



भारतीय प्रबन्ध संस्थान लखनऊ
INDIAN INSTITUTE OF MANAGEMENT LUCKNOW
Prabandh Nagar, IIM Road, Lucknow – 226013
Website: www.iiml.ac.in

E-TENDER NOTICE
(NOTICE INVITING TENDER)

Phone :+91 522 6696917
E-mail :purchase@iiml.ac.in

Tender No.: IIML/Cafeteria/21_1/Admn/20

Date : 02.12.2020

1.	Tender No.	IIML/Cafeteria/21_1/Admn/20
2.	Name of the Work	CAFETERIA SERVICE AT IIM LUCKNOW CAMPUS
3.	EMD	Rs. 25000/- (Rupees Twenty Five Thousand only)
4.	Tender submission Last Date and Time	23.12.2020 upto 2:00 PM
5.	Technical Bid Opening Date and Time	24.12.2020 at 03:00 PM in the Meeting Room, Samadhan Building, IIM Lucknow
6.	Financial Bid Opening Date & Time	Will be updated on eProcurement portal.
7.	Procedure to Submit the Bid (Tender Document)	Tender to be submitted online in Two Bids (Technical Bid & Financial Bid) system . A free view of NIT available on institute website https://eprocure.gov.in/eprocure/app and www.iiml.ac.in and Complete Tender Document is available to download
8.	Mobilization Period	Within 30 Days
9.	Bid Validity	120 days from the date of opening of bids.
10.	Name, Designation, Address and other details (For Submission of Response to Tender Document)	Chief Administrative Officer Indian Institute of Management, Prabandh Nagar, IIM Road , Lucknow -226013 , Phone :0522 –6696917/6929

Chief Administrative Officer



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INTRODUCTION:

Indian Institute of Management Lucknow invites online bids from reputed agency/firms to establish a cafeteria at IIM Lucknow, Prabandh Nagar, IIM Road, Lucknow. It will be a comfortable, stylish point for meeting and eating with professional management similar to an upmarket restaurant. It should be able to cater to the needs of the Students, Faculty, and Staff along with families on campus. This cafeteria will serve breakfast, lunch & dinner and also host multiple get-together and parties for IIM LUCKNOW's community members, alumni and senior executives from the industry. It should be able to be a signature restaurant representing rich culinary culture of Lucknow, the city of Nawabs.

A free view of NIT is available on Govt. E-Procurement portal i.e. <https://www.eprocure.gov.in> and on Institute website www.iiml.ac.in. Interested Firm/agencies are requested to sign-in (new user sign-in only with DSC) online to obtain user-ID and password using Digital Signature. The tender documents comprise of Technical bid and Financial bid. It is requested to download the Tender on acceptance of terms & conditions. The technical bid and price bid duly filled have to be uploaded on e-Procurement Portal of Government of India i.e. <https://eprocure.gov.in> using Digital Signature before the last date & time for submission as mentioned in the tender notice. The credentials as listed below shall be uploaded online.

Bidders are required to deposit an amount of Rs. 25,000 (Rupees Twenty Five Thousand only) towards Earnest Money Deposit (EMD) to below mentioned bank account of Institute on or before the last date & time mentioned above. EMD through any other form will not be accepted. UTR number / Transaction ID and date of Deposit/Transfer of EMD shall be mentioned in Technical Bid at appropriate place. NSIC / MSME registered firms are exempted from submission of EMD on uploading of valid MSME certificate.

Bank Account No.	07231450000294
IFSC Code	HDFC0000723
Name of Bank & Type of Account	HDFC/Savings

EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Security Deposit.

Note: The bidders who have submitted EMD against our NIT No. IIM LUCKNOW/Cafeteria/21/Admn/2020 dated 11/11/2020, are not required to deposit the EMD again. The bidder is required to fill the details of EMD deposited earlier (against the above cancelled NIT) and upload the screen-shot (proof of deposit).

A. GENERAL TERMS AND CONDITIONS:

- I. Please read terms and conditions carefully before filling up the document. Incomplete tender document will be rejected.
- II. All pages of the tender document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the terms and conditions of this tender.
- III. Tender shall be submitted in official tender form only. If submitted in any other form the same shall be summarily rejected. No bidder shall submit more than one tender form.
- IV. The name and address of the bidder shall be clearly written in the space provided. Overwriting, correction, insertion in any part of the tender is NOT permitted unless duly countersigned by the bidder.
- V. The institute reserves the right to change any condition of the tender before opening of the bids. The institute reserves the right to reject any or all the tenders without assigning any reason.
- VI. Interested bidders may attend the Pre-bid Meeting to seek clarifications, if any. Date, Time & Venue for pre-bid meeting has been given on page of this document.

B. THE BIDDER MUST HAVE FOLLOWING ELIGIBILITY CRITERIA:-

- I. GST registration number etc. *Attach a scanned copy of certificate*
- II. The bidder should have minimum **03 [Three] years experience** as on date of publishing of this tender in the relevant area for providing Catering services and running the cafeteria. *Attach a scanned copy of experience certificates – At least one issued before 3 years and one issued by your present clients.*
- III. Out of 03 [three] years' experience, the bidder should have minimum two year experience as on date of publishing of this tender for providing breakfast, lunch and dinner and also multiple get-togethers and parties in any Govt. Offices, Institute of repute/University/reputed organization. *Attach a scanned copy of experience certificates- At least 1 issued before 2 years and one issued by your present client(s).*
- IV. The Bidder shall not be involved/engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question. The Institute will reject a proposal for award if found that the Bidder is directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question. *Attach an Undertaking as per Annexure-IV.*
- V. The Bidder must enclose scanned copy (self-attested) of all the Tender's **Annexure-I to VII.**
- VI. The bidder will be required to invest a minimum amount of Rs. 3,00,000/- towards development of initial infrastructure i.e. on Furniture, Air-conditioning, painting, minor civil works, others to improve the ambiance (site visit is permitted on the date of pre-bid meeting). The details of initial investment and undertakings shall be provided in **Annexure-VII.**
- VII. FSSAI License, (shall be available within one month after award of work)
- VIII. Bids of the bidders who have been Blacklisted by any Govt Organization and any bidder whose contract for similar services has been terminated by IIM Lucknow on account of poor services will be rejected/technically disqualified without assigning any reason.

- IX. Note: 'The bidders are required to quote for minimum 95% of items. Bidders quoting for less than 95% of the items, their financial bids will be not evaluated. Bidders, who do not quote for all items but quote for 95% or more items, will be considered. In that case, wherever, rate has not been quoted or quoted 'zero', the highest rate quoted by other bidder(s) will be taken into consideration for evaluation of bid/ award of marks.'

C. CRITERION FOR EVALUATION OF TENDERS:-

In first stage:- Bidders has to qualify minimum marks i.e 23 (Twenty Three) in Technical evaluation to become technically successful bidders. The bidder has to qualify in each section.

In second stage:- Presentation will be held of technically successful bidders. Bidders has to qualify minimum marks 10 (Ten) in Presentation. Financial bids will be opened of those bidders who score minimum 33 (Thirty-three) Technical Evaluation (23 marks) + Presentation Marks (10 marks).

In thirds stage:- The financial bid will carry 30 (thirty) marks. The bidder quoting the lowest rate (total of rates of all items) will be awarded 25 (twenty-five) marks and the bidder quoting the highest percentage discount on MRP products will be awarded 5 (five) marks. Marks of other bidders will be reduced proportionately as per the rate & discount quoted by the them by comparing their rates with the rate quoted by the lowest bidder and with the highest offered discount on MRP products. The contract will be awarded to the bidder who scores the highest marks in Technical Evaluation + Presentation + Financial Bid. In case, two or more bidder get the same total marks, in that situation firm having highest experience in any Govt. Offices, Govt. Institute of repute/ Govt. University will be awarded the contract.

Example:

S. No	Bidder	Marks in Technical Bid (Max Marks - 50)	Marks in Presentation (Max Marks- 20)	Total	Total of Rate quoted	Marks in Financial Bid (for rates) - (Max Marks- 25)	Percentage of Discounted quoted	Marks F Financial Bid-(for % of discount) (Rates) (Max Marks-5)	Total marks	Remarks
01	A	20 [^]	10	30 [^]	[^]	[^]	[^]	[^]	[^]	[^]
02	B	37	05 [^]	42	[^]	[^]	[^]	[^]	[^]	[^]
03	C	40	10	50	100	25.00	3%	03	78	L3
04	D	45	15	60	110	22.73	4%	04	86.73	L2
05	E	40	20	60	115	21.74	5%	05	86.74	L1

[^]Technically disqualified. Financial/Commercial bid will not be opened

L1= in the above example, 'E' will the Lowest bidder. The contract will be awarded to the lowest bidder, if otherwise applicable, after approval of the Competent Authority.

- I. IIM Lucknow may obtain feedback from the previous/present clients of the Bidder and also depute its evaluation committee to inspect the site(s) at present contract(s] for on the-spot firsthand information regarding the quality of food and services provided by the Bidder, which will form the basis for evaluation of technical bids, requirements listed above. The decision of the IIM Lucknow in this regard will be final and binding on all Bidders.
- II. Merely becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the lowest bidder to claim that she/he is successful in the bidding

process. The successful bidder [L-1] shall be decided only after following due procedure as decided by the Institute.

- III. It is the sole responsibility of the bidder to obtain Other Licenses which are needed to run the cafeteria (at IIML) such as Local Municipal Corporation Health License, Police related License and Fire License within one month after receipt of award of contract/Letter of intent.
- IV. The selected / successful bidder has to arrange supply of tea/ snacks to IIM Lucknow offices on submission of request without any delivery charges. Similarly, in case of home delivery to in-campus hostels / houses, no delivery charges would be payable.

D. EXECUTION OF AGREEMENT AND PAYMENT OF SECURITY DEPOSIT

- I. Hereinafter the successful tenderer/bidder will be known as contractor
- II. The contractor shall be required to deposit an amount of Rs. 50,000/- (Rupees Fifty thousand only) as a security deposit within a week after the issue of work Order in the form of demand draft of any nationalized/scheduled bank only in favour of 'Indian Institute of Management Lucknow' payable at Lucknow. No interest shall be paid on such security deposit, which shall remain with the institute during the continuance of the contract and it shall be released after 2 months of the expiry or termination of the contract subject to clearance of all dues by the contractor.
- III. The contractor should execute an agreement for the fulfillment of the contract with the Indian Institute of Management Lucknow and hand over the same to IIM Lucknow within 15 days from the receipt of the letter of acceptance of the tender. Otherwise the order may be cancelled
- IV. In case the contractor fails to deposit the security amount and execute necessary agreement within 15 days from the date of issue of the work order or it is found that the contractor has submitted any false / misleading information submitted forged documents, the earnest money deposit of Rs. 25,000/- (Rupees Twenty Five Thousand only) shall be forfeited and the tender will be held as non-responsive.

E. SPECIAL TERMS AND CONDITIONS:

1. IIM Lucknow will offer space measuring approx. 2100 sq. ft. (approx.) for setting up a Cafeteria in Shopping Complex within the campus situated at Prabandh Nagar, Lucknow.
2. **The period of contract for cafeteria premises will be initially for a period of three years from the date of award of contract. However, the contract could be extended further for two years on yearly basis & on mutual consent of both the parties viz. IIM Lucknow & the Contractor on mutually agreed terms and conditions.**
3. The cafeteria service shall be provided from 08.30 hours to 22.00 hours on all working days. However, special timings will be permitted with prior approval of the Competent Authority of IIM Lucknow.
4. IIM Lucknow will not bear any type of expenditure for the setting up of stall /infrastructure. This is sole responsibility of the contractor.
5. The contractor shall have to pay the subsidized facility charges of Rs.7900/- plus GST, as applicable, for utilization of cafeteria at IIM Lucknow as per institute norms. The facility charges may be increased by 10% annually.

6. The contractor has to submit refundable security deposit of Rs. 4000/- (Rupees four Thousand only) towards installation of Electrical sub-meter and required to pay the electricity charges on actual basis, along with pro-rata fixed charges. This shall be paid on or before 5th of every month on monthly meter reading basis separately by the contractor.
7. The contractor shall be responsible for maintaining hygiene at the allotted space and for the disposal of wastages generated from the cafeteria operations.
8. No non-recyclable plastic or plastic container are allowed to use in the campus as campus is considered non-plastic zone, failing which penalty will be imposed as per Institute norms.
9. On award of the contract, the contractor will have to give full details (in written) of the staff/crew/labour employed by him with IIML administration along with copies of documents to prove their identity. The Contractor will be responsible for obtaining verification certificate from the police department in respect of all employees deployed by him.
10. The contractor shall not engage any minor, at any time, to carry out the work under the contract.
11. Payment to his staff/worker in any sense is the sole responsibility of the contractor. The contractor shall comply with all existing labour legislations and Acts, benefits, such as Provident Fund, ESI, Pensionary benefits or allowances. Provisions as applicable, such as Contract Labour Regulation Act, Workmen's' Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, Workmen's' Compensation Insurance Policy etc. For any lapse or breach on the part of the contractor in respect of non-compliance of any labour legislation in force during the validity of the contract, the contractor would be fully responsible and would indemnify the Institute, in case the institute is held liable for the lapse if any, in this regard.
12. The contractor shall have to make own arrangements for the accommodation of his staff outside the premise of IIM Lucknow.
13. The contractor shall ensure that his staff shall have proper shave and clipped nails while in service in the cafeteria. The staff engaged by the contractor shall: (a) Show professional courteous behavior at all times. (b) Wear neat and clean work clothes, etc. (c) will not smoke beedies / cigarettes or take alcoholic drinks in the campus and they are not allowed to chew pan, gutka, tobacco items etc.
14. The contractor shall ensure that the staff engaged by him observes safety precautions and security regulations at the campus.
15. IIM Lucknow reserves the right to call upon the contractor to remove any person employed/working in the cafeteria, if found unsuitable for services on account of hygiene or health or conduct or any other administrative reasons. The contractor will have to issue identity cards to its employees employed in the cafeteria. IIM Lucknow reserves the right to disallow the person not having the identity card.
16. The contractor's crew shall not be allowed to use any service area situated outside the cafeteria.
17. Contractor shall not sell any cigarette, beedy, pan, alcohol etc. in the cafeteria and in the IIM Lucknow premises, if anyone is found indulged in these business the person shall be asked to leave the campus immediately and the contractor shall be liable to lose the contract for breach of this condition.
18. The contractor and his staff shall comply with all instructions and directions of the IIM Lucknow authorities given from time to time. In the event of any emergent situation, the staff of the contractor shall comply with instructions given by the IIM Lucknow authorities, without waiting for confirmation by the contractor. Non-compliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.

19. The contractor shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
20. IIM Lucknow would have the right to terminate the contract without notice before the expiry of the term, in case the work performance is not up to the standard, or in case there is any violation of IIM Lucknow rules & regulations, or if there is any lapse in compliance of any labour legislation, or if there is any incident of indiscipline on the part of the contractor or his staff. The decision of IIML's management in this regard would be final and binding on the contractor. In such an event, IIM Lucknow shall have the right to engage any other contractor to carry out the task at the risk and cost of the existing contractor besides appropriating the security deposit and or any amounts due to the contractor.
21. If the contract is terminated by the contractor without giving stipulated period of notice or fails to observe the terms and conditions of the tender, letter of award for the contract and the agreement signed by the contractor with the institute, the security deposit will be forfeited without prejudice to the IIM Lucknow management's right to proceed against the contractor for any additional damage that the institute suffers as a result of the breach of the aforesaid terms and conditions.
22. The contractor should not transfer or sublet the contract of the cafeteria services to anybody/other party which may be treated as a breach of contract and the contract shall be liable to terminate without any prior notice with consequent penalty including forfeiture of security deposit.
23. The contractor should hand over the premises in the same condition as it was given to them at the time of occupying and if any damages found, the charges should be recovered from the contractor.
24. On award of the contract, the contractor has to provide a list of his employees, he proposes to deploy at Cafeteria, to IIM Lucknow in advance. In case, the contractor hires any employee(s), who has worked under any contractor(s), who have previously provided similar services at IIM Lucknow, prior permission of IIM Lucknow must be obtained.
25. The Contractor will be responsible for payment of all dues to his employees and for following relevant labour laws, EFP, ESI (as applicable) etc.
26. If any liability arises on IIM Lucknow, due to actions of the Contractor, the Contractor is liable to indemnify IIM Lucknow.
27. IIM Lucknow has the discretion and right at any stage to cancel/add or amend the information, terms, procedure and protocol set in the RFP and the bidder has no claims against such right. The Institute has unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever.
28. Neither Party shall be liable to the other for any delay or non-performance of its obligation under these presents attributable to any cause or causes which is not willful and beyond reasonable control including acts of God, orders of regulatory authorities, war, accidental fire, explosion of natural calamities like flood or civil commotion or any pandemic; provided either party shall within fifteen (15) days from the occurrence of such a cause notify the other in writing of such causes. Bidder to note that rain and monsoon is not part of force majeure and bidder is required to provide all its service as per minimum requirements. The bidder or IIM Lucknow shall not be liable for delays in performing his obligations resulting from any to force majeure cause as referred to and defined above
29. Any dispute and/or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions,

then the matter will be referred for adjudication to a sole Arbitrator appointed by the Director of the Institute.

30. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Lucknow, Uttar Pradesh only.
31. The courts at Lucknow, Uttar Pradesh shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties
32. All correspondence will be through email or updated on portal only, the bidders are requested to provide valid email id.
33. Corrigendum / Addendum, if any will be issued on <https://eprocure.gov.in/eprocure/app>, Bidders are requested to visit this link for updates, if any.

F. ITEMS TO BE SOLD

1. The food items containing ingredient of good quality. Snacks and beverages should be of excellent quality and hygienic.
2. The contractor should not keep any packed items for sale which has already surpassed the date of expiry.
3. List of items/Menu to be supplied (Along with estimated rate) is available at ANNEXURE - I.
4. The item details and rate should be displayed on Notice Board Properly in bold and visible manner.
5. Any change in quoted rate (accepted by the Institute at time of award of contract), will be decided by the Institute.
6. In case the contractor wishes to sell / offer more items than those which are mentioned in the tender document or does not want to sell few items for which rates have been quoted, the contractor has to obtain prior approval of the Institute for such additional items and their rates.

G. PENALTY

1. The Institute reserves the right to impose penalty (to be decided by the IIM Lucknow authorities) on the contractor for any serious lapse in maintaining the quality and the services willfully or otherwise by the contractor or his staff or for any adulteration.
2. If the institute is not satisfied with the quality of eatables served, services provided or behavior of the contractor or his/her employees, the contractor will be served with 24 hours' notice to improve or rectify the defect(s), failing which the IIM Lucknow will be at liberty to take appropriate necessary steps as deemed fit.
3. Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference, if the same had been the subject matter of suit, any and all actions and proceedings arising out of or relating to the contract (including any arbitration in terms thereof) shall lie only in the court of competent civil jurisdiction in this behalf at the area in which the Lucknow Campus of the institute is functioning and only the said courts shall have jurisdiction to entertain and try such action(s) and/or proceedings to the exclusion of all the other courts.
4. The contractor should use the water very sparingly and shall not waste water. If found misusing of water penalty of Rs. 500/- to Rs.1000/- will be imposed for each event

TECHNICAL BID

ANNEXRE-I (A)

Sr. No	Description	To be filled by the bidder	Page no.
1	Name of the Bidder (Mention type of firm i.e. Proprietorship, Limited Company, Partnership firm)		
2	Complete Office Address of Bidder (with contact number & email ID)	Email Id: _____ Contact NO. _____	
3.	Name and address of the authorized signatory / Contact person for this tender		
4	GST Registration No. (Upload copy GST Registration)		
5	Details of EMD Deposit (Upload proof of Transaction for deposit / transfer of EMD into the Institute Bank Account OR MSME / NISC Certificate)	UTR NO. _____ Date of Transaction: _____ OR MSME/NISC Cert No. _____	
6	Do you have relevant work experience as required in the tender document?	Yes / No If yes, provide details in Annexure-I (B)	
7	Do you agree to obtain all applicable licenses required for operating a standard cafeteria at IIM Lucknow within one month from date of award of contract?	Yes / No	
8	Amount proposed to be invested in development of initial infrastructure i.e. on Furniture, cooking equipment, Air-conditioning, painting, minor civil works, others to improve the ambience (Minimum investment required= Rs.3,00,000/-)	Rs. _____ In words: _____ (Enclose proposal for development of initial infrastructure as per site visit)	
9	Have you quoted rates for more than 95% of the items in BoQ	Yes / No (No will result in technical disqualification)	

Above stated information are true and correct. I/We have carefully gone through various terms and conditions for providing of cafeteria services at IIM Lucknow campus. I/We agree to all the Terms and conditions related to cafeteria services at IIM Lucknow.

Date:
Place:

Signature of the Tenderer
Office Seal:

DETAILS OF WORK EXPERIENCE (to be filled by bidder on letter head)

S. NO.	Name of the Client of the Bidder with Address / contact number	Name of services	Contract from	Contract upto	If the contract is over/ terminated (Write Brief reasons)	Copy of work order/ completion certificate/ agreement is uploaded at page no.
01						Page No. _____
02						Page No. _____
03						Page No. _____
04						Page No. _____

Certified that above information is true and best of my knowledge and belief as on date. In case any information found false/incorrect my candidature may be disqualified at any stage and security deposit amount Rs.50,000/- may be forfeited.

Date
Place

Full Name, Signature & seal of the
Authorized Person

COMMERCIAL BID

(for reference only)

To be submitted in Excel for (BoQ available separately-
RATES NOT TO BE DISCLOSED IN THE TECHNICAL BID)

ANNEXRE-II

1. Name of the Agency :
2. Address of the Agency:
3. Name of the Person :
4. Phone No :(Mob).....

List of items/Menu to be supplied (Along with the price):-

A. South Indian Dishes			
S. No.	Name of items	Material per unit gm/ml	Offered Rate (in Rs.) by the bidder^
1	Idlee Sambar Coconut chutney & Gun Powder	2 no 40gm each	
2	Mixed Vegetables Uthapam, Sambar & Coconut Chutney	100 gm	
3	Plain Dosa, Sambar & Coconut Chutney	Standard	
4	Masala Dosa, Sambar & Coconut Chutney	Standard	
5	Medu Vada, Sambar & Coconut Chutney	2no 40 gm each	
B. Snacks			
1	Samosa	50 gm	
2	Sandwich (Veg-Cucumber & Tomato)	2 Pcs	
3	Bread Pakoda	80 gm	
4	Fruit Chat 1 Plate	Seasonal fruits, minimum of 3 fruits	
5	Fruit Custard (1 Plate)	50 gm	
6	Veg Cutlet with chutney/sauce/ketchup — 2 Pcs	80 gm (weight excluding chutney)	
7	Dahi Vada - 2 Pc	120 gm	
8	Sabudana Wada (2 Pcs) with suitable chutney/diluted curd	80 gm	
9	Maggi	Standard	
10	Egg Maggi/Cheese Maggi	Standard	
11	Bread Omlette (2 egg + 2 slice)	Standard	
12	Egg Bhurji (2 egg) with 2 slice bread	Standard	
13	Dhokla — 4 Pcs with suitable dip	30 gm each	
14	PavBhaji (2 pav) with chopped onion, lemon slice, butter	100 gm bhaji	
C. Beverages			
1	Juices (Orange, Sweet Lime)	200 ml	
2	Milk Shake (Banana, Mango, Chocolate etc.)	300 ml	
3	Ice Cream Shake (Banana, Mango, Chocolate etc.)	300 ml	
4	Fruit Smoothies (various flavours)	300 ml	
5	Ice Cream Sodas (golden glow, lime ice etc.)	300 ml	
6	Hot Coffee	150 ml	

7	Cold Coffee	200 ml.	
8	Tea regular (one cup)	100 ml	
9	Lemon Tea	100 ml	
10	Green Tea (Tea Bag)	100 ml	
11	Nimbu Paani	200 ml.	
12	Lassi (Sweet)	200 ml.	
13	Lassi (salted)	200 ml.	
D. Soups & Salads			
1	Vegetable Soup (Change daily)	200 ml	
2	Non Veg Soup (Change daily)	200 ml	
3	Russian Salad	150 gm	
4	Green Salad	150 gm	
5	Three Beans Salad	150 gm	
6	Sprouted Beans Salad	150 gm	
E. Bakery Confectionary Products			
1	Tartlets (Lemon Curd, Chocolate, Apple)	100 gm	
2	Croissants / Danish Pastry	100 gm	
3	Black Forest/ Pineapple Pastry	125 gm	
4	Veg/Cheese/Chicken Puffs	125 gm	
5	Eclairs/ Proffit Rolls	125 gm	
6	Quiche	150 gm	
7	Fruit Flans	125 gm	
F. Lunch/ Dinner / Lucknow Cuisine			
1	Chicken Biryani with salan & Raita	250 gm	
2	Veg Biryani with salan & Raita	250 gm	
3	Galaoti Kababs with Ulta Tava Prantha	80 gm	
4	Mutton Korma with Prantha	100 gm	
5	Veg Galaoti Kababs with Prantha	80 gm	
6	Hara Bhara Kebab with chutney/sauce/ketchup — 4 Pcs	80 gm (weight excluding chutney)	
7	Chhole Bhatura — 2 Pcs Bhatura	Each pcs. 40 gm	
8	Veg Thali [Vegetable 2 (1 dry & 1 wet), Daal, Raita/Curd, Rice, 2 Chapati or 4puri, Salad and Papad, pickle and sweet]	Rice 75 gm, chapatti 40 gm each, daal 35 gm, standard	
9	Non-Veg Thali (Egg Curry/Chicken Curry -2 Pc, 1 vegetable, dal Raita/Curd, Rice, 2 Chapati, Salad and Papad, pickle and sweet)	Chicken Pc 40-45 gm each, Rice 75 gm, chapatti 40 gm each, daal 35 gm, standard	
10	Chicken Masala (2 Pcs) with 2 Chapati	Chicken Pc 40-45 gm each	
11	Egg Masala (2 Pcs) with 2 Chapatti, Rice	Egg, Rice 75 gm or chapatti 40 gm each	
12	Seasonal vegetable / Dal / Rajma	50 gm	
13	Rice Full Plate	100 gm	
14	Chapatti	1 piece	
G. Farinaceous Dishes/ Continental Dishes			
1	Pasta Marinara/ Alfredo/ Blush	150 gm	
2	Cannelloni/ Lasagne	150 gm	

3	Veg Momo	120 gm	
4	Chicken Momo	120 gm	
5	Pizza Margarita	9 "	
6	Fried Fish Fillet Tartar Sauce	135 gm	
7	Grilled Chicken with Mexican Sauce	135 gm	
8	Vegetable ala Kiev	120 gm	
H. Breakfast Items			
1	2 Eggs of Varied Preparations with Hash Brown Potatoes	Standard	
2	Baked Beans on Toast	Standard	
3	Stuffed Paratha (Aloo/ Methi/ Gobhi) with curd and pickle (2 No.)	120 gm with stuffing 50 gm curd	
4	Stuffed Paratha (Paneer) with curd and pickle (2 No.)	120 gm with stuffing 50 gm curd	
5	Cornflakes/chocos with Milk	180 ml	
6	Grilled Cheese Sandwich	2 Pcs.	
7	Cheese Sandwich(White Bread)	2 Pcs.	
8	Cheese Sandwich(Brown Bread)	2 Pcs.	
9	Poori Bhaji	120 gm	
I. Percentage of Discount on MRP Items to be quoted by the bidder			
1	Please quote the percentage (%) of discount on MRP Items		

^Rates shall be quoted to ensure the best quality of the items i.e equivalent to 2 star hotels or better.

Note: *The bidders are required to quote for minimum 95% of items. Bidders quoting for less than 95% of the items, their financial bids will be not evaluated. Bidders, who do not quote for all items but quote for 95% or more items, will be considered. In that case, wherever, rate has not been quoted or quoted 'zero', the highest rate quoted by other bidder(s) will be taken into consideration for evaluation of bid/ award of marks.'*

Certified that above information is true and best of my knowledge and belief as on date. In case any information found false/incorrect my candidature may be disqualified at any stage and EMD/security amount will be forfeited.

Date
Place

Full Name, Signature & seal of the
Authorized Person

TECHNO EVALUATION SCHEME

The technical evaluation will be for 85 marks and based on the following scheme.

Sr No.	Description	Marking Scheme	Max. Marks	Min. Marks required	# Marks to be filled by the Firm
PART-A					
1	Marks for providing full details in Annexure-I(A) & I(B) with relevant supporting documents	For providing input for Serial No. 1 to 7 of Annexure-IA	05	05	
1	The bidder should have minimum 03 (Three) years' experience in the relevant area for providing catering services and running the cafeteria as on date of publication of this tender.	3 marks for 3 years of experience and two marks for each additional year subject to maximum of 10 marks.	10	03	
2	The bidder should have one contract of minimum two years for providing breakfast, lunch and dinner and multiple get-togethers and parties in any Govt. Offices, institute of repute/University/ reputed organization.	Five marks for one contract of two years. One mark for each additional year subject to a maximum of 10 marks.	10	05	
3	Performance of works (Quality) based on report/assessment as per grading given in any Govt. contract in last five year i.e 2015-16, 2016-17, 2017-18, 2018-19 & 2019-20. (i) Excellent – 10 Marks (ii) Very Good – 09 Marks (iii) Good – 7 Marks (iv) Satisfactory/Fair – 5 Marks (format for the certificate to be produced is attached at Annexure-VI)	Maximum (highest) point of any one contract in last five year :- 2015-16, 2016-17, 2017-18, 2018-19 & 2019-20.	10	05	
4	Initial investment on development of infrastructure i.e. on Furniture, Air-conditioning, painting, minor civil works, others to improve the ambiance	Five marks for 3,00,000/- and 2 marks for each additional investment of Rs.1,00,000/-	15	05	
Total			50	23	
PART-B					
5	Presentation Factor:-	.	20	10	

	The presentation should cover the following aspects: Infrastructure development to improve the ambiance of the place (photos, designs of proposed cafeteria, equipment etc), Cafeteria starting and Managing strategy, expertise in preparation of various type of cuisines as mentioned in Annexure-II past experience, expectations from the Institute etc.				
6	Total of PART-A & B		70	33	

Please fill your accurate marks accordingly the descriptive parameters and according to the Marking Scheme. However, it may be noted that the marks awarded by the Tender Evaluation Committee will final & binding on all bidders.

Certified that above information is true and best of my knowledge and belief as on date. In case any information found false/incorrect my candidature may be disqualified at any stage and EMD/Security deposit will be forfeited.

Date
Place

Full Name, Signature & seal of the
Authorized Person

UNDERTAKING BY THE TENDERER

1. I/We have carefully gone through various terms and conditions listed above for providing of cafeteria services at IIM Lucknow campus. I/We have acquainted ourselves with the tasks required to be carried out, before making this offer. We hereby sign this undertaking.
2. I/We am/are not involved/engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question. If found that I/We (Bidder) am/are directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question, the Institute will reject our proposal for award of contract for providing cafeteria services at IIM Lucknow campus.
3. Further I/We have never been debarred by IIM Lucknow from taking part in the Bidding process or my/our (bidder's) contract has never been terminated on account of poor services.
4. Further, it is undertaken by the undersigned that I/We have never been blacklisted by any Government body/organization.

Date:

Place:

Signature of the Tenderer

Name:

Designation:

Office Seal:

(To be provided on Bidder's letter head)

ANNEXRE-V

UNDERTAKING BY THE TENDERER (Acceptance)

I/We have carefully gone through various terms and conditions listed above for providing of cafeteria services at IIM Lucknow campus. I/We agree to all the Terms and conditions related to cafeteria services at IIM Lucknow. I/We have acquainted ourselves with the tasks required to be carried out, before making this offer. We hereby sign this undertaking in token of our acceptance of various conditions listed above.

Date:

Place:

Signature of the Tenderer

Name:

Designation:

Office Seal:

(To be provided on letterhead of Bidder's Client)

ANNEXRE-VI

EXPERIENCE CERTIFICATE

This is to certify that M/s _____ has been providing cafeteria / canteen / mess services in this organization since _____.

OR

This is to certify that M/s _____ has provided cafeteria / canteen / mess services in this organization for the period from _____ to _____.

The performance of the above vendor is found to be Excellent / Very Good / Good / Satisfactory / Fair (strike whichever is not applicable).

The undersigned is duly authorized to issue this certificate on behalf of this organization.

Signature of the issuing Authority: _____

Stamp of the issuing Authority: _____ .

(On Bidder's letter Head)

I / We undertake to invest an amount of Rs._____ on development to initial infrastructure i.e. on Furniture, cooking equipment, Air-conditioning, painting, minor civil works, others to improve the ambiance.

The breakup of the above proposed amount is as under:

Particulars	Amount (In Rs.)
Furniture,	
Air-conditioning,	
Painting & minor civil works	
Others to improve the ambiance (give details)	
Total Amount Rs.	

Further, I/we agree to provide break-up of the actual expenditure on development of initial infrastructure of cafeteria to the Institute. I / We also understand that on award of the contract, I/we have to invest the above mentioned amount and in case we do not invest the above mentioned amount, the Institute will be at liberty to terminate the contract and forfeit our EMD / Security Deposit and blacklist our firm.

I/We also understand that the Institute does not provide any guarantee for minimum business. The amount of business completely depends upon the quality of services to be provided by the us on competitive rates. Further, in case of termination or completion of contract or any other event, the Institute will not reimburse the amount spent by us on initial development or any other activity and we will be bound to handover the shop/ hall in the condition, in which it was handed over to us.

Signature of the issuing Authority: _____

Stamp of the issuing Authority: _____