tata, Taaza. |
| 16 | Coffee | Tata, Nestle, CCL Products, HUL. |

Note: Prior permission of IIM Bodhgaya Admin/Mess Committee is required before introducing equivalent brand/s.

5.11. Certain other guidelines to the parties/caterers are: -

1. The fresh and perishable items should preferably be procured daily/bi-weekly basis. To be checked by mess committee or member nominated to do so.
2. The parties/caterers will be provided with water and electricity by the Institute at chargeable basis. The monthly tariff for the same will be decided by the institute which would vary with season and consumption pattern.

5.12. **HOUSEKEEPING**

Institute insists on a high degree of cleanliness and hygiene in the canteen, with special emphasis on those areas where the food commodities are stored, cooked, and served. Thus, the need for proper housekeeping of all areas.

6. **PRE-BID MEETING**

Pre-bid meeting will be held on **05-12-2025 at 11.00 AM in IIM Bodh Gaya** through online mode in the link <https://meet.google.com/vwz-tbfs-gpd>

7. **BID VALIDITY PERIOD**

The bid will remain valid for **6 months (180 DAYS) from the date of opening of financial bid as prescribed by IIM Bodhgaya**. A bid valid for a shorter period shall be rejected, being non-responsive

08. **BID SUBMISSION**

8.1 **SUBMISSION OF BID AND EVALUATION OF THE TENDER:**

a) SUBMISSION OF BIDS:

Department of Expenditure has issued the directive to publish the tender document on the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the CPP Portal, prepare their bids in accordance with the requirements and submit their bids online on the CPP Portal. For more information, bidders may visit the CPP Portal <http://eprocure.gov.in/eprocure/app>. Tender document can also be downloaded from IIM Bodh Gaya Website (www.iimbg.ac.in)

b) REGISTRATION:

Bidders to enroll on the e-Procurement module of the portal <http://eprocure.gov.in/eprocure/app> by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.

- The bidders choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- Bidders to register upon enrolment their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others, which may lead to misuse. Foreign bidders are advised to refer “DSC details for Foreign Bidders” for Digital Signature requirements on the portal.
- The bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

c) SEARCHING FOR TENDER DOCUMENTS:

- Various built-in options are available in the CPP Portal to facilitate bidders to search active tenders by several parameters. These parameters include Tender ID, organization, location, date, value, etc.
- There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- The bidder should make a note of the unique Tender ID assigned to each tender; in case they want to obtain any clarification / help from the Helpdesk.

d) PREPARATION OF BIDS:

- Bidders should consider any corrigendum published on the tender document before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- The bidder, in advance, should get ready with the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.
- To avoid the time and effort required in uploading the same set of standard documents which

are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.

- e) These documents may be directly submitted from the “My Documents” area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process.

e) SUBMISSION OF BIDS (GENERAL INSTRUCTIONS):

- a) The offer/bid should be submitted in two bid systems (i.e.) Technical bid and financial bid. The technical bid should consist of all technical details along with commercial terms and conditions. Financial bid should indicate item wise price for the items mentioned in the technical bid. Financial Bids to be submitted online on the CPP Portal in BOQ format only. Disclosure of Financial rates in technical bid would lead to rejection of the bid. No Hard Copy of any tender document needs to be submitted.
- b) Bidder to log into the site well in advance for bid submission so that he/she upload the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- c) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- d) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- g) Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.
- h) Bids not submitted, as per the above Performa will be summarily rejected.
- i) Bidders are requested to note that they should submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled out by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
- j) Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender

- opening by the authorized bid openers.
- k) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
 - l) Upon the successful and timely submission of bid click “Complete” (i.e., after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
 - m) The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.
 - n) The tenders will be received online through portal <https://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
 - o) Possession of Valid Class III Digital Signature Certificate (DSC) in the form of smart card/ e- Token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link Information about DSC'.
 - p) Bidders are advised to follow the instructions provided in the Instructions to the Bidders for the e-Submission of the bids online through the Central Public

f) BID SUBMISSION PROCESS:

TECHNICAL BID SUBMISSION:

- a) The bidder should number the pages submitted in form of Technical Bid and provide an INDEX/ COMPLIANCE SHEET (As per Annexure-I) indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid, followed by all the necessary documents as a part of technical bid documents.
- b) The Technical Bid should be accompanied by the relevant documents, duly signed, and stamped by Authorised Signatory on each page of Technical Bid & relevant documents and all supportive documents to be attached with related annexure only, without which the tender will be considered incomplete and hence, summarily rejected.
- c) **Due date:** The tender must be submitted online before the bid submission end date. No Hard copies of the tender documents/ bids will be entertained. Bidder to log into the site well in advance for bid submission so that he/she upload the bid in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- d) The Technical Bid should be accompanied by a copy of this Tender Document (to be submitted online as a part of a Technical Bid)with each page duly signed by the authorized signatory of the bidders, who has signed the bid, as taken of having read, understood and complied with tender, the terms, and conditions contained herein. Bids not accompanied by a duly signed copy of the Tender Document (uploaded online) will not be considered.
- e) The bid should be precise, complete in all respect and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required through the bidding document or submission of a bid not responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of the bid.
- f) The bid should be clear and without any condition. Conditional bids shall be summarily rejected.
- g) IIM Bodh Gaya reserves the right to modify, expand, change, alter, restrict, scrap, refloat or cancel the Tender at any stage without assigning any reason whatsoever.
- h) IIM Bodh Gaya reserves the right to relax/amend/add/withdraw any of the terms and

conditions contained in the Tender Document without assigning any reason thereof. Any enquiry after the submission of the bids shall not be entertained.

- i) Any change/ corrigendum/ extension of closing/ opening dates in respect of this tender shall be issued through e-tender Portal (<https://www.eprocure.gov.in/epublish/app>) and IIM Bodh Gaya website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit IIM Bodh Gaya website for updates.

H, FINANCIAL BID SUBMISSION:

- a) The Financial Bid (Price Bid) shall be submitted in electronic form only in conformity with the tender specifications on the portal only by the time & date as specified in NIT.
- b) The Financial Bids of only those firms qualifying the technical evaluation will be considered. The Bidder shall not tamper/modify Financial Bid Format in any manner. In case, if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD would be forfeited.

I. BID OPENING & EVALUATION

- a) The bids will be opened by a committee duly constituted for this purpose. Bids (complete in all respect) received will be opened as per Schedule as mentioned above, in presence of Agencies representative if available or as applicable.
- b) Place for opening of Bids: Indian Institute of Management Bodh Gaya, Urivela Prabandh Vihar Bodh Gaya, Bihar -824234
- c) The Technical bid will be first opened and evaluated. In the primary screening, technical bid of only those who satisfy the eligibility criteria will be evaluated.
- d) The Financial bid of only those bidders whose technical bid is found to be technically responsive by the Committee will be opened. The Financial bids of ineligible bidders will not be opened.

J. Selection of successful bidder:

- a) IIMBG will evaluate technical and financial acceptable offers on QCBS evaluation.
- b) Offer which deviates from the vital conditions (as illustrated below) of the tender shall be rejected:
- c) Non submission of complete documents required as per tender document.
- d) Receipt of offers after due date and time and or by email/fax (unless specified otherwise).
- e) Receipt of offers in open conditions.
- f) In case any BIDDER is silent on any clauses mentioned in this tender document, IIMBG shall construe that the BIDDER has accepted the clauses as per the invitation to tender and no further claim will be entertained.
- g) No revision in the terms and conditions quoted in the offer will be entertained after the last date and time fixed for receipt of tenders is over.
- h) In case of two bid system the date and time of Price Bid opening shall be intimated to technically qualifying bidders only.
- i) The institute reserves the right to seek clarifications or additional information/ documents from any bidder regarding its technical bid. Such clarification(s) or additional information/document(s) shall be provided within the time specified for the purpose. Any request and response thereto shall be in writing. If the bidder does not furnish the clarification(s) or additional information/document(s) within the prescribed date and time, the proposal shall be liable to be rejected.
- j) In case the day of opening of tender is declared as a Public Holiday or there is non-functioning of the Institute due to any unavoidable reason, the next working day will be treated as a day for the purpose. No separate intimation will be given.

- K. **ONLINE BIDS SUBMISSION:** - The online bids (complete in all respect) must be uploaded online in two covers as explained below:

| COVER – 1 (TECHNICAL BID) | | | |
|---|---|--|----------------|
| (Following documents to be provided as single PDF file) | | | |
| Sr. No. | Documents | Content | File Types |
| 1. | Technical Bid | Technical Bid Summary | .PDF |
| 2. | | Tender EMD details | .PDF |
| 3. | | Bidder's Information as per Annexure- I | .PDF |
| 4. | | Experience- Bidder must have minimum 5 years of experience for operating Cafeteria / canteen / Restaurants services in the Govt/PSU/ Autonomous/Private institution or firm -Annexure- IV | .PDF |
| 5. | | Average Turnover of the last Three Years (22-23,23-24 & 24-25) as per Annexure- V . Ending FY- 2022-23, Certified by Charter accountant. | .PDF |
| 6. | | Acceptance of terms & Conditions as per Annexure- II | .PDF |
| 7. | | The bidder must not be a Blacklisted/Suspended firm or have not been involved in any service-related dispute with any Government/ Semi-Government/ PSUs, in or outside India, as per Annexure-III . | .PDF |
| 8. | | Bank Mandate -(Cancelled cheque leaf of a running bank account should be enclosed for refund purposes Annexure-VII | .PDF |
| 9. | | Other Important Documents <ul style="list-style-type: none">Firm Registration CertificatePAN detailsGST Registration details | .PDF |
| | | | .PDF |
| 10. | | Duly signed and stamped of the entire tender document along with its addendum/corrigendum, if any. | .PDF |
| 11. | | Bid specific authorization as applicable. | .PDF |
| 12. | Note: Institute may ask the vendor/supplier to submit any other certificate/document as it may be considered fit. | .PDF | |
| | | | |
| COVER – 2 FINANCIAL BID (PRICE-BID) | | | |
| Sr. No. | Types | Content | File Types |
| 1. | Financial Bid | Price Bid in given format BOQ only. (Appendix B & A) | .xlsx/ PDF. |

L. ASSISTANCE TO BIDDERS:

- Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the

helpdesk is 1800 233 7315.

M. GENERAL INSTRUCTIONS TO THE BIDDERS:

- The tenders will be received online through portal <https://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in .pdf format.
- Possession of Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/ eToken in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link 'Information about DSC'.
- Bidders are advised to follow the instructions provided in the 'Instructions to the Bidders for the submission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure>.

09. BID EVALUATION

The process of selection of the successful bidder would be determined as under: -

9.1. Stage – 1- Technical Evaluation: The bidders have to submit the documents mentioned in the PART-I (TECHNICAL BID SUMMARY) and as mentioned in the clause Online Bid Submission Procedure – Cover 1 (Technical Bid) & clause. Eligibility criteria will be considered eligible for Stage – 2.

Stage-II Technical evaluation and Score

Following parameters carry 100 marks will be used to evaluate the tenderers credentials based on the presentation and discussion of the team of committee of IIM Bodhgaya.

Format for Evaluation of tendered based on the submission of documents and Presentation:

| SL | Description | Max Marks | Passing Mark |
|----|--|-----------|--------------|
| 01 | <ul style="list-style-type: none"> Experience- Bidder must have minimum 5 years of experience for operating Cafeteria / canteen / Restaurants services in the Govt/PSU/ Autonomous/Private institution or firm -10 marks. Experience for providing Cafeteria / canteen / Restaurants services to any INI (Institute of National Importance) institution for any last 3 years (22-23,23-24 & 24-25) (Additional 2 Marks for each institution -Maximum 5 Marks) | 15 | 10 |
| 02 | <ul style="list-style-type: none"> Average Turnover of the last Three Years (22-23,23-24 & 24-25) – Minimum 10.00 Cr - 10 marks Additional 2 marks for each 5.00 Cr. Over and above the 10.00 Cr- Max 5 marks | 15 | 10 |

| | | | |
|------------------------------------|--|------------|-----------|
| 03 | <ul style="list-style-type: none"> Bidder must have outlet in the food and beverage for providing similar services across country. (If bidder is not original service provider than the original service provider must provide bid specific authorization to participate in the bid) – 10 marks. If the bidder or its original service provider having chain outlet - (Additional 4 Marks for each outlet -Maximum 10 Marks) | 20 | 10 |
| 04 | Certifications: <ul style="list-style-type: none"> Hygiene Rating Certificate-05 mark. Labour Registration-3 mark. EPF Registration-3 mark. ESI registration certificate-03 mark Trademark of the own brands -06 marks | 20 | 10 |
| 05 | Presentation by bidders: - (each point has equal mark) <ul style="list-style-type: none"> Food preparation and services- Process of Quality Control Availability of varieties and brands Process of maintaining cleanliness and hygiene Recruitment and Training process of Manpower | 30 | 20 |
| TOTAL MARKS IN PRESENTATION | | 100 | 60 |

Qualifying Mark- overall 60 marks along with the qualifying mark on each section.

(The Institute will open the financial bids of bidders who have qualified in the Stage -1 and Stage II along with the Passing mark on each Parameters Sl. 01 to Sl. 05 and overall, 60% marks.)

9.3. Stage-3: Financial Bid Evaluation: QCBS 30% of technical score and 70% of financial evaluation as per enclosed financial evaluation sheet.

10. PERFORMANCE SECURITY DETAILS

- The successful tenderer /caterer will have to deposit the performance security deposit of Rs. 1,00,000/- plus three months of rent quoted in the form of DD will be valid for contract period plus three months at the earliest. No interest will be paid by IIM Bodhgaya on the deposit.
- Performance Security will be refunded to the contractor, after it duly performs and completes the contract period in all respect.
- Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- In case, the firm fails to provide the required services within specified period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.

11. CONTRACT PERIOD

- The contract will be initially for a period **of two year** from the date of issue of the order, with a built-in scheme for review of the performance at the end of first year for extension to the next year. Based on satisfactory performance, the contract may be extended maximum up to two years (one year at a time

- 1+1). It may be further extended if required on the same terms & conditions on mutual agreement.
- b. IIM Bodhgaya can terminate the contract with one-month notice in case the services are not found satisfactory vice versa.
 - c. The successful Bidder shall be required to execute a contract agreement with IIM Bodhgaya.
 - d. IIM Bodhgaya reserves the right to amend the terms and conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement. No representation on any amendments issued post order as part of implementation, will be entertained. The party/caterer has to fulfil all genuine working/functional requirements without any additional cost.
 - e. The contract shall be in force for the period stipulated in the contract, and on the expiry thereof, it will be deemed to have been terminated automatically unless otherwise intimated in writing. Further, the contractor will not have any right either contractual or equitable to demand any fresh contract for another term or to continue the same in preference to anyone else.
 - f. Notwithstanding anything contained in other clauses of the Tender document, the contract will automatically terminate if and to the extent that the continuation of the contract or any part thereof become illegal or legally void/untenable for any cause.

13. DELIVERY SCHEDULE

The successful bidder should commence operation from the date notified in writing by the management. **However, the party/caterer would be given minimum 15 days' notice to commence the operation, if not as per work order.**

14. PAYMENT TERMS:

- a. Collect the charges as applicable directly.
- b. Against the official order, the bill is to be made in the name of IIM Bodh Gaya.
- c. No advance payment will be made under any circumstances.
- d. The Taxes are to be deducted at source from the bills of the service provider as per rule.

15. TERMS AND CONDITIONS

15.1. Introduction

The essence of this contract is to serve cooked and ready to eat meals/ Packed food to the students, faculty, staffs & others. The Institute has adopted HIGHEST quality standards for all its activities and the bidders are required to render services meeting stringent standards

15.2. Definitions

Unless repugnant to the subject or context of usage, the following expressions used herein shall carry the meaning hereunder respectively assigned to them, namely.

- a. The expression "Owner" and/or "Institute" occurring in the Tender document shall mean Indian Institute of Management Bodhgaya and shall include its successors and assigns.
- b. The expression "Bidder" shall mean the Tenderer who submits the Tender for the work and shall include the successors and permitted assigns of the Tenderer.
- c. The expression "Contractor" or "Caterer" shall mean the Tenderer selected by the Institute for the performance of the subject work and shall include the successors and permitted assigns of the contractor.
- d. "Officer-in-Charge" shall mean any officer of the Institute or representative authorised to act as the Officer-in-charge for the work or any specified part thereof.
- e. "Work" and "Scope of Work" shall mean the totality of the work/services and supplies of food and materials by expression or implication envisaged in the contract and equipment shall include all material, equipment and labour required for commencement, performance, provision or completion thereof.

- f. "IIMBG" or "IIM Bodhgaya" or "Institute" shall mean Indian Institute of Management Bodhgaya.
- g. "Contract" shall mean the contract for the work and shall include the Notice Inviting Tender, Tender document, the terms and conditions of tender, the Letter of Acceptance, accepted rates and all the documents mentioned in the tender document.

15.3. Essential Technical Requirement

- a. The bidder must have the required and valid statutory registration for rendering the catering services.
- b. No legal proceedings(s) and/or Industrial dispute(s) claiming wages or any other payment from or employments with the principal Employers have been initiated by any present employee or previous employee of the bidder (if a company or proprietorship however previously designated) or of any partner of an affidavit which if found to be false could not only lead to criminal prosecution but could be attended by the termination of the contract and award of the work to another caterer at the caterer's risk and cost of the bidder (if the bidder is a partnership firm). This will have to be supported by an appropriate declaration in the form.
- c. Notwithstanding anything stated in the Tender document, IIM Bodhgaya reserves the right to assess the bidder's capability and capacity to perform the contract (should the circumstances warrant such as assessment in the overall interest of IIM Bodhgaya) and the decision of IIM Bodhgaya in this regard shall be final and binding.

15.4. Electricity, Water and Other Facilities

- a. IIM Bodhgaya shall provide water to contractor and electricity on a chargeable basis to be recovered from the monthly bill. The contractor/caterer will get the electric meter installed at respective kitchens for monthly power consumption and billing.
- b. The contractor will arrange for any additional facilities, utilities, equipment, plates, serving items, and inputs required for the production and service of various items of food.
- e. Notwithstanding anything elsewhere provided herein, the firm may be penalised if the contractor does not rectify any defect in the maintenance, upkeep, hygiene and cleanliness of the kitchen and/or equipment to a state satisfactory to the Officer-in-charge within 30 days of notice in writing.

15.5. Conditions of Work

- a. Efficiency, promptness, quality of food, quality service, good behaviour and politeness of the caterer and his staff are the essence of the contract. The caterer is required to supervise the operations at all working hours and his manager or supervisor shall personally supervise operations in the kitchen and dining area.
- b. Work shall be carried out by the caterer as per the conditions of the contract.
- c. The caterer shall engage fully trained and adequately experienced staff and arrange to provide refresher training course for them as and when required and as per the direction of Institute.
- d. The contractor will require submitting of medical report and police verification of the newly joined employees within 10 days of their joining.
- e. General Hygiene and Sanitation for the Kitchen & supplier/ waiter of the caterer Staff is as follows:
 - i. Staff will be in duty in uniform and strictly follow the instructions given to them while using the kitchen equipment and machines.
 - II. All equipment and tables to remain clean always.
- III. All kitchen accessories should be washed every day with human grade detergent only.
- IV. Dustbins should be periodically emptied and kept covered and Garbage room to be kept closed.
- ix. All walls, ceilings, light fixtures, counter taps and other surface must be free from dust and be in good repair.
- x. No Left-over food should be kept for serving and all cooked and semi-cooked food should be stored properly.

- xi. All kitchen drains should be clean and kept covered.
- f. Entry into IIM Bodhgaya by caterer's personnel will be subject to the issue of gate passes to such personnel for the purpose. Gate passes shall be for a fixed period and shall be issued at the joint request of the caterer and the personnel of the caterer with respect to whom gate passes are sought, in the format prescribed by IIM Bodhgaya in this behalf to be jointly signed by the caterer and the concerned personnel.
- g. The gate pass may be withdrawn without assigning any reason.
- h. The gate passes issued to the caterer's personnel shall not ordinarily exceed the number which will be communicated to him by the Institute from time to time except to meet emergent, casual or temporary requirements.
- i. The caterer's personnel shall not indulge in entertaining their guests/outside in the IIM Bodhgaya premise and shall not loiter in the IIM Bodhgaya premises and shall not normally move out of their specified area of operation.
- j. The caterer shall get the menu approved by the Officer concerned or the representative of the students, if there is any change from the Standard menu already given and forming part of this contract documents. The officer-in-charge may make any subsequent change in the menu in consultation with the Students Committee, and the contractor but with prior approval of the Institute.
- k. The caterer shall make necessary arrangements for regular and prompt collection and disposal of waste generated in the kitchen on a day-to-day basis.
- l. Polythene bags/plastic cups shall not be used in the IIM Bodhgaya premises. Plastic containers/polyethene pouches in which any milk products or eatables are generally sold should be disposed of as quickly as possible.
- J. The Caterer will use only AGMARK / FPO / India Organic certification marked products or products which are at par with the quality standards of this certification. Fresh non - vegetarian stuff to be used. Fresh vegetables to be used for cooking. The caterer should use only such products/articles which conform to the standards laid down in the Food Safety and Standards Act, 2006. The Caterer should use brands of products as mentioned in this tender document. In case of non-availability of the reputed brand, any other brands of similar quality may be considered with prior permission of IIM Bodhgaya Admin/Mess Committee.
- k. When circumstances warrant, caterer should cater for more number of student/staff members even at short notice. Similarly, fluctuations in strength during vacation periods should be accommodated for which the caterer should keep in close liaison with Officer in charge and prepare food accordingly.
- l. Eating plates, serving/ cooking utensils have to be washed every time after use and the eating plates and spoons have to be sterilized every day. Cooking vessels, serving accessories etc., has to be sterilized every week.
- j. Periodically feedback of the mess users will be taken to assess the quality of food and services. Based on the feedback of the mess users, menu will be revised.

15.6. Taxes, Statutory compliance, and Other Regulations

- a. The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
- b. The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to the food items prepared and sold by him to IIM Bodhgaya, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to the preparation, storage and sale of food, including the provisions of the Prevention of Food Adulteration Act, The Essential Commodities Act, and weights and Measures Act and all rules, regulations and orders framed there under.
- c. The contractor is liable for the payment of any and all existing taxes of the Central or State Government

or of any other authority with respect to the contract or any item sold or supplied pursuant thereto or anything was done or services rendered pursuant thereto.

- d. The contractor shall fully comply with all applicable laws, and regulations relating to EPF, ESI. Bonus Act, Minimum Wages Act, Contract Labour (Regulation and Abolition) Act (CLRA), Migrant Labour Act, Essential Commodities Act and/or such other Acts or Laws, regulations passed by the Food Safety and Standards Authority of India (FSSAI), central, states, Municipal and local governmental agency or authority.
- f. The contractor shall be responsible and liable for all the claims of his employees.
- h. The contractor shall obtain an adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work and submit a copy to Officer-in-charge within 30 days.

15.7. Misconduct

The contractor shall keep the Institute indemnified from and against all personal and third party misconduct claims whatsoever arising out of any commission or omission by the contractor or his employees, or representative as the case may be.

15.8. Inspection and Testing by the Institute

- a. The Institute shall be entitled to inspect and/or test by itself or through any of its representative or an independent agency, premises of the contractor and materials stored therein for use pursuant to the contract and/or any ingredient to be used in the preparation of food intended for provision or sale pursuant to the contract.
- b. If any material, item or component intended to be used for the work is found to be unsatisfactory (in which matter the decision of the Institute or his authorized representative shall be final) the contractor shall not use such material, and shall keep the Institute indemnified from and against any claim of infection, poisoning or illness arising from any bad, stale or defective food or material provided by the contractor.

15.09. Interpretation

All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the sub-divisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.

15.10. Vacation of Premises

The contractor shall give vacant possession of the facilities/premises made available to the contractor by IIM Bodhgaya and return all equipment and other items made available by IIM Bodhgaya in good condition after the contractual period is over or if the contract is earlier terminated. Handing over of the vacant possession of the premises and equipment etc, shall be affected within 5 days of the completion of the period of contract or termination of the contract.

15.11. Assignment and Sub- Contracting

The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In the case of an unavoidable circumstance, the contractor shall be able to do it with the approval of the Institute. However, the job shall be sublet only to the party approved by the Institute.

15.12. Rejection of Tender

The Institute reserves the right to reject any or all the Tenders relating to the work under this Tender Document without assigning any reason whatsoever.

15.13. Quantum of Work

The scope of work given is approximate only and may vary in the actual course of execution. The contractor is, therefore, advised to quote very carefully. No claim for the compensation from the contractor shall be entertained due to any variation.

15.14. Force Majeure

The contractor shall not be entitled to claim any compensation from IIM Bodhgaya for the loss suffered by him on account of delay by IIM Bodhgaya in the supply of useable water, electricity etc, where such delay

is covered by difficulties relating to the supply of wagons, force majeure including non-allotment of such materials by controlling authorities, acts of god, acts of enemies of the state/country or any reasonable cause beyond the control of the Institute.

15.15. Penalty Clause

1. Catering

- In the case of any discrepancy (in terms of food or hygiene) or any case of negligence, the appropriate punitive action shall be taken as detailed below: -

| SL | Incident | Detail | Amount in Rs. |
|----|-----------------------------|---|---|
| 1. | Delay in Service | Delay in serving meals/refreshments beyond the stipulated time:20 minute | ₹500 per instance |
| 2. | Poor Quality of Food | Serving stale, undercooked, or unhygienic food | ₹ 1,000 per instance, along with immediate replacement at the vendor's cost |
| 3. | Non-Adherence to Menu | Failure to provide items as per the approved menu | ₹500 per instance |
| 4. | Shortage of Items | Any shortage in quantity or absence of agreed items | ₹300 per item, per instance |
| 5. | Unhygienic Premises & Staff | Unclean kitchen/dining area or staff without proper uniforms, gloves, or caps | ₹500 per day |
| 6. | Repeated Non-Compliance | Three or more violations within a month and May decided by Management | Forfeiting of BG /SD and termination of the contract. |

15.16. Other Conditions

- In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- IIM Bodhgaya reserves the right to accept or reject any or all the tenders in part or in full, without assigning any reason thereof.
- IIM Bodhgaya reserves the right to relax/amend/withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- Conditional tenders shall not be considered.
- IIM Bodhgaya reserves the right to modify/change/delete/add any further terms and conditions prior to the issue of the purchase order.
- IIM Bodhgaya may issue a corrigendum to tender documents before the due date of Submission of the bid. The tenderer is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Bodhgaya. The tenderer is not supposed to incorporate the amendment in the body of the tender document.**

16. IMPORTANT INFORMATION FOR THE BIDDERS

16.1. Expenses to be borne by bidder

All expenses in preparation and submission of bids and visits to the office or any place in connection with the preparation of the Bid shall be borne by the Bidder. IIM Bodhgaya in no case shall be responsible or liable for these costs regardless of the outcome of the bidding process.

16.2. Prices, Taxes, Duties

The bidder should quote firm prices/ rates taking into account of all taxes. Duties, Levies, personal tax, corporate tax and all other expenditure required to be incurred by him/ her for providing required services etc, during the contract period as indicated under this contract and afterwards no variation on any account unless otherwise specifically mentioned will be allowed. The quoted prices for all the items should be only excluding service tax which shall be charged extra to the students at actual on the production of documentary evidence.

16.3. Work at Risk and Cost

The institute reserves the right to get the whole or part of the work executed by some other agency at the

risk and cost of the contractor if it is found that the quality and/or the progress in respect of whole or part of the work is not satisfactory.

16.4. Insurance

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

16.5. Indemnity

The contractor shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Sales Tax, Royalty, Excise duty, Octroi, GST, Works contract etc, and shall keep the institute indemnified against all penalties and liabilities of kind of breach of any such statute ordinance or law/regulations or Bylaws. The contractor shall not employ child labour. Payment to workers must be according to Minimum Wages Act.

16.6. Compliance with the Institute rules and Regulations

The contractor shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline and Decency at and around the work site, Safety Precautions and Safety Regulations.

16.7. Interpretation

All the terms and conditions of contract shall be read in conjunction with all other documents forming part of this contract. Notwithstanding the subdivisions of the documents into these separate sections, every part of which shall be deemed to be supplementary to and complimentary of every part and shall be read with and into the contract.

16.8. Arbitration

In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator be appointed by the Director, Indian Institute of Management Bodhgaya, Uruvela Prabandh Vihar, Bodhgaya and the decision of the Arbitration will be binding on both parties of this agreement.

16.9. Jurisdiction

It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Gaya alone shall have jurisdiction to the exclusion of all other courts in any place in the Union of India so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Gaya.

16.10. Authorization

The Contractor shall submit to the institute the names, designation and specimen signatures of the persons authorised by him to draw materials, sign joint measurements, bills, receive payments, receive instructions/notices etc, behalf of the contractor.

16.11. Access to site

The contractor shall allow unhindered access to the institute and/ or any other party or person, engaged by the Institute to work at the same site and /or to check/regulate /watch /guard/ measure/ inspect, solely or jointly with the contractor.

16.12. Safety and Security

Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.

DRAFT LETTER OF INTENT

To

M/s _____

Sub : Letter of Intent for providing Canteen Services-reg.

Ref: **Tender No:** IIMBG/NIT/CS/ 2025-26 /12, Date: November 26, 2025

Dear Sir,

This is with reference to your tender submitted on for the above referred services.

We are pleased to inform you that your tender for providing Canteen Services, has been accepted in principle.

This letter of intent is issued to you to initiate your take-over plan in such manner that you commence your operations as within 15 days of work order **or** the date notified by the Institute.

The rates will be as per the price list enclosed.

You are required to enter into an agreement with us as per the tender conditions. In case of any dispute, if arises, the decision of Institute will be final and binding.

Please sign and return to us the duplicate copy of this letter as token of your acceptance. Thanking you,

Chief Administrative Officer

DRAFT AGREEMENT

AGREEMENT

The agreement made on this date of (month) 2025 between Indian Institute of Management Bodhgaya, Uruvela, Prabandh Vihar, Bodhgaya – 824234 (herein after referred to as “Institute”) and M/s., (herein after referred to as “Contractor”)

Index of letters and documents forming an agreement with
..... (Contractor).

NAME OF WORK

SUBJECT: Canteen services for Student, Employees and others, at IIM Bodhgaya

1. Tender document N o : IIMBG/NIT/CS/ 2025-26 /12 Date: November 26, 2025 duly filled, signed & submitted by the contractor.
2. Negotiated rates
3. Letter of Intent no. issued by Institute dated

In case of dispute in respect of the services, the dispute at the instance of any party will be referred to a sole Arbitrator by the Director of the Institute in accordance with the provisions of the Conciliation & Arbitration Act.

All the documents/communication exchanged from the Institute from time to time in connection to this agreement also will form part of this agreement.

**Signature of Contractor
(With rubber stamp)**

**Chief Administrative Officer
Indian Institute of Management Bodhgaya**

A. Witnesses

1. Signature :
Name :
Address :

2. Signature :
Name :
Address:

PART-I (TECHNICAL BID SUMMARY) (To be submitted on the letterhead of the bidder)

| | |
|--|--|
| Tender for canteen services at IIM Bodh Gaya | |
| Tender NO: IIMBG/NIT/CS/ 2025-26 /12 Date: November 26, 2025 | |
| Name of the Bidder: | |
| Correspondence Address: | |
| Tel/Mob No.: | |
| Email Id: | |
| Contact Person Name: Mobile | |
| No (Contact Person): | |

Copies of all supporting documents duly signed and stamped by the bidder in support of below particulars must be attached along with this checklist

| S L | Particular | Detail Compliance Y/N | Page No From -To | Remark |
|--------|---|-----------------------------|---------------------|--------|
| 01 | Details of Bid Security Declaration: As per Annexure I | | | |
| 02 | The bidder should be registered as a company as per the Companies Act. Appropriate documents/certificates issued by appropriate authorities should be enclosed to support this, and if it is a partnership firm, a certified copy of the Partnership Deed. | | | |
| 03 | Copy of Permanent Account Number (PAN), | | | |
| 04 | Copy of GST Registration Certificate | | | |
| 05 | <ul style="list-style-type: none"> Experience- Bidder must have minimum 5 years of experience for operating Cafeteria / canteen / Restaurants services in the Govt/PSU/ Autonomous/Private institution or firm -10 marks. Experience for providing Cafeteria / canteen / Restaurants services to any INI institution for any last 3 years (22-23,23-24 & 24-25) (Additional 2 Marks for each institution -Maximum 5 Marks) | | | |
| 06 | <ul style="list-style-type: none"> Average Turnover of the last Three Years (22-23,23-24 & 24-25) – Minimum 10.00 Cr - 10 marks Additional 2 marks for each 5.00 Cr. Over and above the 10.00 Cr- Max 5 marks | | | |

| | | | | |
|----|--|--|--|--|
| 07 | Mandate form for electronic fund transfer / RTGS/other cashless transfer as per Annexure VII | | | |
| 08 | 1. Hygiene Rating Certificate- 05 mark 2. Labour Registration- 03 mark 3. EPF registration – 03 mark 4. ESI registration certificate- 03 mark 5. Trademark of the own brands - 06 marks | | | |
| 09 | Duly signed and stamped of the entire tender document along with its addendum/ corrigendum if any | | | |
| 10 | Bid specific authorization if applicable | | | |
| 11 | Self-declaration certificate for acceptance of all terms and conditions for the tender documents as per Annexure-II | | | |
| 12 | Self-declaration certificate for non-blacklisting by any department/organization as per Annexure III | | | |

Declaration

I/we.....(Name of the Authorized Representative of Bidder) of (Name of the bidder) do hereby declare that the entries made here are true to the best of my/our knowledge. I/We hereby agree to abide by all terms and conditions laid down in tender document.

Place & Date:

(Name & signature with stamp of the bidder)

ANNEXURE – I

Ref: - Tender No: IIMBG/NIT/CS/ 2025-26 /12, Date: November 26, 2025
(Notice Inviting Tender for Canteen Services at IIM Bodh Gaya).

**Format of Bid Security Declaration from bidders in lieu of Earnest Money
Deposit / Bid Security (On Bidders' Letter Head)**

I /We, the authorized signatory of M/s _____, participating in the subject Tender No:
_____, for the job of _____, do
hereby declare that in the event: I / We withdraw / modify our bid during the period of bid validity OR I/We
commit any other breach of tender conditions/ contract which would have otherwise attracted forfeiture of
EMD OR I / We fail to / refuse to initiate the execution of the awarded Contract as per the terms of the Contract
then I / We could be suspended from being eligible for bidding / award of all future tender(s) for a period of two
years.

Signature and seal of authorized signatory

Name of authorized signatory:

ANNEXURE – II

To

Chief Administrative Officer, Administrative Block
Indian Institute of Management Bodh Gaya Uruvela,
Prabandh Vihar
Bodh Gaya, Gaya-824234 (Bihar), India
Phone: 0631-2200238
Email: cao@iimbq.ac.in

Sub: - Self Declaration Certificate

Ref: - Tender No: IIMBG/NIT/CS/ 2025-26 /08, Date: November 2025
(Notice Inviting Tender for Canteen Services at IIM Bodh Gaya).

Dear Sir,

With reference to the above, I am/ We are offering our competitive bids for Notice Inviting Tender for Catering Services at IIM Bodhgaya, I / We hereby reconfirm and declare that I / We have carefully read, understood and complying the above referred tender document including instructions, terms and conditions, specifications, schedule of quantities and all the contents stated therein.

I / We also confirm that the rates quoted by me/us are inclusive of all taxes, duties etc, applicable as on date and are FOR IIM Bodhgaya, and free delivery, unloading at IIM Bodhgaya.

Date:

Authorized Signatory

Place:

Name

Designation:

Contact No.:

Email ID:

ANNEXURE – III

**CERTIFICATE
(to be provided on 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.

Date:

Authorized Signatory

Place:

Name

Designation:

Contact No.:

Email ID:

ANNEXURE – IV

Ref: - Tender No: IIMBG/NIT/CS/ 2025-26 /08, Date: November, 2025
(Notice Inviting Tender for Canteen Services at IIM Bodh Gaya).

Experience detail:

| | Name of the Client | Order no and date | Amount |
|---|--------------------|-------------------|--------|
| <ul style="list-style-type: none"> Experience- Bidder must have minimum 5 years of experience for operating Cafeteria / canteen / Restaurants services in the Govt/PSU/ Autonomous/Private institution or firm -10 marks. | | | |
| Experience for providing Cafeteria / canteen / Restaurants services to any INI institution for any last 3 years (22-23,23-24 & 24-25) (Additional 2 Marks for each institution - Maximum 5 Marks. | | | |

Valid supporting documents are to be attached along with the Annexure-IV

Place

Authorised Signatory

Name

DateDesignation

Contact Detail

SEAL

ANNEXURE – V

Annual Turnover Details:

| Evaluation Criteria | Financial Year | Turnover in Rs. | Remarks |
|--|----------------|-----------------|--|
| <ul style="list-style-type: none"> Average Turnover of the last Three Years (22-23,23-24 & 24-25) – Minimum 10.00 Cr - 10 marks Additional 2 marks for each 5.00 Cr. Over and above the 10.00 Cr- Max 5 marks | 2021-22 | | Supporting Documents are to be attached along with the Annexure-V |
| | 2022-23 | | |
| | 2024-25 | | |

Place

Authorised Signatory

Name

DateDesignation

Contact Detail

SEAL

ANNEXURE – VI

Bidder Information document:-

| SL | Particular | Remark |
|----|---|-------------|
| 01 | Name of the Party | |
| 02 | Date of Incorporation/ Establishment | |
| 03 | PAN Number | |
| 04 | GST Number | |
| 05 | Registered Office Address | |
| 06 | Authorised Signatory detail | Name |
| | | Designation |
| | | Email |
| 07 | Detail of contact other than authorised signatory | Name |
| | | Designation |
| | | Email |

Place

Authorised Signatory

Name

DateDesignation

Contact Detail

SEAL

ANNEXURE – VII

MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER

Date: / /

The Chief Administrative Officer

Indian Institute of Management Bodhgaya

Sub: Authorization for release of payment / dues from Indian Institute of Management Bodhgaya through Electronic Fund Transfer/RTGS/ other cashless facilities.

1. Name of the

Party/Firm/Company/Institute: 2. Address of

the Party:

City _____

Pin Code _____

E-Mail ID _____

Mob No: _____

Permanent Account Number _____

3. Particulars of Bank

Bank Name

Branch

PIN Code

IFSC Code:

Account Type

Account No.

Branch Name

Branch Code

MICR Code

Digit number appearing on the MICR Bank of the Cheque supplied by the Bank, Please attach a Xerox copy of a cheque of your bank for ensuring accuracy of the bank name, branch name and code number)

DECLARATION

I hereby declare that the particulars given above are correct and complete. If any transaction delayed and not effected for reasons of incomplete or incorrect information, I shall not hold Chief Administrative Officer, Indian Institute of Management Bodhgaya responsible. I also undertake to advise any change in the particulars of my account to facilitate updating of records for purpose of credit of amount through NEFT/RTGS/other cashless facilities.

Place: _____

Date: _____

Signature & Seal of the Authorized Signatory of the Party

Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Signature of the Authorized Official from the Bank

Date: _____

N.B: Please fill in the information in CAPITAL LETTERS, computer typed; please TICK wherever it is applicable.

Appendix- B

PART-II (FINANCIAL BID)

(To be submitted on the letterhead of the bidder)

| Tender for: CANTEEN SERVICE IN THE PREMISES (Auditorium lobby) AT IIM BODHGAYA | | | |
|---|--|---|---|
| Tender No: IIMBG/NIT/CS/ 2025-26 /12, Date: November 26, 2025 | | | |
| Name of the Bidder: | | | |
| SL | Particular | Minimum Rate per sqft. in Rs. inclusive of GST. | Rate per sqft. in Rs. exclusive of GST. |
| 01 | Canteen Services for the students and employees Total area- 802sqft. (with equipment as specified in the tender document) | 37/- | |
| | Taxes, if applicable, will be charged on the Rent Amount. | | |

Note: - The area/ space already allocated for the canteen space in the campus is specified in the tender document, if any additional space will be allocated, the rent will be charged proportionally

Weightage for the declaration of H1 will be declared as follows: -

Weightage of Technical Score- 30% (Bidders has to qualify for the Stage-III)

Weightage for the Rent quoted as per Annexure-B- 70%

Calculation for the $QCBS_x$ of xth bidder will be as follows: -

$$QCBS_x = 0.30 \times (TS_x) + 0.70 \times \left(\frac{R_x}{R_h} * 100 \right)$$

Where, TS_x (Calculation out of 100) is the technical score of the xth bidder and R_x is the Rent quoted by the xth bidder, and R_h is highest rent quoted by any bidder among the qualified bidder pool.

Bidder with the highest $QCBS_x$ score will be declared as the successful bidder for the allotment letter for the canteen.

Place

Date

Authorised Signatory

Name

Designation

Contact Detail

SEAL

PART-II : FINANCIAL BID

Appendix-B1

| Rate of Snacks, Refreshment, Meals and other Packed Food | | | |
|--|--|-------------|-------------|
| S.No. | Description | Unit | Rate in Rs. |
| Hot Beverages (Tea / Coffee / Milk) | | | |
| 1 | Tea (Tea Bag) | 100 ml | |
| 2 | Tea-Black | 100 ml | |
| 3 | Tea-Ginger & Lemon | 100 ml | |
| 4 | Coffee | 100 ml | |
| 5 | Coffee Black | 100 ml | |
| 6 | Green Tea | 100 ml | |
| Juice | | | |
| 6 | Lemon water | 200 ml | |
| 8 | Mosambi / Orange | 250 ml | |
| 9 | Pineapple | 250 ml | |
| 10 | Pomegranate | 250 ml | |
| 11 | Banana Shake | 250 ml | |
| Snacks | | | |
| 1 | Samosa (50gm x2 pcs) + chutney + curry | 2pcs/plate | |
| 2 | Kachori (50gm x2 pcs) + chutney + curry | 2pcs/plate | |
| 3 | Veg Sandwich | 2pcs/plate | |
| 4 | Grilled Sandwich | 2pcs/plate | |
| 5 | Potato Sandwich | 2 pcs/plate | |
| 6 | Paneer with cheese Sandwich | 2 pcs/plate | |
| 10 | Veg Pattie-Aloo (100gm) | 1 Piece | |
| 11 | Veg Pattie-Paneer (100gm) | 1 Piece | |
| 12 | Bread / Paneer Pakoda (100gm) | 1 pc | |
| 13 | Maggi/ Noodles plain (150 gm) | Per Plate | |
| 14 | Maggi/ Noodles vegetable (150 gm) | Per Plate | |
| 19 | White/ Red Pasta | 200 gms | |
| 21 | Plain Dosa(150gm) + chutney + sambhar | Per Plate | |
| 22 | Masala Dosa (150gm) + chutney + sambhar | Per Plate | |
| 24 | Vada 2 pc (150gm) + chutney + sambhar | Per Plate | |
| 25 | Rice Idli 2 pc (100gm) + chutney + sambhar | Per Plate | |
| 26 | Utappam 1 pc (150 gm) + chutney + sambhar | Per Plate | |
| 27 | Upma(250gm) + chatni | Per Plate | |
| 28 | Poha with vegetables (150gm) | Per Plate | |
| 36 | Dal Puri (04) | Per Plate | |
| 39 | Veg. Pulao/ Biryani (Basmati Rice) | 150 gms | |

| | | | |
|------------------------------|--|---------|--|
| 40 | Parantha Potato/ Onion-1pc | 100 gms | |
| 41 | Parantha Cauliflower - 1pc | 100 gms | |
| 42 | Parantha Plain - 1pc | 100 gms | |
| 43 | Parantha Paneer - 1pc | 100 gms | |
| 44 | Parantha Sattu - 1pc | 100 gms | |
| Add on -Veg / Non-Veg | | | |
| 1 | Mixed vegetables curry - Seasonal 150 gm | 150 gm | |
| 2 | Mixed vegetables dry - Seasonal 150 gm | 150 gm | |
| 3 | Vegetable bhujija/ Bhaja 150 gm | 150 gm | |
| 6 | Paneer/Vegetable Kofta 150 gm | 150 gm | |
| 7 | Veg/Gobi Manchurian 150 gm | 150 gm | |
| 9 | Paneer Butter Masala 150 gm | 150 gm | |
| 10 | Kadai Paneer | 150 gm | |
| 12 | Chilli Paneer | 150 gm | |
| 13 | Kabuli Channa (Chola) | 150 gm | |
| 14 | Rajma Curry | 150 gm | |
| 18 | Fried rice | 150 gm | |
| 21 | Manchurian (2 pieces) curry | 150 gm | |
| 22 | Boiled Eggs (1pc) | 150 gm | |
| 28 | Half Fry egg / Poached egg | 150 gm | |
| 29 | Egg (2pc) + curry | 150 gm | |
| 30 | Egg Bhurji - 1 eggs | 150 gm | |
| 33 | Omelette – 1 eggs | 2 pcs | |
| 36 | Chicken Curry (100gms chicken + 50gms curry) | 100 gm | |
| 37 | Chicken Biryani (3 pc chicken) | 300 gm | |
| 38 | Fish curry (1pc 75 gram) + curry | 250 gm | |
| 39 | Fish Fry 2pc (150 gm) | 150 gm | |
| SOUP | | | |
| 2 | Veg Manchaw soup | 150 ml | |
| 5 | Chicken Manchaw soup | 150 ml | |
| Sweets | | | |
| 1 | Gajar/ Moog dal Halwa | 100 gm | |
| 2 | Gulab Jamun (30gm x 2 pcs) | 2 pcs | |

| Lunch/Dinner | | | |
|------------------------|--|-------------|--------------------|
| S.No. | Description | Unit | Rate in Rs. |
| 1 | 4 Poori/ 4 Chapati + Bhaji/ Sabji | per plate | |
| 2 | Basmati Chawal 200 gms + Rajma | per plate | |
| 3 | Basmati Chawal 200 gms + Dal | per plate | |
| 4 | Basmati Chawal 200 gms + Chole | per plate | |
| 5 | Basmati Chawal 200 gms + Kadhi | per plate | |
| 6 | Veg Thali (2 Vegetable + 1 Dal + 4 Chapati + Rice) | per plate | |
| Any other Items | | | |
| 1 | | | |
| 2 | | | |
| 3 | | | |
| 4 | | | |
| 5 | | | |

Note: - Quoted rate is inclusive of all applicable taxes and other charges. Menu may be modified by the committee and rates may be also decided by the committee with mutual consent of service provider.

Terms and Conditions

1. Quote shall be inclusive of all applicable taxes and other charges, and it is indicative only.
2. If rate quoted by the bidder seems to be unreasonable, the quoted rate will be evaluated/ Moderated by the committee constituted by the Institute Management and the decision will be taken accordingly
3. Packed food / drink / items price cannot be charged above MRP in any condition
4. Packed food / drink / items price must be similar to the open market rate.
5. Menu may be modified based on the requirement & seasonal demand by the committee constituted by the Institute Management