



भारतीय प्रबन्धन संस्थान राँची
(शिक्षा मंत्रालय, भारत सरकार के अधीन)
प्रबन्धन नगर, नयासराए मार्ग, राँची, झारखण्ड, पिन- ८३५ ३०३

INDIAN INSTITUTE OF MANAGEMENT RANCHI

(Under Ministry of Education, Govt. of India)

Prabandhan Nagar, Nayasarai Road,

Ranchi, Jharkhand, PIN - 835303

URL: www.iimranchi.ac.in

Email: purchase@iimranchi.ac.in

Notice Inviting e-Tender (NIT) for

Short-term Catering Services at IIM Ranchi.

Tender No. : IIM Ranchi/NIT/Catering/2023-24/13

Dated: 09.11.2023

Issued by:
Administrative Officer - Purchase
Indian Institute of Management, Ranchi
(for & on behalf of the Director, IIM Ranchi)

INFORMATION FOR BIDDER

Bid Downloading Schedule: Notice Inviting Tender (NIT) documents and other details like corrigendum etc. can be obtained/ downloaded free of cost from following links as per the given schedule: -

- Institute website @ www.iimranchi.ac.in (under 'Tender' section)
- CPP Portal @ <https://eprocure.gov.in/epublish/app>

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

The Institute reserves the right to change any provisions of the tender document by publishing corrigendum for the same on the institute's website.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without assigning any reasons thereto.

1. Quotations as per Annexure-I (financial bid) along with Bid Forwarding Letter as per Annexure-II and copy of this tender document, duly signed and stamped by the bidder should be submitted on the IIM Ranchi Ewizard portal (more details given E-Submission process of bids).
2. Deadline to submit the bids on Ewizard portal is till **03:00 pm on 29.11.2023. NO OFFER WILL BE ACCEPTED BY EMAIL OR ANY OTHER SOURCE** and IIM Ranchi will not be responsible for any delay.
3. Bids will be opened by the designated Committee of IIM Ranchi **at 04:00 PM on same day/date i.e. 29.11.2023** in the presence of the bidders or their representatives if desires to attend the opening proceedings.
4. In the event last date is a holiday/declared as a holiday, next working day will be the last date for submission/ opening of tender.
5. The price quoted by the bidder should be inclusive of all cost on F.O.R. IIM Ranchi basis. No extra cost will be paid by the Institute. The rate quoted by the bidders will be valid for a period of 90 days. **GST should be shown separately in the price offer.**
6. Any party involved in any pending dispute resolution proceedings with IIM Ranchi at any forum, as on the date of publication of tender, shall be ineligible to participate in the tender process, whether directly or indirectly.

Bidders need to submit the financial bid in the excel sheet template available on the ewizard portal only.

**SPECIAL INSTRUCTIONS TO BIDDERS FOR THE E-SUBMISSION OF THE BIDS
ONLINE THROUGH E-PROCUREMENT PORTAL**

1. Registration process on online portal.
 - a. Bidders are required to enroll on the e-Procurement module of the portal M/s ITI Ltd., (if not registered earlier) <https://iimranchi.euniwizarde.com> by clicking on the link “Bidder Enrolment”.
 - 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. This would be used for any communication from the e-Wizard Portal. After registration send User ID for helpdesk team (helpdeskeuniwizarde@gmail.com and support@euniwizarde.com) for activation.
 - c. Bidders to register upon enrolment, with their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) 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.
 - e. DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
 - f. 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.
2. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
3. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid will be rejected.
4. The BOQ template must not be modified / replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
5. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online on the portal or on <https://iimranchi.euniwizarde.com> or <https://www.iimranchi.ac.in/post/tender/tender.php> in advance, and should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF formats.
6. The bidder should read the terms and conditions and accepts the same before proceeding further to submit the bids.
7. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and the size of file gets reduced. This will help in quick uploading even at very low bandwidth speeds.
8. It is important to note that, the bidder has to click on the Freeze Bid Button, to ensure that, he/she completes the Bid Submission Process. Bids, which are not frozen, are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.

9. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
10. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system. Only soft copy of the Technical Bid should be submitted on Ewizard portal.
11. At the time of freezing the bid, the e-Procurement system will give a successful bid updating message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no., date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
12. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
13. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
14. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
15. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
16. The bidders are requested to submit the bids through online e-Procurement system to the Tender Inviting Authority (TIA) well before the bid submission end date and time (as per Server System Clock).
17. The bidder / tenderer / Contractor shall file the applicable returns with Tax departments in time and submit the same as documentary proof.
18. The GST applicable shall be shown as separate line items in the Tax invoices to avail input credit to IIM Ranchi.
19. Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the e-Wizard Helpdesk. The contact number for the helpdesk is Gagan (8448288987 / eprochelpdesk.01@gmail.com), Vijay (8448288989 / eprochelpdesk.03@gmail.com), Suriya (8448288994 / eprochelpdesk.06@gmail.com), 8448288992, 8448288984, 8448288986, 8448288982, 8448288988.

1. SCOPE OF SERVICES

This service requires the Service Provider to prepare and provide catering services for 52 person approx. as below mentioned dates at IIM Ranchi premises or as per the requirement. The service includes provision of staff for serving and setting up dining venue, packaging, crockery and utensils used in each type of requirements, dispensers, hot/ cold buffet chafers, tablecloth, mats and all other equipment required for serving the desired quality of food. This service also includes afterward services like cleaning, disposal of garbage, provisioning of potable drinking water or other materials/ consumables etc.

Sl. No	Meals	Menu	No. of persons
1	Breakfast	Bread, Butter, Jam, Cornflakes, Tea, Coffee, Milk, Green Tea, Egg (options: omelet, Boiled) PuriSabji/Chana Batura/Poha/Aloo Paratha Idli/Dosa/Bada (with Sambhar, Chutney) Chopped Fruits(Papaya/Water Melon/Musk Melon/Mango Water Bottle (one litre)	52
2	Tea Break 1	Tea, Green Tea, Coffee, Biscuit(Cookies)	52
3	Tea Break 2	Tea, Green Tea, Coffee, Biscuit(Cookies)	52
4	Lunch	Rice, Dal, Chapati/Naan, Mix Vegetable, Paneer Dish, Chicken/Fish Dish/Mutton (any one), Salad, Raita, Plain curd, Papad, Sweets (Gulab Jamun/ Ice Cream/ Rasgulla/ Rasmalai)-any one Water Bottle (one litre)	52
5	Tea Break 3	Tea, Green Tea, Coffee, Snacks Packet (Samosa/Patties/ Alu chop, cake, Juice etc.)	52
6	Dinner	Rice, Dal, Chapati/Naan, Mix Vegetable, Paneer Dish, Chicken/Fish Dish/Mutton (any one), Salad, Raita, Plain curd, Papad, Sweets (Gulab Jamun/ Ice Cream/ Rasgulla/ Rasmalai)-any one Water Bottle (one litre)	52

Service Delivery: -

Date: - from 02.12.2023 to 10.12.2023

Timing: As per below table-

Breakfast	Tea Break 1	Tea Break 2	Lunch	Tea Break 3	Dinner
08:00 am - 8:55 am	10:30 am - 10:45 am	12:15 pm - 12:30 pm	02:00 pm - 02:55 pm	04:30 pm - 04:45 pm	08:00 pm - 9:30 pm

IIM Ranchi will provide the details for date, time and venue of service, type of service (catering, buffet), type of spread (breakfast, lunch, snacks/ high tea, dinner), preparation (vegetarian, non-veg), and add-ons (crockery, veg/ non-veg dishes, desserts, water etc.) Service Providers will quote price as per above service parameters, and any add-ons will be charged separately as per the actual quantity ordered.

Note: Any change in above period will be informed to service provider.

2. SERVICE DETAILS AND STANDARDS

- i. The Service includes all serving staff, utensils, crockery, packaging, dispensers, hot/ cold buffet chafers, tablecloth, mats, glass wear and all other equipment required for serving the desired quality of food.
 - ii. For the buffet, the food items will be served in stainless steel crockery, unless otherwise stated in the order.
 - iii. Service Provider shall possess a valid license issued by Food Safety & Standard Authority of India (FSSAI), State Govt./ Central Govt., PAN, and copy of GST registration certificate from appropriate authority.
 - iv. All persons employed by the Service Provider shall be medically fit for handling food and certified for fitness before engagement by the Service Provider.
 - v. The food items supplied should be as per Government standards. If at any point of the time any penalty is imposed by the Government Authority i.e. by Food Inspector of Food Department, the same shall be borne by the Service Provider.
 - vi. The meal packets/ thalis/ buffet provided by the service provider should include the requirement of food and drink items as per the meal package mentioned in the service scope.
- The service provider shall serve the food in healthy, eco-friendly packaging, also label all serving/ menu items with their name and/ or corresponding dietary restrictions (vegetarian, non-vegetarian etc.).
 - The crockery used shall be clean, not old, faulty (cracked, scratched) the packaged food packets should not leak, and the cloth and paper napkins provided should be clean.
 - i. The eatables served by the Service Provider to the guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc.
 - ii. Vegetarian and Non-Vegetarian dishes shall be prepared and served separately.
 - iii. Milk products such as curd, yoghurt, cheese etc. shall be of good quality and must be prepared and served fresh, if applicable. All the items being used shall be stored properly and served before their expiry date.
 - Non-vegetarian dishes shall be prepared from fresh and good quality chicken, mutton, fish or other sea foods as desired and the same shall be purchased from the standard authorized shop.
 - The non-vegetarian items shall be washed and marinated properly before cooking. The pieces of non-vegetarian items shall not be too small or too big, un-necessary shreds and small bone pieces shall be removed.
 - The deployed catering staff, shall be adequate as per requirements, trained, presentable, well dressed, well-mannered and well experienced to ensure timely, efficient and prompt service for both dining and buffet services.

3. DEFINED TIMELINES

- i. IIM Ranchi shall inform about the type of spread, menu, number of packets/ buffets required and location of delivery/ buffet arrangement to the Service Provider 2 days prior to the date of event, if required.

- ii. Service Provider shall adhere to the timeline given for serving/ buffet arrangements on designated premise.
- In case of non-availability of specifically demanded food item; the Service Provider shall communicate the same at least 2 days prior to the date of food delivery/ event.

4. SERVICE ASSUMPTIONS

- i. The Service Provider shall not sublet any part of the Contract. The Service Provider shall be responsible and liable to deliver the services as per the contract.
- Food preparation shall be based on availability of the seasonal vegetables/ fruits.
 - i. The staff provided by the service provider shall not be deemed employees of the user department hence the compliance of the applicable acts/ laws will be the sole responsibility of the service provider.
 - ii. The IIM Ranchi shall be the sole authority to decide and judge the quality of the service rendered by the Service Provider and all other matters and his decision shall be final and binding.
 - iii. No Service Provider's staff shall be allowed to stay in the IIM Ranchi's premise/ designated premise unnecessarily after working hours without permission.

5. LIMITATIONS OF SERVICE DELIVERY (IF ANY)

- i. The Service Provider will provide catering services as per the package and add-ons (if any) selected by the IIM Ranchi.
- ii. The IIM Ranchi will have option to replace the item/ dishes, however replacement of the dishes will be in same category (veg dish to veg dish, dessert to dessert and so on), also quantity and number of items/ dishes will be same as per package and add-ons (if any) selected.

6. SERVICE PROVIDER'S OBLIGATION

Service Provider's obligations will include the following-

- i. The service provider shall be responsible for ensuring compliance with the provisions related to of all Applicable laws including Labour Law [Central/State] and specially Minimum Wages Act, Payment of Wages Act, PF, ESI Act, Payment of Bonus Act, Contract Labour [R&A] Act, Workmen Compensation Act, Food Safety and Standards Act, 2006, etc. as applicable from time to time.
- ii. Service Provider shall ensure the timely delivery with the agreed standards and quantity of required services to the IIM Ranchi.
- The Service Provider shall provide catering services in the dining area and/ or administrative building premises and/ or any other local premise designated as per the service request and for the number of people mentioned.
 - i. All the staff deployed by Service Provider at IIM Ranchi's premise/ designated premise shall adhere to the IIM Ranchi's policies for office timings/ other guidelines.

- ii. Service Provider shall provide uniforms, identity card, name badges and safety items/ kits, sanitizer, mask/ gloves, shoes etc. to its staff working in the IIM Ranchi's premise. Staff should also ensure wearing gloves and hair covers while cooking and serving food.
- The Service Provider shall follow the service delivery instructions from the IIM Ranchi's, Service Provider shall get all the details of service i.e. packet/ catering arrangement, quality, quantity of the eatables, other arrangements etc. in advance from the official of IIM Ranchi to avoid last minute issues.
 - i. Taking protective measures to protect the property and persons and prevent accidents shall be the Service Provider's responsibility during the contract period.
 - ii. The Service Provider shall arrange for any special type of equipment and machines if required for during catering service at his own cost.
- The Service Provider shall maintain its gadgets and equipment etc. in good working conditions with all safety measures at its own cost and expenses.

7. PENALTIES AND FINE

Penalties and fine can be imposed on either party in case they have caused loss to other party, loss can be financial as well as reputational. These losses may occur due to breach of contract/ agreement, faulty services etc. Amount of penalties/ fine shall be settled/ recovered during next payments/ final settlements of the service provider.

Penalties and fine are mentioned below-

S. No.	Description	Penalty/ Fine		
		1st Instance	2nd Instance	3rd Instance
Penalty/ Fine on Service Provider				
1	Delay in service delivery	Warning	3% of event order value	5% of event order value
2	Discrepancy in quantity of food, number of food items	2% of event order value	3% of event order value	5% of event order value
3	Non-deployment of required staff	1% of event order value	2% of event order value	3% of event order value per personnel per incident
4	Hygiene and quality concerns	2% of event order value+ 100% amount penalized by Food Inspector/ Department (if any)	3% of event order value + 100% amount penalized by Food Inspector/ Department (if any)	5% of event order value and/or termination of agreement
6	If staff is found of any disobedience or misconduct	2% of event order value	3% of event order value	5% of event order value

7	If staff is found responsible for any theft, loss of material/ articles/ damages	Equivalent payment or replacement of material and/or replacement of staff	Equivalent payment or replacement of material + 2% of event order value and/or replacement of staff	Equivalent payment or replacement of material + 3% of event order value and/ or termination of agreement
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8. PAYMENT TERMS

- i. The cost of services quoted by the Service Provider shall include staff, utensils and food items, however Service Provider shall be paid for the add-ons as per the actual requirement (if any).
- ii. No advance payment shall be made to the Service Provider.
- iii. The price quoted shall cover all aspects of service delivery, it shall be inclusive of all consumables required to provide the service.
- iv. Payment shall be made once the services are delivered, and the Service Provider submits the invoice for the same.
- v. Payment will be made through bank transfer only, in no circumstance cash/ cheque payment will be made.

Amendment of the Contract as per both parties' consent: Amendment of the Contract shall be done as per mutual consent of both parties; no party shall be made liable to pay/ get any compensation for agreement amendment.

Breach of Work: The contract may also be terminated, if the cumulative penalties rise upto 10% of the contract value or as decided by the Competent Authority of IIM Ranchi.

FINANCIAL BID

(To be submitted in excel template only format only)

No.	Date:
Tender for : Catering Services at IIM Ranchi Tender No.: IIM Ranchi/NIT/Catering/2023-24/13 dt. 09.11.2023	
Name of the Bidder: Correspondence Address:	
Tel/ Mob No.:	
Email Id:	

Sl. No.	Particulars	Qty.	Rate per day	Total Amount (in INR)
1.	Short-Term Catering Services at IIM Ranchi	52 person x 09 days		
GST @ _____%				
Total (in word) _____				

Note: The price quoted above by the bidder should be inclusive of all cost on F.O.R. at IIM Ranchi. No extra cost will be paid on and above quoted rate. However, any increase/decrease in qty. will be paid/deducted on pro-rata basis. The rate quoted by the bidders will be valid for a period of 90 days.

DECLARATION

I/We..... (Name of the Partner/s or Authorized Representative of Bidder) of (Name of the firm) 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: (Name of the bidder)

Date:

BID FORWARDING LETTER

(To be submitted on letterhead of the bidder as per this format only)

Date : _____

To
The Administrative Officer (S&P),
Indian Institute of Management Ranchi,
Prabandhan Nagar, Nayasarai Road,
Ranchi, Jharkhand, PIN - 835303

Sub: Tender for 'Catering Service at IIM Ranchi'; Tender No. IIM Ranchi/NIT/Catering/2023-24/13
dt. 09.11.2023

Sir,

I/ We hereby confirm and declare that I/We have carefully studied the tender documents therein and undertake myself/ ourselves to abide by the terms and conditions laid down in the tender document.

I/ We also keep the offer open for 90 (Ninety) days from the date of opening of bid.

Yours faithfully,

(Name & signature with stamp of the bidder)

SELF-DECLARATION ABOUT NON BLACK-LISTING

(To be submitted on letterhead of the bidder as per this format only)

Date : _____

To
Administrative Officer (S&P)
Indian Institute of Management Ranchi
Prabandhan Nagar, Nayasarai Road,
Ranchi, Jharkhand, PIN – 835303

Sub : Tender for ‘Catering Services at IIM Ranchi’; Tender No. IIM Ranchi/NIT/Catering/2023-24/13 dt. 09.11.2023

Sir,

In response to tender under reference, I/ We hereby declare that presently our firm 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 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 past three 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 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)