



**TENDER FOR PROVIDING CATERING SERVICES AT STUDENTS MESS AT
INDIAN INSTITUTE OF MANAGEMENT BANGALORE, UG CAMPUS,
JIGANI, ANEKAL TALUK, BANGALORE**

Tender Notification No: IIMB/CAO/UG/2026-2027/01

Dated: 02.06.2026

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1. Scope of the Tender

Indian Institute of Management Bangalore (hereinafter referred to as the “Institute”), an Educational Institute of National Importance, invites e-bids under Two-Bid System (Technical Bid & Financial Bid) from reputed caterers/food service providers for providing Catering and Mess Management Services at student hostel messes located at the Institute’s UG Campus, (Kuppasiddanadoddi – Mahantalingapura) Jigani, Anekal Taluk, Bangalore.

The tender document can be downloaded from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app> or The Institute website URL Link: https://www.iimb.ac.in/tender_notices. Bids will not be accepted in any other form.

2. About IIMB

Indian Institute of Management Bangalore is an institution of national importance under the Indian Institute of Management Act, 2017. IIMB has highly experienced and renowned faculty, staff and a distinguished Board of Governors. The institute has an outstanding infrastructure and provides a distinctive learning environment with a strong focus on research and academic excellence.

3. Scope of Service

3.1. Indian Institute of Management Bangalore (IIMB), is launching two four-year residential B.Sc. (Hons.) Programmes in Data Science and Economics. The first batch is scheduled to commence in August 2026 at the Institute’s UG Campus located at Kuppasiddanadoddi – Mahantalingapura, Jigani, Anekal Taluk, Bengaluru. The UG programme students is envisaged to reach 640 numbers over a period of time.

In view of the above, the Institute intends to engage reputed caterers/food service providers for providing Mess Management Services at the student hostel located on the IIMB UG Campus, Jigani. The mess facilities will cater to resident students, staff, and others during the regular academic semesters.

The number of diners availing the food services is expected to be approximately 130 (80 Students and 50 other diners) in the first year, likely to increase to 230 (160 Students and 70 other diners) in the second year. The selected service provider shall be responsible for providing comprehensive mess management services for the student hostels as per the scope, service requirements, and specifications detailed in the tender document.

3.2. Four meals shall be provided per student per day, namely breakfast, lunch, evening snacks, and dinner. Separate meals for diners other than students is also required. More information is available in the succeeding paragraphs.

3.3. Job specification / Scope of Work at **Annexure – I.**

3.5 Permissible brands of raw materials **Annexure- VII.**

3.6. Inventory of Kitchen Equipment and Assets provided by IIMB at **Annexure-VI**

4. Eligibility Criteria

All the Bidders must fulfil the following eligibility criteria and submit the copies of the documents and the declarations (duly self-attested) in support of their claim along with the Technical Bid. The Technical Bids not meeting the Eligibility Criteria stated below and not accompanied with the requisite documents as sought below shall be treated as incomplete and will be rejected.

Si. No	Eligibility Criteria	Supporting Documents
4.1	The bidder should have minimum 3 years of experience as on 30.04.2026 in providing catering services.	Enclose Statutory Registration certificate/certificate of incorporation/company documents like AOA or MOA indicating the nature of business / Copies of contracts or experience certificates issued to Bidder for providing similar services.
4.2	The bidder should have at least one successfully executed contract of minimum one year, during the last three years as on 30.04.2026 in providing catering services to student mess in IITs/IIMs/NITs/IISERs/IISc/ Central or state universities/ Private or deemed to be Universities The value of such contract should not be less than Rs.75 Lakhs per annum.	Enclose copy of contract / agreement/ experience certificate with clear details of period, contract value covered under the contract, nature of services provided etc
4.3	The bidder should have minimum one running contract for providing student mess catering services for not less than 100 students in IITs/IIMs/NITs/IISERs/IISc/ Central or state universities/ Private or deemed to be Universities in any one of the following states: Tamil Nadu, Kerala, Karnataka, Telangana and Andhra Pradesh.	Documents such as address proof, Trade License or Contract / Agreement with the licensor.
4.4	Average annual financial turnover for the three financial years 2023-24, 2024-25 and 2025-2026 should be at least Rs. 1.5 Cr (Rupees One crore and Fifty Lakhs only).	Copies of certified Audited Balance Sheets or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the years 2023-24, 2024-25 and 2025-26 shall be uploaded with the bid. Copies of financial statements for the period such as Profit and Loss Statements & Balance Sheet should also be submitted. For the FY 2025-26, unaudited financial statements with CA certificate is also acceptable.
4.5	The bidder should not have incurred loss in more than one financial year during the last three Financial Years as on 31.03.2026	Copies of the Profit and Loss statement along with Auditor's statement/report for the last three Financial years as 31.03.2026.
4.6.	Food license or any other certificates / license (Shops & Establishments Act)as applicable.	Copies of the same to be submitted .
4.7.	ESI & EPF Registration Certificates with code numbers.	Copies of the same to be submitted .
4.8.	Labour license	Copies of the same to be submitted.
4.9.	Statutory tax registrations PAN and GST	Copies of the registration certificate.
4.10.	The Vendor should not have been blacklisted by any Government Dept as on date.	A duly completed certificate to this effect is to be submitted as per the Annexure-III

4.11	Mandatory visit of the premises at UG Campus.	Site visit certificate to be submitted as per Annexure-IX
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5. **Bid securing declaration:** There is earnest money deposit for this tender. However, bidders are required to submit the Bid securing declaration as per **Annexure VIII**.

6. Tender Schedule/Critical Dates

S. No.	Particulars	Date	Time
01	Date & Time of Online Publication/Download of Tender	02.06.2026	17:30 Hrs
02	Bid Submission Start Date & Time	02.06.2026	17:30 Hrs
03	Bid Submission Close Date & Time	17.06.2026	16:00 Hrs
04	Opening of Technical Bids	18.06.2026	17:00 Hrs

Note:

- a. *If the bid opening date is declared an Institute holiday, the bids will be opened on the next working day.*
- b. *IIMB may at its discretion extend/ change the schedule of any activity and intimate the prospective bidders by notifications through CPP Portal & IIMB Website.*
- c. *IIMB reserves the rights to accept or reject any bids or accept all bids either in part or in full or to spilt the order, or to annul the bidding process without assigning any reasons thereof.*

Site Visit: Bidders are required to visit the UG Campus (Kuppasiddanadoddi – Mahantalingapura Jigani, Anekal Taluk, Bangalore) to have an understanding of the premise for providing the mess services . The visit can be planed from **04.06.2026 to 15.06.2026** on working days between 1100 Hrs to 1600 Hrs. It may be noted that the visit to UG campus is mandatory and IIMB will issue a site visit certificate as per **Annexure -IX** which needs to be uploaded along with the technical bid.

7. Bid Validity Period

The bid must be valid for 90 days from the date of opening of Technical Bids. A bid valid for a shorter period shall be rejected, being non-responsive. In exceptional circumstances, IIMB may request the bidders for the extension of the validity period.

8. Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

8.1. Registration

- 8.1.1. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Online bidder Enrolment” on the CPP Portal which is free of charge.
- 8.1.2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

- 8.1.3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 8.1.4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g., Sify / nCode / eMudhra etc.), with their profile.
- 8.1.5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 8.1.6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

8.2. Searching For Tender Documents

- 8.2.1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 8.2.2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document. Page 6 of 10 6.2.3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

8.3. Preparation of bids:

- 8.3.1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 8.3.2. Bidder to go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 8.3.3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 8.3.4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.
- 8.3.5. **Language of the Bid:** Bids and all related documents as well as all subsequent correspondence between the Bidder and IIMB shall be in English language. Supporting documents and printed literature furnished by the Bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in

English, in which case for purpose of interpretation of the bid, the translation in English shall prevail.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

8.4. Submission of bids

- 8.4.1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 8.4.2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 8.4.3. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 8.4.4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 8.4.5. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8.4.6. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8.4.7. The bid summary has to be printed and kept as an acknowledgment of the submission of the bid.
- 8.4.8. **The bid should be submitted in**
 - i) **Technical Bid:** (a) Bid securing declaration as per **Annexure-VIII**
(b) Copies of the documents supporting Eligibility Criteria **Clause 4.1 to 4.11**
(c) **Annexure II, III, IV and V**
 - ii) **Financial Bid:** Bidders are requested to note that they should submit their financial bid in the BoQ format provided and no other format is acceptable.

Note: In the BoQ only basic rates excluding taxes should be quoted.

Validate Print Help

Item Rate BoQ

Tender Inviting Authority: CAO, IIMB

Name of Work: TENDER FOR PROVIDING CATERING SERVICES AT STUDENTS MESS AT INDIAN INSTITUTE OF MANAGEMENT BANGALORE, UG CAMPUS, JIGANI

Contract No: IIMB/CAO/UG/2026-2027/01

Name of the Bidder/ Bidding Firm / Company :

Note: The Below student strength is not applicable during the vacation period of around 8-12 weeks

PRICE SCHEDULE

(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)

Sl. No.	Item Description	Quantity (No. of Students)	Units	BASIC RATE In Figures Per Student (excluding GST) To be entered by the Bidder Rs. P	TOTAL AMOUNT Without Taxes	TOTAL AMOUNT In Words
1	PART A. Cost per Day for Students (Full Menu: Breakfast, Lunch, Snacks & Dinner)					
1.01	1st Year	80,000	Nos		0.00	INR Zero Only
1.02	2nd Year	160,000	Nos		0.00	INR Zero Only
Total In Figures					0.00	INR Zero Only
Quoted Rate in Words					INR Zero Only	

PART B. Cost for Diners other than Students

Sl.No	Meal Type	Approx. No: of Staff	Basic Rate per Meal (INR) excluding GST for Year 1	Basic Rate per Meal (INR) excluding GST for Year 2
1	Breakfast	30		
2	Lunch	50		
3	Snacks	15		
4	Dinner	25		
5	Coffee/Tea (Morning/Afternoon)	80		

Note: Part -B is not considered for Financial Bid evaluation, the bidders are expected to quote reasonable price

8.5. Assistance To Bidders:

8.5.1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the email id tenders@iimb.ac.in on or before **08.06.2026 up to 1730 Hrs**

8.5.2. Any queries relating to the process of online bid submission or queries relating to CPP Portal, in general, may be directed to the 24x7 CPP Portal Helpdesk numbers.

9. Opening of Bids

9.1. Technical Bids will be opened on **18.06.2026 at 16:00 Hrs.**

9.2. Financial Bids of the bidders qualified in technical bid evaluation will be opened later. The date and time for opening of Financial Bids of the qualified bidders will be intimated through CPP Portal.

10. Evaluation Of Bids

Technical Bid Evaluation:

10.1. Phase-I- Eligibility Criteria Evaluation

Bidders should comply with scope of work and eligibility criteria; no deviations are acceptable. The bidder is to complete the same in all respect and submit accordingly. The bids which meet

all the eligibility criteria and submit all the documents for the same will be qualified on eligibility criteria and will be eligible for further consideration. Bids not meeting the eligibility criteria and EMD criteria will be rejected and not considered for further evaluation. IIMB reserves the right to call for originals of the documents submitted in the technical bid and also visit the office and locations where the service was provided or being provided. If any information/documents provided in the technical bids are proved to be false, the technical bid will be rejected.

10.2. Phase -II- Visit to the Site :

For the bidders who are qualified in Eligibility Criteria evaluation, a committee from IIMB will inspect the Institute where the bidder is providing the student mess catering services as indicated in the eligibility criterion and evaluation marks will be allotted by the Committee as per the parameters given below.

S. No	Parameter	Maximum Marks
1	Hygiene and food safety standards	6
2	Quality of Food	6
3	Infrastructure-kitchen, utensils, automated equipment for cooking etc.,	6
4	Trained manpower	6
5	Customer relations/ Feedback	6
Total		30

The visit carries 30 marks and only those who score 21 or more marks will be considered for the next round of evaluation i.e. opening of Financial bids. The decision of IIMB committee is final in this regard.

10.3. Financial Bid Evaluation.

The bidder who submits the lowest evaluated price for the Part- A Financial Bid (For Total of 2 Years) will be identified as the L1 bidder and will be considered for award of the contract. Although Part -B is not considered for Financial Bid evaluation, the bidders are expected to quote reasonable price. IIMB reserves the right to have commercial negotiations with L1 for both part A and part B of the Financial bid.

11. Amendment/ Cancellation of Tender Document:

At any time prior to the deadline for submission of proposals, Institute may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Tenderer modify the Tender Document by issuing an addendum/corrigendum. Any Addendum/corrigendum thus issued shall become a part of the Tender Document and will be posted on Institute website at URL Link: https://www.iimb.ac.in/tender_notices and CPP Portal at URL Link: <http://eprocure.gov.in/eprocure/app> To provide reasonable time to the prospective Tenderers to take an addendum into account while preparing their proposals, the deadline for submission of proposals may be extended, at the discretion of IIMB, if required. IIMB has the right to cancel this tender at any point of time without assigning any reasons.

12. Security Deposit:

- 12.1. The successful bidder shall deposit a sum of **Rs.4,00,000/- (Rupees Four lakhs only)** as Security Deposit. The Applicant may remit the Security Deposit through to IIMB online bank transfer.
- 12.2. The security deposit shall not carry any interest.
- 12.3. The Security deposit is refundable only after completion of the contract period or early termination of the contract as the case may be in accordance with the terms contained herein and the agreement.
- 12.4. The security deposit of the vendor shall be refunded only after removal/dismantling additional structures, put up/ constructed by them for their use, if any.
- 12.5. The Security deposit is liable for forfeiture in the event of breach of any of the terms and conditions.
- 12.6. The security deposit will be adjusted against any loss or damage to the property or the Inventory provided by IIMB. The right of assessment of such a loss or damage vests with IIMB.

13. Award of Contract:

The contract will be awarded to the successful bidder as per clause **10.3**.

14. Contract Period

- 14.1. The contract shall be for a period of two years at the quoted rates for first and second year, subject to performance review by IIMB at the end of first year.
- 14.2. The successful bidder will be required to enter into an Agreement/ Contract with IIMB within one month of the date of the award of LOI and commence the operations within one month from the date of LOA.
- 14.3. Non-Exclusive Clauses: The allotment of catering services shall be on "NON-EXCLUSIVE BASIS" i.e., the Institute shall have right to grant license to more than One Vendor to do same Business in IIMB Premises.
- 14.4. No possession: The allotment of the license does not grant the successful Applicant the possession of the premises. The license grant is only a limited permission to run the Catering and housekeeping as will be set forth in the license agreement.

15. Terms and Conditions

- 15.1. Force Majeure: If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more, either party may at its option terminate the contract.
- 15.2. Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Bangalore shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.
- 15.3. The courts at Bangalore, Karnataka shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

15.4. Governing Law and Dispute Resolution

This Agreement shall be governed by the laws of India. Disputes or differences arising out of or related to this Agreement shall be referred to a final binding arbitration in accordance with the Arbitration and Conciliation Act, 1996. The arbitration proceeding shall be conducted in English at Bangalore by a sole arbitrator mutually appointed by the parties. The arbitration may also be conducted online as mutually agreed by the Parties. If the parties are unable to agree on a sole arbitrator, they shall approach the High Court of Karnataka for appointment of a sole arbitrator. Subject to the foregoing, parties shall submit exclusively to the jurisdiction of the courts at Bangalore.

16. General Terms and Condition:

16.1. Adequate number of manpower/workers should be supplied so that the work is done in specified time.

16.2. All records shall be maintained by the Vendor as a part of record of day-to-day work done, they shall be daily authenticated by the appropriate authority at IIMB. They shall become the basic documents for preparation of bills on monthly basis. They shall be maintained in duplicate, one set with each of the supervisor of the Vendor and the other with the Institute.

16.3. Labour Laws, Provident Funds, ESI:

16.3.1. The Vendor shall obtain necessary license from the licensing Authority under the Contract Labour (Regulation & Abolition) Act, 1970 and the Central Rules framed thereunder and produce the same to IIMB before start of the work.

16.3.2. The Vendor shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of running of the Catering and housekeeping and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local Bodies and other authorities in this regard, and the Vendor shall indemnify the Institute against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.

16.3.3. The Vendor shall fully indemnify the Institute for any default or non-observance by the Vendor or any of their representatives of any of the provisions of the above-mentioned enactment and the rules framed thereunder. Even though the catering Vendor shall be solely liable for the settlement of any claim made by any person due to the non-observance by the Vendor of any of the provisions or otherwise of the enactments cited, the Institute reserves its right to settle directly any amount due by the Vendor as mentioned above and to recover such amounts from any of the amounts payable by the Institute to the catering Vendor or in the absence of the same as debt due to the Institute by the Vendor.

16.3.4. **The Vendor if mandated by law, has to submit to Regional Labour Commissioner's Office by January / July of every year in Form XXIV of Contract Labour Regulation & Abolition Act.**

16.4 Wages to Persons Deployed:

16.4.1. The Vendor shall make payment to the workers deployed by him on the scheduled date. **The Vendor has to maintain the Wage Register for the payment made to the personnel deployed for the subject services. The copy of the above proof shall be enclosed along with monthly running bills.** The Vendor shall be solely responsible to disburse Wages due payable to the personnel deployed for the subject services promptly and in due time. If the Vendor fails to pay the wages to his workmen / comply with the relevant statutory provisions, Institute would make necessary arrangements for the same and recover the cost thereof from the Security Deposit / Bills payable to the Vendor.

- 16.4.2. The Vendor should submit copy of the EPF and ESI, monthly remittances to the authorities, by 20th of subsequent month.
- 16.4.3. The Vendor should submit Attendance / Salary Disbursement Register for the workmen engaged, by 20th of subsequent months.
- 16.4.4. The Vendor shall, whenever required by the Institute or Government Officials authorized under the Statutes, produce for inspection, all forms, registers and other documents required to be maintained under various statutes.

16.5. Government and Local Rules :

- 16.5.1. The Vendor shall conform to the provisions of all local laws / by-laws and regulations relating to the work and pay all the fees payable to such authorities for execution of the work involved. IIMB shall not be responsible for such liabilities and claims.
- 16.5.2. Full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India. For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable
- 16.5.3. The contractor should be subject to POSH Regulations.
- 16.5.4. The approval from any authority required as per statutory rules and regulations of Central Government shall be responsibility of the Vendor.

16.6. First Aid

- 16.6.1. The Vendor shall provide necessary First Aid Facilities to his personnel.
- 16.6.2. If IIMB provides, entirely at its discretion, any of these facilities, the cost of such support as worked out by IIMB shall be recovered from the Vendor.

16.7. General:

- 16.7.1. The Vendor shall furnish in writing the list of persons to be deployed by him. He shall not engage persons below 18 years of age.
- 16.7.2. If any dispute arises with regard to the interpretation of any terms of this Contract, the Institute's decision in this regard would be final and binding.
- 16.7.3. Damage caused to any of the IIMB issued materials / equipment / tools by the Vendor, including any damage through wilful conduct or negligence, shall be made good by the Vendor at his own cost, failing which the actual cost as worked out by IIMB shall be deducted from the Vendor's running account bill.
- 16.7.4. The Vendor shall take into consideration all statutory obligations including the liabilities towards Gratuity / Retrenchment Compensation, Leave / Holiday wages etc. and give his rates accordingly.
- 16.7.5. If any of the workers employed by the Vendor is found indulging in acts subversive of discipline, the same will be brought to the knowledge of the Vendor and he shall arrange for replacement of such personnel.
- 16.7.6. It shall be clearly understood that the personnel to be deployed by the Vendor are their own workers and they have no binding whatever with the Institute. The Vendor shall

indemnify the Institute from all liabilities arising out of deployment of personnel and other related issues thereto.

- 16.7.7. Institute will not entertain any request for revision of rates quoted in the commercial bid during the contract period including the extended contract period even on the pleas of cost escalations due to any upward revision in the Minimum Rates fixed by the Regional Labour Commissioner, Government of India or the State Government during the subject contract period.

16.8. Constitution of the Firm

16.8.1. The Firm shall not change the composition during the currency of the contract without the prior approval of the Institute. Any happening like Death / Resignation of any partner / director / member shall be notified within 3 working days of such happening, in writing, to IIMB. On receipt of such notice, the Institute reserves the right either to terminate or continue the contract. In the event of any dispute, legal or other proceedings by any party or parties concerning the constitution or composition of the Firm, the Institute reserves the right to take such necessary action as it deems fit, including termination of contract and withholding payments due or accrued to the Firm.

16.8.2. The contract shall be awarded on the basis of "PRINCIPAL-TO-PRINCIPAL" and the Firm shall be deemed to be an independent Firm engaged for the performance of services / work / job in the manner and to the extent provided in these presents.

16.8.3. None of the workmen engaged by the Firm shall have any claims against the Institute in respect of the execution of the contract and the Firm undertakes to indemnify the Institute against loss suffered on account of any such claims.

16.9. Subletting: The Firm shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the Institute.

16.10. Security: The Institute being a restricted area, entry into the campus will be restricted and controlled through issue of gate passes bearing holder's photograph issued by an authorized officer of the Institute. The Firm shall arrange to obtain through the Administration, well in advance, all the necessary entry permits / gate passes for his staff and labour, and entry and exit of his men and materials will be subject to rigorous checking by IIMB security staff.

16.11. Members of the Institute not Individually Liable: No officer, official or employee, of the Institute, shall in any way be personally bound or liable for the acts or obligations of the Firm under the contract or answerable for any default or omission in the observance or performance of any of the acts, matters or things which are herein contained.

16.12. The Institute not Bound by Personal Representation:

16.12.1. The Firm shall not be entitled to any increase on the quoted rates or any other rights or claim whatsoever by reason of any representation, explanation or statement or alleged representation, promise or guarantee given or alleged to have been given to the firm by any person.

16.12.2. In quoting their rates, the firms are advised to take into account all factors of any fluctuations in the market rates, etc. No claims will be entertained on this account after acceptance of the bid or during the currency of the contract. Before bidding, the firms are advised to inspect the site of work and its environments and be well acquainted with the actual working and other prevalent conditions, position of materials and labour, specifications and all other documents which form part of the agreement to be entered into.

16.13. Dress Code: The vendor has to provide Uniforms to all the staff members indicating the Name of the Company & Staff.

- 16.13.1. The vendor should provide caps, aprons, and hand gloves to the workmen deployed by them and ensure the following.
- 16.13.2. Cooking personnel: Should wear aprons and caps.
- 16.13.3. Servicing personnel: Should wear aprons, caps and hand gloves.
- 16.14.** The personnel deputed by the vendor for carrying out catering and housekeeping service shall be under employment of the vendor, and shall at no time be construed to be IIMB's personnel. IIMB shall in no way be liable for any injury including fatal, if any to these personnel. The vendor shall keep IIMB indemnified in this regard.
- 16.15.** The Raw materials used for preparation shall be of BIS / Agmark quality only. IIMB reserves the right to check the quality in any approved laboratory at any time. In case the material/ stuff is found to be of substandard quality, IIMB reserves the right to impose penalty on the vendor with an assurance of proper quality standard by them, and in case of repeated instances of substandard quantity, even terminate the contract by giving notice.
- 16.16. IIMB Security Guidelines:** Upon receipt of work order, vendor has to produce photographs and police verification report of personnel who shall work in IIMB premises to facilitate issue of entry pass by our security department. Vendor has to adhere to IIMB Security Rules and Regulations.
- 16.16.1. Vendor shall ensure the Pre-employment Medical Examination of cooking/serving staff at their own cost. The copies of the same shall be produced before the commencement of the catering services. Further, Periodical Medical Examination of cooking/serving staff at an interval of at least once in 6 months at their own cost and the copy of fitness certificate issued by the Competent Authority to be submitted. IIMB can facilitate the Periodical Medical Examination on applicable charge basis.
- 16.16.2. The Caterer has to prepare weekly menu in consultation with the appropriate authorities of IIMB and student body.
- 16.16.3. All efforts are made to explicitly include all the terms and conditions applicable on the contract, however, the Vendor should agree to provide minor additional services in case found necessary for improvement of the quality and catering and housekeeping services facility.
- 16.16.4. The Vendor or any of his/her sales person shall not make available, pan-masala, cigarettes, tobacco or any alcoholic drink within the premises of Indian Institute of Management Bangalore.
- 16.16.5. Insurance to Employees: All employees engaged by the Vendor shall be comprehensively insured for accidents and injuries by the Vendor at their own cost. The vendor shall also cover all his/her employees through Workmen Compensation Act and shall submit the copy of the coverage with the institute.
- 16.17. Recovery of Cost of Damaged Property:**
- 16.17.1. The Vendor shall comply with all operational, fire & safety rules and regulations framed by the Institute and made applicable to the whole or part of the Institute premises where the Vendor or its designated person is operating under this Agreement. The Vendor shall make good to the satisfaction of the Institute any loss or damage due to fire to any portion of the IIMB premises or to any of the Institute's existing property. In the event of any of their staff / workmen violating the said rules and regulations or in any way becoming objectionable to the Institute, the Vendor shall remove them from Institute's designated premises forthwith.

- 16.17.2. In case the Vendor fails to make good the losses or damage to the property of IIMB, the repairs or replacement will be got done by IIMB and the cost towards the same will be deducted from the Security Deposit before release.
- 16.18. Quantity Variations:** The quantities indicated in the bid document are approximate and may vary to any extent individually. No revision of schedule of rates will be permitted for such variations.
- 16.19. Set -off:** Notwithstanding anything to the contrary, the Contracting Institute shall have the right to set off payments due to the Vendor against any statutory dues or contractual dues the Vendor may have under the applicable laws or under this Contract.
- 16.20.** Segregation of waste should be done in a proper way as per the regulations followed in IIMB. The premises and surroundings of the shop shall be kept clean and tidy by keeping dustbins at appropriate places and is subject to inspection by the officials of IIMB. Noncompliance will attract imposing of penalty up to Rs.1000/- on each occasion. Plastic Bags / Plastic Packing Containers is totally prohibited inside the Campus.
- 16.21.** Accommodation: Upto TEN employees will be permitted to stay in the premises of after working hours for the caterer. Necessary permissions in writing should be obtained by the Caterer for overnight stay of their employees in the IIMB campus at times of exigencies. The names of such employees should be intimated to the concerned officer in advance; only after issue of permission and ID cards, they should be allowed to stay for the said period.

17. Payment Terms:

- 17.1. The payment will be made monthly.
- 17.2. The Payment to the Vendor will be made monthly on the basis of the bill and as per the services provided by the Vendor.
- 17.3. The Vendor will maintain a record of the students being served on a daily basis with proper authentication for the purpose of accounting and billing. The payment shall be claimed by the Caterer by furnishing record of attendance.
- 17.4. Monthly bills shall be submitted in duplicate and duly certified by the designated officer of the Contracting Institute. The copy of certificate indicating that all the employees of the Vendor have been paid the wages as per Minimum Wages Act along with Statutory remittances shall also be attached in the bill.
- 17.5. All payments to Vendor shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income Tax Act, 2025, GST TDS and other taxes if any as per Government of India rules made applicable from time to time.
- 17.6. IIMB will pay such invoice within twenty-one (21) working days from the date of submission of the undisputed invoice to Accounts Section.
- 17.7. On receipt of the Final payments, the Vendor shall furnish a "No Demand Certificate" to IIMB.

18. Manpower deployment

- 18.1 The Vendor shall provide the required number of efficient and reliable workers, in the respective categories for all shifts on all the days of week.
- 18.2 The Vendor shall be responsible for the discipline of their workers.
- 18.3 The workers employed by the Vendor:
- 18.3.1 Shall not act in any detrimental to the interest of the Institute.
- 18.3.2 Are not employees of the Institute and shall not have any claim whatsoever on the Institute.
- 18.3.3 They shall not participate in any strike or protest in any form

- 18.3.4 The contract workers can take rest in the Rest Areas assigned by the Institute during break timings.
- 18.3.5 All contract workers are required to do their duty maintaining hygienic, cleaning and safety.
- 18.3.6 **The list of workers' profile has to be submitted to the designated authority of IIMB.**

19. Prohibitions:

- 19.1 The Vendor should not sell any items prohibited by the Institute (as will be communicated to the successful Applicant from time to time) or by the Government or any enforcing agencies. They shall adhere to the code of the conduct laid down by the Institute from time to time. The license agreement can be terminated at any point of time without assigning any reasons including violation of contractual obligations.
 - 19.1.1 **Use of polythene:** The Vendor shall submit an undertaking for not using the polythene covers which are banned by the State / Central Governments or any other agency.
 - 19.1.2 No child labourer shall be employed for servicing as per law.
 - 19.1.3 The Vendor shall not exhibit or permit any advertisement in the shop, except the same and style of his/her business, and the cutout /poster/hording should not be obscene.
 - 19.1.4 In case of misbehaviour, assault on person / employees of the Institute, or any act or comment tarnishing the image of Institute by the Vendor or his representative /workers will lead to imposition penalty or termination of contract duly forfeiting the Security Deposit amount.

20. Indemnity:

- 20.1 The Vendor shall indemnify, defend and hold harmless IIMB and IIMB's directors, deans, management, faculty, employees, other vendors, students and stakeholders (each an 'Indemnitee') against any claim, action, or proceeding made against IIMB by any third party, and any losses, damages, costs, expenses, penalties, charges, or other liabilities suffered by an Indemnitee as a result of any act or omission of the Vendor or its agents, employees or representatives, including but not limited to:
 - 20.1.1 Any bodily injury or death.
 - 20.1.2 Any damage to property.
 - 20.1.3 Any breach of any representation or warranty under these Tender Documents.
 - 20.1.4 Any negligence, wilful misconduct, sexual harassment, or other tortious act.
 - 20.1.5 Any breach of statutory obligations including any employer obligations.
 - 20.1.6 Any breach of any other provision of these Tender Documents.
 - 20.1.7 IIMB reserves the right to participate in the defence of such claim at the cost of the Vendor.

NOTWITHSTANDING ANYTHING TO THE CONTRARY, THE AGGREGATE LIABILITY OF IIMB TO THE VENDOR SHALL BE LIMITED TO DIRECT DAMAGES NOT EXCEEDING THE FEES UNDISPUTEDLY DUE AND PAYABLE TO THE VENDOR BY IIMB UNDER THESE CONDITIONS, AND SHALL NOT EXTEND, UNDER ANY THEORY OF LIABILITY, TO ANY INDIRECT DAMAGES OF ANY KIND WHATSOEVER, INCLUDING BUT NOT LIMITED TO SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE DAMAGES AND LOSS OF PROFITS, WHETHER OR NOT ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Vendor shall not disparage IIMB and IIMB's directors, deans, management, faculty, employees, other vendors, students and stakeholders.

21. Termination of Contract:

- 21.1 **Termination due to Breach.** In the event the Vendor materially breaches this Agreement, IIMB may, without prejudice to its other rights and remedies, terminate this Agreement by giving prior written notice of thirty (30) days, provided that the breach remains uncured at the end of such notice period.
- 21.2 **Termination for Insolvency.** IIMB may terminate this Agreement upon written notice to the Vendor in the event the Vendor (i) seeks reorganization or release under applicable law, (ii) seeks the appointment of a trustee, receiver or custodian, (iii) becomes the subject of a proceeding seeking the liquidation, winding-up, dissolution, reorganization or the like of the Provider, and such proceeding is not dismissed within sixty (60) days of the commencement thereof, (iv) makes an assignment for the benefit of creditors, or (v) has a substantial part of the Provider's property become subject to any levy, seizure, assignment, application or sale for or by any creditor or government agency.
- 21.3 **Termination for Convenience.** Either Party can terminate this Agreement for convenience, by giving at least Three (3) months prior written termination notice to the other party. However, the Vendor can exercise this termination clause only after completion of one year of contract.

On the expiry or earlier termination of the License, the Vendor shall, within not more than Seven (7) days of such expiry or termination, remove his staff, representatives etc. and all its belongings, furniture, fixtures, articles and things which is movable and can be removed or dismantled without damaging the IIMB premises, and simultaneously with IIMB refunding the Refundable Security Deposit paid by the Vendor (unless forfeited in part or full), vacate and hand over quiet and peaceful possession of the premises to IIMB in the good order and condition in which they were at the time when the Vendor entered into the IIMB Premises (reasonable wear and tear excepted).

22. Penalty

- 22.1 The Vendor shall comply with all the terms and conditions and ensure supply of the prescribed quantity and quality of food items during the service timings and in the event of any failure or breach of any of the conditions by the Vendor and in case of deterioration in the quality of the food items or reduction in the quantity thereof, IIMB shall be at liberty to levy penalty for such breach, as determined by the Institute, whose decision on the penalty shall be final and binding.

Under the above circumstances, the vendor will be penalized if -

- a. the food is not served fresh as agreed.
- b. the food is stale or smells or used from previous meals.
- c. any insect / foreign body is found in food stuff.
- d. there is a delay of 20 Minutes or more in laying / serving from the laid out timings.
- e. there is any deposit of fungus, worms etc found in food grain.
- f. Storage area / cooking area is found to be unhygienically kept.
- g. There is a contravention of Terms & Conditions as agreed between IIMB and Vendor stipulated, statutory requirements / rules or any other conditions imposed and agreed from time to time during the course of Execution of the order / Contract.
- h. The chef is found using Soda, Artificial Color / flavor, Chemical in preparation of food. However in some foods such as kesri bath, where

the preparation requires adding the color, permission is to be obtained.

- i. There are frequent instances of non-availability of food to boarders.
- j. There is a misbehavior from vendor side (including their personnel) with IIMB management or their personnel.

Note: In case of change in brands/source of Materials/Items, prior approval from Chief Administrative Officer, IIMB to be obtained.

22.2. In case of failure to carry out the service to the satisfaction of IIMB, it will be free to get the service done by any other agency at the cost and risk of the Vendor.

23. Conflict of Interest.

Any bidder having a conflict of interest, which substantially affects fair competition, shall not be eligible to bid in this tender. Bids found to have a conflict of interest shall be rejected as nonresponsive. A bidder in this Tender Process shall be considered to have a conflict of interest if the bidder:

- 23.1. directly or indirectly controls, is controlled by or is under common control with another Bidder; or
- 23.2. receives or have received any direct or indirect subsidy/ financial stake from another bidder; or
- 23.3. has the same legal representative/ agent as another bidder for purposes of this bid. A Principal can authorize only one agent, and an agent also should not represent or quote on behalf of more than one Principal. However, this shall not debar more than one Authorised distributor from quoting equipment manufactured by an Original Equipment Manufacturer (OEM), in procurements under Proprietary Article Certificate; or
- 23.4. has a relationship with another bidder, directly or through common third parties, that puts it in a position to have access to information about or influence the bid of another Bidder or influence the decisions of the Procuring Entity regarding this Tender process; or
- 23.5. participates in more than one bid in this tender process. Participation in any capacity by a Bidder (including the participation of a Bidder as sub-contractor in another bid or vice-versa) in more than one bid shall result in the disqualification of all bids in which he is a party. However, this does not limit the participation of a non-bidder firm as a sub-contractor in more than one bid; or
- 23.6. would be providing goods, works, or non-consulting services resulting from or directly related to consulting services that it provided (or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm), for the procurement planning (inter-alia preparation of feasibility/ cost estimates/ Detailed Project Report (DPR), design/ technical specifications, terms of reference (ToR)/ Activity Schedule/ schedule of requirements or the Tender Document etc) of this Tender process; or
- 23.7. has a close business or family relationship with a staff of the Procuring Organisation who:
(i) are directly or indirectly involved in the preparation of the Tender document or specifications of the Tender Process, and/or the evaluation of bids; or (ii) would be involved in the implementation or supervision of resulting Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Procuring Entity throughout the Tender process and execution of the Contract.

24. FSSAI Norms :

- 24.1. Before commencing services, the vendor shall obtain a valid FSSAI license/certificate and operate the mess strictly in accordance with FSSAI standards and guidelines.
- 24.2. Valid medical fitness certificates for all food handlers and kitchen staff shall be maintained and made available at the mess premises for inspection at any time.
- 24.3. Samples of all food items served shall be retained and stored hygienically for a minimum period of 72 hours for laboratory testing, if required.
- 24.4. The vendor shall submit food laboratory test reports from an approved laboratory once every six months for the food served at the mess.
- 24.5. The Institute reserves the right to conduct random FSSAI audits and hygiene inspections of the mess and kitchen premises at any time.
- 24.6. Maintaining health, hygiene, and safety standards as prescribed under FSSAI regulations shall be mandatory for the vendor.
The vendor shall maintain and update all records related to kitchen and mess operations, including but not limited to:
 - Food temperature logs
 - Staff grooming checklists
 - Used cooking oil logs
 - Cleaning and sanitation checklists
 - Chiller and freezer temperature records
 - FIFO (First In First Out) records
 - Pest control records
 - Raw material receiving records
- 24.7. Only approved food-grade chemicals and cleaning agents shall be used for cleaning and sanitization purposes within the kitchen and dining areas.
- 24.8. All food handlers and kitchen staff shall possess basic knowledge of FSSAI standards, food safety practices, personal hygiene, and sanitation procedures to be followed during operations.
- 24.9. The vendor shall ensure that all staff members wear proper uniforms, head caps, gloves, masks, and safety shoes while working in food preparation and service areas.
- 24.10. The vendor shall ensure regular pest control treatment is carried out through authorized agencies, and records of the same shall be maintained.
- 24.11. The quality of raw materials, ingredients, cooking oil, milk products, and packaged food items used in the mess shall conform to FSSAI standards and should not be expired or adulterated.
- 24.12. Reuse of cooking oil beyond permissible FSSAI limits shall be strictly prohibited, and proper used oil disposal records shall be maintained.
- 24.13. Drinking water used for cooking and serving purposes shall be safe and fit for consumption, and periodic water quality testing reports shall be submitted to the Institute.
- 24.14. The kitchen, dining hall, storage areas, refrigerators, utensils, and equipment shall be maintained in a clean and hygienic condition at all times.
- 24.15. The vendor shall ensure proper segregation and disposal of wet waste, dry waste, and food waste as per statutory and environmental guidelines.
- 24.16. The Institute reserves the right to impose penalties or take necessary action in case of non-compliance with food safety, hygiene, or operational standards.

Electricity and Water Charges: Institute will provide water and electricity at free of cost. However, the same must be used in the most optimal manner and IIMB reserves the right to inspect the usage.

All equipment's kitchen exhausts etc. provided by institute will be maintained by IIMB.

Scope of Work

1. Nature of Services

The Contractor shall be responsible for provisioning, cooking, serving and carrying out all allied services for providing delicious, healthy and hygienic food to the mess members as per the menu approved by the Mess Committee of the Indian Institute of Management.

A sample menu is provided in the succeeding sections of this document. The final menu shall be finalized by the Mess Committee of the Institute and shall be strictly followed by the Contractor.

2. Mess Timings

The Institute reserves the right to modify the timings whenever required after award of the contract.

Meal Timings (Approximate time)

Type of Meal	Weekday Timings	Weekend Timings
Breakfast	07:30 hrs – 09:30 hrs	08:00 hrs – 10:00 hrs
Lunch	12:30 hrs – 14:30 hrs	12:00 hrs – 14:30 hrs
Tiffin / Snacks	16:30 hrs – 18:30 hrs	16:30 hrs – 18:30 hrs
Dinner	19:30 hrs – 21:30 hrs	19:30 hrs – 21:30 hrs

3. Catering for Institute Events

The Contractor shall provide catering services at mutually agreed rates and menu for official events organized by the Institute whenever instructed.

These may include:

- Institute meetings/Academic events
- Conferences/Workshops/Official functions
- Convocation Day/Foundation Day etc

4. Deployment of Staff

The Contractor shall deploy qualified and experienced personnel in consultation with Institute authorities.

Staff must:

- Not be minors
- Be properly trained
- Have relevant experience in institutional catering

We expect the service deploy Managers, Supervisors, chefs, sufficient number of cooks/assistant cooks, kitchen staff, serving staff, cleaning staff for efficient and seamless operations.

5. Daily Functioning of the Mess

a) Menu Management

- A sample menu is provided in this document for representational purposes.
- The Committee may modify the menu with mutual consultation and a two-week notice period.
- The Contractor must remain flexible to accommodate menu modifications.

b) Service Standards

- The Contractor shall maintain high standards of hygiene, service, professionalism and cleanliness.
- Regular staff training programs shall be conducted to maintain service quality.

c) Extra Food Items

- The Contractor shall provide additional food items beyond the regular menu, based on consultation with the Mess Committee.
- Rates for extra items shall be mutually agreed upon weekly.

d) Jain and Satvik Meals

- The Contractor shall provide Jain and Satvik meals to eligible diners without additional charges.
- These meals shall be prepared separately following standard procedures.

e) Special Catering Requirements

- The Contractor should extend the service to cater for the Institute guests and for the various office meetings, functions and other events organized by the various Departments and at the Institute level on a daily basis throughout the year.
- The vendor should maintain the flexibility and should be ready to supply the requirements within the short notice as well. The rates and billing for all such requirements will be separate and on mutual understanding, however, the Institute is the final authority in deciding the items/menu and rates.
- The Contractor should extend the service to cater during the Faculty and Staff Selection Committee Meetings. Special food items are required during these Selection Committee Meetings, for which you may be required to get the special food items from outside famous Restaurants / Hotels / Vendors from the city.
- The Contractor is expected to have knowledge about the quality of food and the standards of the Hotels in local market availability regarding this.
- The contractor is required to manage the logistics for serving to various events and meetings.

6. **Infrastructure** – fixed infrastructure for running the kitchen operations like stoves, chimneys, freezers, fridges, storage cabinets etc, cutlery/ crockery for dining hall and electricity/ water expenses will be provided by IIMB as per **Annexure VI**. All other resources for meeting the service requirements like cooking utensils, recurring expenditure like cooking gas, housekeeping materials raw materials etc,. are to be borne by the vendor.

7. **Housekeeping**- The vendor shall be solely responsible for the housekeeping, cleanliness, hygiene, and upkeep of all service-related areas connected with the catering operations. This shall include, but not be limited to, the kitchen, storerooms, dining area, pantry, gas station, dish washing area, waste disposal area, service counters, food counters etc.

Menu Items- (Students)

Breakfast Menu

1. Two breakfast items
2. Seasonal cut fruits / Banana
3. Egg item (Omelette / Bread Omelette / Boiled Egg / Egg Bhurji)
4. Oats / Sprouts / Kellogg's
5. Coffee / Tea / Milk (Badam, Pista, Choco, Horlicks)

Lunch Menu

1. Salad
2. Indian bread
3. Dry subzi
4. Gravy
5. Pulao (weekly 3 times)
6. White rice
7. Sambar / Dal
8. Rasam
9. Curd & Buttermilk
10. Papad & Pickle

Snacks Menu

1. One snacks item
2. Coffee / Tea / Milk (Badam, Pista, Choco, Horlicks)

Dinner Menu

1. Salad
2. Dessert
3. Indian bread
4. Dry subzi
5. Gravy
6. Pulao (weekly 3 times)
7. White rice
8. Sambar / Dal
9. Rasam
10. Curd & Buttermilk

Note:

1. Chinese menu: weekly once at lunch & once at dinner.
2. One Non-veg item to be served during dinner on 3 days a week
3. Extra Non-veg portion: Pay & buy option has to be given on the above 3 days
4. Tuck shop operations throughout the week, till 12 AM.

Sample weekly table is attached for reference.

Additional Service Conditions

Provision	Details
Extra food items	Provided on payment basis if requested by diner
Seasonal Fruits	Watermelon, Orange, Guava, Papaya, Musk Melon etc.
Special Meals	Served on semester start/end, festivals and special occasions
Live Counter	Contractor shall run a live counter as per diner requirements
Menu Changes	Mess Committee may modify items in consultation with contractor

Menu Items- (Diners other than Students)

Breakfast Menu

1. Two breakfast items
2. Coffee / Tea

Lunch Menu

1. White Rice
2. Sabji dry
3. Sabji wet
4. 2 chapati/ Ragi Ball- 1 No
5. Sambar
6. Papad
7. Rasam
8. Pickle
9. Curd & Buttermilk

Evening Tea

1. Coffee / Tea

Dinner Menu

1. White Rice
2. Sabji dry
3. Sabji wet
4. 2 chapati/ Ragi Ball- 1 No
5. Sambar
6. Papad
7. Rasam
8. Pickle
9. Curd & Buttermilk

Sample Weekly Menu for Students

	Breakfast Egg Platter, Tea/ Coffee/Milk, Sprouts/ Oats/Kellogg's, Cut Fruits/ Banana	Lunch Roti/Parata/ Chapathi/ Pulka, White Rice, Rasam, Salad, Curd, Papad Pickle, Buttermilk	One Snack Tea, Coffee, Milk/ Lemon Juice	Dinner Dessert, Chapathi/Parata/ Pulka, White Rice, Rasam, Salad, Curd, Papad Pickle, Buttermilk
<u>Monday</u>	Idly- Vada, Alu Poha Coconut/Tomato Chutney, Sambar	Rajma Masala, Paneer Bhurji Sambar/ Moong Dal,	Alu -Tikki Chat/ Veg Maggi	Veg. fried rice, Soyabean Chilly, Veg. Hyderabad Dal Makhani/ Sambar, Carrot Halwa
<u>Tuesday</u>	Masala Dosa, Semiya Bath, Sambar, Coconut Chutney	Veg. Biryani, Boondi Raitha, Lauki Kofta Curry Mixed Vegetables Dry, Sambar/ Dal	Onion Pakoda / Boiled Groundnut	Baigan ka Bharta, Laccha Paratha, Paneer Do-Pyaza, Moong Dal/ Sambar, Rasgulla Special: Tawa Fish Fry & Veg Bal Manchurian
<u>Wednesday</u>	Aloo Parantha, Pooha, Chutney, Curd, Pickle	Kadai Vegetables Alu -Gobi- Matar Dry, Arhar Dal/ Sambar	Dal Kachori /Banana Walnut Cake	Navratna Pulav, Paneer Makhani Kala chana dry, Masoor Dal Tadka/ Sambar Gulaab Jamun with Ice Cream
<u>Thursday</u>	Poori, Sada Dosa, Alu-Sago, Chutney,	Jeera Pulav, Raitha, Soya- Matar Masala Alu- Bhindi Dry Sabji, kadhi/ Chana Dal,	Pani Puri/ Choco-Brownie	Palak Puri Chana-Paneer, Sev Tamatar ki sabji Chana Dal Tadka/Sambar Jalebi
<u>Friday</u>	Mixed Paratha, Khara Pongal with Vada, Sambar, Coconut chutney, Curd, Pickle	Gobi Tikka Masala Paneer Do-Pyaza Dal Tadka/ Radish Sambar,	Pav bhaji/ Boiled Corn /Muffins	Peas Pulao, Veg Korma, Paneer Butter Masala Dal/ Sambar, Rasmalai Special: Tawa Chicken /Paneer Tikka Kabab
<u>Saturday</u>	Ghee Podi Masala Dosa, Rawa Upma, Sambar, Peanut Chutney	Mushroom Biryani, Veg Raitha, Veg Jalfrezi, Chilli vegetables, Dal Tadka/Drumstick Sambar,	French Fries/ Chocolate pastry,	Stuffed Kulcha, Sarso ka Saag, Peas-Mushroom Masala, Dal/ Sambar, Vanilla Ice cream
<u>Sunday</u>	Chole-Bhature Rava Idly, Chutney,	Paneer Malai Kofta, Aloo Carrot Beans Poriyal Moong Dal Tadka/ Sambar	Samosa/ Fruit Cake,	Achari Paneer Masala, Aloo -Baigan Chokha(with Sarso Tel), Dal Fry/Sambar, Veg Raita, Malai Sandwich Special: Awadi Mutton Biryani & Paneer Biryani

Undertaking

To
Chief Administrative Officer,
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore-560076
Ref : - Tender No: **IIMB/CAO/UG/2026-2027/01**

(Notice Inviting Tender for Providing Catering Services at Students Mess at Indian Institute of Management Bangalore, UG Campus, Jigani, Anekal Taluk, Bangalore.

Sir,

1. I /We hereby submit our bid for **Tender for Providing Catering Services at Students Mess at Indian Institute of Management Bangalore, UG Campus, Jigani, Anekal Taluk, Bangalore** along with other required documents.
1. This is to certify that I/We before submitting this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself / ourselves abide by the said terms and conditions.
2. Our bid is valid for 90 days from the date of opening of Technical Bid.

Yours faithfully,

(Signature)
(Name, designation, and seal of company)

Date:

Self Declaration

To
Chief Administrative Officer
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore-560076

Sir,

In response to the RFP dated _____, I, Mr./Ms _____
,as a _____, hereby declare that I/our firm/our
company _____ am/is

(a) not insolvent

(b)there is no vigilance and / or court case pending against me/our firm /our company.

(c) no inquiry or investigation is pending against me our firm/ our company from any statutory regulatory
and / or investigation agency

(d) I/our firm/our company have/has not been blacklisted by any Government body/ PSB/PSU neither
indefinitely or in the last three years and

(e)I/our firm/our company have/has all necessary licenses, permissions, consents, no objections, approvals as
required under law for carrying out its business.

(Signature)

(Name, designation, and seal of company)

Date:

BIDDING ENTITY DETAILS

Name of the Company/Organization/bidding entity		Supporting documents are to be attached mandatorily.
Whether Individual, Company, Partnership, Proprietorship, HUF or others (with details).		
Address and Contact details of its Head Office in India with the name, designation, e-mail address and phone number of the contact person.		
Registered address, telephone number and e-mail address.		
Address and Contact details of its Office in Bangalore with the name, designation, e-mail address and phone number of the contact person.		
Name of the Contact person with mobile number and e-mail address	Name	
	Designation	
	Email	
	Phone	

Signature and Seal of the Tenderer:

Name in Block Letter:

Designation:

Full Address:

Date:

VENDOR BANK DETAIL FORM

(Please submit this in your letter head with technical bid)

The Indian Institute of management Bangalore
Bannerghatta Road
Bangalore – 560 076

Dear Sir,

I / We hereby request you to remit our payments to our bank account as per the details furnished below:

Sl. No.	Particulars	Details
1	Name of the Agency /Company	
2	Complete Address	
3	Name of the Contact Person	
4	Contact Numbers and Email ID	
5	Savings /current Account No.	
6	Name of the Bank	
7	Name of the branch with complete address	
8	IFSC Code	
9	PAN Number	

I / we hereby declare that I /we are authorized to sign this form and that the particulars furnished above are correct and complete in all respects. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I /we shall not hold IIMB responsible.

Please find enclosed a cancelled cheque for your reference.

Authorized Signatory:

Name:

Designation:

Date:

Signature Attested by Banker

Name:

Designation:

Date:

Inventory of Kitchen Equipment and Assets provided by IIMB

SI No	Kitchen Equipments	Size / Capacity	Nos
1	FLUSHING HOSE UNIT - INDUSTRIAL	NA	2
2	KNEE OPERATED HAND WASH SINK,	450 X500	3
3	ELECTRONIC WEIGHING SCALE,	NA	1
4	2 TANK SINK TABLE,	1500 X700 X850+150	2
5	FAUCET FOR THE SINK WITH AERATOR	NA	15
7	SS STORAGE RACK ,	1200 X600x1800	10
8	INSECTOCUTOR	NA	7
9	DRAIN GRATING WITH TROUGH & PERFORATED SHEET	NA	13
13	AIR CURTAIN WITH AUTO SWITCH LINK TO DOOR,	NA	3
16	SS WORK TABLE WITH UNDERSHELVES	1350 X700X850+150	4
18	SS WORK TABLE WITH SINK AT RIGHT SIDE,	1800 X700X850+150	2
19	SS WALL SHELVING,	1250 X300	2
20	SPLIT DOOR VERTICAL FREEZER - 2 HALF DOOR	700x820x2050	1
21	SPLIT DOOR VERTICAL REFRIGERATOR- 4 HALF DOOR,1100 ltrs 2 to 10 temp range	1400x820x2050	2
22	DOUGH KNEADER ,	Dough Capacity - 40 Kg, Flour Capacity - 25 Kg, Water Capacity - 1-8 Litre,	1
23	SS TABLE WITH 2 UNDERSHELVES,	1500x600x850	2
24	SS SPREADER TABLE	500x900x850x+150	3
25	CHAPPATI PLATE CUM PUFFER,	1500x750x850+150	1
26	TANDOOR (LPG OR CHARCOL)	900x900x850+150	2
27	HIGH PRESSURE SINGLE BURNER RANGE,	750x750x600	2
28	SIDE TABLE ,	400x750x600	1
29	2 BURNER RANGE	1200x600x850	1
30	SS SPREADER TABLE	400x750x850+150	1
31	TILTING BRATT PAN WITH INFRARED BURNER - LPG OPERATED -	1350x910x950	1
32	SS SPREADER TABLE ,	450x750x850+150	2
33	TAWA-LPG	1500x750x850+150	1
34	COMBI OVEN - ELECTRIC	NA	1
35	COMBI OVEN STAND	NA	1
36	GRUNDFOS PRESSURE PUMP WITH FILTER AND FITTINGS	NA	1
37	SUITABLE WATER SOFTENER WITH FITTINGS	NA	1
38	1/1 FOOD PAN -	NA	20
39	ROASTING PAN -	20 MM	10
40	IDLI PANS - TEFLON COATED	NA	20
41	MULTI-UTILITY GRINDER	Capacity: 13 kg	1
42	COCONUT SCRAPER WITH STAND	NA	1
43	PULVERISER	NA	1
44	SS POT RACK,	1200x600x1500	2
45	LOW PLATFORM TABLE WITH ROLLERS FOR POT WASH,T	1200x600x600	1
46	Sink bowl	1000 x 450 x 375 mm deep.	1
47	INDUSTRIAL STRIP CURTAIN PVC Strip curtains	NA	1
48	EXHAUST HOOD OVER TANDOOR & CHAPATHI TAWA,REVCHEFMATE -	NA	1
49	FIRE SUPPRESSION SYSTEM FOR THE ABOVE HOOD	NA	1
50	EXHAUST HOOD OVER BRATT PAN, 2 BURNER & BULK BURNER,	NA	1

51	FIRE SUPPRESSION SYSTEM FOR THE ABOVE HOODSWASTIK SYNERGY	NA	1
52	EXHAUST HOOD OVER TAWA & COMBIOVEN	NA	1
53	FIRE SUPPRESSION SYSTEM FOR THE ABOVE HOOD SWASTIK SYNERGY	NA	1
54	SS STORAGE RACK Unit	1200x600x1800	3
55	HEAVY DUTY FOOD GRADE STORAGE BINS	NA	6
56	CHEST FREEZER , .	1200x700x850	1
57	UNDERCOUNTER REFRIGERATOR - 2 DOOR	1350x700x850+150	1
58	HEAVY DUTY BLENDER WITH2 ADDITIONAL JAR,	NA	2
59	CITRUS JUICER	NA	2
60	PICK UP TABLE WITH OVER HEAD SHELVES	1500x750x850+450+300	2
61	WATER/MILK BOILER,D	tank of + 10 ltr / self closing faucets / thermostat controlled.	2
62	SS WORK TABLE WITH UNDERSHELVES	1200x600x850+150	1
63	POP UP TOASTER .	NA	1
64	ICE CUBE MACHINE - UNDER COUNTER	NA	1
65	WATER COOLER	150 ltr capacity	1
66	VISI COOLER SINGLE DOOR	600 ltrs	1
67	DROP IN SINK	450x450x300	1
68	CENTRIFUGAL JUICER,	NA	1
69	INDUCTION COOKTOP	NA	1
70	SANDWICH GRILLER	NA	1
71	WORK TOP WITH UNDERCOUNTER REFRIGERATOR	1350x700x850+150	1
72	WALL MOUNTED SALAMANDER,	650x500x550	1
73	Twin Tank juice dispenser with mixer, Capacity : 1x12 Lts	1x12 Lts	1
74	TEA URNS - INSULATED HOT LIQUID DISPENSER	350 Dia	1
75	REFRIGERATED DISPLAY COUNTER,	900x750x1200	1
76	CUTLERY STERLISER - COUNTER TOP,	430x340x300	2
77	BAIN MARIE - HEATED - 3X1/1 + 4X1/2 - GN PAN -	1800x625x450	1
78	BAIN MARIE - REFRIGERATED - 4X1/2 - GN PAN WITH CLEAR LIDS	800x625x450	1
79	BAIN MARIE - HEATED - 4X1/2 -	800x625x450	1
80	SNEEZE GUARD ,	NA	4
81	EXHAUST HOOD OVER INDUCTION & SANDWICH GRILLER ,	NA	1
82	FIRE SUPPRESSION SYSTEM FOR THE ABOVE HOOD	NA	1
83	PALLETS,Heavy duty plastic pallets	NA	3
84	SOILED DISH LANDING TABLE WITH GARBAGE CHUTE,	1500x750x850	1
85	3 SINK UNIT WITH STERLISER,	2100x750x850+150	1
86	PRE RINSE SHOWER UNIT,	NA	1
87	HOOD TYPE DISH & GLASS WASHING MACHINE	NA	1
88	GRUNDFOS PRESSURE PUMP,	NA	1
89	DETERGENT & RINSE AGENT DOSING PUMP,	NA	1
90	EXTRA DISH WASH RACKS Plate Racks	NA	12
91	Cutlery Racks	NA	6
92	Glass Racks	NA	8
93	1500 LTR per regeneration capacity	1500 LTR	1
94	DISH WASH EXIT TABLE,	NA	1
95	NEELKAMAL OR SIHEAVY DUTY PLASTIC DUST BINS	120 LTRS	2
96	SS DUST BIN	NA	1
97	SS DUST BIN ON CASTORS (TO FIT UNDER THE CHUTE TABLE)	NA	1
98	STATIONERY DISPENSER	Na	1

99	PLATFORM TROLLEYS	900x600x900	1
100	SS UTILITY TROLLEY	950x600x1000	2
101	SS WORK TABLE WITH UNDERSHELVES	800x650x850+150	1
102	SS EDGE GUARDS,	NA	25
103	GAS BANK & Gas Detectors Equipment	NA	1
104	Grease Trap	NA	1

NOTE: IN ADDITION TO THE ABOVE, IIMB MAY PROVIDE THE CUTLERY FOR USE BY THE DINERS.

Permissible Brands of Raw Materials

Item	Approved Brands
Salt	Tata, Annapurna, Nature Fresh, Aashirwad
Spices	M.D.H., Badshah, Everest, MTR
Chicken	Godrej Real Good, Suguna, Vencob
Fish	Suguna, Vencob
Ketchup	Maggi, Kissan, Heinz, Verba Gemini
Refined Oil / Cold Pressed Oil (Sunflower / Groundnut / Rice Bran)	Sundrop, Godrej, Saffola, Fortune, Dhara (<i>Use of Hydrogenated Vanaspati oil is prohibited</i>)
Pickle	Mother's, Pravin, Priya, Bedekar, Nilon's
Atta	Aashirwad, Pillsbury, Annapurna, Patanjali
Instant Noodles	Maggi, Top Ramen, Knorr
Flavoured Drinks	Rasna, Roohafza, Tang
Papad	Lijjat, Mother's, Priya
Bread	Britannia, Big Bread
Cornflakes	Kellogg's, Quaker, Nestlé
Jam	Kissan, Maggi, Del Monte
Ghee	Amul, Britannia, Nandini, Sphurti
Shrikhand	Amul, Warana, Sphurti
Frozen Yogurt	Nandini, Sphurti, Amul
Milk / Curd / Butter	Arokya, Hatsun, Amul, Nandini (Shubham), Krishna, Dodla, Milkymist.
Paneer	Amul, Nandini, Sphurti, Krishna
Tea	Red Label, Tata, Taj Mahal, Kannan Devan
Coffee	Nescafe, Bru, Sunbean
Ice Cream	Amul, Vadilal, Natural's, Kwaliti, Arun
Soya	Nutrela, Fortune, High Meal Maker
Frozen Peas	Safal (off season), McCain, Watties
Cheese	Amul, Britannia, Mother Dairy, Nandini
Rice	Sona Masoori, Long Grain Rice
Basmati Rice (for special rice preparations)	Everyday, Daawat, Devaaya, India Gate
Custard Powder	Brown & Polson, Pillsbury, Birds
Handwash	Lifebuoy, Dettol, Godrej (<i>non-diluted</i>)

Notes:

1. All non-branded items should be used only as per the suggestions of the Mess Committee.
2. If any brand is not available in the local market, it may be replaced with an equivalent brand only with the approval of the Mess Committee.
3. The bidder must ensure that all the brands mentioned above are strictly followed. Use of non-approved or non-branded items will attract penalties.

Bid Securing Declaration

(on Company Letter-head)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date.....

To

[Complete address of the Procuring Entity]

Ref: Tender Document No. Tend No./ xxxx; Tender Title: xxxx

Sir/ Madam

We, the undersigned, solemnly declare that:

We understand that according to the conditions of this Tender Document, the bid must be supported by a Bid Securing Declaration in lieu of Bid Security.

We unconditionally accept the conditions of this Bid Securing Declaration. We understand that we shall stand automatically suspended from being eligible for bidding in any tender in Procuring Organisation for 2 years from the date of opening of this bid if we breach our obligation(s) under the tender conditions if we:

- 1) withdraw/ amend/ impair/ derogate, in any respect, from our bid, within the bid validity; or
 - 2) being notified within the bid validity of the acceptance of our bid by the Procuring Entity: refused to or failed to produce the original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document.
- Fail or refuse to sign the contract.

We know that this bid-Securing Declaration shall expire if the contract is not awarded to us, upon:

- 1) receipt by us of your notification of cancellation of the entire tender process or rejection of all bids or of the name of the successful bidder or
- 2) forty-five days after the expiration of the bid validity or any extension to it.

(Signature with date)

.....

(Name and designation)

Duly authorized to sign bid for and on behalf of.....

[name & address of Bidder and seal of company]

Dated on day of [insert date of signing]

Place..... [insert place of signing]

Site Visit Certificate

Tender for Providing Catering Services at Students Mess at Indian Institute of Management Bangalore, UG Campus, Jigani, Anekal Taluk, Bangalore

Name of the Agency:

Representative of the Agency visited the site:

Date of Visit:

This is to certify that the above agency has visited the work site in connection with the above tender.

IIMB Official