



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 Tender (NIT) for
‘Running Coffee & Snacks Shop at IIM Ranchi Campus’

Tender No. IIM Ranchi/NIT/Coffee Shop/2026-27/14

Dated: 22.05.2026

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

NOTICE INVITING TENDER (NIT)

Tender Notification No.: IIM Ranchi/NIT/Coffee Shop/2026-27/14 dt. 22.05.2026

IIM Ranchi is an Institution of National Importance and Second Generation IIM under the Ministry of Education, Government of India, established in 2009 in the State of Jharkhand. The institute is operating from its newly constructed permanent campus at Prabandhan Nagar, Vill - Mudma, Nayasarai Road, Ranchi, Jharkhand. The institute offers Under Graduate (IPM), Post Graduate (MBA, MBA-HRM, MBA-BA & Executive MBA), and Doctoral programs in management education. There are approx. 1100 students are accommodated in its permanent campus.

The Institute invites sealed bid under two bid system from reputed, experienced, and financially sound parties for Running Coffee Shop/Snack shop and installation of four (04) tea and coffee vending machines in the Institute premises of the permanent campus. The contract will initially be valid for a period of 02 (two) years, which may be extended for another 01 (one) year, subject to the satisfactory performance of the service provider.

The interested parties may personally visit the Institute's campus for first-hand information about the shops located on our campus and submit their bids.

Some important requisite information pertaining to the outlet.

Location of the Outlet/Outlet	At Academic Area
Area of the Outlet/Outlet	623.6 sq.ft.
EMD Amount	₹10,000/-
Timing of the Outlet/Outlet	07:30 am to 03:00 am.
Required Tea and coffee Vending Machines	04 numbers with operation and maintenance throughout IIM Ranchi Campus at Pundag, Ranchi

IIM Ranchi-approved menu items with fixed rate to be sold by the service provider at this outlet: -

Service provider need strictly follows this menu unless any change in the item and price has been approved by the institute.

Tender Schedule

Name of the work	Notice Inviting Tender for Running Coffee Shop/Snack shop and installation of four (04) tea and coffee vending machines in the Institute premises at IIM Ranchi Campus.
Contract Period	The period of the contract shall be for 02 (two) years from the date of the start of the contract agreement. The Institute reserves the right to extend the contract period for another 01 (one) year on the same terms & conditions, subject to the satisfactory performance of the service provider. There is an upward revision of rent @ 5% from the 2 nd year onwards.
Cost of Tender Document	Nil
Earnest Money Deposit	Rs 10,000/- (Rupees Ten Thousand Only) in the form of DD/ Banker's Cheque (BC)/ FDR from any scheduled commercial bank in favor of Indian Institute of Management Ranchi payable at Ranchi. EMD exemption to as per the extant rules of the Government.
Website for downloading Tender Document, Corrigendum/Addendum etc.	www.iimranchi.ac.in (under 'Tender' section)
Bid Validity	The validity of bids shall be 90 (ninety) days from the date of opening of bids or any extension thereof.
Pre-Bid Meeting	11:00 AM on 28.05.2026 for clarifications of queries, if any, at IIM Ranchi New Campus (Academic Building-I), Prabandhan Nagar, Vill-Mudma, Nayasara Road, Ranchi.
Site Visit by the Bidders	Interested parties can inspect the premises/shops between 10:00 AM and 05:00 PM on working days. They may contact the Administrative Officer - S&P during office hours on any working day to ascertain the job requirements and any other additional information/ clarification required by them.
Last Date of Submission of Tender	up to 03:00 PM on 12.06.2026
Opening of Tenders	Part - I: Technical Bid Technical bids will be opened on 12.06.2026 at 04:00 PM. Part - II: Financial Bid Financial bids of the technically responsive bidders shall be opened at a later date. The financial bid opening date and time shall be intimated to the technically qualified bidders separately by the Institute in advance.
Contact Person (for any clarification during the tendering process)	Administrative Officer - Purchase & Stores Indian Institute of Management Ranchi Email: purchase@iimranchi.ac.in

A. Information to Bidders

1. Minimum Eligibility Criteria:

The intending bidder must satisfy all the following requirements for qualifying in the technical bid. Self-attested copy of the related documents in support of the below eligibility criteria should be submitted by the bidder:

- i. The bidder should be a Sole-Proprietor/ Partnership Firm/ LLP/ Pvt. Ltd. Company. Affidavit/ Partnership Deed/ Registration of Certificate etc.as the case may be should be submitted.
- ii. The bidder must possess a valid Trade License issued by the State Authority.
- iii. The bidder must possess a valid PAN & GST issued by the appropriate authority (if GST is not applicable, an undertaking to be submitted).
- iv. The bidder must have experience of a minimum of 3 (three) years (from the last date of submission of bid) of running a coffee & snack shop / similar business/ trade for which the bidder submits the bid. An undertaking on the letter head mentioning the details of its coffee shop/ similar business/ trade/ shops at other locations, year of operation, staff strength etc. must be submitted. Bidders who have experience in running coffee and snack shops in educational institutions are preferred.
- v. The bidder should have an average annual financial turnover from related services/ trade/ business during the last three years ending on 31st March 2025 should be Rs 12.00 Lakh (Rupees Twelve Lakh). The bidder should submit ITR and statement of accounts (i.e., P&L Account and Balance Sheet) duly certified by a CA for the above financial years in support of this.
- vi. The bidder should have multinational/ multicity restaurant/ shop chain/ at least three outlets in the same city (relevant documents should be submitted).

2. Submission of Bids:

2.1 The interested parties meeting the pre-qualification/ minimum eligibility criteria are required to submit their bid in **sealed envelopes (two bid system)**. The tender should contain the following documents:

‘PART-A’ Envelope should contain:

- i. EMD of Rs10,000/- in the form of DD/ BC/ FDR from any scheduled commercial bank in favor of Indian Institute of Management Ranchi payable at Ranchi.
- ii. Data filled in the ‘Technical Bid’ as per Annexure-I
- iii. Documents in support of Pre-Qualification/ Eligibility Criteria.
- iv. Bid Forwarding Letter as per Annexure - II.
- v. Self-declaration towards Non Blacklisting as per Annexure - III.
- vi. Power of Attorney/ Authorization Letter, if bid is submitted by the authorized representative of the bidder (on the Letterhead of the bidder).
- vii. Duly signed and stamped of the entire bid document along with its addendum/ corrigendum, if any.

Seal the envelope with superscription **‘Technical Bid for Running Coffee & Snacks Shop at IIM Ranchi Campus: Part - A’**.

‘PART-B’ Envelope should contain only the Financial Bid. This is to be filled in the prescribed format as per Annexure-IV and sealed in a separate envelope with superscription **‘Financial Bid for Running Coffee & Snacks Shop at IIM Ranchi Campus: Part - B’**. The financial bid submitted in any other format will be treated as non-responsive and not considered for tabulation and comparison.

The bidder shall not modify the financial bid format in any manner. In case if the same is found to be modified in any manner, bid will be completely rejected and EMD would be forfeited and bidder is liable to be banned from doing business with IIM Ranchi as decided by the competent authority.

All the pages of the tender document, including annexures, copies of certificates/ documents and financial bids, should be duly stamped and signed by the authorised person of the bidder.

Both the Technical Bid and the Financial Bid envelopes should be kept in a third envelope, which should be sealed. The third envelope should be superscripted as ‘Tender for Running Coffee & Snacks Shop at IIM Ranchi Campus’ vide Tender No. IIM Ranchi/NIT/Coffee Shop/2026-27/14 dt. 22.05.2026’.

The sealed bid must reach by post/ courier/ by hand to be dropped into the tender box at the address given below by 12.06.2026 up to 03:00 pm.

Administrative Officer - Purchase & Stores
Indian Institute of Management Ranchi
Prabandhan Nagar, Nayasarai Road,
Ranchi, Jharkhand, PIN-835303

- 2.2 Tender by any other mode except the above modes will not be accepted. Under no circumstances tender documents will be received after the above date/ time. The institute shall not be responsible for postal delays.
- 2.3 If the last date of receiving/ opening of tenders coincide with a holiday, then the next working day shall be the receiving/ opening date.
- 2.4 There should not be any overwriting in the bid. Bidder shall quote in Indian Rupees only. The financial bid should be expressed both in words and figures. If any discrepancy is found between the figure and in words in the financial bid, the value in words shall prevail.
- 2.5 The bidder is expected to examine all instructions, forms, annexures, terms and conditions in the tender document. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the bidder’s risk and may result in rejection of his/ her bid.
- 2.6 No alterations should be made in any of the contents of the bid document by scoring out. In the submitted bid, no variation in the conditions shall be admissible. Bids not complying with the terms and conditions listed in this part are liable to be rejected.

2.7 The bid prepared by the bidder as well as all correspondence and documents shall be written in English language. All the columns of the tender document must be filled in and no column should be left blank. “NIL” or “Not applicable” should be marked, where there is nothing to report.

3. **Opening and Evaluation of Bids:** 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 time, the proposal shall be liable to be rejected.

Bidder who meets the Eligibility Criteria shall be shortlisted as the technically responsive bidders. The institute shall notify all the technically responsive bidders indicating the date and time for the opening of financial bids.

4. **Selection of Successful Bidder:** The bidder, who will offer the Highest Rent (H1) monthly rent, will be declared as the successful service provider. In the event of receiving more than one financial bid quoting the same highest rent, the final selection of successful bidder shall be made in the following manner: -
- a) The one with the highest experience;
 - b) If more than one bid having the same total experience at clause (a), then the one having highest turnover during the last 3 years put together;
 - c) If more than one bidder having the same turnover at clause (b), then by “Draw of Lots”.
5. **EMD/ Bid Security:**
- The bidder should deposit Rs. 10,000/- (Rupees Ten Thousand Only) in the form of DD/ BC/ FDR from any scheduled commercial bank in favor of Indian Institute of Management Ranchi payable at Ranchi.
 - EMD exemption to as per the extant rules of the Government on the submission of valid documents.
 - The EMD of the unsuccessful bidders shall be returned to them at the earliest after expiry of the final bid validity period and latest by the 30th day after the award of contract. The EMD of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security.
 - The EMD shall be forfeited in the following conditions:-
 - a) If a bidder withdraws its bid during the period of bid validity specified in the tender.
 - b) In case of final selection of bidder, if the successful bidder fails to enter into the contract or fails to furnish Performance Security in accordance with the terms and conditions of the tender within the given time frame in the tender document.

6. Performance Security:

- The successful bidder shall deposit interest free security deposit a sum equivalent to 02 (two) months' rent in the form of DD/ BG/ FDR/ TDR assigned in favour of the Indian Institute of Management Ranchi payable at Ranchi from any scheduled commercial bank within seven days from the date of issue of 'Letter of Award'.
- The contract will be signed only after furnishing the Performance Security.
- Performance Security shall remain valid for a period of sixty days beyond the date of completion of the contract. No interest will be payable on this amount.
- The performance security will be returned without interest after the contract period is over and after the shop is handed over to the institute by the service provider by vacating the shop. Refund will be subject to full settlement of dues payable to IIM Ranchi and adjustment against damages, penalty, if any, or any other amount payable.
- In case of breach of contract by the service provider, the Performance Security shall be forfeited by the institute and the service provider shall be blacklisted in addition to the termination of the contract.

7. Award of Contract:

- After selection of the successful bidder, a 'Letter of Award' (LOA) shall be issued in duplicate by the Institute to the successful bidder and the successful bidder shall within seven days of the receipt of the LOA, sign and return the duplicate copy of the LOA in acknowledgement thereof.
- The successful bidder will be required to execute an agreement on a Non-Judicial Stamp of appropriate amount within seven days from the date of issue of Letter of Award.
- The contract will be signed only after furnishing the Performance Security.
- Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds for the annulment of the award and forfeiture of EMD in fully.

8. Any act on the part of the tenderer to influence anybody in the institute is liable to rejection of his tender.

9. Penalty provisions and Termination of contract

If the *Licensee* fails to execute the license for the terms mutually agreed and enter in the *Agreement/* contract between the *Institute* and the *Licensee* to satisfaction of the *Institute*, the *Institute* has the right to take the following actions

(i) Imposition of fine for breach of contract as follows: -

- a. The first penalty in such case would be Rs. 5000/-,
- b. The second penalty would be Rs. 10,000/-, and
- c. The third penalty would be of Rs. 20,000/-.
- d. After 3rd penalty the allotment shall be cancelled.

(ii) Forfeiture of Security Deposit either partly or fully;

(iii) Termination of license by giving one month's notice; and/ or

(iv) Termination of contract with due notice and simultaneous forfeiture of Security Deposit.

(v) In compelling circumstances, the Institute reserves the right to close the establishment

with immediate effect.

10. The *Institute* reserves the right to inspect, from time to time, the quality of the service and products provided by the *Licensee*. The institute will have right to see the quality, price, and reasonability of the items. If the *Institute* or the relevant Committee of the Institute is of the opinion that the products or service is not up to the satisfaction of the *Institute*, a penalty shall be imposed depending on the situation and severity of the case. Further, for non-compliance of other Terms & Conditions as specified in this Agreement, indiscipline and unsatisfactory operation, the Institute shall levy a penalty of up to Rs. 50,000/-, and/or may terminate the contract.
11. In the event of any statutory authorities imposing any punishment or fines etc. on the licensee, and if the *Institute* is made a party in such penal action, the *Institute* will have the authority to keep *Security Deposit* etc. with it until it is proved to the satisfaction of the *Institute* that such penal actions are ceased. The bidder will have to indemnify the institute for any losses or damages arising from its act or omissions. Such penal actions may be a reason for termination of Contract.
12. The *Licensee* shall be solely responsible for any consequence arising due to Non-compliance of any guidelines of any concerned statutory/regulatory authority and the *Institute* shall be in no way responsible for the same.
13. The *Institute* is at liberty to terminate the license and forfeiting the *Security Deposit* with a month's notice without assigning any reasons. Termination of license duly forfeiting the *Security Deposit* in case of any of the following events, but not limited to:
 - (a) The *Licensee* defaults in payment of license fee for two (02) months consecutively or three times in a calendar year.
 - (b) The *Licensee* fails to do the business in the licensed space for a period of (30) thirty days (for which the license is granted) for whatsoever reasons, or for non-payment of *Security Deposit* and enter into an *Agreement* in the stipulated period;
 - (c) If in the opinion of the *Institute*, the quality of goods/ services sold is not up to the standard/ satisfactory;
 - (d) If during the period of contract, any time it is found that the *Licensee* is charging higher than the approved rates, then the *Institute* may terminate the contract by giving the written notice;
 - (e) If the *Licensee* is found doing business in the Shop other than those permitted under the stipulated license.
 - (f) The licensee sublets the premises to any other person or agency.
14. The termination of the license on its expiry or for any other reason whatsoever would not give rise to any liability on the part of the licensor to pay any compensation to the licensee for the loss of any profit or business.
15. Any addendum/ corrigendum in respect of this tender shall be issued on institute's website and CPPP. No separate notification shall be issued in the print/ electronic media. Bidders are therefore requested to visit the above websites regularly to keep themselves updated.
16. IIM Ranchi reserves the right to modify the conditions of the tender/ accept/ reject any tender without assigning any reasons, whatsoever and at any moment of time. No correspondence shall be entertained in this regard.

17. The service provider who is already holding a particular shop/ other existing contract at IIM Ranchi will not be allowed to apply in this tender.
18. Tenderer should neither be a present employee from IIM Ranchi/ Central or State Govt. Organizations/ Undertakings nor anyone who is terminated/ dismissed from IIM Ranchi/ Central or State Govt. Organizations/Undertakings. This declaration should be made on a separate sheet and form part of this document.
19. The tenderer can apply for only one shop in which he/ she has prior experience and meeting the above minimum eligibility criteria at Clause 1 of this tender document.
20. The service provider to whom this tender is awarded, will not be allowed to participate in tenders for other similar services invited by the institute in future.
21. Joint ventures are not allowed to participate in this bid.
22. Conditional bids shall be rejected straightway.
23. Sub-contract: The bidder shall not sublet the contract or transfer the contract to any other person in any manner.
24. The bidder shall keep the institute indemnified from and against all personal and third party misconduct, claims whatsoever arising out of any commission or omission by the bidder or its employees or representative as the case may be.
25. Jurisdiction: The court of jurisdiction shall be Ranchi, Jharkhand for all purposes.

A. General Terms and Conditions:

1. The bidder will be required to provide two services through this tender:
 - a. A Coffee Shop/Snack shop to be operated in the Campus at Pundag, Ranchi as per the terms and conditions of this tender
 - b. 4 QR code enabled Tea/Coffee vending machines to be placed at different places of the Campus as instructed by the Institute
2. The shop is solely meant for use by the students, employees, residents, guests and visitors of the Institute.
3. Agency needs to install, operate and maintain the four (04) tea and coffee vending machines in IIM Ranchi campus. These four vending machines will be for the use of IIM Ranchi employees, students and guests. Institute will pay for a certain number (to be fixed by the institute) of tea/coffee servings every month towards each IIM Ranchi employee through these vending machines. Beyond that monthly limit, employee will pay on self-payment basis. For this purpose, machines should be equipped with UPI QR system for payment.
4. Rate of each cup of tea/ coffee through vending machines will be fixed as follows: -

ITEMS	Quantity (per serving)	Rate per serving in Rs.
Tea (Milk/Lemon)	120 - 150 ml	15
Coffee	120 - 150 ml	15

5. The rates for different items to be sold at the Coffee Shop/Snack shop will be as per Annexure IV.
6. The successful bidder will have to ensure refilling of necessary raw materials in the 4 vending machines across the campus at his own expense and with his own staff.

7. The institute may ask the service provider to increase or decrease the number of vending machines with 15 days' notice during the period of the contract.
8. The service provider will be required to ensure that the vending machines are functional with at least 90% up time and will be solely responsible for procurement and maintenance of the vending machines. No additional payments will be made by the Institute for the same.
9. The service provider must ensure internet connectivity for the vending machines and the shop to ensure that online payment modes such as UPI and credit/debit cards are functional.
10. The vendor should provide a mechanism for distribution of coupons/codes through an app-based mechanism which will enable authorised employees of the Institute to obtain the services of the QR code based vending machines without payment of money for the specified number of cups as allotted by the Institute for each employee.
11. At the end of every month, the service provider may submit a bill to the Institute for payment against the actual number of cups of tea/coffee dispensed to IIM employees through the vending machines based on their QR code/app-based request of each employee, while ensuring that the permitted limit of each employee is not exceeded.
12. The service provider must follow all necessary statutory compliance before taking possession of shops.
13. The service provider will meet all the statutory requirements and to obtain all necessary licenses and approval if any required for running the shop under the relevant acts. The service provider will be responsible for all the consequences for not obtaining such licenses as required by the law from time to time and will have to submit the certified photocopy of the same to the Institute.
14. The service provider shall not employ any child labour (s) in contravention of the Acts and Rules of Ministry of Labour & Employment. THE SERVICE PROVIDER WILL BE FULLY RESPONSIBLE FOR IMPLEMENTATION OF LAWS RELATING TO ALL APPLICABLE LAWS INCLUDING BUT NOT LIMITED TO LABOUR, SHOPS & ESTABLISHMENT, MINIMUM WAGES, ESI, EPF & WORKMEN COMPENSATION ACT ETC. and any amendments made therein.
15. The Public Premises (Eviction of Unauthorized Occupants) Act, 1971 and any amendment to this Act, will be applicable to allotment of shops.
16. All necessary furniture, equipment and other infrastructure of standard quality for setting the shop for which tender is awarded, shall be arranged by the service provider.
17. Civil, structural modification and Interior Design is permitted subject to the approval of appropriate authorities of the institute. Entire expenses for Interior Design should be borne by the service provider.
18. The service provider shall be responsible for the minor repair of shop, if required, during the contract period with prior permission from the Institute.
19. The service provider should arrange at its own cost to install AC for summer and adequate heating arrangements for winter, if required.
20. The service provider shall maintain the Institute premises in good condition and shall not cause any damage thereto. If any damage is caused to the premises by the service provider and/ or its workers/ staff/ employees, the same shall be rectified by the service provider at its own cost either by rectifying the damage or by paying compensation as may be assessed by the Institute.

21. List of emergency numbers like Police Station, PCR, Hospital, Ambulance, Fire Brigade, etc. should be displayed in a prominent place of the shop.
22. First aid measures should also be available for emergencies in the shop.
23. Safety standards should be maintained in the allotted shop by the service provider. Fire extinguishers of appropriate type and sand buckets etc., should be installed in accessible places and should be in working conditions.
24. The premises shall not be used for residential purposes even for the shop staff. No additions or alterations of the premises will be made without permission of the Institute. No bathing and washing of clothes etc. will be allowed in the shop/ premises.
25. The shop premises allotted shall be utilized for running the specified business/ trade only for which the tender is awarded and shall not be used for any other purpose/ business without the written consent of Institute. The license granted shall not be sub-licensed either fully or in part to any third party after award of tender.
26. The Institute will regulate the timings and working days of the shop after award of tender. If required, the service provider will provide services beyond the timings mutually fixed and agreed by both the parties.
27. Shops shall run effectively and shall not be closed without approval of the Competent Authority. During summer vacation/ term break, shops may be closed with prior permission from the Institute. However, the service provider shall continue to pay the rent and other charges like electricity, water etc. during the summer vacation and/or term break of students.
28. Shops shall not be kept open beyond the specified timings. If the shop remains closed for more than one week without prior permission from the Administration, it will be presumed to have been closed down and shall be considered as violation of contract agreement. In such cases, notice period of one month shall not be applicable and as such the fresh proposals will be invited for the shop and the entire performance security deposited by the service provider shall be forfeited.
29. As per the directions of the Government of India, the service provider shall facilitate with a credit/debit card swipe payment machine in the shop and shall also provide the UPI based payment system. The service provider shall further display its VPA (virtual payment address) or QR Code on the display board to enable the consumers make the payments via UPI App (BHIM or equivalent) apart from cash payment.
30. The service provider shall equip the shop for running the business to the satisfaction of the Institute authority and shall display the articles in presentable manner. Complaint/ suggestion register have to be kept and should be available to all customers.
31. If any complaint is received on substandard quality and service, the penalty may be imposed as decided by the competent authority.
32. The Competent Authority and their representative shall be entitled at any time to inspect the shop. During inspection if found any irregularities, the competent authority shall have right to take appropriate action against the service provider.
33. Use of plastic bags inside the campus is banned. Woven cloth carry bags/ biodegradable plastic bags can be used as an alternative.
34. Garbage and waste disposal should be done by the service provider as per the institute norms.
35. Pest control in the allotted shop should be done regularly by the service provider.

36. The service provider will be responsible for maintaining adequate number of competent and trained staff (male and female) engaged in the allotted shop.
37. The service provider and its employees would be governed by the discipline rules as may be laid down by the Institute while they are in the Institute premises.
38. The service provider shall ensure that the staff deployed are disciplined and conduct in the institute premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, pan, smoking, loitering without work and engaging in gambling, satta or any immoral and illegal act.
39. The conduct/ characters/ antecedents and proper bonafide of the staff/ employees in the shops shall be the sole responsibility of the service provider. However, the service provider must provide the necessary details (like address proof, valid Id proof, of all its employees to the Institute.
40. The service provider will get antecedent, character and conduct verified and to submit a copy of police verification to Institute within a month from the date of LoA of employee.
41. The service provider shall maintain and provide all necessary documents, feedback registers and records in connection with the review of performance of shops and other related documents for complying with any statutory requirements and provisions of applicable laws.
42. The service provider should strongly emphasis on safety, hygiene, social distance, and minimal touch. It is the responsibility of the service provider to maintain sanitary conditions where services are provided for the protection of the customers.
43. The service provider will neither store nor trade in any psychotropic drugs/ material, liquor, bidi, cigarette, pan masala, gutka, etc. The service provider shall also ensure 'No Smoking' inside the shop/ premises and will also display 'No Smoking' sign board in the allotted shop/ premises.
44. The service provider shall not utilize any additional common space other than the allotted area of shop. The encroachment in service passage, staircase area and other open space shall not be allowed and will attract penalty.
45. This tender document is an essential part of the contract agreement between the Institute and the service provider.
46. Non-compliance of any terms and conditions enumerated in the contract agreement shall be treated as breach of contract. The penalty of appropriate amount as decided by the competent authority will be imposed on the service provider.
47. The institute reserves the right to terminate the contract at any time after giving one month's notice without assigning any reason. The decision of the Institute in this regard shall be final and binding on the service provider.
48. The service provider shall give one months' notice to the Institute in case it intends to vacate the premises/ shop.
49. The service provider will on expiry of the period of the contract, peacefully and quietly vacate and hand over the premise/ shop to the Institute without any dispute whatsoever.
50. In case of loss or damage caused to the shop/ any part of the premise/ building/ assets, etc. provided by the institute to the service provider, the cost to repair the same shall be recovered from the service provider by way of adjusting from the Security Deposit.
51. The service provider shall keep the Institute indemnified from all acts of omissions, defaults, breaches and/or any claim damages, loss or injury and expenses to which IIM Ranchi may be put to or involved as a result of the service provider's failure to fulfil any

of the obligations hereunder and/or under statute and/or any bye-laws or rules framed thereunder or any of them.

52. Hanging of hoarding/ advt. board, as per instruction/ decision of the Institute.
53. It will be the responsibility of the service provider to safeguard the allotted/ its assets. IIM Ranchi will not be responsible in any way for loss or damage.
54. The service provider will have to obtain general insurance against life risk, fire accident, theft for its belongings, shop and people, etc. and provide a copy of the same to IIM Ranchi.
55. All the taxes/ duties/ levies/ fees etc. are payable to Govt. Dept./ Local Bodies shall be paid by the service provider & no claim whatsoever shall be paid by IIM Ranchi.
56. The use of the DG set is strictly prohibited. However, if power backup is required, it shall be through UPS mode of appropriate capacity only. The cost towards installation of UPS in the shop will be borne by the service provider.

Rental Payment Conditions:

1. The rent of the allotted shop in the Institute premises will have to be paid by the service provider between 1st to 7th day of every month in advance.
2. Electricity & water charges shall be paid by the service provider for the vending machines and shop as per actual consumption on the prevailing rates of JBVNL/ relevant authority or at such higher rates as may be decided by the Institute from time to time.
3. In case of holiday, the rent should be paid on the next working day; failing which a penalty of Rs 1000/- per day shall be imposed for the delayed period.

B. Special Terms and Conditions:

1. IIM Ranchi will provide 21.95 x 28.41 sq ft. space for setting up the coffee & Snack shop in the Institute premises of the permanent campus.
2. The service provider should be able to shift to any other suitable place within the campus whenever required (for maintenance or any other circumstances).
3. All necessary furniture, equipment and other infrastructure of standard quality for setting the coffee & snack shop for which tender is awarded, shall be arranged by the service provider.
4. Expired items should not be kept in the shop.
5. At all times, the staff of the coffee & snack shop must wear clean aprons, closed-toed shoes (and PPE, if required). The service provider should only use clean, disinfected, and properly stored tools/ utensils.
6. The charges for providing different coffee & snack shop services shall be fixed at nominal rate and should not be sold above standard market price by the service provider.
7. The final rate will be fixed based on mutual consent between the Institute and the successful service provider. The price list should be displayed in the shop. The service provider shall not charge excess rates approved by the Institute. The rates once decided should be strictly adhered to and cannot be changed without prior approval of the Institute.
8. The contractor shall maintain the quality in preparation of articles & availability of fresh items. There shall be no compromise with regard to the quality of items to be sold in the shop premises. The timely refilling of the material for the vending machines is the responsibility of the service provider.
9. The contractor shall maintain full hygienic conditions in the shop, in storage, preparation and servicing of eatables and in keeping the premises neat and clean, so as to maintain the standards and aesthetic values in the shop. The contractor shall also have to make his own arrangements for safe storage of materials including the food items.

10. The premises should be kept well ventilated and well lit. No display/encroachment is allowed outside the premises.
11. The contractor shall employ in running the shop only such persons as are careful, skilled, experienced in their trades, dutiful, sober, well behaved and rules compliant.
12. The contractor shall neither employ any child labour nor any worker who is below 18 years of age.
13. All the workers shall invariably carry their ID Cards (to be provided by the contractor at its own costs) and shall be produced to the security personnel and other Institutes authorities, whenever asked for.
14. The bearers for servicing in shop will have to be provided uniforms by the contractor during the working hours at its own cost and they will be unfailingly required to wear in neat and tidy manner the uniforms during working hours.
15. The Contractor shall be absolutely responsible for strict adherence of discipline and good conduct by its workers.
16. The contractor shall be bound to remove any such worker and disallow him/her from entering into the Institute premises whom the Institute does not deem appropriate to continue within the Institute premises for administrative or any other reasons.
17. The contractor shall have absolute authority in regard to the engagement, disengagement, suspension, termination, retrenchment, dismissal and discharge etc. of its workmen and for all disciplinary actions against them. The contractor shall be responsible of master and servant relationship with its workmen and the Institute shall have no concern, whatsoever, with all the above mentioned matters.
18. The contractor shall be liable to ensure compliance of all enactments, rules, regulations and of government/other authorities, besides the instructions of the Institute that may be in force from time to time including all the labour laws, employees compensation and the minimum wages, as well as Weights and Measures and Prevention of Food Adulteration etc. On award of contract, the vendor has to submit FSSAI License within one week and the copy of the same should be submitted to the Institute.

BID FORWARDING LETTER

(To be submitted on the letterhead of the bidder)

Date: _____

To
The Administrative Officer - Purchase & Stores
Indian Institute of Management Ranchi
Prabandhan Nagar, Nayasarai Road,
Ranchi, Jharkhand, PIN - 835303

Subject: Bid Forwarding Letter.

Ref: IIM Ranchi/NIT/Coffee Shop/2026-27/14 dt. 22.05.2026.

Sir,

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

I/ We also keep the offer open for 90 (Ninety) days from the end date of tender or any amendment thereon.

Yours faithfully,

(Name & signature with stamp of the bidder)

Self-Declaration about Non-Blacklisting

(To be submitted on the letterhead of the bidder)

Date : _____

To
The Administrative Officer - Purchase & Stores
Indian Institute of Management Ranchi
Prabandhan Nagar, Nayasarai Road,
Ranchi, Jharkhand, PIN - 835303

Subject: Self-Declaration about Non-Blacklisting.
Ref: IIM Ranchi/NIT/Coffee Shop/2026-27/14 dt. 22.05.2026.

Sir,

In response to your 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, Central/ State Universities, 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, Central/ State Universities, Public Sector Undertakings, Autonomous Bodies, Academic Institutions and Commercial Organizations in past five years from the last date of submission of proposal.

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)

Technical Proposal Checklist

(To be submitted on the letterhead of the bidder)

Ref: Tender No. IIM Ranchi/NIT/Coffee Shop/2026-27/14 dt. 22.05.2026

Sl. No.	Particulars	Documents Submitted (Y/N)	Remarks, if any
1	The bidder should be a Sole-Proprietor/ Partnership Firm/ LLP/ Pvt. Ltd. Company. Affidavit/ Partnership Deed/ Registration of Certificate etc.as the case maybe should be submitted.		
2	The bidder must possess a valid Trade License issued by the State Authority.		
3	Bidder must have valid PAN & GST issued by the appropriate authority.		
4	The bidder must have experience of a minimum of 3 (three) years (from the last date of submission of bid) of running a similar business/ trade/ shop for which the bidder submits the bid. An undertaking on the letter head mentioning the details of its similar business/ trade/ shops at other locations, year of operation etc. must be submitted.		
5	The bidder should have an average annual financial turnover from related services/ trade/ business during the last three years ending on 31 st March 2025 should be <u>Rs.12.00 Lakh (Rupees Twelve Lakh)</u> . The bidder should submit ITR and audited statements of accounts (i.e., P&L Account and Balance Sheet) for the above financial years in support of this.		
6	The bidder should have multinational/ multicity restaurant/ shop chain/ at least three outlets in the same city (relevant documents should be submitted).		
7	Bid Forwarding Letter as per the format in Annexure - I		
8	Self-Declaration about Non-Blacklisting as per the format in Annexure-II		
9	Self-declaration that the tenderer should neither be a present employee from IIM Ranchi/ Central or State Govt. Organizations/ Undertakings nor anyone who is terminated/dismissed from IIM Ranchi/Central or State Govt. Organizations/ Undertakings.		
10	Power of Attorney/ Authorization Letter, if tender is submitted by the authorized representative of the firm (on the letterhead of the bidder)		
11	Duly signed and stamped of the entire tender document along with its addendum/ corrigendum, if any		

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 the tender document.

Place:

Date:

(Name & signature with stamp of the bidder)

FINANCIAL BID

(To be submitted on the letterhead of the bidder)

Date of Submission of Financial Bid : _____	
Ref: Tender for Running Coffee & Snacks Shop at IIM Ranchi Campus Tender No.: IIM Ranchi/NIT/Coffee Shop/2026-27/14 dt. 22.05.2026	
Name of the Bidder:	
Correspondence Address:	
Tel/ Mob No.:	
Email:	

(Amount in INR)

Sl. No.	Particulars	Amount (in Figures)	Amount (in Words)
1.	Rent per Square Feet (Sq. ft.) per month for Running Coffee & Snack shop including provisioning of 04 vending machines in the Institute premises of IIM Ranchi		

- i. The bidder, who will offer the Highest Rent per square feet (Sq. ft.) per month (H1)/ monthly rent, will be declared as the successful service provider.
- ii. Applicability of GST on monthly rent as per the extant rules of the Government of India.
- iii. The period of the contract shall be for 02 (two) years from the date of the start of the contract agreement. The Institute reserves the right to extend the contract period for another 01 (one) year on the same terms & conditions, subject to the satisfactory performance of the service provider. There is an upward revision of rent @ 5% from the 2nd year onwards (i.e. after expiry of first year).
- iv. The rent of the allotted shop in the Institute premises will have to be paid by the service provider between 1st to 7th day of every month in advance.
- v. Electricity & water charges shall be paid by the service provider as per actual consumption on the prevailing rates of JBVNL/ relevant authority or at such higher rates as may be decided by the Institute from time to time.
- vi. In case of holiday, the rent should be paid on the next working day; failing which a penalty at Rs.1000/- per day shall be imposed for delayed period.

Declaration

I/ We..... (Name of the Partner/s or Authorized Representative of Bidder) of (Name of the vendor/ firm/ agency) 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 & signature with stamp of the bidder)

Date: _____

APPROVED MENU ITEMS FOR SHOP
(To be submitted on the letterhead of the bidder)

MENU ITEMS	Quantity (per serving)	Rate per serving in Rs.
BEVERAGES		
1. HOT BEVERAGES		
Tea	120 - 150 ml	15
Coffee (Filter/Instant)	120 - 150 ml	15
Lemon Tea	120 - 150 ml	10
Black Tea	120 - 150 ml	10
Hot Chocolate	200 ml	30
Coffee-Latte	200 - 250 ml	25
Coffee-Mocha	200 - 250 ml	25
Coffee-Cappuccino	200 - 250 ml	25
2. COLD BEVERAGES		
Cold Coffee	300 ml	40
Iced Tea	300 ml	30
Cold Chocolate	300 ml	45
Chocolate Shake	300 - 350 ml	60
Strawberry Shake	300 - 350 ml	60
KitKat Shake	300 - 350 ml	60
Oreo Shake	300 - 350 ml	60
Vanilla Shake	300 - 350 ml	60
Butterscotch Shake	300 - 350 ml	60
Mango Shake	300 - 350 ml	60
MAGGI MANIA		
Plain Maggi	1 bowl (approx. 200-220g cooked)	30
Cheese Maggi	1 bowl (approx. 250-280g cooked)	45
Veg Maggi	1 bowl (approx. 250-280g cooked)	40
Peri Peri Maggi	1 bowl (approx. 250-280g cooked)	45
Schezwan Maggi	1 bowl (approx. 250-280g cooked)	45
Egg Maggi	1 bowl (approx. 250-280g cooked)	45
Onion Garlic Maggi	1 bowl (approx. 250-280g cooked)	45
Add-ons:		
Egg	1 unit (1 egg)	10
Cheese slice	(1 slice)	15
LITTLE BITES		
Veg Grilled Sandwich	1 unit (approx. 150-180g)	40
Aloo Sandwich	1 unit (approx. 150-180g)	45
Cheese Corn Sandwich	1 unit (approx. 150-180g)	45
Paneer Sandwich	1 unit (approx. 150-180g)	60
Chicken Sandwich	1 unit (approx. 150-180g)	60
Plain Omelette	2 Eggs	25
Bread Omelette	2 Eggs + 2 Slices of bread	40
Vada Pav	1 unit	30

French Fries/Peri-Peri	1 regular portion (approx. 100-120g)	50/60
Pasta (Red/White/Mixed)	1 bowl (approx. 300g cooked)	60/60/70
Veg Burger	1 unit (approx. 150-180g)	60
Chicken Burger	1 unit (approx. 150-180g)	70
Add Ons:		
Egg	1 unit (1 egg)	10
Cheese slice	(1 slice)	15
ROLLS		
Veg Roll	1 unit (approx. 180-220g)	60
Paneer Roll	1 unit (approx. 180-220g)	70
Egg Roll	1 unit (approx. 180-220g)	60
Chicken Roll	1 unit (approx. 180-220g)	70
PUFFS G PATTIES		
Aloo patty	1 piece (approx. 85-100g)	35
Paneer Patty	1 piece (approx. 85-100g)	40
Samosa (per pc)	1 piece (approx. 70-80g)	10
BAKERY		
Brownie	1 piece (approx. 60g)	50
Pastry	1 piece (approx. 70-80g)	60
Choco-Lava	1 unit (approx. 90g)	50

1. The agency must sell the items as per the menu approved by IIM Ranchi, strictly based on the approved rates and quantities.
2. The quality of food and beverages must always be maintained at an appropriate standard. If the agency commits any irregularity regarding the quality, quantity, or pricing of food, the Institution may take action against it in accordance with the terms and conditions of the tender.

Place:

(Name & signature with stamp of the bidder)

Date: