

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 (TLA)

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/Canteens for the following work: -

Brief Details of Tender:

Work Description	Approx value of the Contract per annum in Rs.	EMD in Rs.
Canteen Services for the student and employees (Meals, Snacks, Refreshment) (Apart from Hostel Mess)	40.00 lakhs.	80000/-

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	16-01-2024	15.00 hrs.
02	Pre-Bid Meeting Date and Time Bid	22-01-2024	15.00 hrs.
03	Submission Start Date and Time	23-01-2024	10.00 hrs.
04	Bid Submission Close Date and Time	06-02-2024	15.00 hrs.
05	Date and Time Opening of Technical Bids	07-02-2024	16.00 hrs.
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	

TABLE OF CONTENTS

SL	Description	Page No
1	ABOUT IIM BODHGAYA	4
2	SCOPE OF WORK, TECHNICAL SPECIFICATION	4
3	EARNEST MONEY DEPOSIT DETAILS	6
4	OID, ELIGIBILITY CRITERIA AND TECHNICAL CRITERIA	6
5	SUMMARY ON ESSENTIAL INFRASTRUCTURE AND PROVISIONS BY PARTIES/CANTEEN, PAYMENT TERMS	7
6	FINANCIAL BID DETAILS	12
7	AVAILABILITY OF TENDER	–
8	PREBID MEETING	8
9	BID VALIDITY PERIOD	8
10	BID SUBMISSION	9
11	BID OPENING	9
12	BID EVALUATION	14
13	PERFORMANCE SECURITY DETAILS	15
14	CONTRACT PERIOD	15
15	DELIVERY SCHEDULE	16
16	TERMS AND CONDITIONS	16
17	IMPORTANT INFORMATION FOR THE BIDDERS	20
18	DRAFT LETTER OF INTENT	22
19	DRAFT AGREEMENT	23
20	PART-I (TECHNICAL BID SUMMARY)	24
21	ANNEXURE – I	26
22	ANNEXURE – II	27
23	ANNEXURE – III	28
24	ANNEXURE – IV	29
25	ANNEXURE – V	30
26	ANNEXURE –VI	31
27	ANNEXURE – VII	32
28	PART II FINANCIAL BID	33
29	ANNEXURE – A	34

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

- I. The Institute offers residential programs in management to around 1100+ students. There are approx. 1000 employees working with the institute. The institute require canteen facilities to cater casual requirement like Tea, Snacks, Breakfast, meals, refreshment, and Packed food.
- II. 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.
- III. The kitchen, Storage, Display and Dining need to be established at the provided specific space in the campus. This canteen is apart from the Hostel Mess which is already serving 4 times meals including Breakfast, lunch, evening snacks and dinner.

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
One primary location with the facility of kitchen with equipment (listed below), store and other satellite locations based on the requirement	Tea, Breakfast, Snacks, refreshment, and meals as per menu	7 days in week timing will be as per demand and decision of committee.
Outdoor catering	As per requirement	On Demand and With Prior Intimation Within Campus Only

Note:- Satellite location will have only space, no equipment/ furniture will be provided.

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. During the contract tenure, if the equipment gets damaged and beyond repairable, then the service provider will be liable to pay the depreciated value of the particular equipment as per the government norms.

Sl.	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 / conty 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 work table complete in all respects	900x675x850+150	1
20	salamander 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 griller complete in all respects	JAMBO	1
25	Toaster 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.

- a) 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. During the contract tenure, if the furniture & fixture gets damaged and beyond repairable, then the service provider will be liable to pay the depreciated value of the particular furniture & fixture as per the government norms. The dining area will belong to IIM Bodh Gaya and dining setup has to be altered by the bidder based on the requirement of IIM Bodh Gaya.
- b) 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.
- b) 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/management.

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/Management 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.

2.9 Outdoor Catering (ODC)

You will be required to arrange for outdoor catering within the campus premises. The rates offered for the standard menu will remain same for the outdoor catering anywhere within the campus. The Institute will not bear any extra charges for setting up of the buffet, transport, and other arrangements. The rates by the committee constituted by the Management, if ordered different menu would be applicable.

3. EARNEST MONEY DEPOSIT (EMD) DETAILS

- 3.1. **EMD of Rs. 80000/- (Rupees: - Eighty Thousand only)** in the form of demand draft/ banker's cheque from nationalised/scheduled bank in favour of Indian Institute of Management Bodh Gaya, payable at Bodh Gaya, should be submitted. The EMD should be valid for at least 180 days.
- 3.2. The firms registered with National Small Industries Corporation (NSIC)/ Ministry of Micro, Small and Medium Enterprises (MSMEs) Start-ups for these services are exempted from EMD. However, they must submit valid self-attested registration certificate(s) with their tender to this effect.
- 3.3. EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee/ Security deposit.
- 3.4. In the case of successful tenderer, the EMD may be adjusted towards the Performance Guarantee on request of tender.
- 3.5. The amount of EMD is liable to be forfeited if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Bank Guarantee.
- 3.6. No interest will be paid on the EMD / Performance Guarantee/ Security deposit.
- 3.7. The details pertaining to EMD are to be filled as per **Annexure-I**.

4. OTHER IMPORTANT DOCUMENTS (OID), ELIGIBILITY CRITERIA AND TECHNICAL CRITERIA

4.1. Other Important Documents

Firm Registration Certificate, PAN, G S T , Valid food & FSSAI license etc, details are to be submitted/provided.

4.2. Eligibility Criteria

- a) 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**.

- b) 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**.
- c) Experience- Bidder must have minimum 5 years of experience for operating canteen services in the Govt/PSU/ Autonomous Institutions/NIRF 100 Institutions / BSE or NSE Listed Companies **Annexure-IV**.
- d) The average Annual Turnover of last 3 financial year (2020-21, 2021-22 and 2022-2023) or latest should be at least **03.00 cr.** CA Certificate Annual turnover are to be submitted as per the **Annexure-V**.
- e) The firms should have valid food license issued by Food Safety and Standards Authority of India (FSSAI) for their existing business. If bidder is applying as franchisee / Partner bidder shall have own FSSAI license.
- f) Bidder has to submit bid specific Authorization if the bidder is not original Service provider/ Partner/ Franchisee owner.
- g) Bidder should submit the statutory documents as mentioned in the **Annexure VI**
- h) 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 and Medium Enterprises (MSMEs) on submission of valid documents for Experience and Turnover.

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

The parties/Canteens 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/Canteens that they should visit the premises to check for condition and to visualize the investment, The Institute reserve rights to take actions against parties/Canteens, as deemed fit. It may include termination of the contract if parties/Canteens' 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 and other 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/Canteens 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/management 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 / Management before use.

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

Note: Prior permission of IIM Bodhgaya Admin/Management is required before introducing equivalent brands.

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

1. The fresh and perishable items should preferably be procured daily/bi-weekly basis. To be checked by management or member nominated to do so.
2. The parties/Canteens will be provided with water free 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 **22-01-2024 at 1500 Hrs.** in IIM Bodh Gaya through online mode in the link meet.google.com/abv-kxdo-vhh.

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.

- a) 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.
- b) 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.
- c) 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.
- d) 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:

- a) 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.
- b) 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.
- c) 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.
- d) 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:

- a) Bidders should consider any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) 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.

- d) 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 the 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 L1 bidder will be declared based on the 60% weightage of Technical and 40% weightage of the rent quoted as per **Annexure-B**
- c) Online submission of the bid will not be permitted on the portal after expiry of submission time and the Bidder shall not be permitted to submit the same by any other mode.
- d) 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 tempered/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:

- e) IIMBG will evaluate technical and financial acceptable offers on landed net Price basis inclusive of all taxes and levy.
- f) Offer which deviates from the vital conditions (as illustrated below) of the tender shall be rejected:
- g) Non submission of complete documents required as per tender document.
- h) Receipt of offers after due date and time and or by email/fax (unless specified otherwise).
- i) Receipt of offers in open conditions.
- j) 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.
- k) 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.
- l) In case of two bid system the date and time of Price Bid opening shall be intimated to technically qualifying bidders only.
- m) 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.
- n) 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 Annexure-I	.PDF
3.		Bidder's Information as per Annexure-	.PDF
4.		Experience- Bidder must have minimum 5 years of experience for operating canteen services in the Govt/PSU/ Autonomous Institutions/NIRF100 Institutions / BSE or NSE Listed Companies Annexure- IV	.PDF
5.		Average Turnover of the last Three Years (20-21,21-22 & 22-23) – Minimum 3.00 Cr as per Annexure- V . 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 Certificate • PAN details • GST Registration details 	.PDF
			.PDF
10.		Duly signed and stamped of the entire tender document along with its addendum/ corrigendum, if any.- Annexure-II	.PDF
11.		Bid specific authorization/ Franchisee/ partner as applicable.	.PDF
12.	Note: Institute may ask the vendor/supplier to submit any other certificate/document as it may deem fit.	.PDF	
COVER – 2 FINANCIAL BID (PRICE-BID)			
Sr. No.	Types	Content	File Types
1.	Financial Bid	Price Bid in given format BOQ /PDF only. (annexure B)	.xlsx/ PDF.

L. ASSISTANCE TO BIDDERS:

- a) 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.
- b) 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:

During the stage -1 Technical Evaluation, the document submitted with respect to the clause 04 (OTHER IMPORTANT DOCUMENTS(OID),ELIGIBILITYCRITERIA AND TECHNICAL CRITERIA) in the tender documents and Technical bid summary (cover-1) will be evaluated by the committee and the result of the stage-1 will be published on Institute website (<https://iimbg.ac.in/category/tenders/>). Only Qualified bidders of stage -1 will be considered for the Technical evaluation of stage -2 as per table-A

9.2. Stage-2: Marking based on the Submitted documents and Presentation of Technically Qualified Bidder's at IIM Bodhgaya / Online as per Table A:

Presentation in front of the Tender/ Bid Evaluation Committee of IIM Bodhgaya by the bidders.

Table A:-

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

SL	Description	Max Marks	Passing Mark
01	Experience- Bidder must have minimum 5 years of experience for operating canteen services in the Govt/PSU/ Autonomous Institutions/NIRF 100 Institutions / BSE or NSE Listed Companies - 06 marks . Experience for providing canteen services to any INI institution or NIRF 100 institutions for last 3 years (20-21,21-22 & 22-23)- additional 2 Marks for each institution. (Maximum 4 Marks)	10	06
02	Average Turnover of the last Three Financial Years (20-21,21-22 & 22-23) – Minimum 03.00 Cr - 04 marks Additional 2 marks for each 1.00 Cr. Over and above the 03.00 Cr	10	06
03	Bidder should have three (03) stores in the food and beverage for providing similar services, if bidder is not original service provider, then the original service provider must provide bid specific authorization to participate in the bid – 10 marks . Additional Two (02) marks for each additional store. Maximum Twenty (20) marks overall. (individual store must have separate FSSAI license)	20	10
04	Certifications: 1. The firms should have valid food licenses issued by Food Safety and Standards Authority of India (FSSAI) for their existing business, if applicable. - 04 marks* 2. Hygiene Rating Certificate- 02 mark 3. ISO Certifications at least 02 related certificates- 04 mark 4. Labour Registration, EPF and ESI registration certificate- 06 mark* 5. Trademark of the own brands - 04 marks*	20	10

05	Presentation by bidders: - 1. Food preparation and services 2. Process for the Quality Control services. 3. Availability of varieties and brands 4. Process of maintaining cleanliness and hygiene 5. Profile of the Manpower- Skill development process 6. Detail and variety of the Brand available with bidders	40	20
TOTAL MARKS IN PRESENTATION		100	

Qualifying Mark- 60 out of 100

Based on the Evaluation of tender as per Table A above, bidder has to score minimum 60 marks along with the sectional cutoff as specified, will be declared qualified for the opening of financial bid(stage-3)
The Weightage of Technical- 60% for the financial calculation.

9.3. Stage-3: Financial Bid Evaluation:

The Institute will open the financial bids of bidders who have qualified in the Stage -1 and Stage II along with the sectional cut off on each Parameters Sl. 01 to Sl. 05, overall, 60 marks. And the letter of allotment will be issued to the bidder declared L1 based on the 40% weightage of rent H1 (Highest).

Note:- if any additional menu to be introduced, the rate of the menu will be decided by the Committee constitute by the management based on the analysis of market price/ rate.

10. PERFORMANCE SECURITY DETAILS

- The successful tenderer /Canteen will have to deposit the performance security deposit of Rs. 1,20,000/- 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.
- IIM Bodhgaya can terminate the contract with one-month notice in case the services are not found satisfactory vice versa.
- The successful Bidder shall be required to execute a contract agreement with IIM Bodhgaya.
- 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/Canteen has to fulfil all genuine working/functional requirements without any additional cost.
- 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.

12. DELIVERY SCHEDULE

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

13. PAYMENT TERMS:

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

14. TERMS AND CONDITIONS

14.1. Introduction

The essence of this contract is to serve the casual requirement for the Snacks/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

14.2. 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.

- 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.
- 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.
- The expression "Contractor" or "Canteen" 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.
- "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.
- "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.
- "IIMBG" or IIM Bodhgaya" or "Institute" shall mean Indian Institute of Management Bodhgaya.
- "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.
- "Startup" means an entity, which is registered in India not over five years and the annual turnover not exceeding Rs.25 crore in any financial year. It is an entity which works towards innovation, development, deployment or commercialization of new products and services driven by technology or intellectual property. Entity not formed by splitting up/ reconstruction of a business already in existence. Entity will not be considered a Startup if its turnover in the previous financial years has exceeded Rs. 25 crore or has

completed 5 years from the date of formation.

14.3. Essential Technical Requirement

- a. The bidder must have the required and valid statutory registration for rendering the canteen 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 Canteen at the Canteen 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.

14.4. Electricity, Water and Other Facilities

- a. IIM Bodhgaya shall provide water free of cost and electricity on a chargeable basis. The contractor/service provider shall require installing the electric meter in the respective kitchen areas with the approval of the engineering section of the Institute. Service provider required to pay The electricity charges on Monthly basis as per the rate decided by the institute.
- 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.

14.5. Conditions of Work

- a. Efficiency, promptness, quality of food, quality service, good behaviour and politeness of the Canteen and his staff are the essence of the contract. The service provider 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 Canteen as per the conditions of the Letter for the allotment.
- c. The Canteen 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 Canteen 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 Canteen 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 Canteen and the personnel of the Canteen with respect to whom gate passes are sought, in the format prescribed by IIM Bodhgaya in this behalf to be jointly signed by the Canteen and the concerned personnel.

- g. The gate pass may be withdrawn without assigning any reason.
- h. The gate passes issued to the Canteen 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 Canteen 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.
- k. The Canteen 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 Canteen 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 Canteen should use only such products/articles which conform to the standards laid down in the Food Safety and Standards Act, 2006. The Canteen 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/Management.
- k. When circumstances warrant, Canteen 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 Canteen 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. The mess hall and kitchen has to be disinfected every month by the Canteen. It is reiterated that no dented cooking utensils and no chipped crockery will ever be used in the canteen.
- m. 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.

14.6. 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.

14.7. 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.

14.8. 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.

14.09. 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.

14.10. 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.

14.11. 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.

14.12. 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.

14.13. 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.

14.14. 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.

14.15. Penalty Clause

1. Catering

- a. Any member of the designated student committee or officer-in-charge or any authorised person can inspect the mess, kitchen or any process without any prior notice to the Canteen.
- b. In the case of any discrepancy (in terms of food or hygiene) or any case of negligence, the appropriate punitive action shall be taken.

14.16. Other Conditions

- a. 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.
- b. IIM Bodhgaya reserves the right to accept or reject any or all the tenders in part or in full, without assigning any reason thereof.
- c. 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.
- d. Conditional tenders shall not be considered.
- e. IIM Bodhgaya reserves the right to modify/change/delete/add any further terms and conditions prior to the issue of the purchase order.
- f. **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.**

15. IMPORTANT INFORMATION FOR THE BIDDERS

15.1. 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.

15.2. 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.

15.3. 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.

15.4. 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.

15.5. 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.

15.6. 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.

15.7. 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.

15.8. 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.

15.9. 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.

15.10. 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.

15.11. 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.

15.12. 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/ 2023-24 /03, Date: January 16, 2024

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 allotment order **or** the date notified by the Institute.

The rates will be as per the price list enclosed as Annexure-1.

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

Encl: Annexe – 1

DRAFT AGREEMENT

AGREEMENT

The agreement made on this date of (month) 2024 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/ 2023-24 /03 Date: January 16, 2024 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/ 2023-24 /03 Date: January 16, 2024	
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

SL	Particular	Detail Compliance Y/N	Page No From -To	Remark
0 1	Details of EMD: DD/Bankers cheque/ Cheque Date:- Bank:- As per Annexure I			
0 2	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.			
0 3	Copy of Permanent Account Number (PAN),			
0 4	Copy of GST Registration Certificate			
0 5	Experience- Bidder must have minimum 5 years of experience for operating canteen services in the Govt/PSU/ Autonomous Institutions/NIRF 100 Institutions / BSE or NSE Listed Companies -06 marks. Experience for providing canteen services to any INI institution or NIRF 100 institutions for last 3 years (20-21,21-22 & 22-23)- additional 2 Marks for each			

institution. (Maximum 4 Marks) Annexure-IV				
06	Average Turnover of the last Three Years (20-21,21-22 & 22-23) – Minimum 03.00 Cr - 04 marks Additional 2 marks for each 1.00 Cr. Over and above the 03.00 Cr			
07	Mandate form for electronic fund transfer / RTGS/other cashless transfer as per Annexure VII			
08	<ol style="list-style-type: none"> The firms should have valid food licenses issued by Food Safety and Standards Authority of India (FSSAI) for their existing business, if applicable. -04 marks* Hygiene Rating Certificate-02 mark ISO Certifications at least 02 related certificates- 04 mark Labour Registration, EPF and ESI registration certificate-06 mark* Trademark of the own brands -04 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

To

The Chief Administrative Officer
Indian Institute of Management Bodhgaya
Uravela, Prabandh Vihar,
Bodhgaya 824234, Bihar

Sub: - Tender EMD Details.

Ref: - Tender No: IIMBG/NIT/CS/ 2023-24 /03, Date: January 16, 2024
(Notice Inviting Tender for Canteen Services at IIM Bodh Gaya).

Dear Sir,

The following demand draft/banker's cheque/ bank guarantee in favour of IIM Bodhgaya are enclosed herewith towards EMD

Detail of DD/BC/BG	Amount	No. and Date	Bank Name
Earnest Money Deposit			

Thanking you

Yours faithfully,

(Authorised Signatory with Seal)

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@iimbg.ac.in

Sub: - Self Declaration Certificate

Ref: - IIMBG/NIT/CS/ 2023-24 /03, Date: January 16, 2024
(Notice Inviting Tender for Canteen Services at IIM Bodhgaya).

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)

Tender Ref:- IIMBG/NIT/CS/ 2023-24 /03, Date: January 16, 2024

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

Tender Ref:- IIMBG/NIT/CS/ 2023-24 /03, Date: January 16, 2024

Experience detail:

	Name of the Client	Order no and date	Amount
Experience- Bidder must have minimum 5 years of experience for operating canteen services in the Govt/PSU/ Autonomous/BSE or NSE Listed Companies/ -06 marks.			
Experience for providing canteen services to any INI institution for last 3 years (20-21,21-22 & 22-23)- additional 2 Marks for each institution. (Maximum 4 Marks)			

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

Place

Authorised Signatory

Name

Date Designation

Contact Detail

SEAL

ANNEXURE – V

Annual Turnover Details:

Tender Ref:- IIMBG/NIT/CS/ 2023-24 /03, Date: January 16, 2024

Evaluation Criteria	Financial Year	Turnover in Rs.	Remarks
Average Turnover of the last Three Years (20-21,21-22 & 22-23) - Minimum 3.00 Cr - 04 marks Additional 2 marks for each 1.00 Cr. Over and above the 3.00 Cr	2020-2021		Supporting Documents are to be attached along with the Annexure-V
	2021-2022		
	2022-2023		

Place

Authorised Signatory

Name

Date Designation

Contact Detail

SEAL

ANNEXURE – VI

Statutory Documents:

Tender Ref:- IIMBG/NIT/CS/ 2023-24 /03, Date: January 16, 2024

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.

ANNEXURE- B

PART-II (FINANCIAL BID)
(To be submitted on the letterhead of the bidder)

Tender for: CANTEEN SERVICE IN THE PREMISES (Different Places) AT IIM BODHGAYA premises			
Tender No: IIMBG/NIT/CS/ 2023-24 /03, Date: January 16, 2024			
Name of the Bidder:			
SL	Particular	Rent per sqft. In Rs. Per Month	Total rent in Rs. Per Month
01	Canteen Services for the students and employees (Meals, Snacks, Refreshment) Current total area approx. Service area- 255.75 sqft Storeroom- 152.09 sqft Kitchen Area- 394.28 sqft Total area- 802sqft. (with equipment as specified in the tender document) Satellite spaces: - Pantry in Academic building ground floor- Approx 750 sqft. (without equipment and furniture) Total Area- Approx. 1552.00 sqft.		
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- 60% (Bidders has to qualify for the Stage-III)

Weightage for the Rent quoted as per Annexure-B- 40%

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

$$QCBS_x = 0.60 \times TS_x + 0.40 * \frac{R_x}{R_h}$$

Where, TS_x 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

PART-II : Proposed Menu for the Canteen at IIM Bodh Gaya

Annexure-A

Indicative Rate of Snacks, Refreshment and Meal

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	
Juice			
6.	Lemon Soda	200 ml	
7.	Mixed Juice	250 ml	
8.	Badam Shake	250 ml	
Snacks			
9.	Samosa (50gm x2 pcs) + chutney + curry	2pcs/plate	
10.	Kachori (50gm x2 pcs) + chutney + curry	2pcs/plate	
11.	Veg Sandwich	2pcs/plate	
12.	Grilled Toast Sandwich	2pcs/plate	
13.	Potato Sandwich	2 pcs/plate	
14.	Paneer with cheese Sandwich	2 pcs/plate	
15.	Aloo Chat/Samosa Chat	2pcs/plate	
16.	Veg Pattie-Aloo (100gm)	1 Piece	
17.	Veg Pattie-Paneer (100gm)	1 Piece	
18.	Bread pakoda (100gm)	1 pc	
19.	Noodles veg (150 gm)	Per Plate	
20.	Noodles chicken (150 gm)	Per Plate	
21.	White/ Red Pasta	200 gms	
22.	Plain Dosa(150gm) + chutney + sambhar	Per Plate	
23.	Masala Dosa (150gm) + chutney + sambhar	Per Plate	
24.	Vada 2 pc (150gm) + chutney + sambhar	Per Plate	
25.	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	
29.	Pav Bhaji (2 pav (100gm) + bhaji)	Per Plate	
30.	Chholey Bhature (Two Bhature + Chole +Pickle)	Per Plate	
31.	Sprout Salads (Chana, Moong, Moth dal sprouts + vegetables)	150 gms	
32.	Stuffed sattu Litti(4) + Chokha (Potato+Brinjal +Tomato)	Per Plate	

33.	Veg. Pulao/ Biryani (Basmati Rice)	250 gms	
34.	Paratha Plain - 1pc	100 gms	
35.	Paratha Paneer - 1pc	100 gms	
36.	Paratha Sattu/ Potato/ Onion/ Cauliflower - 1pc	100 gms	
Add on -Veg / Non-Veg			
37.	Mixed vegetables curry - Seasonal	150 gm	
38.	Mixed vegetables dry - Seasonal	150 gm	
39.	Vegetable bhujiya/ Bhaja	150 gm	
40.	Paneer/Vegetable Kofta	150 gm	
41.	Veg/Gobi Manchurian	150 gm	
42.	Paneer Butter Masala	150 gm	
43.	Kadai Paneer	150 gm	
44.	Chilli Paneer	150 gm	
45.	Kabuli Channa (Chola)	150 gm	
46.	Rajma Curry	150 gm	
47.	Fried rice	150 gm	
48.	Manchurian (2 pieces) curry	150 gm	
49.	Boiled Eggs (1pc)	1 pcs	
50.	Half Fry egg / Poached egg	2 pcs	
51.	Egg (2pc) + curry	150 gm	
52.	Egg Bhurji - 1 eggs	1 pcs	
53.	Omelette – 1 eggs	1 pcs	
54.	Chicken Curry (100gms chicken + 50gms curry)	150 gm	
55.	Chicken Biryani (3 pc chicken)	300 gm	
56.	Fish curry (1pc 75 gram) + curry	250 gm	
57.	Fish Fry 2pc (150 gm)	150 gm	
SOUP			
58.	Veg soup	150 ml	
59.	Chicken soup	150 ml	
Sweets			
60.	Gulab Jamun/ White Rasgulla (30gm x 21pcs)	2 pcs	
Lunch/Dinner			
S.No.	Description	Unit	Rate in Rs.
61.	4 Poori/ 4 Chapati + Bhaji/ Sabji	per plate	
62.	Basmati Chawal 250 gms + Rajma	per plate	

Tender No: IIMBG/NIT/CS/ 2023-24 /03

Date: January 16, 2024

63.	Basmati Chawal 250 gms + Chole	per plate	
64.	Basmati Chawal 250 gms + Kadhi	per plate	
65.	Veg Thali (2 Vegetable + 1 Dal + 4 Chapati + Rice)	per plate	
TOTAL in Rs.			

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 is 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 price can not be above MRP in any condition.
4. Menu may be modified based on the requirement & seasonal demand by the committee constituted by the Institute Management.