

**NOTICE INVITING TENDER (NIT)**  
**(E-PROCUREMENT MODE)**  
**FOR**  
**MESS AND CATERING SERVICES**  
**AT IIM JAMMU**

**Tender Ref. No: IIMJ/NIT/Mess-Catering/2020-21/01**

**Dated: 05.04.2020**

Website:

<http://www.iimj.ac.in/tender-and-notice>  
<https://www.eprocure.gov.in/eprocure/app>

Address To:

Chief Administrative Officer  
Indian Institute of Management Jammu  
Old University Campus, Canal Road  
Jammu- 180016 (J&K)

## Notice Inviting Tender (E-Procurement Mode)

Reference No: IIMJ/NIT/Mess-Catering/2020-21/01

Dated: 05.04.2020

### Notice Inviting Tender (NIT)-(E-Procurement Mode) for Mess and Catering Service at IIM Jammu

Indian Institute of Management Jammu, an autonomous body, under the Ministry of Human Resources Development, Government of India invites E-Tenders / online bids for providing Mess and Catering Services at IIM Jammu. Interested Agencies meeting the eligibility criteria as per tender document may submit their tenders for providing Mess and Catering Service at IIM Jammu, complete in all respect.

The Important information related to tender are as follows:

Date of Issue/Publishing	05.04.2020
Document Download/Sale Start Date	05.04.2020 from 9 AM onwards
Document Download/Sale End Date	29.04.2020 @ 03:00 PM
Last Date and Time for Uploading of Bids	29.04.2020 @ 04:00 PM
Last Date and Time for receipt of queries	20.04.2020 @ 4.00 PM
Date and Time of Opening of Technical Bids	30.04.2020 @ 3.00 PM
Date of Opening of Financial Bids	will be informed later
Estimated Cost	Approximately Rupees 1.5 Cr. (Rupees One Crore & Fifty Lakh only) per annum
Tender Process Fee (Non-refundable) <b>Not exempted</b>	Rs.1,180/- (Rupees One Thousand One Hundred and Eighty only) Including GST
Cost of Tender Document/ Registration Fee	Nil
EMD (Earnest Money Deposit)	Rs. 3,00,000/- (Rupees Three Lakh only)
Performance Security	5% of Estimated Contract Value
Location of the service	Indian Institute of Management Jammu, Old University Campus Canal Road, Jammu-180016 (J & K)
Contact Details	Chief Administrative Officer Ph: 0191-2585837 cao@iimj.ac.in
Commencement of service	June 2020
Pre bid meeting date (For any query related to tender)	18.04.2020 @ 2.30 PM
For site visit	Any working day upto 4.00 PM
Period of Contract	Period of contract will be initially for 01 Year which may be extended further two years on one year extension + one year extension basis i.e (1 yr. + 1 yr ext.+1 yr ext) on same rate and terms & conditions.

**Note:** The bidders are requested to read the tender document carefully and ensure compliance with all specifications/instructions herein. Non-compliance with specifications/instructions in this document may disqualify the bidders from the tender exercise.

**Chief Administrative Officer**

## 1. BACKGROUND

- 1.1 Indian Institute of Management Jammu, hereinafter known as IIM Jammu is one of the Institutions of National Importance (INIs) in India governed by the Indian Institute of Management Act 2017 under the Ministry of Human Resources Development (MHRD), Government of India. The Institute imparts quality education in Management and conducts postgraduate programme in management.
- 1.2 IIM Jammu is operating from its temporary campus at the Old University Campus, Canal Road, Jammu, since August 2016.
- 1.3 IIM Jammu invites e-tenders / online bids for providing Mess and Catering Services at IIM Jammu.

## 2. SCOPE OF WORK:

- 2.1 The Contractor is expected to provide the Breakfast, Lunch, Evening Tea with snacks, Dinner High Tea, Special Lunch/ Dinner etc. in Student Mess/Faculty Dining Hall/designated place as desired by IIM Jammu admin, for Students, Staffs, Guests and visitors of IIM Jammu.
- 2.2 **Cooking and serving meals.**

Sl. No.	Grouping of Diners	Diners Year 1	Diners Year 2	Diners Year 3	Meal Options	Meal Category	Location
1.	Students	280	360	360	All meals + Snacks	Standard	IIM Jammu Campus, Hostel Block
2.	Faculty	10	20	30	Breakfast & Lunch	Standard	IIM Jammu Academic Block
3.	Faculty Guest House	3	3	3	Breakfast & Dinner	Standard	Faculty Guest House
4.	High Tea	As per requirement	As per requirement	As per requirement	All meals + Snacks	Deluxe	IIM Jammu
5.	Special Meal (Lunch/Dinner)	As per requirement	As per requirement	As per requirement		Deluxe	IIM Jammu

The number of people / person may increase or decrease in any month.

- 2.3 After every meal (breakfast, lunch, evening tea and dinner) all the plates, cups, bowls, water glass, spoons, forks, knives, etc., are to be cleaned in soap solution and dried and kept ready for next meal. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal. The cleaning material used should be from **the approved brands**.

### List of approved brands for material

Sr. No	Consumables & Tools	Brands
	Mops	Taski, Unger, Roots, Cam, Gala, Scotch Brite
	Garbage Cover	Plasto, Local
	Paper Items	Pudumjee, Origami, Mystair, JK
	Cleaning Pads	3M, Scotch Brite
	Cleaning Cloth	Taski, Unger, Gala, 3M, Scotch Brite

	Tools	Taski, Unger, Roots, Gala, Cam, Scotch Brite
	Wringer Trolley	Taski, Unger, Roots, Gala, Scotch Brite

Note: Standard or other brands of similar quality may be considered.

- 2.4 Efficiency, promptness, quality of food, quality service, good behaviour and politeness of the agency and his staff are the essence of the contract. The agency is required to ensure that this essence of the contract is always maintained. Quality of services, hygiene, and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the IIM Jammu administration.
- 2.5 Rebate may be allowed to students if they do not use mess facility minimum for 03 days at a stretch. In such cases, the concerned student must inform the mess manager/supervisor on email at least three days in advance.
- 2.6 Agency will ensure that at all times one manager and two supervisors executives will always be present during breakfast, lunch, evening tea and dinner. It is desirable that the supervisor's continue at least for one semester. In case of any change, the administration should be informed well in advance.
- 2.7 Agency needs to provide breakfast, lunch, evening tea with snacks and dinner to Institute guests and employees as and when required and Institute/employee will settle the bills directly.
- 2.8 For extra items, it will be mandatory for the agency to serve the item in unlimited quantity/fixed weight/size on demand by the IIM Jammu administration /mess committee.
- 2.9 All items will be cooked in the kitchen of the mess. No cooked item, except certain type of snacks and desserts identified beforehand, will be brought from outside.
- 2.10 On special occasions, the menu will be identified by the mess committee and prepared by the agency
- 2.11 The quality of food will be inspected item wise by IIM Jammu administration / mess committee frequently, and the mess vendor shall not deny access for such inspections. The IIM JAMMU 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.
- 2.12 The vendor will ensure that no instance of fire takes place and no injury to any of his employee or the Institute person takes place. In case any of this happens then the vendor will be responsible for fulfilling the loss occurred.
- 2.13 The Institute shall neither be liable for any damages nor be under any obligation to inform the applicants of the grounds for the same. Damage here means to property or individuals.
- 2.14 The agency must provide the service throughout the year without closing the mess on any day unless ordered by the administration of IIM JAMMU/mess committee. However, the number of students who use the mess facility may vary during vacation periods/outbound work declared by the Institute.
- 2.15 Institute will provide agency electricity and water free of cost at the dining hall or another serving area.
- 2.16 IIM JAMMU will not provide serving plates, teaspoons, tablespoons serving spoon, forks, knives, stainless steel/glass tumbler, bowls, any other item which may be required for serving of food. All this will have to be brought by the agency at his own cost after the approval of the sample by IIM) admin.
- 2.17 The agency will be responsible for repairing & maintenance of all the property of IIM JAMMU given to the agency for use in the student mess such as equipment's machines, utensils, furniture & fixture, etc. (detail of items list is enclosed). The agency shall replace inventory items, equipment, furniture and fixtures provided by the institute in case of loss, theft or damage to the satisfaction of the IIM JAMMU administration at his own cost and expense. On termination of the agreement, the agency will hand over all the equipment/articles as supplied by the IIM JAMMU in good working condition back to IIM JAMMU. In case of any damage beyond normal wear and tear then IIM JAMMU admin can recover the cost from the bank guarantee of the agency.

- 2.18 The agency will liaise with the IIM JAMMU administration/Mess Committee and report daily about all the activities of the mess service. The agency shall extend full co-operation.
- 2.19 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 Jammu. 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.
- 2.20 The agency/his servant(s)/his nominee will not be permitted to stay overnight in a mess premises under any circumstances except those on essential duty, as permitted by the Institute.
- 2.21 The premises of the mess will be used for the purpose except for storing of raw material, cooking and serving food, for which the allotment is made and not for any other purpose without the written permission of the administration. The agency will not be permitted to franchise the mess to any other party.
- 2.22 IIM Jammu is not bound to provide any mode of transport in respect of men or material required by the agency.
- 2.23 Use of plastic tea cups and plastic carry bags is discouraged, and the mess vendor shall use environment-friendly material only for serving coffee, tea and for packing & carrying of food items.
- 2.24 Any change like the timing of operation etc. will require the permission of the mess committee/ IIM Jammu administration.
- 2.25 All Electric appliances like electric heaters/ovens/ cook tops will not be permitted in the mess unless specifically approved by the IIM JAMMU administration for a special purpose like a baking/fryer. Complete cooking will be done on commercial LPG procured by the agency.
- 2.26 Food should also be served to the hostel rooms/dispensary for a sick student in the room as and when required/ordered by PGP office/Doctor.
- 2.27 Pest-Control: The agency at all times will keep the cookhouse/dining hall/ 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 adopted by the agency at all times.
- 2.28 Firefighting arrangement provided by the Institute at the start of the contract to be kept serviceable at all times and handed over back to the IIM JAMMU after finishing of the contract.

## 2.29 MENU

Kindly note that operational services shall NOT INCLUDE preparation of menu and any policy matters related to running the mess. All such decision will be the direct responsibility of the Mess committee / IIM Jammu administration though the suggested menu may be taken from time to time (Detail of menu is mentioned in the below-tabulated form)

### Menu brief for Students & Staff: Standard Category (A)

Items	Weekdays	Menus
Break Fast	07:30 Hrs to 09:00 Hrs	a) Cornflakes/Wheat flakes with milk (hot or cold) b) Slices of plain bread (White/Brown) & toasted, Jam, Butter & preservers of Kissan/Amul/Mothers Dairy etc. or Idli-sambhar or Dosa or Stuffed paratha or Chole bhaturey or Wada-sambhar or similar type c) Eggs to order (Boiled / Scrambled/ Omelet) d) Tea/Coffee/Milk-Bournvita
Lunch	12:30 Hrs to 2:30 Hrs	a) Rice-Plain or Jeera or Biryani or Pulao or Equivalent. b) Roti-Plain Tawa or Tandoori or Naan on Paratha.

		<p>c) One Seasonal vegetable dry and One Vegetable with gravy and Daal fry / Daal Makhani. or Chinese or Continental or South Indian (Weekly one / two times).</p> <p>d) Papad or Frymes or French Fries or Pakoda.</p> <p>e) Salad- Green Salad/ Russian/ Pasta.</p> <p>f) Pickles (Two Types)</p> <p>g) Plain Curd or Raita or Lassi/Butter Milk/Fruit Shakes Equivalent.</p> <p>h) Sufficient quantity of Fresh Seasonal Fruits of excellent quality/Sweets</p> <p>i) Sauf/Mishri</p>
Evening Tea / Snacks	17:30 Hrs to 18:30 Hrs	<p>a) Samosas / Wadas / Kachori / Sandwiches / Paneer Pao Bhaji / Pakodas / Pasta should be served with Sauce/Chutney/ Chowmin.</p> <p>b) Good quality of Tea &amp; Coffee</p>
Dinner	20:00 Hrs to 22:00 Hrs	<p>a) Rice-Plain or Jeera or Biryani or Pulao or Equivalent</p> <p>b) Roti-Plain Tawa or Tandoori or Naan or Paratha</p> <p>c) Daal fry/Daal Makhani</p> <p>j) One Seasonal vegetable dry and One Vegetable with gravy and Daal fry / Daal Makhani. or Chinese or Continental or South Indian (Weekly one / two times).</p> <p>d) <b>1 Non-Veg item for non-vegetarian</b> (3 days/week, i.e., Monday/ Wednesday/ Friday) (Eggs/Chicken/Mutton/Fish) and <b>1 Veg special item for vegetarian</b> (3 days/week, i.e., Monday Wednesday Friday) Paneer varieties dishes.</p> <p>e) Papad &amp; Pickle</p> <p>f) Salad- Green Salad/Russian/Pasta</p> <p>g) Pickles (Two Types)</p> <p>h) Plain Curd or Raita</p> <p>i) Sweet Dish (includes Ice-Cream/Pastries/kheer/halwa)</p> <p>j) Saunf/Mishri</p> <p>k) Vesitable Soup in winters three time in a weeks.</p>

- Tea / Coffee, biscuits, ready-made snack, fried snacks, etc., should be made available between 06:00 am to 10:00 pm in student mess and should be provided in offices on demand as extra item not included in the main menu.
- Roasted dry fruits such as Cashew & Almonds (in Packets) should also be made available between 06:00 am to 10:00 pm in student mess and should be provided in offices on demand.
- Raw cooking materials such as atta, rice, cooking oil, butter, wheat flour, grams, vegetables, etc. have to be of branded quality and will be checked by the mess supervisor & mess committee.

### Menu brief on Special Occasions: Deluxe Category (B)

Items	Menus
High Tea	<ul style="list-style-type: none"> <li>a) Pastry (the Black Forest or Pineapple or Chocolate or Butter Scotch) / Cake.</li> <li>b) Veg Pakoda (Paneer/Cheese) or Kachori or Samosa or Veg Cutlet or fried Snacks / Paties</li> <li>c) Biscuits (Bakery/Monaco/Parle/Krack Jack/Sunfeast)</li> <li>d) Wafers (branded) with different flavors.</li> <li>e) Tea/Coffee (Nescafe)</li> <li>f) Cold Drinks or Juices</li> </ul>
Special Lunch / Dinner	<ul style="list-style-type: none"> <li>a) <b>Veg Soup</b>-Hot &amp; Sour, Sweet Corn, Clear, Tomato, Mushroom, Vegetable</li> <li>b) Non-Veg Soup- Chicken etc</li> <li>c) <b>Starters: Veg (3)</b> - Hara bhara kabab, Roasted Paneer, Paneer Tikka, Spring Roll etc</li> <li>d) <b>Starters: Non-Veg (2)</b> - Chicken Tikka (Boneless), Chicken Kabab, Fish Tikka (Boneless), etc.</li> <li>e) Rice- Plain or Jeera or Pulao</li> <li>f) Roti-Plain Tawa or Tandoori or Naan or lachha Paratha</li> <li>g) Two Non-Veg items (chicken, Mutton, Fish, Prawn, Eggs)</li> <li>h) Green Salad and Sprouts</li> <li>i) Daal fry/ Daal Makhani</li> <li>j) 1 item of Paneer with gravy</li> <li>k) 1 Vegetable dry</li> <li>l) Plain curd or Raita</li> <li>m) Pickles &amp; Papad</li> <li>n) Sweet / Ice Cream/Pudding</li> <li>o) Saunf &amp; Mishri</li> </ul>

### Menu brief for Routine Meetings (C)

S. No.	Particulars
1.	Tea/ Black Tea
2.	Coffee
3.	Green Tea plain or with honey
4.	Lemon Tea
5.	Soups (Tomato / Clear Veg. / Hot & Sour / Sweet Corn etc.)
6.	Freshly prepared Drinks <ul style="list-style-type: none"> <li>i) Lassi</li> <li>ii) Butter Milk</li> <li>iii) Lime Juice</li> <li>iv) Fresh Juices</li> </ul>
7.	Tea/Coffee with cookies, wafers.
8.	Tea/Coffee/Green Tea/Black Tea with cookies, wafers and 08 pieces roasted almonds/cashew

9.	Tea/Coffee/Green Tea/Black Tea with freshly prepared snacks *
10.	Tea/Coffee/Green Tea/Black Tea with freshly prepared Snacks, Roasted Almonds / Cashew and Sweet Dish**
11.	* Freshly Prepared Snacks - Sandwich (Plain, Grilled, Toasted), Samosa / Pakoda (Veg, Paneer) etc. ** Sweet Dish - Cup Cake/Pastry / Brownie / Sweet etc.

- 2.30 The menu as given above is to be served in unlimited quantity.
- 2.31 The food shall be cooked, stored and served under hygienic conditions. The mess vendor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible. In case of any food related disease to any IIM JAMMU person, the mess agency will be responsible for remuneration of complete medical expenses.
- 2.32 The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the IIM JAMMU community.
- 2.33 The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
- 2.34 The mess vendor shall ensure that only hot food is served to the students/employees. The ben marries provided for the purpose will be optimally used.
- 2.35 Mixing of potato in vegetables will not be permitted unless specifically told.
- 2.36 For Lunch and Dinner a variety and freshness must be ensured. The agency has to ensure that drinking water is provided at dining tables regularly.
- 2.37 The detailed daily meal wise menu specifying the dals and vegetables to be served, will be identified in the beginning of each month by the Mess Committee/IIM JAMMU admin. It will be mandatory for the agency to serve this pre-decided menu. In case of any difficulty in the same mess committee must be informed well in advance.
- 2.38 The agency will be required to provide khichri or any other suitable item for sick residents in lieu of the regular meals on demand.
- 2.39 The agency will not serve any item that has not been approved by the IIM JAMMU admin/Mess Committee beforehand.
- 2.40 All raw material expiry dates will be displayed on a stock board in front of each store category wise. Under no circumstances will any expiry item be used in cooking.
- 2.41 Use of colours / banned items as per industrial practices is prohibited.
- 2.42 **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 Jammu / Mess Committee before use.

Sl. No	Item	Brand
1.	Salt	Tata, Annapurna, Nature fresh or equivalent brand
2.	Spices	MDH, Badshah, Everest or equivalent brand
3.	Ketchup	Maggi, Kissan or equivalent brand
4.	Oil	Sunflower, Sundrop, Godrej, Saffola, Fortune, Dhara (Use of Hydrogenated (vanaspati) oil is prohibited) or equivalent brand
5.	Pickle	Mother's or Priya or Nilon or equivalent brand
6.	Atta / Besan	Ashirvad, Shaktibhog, Patanjali or equivalent brand
7.	Dals	Patanjali or equivalent brand
8.	Papad	Lijjat / Bhikaji or equivalent brand



9.	Butter	Amul, Britannia, Mother Dairy, Saras or equivalent brand
10.	Bread	Star / Harvest or equivalent brand
11.	Cornflakes	Mohans or equivalent brand
12.	Jam	Kissan or Maggi or equivalent brand
13.	Ghee	Amul, Mother Dairy, Britannia, Sara or equivalent brand
14.	Milk	Saras, Amul, Mother Dairy (Without Water) or equivalent brand
15.	Paneer	Amul, Saras or equivalent brand
16.	Tea	Brook bond, Lipton, Tata, Taaza or equivalent brand
17.	Coffee	Nescafe or equivalent brand
18.	Ice Cream	Amul, Mother Dairy, Kwality, Havmor or equivalent brand

**Note : Standard or other brands of similar quality may be considered with prior permission of IIM Jammu Admin/Mess Committee..**

**2.43 Manpower deployment planning for this tender (Shift wise):**

S No	Designation	Shift	Total Manpower Per Day
1	Manager	General	01
2	Supervisor	General	02
3	Chef	General	02
4	Assistant Chef	General	02
5	Waiter	General	To be decided based on the quantum of work
6	Helper for Chefs	General	
7	Dish Washers	General	
8	Table Cleaner	General	
9	Floor Cleaner	General	
10	Sweeper for Wash room	General	

- Work in the mess should take place in minimum two shifts as per statutory requirement/laws, at no stage will working norms of 08 hours per day/48 hours per week be violated for all employees. Proper rest and holiday to be given.
- Minimum two chef/assistant chef are to be available at all times, they should be qualified and trained with minimum experience of 10/02 years respectively at some renowned hotel/restaurant/institution and should have the knowledge and aptitude of preparing food (Indian, Chinese, Continental) both vegetarian and non-vegetarian.
- All the personal deployed by the agency should have relevant professional qualification and adequate experience in the related field as per the industry standard.
- The above shift wise deployment of manpower is indicative. This may be altered on any day as per the needs and requirements with prior permission of IIM JAMMU admin.

**2.44 Service Timings::**

- Breakfast: 7.30 am to 09.30 am on Monday to Saturday and 8.00 am to 10.00 am on Sunday and Institute Holiday
- Lunch: 01.00 pm to 3.00 pm on all days
- Evening Tea with Snacks: 5.00 pm to 6.30 pm on all days
- Dinner: 8.00 pm to 10.00 pm

**Note:** The timing stated above is subject to change by the order of IIM Jammu administration/mess committee.

## 2.45 Maintenance of Faculty Guest House

In addition to providing the Catering services at Student Mess of IIM Jammu, the contractor has to also provide the hospitality management services at IIM Jammu guest house. The scope of work would include, Management of 5 BHK Guest House, Housekeeping, Laundry for the guest clothes, and providing a meal as per the annexed menu.

- a) The contractor should deploy below indicated trained manpower to provide good quality of services at IIM Jammu Guest House at his own cost. The below indicated manpower for running of the Guest House round the clock in all the days including Sundays & Holidays on shift basis should be deployed at IIM Jammu Guesthouse.

Sl. No.	Personnel details to be deployed	Total Manpower
1	Caretaker-cum-Supervisor is having a minimum of 2 years' experience in the caretaking of guest house and supervision and having minimum educational qualification of graduate.	01
2	Cook is having experience of a minimum of 2 years of cooking of continental food in Three Star or above the hotel.	01
3	Helpers	01

- b) The contractor and his deployed personnel at IIM Jammu Guest House together shall be responsible for the performance of the following duties:
- i. Caretaking of Guest House, facilitating accommodation and its allied services for comfortable stay of guests of IIM Jammu. The Guest House comprises five double-occupancy rooms with attached toilets, one staff room for the caretaker, kitchen, and toilet connecting the rooms – Total built up area 3950 square feet.
  - ii. Regular maintenance and cleaning of the area under the scope of this contract by using proper tools, tackles & equipment. Cleaning of kitchen, Guest House accommodation rooms, all the toilets, bathrooms, washbasins, etc. attached to it (Twice Daily). Cleaning has to be carried out with approved material manually or by using mechanized equipment like vacuum cleaners, scrubbing machine and carpet shampooing machine, etc. or both.
  - iii. Furniture, fixtures, sofa sets, cushion chairs, LED-TV, kitchen equipment's, exhausts fans and other electronic gadgets are required to be cleaned daily.
  - iv. All the above personnel should be present in the guest house round the clock on all the days including Sundays & Holidays on a shift basis and collect request for accommodation from designated IIM Jammu officials daily/periodically.
  - v. Cleaning and dusting of all the doors and windows, glass panes, etc. in the guest house accommodation rooms ONCE DAILY by helpers and the helpers also will assist the cook in preparation of food, etc.
  - vi. Proper regular care for the safe maintenance of fittings, fixtures, LED- TV, equipment's, gym equipment's, furniture, lawn, and plants shall be the sole responsibility of the contractor. Any damage and or loss caused to the above either by the contractor himself or by any of his employees shall be rectified by the contractor at his own cost immediately.
  - vii. The contractor shall exclusively manage catering arrangements like a supply of tea/snacks, meals, lunch, dinner, etc. Personnel deployed should be well mannered and well versed in cooking and preparation of food and serve Indian food/tea/snacks etc. to the guests & collect the approved rates only from the Guests/Visitors before they leave the Guest House. The contractor will arrange all the food items which are required in Guest House for serving the guest(s) and collect the charges from guests in consultation with IIM Jammu Accounts office.
  - viii. All eatables, soft drink, etc. shall be served only in the Dining Hall/Rooms. Used crockery, empty bottles, etc. shall be collected back from the tables/rooms immediately.

- ix. Sufficient stock of items such as consumable raw materials, packed and bottled items shall always be maintained to meet the normal requirement and any immediate needs of guests. The contractor shall not be permitted to stop the supply of any item for any reason whatsoever.
- x. Raw materials like tea, coffee, masalas, ghee, refined oils (loose oil shall not be used) and eatables like bread, butter jam, etc. to be served to the guests shall be fresh and of good quality and manufactured by well-known manufacturers.
- xi. The eatables served by the contractor to the guests shall be completely hygienic, free from any sort of adulteration and unwanted ingredients such as stones, soil, egg-shell, human hair, glass or crockery chips, paper, wood insects, flies or non-usable liquid and objectionable materials, etc. Dishes containing such things shall be rejected. Any item found sub-standard or of poor quality shall be rejected.
- xii. All vegetables, fruits, etc. used shall be fresh and shall not be rotten or overripe. The contractor shall be responsible for their hygienic fitness. Milk and milk products such as curd, yogurt, cheese, etc. shall be of a good standard and should be prepared and served fresh.
- xiii. If any of the items mentioned above are found to be of sub-standard quality the same shall be rejected out rightly. An authorized representative of IIM Jammu has the right to destroy such items on the spot without any compensation to the contractor, whatsoever. The contractor shall ensure that beverages and eatable prepared in the Guest House are not sub-standard. IIM Jammu reserves the right to reduce the prices or refuse the payment of such items already served/supplied.
- xiv. The used cups, saucers, teapots, utensils are washed with good quality utensils cleaning material. Used utensils/bowls are to be additionally washed in hot water.
- xv. IIM Jammu shall not be responsible for any amount/due to the contractor arising out of the supply of foodstuffs supplied by him to any person/individuals.
- xvi. The contractor shall maintain the premises in proper and hygienic condition as per the satisfaction of IIM Jammu representative.
- xvii. The contractor should provide appropriate uniforms to the staff deputed in the guest house at his own expense, and the contractor should ensure that his staffs are in uniform while working and especially while serving coffee/tea, snacks, lunch, dinner, etc.
- xviii. The payment from the guest for the stay, as per applicable rate, will be collected by the Contractor or his representatives by issuing a proper receipt on behalf of IIM Jammu and the collected amount will have to be deposited by the contractor to IIM Jammu every week. In this regard, the contractor is required to maintain a proper room rent register or/and computer-generated report.
- xix. Guest House catering will not be closed, or the contractor will not suspend service for any reason, whatsoever. The services should be as per the menu.

**c) The readiness of the room for guests:**

- i. The Contractor and his deployed personnel shall be responsible for keeping room ready in all respect within 01 hr. of the vacation of the room by the guest.
- ii. Filling drinking water in jugs in all the rooms and keeping the cleaned glass in every room at the time of arrival of the guest and the same should be changed daily or on request of the guest
- iii. Making of the beds of guests, i.e., spreading the bed sheets, quilts/ blankets, bed covers, inserting pillow covers, beds shall be made at the time just before the occupation of the room by the guest.
- iv. The Contractor and his deployed personnel shall ensure that linen of rooms during the stay of guests are changed every alternate day.

- v. The contractor and his deployed personnel shall be responsible for replacing linen of rooms in case room remain vacant for more than 03days.
- vi. The contractor and his deployed personnel will also ensure that linen is changed as & when requested by the guest. However, the charges for cleaning the linen are directly borne by caterer himself.
- vii. The caretaker-cum-supervisor should get bed sheet; bedspreads, pillow covers, and bed covers from the laundry approved by the IIM Jammu and charges thereof shall be paid by caterer himself at the rates decided from time to time.
- viii. The total stock of bed covers, bed sheets, bedspreads, pillow covers, blankets, towels, curtains, etc. handed over in bulk against acknowledgment of the caretaker-cum-supervisor shall be under the custody of the caretaker and caretaker shall take general care of these items. While torn/ worn out bed sheets, bedcovers/ spreads/ curtains/ pillow covers/towels, etc. shall be replaced by IIM Jammu, any loss due to avoidable reason would be recovered from the contractor.

#### 2.46 Hygiene/Turn Out:

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

- a) Approved / prescribed neat and clean properly ironed uniform including apron, gloves and head cover will be worn by all staff at the time they enter the mess.
- b) Short hair.
- c) Regular cutting of nails.
- d) Separate shoes for use in the kitchen/dining area.

#### 2.47 Penalty

- a) Any member of the designated Mess committee or IIM JAMMU administration can inspect the mess, kitchen or any process without any prior notice to agency. In case of any discrepancy (in terms of quality of food or hygiene) or any case of negligence, appropriate punitive action in terms of financial penalty shall be levied.
- b) Penalty will be imposed by the institute after giving one warning verbal or otherwise to the contractor to explain his part irrespective of the following:
  - Violation of quality parameters of food
  - Failure in providing sufficient quantity
  - Poor hygiene
  - Failure in keeping time schedule
  - Violation of non-brands for articles are being used
  - Non-availability of complaint register
  - Non-availability of Supervisor at Mess Timing
  - Any complaints of insects and/or foreign object (hair, rope, cloth, plastic, etc.) cooked along with food found in any food item
  - Any complaint of stones / pebbles
  - Hard and/or sharp objects like glass pieces, nails, hard plastic etc
  - Food poisoning
  - Three or more complaints of unclean utensils in a day
  - Meal was not cooked properly

- Changes in menu of any meal
  - Inappropriate personal hygiene of workers
  - Failure to maintain a proper health check-up of the workers
  - Absence of proprietor or his manager empowered to take decision from mess committee meetings on due invitation
  - In case garbage items are found in waste water discharge and they further hamper the functioning of the drainage system/sewage treatment plant.
  - Turnout/uniform of employees
  - Services non adherence
  - Any other thing as felt suitable by IIM Jammu administration.
- c) Three or more consecutive complaints regarding any of the above points will attract a \*financial penalty depending on gravity of the issue and in case of similar repetition IIM JAMMU admin can cancel the contract unilaterally without notice and bank guarantee will be forfeited.

(\*Financial Penalty may be between 1 to 10 % per day sale).

#### 2.48 Disposal of Waste/Garbage:

- a) The agency will be responsible for garbage disposal and will ensure proper disposal of the collected waste solid/liquid on a daily basis under his own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIM JAMMU premises. It shall be the responsibility of the Agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms / practice by the local authority/IIM JAMMU.
- b) Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition. All dust bins will be washed / sanitized at least once in a week.
- c) The agency shall arrange authorized material plastic bags/trolleys/transportation arrangements etc for disposal of waste material/garbage, malba, minor building rubbish, earth, etc., to be disposed off beyond the premises up to authorized Municipal dumping yard/ground etc. at its own cost.
- d) The agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in IIM JAMMU Guest House/ Mess Area for disposal.
- e) It shall be the responsibility of the contractor or his deployed personnel to dispose of garbage, accumulated during the operation of this contract, as per rules and regulations of the Corporation, at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum. The contractor shall ensure that garbage should never be kept overnight in the premises of IIM Jammu Guest House.

### 3. ELIGIBILITY CRITERIA:

- 3.1 The agency should be a registered and licensed vendor i.e **FSSAI** licensed in the similar line of business covered under this tender. Appropriate documents/certificates issued from appropriate authorities of FSSAI should be enclosed to support this.
- 3.2 The agency should have ISO-22000:2005 or ISO 9001: 2015 Certification.
- 3.3 The bidder should have sufficient/ adequate Infrastructure, manpower and financial strength to undertake the contract.
- 3.4 The bidder should have branch / registered office preferably at Jammu.

- 3.5 The agency must have had a minimum annual turnover of 2 crores (Rupees Two crore only) per annum during each of the last three financial years i.e. 2016-17, 2017-18 and 2018-19 for a similar line of business. The agency must submit a duly signed certificate with membership number from Chartered Accountant (CA) clearly showing financial year-wise turnover. The agency should also attach a copy of profit loss statement/ balance sheet/ income tax return of last three financial years ended on 31 March 2019 i.e. FY 2016-17, 2017-18 and 2018-19 certified by a Chartered accountant.
- 3.6 The agency should have a minimum continuous three years of experience in providing a similar type of services as on 31 March 2020. (cafeteria service experience will not be considered). The agency should have worked with the Government institute /organization, Autonomous Bodies, PSU, Large/Reputed Private Sector institute /organization and Educational Institutes like IIMs, IITs etc. During these three years, it should have worked for a minimum of three organizations out of which 01(one) of them should be academic Institute (minimum one order/contract value should be more than 1 crores per annum for academic Institute).
- 3.7 The bidder should have not been debarred/black listed/should have not been terminated /ceased without completing the entire duration of contract period by any Central/State Govt. Department, Public Sector Undertaking, Autonomous Bodies, Academic Institutions, CFTIs etc. during past five years from the last date of submission of bids.
- 3.8 The Agency should have PAN Number and GTS Registration.

#### **4. TENDER PROCESSING FEE & EARNEST MONEY DEPOSIT (EMD)**

- 4.1. The Bidder should submit Tender Processing Fee of **Rs 1,180/-** (One Thousand, One Hundred & Eighty only) – Non-Refundable / Non Exempted and EMD of **Rs. 3,00,000/-** (Rupees Three Lakh Only) separately in the form of NEFT/RTGS in the name of “Indian Institute of Management Jammu”.

##### **Bank Details of IIM Jammu for NEFT/RTGS:**

**Name of Institute:** Indian Institute of Management Jammu

**Bank Name:** State Bank of India

**Account No:** 36474208684

**Account Type:** Saving Government Account

**Branch Address:** Jammu Cantt, Jammu

**IFSC Code:** SBIN0002367

- 4.2. The Technical Bid without Tender Processing Fee and EMD would be considered as UNRESPONSIVE and will not be accepted. NSIC / MSME registered bidders must submit copy of valid NSIC / MSME Registration Certificate for exemption of EMD only.
- 4.3. The Tender Processing Fee and EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidders on the amount of the EMD.
- 4.4. The public sector companies will not be exempted from submitting EMD until and unless they submit document pertaining to directives of Government of India in this regard of the Tender.
- 4.5. **Refund of EMD:** The EMD will be refunded without any interest to the unsuccessful Bidders only after the Tenders are finalized.

#### **5. SUBMISSION OF BID (INSTRUCTIONS FOR ONLINE BID SUBMISSION)**

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 submitting 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 Jammu Website ([www.iimj.ac.in](http://www.iimj.ac.in))

## 5.1 Registration Process

- a) 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.
- b) The bidders to 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.
- c) Bidders to register upon enrolment their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India with their profile.
- d) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to Ensure 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.
- e) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.

## 5.2 Tender Documents Search

- 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.

## 5.3 Bid Preparation

- a) Bidder should take into account 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) Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- d) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- e) 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 Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

#### 5.4 Bid Submission

- 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 in BOQ format only.
- 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) Bidder to select the payment option as “on-line” to pay the EMD wherever applicable and enter details of the instrument.
- e) A standard BOQ format has been provided with the tender document to be filled by all the bidders. Bidders to note that they should necessarily submit their financial bids in the prescribed format and no other format is acceptable.
- f) 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.
- g) 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.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) 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.
- j) Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.
- k) Bids not submitted, as per the above Performa will be summarily rejected.
- l) Bidder should number the pages submitted in form of Technical Bid and provide an index indicating the page number of each document submitted. The index should be placed on the top of the Technical Bid.
- m) The Technical Bid should be accompanied by the relevant documents and as per sequence mentioned in **Annexure-I**, duly signed and stamped by Authorised Signatory on each page of Technical Bid and relevant documents, without which the tender will be considered incomplete and hence, summarily rejected.
- n) The Technical Bid should be accompanied by a copy of this Tender Document 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 will not be considered.
- o) Technical Bid and all relevant documents should be duly signed by Authorised Signatory .
- p) The bid should be precise, complete 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.
- q) Tender forms containing 'over written' or 'erased' rate or rates and amount not shown in figures and words in English are liable to rejection.
- r) The bid should be clear and without any condition. Conditional bids shall be summarily rejected.



- s) Any change/corrigendum/extension of closing/ opening dates in respect of this tender shall be issued through CPP E-procurement portal and IIM Jammu website only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit IIM Jammu website for updates.
- t) Application of Tender as submitted by a Bidder shall become the property of IIM Jammu and IIM Jammu shall have no obligation to return the same to the Bidder.
- u) The application for tender does not entitle any Bidder for automatic grant of award.

#### 5.5 ONLINE BIDS SUBMISSION:

The Online bids (complete in all respect) must be uploaded online in two covers as explained below:

<b>COVER – 1 (TECHNICAL BID)</b>			
(Following documents to be provided as single PDF file)			
<b>Sr. No.</b>	<b>Documents</b>	<b>Content</b>	<b>File Types</b>
1.	Technical Bid	Technical Bid As per <b>Annexure - I</b>	.PDF
2.		Proof of Tender Processing Fee and EMD.	.PDF
3.		All Supporting Documents as per <b>Annexure- I</b>	.PDF
4.		Tender Acceptance Letter as per <b>Annexure-II</b>	.PDF
5.		Brief profile of the Agency as per <b>Annexure-III.</b>	.PDF
6.		Copy of ISO-22000:2005 or ISO 9001: 2015 Certificate.	.PDF
7.		Copy of Appropriate documents/certificates issued from appropriate authorities of FSSAI.	.PDF
8.		Copy of Permanent Account Number (PAN) in the name of the firm, if not proprietorship firm.	.PDF
9.		Copy of GST Registration Certificate.	.PDF
10.		Valid document in support of Registered/ Branch office at Jammu, If Applicable.	.PDF
11.		Copy of profit loss statement/ balance sheet/ income tax return of Last Three Financial Years.	.PDF
12.		Detail of Experience as per <b>Annexure-IV</b> , along with the copy of work order and completion / performance certificates.	.PDF
13.		Self-Declaration about Non Black Listing <b>as per Annexure-V.</b>	.PDF
14.		Duly signed and stamped of the entire tender document along with its addendum/ corrigendum, if any.	.PDF
15.		All other documents, as required in terms of the tender, to claim eligibility.	.PDF
Note: Institute may ask the vendor to submit any other certificate/document as it may deem fit.			
<b>COVER – 2 FINANCIAL BID (PRICE-BID)</b>			
<b>Sr. No.</b>	<b>Types</b>	<b>Content</b>	<b>File Types</b>
1.	Financial Bid	Price Bid in given format BOQ only.	.xls

- (i) 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.
- (ii) The financial cover shall contain price bid in the enclosed "Price Bid format" i.e. in BOQ format. Submission of the Financial Bid (Price Bid) by any other means shall not be accepted by the Institute in any circumstances.

- (iii) 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.
- (iv) The bidders are advised to quote their rates in Indian Rupees (INR) only. Goods and Service Tax has to be separately quoted.
- (v) The Financial Bids of only those firms qualifying the technical evaluation will be considered.
- (vi) Taxes/ GST, if any, should be indicated separately in the Financial Bid.
- (vii) 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.

#### 5.6 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.

#### 5.7 General Instructions to the Bidders

- a) 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.
- b) 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'.
- c) Bidders are advised to follow the instructions provided in the 'Instructions to the Bidders for the eSubmission of the bids online through the Central Public Procurement Portal for e-Procurement at <https://eprocure.gov.in/eprocure>.

- 5.8 **Bid Validity:** The bids shall remain valid for a period of 120 days from the last date of submission of proposal. In case the Bidder withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

In case the Bidder withdraws, modifies or change his offer during the validity period, bid is liable to be rejected and the earnest money deposit shall be forfeited without assigning any reason thereof. The Bidder should also be ready to extend the validity, if required, without changing any terms, conditions etc. of their original tender.

In exceptional circumstances, the IIM JAMMU may request the bidders's consent for an extension of the period of bid validity. A bidder may however be at liberty to refuse the request without risking forfeiture of his earnest money. A bidder agreeing to extend the validity of bid will not be allowed to modify his bid.

## 6. BID OPENING & EVALUATION

- 6.1 Bids will be opened as per schedule in presence of Tender Opening Committee.
- 6.2 **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.
- 6.3 **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.

6.4 **Selection of successful bidder:** The evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between the partial amount and the total amount, or between word and figures the former will prevail. In addition to the above corrections, the items described in the Technical Proposal but not priced shall be assumed to be included in the prices of other activities or items. IIM Jammu will use Cost Evaluation under Combined Quality Cum Cost Based System (CQCCBS), the technical proposals will be allotted weightage of 70% while the financial proposals will be allotted weightages of 30%. Proposals with the lowest cost may be given a financial score of 100 and other proposals given financial scores that are inversely proportional to their prices. Total score, both technical and financial, shall be obtained by weighing the quality and cost scores and adding them up.

**Table 1: Technical Evaluation Criteria**

Sl. No.	Particulars	Max Marks
1	Vendor Profile (No. of Staff etc.)	25
2	Relevance and nature of past experience: Experience of IIMs/IITs etc. - 6 and above Institutions - 25 Marks - 4 - 5 Institutions - 20 Marks - 2 - 3 Institutions - 15 Marks - Min. 1 Institution - 10 Marks	25
3	Total No. of Years of similar Experience in IIMs/IITs/IISER/NITIE etc. - 9 and above - 25 Marks - 6 =< 9 - 20 Marks - 4 =< 6 - 15 Marks - 3 =< 4 - 10 Marks	25
4	Annual Turnover (last three Financial Years i.e. 2016-17 to 2018-19): - Rs 10 Cr. and above - 25 Marks - Rs. 6 Cr. =< Rs. 10 Cr. - 20 Marks - Rs. 3 Cr. =< Rs. 6 Cr. - 15 Marks - Rs. 2 Cr. =< Rs. 3 Cr. - 10 Marks	25
	Total	100

The following formula will be used to evaluate the overall ranking of the qualified tenders.

$$\text{Overall Score} = \frac{\text{Score of Technical Bid} \times 70}{\text{Highest Score of Best Technical Bid}} + \frac{\text{Lowest Financial Bid} \times 30}{\text{Price of Financial Bid}}$$

Selection of tender will be based on overall score calculated from the formula. An Example of the same is presented below:

Bidder	Score of Technical Bid	Price of Financial Bid	Overall Score	Overall Rank
Company A	90	280	97.85	First
Company B	80	270	91.10	Third
Company C	80	260	92.22	Second

6.5 Technical Bid containing commercial details or Revelation of Prices in any form or by any reason before opening the Financial Bid shall not be considered.

6.6 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.

- 6.7 The bidders may depute their authorized representatives to remain present during the bid opening process subject to submission of valid authorization letter in the name of the representative to attend the bid opening process.
- 6.8 IIM Jammu reserves the right to negotiate the quoted price with the successful bidder to arrive at the fair and reasonable price.

## 7. AWARD OF CONTRACT

- 7.1 The IIM Jammu is not bound to award contract at the lowest price received in the Tender and reserves the right to decide on fair and reasonable price of the services tendered for any counter offer the same to the bidders. All other terms and conditions of the tender shall remain operative even if a counter offer rate is offered to the bidders.
- 7.2 The Successful Bidder should accept the offer within 10 days from the date of receipt of 'Letter of Offer', failing which the offer will be cancelled.
- 7.3 In case the successful bidder backing out before actual award or execution of agreement or declines the offer of contract, for whatsoever reason(s), IIM Jammu will have right to forfeit the EMD.
- 7.4 IIM Jammu reserves the right to modify/change/delete/add any further terms and conditions prior to the issue of work order.

## 8. TERMS OF CONTRACT

- 8.1 **Period of Contract:** Contract period will be initially for one year. This period may be extended by two years on one year extension + one year extension basis i.e (1 yr. + 1 yr ext.+1 yr ext) on same rate and terms & conditions subject to the satisfactory performance. In case of performance of the agency in one part or the entire contract is not found to be satisfactory as per operational parameters set out of the contract or not in conformity with the terms & conditions of the tender, then that part or the entire contract shall be terminated even before the scheduled time by giving advance notice of one month to this effect. In the event of premature closure of contract for reasons mentioned herein above, the Bank Guarantee shall be absolutely forfeited.
- 8.2 The quoted rates shall remain firm throughout the tenure of the contract including extension period and no revision is permissible for any reason.
- 8.3 **Exit Clause:** The contract can be terminated by giving one-month notice period by the Institute and three-month notice by the contractor. However, in any instant contract will be terminated if service of the vendor will not found satisfactory.
- 8.4 **Contract Agreement:** The successful bidder shall be bound to execute an agreement on non-judicial stamp paper of Rs. 100/- (One hundred only). IIM JAMMU reserves the right to amend the terms & conditions of contract by mutual discussions and shall be in writing. The amended terms and condition will form part of the agreement.
- 8.5 **Sub-Contracting:** The contractor shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner. In 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.
- 8.6 The contractor and his employees shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline & Decency at and around the work site, Safety Precautions and Safety Regulations.
- 8.7 **Misconduct:** The conduct/characters/antecedents and proper bonafide of the workers shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all its employees to the Institute. All the employees should be police verified.
- 8.8 The persons employed by the contractor will be the employees of the contractor and the IIM Jammu shall have nothing to do with their employment or non- employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the IIM JAMMU

and the personnel employed by the contractor shall have no right whatsoever to claim employment or other rights from the IIM Jammu.

- 8.9 There should be no case pending with the police against the Proprietor/Firm/Partner or the Company (Agency) and the firm should not be blacklisted. An undertaking to this effect on firm letterhead should be attached.
- 8.10 None of the employees of the contractor shall enter into any kind of private work within the campus of the IIM JAMMU Non-compliance with this provision will be deemed to be violative of the contract inviting penal action/cancellation of contract.
- 8.11 The staff employed by the contractor will not join any union of the IIM JAMMU nor shall they make any claim on service or other matter. They shall also not form any union associated with the IIM JAMMU and shall have absolutely no claim to subscribe or for election in any of the unions of the IIM JAMMU.
- 8.12 The contractor shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the IIM JAMMU / Govt. of India / any State or any Union Territory.
- 8.13 The staff (not below the age of 18 years) employed by the contractor shall have to be medically fit and kept neat and clean. The contractor shall not employ young children as prohibited under the law/rules/regulations. A record of this will be maintained by the Contractor.
- 8.14 The contractor shall maintain record of major/minor incidents on daily basis and report the same to the IIM JAMMU administration in this regard. The Agency will also enquire about any incidents, like theft, indiscipline, disobedience or any unauthorized activities/criminal activities happening in the campus. The contractor shall also be responsible to lodge complaints with police authorities in such instances and take follow-up action for recovery of lost material/equipment.
- 8.15 The contractor will have to register all his employees who will be working in the hostel premises along with a copy of their photographs, residential details for clearance by the IIM JAMMU Security along with police verification certificate.
- 8.16 The contractor shall take at his own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to IIM JAMMU and shall indemnify IIM JAMMU against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which IIM JAMMU may party or involved as a result of the contractor failure to comply and of the obligation under the relevant act law which the contractor is to follow.
- 8.17 The IIM Jammu will not provide any residential space for accommodation to the Agency. The agency has to make its own arrangement for the residential accommodation to the deployed staff.
- 8.18 **Taxes, Labour Laws 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 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 done or services rendered pursuant thereto.
  - c. The contractor shall fully comply with all applicable laws, and regulations relating to P.F. Act, ESI Act, Bonus Act, Central Minimum Wages Act, Contract Labour Act, Workmen's Compensation Act, Casual Labour (R & A) Act, 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.
  - d. The Contractor shall be responsible for proper maintenance of all registers, records and accounts as far as it relates to compliance of any statutory provisions/ obligations. The contractor shall be responsible for making the records pertaining to Payment of Wages Act and for depositing the P.F. and ESI contributions, with the authorities concerned.
  - e. The contractor shall be responsible and liable for all the claims of his employees.

- f. The contractor shall obtain the license under the Contract Labour (R&A) Act from the office of the Central Labour Commissioner and produce the same preferably along with the first monthly bill. The first bill be cleared only on the submission of the said license. The contractor would be required to maintain all books and registers like Employment Register, Wages Register, Bonus Register, Overtime register, First Aid Box, Display of Notice, etc. as required under CLR&A, 1970 for inspection by visiting Labour Enforcement Officers.
  - g. The contractor shall obtain adequate insurance policy in respect of his workmen engaged by it towards meeting the liability of compensation arising out of injury/disablement at work.
  - h. 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, 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 labor. Payment to workers must be according to Minimum Wages Act.
- 8.19 **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.
- 8.20 In addition to the prescribed manpower, whenever required, contractor has to provide additional manpower and/or equipment at the rates quoted in the tender.
- 8.21 **Safety and Security:** Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.
- 8.22 **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.
- 8.23 **FORCE MAJURE:** If at any time, during the continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events), provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the IIM JAMMU as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 90 days either party may at his option terminate the contract.
- 8.24 **PENALTY:** For Complaint, non-adherence of terms & condition specified in tender document, indiscipline and unsatisfactory operation of any of the services, a penalty of (1 to 4 % of per day sale) will be levied for the first time, in case the same point is repeated then a penalty of (5 to 10 % of per day sale) may be levied.
- 8.25 In case of any disputes on execution of the work during the period of contract, the decision of the Director, IIM Jammu shall be binding and final, agreeable in full by both the parties. Any legal disputes shall be subject to Jammu jurisdiction.

## 9. PERFORMANCE SECURITY

- 9.1 The successful bidder is required to furnish 5% of estimated contract value as security deposit, in form of Performance Bank Guarantee as per **Annexure-VI** within 15 days from the date of execution of contract which would be returned on successful completion of the contract.
- 9.2 Earnest Money Deposit of the Bidder whose offer is accepted will be kept up till the time, the Bank Guarantee is not received.

- 9.3 Earnest Money Deposit shall be forfeited, if bidder fails to furnish Performance Security in accordance with the terms and conditions of the tender.
- 9.4 In case of breach of contract, performance security shall be forfeited and the agency shall be blacklisted for such period as decided by the competent authority in addition to termination of the contract.

## **10. PAYMENTS TERMS**

- 10.1 Bill shall be raised on monthly basis and submit the same succeeding month for payment. IIM Jammu will normally settle the bill within 15 days from the receipt of the bill. However for delayed payment, the service provider will not charge any penalty or interest to IIM Jammu.
- 10.2 The payment under this agreement shall be made on satisfactory completion of job contract services, through NEFT/RTGS/IMPS (online transfer). The final payment shall, however, be made only after adjusting all the dues / claims of the IIM JAMMU.
- 10.3 Bill to be made in the name of Indian Institute of Management Jammu.
- 10.4 No advance payment will be made to the agency under any circumstances.
- 10.5 TDS/ Income Tax etc. are to be deducted at source from the bills of service provider as per rule.

## **11. GENERAL TERMS & CONDITIONS**

- 11.1 Intending Bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site on the day of the pre-bid meeting or before submitting bid. The nature of the site, the means of access to the site, the accommodation they may require and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A Bidder shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a Bidder implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work do be done.
- 11.2 Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.
- 11.3 In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the Tender, will not be considered for empanelment.
- 11.4 Canvassing/marketing /offering promotional services etc. in any form whether directly or indirectly in connection with the tender is strictly prohibited and the tenders submitted by the Agency/ Firm / Company who resort to canvassing will be liable for rejection without any further reference.
- 11.5 IIM JAMMU reserves the right to reject all or any tender in whole, or in part, without assigning any reasons thereof.
- 11.6 IIM Jammu reserves the right to modify, expand, change, alter, restrict, scrap, refloat or cancel the Tender at any stage without assigning any reason whatsoever.
- 11.7 IIM Jammu 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 submission of the quotation will not be entertained.
- 11.8 The decision of Competent Authority, IIM Jammu will be final in all matters relating to the empanelment and binding. Indian Institute of Management Jammu reserves the right to reject any application without assigning any reason.
- 11.9 In case of any dispute arising out of the terms and conditions of contract or assignment, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIM Jammu and the award of the Sole Arbitrator will be binding on both the parties. Further, any legal dispute arising out of any breach of contract pertaining to this empanelment shall be settled in the court of competent jurisdiction located within the local limits of Jammu, J&K.

**Special Note for Site Visit**

Bidders in their own interest at their cost are advised to visit, inspect and examine the site / campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government, that may be necessary for preparing the bid and execution of the contract, before submitting their Bids in respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, Source and extent of availability of suitable materials including water etc. and labour, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract. No extra charges consequent upon lack of any information/ knowledge and understanding shall be entertained or payable by the Institute. The bidders should note that information, if any, with regard to the site and local conditions, as contained in this Bid document has been given merely to assist the bidders and is not warranted complete in all respects. The bidder should ascertain all other information pertaining to and needed for the work including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract. All the temporary services/arrangements shall be made by Contractor at no extra cost to Institute.

Chief Administrative Officer  
Indian Institute of Management Jammu

Name, Signature and Seal of Authorized Signatory of Bidder.



## PART-I (TECHNICAL BID)

### ANNEXURE-I

(To be submitted on the letterhead of the bidder)

<b>Tender for : MESS AND CATERING SERVICES AT IIM JAMMU</b>	
Tender Ref. NO: IIMJ/NIT/Mess-Catering/2020-21/01	dated: 05.04.2020
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**

Sr. No.	Particulars	Details/ Compliance (Y/N)	If Submitted, Mention Page No.		Remarks	
			From	To		
1.	Details of Tender Fee and EMD:					
		<b>Tender Fee</b>				<b>EMD</b>
	Amount:	Rs.1,180/-				Rs. 3,00,000/-
	UTR/ Transaction No.					
	Dated:					
	Bank :					
	Proof of Tender Fee & EMD to be submitted.					
2.	Tender Acceptance Letter As per <b>Annexure – II</b>					
3.	Brief profile of the Agency/Firm. As per <b>Annexure – III</b>					
4.	The agency should have ISO-22000:2005 or ISO 9001: 2015 Certification. copy of certificates to be attached.					
5.	The agency should be a registered and licensed vendor i.e <b>FSSAI</b> licensed in the similar line of business covered under this tender. Valid Document/certificate issued from appropriate authorities of FSSAI should be enclosed to support this.					
6.	Copy of Permanent Account Number (PAN)					
7.	Copy of GST Registration Certificate					
8.	Valid document in support of Registered/ Branch office at Jammu, If Applicable.					

Sr. No.	Particulars	Details/ Compliance (Y/N)	If Submitted, Mention Page No.		Remarks
			From	To	
9.	<p>Details of Bidder's Annual Turnover Specifically in Similar Services for last three Financial years. (Minimum annual turnover of 2 crores per annum during each of the last three financial years i.e. 2016-17, 2017-18 and 2018-19 for a similar line of business)</p> <p>FY 2018-19 Rs _____  FY 2017-18: Rs _____  FY 2016-17: Rs _____  (Audited /Unaudited)</p> <p>(Copies of profit loss statement/ balance sheet/ income tax return certified by a Chartered accountant to be attached)</p>				
10.	<p>Details of work experience (as per <b>Annexure-IV</b>) in support of Experience related eligibility criteria. (Minimum continuous three years of experience in providing a similar type of services as on 31 March 2020. During these three years, it should have worked for a minimum of three organizations out of which 01(one) of them should be academic Institute and minimum one order/contract value should be more than 1 crores per annum for academic Institute)</p> <p>Letter of award of contract / work order along with Satisfactory completion certificate / performance certificate in this regard issued from Government institute /organization, Autonomous Bodies, PSU, Large/Reputed Private Sector institute /organization and Educational Institutes like IIMs, IITs etc must also be attached along with <b>Annexure-IV</b>.</p>				
11.	Self-Declaration About Non Black-Listing (as per <b>Annexure-V</b> )				
12.	Duly signed and stamped of the entire tender document along with its addendum/corrigendum, if any				
13.	All other documents, as required in terms of the tender, to claim eligibility.				

**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)

**TENDER ACCEPTANCE LETTER**

(On the letter head of the Agency)

To

Date:

Chief Administrative Officer,  
Indian Institute of Management Jammu  
Old University Campus, Canal Road  
Jammu-180016 (J&K)

**Sub: Acceptance of Terms & Conditions of tender for 'MESS AND CATERING SERVICES AT IIM JAMMU' vide Tender' Ref. No: IIMJ/NIT/Mess-Catering/2020-21/01 dt. 05.04.2020**

Dear Sir,

I/We have downloaded / obtained the tender document(s) for the above mentioned "Tender/Work" from the web site(s) namely as per your notice given in the above mentioned website(s).

1. I/We hereby certify that I / we have read the entire terms and conditions of the tender document (including all documents like annexure(s), schedule(s), etc.), which form part of the contract and I / we shall abide hereby by the terms / conditions / clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organization with this tender has also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirely.
4. No employee or direct relation of any employee of IIM Jammu is in way connected as Partner/Shareholder/Director/Advisor/Consultant/Employee etc. with the Agency / Firm / Company.
5. I/We certify that all information and data furnished and attachments submitted with the application by our Agency / Firm / Company are true & correct.
6. I/We are aware that if any information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason thereof summarily reject our bid or terminate our empanelment contract, without prejudice to any other rights or remedy including the forfeiture of the full said Earnest Money Deposit/ Performance Security absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

**BRIEF PROFILE OF THE AGENCY**

(To be submitted on the letterhead of the bidder)

1.	Name of the Agency (In Block Letters)	::	
2.	Registered Office Address (with telephone no. & email address)	::	
3.	Address of Jammu Office, If Any (with telephone no. & email address)	::	
4.	Status of the organization Proprietary/Partnership/Pvt. Ltd./Public Ltd. Company	::	
5.	Year of incorporation /constitution of agency	::	
6.	Registration No./Trade License No.	::	
7.	PAN No.	::	
8.	GST No.	::	
9.	Authorized Signatory Details	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
10.	Details of Contact Person Other than Authorized Signatory:	::	Name: _____ Designation: _____ Mobile No: _____ Email: _____
11.	Bank Details	::	Beneficiary Name: _____ Account No: _____ Bank Name: _____ Branch: _____ IFSC Code: _____ MICR No.: _____ Type of Account: (Saving/Current) _____

12.	Total No. of Year of Similar Experience	::	
13.	Website, if any	::	
14.	Details of Infrastructure available at Jammu, If Applicable	::	
15.	Name of the cities where Agency / Firm / Company is having branches	::	
16.	Total number of employees	::	No. of Managers (Hotel Management): _____ No. of Managers (Other): _____ No. of Supervisor (Hotel Management): _____ No. of Supervisor (Other): _____ No. of Chef (Hotel Management): _____ No. of Chef (Other): _____ No of Assistant Chef: _____ No of other supporting staff: _____
17.	Annual Business turnover for last three financial years, duly certified by the Chartered Accountant	::	FY 2018-19 Rs _____ FY 2017-18: Rs _____ FY 2016-17: Rs _____
18.	Whether the Agency faced any litigation with any organization earlier, if yes, kindly furnish the same with name of the organization and brief details of litigation.	::	
19.	Any other information	::	
<p><b>Registration and Other Statutory document details:</b></p> <p>The agency should possess all statutory requirement including labour License, Food License, PF, ESIC, GST, PAN etc.</p>			
20.	PF Registration No.	::	
21.	ESI Registration No.	::	
22.	Labour Licence No. of existing business	::	

Verification:

The details furnished in the application are true and correct to the best of my/our knowledge and that in case of furnishing any false information or suppression of any material information. The application shall be liable to be rejected besides initiation of panel proceedings by IIM Jammu, if it deems fit.

Signature of authorized signatory

Name:

Seal:

**DETAILS OF EXPERIENCE**

(To be submitted on the letterhead of the bidder)

Sr. No	Name of the organization/ Institute where goods /services were provided with Name of Contact Person, Contact No. & email id.	Value of the contract per annum in INR	Duration of contract		Total years of experience (YY/MM)	Whether it is academic institute (Yes/No)	Copy of contract along with the performance report (Yes/No)
			From (DD/MM/YYYY)	To (DD/MM/YYY Y)			
1.							
2.							
3.							
4.							
5.							
6.							

Note: Bidder may add row / rows in the above format, if No of organizations / Institutions are more.

**Signature of Bidder**

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

Designation: \_\_\_\_\_

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

Contact No.: \_\_\_\_\_

**SELF-DECLARATION ABOUT NON BLACK-LISTING**

(To be submitted on the letterhead of the bidder)

To

Date:

Chief Administrative Officer,  
Indian Institute of Management Jammu  
Old University Campus, Canal Road  
Jammu-180016 (J&K)

Subject: Self Declaration About Non Black-Listing for "MESS AND CATERING SERVICES AT IIM JAMMU'  
vide Tender' Ref. No. IIMJ/NIT/Mess-Catering/2020-21/01 dt: 05.04.2020

Sir,

In response to tender under reference, I/ We hereby declare that presently our Agency / Firm / Company is having unblemished record and is not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations.

We further declare that presently our agency/ firm is also not blacklisted/ debarred and not declared ineligible for any reason other than corrupt & fraudulent practices by any Central/ State Govt. Department, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in last five years from the last date of submission of bid.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/ our EMD / Performance Security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Yours faithfully,

(Name & signature with stamp of the bidder)

**FORMAT FOR PERFORMANCE BANK GUARANTEE**

(To be typed on Non-judicial stamp paper of the value of Indian Rupees of One Hundred)

(TO BE ESTABLISHED THROUGH ANY OF THE NATIONAL BANKS (WHETHER SITUATED AT JAMMU OR OUTSTATION) WITH A CLAUSE TO ENFORCE THE SAME ON THEIR LOCAL BRANCH AT JAMMU OR ANY SCHEDULED BANK (OTHER THAN NATIONALISED BANK) SITUATED AT JAMMU. BONDS ISSUED BY CO-OPERATIVE BANKS ARE NOT ACCEPTED.)

To,  
Indian Institute of Management Jammu,  
Jammu-180016  
India

**LETTER OF GUARANTEE**

WHEREAS Indian Institute of Management Jammu, Jammu (Buyer) have invited Tenders vide Tender No.....dt..... for ..... and whereas the said tender document requires that any eligible successful Bidder (Vendor) wishing to provide/supply of Services/ Goods/ Material as per tender document in response thereto shall establish an irrevocable Performance Guarantee Bond in favor of "Indian Institute of Management Jammu," in the form of Bank Guarantee for Rs ..... and valid till five years from the date of issue of Performance Bank Guarantee may be submitted within ..... days from the date of acceptance as a successful Bidder.

NOW THIS BANK HEREBY GUARANTEES that in the event of the said Bidder (Vendor) failing to abide by any of the conditions referred in tender document / purchase order / work Order etc. this bank shall pay to Indian Institute of Management, Jammu on demand and without protest or demur Rs ..... (Rupees.....).

This bank further agrees that the decision of Indian Institute of Management, Jammu (Buyer) as to whether the said Bidder (Vendor) has committed a breach of any of the conditions referred in tender document / purchase order shall be final and binding.

We, ..... (name of the bank & branch) hereby further agree that the guarantee herein contained shall not be affected by any change in the constitution of the Bidder (Vendor) and/ or Indian Institute of Management Jammu, Jammu (Buyer).

**Notwithstanding anything contained herein:**

1. Our liability under this Bank Guarantee shall not exceed Rs. .... (Indian Rupees only).
2. This Bank Guarantee shall be valid up to ..... (date) and
3. We are liable to pay the guaranteed amount or any part thereof under this bank guarantee only and only if Institute serve upon us a written claim or demand on or before ..... (date).

This Bank further agrees that the claims if any, against this Bank Guarantee shall be enforceable at our branch office at ..... situated at ..... (Address of local branch).

Yours truly,  
Signature and seal of the guarantor:  
Name of Bank:  
Address:  
Date:

**Instruction to Bank:** Bank should note that on expiry of Guarantee Period, the Original Guarantee will not be returned to the Bank. Bank is requested to take appropriate necessary action on or after expiry of bond period.



**MANDATE FORM FOR ELECTRONIC FUND TRANSFER/RTGS TRANSFER**

Date: / /

The Chief Administrative Officer  
 Indian Institute of Management Jammu  
 Jammu

Sub: Authorization for release of payment / dues from Indian Institute of Management Jammu through Electronic Fund Transfer/RTGS Transfer.

- Name of the Party/Firm/Company/Institute:**
- Address of the Party:**

City \_\_\_\_\_  
 Pin Code \_\_\_\_\_  
 E-Mail ID \_\_\_\_\_  
 Mob No: \_\_\_\_\_  
 Permanent Account Number \_\_\_\_\_

- Particulars of Bank**

Bank Name		Branch Name	
Branch Place		Branch City	
PIN Code		Branch Code	
MICR No			
(9 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)			
IFS Code:(11 digit alphanumeric code)			
Account Type	Saving	Current	Cash Credit
Account 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 Jammu 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 Transfer.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**Signature & Seal of the Authorized Signatory of the Party**

\_\_\_\_\_  
 Certified that particulars furnished above are correct as per our records

Bankers Stamp:

Date: \_\_\_\_\_

**Signature of the Authorized Official from the Bank**

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

**PART-II: FINANCIAL BID (FORMAT)**

To be filled online

Sl. No.	Item Description	Quantity	Units	Quoted Currency in INR	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT In Words
1	2	4	5	6	7	8
1	Catering charges per person for <b>Standard Category (A)</b> : as per menu (Inclusive of Breakfast, Lunch, Evening Tea with Snacks and Dinner)	1.000	Nos	INR		
2	Catering charges per person for <b>Deluxe Category (B)- (Special Lunch / Dinner)</b> : as per menu for Special Occasion	1.000	Nos	INR		
3	Catering charges per person for <b>Deluxe Category (B)- (High Tea)</b> : as per menu for Special Occasion	1.000	Nos	INR		
4	<b>Routine Meeting Category (C)</b>					
4.01	Tea / Black Tea	1.000	Nos	INR		
4.02	Coffee	1.000	Nos	INR		
4.03	Green Tea plain or with honey	1.000	Nos	INR		
4.04	Lemon Tea	1.000	Nos	INR		
4.05	Soups (Tomato/ Clear Veg./Hot & Sour/ Sweet Corn etc.	1.000	Nos	INR		
4.06	Lassi (Freshly Prepared)	1.000	Nos	INR		
4.07	Butter Milk (Freshly Prepared)	1.000	Nos	INR		
4.08	Lime Juice (Freshly Prepared)	1.000	Nos	INR		
4.09	Fresh Juices (Freshly Prepared)	1.000	Nos	INR		
4.10	Tea/Coffee with cookies, wafers	1.000	Nos	INR		
4.11	Tea/Coffee/Green Tea/Black Tea with cookies, wafers and 08 pieces roasted almonds/ cashew	1.000	Nos	INR		
4.12	Tea/Coffee/Green Tea/ Black Tea with freshly prepared snacks- Sandwich (Plain, Grilled, Toasted), Samosa / Pakoda (Veg, Paneer) etc.	1.000	Nos	INR		
4.13	Tea/Coffee/Green Tea/Black Tea with freshly prepared Snacks, Roasted Almonds / Cashew and Sweet Dish- Cup Cake/ Pastry / Brownie / Sweet etc.	1.000	Nos	INR		
5	<b>Faculty Guest House Maintenance:</b>					
5.01	Charges for Faculty Guest House Maintenance per month including Manpower	1.000	Nos	INR		
5.02	Charges for catering service (meal) per day per person	1.000	Nos	INR		
	<b>GST %</b>					

GST%.....

Notes:

1. GST will be extra as per actual. Bidder is required to quote the rate excluding GST.
2. The number of people / person (if any mentioned in tender document) may increase or decrease in any month.
3. There would be no increase in rates during the Contract period including extension period.

Place:

Date:

(Signature with stamp of the bidder)

**ANNEXURE-IX****Detail of items (tentative) which shall be handed over to agency during the execution of the contract.**

Sl. No	Item Name	Qty	Remark
1.	Hp Gas Cylinder 19 Kg	10 Nos.	
2.	Iron Tava	01	
3.	Deep Frizer	01	
4.	Refrigerator Double Door	01	
5.	Roti Tava	01	
6.	Dosa Tava	01	
7.	Alu. Kadai with Cover	04	
8.	Alu. Ganj With Cover	08	
9.	Aluminum Handi With Lid	09	
10.	Gas 3 Burner	02	
11.	Almirah	02	
12.	Utensils	Small Lot	
13.	Idli maker	01	
14.	Bain Marie	01	
15.	Iron kadhai	2	
16.	Steel Kadhai	2	
17.	Potatoes peeler	1	
18.	Masaala Tray/Rack	2	
19.	Toaster	1	
20.	Microwave oven	1	
21.	Utensils racks	4	
22.	Cylindrical boxes	4	
23.	Tissue paper holders	5	
24.	Vegetables Net cage	1	
25.	Gas stove single	2	
26.	L shaped chapati maker rack	2	
27.	Rice strainer	1	
28.	4 bowl food server	1	
29.	Other as per stock register		

**Note: Items may be increases or decrease.**