



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

Short-term Catering Services at IIM Ranchi.

INFORMATION FOR BIDDER

1. Sealed quotation as per Annexure-I 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 to “The Administrative Officer (S&P), Indian Institute of Management Ranchi, Prabandhan Nagar, Naya Sarai Road, Ranchi-835303 (Jharkhand)” either by **speed post/Hand/ courier only**. **The price offers should be completely sealed and super-scribed as “Tender for short-term Catering Services at IIM Ranchi; Tender No. IIM Ranchi/NIT/Catering/2023-24/08 dt. 07.08.2023.**
2. The sealed offers should reach at above address by **18.08.2023 up to 03:00 PM. NO OFFER WILL BE ACCEPTED BY EMAIL.** Late/delayed offers will not be considered under any circumstances and IIM Ranchi will not be responsible for any delay by postal dept./ courier.
3. The sealed price offers will be opened by the designated Committee of IIM Ranchi **at 04:00 PM on same day/date i.e. 18.08.2023** 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.**

The format of financial bid is attached as Annexure-I. The bidders are requested to quote their price as per the format given at Annexure-I in the end of this tender document.

1. SCOPE OF SERVICES

This service requires the Service Provider to prepare and provide catering services for 55 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)	55
2	Tea Break 1	Tea, Green Tea, Coffee, Biscuit(Cookies)	55
3	Tea Break 2	Tea, Green Tea, Coffee, Biscuit(Cookies)	55
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)	55
5	Tea Break 3	Tea, Green Tea, Coffee, Snacks Packet (Samosa/Patties/ Alu chop, cake, Juice etc.)	55
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)	55

Service Delivery: -

Date: - from 26.08.2023 to 03.09.2023

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	02:30 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.

Tender No. : IIM Ranchi/NIT/Catering/2023-24/08

Date 08.08.2023

ANNEXURE-I

FINANCIAL BID

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

No.	Date:
Tender for : Catering Services at IIM Ranchi Tender No.: IIM Ranchi/NIT/Catering/2023-24/08 dt. 08.08.2023	
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	55 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 & signature with stamp 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/2023-24/08
dt. 08.08.2023

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/2023-24/08 dt. 08.08.2023

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)