



भारतीय प्रबंध संस्थान बेंगलूर
INDIAN INSTITUTE OF MANAGEMENT
BANGALORE

**Notice Inviting Tender for Catering and Housekeeping Services at Management Development Centre
(MDC), Married Housing Units (MHU) and Guest Houses
at Indian Institute of Management Bangalore, Bannerghatta Main Road Campus**

Tender Notification No: IIMB/CAO/04/2024-25

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1. Scope of the Tender

Indian Institute of Management Bangalore (IIMB) (hereinafter referred to as the “Institute”), an Educational Institute of National Importance, invites E- bids on open tender two bids system for “Catering and Housekeeping Services at Management Development Centre (MDC), Married Housing Units (MHU) and Guest Houses” at Indian Institute of Management Bangalore, Bannerghatta Main Road Campus for Management Development Centre (MDC, Married Housing Units (MHU and Guest Houses at Indian Institute of Management Bangalore, Bannerghatta Main Road Campus, Bangalore. The tender document can be downloaded from the Institute website at URL Link: https://www.iimb.ac.in/tender_notices and from Central Public Procurement Portal link: [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app). The submission of e-Bids will be only through the e-Tender portal <https://eprocure.gov.in/eprocure/app>. 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 IIMB wishes to appoint a Vendor to provide the catering services for the MDC and also provide Housekeeping services for the MDC, Guest houses and MHU. The selected Vendor is also required to provide catering services to the Deaprtments and sections as per the quoted rates on need basis as when required by the Institute.
- 3.2 The summary of the services to be provided under this contract is as follows:

Sl.No.	Name of the Facility	Type of Services
1.	Management Development Centre (MDC)	Catering services for MDC guests
2.	Management Development Centre 116 general rooms, 2 Suites, Dining with Kitchen and open corridors of MDC Building	Housekeeping services
3.	Guest houses – 4 nos (MHU or Faculty Quarters of different types)	Housekeeping Services

- 3.3 The tendered services are for the main campus located at Bannerghatta Main Road, Bangalore. IIMB has another new campus located at Survey No.47, Mahantalingapura, Jigani, Anekal Tauk, Bangalore. The new campus is at a distance of 25 kilometres from the main campus and contain 84 rooms. The selected Vendor is required to extend the housekeeping and catering services to the new campus as and when required on the same rates, terms and conditions. Transportation charges from main campus to the new campus and vice versa will be paid extra by IIMB as mutually agreed between IIMB and selected vendor.

3.4 Job specification / Scope of Work at **Annexure – I**

3.5 Approved Brand of Items/ Materials/Instruments at **Annexure-VI and VII**

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 10 years of experience (as on the last date for submission of the Bids) of providing catering and hospitality services.	Enclose Statutory Registration certificate(certificate of incorporation) or copy of one contract / experience certificate issued to Bidder for providing similar services 10 years ago or beyond by any Public Sector Companies / Government Departments / Reputed Academic Institute
4.2	The bidder should have at least one successfully executed contract of minimum one year, during the period from 1 st April 2021 to 31 st January 2025 in providing similar services to any Public Sector Companies / Government Departments / Reputed Academic Institute of minimum 100 executive guest house rooms. The value of the contract should not be less than Rs.3 Crore per annum.	Enclose copy of contract / agreement/ experience certificate with clear details of period, contract value and number of rooms covered under the contract, nature of services provided etc
4.3	Average financial turnover ending 31st March 2024 of the three financial years 2021-22, 2022-23 and 2023-2024 should be at least 10 Crores (Rupees ten crores only).	Copies of certified Audited Balance Sheets or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the years 2021-22, 2022-23 and 2023-24 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
4.4.	Food license or any other certificates / license (Shops & Establishments Act)as applicable.	Copies of the same to be submitted .
4.5.	ESI & EPF Registration Certificates with code numbers.	Copies of the same to be submitted .
4.6.	Labour license	Copies of the same to be submitted.
4.7.	Statutory tax registrations PAN and GST	Copies of the registration certificate.
4.8.	ISO Certificate: The Vendor shall enclose copy of the below mentioned certificates obtained for food safety management.	Copies of the same to be submitted.

	<p>DIN EN ISO 22000:2005 - certifying the activities like pre-preparation of food with Temperature Controlled Storage, Pre-preparation like Sanitation, Peeling, Chopping, Grinding, Marinating, Grilling and preparation of food like cooking, roasting, frying, temperature-controlled holding and service of food.</p> <p>In addition to the above, copies of the ISO Certificates as mentioned below should also be enclosed.</p> <p>1) ISO 9001:2015 2) IS 45001:2018 3) DIN EN ISO 22000:2018</p>	
4.9	The Vendor should be neither blacklisted by any Government Dept., nor any criminal case is registered / pending against the Vendor or its owner / partners anywhere in India.	A duly completed certificate to this effect is to be submitted as per the Annexure-III
4.10	The Solvency Certificate issued by a scheduled bank for value of Rs 1.5 Crore (Rupees One Crore fifty lakhs only) . The solvency certificate should be less than six months old from the last date of the submission of bid.	Copies to be submitted.

5. Tender Schedule/Critical Dates

S. No.	Particulars	Date	Time
01	Date & Time of Online Publication/Download of Tender	05.03.2025	17:00 Hours
02	Pre-bid Meeting	14.03.2025	11:00 Hours
03	Bid Submission Start Date & Time	05.03.2025	17:30 Hours
04	Bid Submission Close Date & Time	27.03.2025	15:00 Hours
05	Opening of Technical Bids	28.03.2025	16:00 Hours

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 may 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.*

Visit of the Premise/Store: Bidders desirous of visiting the Management Development Centre (MDC) may do so from **06.03.2025 to 24.03.2025** on working days between 10:00 Hrs to 17:00 Hrs. Visitors may contact the security at Main gate of the IIMB campus for such visit.

6. Earnest Money Deposit

- 6.1 **EMD of Rs 13,00,000/- (Rupees Thirteen Lakhs only)** should be submitted through NEFT or RTGS in favor of Indian Institute of Management Bangalore or through Bank Guarantee. If the bidder submits the EMD through Bank Guarantee, such bank guarantee shall be valid for the period of 120 days from the date of opening of the Technical Bid. The scanned copy of the BG should be uploaded with the technical Bid. The original Bank Guarantee must be delivered to the address mentioned below on or before bid submission date and time failing which the bid shall be rejected.

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

Bank details for NEFT/RTGS transfer to IIMB

Bank Name	: HDFC Bank Ltd
Bank Street Address	: J.P. NAGAR BRANCH, BANGALORE
Branch Code	: 0133
IFSC CODE	: HDFC0000133
Customer HDFC Bank a/c name	: Indian Institute of Management
Customer HDFC Bank a/c number	: 01331450000019

Copy of Bank guarantee or UTR details for NEFT/RTGS transfer should be enclosed with the technical bid.

- 6.2 **Micro and Small Enterprises (MSEs) Vendors** as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) are exempted from EMD. The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category of MSE with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.
- 6.3 EMD of all unsuccessful bidders will be returned within 30 days of finalization of the tender. EMD of successful bidder will be returned only after receipt of Performance Security.
- 6.4 The amount of EMD (if any) is liable to be forfeited if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security.
- 6.5 No interest will be paid on the EMD.
- 6.6 Bids without EMD or Udyam registration certificate in case of EMD exemption will be summarily rejected.

7. Pre-bid meeting

Pre-bid meeting will be held on **14.03.2025 at 1100 Hrs** at IIMB, Bannerghatta Main Road, Bangalore to address the queries of the bidders regarding the Tender. Interested bidders may send their queries on or before **13.03.2025 by 17:00 Hrs.** to the email id tenders@iimb.ac.in The Pre -bid meeting minutes will be uploaded on the CPP Portal & IIMB Website.

8. Bid Validity Period

The bid must be valid for 120 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.

9. 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>.

9.1 Registration

- 9.1.1 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.
- 9.1.2 As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 9.1.3 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.
- 9.1.4 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.
- 9.1.5 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.
- 9.1.6 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.

9.2 Searching For Tender Documents

- 9.2.1 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.
- 9.2.2 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.
- 9.2.3 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.

9.3 Preparation of bids:

- 9.3.1 Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 9.3.2 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.
- 9.3.3 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.

- 9.3.4 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.

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.*

9.4 **Submission of bids**

- 9.4.1 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.
- 9.4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 9.4.3 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.
- 9.4.4 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.
- 9.4.5 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.
- 9.4.6 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.
- 9.4.7 The bid summary has to be printed and kept as an acknowledgment of the submission of the bid.
- 9.4.8 **The bid should be submitted in**

- i) **Technical Bid:** (a) EMD: Copy of the UTR details for online transfer to IIMB Or Udyam Registration Certificate for EMD exemption.
 (b) Copies of the documents supporting Eligibility Criteria **Clause 4.1 to 4.10**
c) All Documents in support of Technical bid evaluation as per clause 11.2.1
 (c) **Annexure II,III,IV,V &IX**
- 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.

9.5 Assistance To Bidders:

- 9.5.1 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 **13.03.2025 at 17:00 Hrs**
- 9.5.2 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.

10 Opening of Bids

- 10.1 Technical Bids will be opened on **28.03.2025 at 16:00 Hrs.**
- 10.2 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.

11 Evaluation Of Bids

Technical Bid Evaluation:

11.1 Eligibility Criteria Evaluation

Bidders should comply with scope of work as per **Annexure- I** and eligibility criteria as per clause **4.1 to 4.10** and 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 & EMD Clause 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. If any information/documents provided in the technical bids are proved to be false, the technical bid will be rejected.

11.2 Technical Evaluation:

- 11.2.1 Bidders who qualified in the eligibility criteria evaluation as above will be evaluated based on the following parameters and the marks. Only those bidders who score minimum of 48 marks out of 80 will be considered for the next round of evaluation, which is 'Presentation' before the IIMB committee.

S. No.	Description	Marking Scheme	Documents to be submitted along with the technical bid	Max. Marks

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

01	No. of years of experience providing Catering and Housekeeping services	3 marks for every additional years of service over and above 10 years subject to maximum of 15 marks.	Enclose statutory Registration certificate or copies of contracts / experience certificates issued to Bidder for providing similar services 10 years ago and beyond issued by any Public Sector Companies / Government Departments / Reputed Academic Institute	15
02	No. of running contracts (on the date of publishing of this bid for catering & housekeeping) with minimum 100 executive guest house rooms (One organization / client with 100 rooms contract will be treated as one contract)	3 marks for each running contract subject to maximum of 15 marks	Enclose copies of contracts / agreements/ experience certificates with clear details of period, contract value and number of rooms covered under the contract, nature of services provided etc	15
03	Experience in providing catering and housekeeping services to Govt. organizations or departments/ Public Sector Units/ reputed Academic Institutes. Note: the documents submitted in support of Sl.No. 2 must be different from that of Sl.No.3. In case of overlap, the documents furnished will be	2 marks for each contract with the mentioned organizations in the last three years subject to a maximum of 10 marks	Enclose copies of contracts / agreements/ experience certificates with clear details of period, contract value, nature of services provided etc	10

	evaluated and marks allotted at sl.No.3 only.			
04	The bidder should have an average annual turnover of Rs. 10 Crores during the last three financial years (2021-22, 2022-23 & 2023-24).	2 marks for every Rs One crore average annual turnover during the last three financial years over and above Rs. 10 cr. subject to a maximum of 10 marks.	Copies of certified Audited Balance Sheets or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the years 2021-22, 2022-23 and 2023-24 shall be uploaded with the bid.	10
05	Customer Feedback	Upto 10 marks for each customer feedback); maximum marks is 30; Contract value of such customers shall not be less than Rs. 100 lakhs per year.		30
	Total			80

Explanation for Sl. No. 5 of the above-mentioned criteria (Customer Feedback):

*Bidders are required to submit up to 3 feedback of customers with a minimum annual contract value of Rs. 100 lakhs. The feedback should highlight the extent and quality of catering and housekeeping service of the vendor. The feedback should be in the letter head of the customer company and mention the period of contract, scope of the work, value of the contract and detailed feedback. The format for the feedback is in **Annexure IX**. The Technical Evaluation Committee will go through the feedback and assign marks up to 10 marks per customer feedback. If the number of feedbacks submitted is less than 3, marks will be awarded only for the submitted feedbacks with a cap of 10 marks per customer feedback. Feedback should be related to latest year of full service and feedback of period before 01.04.2021 will not be considered.*

11.3 Presentation round of evaluation:

The Vendors who meet the technical evaluation criteria (11.2) and scored minimum 48 marks as above will be called to make a presentation at IIMB, Bannerghatta Main Road, Bangalore-560076. The presentation should not be more than 15 slides and will be for 20 minutes to be followed by queries from IIMB Committee. The presentation should cover:

S. No	Parameter	Maximum Marks
1	Deployment of manpower, their qualifications and background verification	5

2	Proposed approach/processes for providing the tendered service to IIMB.	5
3	Best industrial and hospitality practice adopted in delivery of service	5
4	Sustainability and eco-friendly practices	5
Total		20

The bidders who score a minimum of 14 marks in the presentation will only be considered for the next round of evaluation.

11.4 **IIMB Committee Visit**

For those bidders who scored minimum of 14 marks in the presentation as given above, IIMB reserves the right to visit the premises of customers of bidder to check the quality of service. IIMB reserves the right to reject the bidders who are not found maintaining the expected quality standards.

Note:

1. Notwithstanding anything stated in the bid document, IIMB reserves the right to assess the Vendor's capability and capacity to perform the contract, should the circumstances warrant such an assessment in the overall interest of IIMB and the decision of IIMB in this regard shall be final and binding.

2. The decisions of IIMB w.r.t the evaluations as above shall be final.

11.5 **Financial Bid Evaluation**

The Financial Bids of only those bidders who have qualified in the evaluation rounds as above will be opened online in CPP portal.

Based on the financial bids submitted by the bidders as per the BOQ, the following methodology will be used for ranking of bidders and select of the lowest quoted bidder(L1 bidder)

- 11.5.1 The amount quoted by the individual bidder for Year 1 will be divided by 1.07^0 and the Discounted Amount would be arrived at.
- 11.5.2 The amount quoted by the individual bidders for the Year 2 will be divided by 1.07^1 and the Discounted Value would be arrived at.
- 11.5.3 The Amount quoted for the Year 3 will be divided by 1.07^2 and the Discounted value would be arrived at.
- 11.5.4 The discounted amount for all three years after the said formula application, would be summed up for individual bidders and the lowest among them would be considered as L1 bidder. The said L1 bidder will be the successful bidder and will be considered for award of services/work as per the tender.

However, work will be awarded at the actual amount quoted by this L1 Bidder and not the Discounted Value calculated by IIMB.

Example/Illustration of the same is given below:

Year	Vendor 1 (Quoted Value)	Discounted Value based on IIMB Calculations
Year 1	3,80,52,698.00	3,80,52,698.00

Year 2	4,10,28,479.00	3,83,44,372.90
Year 3	4,45,87,124.00	3,89,44,120.88
Total	12,36,68,301.00	11,53,41,191.78

Year	Vendor 2 (Quoted Value)	Discounted Value based on IIMB Calculation
Year 1	3,75,98,943.00	3,75,98,943.00
Year 2	4,05,79,463.00	3,79,24,731.78
Year 3	4,54,91,328.00	3,97,33,887.68
Total	12,36,69,734.00	11,52,57,562.45

Year	Vendor 3 (Quoted Value)	Discounted Value based on IIMB Calculation
Year 1	3,96,48,237.00	3,96,48,237.00
Year 2	4,07,49,752.00	3,80,83,880.37
Year 3	4,53,79,651.00	3,96,36,344.66
Total	12,57,77,640.00	11,73,68,462.03

From the above it can be seen that Vendor 2 is L1 (By considering the Discounted Value).

12 Amendment/ Cancellation of Tender:

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.

13 Award Of Contract

The contract will be awarded to the successful bidder as per clause 11.5.

14 Security Deposit:

- 14.1 The successful bidder shall deposit a sum of a security deposit @ 3% of the total contract value for three year period. The Applicant may remit the Security Deposit through to IIMB online bank transfer.
- 14.2 The security deposit shall not carry any interest.
- 14.3 The Security deposit is refundable only after completion of license period or early termination of the license, in accordance with the terms contained herein and the license agreement.
- 14.4 Security deposit will not be adjusted towards the license fee payable by the Vendor during the license period.
- 14.5 The security deposit of Vendor shall be refunded only after removal/dismantling additional structures, put up/ constructed by them for their use, if any.

- 14.6 In case the Vendor vacate the premises without dismantling /removing the additional structures the cost of dismantling /removing the additional structures shall be adjusted out of the security deposit and the balance shall be refunded.
- 14.7 The Security deposit is liable for forfeiture in the event of failure by the Vendor to the license fee or termination of license or for breach of any condition/conditions of license.
- 14.8 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.

15 Contract Period

- 15.1 The contract with the successful bidder as per the quoted rates shall be for a period of three years from the date of issue of the Letter of Award (LOI).
- 15.2 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.
- 15.3 Non-Exclusive Clauses: The allotment of catering and housekeeping 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.
- 15.4 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.

16. Terms and Conditions

- 16.1 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.
- 16.2 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.
- 16.3 The courts at Bangalore, Karnataka shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.
- 16.4 **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.

17. General Terms and Condition:

- 17.1.1 Adequate number of manpower/workers should be supplied so that the work is done in specified time. The manpower/workers should be minimum as detailed in ***Annexure-I-Scope of Work, Clause 5.***
- 17.1.2 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 Facility Manager 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.
- 17.1.3 The works as specified in job specifications have to be carried out as per the schedule and also within the stipulated time given. The Vendor shall employ as much manpower as required (after approval) and utilize such quality and quantity of material as required for maintaining high standard of cleanliness within the stipulated time.
- 17.1.4 The Institute shall have a right to require the Vendor to submit all records pertaining to the activities contemplated under the contract, including but not limited to the Vendor's compliance with labour legislation, for purposes of audit by the Institute. Such an audit may be conducted at the premises of the Institute or the Vendor's premises. The Institute shall bear the costs of such audit. In the event the audit reveals that the Vendor has overcharged the Institute, the Vendor shall forthwith repay the overcharge. In the event the Institute is advised that such overcharge has been made with an intent to make wrongful gain, the Institute shall be entitled to recover interest on the overcharge @18% per annum from the date of payment till the date of repayment; in that event, the Vendor shall also be liable to bear the costs of the audit.

17.2 Labour Laws, Provident Funds, ESI:

- 17.2.1. 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.
- 17.2.2. The Vendor shall enforce the provisions of ESI Act and Scheme framed thereunder with regard to all his employees involved in the performance of the Contract, and shall deduct employee's contribution from the wages of each of the employees and shall deposit the same together with employer's contribution of such total wages payable to the employees in the appropriate account. Vendor is required to submit documents / challans towards proof of remittance towards ESI for the workers engaged for this work along with every RA bill.
- 17.2.3 The Vendor has to maintain record of all details called for by EPF organization for the labour employed by them and has to submit the same at any time if called for.
- 17.2.4 All liabilities of the Contract like Salaries, wages and other statutory obligations in respect of the persons engaged by the Vendor shall be borne by the Vendor. In view of the provisions of the ESI Act, PF and the EPF Act and other Acts, as may be applicable to IIMB, the Vendor shall take necessary steps to cover its employees under the said enactments and shall submit proof of such compliance to IIMB periodically, or at any date upon such request, as may be made by IIMB to the Vendor. In the event of non-compliance with the statutory provisions thereof, referred to above, it shall be open to IIMB to withhold such amount as in its opinion is due and payable by the Vendor in respect of its employees from and out of dues, payable by IIMB to the Vendor and such dues shall be held by IIMB with it until proof is submitted by the Vendor to IIMB indicating compliance with such statutes within reasonable time.

- 17.2.5. The provision of EPF & MP Act, 1952 and the Rules / Schemes thereunder shall be applicable to the Vendor and the employees engaged by him for the work. The Vendor shall furnish the code number allotted by the RPFC Authority, to IIMB before commencing the work.

17.3. Compliance to Statutory Provisions:

- 17.3.1 The Vendor shall comply with the provisions of the Minimum Central Wages Act, Central rules if applicable and as applicable, Contract Labour (Regulation & Abolition) Act, 1970 read with the Central Contract Labour (Regulation & Abolition) Rules 1975, ESI Act, 1948 / Workmen Compensation Act, 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972, Karnataka Industrial Establishments (National and Festival Holidays) Act, 1963, Karnataka Shops and Commercial Establishments Act, 1961 and any other law applicable for the employment of contract workmen as amended from time to time.
- 17.3.2 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.
- 17.3.3. 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.
- 17.3.4 The Vendor shall have separate ESI / PF code number on their own name and ensure prompt payment and submission of related returns on time to the authorities concerned and produce documentary evidence to that effect. The Vendor should have separate EPF and ESI Code number for all workers. The Vendor should ensure remittance of EPF and ESI, to the respective accounts of the individual contract worker. IIMB reserves the right to check the records.
- 17.3..5 **The Vendor has to submit to Regional Labour Commissioner's Office by January / July of every year in Form XXIV of Contract Labour Regulation & Abolition Act.**

17.4 Wages to Persons Deployed:

- 17.4.1 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.

- 17.4.2 The Vendor should submit copy of the EPF and ESI, monthly remittances to the authorities, by 25th of subsequent month.
- 17.4.3 The Vendor should submit Attendance / Salary Disbursement Register for the workmen engaged, by 25th of subsequent months.
- 17.4.4. 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.

17.5 Penalty for Non- Remittance of PF & ESI Contribution:

- 17.5.1 In the case of delay / default in payment of contribution under ESI Scheme and EPF Scheme besides the recovery of the amounts due by the Vendor towards their contribution, penal interest and / or damages as may be levied by the ESI or PF Authorities, a penalty of 20% of the above amount would also be levied and recovered from their running bills. In the event of cessation of the contract due to any reason whatsoever, the Security Deposit will be refunded only after due satisfaction as regards the payment of ESI and EPF dues by the Vendor. The amount will be paid from the Performance Bank Guarantee to the concerned department at the risk and cost of the Vendor

17.6. Government and Local Rules :

- 17.6.1 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.
- 17.6.2 The Vendor shall comply with the provisions of all labour legislations including the requirements of:
- i) Payment of Wages Act
 - ii) Workmen's Compensation Act
 - iii) Contract Labour (Regulation & Abolition Act, 1970 & Central Rules, 1971) Act
 - iv) Shops & Establishment Act
 - v) PF & ESI Acts
 - vi) Prevention of Child Labour Act, (No child labour shall be employed by the Vendor)
 - vii) Indian Contract Act
 - viii) The contractor should be subject to POSH Regulations.
- 17.6.3 The approval from any authority required as per statutory rules and regulations of Central Government shall be responsibility of the Vendor.

17.7 First Aid

- 17.7.1 The Vendor shall provide necessary First Aid Facilities to his personnel.
- 17.7.2 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.

17.8 General:

- 17.8.1 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.

- 17.8.2. 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.
- 17.8.3. 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.
- 17.8.4. 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
- 17.8.5. 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.
- 17.8.6. 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.
- 17.8.7. 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.

17.9. Constitution of the Firm

- 17.9.1. 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.
- 17.9.2. 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.
- 17.9.3. 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.

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

17.11 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.

17.12 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.

17.13. The Institute not Bound by Personal Representation:

17.13.1 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.

17.13.2 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.

17.14 Risk Purchase: The Vendor will supply quality items as per approved sample and also the quantity intended by the concerned Division in full as per terms and conditions of respective orders. In case the Vendor fails to execute the order either in terms of quality or in quantity, IIMB reserves the right to procure from elsewhere at the risk and cost of the Vendor and any extra expenditure incurred due to this purchase is payable by the Vendor.

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

17.15.1 The vendor should provide caps, aprons, and hand gloves to the labourers deployed by them and ensure the following.

- a. Cooking personnel: Should wear aprons and caps.
- b. Servicing personnel: Should wear aprons, caps and hand gloves.

17.15.2 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.

17.15.3 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.

17.16. 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.

- 17.16.1 The 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 and housekeeping 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.
- 17.16.2 The Caterer has to prepare weekly menu in consultation with MDC manager or MDC In-Charge Officer.
- 17.16.3 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.
- 17.16.4 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.
- 17.16.5 Insurance to Employees: All employees engaged by the Vendor shall be comprehensively insured for accidents and injuries by the Vendor at their own cost.

17.17 Recovery of Cost of Damaged Property:

- 17.17.1 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 MDC 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.
- 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.

17.18 Quantity Variations

- 17.18.1 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.

17.19 Air conditioning

- 17.19.1 AC Remote for every room will be provided by IIMB only once at the beginning of the contract. During the currency of the contract, if the remote is damaged or lost, the same should be repaired or replaced by the Vendor only.
- 17.19.2 At the end of the contract, all the remotes provided by IIMB should be returned in the proper working condition. If any remote is damaged or lost, the same should be repaired or replaced by the Vendor.
- 17.19.3 **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.

18. PAYMENT TERMS:

- 18.1 The payment will be made monthly.
- 18.2 The Payment to the Vendor will be made monthly on the basis of the bill and as per the services provided by the Vendor.
- 18.3 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 shall also be attached in the bill.
- 18.4 All payments to Vendor shall be made subject to deduction of TDS (Tax deduction at Source) as per the Income Tax Act, 1961 and other taxes if any as per Government of India rules made applicable from time to time.
- 18.5 IIMB will pay such invoice within twenty-one (21) working days from the date of submission of the undisputed invoice to Accounts Section.
- 18.6 On receipt of the Final payments, the Vendor shall furnish a “No Demand Certificate” to IIMB.

19. Manpower deployment

- 19.1 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.
- 19.2 The Vendor shall be responsible for the discipline of their workers.
- 19.3 The workers employed by the Vendor:
 - 19.3.1 Shall not act in any detrimental to the interest of the Institute.
 - 19.3.2 Are not employees of the Institute and shall not have any claim whatsoever on the Institute.
 - 19.3.3 They shall not participate in any strike or protest in any form
 - 19.3.4 The contract workers can take rest in the Rest Areas assigned by the Institute during break timings.
 - 19.3.5 All contract workers are required to do their duty maintaining hygienic, cleaning and safety.
 - 19.3.6 **The list of workers’ profile has to be submitted to the MDC Manager for approval and should be employed only on the approval by the MDC Manager.**

20. Prohibitions:

- 20.1 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.
 - 20.1.1 **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.
 - 20.1.2 No child labourer shall be employed for servicing as per law.
 - 20.1.3 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.
 - 20.1.4 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.

21. Indemnity:

21.1 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:

21.1.1 Any bodily injury or death.

21.1.2 Any damage to property.

21.1.3 Any breach of any representation or warranty under these Tender Documents.

21.1.4 Any negligence, wilful misconduct, sexual harassment, or other tortious act.

21.1.5 Any breach of statutory obligations including any employer obligations.

21.1.6 Any breach of any other provision of these Tender Documents.

21.1.7 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.

22. Termination of License/Contract:

22.1 **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.

22.2 **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.

22.3 **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.

22.4 Termination of License duly forfeiting the Security Deposit in the event of:

22.4.1 The Vendor fails to give (3) three months advance notice to the Institute for termination of license.

22.4.2 The Vendor defaults in payment of license fee for three months consecutively or three times in calendar year, the license can be terminated, and the security deposit will be forfeited.

22.4.3 The licensor shall have the right to terminate the license (contract) if in his opinion the quality /services is not up to the standard/satisfactory besides forfeiting the security deposit.

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 MDC 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 MDC premises to IIMB in the good order and condition in which they were at the time when the Vendor entered into the MDC Premises (reasonable wear and tear excepted).

23. Penalty

23.1 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.

23.2. 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.

Electricity and Water Charges: Institute will provide water and electricity at free of cost.

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

JOB SPECIFICATIONS/SCOPE OF WORK:

1. **Catering** – Please refer the scope of service as per clause 3.1.
The Vendor should provide Catering in the MDC for the Participants/Occupants, Guests of the Institute at the Dining hall IIMB / VIP Dininghalls IIMB / The Woods for out-door dining / mini open-air theatre (OAT) for cultural programmes.
 - 1.1. The Institute will provide to the Vendor a suitable kitchen with cooking area, vegetable cutting area, stores room, dish-wash room, pot-wash room, grocery store room, utensils store room and the inventory items listed in **Annexure VIII**. A list of these items shall be prepared and acknowledged by the Vendor. These items are to be kept in safe and proper custody and use within the premises and will be the sole property of the Institute, exclusively meant for its use. Inventory Register has to be maintained and annual verification has to be conducted. The missing items are to be replaced subsequent to such verification.
 - 1.2. **The inventory (other than those listed Annexure VIII) and consumable materials (listed in Annexure VI and VII) have to be arranged by the Vendor. Institute will not provide these materials.** The Vendor shall make good the losses or damages by repair or replacement of the materials (supplied by IIMB) as and when the total loss or damage occurs, by defraying the cost of such materials. In the case of items being broken / damaged due to mishandling, the Vendor has to replace the entire material with the new ones.
 - 1.3. In case the Vendor fails to make good the losses or damage to the inventory materials supplied by 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.
 - 1.4. The Institute through its designated officers will carry out periodical inventory inspection of all the aforesaid materials. Any discrepancy found at the time of taking inventory, will be notified to the Vendor by the Institute and the Vendor will be charged the replacement cost in respect of loss and such other assets entrusted to him for performing the catering services. All the repair charges will have to be borne by the Vendor.
 - 1.5. Further, any loss towards theft or breakage of such equipment furniture, fixture, old storage facilities, utensils and all other catering and housekeeping equipment supplied, should be reimbursed to IIMB in full by the vendor.
 - 1.6. The vendor shall be responsible for and ensure proper and optimal utilization of the facilities like equipment, water, electricity to be provided by IIMB without abuse or excess use and shall follow and obey all instructions or directions as shall or may be given by IIMB or Authorized Representative from time to time.
 - 1.7. The Vendor shall ensure that the catering and housekeeping premises are not used for any purpose other than activities related to the maintenance and running of the MDC.
 - 1.8. The vendor under any circumstance should not further outsource any activity of the MDC services to any other sub-Vendor.
 - 1.9. The equipment listed (**Annexure –VIII**) will be handed over to the Vendor. The proper maintenance of these equipment is the sole responsibility of the Vendor. At the end of the contract, these equipment shall be returned by the Vendor in the same condition in which it was, at the time of handover by IIMB to Vendor, in case of damage to the equipment if any, the same shall be repaired or replaced with the new ones.
 - 1.10. IIMB shall provide commercial LPG gas connection and the Vendor shall arrange for regular supply of commercial LPG gas refills at their own cost and pay directly to the gas dealer. The Vendor must ensure prompt and uninterrupted supply of gas by placing order with the dealer sufficiently in

advance and arrange for alternative sources when there is any short supply of gas and will be wholly responsible for their custody, safety and protection from fire hazard.

- 1.11. The Institute will provide the Vendor 20 commercial and 20 domestic type empty cooking gas cylinders(LPG) exclusively for the purpose to be specified by the Institute. A separate gas room together with its pipeline layout will be handed over to the Vendor. The Vendor under their own arrangements has to collect and pay for filled LPG cylinder for his use in the kitchen, and will be wholly responsible for their custody, safety and protection from fire hazard.

2. MDC Houekeeping

Housekeeping contract will include all covered as well as open areas of the MDC Complex including 118 Guest Rooms with attached toilets and bathrooms, Conference Room, Lounge, Executive Seminar Room, Yoga / Gym IIMB, Terrace Gardens, Balcony in A-1, A-2 and A-2.2 Blocks, Reception IIMB, Computer Lab, Linen Store Room, General Store Room, Gents and Ladies Toilets near Reception, Kitchen, Dining IIMB, Conference IIMB including Peripheral Roads, Car Parking Area and Gardens, Lawns inside and outside maintained in the MDC area.

- 2.1 All the daily services relating to Management Development Centre will be accomplished before time, unless specially advised otherwise. Even on Sundays and Holidays all jobs relating to housekeeping will be completed.
- 2.2 All the workers will wear clean uniforms while attending to their duties and carry their photo identity cards, displayed prominently. The Vendor will provide summer / winter uniform, shoes etc. to their employees as per specification of the Institute, failing which they will be provided uniform etc. by the Institute out of the payment receivable by the Vendor.
- 2.3 Desired level of cleanliness in the entire MDC of the Institute will be maintained and for this, all materials / instruments / tools etc. will be provided by the Vendor. The supervisor of the Vendor will attend to complaints on urgent basis round the clock. Approved brand names of chemicals and equipment are provided in **Annexure-VII**. The Vendors shall use only those approved chemicals and equipment. In the event of non-availability of the chemical or equipment, prior approval of IIMB is required for alternative equivalent material. IIMB will not pay extra for these items.
- 2.4 Vendor should provide toiletry kit, towel, linen items, mosquito machines and coffee kettle in the room. The brands of these items are mentioned in **Annexure-VIII**. IIMB will not pay extra for these items.
- 2.5 Vendor shall ensure specialized maintenance of all MDC rooms and bathrooms along with furniture, fixtures, mattresses, pillows, blankets, bathroom / hostel room / office room / class room, linen, electricity fittings, bathroom fittings, buckets, sanitary wares, brackets etc. will be ensured (methodolgy will be specified by the Vendor).
- 2.6 All the blankets, pillow covers and bed spreads should be replaced with the new ones after fifty rounds of washing. The towels and napkins should be replaced as and when instructed by the in-charge of the work. Vendor should maintain a record of such washing of each material after every wash. The cost incurred for providing these items should be included in the rate quoted by the Vendor.
- 2.7 Provision of the following specialized staff should be ensured namely:
 - a. Sweepers
 - b. Room boys / conference boys
 - c. Supervisors / Managers / Receptionists to ensure proper housekeeping reception of trainees / guests / officials and for attending / directing inward/ outward telephone calls received at the reception counter (round the clock)

- 2.8 Electricity should be used to a minimum, and AC should not be used during Housekeeping of the individual rooms.

3. Daily Services

The Vendor should provide the materials and equipment required for the following services. The cost incurred for providing these items should be included in the rate quoted by the Vendor. These items will not be paid extra.

- 3.1 Removal of waste material / garbage from the dustbin, buckets, mugs and entire premises including the toilets, open areas / lawns and gardens etc.
- 3.2 Waste should be segregated at source as per IIMB waste segregation norms.
- 3.3 Dusting and vacuuming of furniture, cupboards, telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free during morning time.
- 3.4 Acid cleaning and scrubbing of toilets, wash basins, sanitary fittings using detergents, deodorants and disinfectants at least twice a day.
- 3.5 Cleaning / mopping of floor area by detergents, disinfectants, etc. in the morning or as and when required during the day.
- 3.6 Provision of toiletries in the toilets to be checked.
- 3.7 Vacuum cleaning / washing of carpets and upkeeping the sofas wherever provided at the Institute.
- 3.8 Maintaining Checklist for all the activities.

4. Weekly Services

The Vendor should provide the materials and equipment required for the following services. The cost incurred for providing these items should be included in the rate quoted by the Vendor. These items will not be paid extra.

- 4.1 Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
- 4.2 Removal of cobwebs, dusts, termites, insects, pests etc.
- 4.3 Windows sponging and cleaning
- 4.4 Keeping ceiling and table / pedestal fans, air-conditioning grills dust-free.
- 4.5 Cleaning of dustbins and buckets with detergents.
- 4.6 Up-keep of partitions glasses and panes with utmost care and by application of glass cleaning chemicals.
- 4.7 Acid cleaning of sanitary wares.
- 4.8 Polishing & oiling of door-closers, door handles, and other brass fittings with silvo / brasso / lubricants, dusting and cleaning of murals, sceneries, photo-frames, idols etc.
- 4.9 Polishing of taps and other steel fittings in the toilets with Silvo / Brasso.
- 4.10 **The Vendor should provide following materials and should ensure prompt and uninterrupted supply by placing order with the dealer sufficiently in advance and arrange for alternative sources when there is any short supply of materials. This cost should be included in the rate quoted by the Vendor. IIMB will not pay extra for these items.**
 - 4.10.1 To provide Good Knight or equivalent etc in rooms, class rooms, office rooms, conference IIMB, dining room etc. to keep all such area insects free.
 - 4.10.2 The mosquito repellent spray pump and the spraying material.

- 4.10.3 Shampooing / Spraying / Disinfecting carpets including furniture in lounge area.
- 4.10.4 **Pest control of the entire building should be done as required by the Institute.**
- 4.10.5 Specialized cleaning of computers, peripherals, hardware, telephones, workstations and other sophisticated equipments as per the directions of the Institute.

5. Manpower:

- 5.1 The Vendor agrees and undertakes to perform all the items of the work relating to Catering and HK at the MDC. The Vendor shall engage sufficient workers on any given day for the satisfactory completion of the work assigned to them from time to time under their proper supervision, discipline and control. Workforce is the sole responsibility of the Vendor and all legal requirements concerning their deployment will be the sole concern of the Vendor and such persons will not be entitled for any payment, compensation, consideration for wages of any discrimination by the Institute. The Vendor shall be solely responsible for payment of ESI, PF, Gratuity and other benefits to his workers and shall abide by all the rules and regulations, statutory and otherwise, to the satisfaction of the Institute.
- 5.2 The Vendor shall ensure that their workers, agents and staff are attired in clean uniform, well-behaved, courteous and disciplined.
- 5.3 The specified categorywise number of Manpower required to be available daily are spelt below:

Break-up of Manpower at Management Development Center in IIMB.

a) Food & beverage staff per day distributed in three shifts:

Sl.No	Designation	Number of Manpower
1	Manager	1
2	F&B Executives	3
3	Senior Steward	7
4	Steward	42
5	Shou Chefs	5
6	Assistant Chefs	12
7	Pantry Man	3
8	Dish Washers	8
	Total	81

b) Housekeeping staff per day distributed in three shifts

Sl.No	Designation	Number of Manpower
1	Manager	1
2	House-keeping Supervisors	3
3	HK Cleaning	29
4	Gardner	6
5	Receptionist	8
6	MDC	4

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

7	Guest houses	2
8	Classroom boys	2
	Total	55

- Note:
- I. The manpower should have relevant professional qualification and adequate experience in the hospitality business catering to international and high-income group guests and executives.
 - II. The above manpower have to be distributed in three shifts in addition to the General shift based on the requirements.

Undertaking

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

Ref : - Tender No: **IIMB/CAO/04/2024-25**

(Notice Inviting Tender for Catering and Housekeeping Services at Management Development Centre (MDC), Married Housing Units (MHU) and Guest Houses at Indian Institute of Management Bangalore, Bannerghatta Main Road Campus)

Sir,

1. I /We hereby submit our bid for **Notice Inviting Tender for Catering and Housekeeping Services at Management Development Centre (MDC), Married Housing Units (MHU) and Guest Houses at Indian Institute of Management Bangalore Bannerghatta Main Road Campus** along with other required documents.
2. 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.
3. Our bid is valid for 120 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 Vendor/our
company _____ am/is

(a) not insolvent

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

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

(d) I/our Vendor/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 Vendor/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:

QUALITY OF RAW MATERIAL & BRAND

- 1.1 The service provider shall use only Standard Materials of reputed known brands for preparation of food items. The list of Brands to be used for certain Items have been specified in the Technical Bid. However, if IIMB finds that the Brand used is not suitable/complaints are received, the bidder will be asked to change the Brand.
- 1.2 The service provider shall not be entitled to serve pre-cooked food items purchased from outside bidder unless authorized by IIMB.
- 1.3 The service provider shall maintain quality and quantity in respect of the menu served in the MDC Dining Hall and outdoor areas. In the event of any dispute with regard to the quantity and quality of the menu, proportionate deduction shall be made by IIMB. IIMB decision shall be final and binding on both the parties.

Approved Brands of Materials

Sl. No.	Particulars	Approved Brand
I	Food and Beverage	
a	Bread	Nilgiris
b	Butter	Amul / Nutrula
c	Jam / Marmalade	Kissan / Metro / Morten
d	Corn Flakes/Wheat Flakes/Chocos/Muesli	Kellogs
e	Honey	Dabur
f	Milk	Nandini
g	Eggs	Metro
h	Cheese	Amul / Nilgiris/International
i	Masala for Aloo Masala / Sambar	MDH masala and spices
j	Gingelly Oil	Sunrich / Idhayam
k	Wheat Flour	Pillsbury / Annapurna / Aashirvaad
l	Fruit Juice	Tropicana / B Natural / Real
m	Jilebi	MTR Jilebi Mix
n	Chicken Sausages only	Nilgiris
o	Tea	Taj Mahal / Brokebond Red Label / Twinings / Dilmah
p	Tea Bags	Tetley / Taj Mahal
q	Coffee	Coffee Day/ Nescafe/Bru/Tata
r	Rice	Basmati Rice - Kohinoor / Lalkila / India Gate
s	Dal	Organic
t	Oil	Gold Winner / Sun Gold / Sun Pure / Sundrop
u	Ghee	Nandini
v	Salt	Iodized salt - Tata, Annapurna, Nature Fresh
w	Pickle	Mother's / Priya / MTR
x	Paneer	Amul / Nilgiris/Nandini/MilkyMist
y	Chips	Haldiram / Lays

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

z	Papad	Lizzat / MTR
aa	Oats	Quackeer
ab	Masala/ Spices	MDH / MTR / Nilgiris
ac	Curd	Nandini
ad	Ice Cream	Amul / Kwality Walls / Havmor (scoop)
ae	Sauce	Maggi / Kissan
af	Mineral Water	Bisleri / Kinley
ag	Chicken	Best quality (Suguna / Vencob)
ah	Mutton	Best quality
ai	Fish	Best quality

Annexure VII

Approved Brands for toiletries / cleaning materials / instruments

Good branded (and approved by the Institute) toiletries / cleaning materials / instruments in sufficient quantity and good quality (as decided by the Institute) to be provided by the bidder will be as under:

CONSUMABLE MATERIALS AND BRANDS (Per room)				
Sl. No.	DESCRIPTION	Qty		Brand
		Single Room	Twin Sharing Room	
1	Soap (17 grams)	1	2	Dove
2	Shampoo (10 ml)	2	4	Dove
3	Tooth paste (50 grams)	1	2	Colgate
4	Tooth brush	2	2	Colgate
5	Tissue (In bathroom)	1	2	Premium
6	Tissue (In bedroom)	1	2	Premium
7	Door mat	1	1	Fab India
8	Dustbins (In bathroom and bedroom)	2	2	Nilkamal
9	Towel Bath (30"x60")-500 gms.	2	6	Bombay dyeing
10	Cloth basket	1	2	Fab India
11	Hangers	4	8	Nilkamal
12	Water glass Hi-Ball	2	4	Ocean
13	Coffee cup and saucer and spoon	2	4	Clay craft
14	Kettle – 1 no., Two sharing	1	2	Phillips
15	Trays (In bathroom and bedroom)		2	Clay craft
16	Tea powder (sachet placed in a bowl)	4	8	Tetley
17	Coffee powder (sachet placed in a bowl)	4	8	Nestle sunrise
18	Milk powder (sachet placed in a bowl)	4	8	Nestle (Everyday)
19	Sugar (sachet placed in a bowl)	4	8	
20	Bucket	1	2	Nilkamal
21	Mug	1	2	Nilkamal
22	Stool (In bathroom)	1	1	Nilkamal
23	Curtains (for windows)	1	1	Fab India
24	Curtains (for bathroom partition)	1	1	Fab India
25	Sugarfree, Coffee, Tea – 4 sachets each	4	8	Nature
26	Glass / Steel Jar	1	2	
27	Ladder – 5' x 7'			
28	Chemicals (ECollen)			
	a) WIC Kleen			
	b) Pushol			
	c) Stelox			
	d) HDC			
	e) Molkipol			
	f) Makelix			
	g) Ultrashine			

29	Good Knight machine with mosquito repellent	1	2	
30	Pest Control Chemical			
31	Odonil			
32	Naphthalene Balls			
33	Detergents, Phenyle, Toilet Acid			
34	Foot Mat	1	1	
35	Shoe shiner	1	2	
36	Study lamp	1	2	
	<u>LINEN –</u>			
	Hand towel (16"x24')-100 gms.	2	4	
	Single white bedsheet (60"x100")	2	4	
	Double white bedsheet (90"x108")	1		
	Night spread single (60"x100")	2	2	
	Night spread double (90"x100")	1		
	Single Duvet	1	2	
	Double Duvet	1		
	Pillow (17"x27")-700 gms.	2	4	
	Pillow covers (17"x27")	2	4	
	Duvet Cover single	1	2	
	Duvet Cover double	1		
	Bath mat (20"x30")-300 gms.	1	1	
	Shower curtain	1	1	
	NOTE: The above linen items' brand should be Fab India or Bombay Dyeing.			
	The below items are to be kept in small bowls-			
	a) <u>Milk powder sachets</u>			
	b) <u>Coffee sachets (sunrise)</u>			
	c) <u>Sugar</u>			
	d) <u>Sugar free</u>			
	e) <u>Tea</u>			

INVENTORY LIST			
S/N	DESCRIPTION	UOM	TOTAL
1	BUFFET COUNTER WOODEN - OVAL SHAPE - UNDER SHELF CLOSED DOOR - MARBLE TOP - DH 1	NO	1
2	BUFFET COUNTER WOODEN - STRAIGHT SHAPE - UNDER SHELF CLOSED DOOR - MARBLE TOP - DH 1	NO	1
3	BUFFET COUNTER WOODEN - U SHAPE UNDER SHELF CLOSED DOOR - MARBLE TOP - DH 1	NO	2
4	DINING CHAIR WOODEN - DH 1	NO	144
5	CHAT COUNTER STEEL TWO UNDER SHELF - ONE TOP SHELF - 24*31*36*10.5 - MISAMBLA	NO	1
6	CHAT COUNTER STEEL TWO UNDER SHELF - ONE TOP SHELF - 72"L*24"W*34"H + 17" - MKT	NO	1
7	CHAT COUNTER STEEL TWO UNDER SHELF - ONE TOP SHELF - 72"L*24"W*34"H + 17" - VEG PREP	NO	1
8	COCONUT SCRAPER - MKT	NO	1
9	DEEP FREEZER HORAIZENTAL - BLUE STAR - WETHERSTAR	NO	1
10	DEEP FREEZER HORAIZENTAL - BLUE STAR - WETHERSTAR	NO	1
11	DEEP FREEZER TWO DOOR - HORAIZENTAL - BLUE STAR - VEG PREP	NO	
12	DEEP FREEZER FOUR DOOR STEEL BODY - VERTICAL - GRINDING ROOM	NO	1
13	DEEP FREEZER FOUR DOOR STEEL BODY - VERTICAL - GRINDING ROOM	NO	1
14	DEEP FREEZER TWO DOOR STEEL BODY - VEERTICAL - BLUE STAR - GRINDING ROOM	NO	
15	DINING TABLE WOODEN - 39*39*30 - DH 1	NO	27
16	DINING TABLE WOODEN - 39*78*30 - DH 1	NO	12
17	DISH WASHER - HOOD TYPE	NO	1
18	DOUGH KNEEDER MACHINE - 40 KG - GRINDING ROOM	NO	1
19	EXHAUST HOOD STEEL - CHAPATHI ROOM	NO	1
20	EXHAUST HOOD STEEL - MKT	NO	1
21	FAN WAL MOUNTING - VEG PREP	NO	1
22	FAN PEDAL STAND - MIST AIR - MAIN STORE	NO	1
23	FAN WALL MOUNTED - DH 1	NO	1
24	FIRE EXTINGUISHER - DH 1	NO	14
25	FRESH AIR FAN - DH 1	NO	12
26	LIGHT FICTURES BOX TYPE - DH 1	NO	22
27	LIGHT FIXTURES - DH 1	NO	40
28	LIGHT FIXTURES - SPOT LIGHT - DH 1	NO	2
29	LIGHT FIXTURES BUFFET - DH 1	NO	8
30	LIGHT FIXTURES SMALL - DH 1	NO	6
31	MICROWAVE - 20 LIT - IFB BC23	NO	1
32	PESTO FLASH TWO TUBE - DH 1	NO	3
33	PESTO FLASH TWO TUBE - VEG PREP	NO	3
34	POT RACK STEEL FOUR RAILING SHELF - DISH WASH	NO	1
35	POT RACK STEEL THREE RAILING SHELF - DISH WASH	NO	1
36	POTATO PEELER - 5 KG - MKT	NO	1
37	RACK MS THREE SIDE COVERED FOUR SHELF - DISH WASH	NO	1
38	RACK STEEL FOUR SHELF - 19*60*69 - MISAMBLA	NO	1

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

39	RANGE STEEL ONE BURNER - 24"L*24"W*21"H - MKT	NO	1
40	RANGE STEEL TWO BURNER - 44"L*34"W*20"H - MKT	NO	1
41	RANGE STEEL TWO BURNER - 46"L*24"W*22"H - MKT	NO	1
42	RANGE STEEL TWO BURNER - 46"L*24"W*22"H - MKT	NO	1
43	RANGE STEEL TWO BURNER - 50"L*36"W*30"H - MKT	NO	1
44	RANGE STEEL TWO BURNER - 50"L*36"W*30"H - MKT	NO	1
45	FREEZER/REFRIGERATOR TWO DOOR - BIG - ELECTROLUX - GRINDING ROOM	NO	
46	FREEZER/REFRIGERATOR - SMALL - S/N - 53702487 - ELECTROLUX - MKT	NO	
47	RANGE STEEL ONE BURNER - STAND - SIDE CUPBOARD - RUMALI - CHAPATHI ROOM	NO	1
48	SIDE TABLE WOODEN WITH UNDER SHELF CLOSED DOOR, MARBLE TOP - DH 1	NO	1
49	TABLE GLASS SMALL - STATUE - DH 1	NO	
50	TABLE STEEL TWO FOOD CONTAINER - 36"L*24"W*31"H - GRINDING ROOM	NO	1
51	TABLE STEEL WORKING ONE SINK - 46"L*24"W*32"H - GRINDING ROOM	NO	1
52	TABLE STEEL WORKING ONE SINK - ONE UNDER SHELF - 46"L*24"W*32"H - MKT	NO	1
53	TABLE STEEL WORKING ONE UNDER SHELF - 24*45*31 - MISAMBLA	NO	1
54	TABLE STEEL WORKING ONE UNDER SHELF - 36"L*24"W*30"H - CHAPATHI ROOM	NO	1
55	TABLE STEEL WORKING ONE UNDER SHELF - 45"L*24"W*31"H - CHAPATHI ROOM	NO	1
56	TABLE STEEL WORKING ONE UNDER SHELF - 45"L*30"W*31"H - CHAPATHI ROOM	NO	1
57	TABLE STEEL WORKING ONE UNDER SHELF - 46"L*24"W*30"H - MKT	NO	1
58	TABLE STEEL WORKING TWO UNDER SHELF - 28"L*28"W*36"H - MKT	NO	1
59	TABLE STEEL WORKING TWO UNDER SHELF - 28"L*28"W*36"H - MKT	NO	1
60	TABLE STEEL WORKING TWO UNDER SHELF - 28"L*28"W*36"H - VEG PREP	NO	1
61	TABLE STEEL WORKING TWO UNDER SHELF - 28"L*28"W*36"H - VEG PREP	NO	1
62	TABLE WOODEN - PLATE OUT - DH 1	NO	1
63	TABLE WORKING MARBLE TOP - 48"L*24"W*32"H - MKT	NO	2
64	TABLE WORKING MARBLE TOP - 48"L*24"W*32"H - MKT	NO	1
65	TANDOOR MOBILE STEEL BODY - 36"L*36"W*32"H - RECEIVING	NO	1
66	TANDOOR MOBILE STEEL BODY - 36"L*36"W*32"H - RECEIVING	NO	1
67	TAWA DOSA - THREE SIDE SLASH - TWO BURNER - 36"L*32"W*30"H - CHAPATHI ROOM	NO	1
68	TAWA DOSA - THREE SIDE SPLASH - TWO BURNER - 48"L*28"W*30"H - CHAPATHI ROOM	NO	1
69	TOASTER - TOAST MAX - DH 1	NO	1
70	UTILITY TROLLEY STEEL THREE SHELF - 22*30*38 - MISAMBLA	NO	
71	TUBE LIGHT FIXTURE WITH TWO TUBE - MAIN STORE	NO	1
72	WATER COOLER WITH AQUAGUARD - DH 1	NO	1
73	WET MASALA GRINDER - 10 LIT - GRINDING ROOM	NO	1
74	WET MASALA GRINDER - 15 LIT - GRINDING ROOM	NO	1
75	WET MASALA GRINDER - SMALL - NOT WORKING - DISHWASH	NO	1
	IIMB - OPERATIONAL EQUIPMENT - F&B SERVICE		
1	AP FORK STEEL - BQT	NO	190
2	AP KINFFE STEEL - BQT	NO	187
3	AP SOUP SPOON - BQT	NO	47
4	AP SPOON STEEL - BQT	NO	192
5	AP TEA SPOON - BQT	NO	25
6	BOWL - GLASS - BIG	NO	2
7	BOWL - GLASS - SMALL	NO	2

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

8	BREAD BASKET STEEL	NO	5
9	BUDVAZ	NO	12
10	CHEFFING DISH - ROUND - BIG	NO	7
11	CHEFFING DISH - ROUND - BIG - FOOD PAN	NO	6
12	CHEFFING DISH - ROUND - BIG - WATER PAN	NO	7
13	CHEFFING DISH COPPER - BIG -	NO	10
14	CHEFFING DISH COPPER - FOOD PAN	NO	10
15	CHEFFING DISH COPPER - WATER PAN	NO	10
16	CHEFFING DISH SMALL	NO	10
17	CHEFFING DISH SMALL - FOOD PAN	NO	10
18	CHEFFING DISH SMALL - WATER PAN	NO	10
19	CHEFFING DISH STEEL - RECTANGLER -	NO	12
20	CHEFFING DISH STEEL - RECTANGLER - FOOD PAN	NO	12
21	CHEFFING DISH STEEL - RECTANGLER - WATER PAN	NO	12
22	CRUJET SET BONE CHINA	ST	36
23	FREEZER - 500 LIT - BLUE STAR	NO	
24	HI BALL GLASS	NO	42
25	PONY TUMBLER GLASS	NO	80
26	GLASS - WATER GOBLET	NO	24
27	GLASS RACK	NO	10
28	ICE CREAM TURIN	NO	1
29	JUG GLASS / PLASTIC WITH LID - HANDLE - WATER	NO	44
30	LADDLE STEEL ROUND - RASAM	NO	6
31	MENU STAND STEEL - CHEFF STAND	NO	32
32	MICROWAVE - 20 LIT - IFB 20 BC23 - IFB	NO	
33	MONKEY BOWL STEEL	NO	222
34	NAPKIN STAND STEEL	NO	10
35	PLATE BONECHINA - B&B - 7"	NO	15
36	PLATE BONECHINA - HALF PLATE-9"	NO	67
37	PLATE BONECHINA - DINNER - 10.5"	NO	231
38	PLATTER BONECHINA SMALL	NO	2
39	PLATTER CERAMIC OVEL SHAPE MEDIUM	NO	2
40	PLATTER CERAMIC OVEL SHAPE LARGE	NO	1
41	PLATTER GLASS OVEL SHAPE	NO	4
42	RESERVED BOARD	NO	1
43	SALVER ANTI SKID - ROUND - 18"	NO	3
44	SALVER ANTI SKID - ROUND - 24" - BAR	NO	3
45	SNACK WARMER STEEL - MANUAL - FUEL USED	NO	4
46	SOUP BOWL BONECHINA	NO	98
47	SOUP BOWL UNDERLINER BONECHINA	NO	333
48	SOUP TOURINE - 10 LIT	NO	3
49	TABLE MAT	NO	320
50	TEA CUP BONECHINA	NO	154
51	TEA URN STEEL - 10 LIT	NO	
52	TEA URN STEEL - FNS - FUEL OPERATED - 10 LIT	NO	4
53	TEA URN STEEL - 20 LIT	NO	2
54	TEA URN STEEL - FNS - FUEL OPERATED - 20 LIT	NO	4
55	TOASTER - TWO SLICE	NO	1

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

56	TONG STEEL - SALAD	NO	5
57	TRAY PLASTIC WHITE - SALAD	NO	4
S.I No	MDC TOTAL ASSET ITEAMS	TOTAL	Remarks
1	CHAIRS	215	
2	SINGLLE COT	148	
3	DOUBLE COT	44	
4	MOLDED TABLE	179	
5	CUBBORDS SINGLE	176	
6	CUBBORDS DOUBLE	71	
7	SAFETY LOCKER	160	
8	LUGGAGE RACK	51	
9	LUGGAGE RACK MOLDED	19	
10	T.V & SETUP BOX	6	
11	SOFA CHAIR	105	
12	PEDESTALS	106	
13	TELEPHONE TABLE	74	A1 side and A3 side
14	TELEPHONE TABLE MOLDED	25	A2 side
15	SOFA SET SINGLE	11	
16	SOFA SET DOUBLE	1	
17	WATER PURIFIER	0	
18	TEAPAI	14	
19	DEEFPREEZER /MINI	4	

MDC Rooms cutlery and crockery inventory

SL NO	Per room	stock in hand
1	Water Glass -2	160
2	Coffee Mug-2	180
3	Teaspoon-2	20
4	Kettle-1	115
5	Tray -2	220
6	Sachet Bowls-4	300
7	Wall clock	50
8	Bucket (20 Liter)	118
9	Mug(Bath room)	90
10	Bathroom Plastic stool	60
11	water jug -	204

linen inventory

S.I No	Particulars	Linen stock in hand
1	Bath Towel	130
2	Hand Towel	25
3	Pillow	220
4	Pillow Cover	220
5	Bath Mat	150
6	Double Spread	75
7	Single Spread	60
8	Bed sheets (DBL)	45
9	Bed sheets (SNGL)	90
10	Duvet (SNGL)	65
11	Duvetcover(SNGL)	40

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

12	Duvet (DBL)	61
13	Duvetcover(DBL)	63
14	Shower curtains	118

The assets will be provided as in where basis. If any items are not available, the same will be made available at the time of commencement of operations by the successful vendor.

Required for Customer Feedback

Service experience shall be submitted in the following format

(for previous three years including current contract)

Sl. No.	Period of Contract		Name of the client with complete Postal Address and Contact Number, Email Id	Contract Value	Performance Certificate issued by the client attached (YES/NO)
	From	To			
1					
2					
3					

Note: The Performance Certificate should provide detailed feedback on the quality of service and it should be in the letterhead of the customer with the seal and signature of authorized signatory.

Information/ Instructions for preparation of Submission of Financial bids

The following information/instructions are provided to enable the Bidders have a better understanding of the Financial Bid particulars:

1. FINAL ABSTRACT in the BOQ

The **Final Abstract** in the BOQ(Without GST) for the Years (Year 1, 2, 3) is reflected automatically based on the values/rates entered in the all the excel sheets .

The bidders has to enter their rates in all the sheets in BOQ:

- Sheet 1- BOQ
- Sheet-2 Year 1
- Sheet-3-Year 2
- Sheet-4-Year 3
- Sheet-5- Snacks Sweets Savories Beverages.
- Sheet-6- Housekeeping.
- Sheet-7- Ancillary Items.

Notes:

- 1.1 The details of food and beverage items required are described in (Appendix -A to Appendix F). Please go through the requirements carefully before entering the rates.
- 1.2 The Quantity required for three years are provided in Appendix G and H. The quantity provided are only indicative based on past years' consumption and will be used for the purpose of evaluating the bids. However IIMB will not guaranteeing any minimum quantity for any of the items in Appendix G and H.
- 1.3 Rates for different items for different years excluding GST are to be provided in Appendix I and J.
- 1.4 Total Food and Beverage cost will be worked out by multiplying the quantity provided in Appendix G and H and Rates provided by the bidder in Appendix I and J.
- 1.5 Appendix K provides house-keeping service requirements to maintain MDC, MHU and Guest Houses. Please go through the requirements carefully before filling up the rates.
- 1.6 Appendix L provides the quantity details of house-keeping services. The figures provided are only indicative and may vary depending on level of activities.
- 1.7 Rates excluding GST for different house-keeping service requirements are to be entered in Appendix M. Please carefully note the unit measurement because for certain house-keeping service, the rate to be quoted is on monthly basis and for certain items on day basis.
- 1.8 Total house-keeping service cost will be worked out by multiplying the quantity specified in Appendix L and Rate submitted by the bidder in Appendix M.
- 1.9 On special occasions like Foundation Day, Convocation Day, etc., IIMB would need additional service from the vendor. The details are provided in Appendix N. Please carefully go through the descriptions, unit measurement and then provide the rate per unit for the same excluding GST. The rates provided will be multiplied with the Quantity specified in Column 4 of the Appendix. The requirement and actual quantity required may vary from time to time and IIMB is not assuring any minimum quantity. The rate provided is valid for all three years. Note: Rates are to be provided per Sq. Ft. or No. as the case may be.
- 1.10 All rates provided in the Financial bid exclude GST. GST will be paid as per the prevailing GST Rates.

- 1.11 The system will consolidate the bid value by multiplying the quantity and rates of different heads for year-wise and compute the total bid value for each year as per the Table provided below:

FINANCIAL BID – FINAL ABSTRACT IN THE BOQ		
Work: Providing Catering and Housekeeping Services for the Management Development Centre, Guest House and Married Housing Units at IIMB Campus		
Sl. No.	Description	Total (Rs.) without GST
1	TOTAL - Year 1	
2	TOTAL - Year 2	
3	TOTAL- Year 3	
TOTAL		

Note: The bidder has to quote the rates taking into consideration, the following points-

- 1) The approx. occupancy level in MDC is 65% to 75% per day.
- 2) The quantity mentioned is indicative and for evaluation purpose only.
IIMB does not guarantee any minimum quantity.
- 3) Under no circumstances, there will be revision in rates.
- 4) The bidder has to quote separately for each year.
- 5) The quantity ratio for National Participants and International Participants will be 90% : 10%.

General Notes:

1. THE RATES QUOTED FOR THE SECOND YEAR CAN BE HIGHER/LOWER/SAME THAN THE RATES QUOTED FOR THE FIRST YEAR AND THE RATES QUOTED FOR THIRD YEAR CAN BE HIGHER/LOWER/SAME THAN THE RATES QUOTED FOR THE SECOND YEAR/FIRST YEAR.
2. THE BIDDER SHALL READ THE PROCESS FOR EVALUATION OF L1 BIDDER BEFORE SUBMISSION OF QUOTE.
3. THE BIDDERS ARE TO ENTER THE RATES ONLY. THE AMOUNT IS AUTOMATICALLY CALCULATED.
4. THE RATES/VALUES TO BE ENTERED FOR THE CELLS WHICH ARE IN BLUE AND YELLOW.

Evaluation of bids for arriving at L1 Bidder:

- 1 A methodology has been arrived for selection of the L1 bidder by the Institute which is as follows:
- 2 The amount quoted by the individual bidder for the Year -1 will be divided by 1.07^0 and the Discounted Amount would be arrived at.
- 3 The amount quoted by the individual bidders for the Year-2 will be divided by 1.07^1 and the Discounted Value would be arrived at.
- 4 The Amount quoted for the Year-3 will be divided by 1.07^2 and the Discounted value would be arrived at.
- 5 The discounted amount for all three years (Year 1, 2 and 3) after the said formula application, would be summed up for individual bidders and the lowest among them would be taken as L1 bidder. The said bidder would be considered for the work.
- 6 However, work will be awarded at the actual amount quoted by this L1 Bidder and not the Discounted Value calculated by IIMB.

Example of the same is given below:

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

Year	Bidder 1 (Quoted Value)	Discounted Value based on IIMB Calculations
Year -1	3,80,52,698.00	3,80,52,698.00
Year-2	4,10,28,479.00	3,83,44,372.90
Year- 3	4,45,87,124.00	3,89,44,120.88
Total	12,36,68,301.00	11,53,41,191.78

Year	Bidder 2 (Quoted Value)	Discounted Value based on IIMB Calculations
Year -1	3,75,98,943.00	3,75,98,943.00
Year-2	4,05,79,463.00	3,79,24,731.78
Year- 3	4,54,91,328.00	3,97,33,887.68
Total	12,36,69,734.00	11,52,57,562.45

Year	Bidder 3 (Quoted Value)	Discounted Value based on IIMB Calculations
Year -1	3,96,48,237.00	3,96,48,237.00
Year-2	4,07,49,752.00	3,80,83,880.37
Year- 3	4,53,79,651.00	3,96,36,344.66
Total	12,57,77,640.00	11,73,68,462.03

From the above it can be seen that Bidder 2 is L1 (By considering the Discounted Value).

DESCRIPTION OF ITEMS (DISHES)

APPENDIX A - Breakfast (Unlimited) (Buffet)

Sl. No.	Items	Qty	National Participants	International Participants	Remarks
A	<u>Starters - Items to be kept available daily (A1 to A9)</u>				
A1	Juice	2 canned Juice /2 fresh juice in medium size glass	Canned & Fresh Vegetable Juice & Fresh Fruit Juice/Two Fresh Vegetable juice	Canned & Fresh Vegetable Juice & Fresh Fruit Juice	Canned, Fresh Vegetable and Fresh Fruit Juice to be kept available with Two variety in each juice. Vegetables - Cucumber / Carrot / Bitter gourd Fruits - Apple / Mango (seasonal) / Guava / Orange / Watermelon / Pineapple it should be rotational.
A2	Fresh cut fruits	2 fresh cut fruits, seasonal	Papaya/Apple / Guava / Mango (seasonal) / Orange / Watermelon	Papaya and other fruit (Apple / Guava / Mango (seasonal) / Orange / Watermelon	Cut fruits with any one variety of fruit. The fruit used in the juice should be different from the chopped fruits on the same day.
A3	Organic Food, Sprouts/Jaggery/Honey		Green peas / Moong/Asst Channa/Cut Vegetable	Green peas / Moong/Asst channa / Millets one hot dish	Any one variety
A4	Bread		Milk Bread / Brown Bread / Whole wheat Bread/Croissant /Muffin/ Danesh pastry / bagels / yoghurt	Milk Bread / Brown Bread / Whole wheat Bread / croissant / muffin / bagels / yoghurt	All varieties to be kept available
A5	Butter	1 cube	Salted / Non-salted	Salted / Non-salted/Peanut butter	All varieties to be kept available

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

	Cheese		Three types of cheese	Five types International cheese	All varieties to be kept available
A6	Jam / Marmalade	1 sachet	Jam / Marmalade	Jam / Marmalade/Cheese spread	All varieties to be kept available
A7	Honey	1 sachet	Honey	Honey/Maple syrup	
A8	Mineral Water	250ml			
A9	Sugar/Sugar free	sachet		Brown suger	Powdered sugar to be kept with sachet with tea spoon
B	<u>Beverages - Items to be kept available daily (B1 to B3)</u>				
B1	Coffee	Unlimited	Filter Coffee / Instant (Bru / Nescafe)	Filter Coffee / Instant (Bru / Nescafe)	All varieties to be kept available
B2	Tea	Unlimited	Green Tea / Lemon Tea / Honey-Lemon Tea / Normal Tea / Tea with Teabags	Green Tea / Lemon Tea / Honey-Lemon Tea / Tea with Tetley Teabags	All varieties to be kept available
B3	Milk	Unlimited	Plain milk / Badam milk / Milk with Bournvita	Plain milk / Badam milk / Milk with Bournvita	Any one variety Both hot milk and cold milk to be kept available.
C	<u>Cereals - Items to be kept available daily</u>				
C1	Cereals	1 medium bowl	Corn Flakes / Wheat Flakes / Chocos / Muesli	Corn Flakes / Wheat Flakes / Chocos / Muesli	All varieties other than Muesli to be kept available. Only Muesli to be kept once in a week.
D	<u>Omlete - Items to be kept available daily (D1 to D2)</u>				
D1	Egg at site	Eggs on request	Chesse Omlete / Mushroom Omlete / Masala Omlete	Chesse Omlette / Mushroom Omlette / Masala Omlette	All varieties to be kept available. To be prepared on customer's order only.

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

D2	Egg at site		Boiled/Egg Burji	Boiled / Fried / Scrambled / Egg Bhurji	Both in the buffet
E	Main Menu for Breakfast - Daily one variety out of each item (E1 to E7)				
E1	Idli / Vada / Sagu / Sambar / Chutney / Oats or Dal Khichdi		Idli / Vada / Sagu / Sambar / Chutney / Oats or Dal Khichdi	Pancake/ Baked beans/One Potato and Mushroom dish	Idli - Plain idli / Rava idli Sambar - Pimentos / Broccoli / vegetable / ghee / Gingelly oil Sagu - Potato Chutney - Coconut chutney / tomato chutney
E2	Dosa / Sambar / Chutney / Oats or Dal Khichdi		Dosa / Sambar / Chutney / Oats or Dal Khichdi / Veg Upma	French toast/Baked beans/One Potato and Mushroom dish	Dosa - Plain Dosa / Masala Dosa Sambar - Pimentos / Broccoli / vegetable / ghee / Gingelly oil Chutney - Coconut chutney / tomato chutney
E3	Pongal / Vada / Sambar / Chutney / Oats or Dal Khichdi		Pongal / Vada / Sambar / Chutney / Oats or Dal Khichdi / Rava Idly / Sagu	Waffles/Baked beans/One Potato and Mushroom dish	Sambar - Pimentos / Broccoli / vegetable / ghee / Gingelly oil Chutney - Coconut chutney / tomato chutney
E4	Kesari Bath / Khara Bath / Chutney / Oats or Dal Khichdi		Poori / Chana Masala / Kesari Bath / Khara Bath / Chutney / Oats or Dal Khichdi	Pancake/ Baked beans/One Potato and Mushroom dish	Kesari Bath - Nandini Ghee and Dry fruits Khara Bath - Vegetables & Ghee & Fresh peas
E5	Poori / Aloo Masala / Chutney / Oats or Dal Khichdi		Poori / Aloo Masala / Chutney / Oats or Dal Khichdi / Kaal Dosa / Kadala Curry / Pongal	French toast/Baked beans/One Potato and Mushroom dish	Chutney - Coconut Chutney
E6	Dosa / Sambar / Chutney / Oats or Dal Khichdi		Dosa / Sambar / Chutney / Oats or Dal Khichdi / Suggi / Poha	Waffles/Baked beans/One potato and mushroom dish	Dosa - Rava Dosa / Onion Dosa / Uttappam Sambar - Pimentos / Broccoli / vegetable / ghee / Gingelly oil

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

					Chutney - Coconut chutney / tomato chutney
E7	Paratha / Raitha / Chutney / Oats or Dal Khichdi		Paratha / Raitha / Chutney / Oats or Dal Khichdi / Lemon Rice / Fruit Kesari / Veg. Semiya	Pancake/ Baked beans/One Potato and Mushroom dish	Paratha - Aloo Paratha / onion Paratha Raitha - Fresh Curd, Onion, Cucumber Chutney - Coconut Jilebi - to be prepared with specified brand mix only

DESCRIPTION OF ITEMS (DISHES)

APPENDIX B - Lunch & Dinner (Unlimited) (Buffet)

Sl. No.	Items	Qty	National Participants	International Participants	Remarks
A	<u>Starters - Items to be kept available daily (A1 to A7)</u>				
A1	Salad		all types of indian vegetable/fruit salad	Russian, lettuce, pinepapple mustard, tossed, tomotoe and cheese with vinegar dressing, potato leek and other imported vegetable salad.	All varieties to be kept available Vegetables - Cucumber / Carrot / Onion - any three for regular lunch and dinner and any four for international with assorted cheese
A2	Sprouts		Green peas / Moong	Green peas / Moong	Any one variety
A3	Soup	Small Bowl	all type indian soup	all type international soups	Any one variety
A4	Curd/Salad		Kimchy / Waldrof / Pineapple Mint / Hawaian / Chana Chat / Aloo Chat / Russian Salad	yogurt, hot pasta, assorted pasta	any one variety

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

A5	Papad				
A6	Sweet		Jamun / Jilebi / Burfi (indian sweets on demand)	Jamun / Jilebi / Burfi with ice cream cut fruits (international deserts on demand)	Any one variety to be kept available. Jamun - Gulab Jamun / Dry Jamun Burfi - Badam Burfi / Cashew Burfi with ice cream
A7	Mineral Water	250ml			
B	Main Menu for Lunch & Dinner - Items to be kept available daily (B1 to B10)				
B1	Rice		Plain rice	Plain rice	
B2	Flavoured Rice		Veg Pulao / Peas Pulao / Veg Biryani / Veg Hyderabadi Biryani / Aloo Biryani / Paneer Biryani / Veg Fried Rice / Ghee Rice / Jeera Rice / Lemon Rice / Tamarind Rice / Coconut Rice / Bisibele Bath / Vangi Bath / Tomato Bath / Puliogare / Dry Fuit Pulao	all kinds of flavoured rice should be available	Any one variety
B3	Rasam		Tomato / Pineapple / Beetroot / Drumstick / Dal Pepper / Tamarind / Lemon / Garlic		Any one variety
B4	Roti		Tandoori Roti / Kulcha / Butter Naan / Coil Paratha / Bhatura / Palak Paratha / Rumali Roti / Ghee Chapathi / Kashmiri Naan / Paneer and Mushroom rolls	Tandoori Roti / Kulcha / Butter Naan / Coil Paratha / Rumali Roti / Plain Roti / Kashmiri Naan / Paneer and Mushroom rolls	Any one variety

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

B5	Veg Curry		Paneer Butter Masala / Paneer Shahi Kurma / Paneer Green Peas / Paneer Kadai Masala / Palak Paneer / Veg Makhanwala / Veg Kadai Masala / Veg Kofta / Malai Kofta / Navratan Korma / Gobi Mutter / Aloo Posto / Avial / Green Peas Masala / Veg Kholapuri, Veg Hyderabad	all types of south and north indian veg curry	Any one variety
B6	Veg Dry		Chilli Paneer / Paneer Tikka / Aloo Methi Dry / Bhindi Tomato Fry / Aloo Green Peas Dry / Aloo Gobi Dry / Taiwan Gobi / Babycorn Golden Fry / Gobi Manchurian / Rajasthan Bhindi Fry	all international veg dishes	Any one variety
B7	Dal / Sambar		Dal Tadka / Yellow Dal / Dal Makhani / Rajma Dal / Dal Pancharatna / Dahi Kadhi / Chana Dal Tadka / Vatha Kulambu / Kara Kulambu	Mushroom Biryani / herb rice/butter rice with boiled vegetable/ Pasta / Spaghetti	Any one variety Dal - Tur Dal other than Chana Dal Tadka
B8	Curd Rice				Mixed with Tadka
B9	Pickle		Mango / Lemon / Mixed		All varieties to be kept available.
B10	Chinese cuisines		apart from the above on request; working lunch and chinese / italian cuisines to be made available		

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

C	Non Vegetarian Dish		Fish Fry / Tawa Fry / Curry / Fish Mint / Steamed Fish / Fish Finger / Gowan Fish Curry / Prawns Fry / Curry Manchuri / Mutton Chettinadu Gravy / Rohan Ghosh / Kalami / Chicken Manchurian / Lemon Chicken Smoken / Chicken65 / Chicken Lollipop / Chicken Drums of Heaven / Chicken Garlic / Chicken Malai Kabab / Tandoori Chicken / Butter Chicken / Pepper Chicken / Chicken Nilgiris / Tiger Prawns Chilli / Tiger Prawns Fry (apart from the above list dishes on demand should be prepared)	all international non veg dishes	Any one variety – only sea fish and varieties include seer, pomfret (white/black), butter fish etc.,
D	Desserts - Items to be kept available daily (D1 to D4)				
D1	Fennel (Sounf)		Plain / Flavoured		Four Types. All varieties to be kept available.
D2	pan	Nos			only for Special and international food only
D3	*Ice Cream	Scoop	Vanilla / Butterscotch / Mango / Pista	Black Current	Any one variety * Only on special occasions.
D4	Fruits		Banana / Musri Apple / Fruit Custard / Orange / Fruit Salad	Fruit Custard / Trifle	All items to be kept available.

DESCRIPTION OF ITEMS (DISHES)

APPENDIX C - Special Lunch & Dinner (Unlimited) (Buffet) (Special Occasions)

Sl. No.	Items	Unit	National Participants	International Participants	Remarks
A	Starters - Items to be kept available daily (A1 to A8)				

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

A1	Welcome drink (Fruit Juice)	-	Watermelon / Apple / aerated water with two veg and two nonveg starters		all
A2	Salad		all types of Indian vegetable/fruit salad	Russian, lettuce, pineapple mustard, tossed, tomato and cheese with vinegar dressing, potato leek and other imported vegetable salad.	All varieties to be kept available Vegetables - Cucumber / Carrot / Onion - any three for regular lunch and dinner and any four for international with assorted cheese
A3	Sprouts		Green peas / Moong	Green peas / Moong	Any one variety
A4	Soup	Small Bowl	all type Indian soup	all type international soups	Any one variety
A5	Curd/Salad		Kimchy / Waldrof / Pineapple Mint / Hawaiian / Chana Chat / Aloo Chat / Russian Salad	yogurt, hot pasta, assorted pasta	any one variety, extra pasta, boiled vegetable.
A6	Papad				any one variety
A7	Sweet		Jamun / Jilebi / Burfi (Indian sweets on demand)	Jamun / Jilebi / Burfi with ice cream cut fruits (international deserts on demand)	Any one variety to be kept available. Jamun - Gulab Jamun / Dry Jamun Burfi - Badam Burfi / Cashew Burfi with icecream
A8	Mineral Water	Can			
B	<u>Main Menu for Lunch (B1 to B9)</u>				
B1	Rice		Plain rice	Plain rice	

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

B2	Flavoured Rice		Veg Biryani / Veg Hyderabad Biryani / Aloo Biryani / Paneer Biryani / Veg Fried Rice / Ghee Rice / Jeera Rice / Lemon Rice / Tamarind Rice / Coconut Rice / Bisibele Bath / Vangi Bath / Tomato Bath / Puliogare / Dry Fruit Pulao / Veg Pulao / Peas Pulao		Any one item
B3	Rasam		Tomato / Pineapple / Beetroot / Drumstick / Dal Pepper / Tamarind / Lemon / Garlic		Any one item
B4	Roti		Tandoori Roti / Kulcha / Butter Naan / Coil Paratha / Bhatara / Palak Paratha / Rumali Roti / Ghee Chapathi / Kashmiri Naan / Paneer and Mushroom rolls	Tandoori Roti / Kulcha / Butter Naan / Coil Paratha / Rumali Roti / Plain Roti / Kashmiri Naan / Paneer and Mushroom rolls	Any one item
B5	Veg Curry		Paneer Butter Masala / Paneer Shahi Kurma / Paneer Green Peas / Paneer Kadai Masala / Palak Paneer / Veg Makhanwala / Veg Kadai Masala / Veg Kofta / Malai Kofta / Navratan Korma / Gobi Mutter / Aloo Posto / Avial / Green Peas Masala		Any one item
B6	Veg Dry		Chilli Paneer / Paneer Tikka / Aloo Methi Dry / Bhindi Tomato Fry / Aloo Green Peas Dry / Aloo Gobi Dry / Taiwan Gobi / Babycorn Golden Fry / Gobi Manchurian / Rajasthan Bhindi Fry	Stuffed Mushroom / Mushroom Corn Dry / Arvi Masala Dry / Arvi Dry	Any one item

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

B7	Dal / Sambar		Dal Tadka / Yellow Dal / Dal Makhani / Rajma Dal / Dal Pancharatna / Dahi Kadhi / Chana Dal Tadka / Vatha Kulambu / Kara Kulambu	Mushroom Biryani / Pasta / Spaghetti	Any one item
B8	Curd Rice				
B9	Pickle		Mango / Lemon / Mixed		All items to be kept available.
C	Non Vegetarian Dish		Fish Fry / Tawa Fry / Curry / Fish Mint / Steamed Fish / Fish Finger / Goan Fish Curry / Prawns Fry / Curry Manchuri / Mutton Chettinadu Gravy / Rohan Ghosh / Lucknowi Galouti Kebab / North Indian Laziz Lamb Handi / Kashmiri Khatta Meat / Rajasthani Laal Maas/ Kalami / Chicken Manchurian / Lemon Chicken Smoken / Chicken65 / Chicken Lollipop / Chicken Drums of Heaven / Chicken Garlic / Chicken Malai Kabab / Tandoori Chicken / Butter Chicken / Pepper Chicken / Chicken Nilgiris / Tiger Prawns Chilli / Tiger Prawns Fry (apart from the above any dishes to be made available on request)	Chicken Fried Rice / Chicken Biryani / Mutton Biryani / Chicken Noodles / American Chopsuey Noodles / Macaroni baked / Mutton Stroganoff (apart from the above any dishes to be made available on request)	Any two items, Fish – only sea fish and varieties include seer, pomfret (white/black), butter fish etc.,
D	Desserts (D1 to D4)				
D1	Fennel (Sounf)		Plain / Flavoured		4 Types
D2	Ice Cream	Scoop	Vanilla / Butterscotch / Mango / Pista		
D3	Fruits		Banana / Musri Apple / Fruit Custard / Orange / Fruit Salad	Fruit Custard / Trifle	

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

D4	Paan		Plain / Flavoured		Both items to be kept available.
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- Note:** Rate quoted here should include the cost of the items such as: Steel Utensils, wooden Spoons, Manpower, Mineral Water Cans, Arecanut leaf Bowls, Wooden Plates, Wooden Sticks for eating fruits, Wooden Spoons for Ice-creams, Meals, water glass, Tissues, Menu Display Banners, Shamiyana, German pagoda, etc.

DESCRIPTION OF ITEMS (DISHES)

APPENDIX D - Special Dinner (Unlimited) (Buffet) (Convocation Day)

Sl. No.	Items	Qty	National Participants	International Participants	Remarks
A	Starters - Items to be kept available daily (A1 to A6)				
A1	Welcome drink (Fruit Juice)	-	Watermelon / Apple / aerated water with two veg and two nonveg starters		all
A2	Salad		all types of Indian vegetable/fruit salad	Russian, lettuce, pineapple mustard, tossed, tomato and cheese with vinegar dressing, potato leek and other imported vegetable salad.	All varieties to be kept available Vegetables - Cucumber / Carrot / Onion - any three for regular lunch and dinner and any four for international with assorted cheese
A3	Sprouts		Green peas / Moong / radish / fenugreek	Green peas / Moong	Any one variety
A4	Soup	Small Bowl	all type Indian soup	all type international soups	Any one variety
A5	Curd/Salad		Kimchy / Waldrof / Pineapple Mint / Hawaiian / Chana Chat / Aloo Chat / Russian Salad	yogurt, hot pasta, assorted pasta	any one variety, extra pasta, boiled vegetable.
A6	Papad				must have

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

A7	Sweet		Jamun / Jilebi / Burfi (Indian sweets on demand)	Jamun / Jilebi / Burfi with ice cream cut fruits (international deserts on demand)	Any one variety to be kept available. Jamun - Gulab Jamun / Dry Jamun Burfi - Badam Burfi / Cashew Burfi with ice cream
A8	Mineral Water	Can			
B	<u>Main Menu for Dinner</u>				
B1	Rice		Plain rice	Plain rice	
B2	Flavoured Rice		Veg Pulao / Peas Pulao / Veg Biryani / Veg Hyderabadi Biryani / Aloo Biryani / Paneer Biryani / Veg Fried Rice / Ghee Rice / Jeera Rice / Lemon Rice / Tamarind Rice / Coconut Rice / Bisibele Bath / Vangi Bath / Tomato Bath / Puliogare / Dry Fuit Pulao		Any one item
B3	Rasam		Tomato / Pineapple / Beetroot / Drumstick / Dal Pepper / Tamarind / Lemon / Garlic		Any one item
B4	Roti		Tandoori Roti / Kulcha / Butter Naan / Coil Paratha / Bhatura / Palak Paratha / Rumali Roti / Ghee Chapathi / Kashmiri Naan / Paneer and Mushroom rolls	Tandoori Roti / Kulcha / Butter Naan / Coil Paratha / Rumali Roti / Plain Roti / Kashmiri Naan / Paneer and Mushroom rolls	Any one item

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

B5	Veg Curry		Paneer Butter Masala / Paneer Shahi Kurma / Paneer Green Peas / Paneer Kadai Masala / Palak Paneer / Veg Makhanwala / Veg Kadai Masala / Veg Kofta / Malai Kofta / Navratan Korma / Gobi Mutter / Aloo mutter / Avial / Green Peas Masala / Veg Hyderabad / Veg Kholapuri / Chettinad Veg		Any one item
B6	Veg Dry		Chilli Paneer / Paneer Tikka / Aloo Methi Dry / Bhindi Tomato Fry / Aloo Green Peas Dry / Aloo Gobi Dry / Taiwan Gobi / Babycorn Golden Fry / Gobi Manchurian / Rajasthan Bhindi Fry	Stuffed Mushroom / Mushroom Corn Dry / Arvi Masala Dry / Arvi Dry	Any one item
B7	Dal / Sambar		Dal Tadka / Yellow Dal / Dal Makhani / Rajma Dal / Dal Pancharatna / Dahi Kadhi / Chana Dal Tadka / Vatha Kulambu / Kara Kulambu	Mushroom Biryani / Pasta / Spaghetti	Any one item
B8	Curd Rice				
B9	Chinese cuisines		Apart from the above on request; working lunch and chinese / italian cuisines to be made available		All items to be kept available.
B10	Pickle		Mango / Lemon / Mixed		Any two items

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

C	Non Vegetarian Dish		Fish Fry / Tawa Fry / Curry / Fish Mint / Steamed Fish / Fish Finger / Gowan Fish Curry / Prawns Fry / Curry Manchuri / Mutton Chettinadu Gravy / Rohan Ghosh / Kalami / Chicken Manchurian / Lemon Chicken Smoken / Chicken65 / Chicken Lollipop / Chicken Drums of Heaven / Chicken Garlic / Chicken Malai Kabab / Tandoori Chicken / Butter Chicken / Pepper Chicken / Chicken Nilgiris / Tiger Prawns Chilli / Tiger Prawns Fry (apart from the above any dishes to be made available on request)	Chicken Fried Rice / Chicken Biryani / Mutton Biryani / Chicken Noodles / American Chopsuey Noodles / Macaroni baked / Mutton Stroganoff (apart from the above any dishes to be made available on request)	Fish – only sea fish and varieties include seer, pomfret (white/black), butter fish etc.,
D	Desserts				4 Types
D1	Fennel (Sounf)		Plain / Flavoured		
D2	Ice Cream	Scoop	Jackfruit / tender coconut / guava flavoured ice cream		
D3	Fruits		Banana / Musri Apple / Fruit Custard / Orange / Fruit Salad	Fruit Custard / Trifle	Both items to be kept available.
D4	Paan		Plain / Flavoured		

Note: Rate quoted here should include the cost of the items such as: Steel Utensils, wooden Spoons, Manpower, Mineral Water Cans, Arecanut leaf Bowls, Wooden Plates, Wooden Sticks for eating fruits, Wooden Spoons for Ice-creams, Meals, water glass, Tissues, Menu Display Banners, Shamiyana, German pagoda, etc.

DESCRIPTION OF ITEMS (DISHES)

APPENDIX E - Special Lunch (Unlimited) (Buffet) (Foundation Day)

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

Sl. No.	Items	Unit	National Participants	International Participants	Remarks
A	<u>Starters - Items to be kept available daily (A1 to A8)</u>				
A1	Welcome drink (Fruit Juice)	-	Watermelon / Apple / aerated water with two veg and two nonveg starters		all
A2	Salad		all types of indian vegetable/fruit salad	Russian, letuce, pinepapple mustard, tossed, tomotoe and cheese with vinegar dressing, potato leek and other imported vegetable salad.	All varieties to be kept available Vegetables - Cucumber / Carrot / Onion - any three for regular lunch and dinner and any four for international with assorted cheese
A3	Sprouts		Green peas / Moong	Green peas / Moong	Any one variety
A4	Soup	Small Bowl	all type indian soup	all type international soups	Any one variety
A5	Curd/Salad		Kimchy / Waldrof / Pineapple Mint / Hawaian / Chana Chat / Aloo Chat / Russian Salad	yogurt, hot pasta, assorted pasta	any one variety, extra pasta, boiled vegetable.
A6	Papad				must have
A7	Sweet		Jamun / Jilebi / Burfi (indian sweets on demand)	Jamun / Jilebi / Burfi with ice cream cut fruits (international deserts on demand)	Any one variety to be kept available. Jamun - Gulab Jamun / Dry Jamun Burfi - Badam Burfi / Cashew Burfi with icecream
A8	Mineral Water	Can			

B	<u>Main Menu for Lunch (B1 to B9)</u>				
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Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

B1	Rice		Plain rice	Plain rice	
B2	Flavoured Rice		Veg Pulao / Peas Pulao / Veg Biryani / Veg Hyderabad Biryani / Aloo Biryani / Paneer Biryani / Veg Fried Rice / Ghee Rice / Jeera Rice / Lemon Rice / Tamarind Rice / Coconut Rice / Bisibele Bath / Vangi Bath / Tomato Bath / Puliogare / Dry Fruit Pulao		Any one item
B3	Rasam		Tomato / Pineapple / Beetroot / Drumstick / Dal Pepper / Tamarind / Lemon / Garlic		Any one item
B4	Roti		Tandoori Roti / Kulcha / Butter Naan / Coil Paratha / Bhatura / Palak Paratha / Rumali Roti / Ghee Chapathi / Kashmiri Naan / Paneer and Mushroom rolls	Tandoori Roti / Kulcha / Butter Naan / Coil Paratha / Rumali Roti / Plain Roti / Kashmiri Naan / Paneer and Mushroom rolls	Any one item
B5	Veg Curry		Paneer Butter Masala / Paneer Shahi Kurma / Paneer Green Peas / Paneer Kadai Masala / Palak Paneer / Veg Makhanwala / Veg Kadai Masala / Veg Kofta / Malai Kofta / Navratan Korma / Gobi Mutter / Aloo Posto / Avial / Green Peas Masala		Any one item

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

B6	Veg Dry		Chilli Paneer / Paneer Tikka / Aloo Methi Dry / Bhindi Tomato Fry / Aloo Green Peas Dry / Aloo Gobi Dry / Taiwan Gobi / Babycorn Golden Fry / Gobi Manchurian / Rajasthan Bhindi Fry	Stuffed Mushroom / Mushroom Corn Dry / Arvi Masala Dry / Arvi Dry	Any one item
B7	Dal / Sambar		Dal Tadka / Yellow Dal / Dal Makhani / Rajma Dal / Dal Pancharatna / Dahi Kadhi / Chana Dal Tadka / Vatha Kulambu / Kara Kulambu	Mushroom Biryani / Pasta / Spaghetti	Any one item
B8	Curd Rice				
B9	Pickle		Mango / Lemon / Mixed		All items to be kept available.

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

C	Non-Vegetarian Dish		Fish Fry / Tawa Fry / Curry / Fish Mint / Steamed Fish / Fish Finger / Gowan Fish Curry / Prawns Fry / Curry Manchuri / Mutton Chettinadu Gravy / Rohan Ghosh / mutton pepper fry / mutton chops / Kalami / Chicken Manchurian / Lemon Chicken Smoken / Chicken65 / Chicken Lollipop / Chicken Drums of Heaven / Chicken Garlic / Chicken Malai Kabab / Tandoori Chicken / Butter Chicken / Pepper Chicken / Chicken Nilgiris / Tiger Prawns Chilli / Tiger Prawns Fry (apart from the above any dishes to be made available on request)	Chicken Fried Rice / Chicken Biryani / Mutton Biryani / Chicken Noodles / American Chopsuey Noodles / Macaroni baked / Mutton Stroganoff (apart from the above any dishes to be made available on request)	Any two items. Fish – only sea fish and varieties include seer, pomfret (white/black), butter fish etc.,
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D	Desserts (D1 to D4)				
D1	Fennel (Sounf)		Plain / Flavoured		4 Types
D2	Ice Cream	Scoop	Vanilla / Butterscotch / Mango / Pista		
D3	Fruits		Banana / Musri Apple / Fruit Custard / Orange / Fruit Salad	Fruit Custard / Trifle	
D4	Paan		Plain / Flavoured		Both items to be kept available.
E	Live counters (E1 to E6)				
E1	Dosa		Plain / Masala / Ragi		3 Types

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

E2	Chats		Bhel puri / Pani puri / Dhai puri / Aloo chat / Papad chat		4 Types
E3	Fruits		Banana / Musri Apple / Fruit Custard / Orange / Fruit Salad	Fruit Custard / Trifle	Both items to be kept available.
E4	Chinese		Noodles / Fried rice / Gobi Manchurian / Spring roll		
E5	Veg / Non - veg		Aloo tikka / Hara Bhara kabab		
E6	Sweet		Jalebi		

Note:

- > The cost of fruits should include the cutting the fruits in different shapes in an attractive manner.
- Rate quoted here should include the cost of the items such as: Steel Utensils, wooden Spoons, Manpower, Mineral Water Cans, Arecanut leaf Bowls, Wooden Plates, Wooden Sticks for eating fruits, Wooden Spoons for Ice-creams, Meals, water glass, Tissues, Menu Display Banners, Shamiyana, German pagoda, Round Tables etc.
- > Rate quoted here should include the cost of the items A1 to 15 under Appendix H and the cost towards payment of wages to the extra manpower deployed for these occasions.
- > 1500 nos. (packs) for live counters out of 6000 nos..
- > Cleaning

APPENDIX F - Snacks/Sweets/Savories/Beverages			
1	Snacks	Particulars	Remarks
1a	Snacks	Aloo Bonda / Tomato Bonda / Mangalore Bonda / Medu Vada / Sabudana Vada / Masala Vada / Aloo Samosa / Patti Samosa / Bread Butter Toast / Veg Cutlet /apple slice with peanut butter / veg seekh kabab / Cheese Patty / Maddur Vada / Dal Vada / / Veg Noodles / Spring Roll / Paneer Roll / Vg Kathi Roll / Kachori / Veg Momos (any other dish on special request)	One or two items should be kept available as per order. (150 gms) To be served with Tomato Sauce. (If the items ordered are more than one item, the rate for two items will be paid).
1b	Sandwiches	Veg Sandwich / Fruit Sandwich / Cheese Sandwich / Dhokla / Veg Burger /grilled sandwich	Any one item should be kept available (150 gms) To be served with Tomato Sauce.
1c	Pakoda	Onion Pakoda / Palak Pakoda / Paneer Pakoda	Any one item should be kept available (150 gms) To be served with Tomato Sauce.
1d	Baths	Vermicelli Upma / Avalakki Bath / Kharabath / Kesaribath	Any one item should be kept available (150 gms)
1e	Pizza	Pizza	To be prepared on order (150 gms) To be served with Tomato Sauce.
1f	Dryfruits	Fried Cashewnuts / Fried Almonds	To be issued in plates (150 gms)

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

2	Sweet	Gulab Jamun / Dry Jamun / Jilebi / Ras Malai / Chum Chum / Badam Burfi / Cashew Burfi / Dry Fruits Chikki / Groundnut Chikki	One or two items should be kept available as per order (Each - 20 gms) (If the items ordered are more than one item, the rate for two items will be paid)
3	Cake / Pastry / Chocolate	Plain Sponge / Vanilla / Chocolate / Black Forest / Pineapple/ chocolate moose / chocolate brownie	Any one item should be kept available (Each - 35 gms)
4 (a)	Biscuits	Salt Biscuits / Sweet Biscuits / Oats / Bakery Cookies / Sugar free cookies / Nut biscuits / Cookie-man / Sultana Arab brand cookies / Sponge cookies	Three items should be kept available as per order (Each packet - 75 gms). (Here, the rate includes three items).
4 (b)	In house biscuits	Butter / Ragi / Coconut	These items should be kept available as per order (Each - 5 gms)
5	Chips	Plain Potato / Potato Spicy /Banana	Potato and Banana chips to be kept available (One packet - 100 gms)
6	Coffee	Filter Decoction with Milk	Decoction to be kept in a container which keeps it hot.
7	Tea	Tea with Milk/Masala	Decoction to be kept in a container which keeps it hot.
8	Soft Drinks	Diet Coke / Pepsi / Regular Coke / Fanta / Sprite / Buttermilk / Jaljeera / Lime Juice	To be kept in Tins
9	Fruits	Apple / Mango (seasonal) / Papaya / Watermelon	All items to be kept. Cut fruits to be kept in small bowl

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

10	Chocolates	Fox, mouth freshener, mints, eclairs, etc	These will be kept for international programmes and on request.
10a	Mineral Water	Water Bottle	Small size - 250 ml
10b	Mineral Water	Water Bottle	Medium size - 500 ml
10c	Mineral Water	Water Bottle	Large size - 1 Ltr
10d	Mineral Water	Water Bottle	Can - 20 Ltrs

Appendix G: Estimated Quantity of Food and Beverage Requirement (will be used only bid evaluation purpose)

Sl. No.	Description	Unit	Year 1	Year 2	Year 3
1	APPENDIX - A - Breakfast (Unlimited)	Nos	26000	26000	26000
2	APPENDIX - B - Lunch & Dinner (Unlimited)	Nos	69000	69000	69000
3	APPENDIX - C - Special Lunch & Dinner (Unlimited)	Nos	7200	7200	7200
4	APPENDIX - D - Special Dinner (Unlimited) - Convocation Day	Nos	8200	8200	8200
5	APPENDIX - E - Special Lunch (Unlimited) - Foundation Day	Nos	6000	6000	6000
6	APPENDIX - F - Snacks/Sweets/Savouries/Beverages	Nos	PLEASE REFER APPENDIX H FOR DETAILS		

DESCRIPTION OF ITEMS (DISHES)

APPENDIX H - Snacks/Sweets/Savories/Beverages- Estimated Quantity

Sl. No.	Items	Particulars	Remarks	Unit	Estimated Quantity		
					Year 1	Year 2	Year 3
1	Snacks						
1a	Snacks	Aloo Bonda / Tomato Bonda / Mangalore Bonda / Medu Vada / Sabudana Vada / Masala Vada / Aloo Samosa / Patti Samosa / Bread Butter Toast / Veg Cutlet / Veg Puff / Egg Puff / Cheese Patty / Maddur Vada / Dal Vada / / Veg Noodles / Spring Roll / Paneer Roll / Vg Kathi Roll / Kachori / Veg Momos (anyother dish on special request)	One or two items should be kept available as per order. (150 gms) To be served with Tomato Sauce. (If the items ordered are more than one item, the rate for two items will be paid).	Nos	6000	6000	6000
1b	Sandwiches	Veg Sandwich / Fruit Sandwich / Cheese Sancwich / Dhokla / Veg Burger	Any one item should be kept available (150 gms) To be served with Tomato Sauce.	Nos	6000	6000	6000
1c	Pakoda	Onion Pakoda / Palak Pakoda / Paneer Pakoda	Any one item should be kept available (150 gms) To be served with Tomato Sauce.	Nos	6000	6000	6000

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

1d	Baths	Vermicelli Upma / Avalakki Bath / Kharabath / Kesaribath	Any one item should be kept available (150 gms)	Nos	1000	1000	1000
1e	Pizza	Pizza	To be prepared on order (150 gms) To be served with Tomato Sauce.	Nos	3000	2000	2000
1f	Dryfruits	Fried Cashewnuts / Fried Almonds	To be issued in plates (150 gms)	small plate	500	500	500
2	Sweet	Gulab Jamun / Dry Jamun / Jilebi / Ras Malai / Chum Chum / Badam Burfi / Cashew Burfi / Dry Fruits Chikki / Groundnut Chikki	One or two items should be kept available as per order (Each - 20 gms) (If the items ordered are more than one item, the rate for two items will be paid)	Nos	6000	6000	6000
3	Cake / Pastry	Plain Sponge / Vanilla / Chocolate / Black Forest / Pineapple/ chocolate moose / chocolate brownie	Any one item should be kept available (Each - 35 gms)	Nos	6000	6000	6000
4 (a)	Biscuits	Salt Biscuits / Sweet Biscuits / Oats / Bakery Cookies / Sugar free cookies / Nut biscuits / Cookie-man / Sultana Arab brand cookies / Sponge cookies	Three items should be kept available as per order (Each packet - 75 gms). (Here, the rate includes three items).	Packet	13000	13000	13000
4 (b)	In house biscuits	Butter / Ragi / Coconut	These items should be kept available as per order (Each - 5 gms)	Nos	10000	10000	10000

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

5	Chips	Plain Potato / Potato Spicy /Banana	Potato and Banana chips to be kept available (One packet - 100 gms)	Packet	100	100	100
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6	Coffee	Filter Decoction with Milk	Decoction to be kept in a container which keeps it hot.	small cup	13000	13000	13000
7	Tea	Tea with Milk/Masala	Decoction to be kept in a container which keeps it hot.	small cup	31000	31000	31000
8	Soft Drinks	Diet Coke / Pepsi / Regular Coke / Fanta / Sprite / Buttermilk / Jaljeera / Lime Juice	To be kept in Tins	Tin	500	500	500
9	Fruits	Apple / Mango (seasonal) / Papaya / Watermelon	All items to be kept. Cut fruits to be kept in small bowl	small bowl	500	500	500
10	Mineral Water	Water Bottle	Small size - 250 ml	ml	500	500	500
10a	Mineral Water	Water Bottle	Medium size - 500 ml	ml	500	500	500
10b	Mineral Water	Water Bottle	Large size - 1 Ltr	ltr	500	500	500
10c	Mineral Water	Water Bottle	Can - 20 Ltrs	Nos	500	500	500

Note:

- 1 Eco-friendly materials for serving the above shall be arranged by the contractor. Rate for these materials shall be included in the main item only. No separate payment will be made for these materials.

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

- 2 Rate to be considered separately for each item.
- 3 If two items are ordered in the same category, the rate for two items will be paid. Eg: If Aloo Bonda and Mangalore Bonda are ordered and the rate per item is Rs.10/-, the amount payable will be Rs.20/- (10x2).
- 4 Rate quoted here should include the cost of the items such as: Steel Utensils, wooden Spoons, Manpower, Mineral Water Cans, Aracanut leaf Bowls, Wooden Plates, Wooden Sticks for eating fruits, Wooden Spoons for Ice-creams, Meals, water glass, Tissues, Menu Display Banners, Shamiyana, German pagoda, etc.

APPENDIX I: RATE PER UNIT FOR FOOD AND BEVERAGE ITEMS EXCLUDING GST FOR QUANTITIES SPECIFIED IN APPENDIX G (please refer relevant appendix for description of items)					
Sl. No.	Description	Rate per Unit	Year-1	Year-2	Year-3
1	APPENDIX - A - Breakfast (Unlimited)	Nos			
2	APPENDIX - B - Lunch & Dinner (Unlimited)	Nos			
3	APPENDIX - C - Special Lunch & Dinner (Unlimited)	Nos			
4	APPENDIX - D - Special Dinner (Unlimited) - Convocation Day	Nos			
5	APPENDIX - E - Special Lunch (Unlimited) - Foundation Day	Nos			

APPENDIX J - Snacks/Sweets/Savories/Beverages Rate per unit (REFER APPENDIX H)							
Sl. No.	Items	Particulars	Remarks	Unit	Rate Per Unit for quantity specified in Appendix H		
					Year-1	Year-2	Year-3
1	Snacks						
1a	Snacks	Aloo Bonda / Tomato Bonda / Mangalore Bonda / Medu Vada / Sabudana Vada / Masala Vada / Aloo Samosa / Patti Samosa / Bread Butter Toast / Veg Cutlet / Veg Puff / Egg Puff / Cheese Patty / Maddur Vada / Dal Vada / / Veg Noodles / Spring Roll / Paneer Roll / Vg Kathi Roll / Kachori / Veg Momos (anyother dish on special request)	One or two items should be kept available as per order. (150 gms) To be served with Tomato Sauce. (If the items ordered are more than one item, the rate for two items will be paid).	Nos			
1b	Sandwiches	Veg Sandwich / Fruit Sandwich / Cheese Sancwich / Dhokla / Veg Burger	Any one item should be kept available (150 gms) To be served with Tomato Sauce.	Nos			
1c	Pakoda	Onion Pakoda / Palak Pakoda / Paneer Pakoda	Any one item should be kept available (150 gms) To be served with Tomato Sauce.	Nos			

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

1d	Baths	Vermicelli Upma / Avalakki Bath / Kharabath / Kesaribath	Any one item should be kept available (150 gms)	Nos			
1e	Pizza	Pizza	To be prepared on order (150 gms) To be served with Tomato Sauce.	Nos			
1f	Dryfruits	Fried Cashewnuts / Fried Almonds	To be issued in plates (150 gms)	small plate			
2	Sweet	Gulab Jamun / Dry Jamun / Jilebi / Ras Malai / Chum Chum / Badam Burfi / Cashew Burfi / Dry Fruits Chikki / Groundnut Chikki	One or two items should be kept available as per order (Each - 20 gms) (If the items ordered are more than one item, the rate for two items will be paid)	Nos			
3	Cake / Pastry	Plain Sponge / Vanilla / Chocolate / Black Forest / Pineapple/ chocolate moose / chocolate brownie	Any one item should be kept available (Each - 35 gms)	Nos			
4 (a)	Biscuits	Salt Biscuits / Sweet Biscuits / Oats / Bakery Cookies / Sugar free cookies / Nut biscuits / Cookie-man / Sultana Arab brand cookies / Sponge cookies	Three items should be kept available as per order (Each packet - 75 gms). (Here, the rate includes three items).	Packet			
4 (b)	In house biscuits	Butter / Ragi / Coconut	These items should be kept available as per order (Each - 5 gms)	Nos			

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

5	Chips	Plain Potato / Potato Spicy /Banana	Potato and Banana chips to be kept available (One packet - 100 gms)	Packet			
6	Coffee	Filter Decoction with Milk	Decoction to be kept in a container which keeps it hot.	small cup			
7	Tea	Tea with Milk/Masala	Decoction to be kept in a container which keeps it hot.	small cup			
8	Soft Drinks	Diet Coke / Pepsi / Regular Coke / Fanta / Sprite / Buttermilk / Jaljeera / Lime Juice	To be kept in Tins	Tin			
9	Fruits	Apple / Mango (seasonal) / Papaya / Watermelon	All items to be kept. Cut fruits to be kept in small bowl	small bowl			
10	Mineral Water	Water Bottle	Small size - 250 ml	ml			
10a	Mineral Water	Water Bottle	Medium size - 500 ml	ml			
10b	Mineral Water	Water Bottle	Large size - 1 Ltr	ltr			
10c	Mineral Water	Water Bottle	Can - 20 Ltrs	Nos			

Note:

- 1 Eco-friendly materials for serving the above shall be arranged by the contractor. Rate for these materials shall be included in the main item only. No separate payment will be made for these materials.
- 2 Rate to be considered separately for each item.

Catering and Housekeeping Services at MDC, MHU and Guest Houses at IIMB

3 If two items are ordered in the same category, the rate for two items will be paid. Eg: If Aloo Bonda and Mangalore Bonda are ordered and the rate per item is Rs.10/-, the amount payable will be Rs.20/- (10x2).

4 Rate quoted here should include the cost of the items such as: Steel Utensils, wooden Spoons, Manpower, Mineral Water Cans, Aracanut leaf Bowls, Wooden Plates, Wooden Sticks for eating fruits, Wooden Spoons for Ice-creams, Meals, water glass, Tissues, Menu Display Banners, Shamiyana, German pagoda, etc.

APPENDIX K: House-keeping Service Requirement	
Sl. No.	Particulars
A	Living Rooms Unoccupied (MDC, Guest Houses and MHU)
.	Deep cleaning of rooms including washrooms, sweeping, mopping, dusting, removing of cobwebs, scrubbing, disinfecting, cleaning of glass panes, wardrobes, storage units, luggage rack, mirrors, plumbing fixtures and fittings etc. complete including the cost of non-hazardous cleaning with chemicals, equipment and including the cost of all materials and labour and all incidentals complete as directed. Cycle - Once in two days.
B	Living Rooms Occupied (MDC)
.	Deep cleaning of rooms including washrooms, sweeping, mopping, dusting, removing of cobwebs, scrubbing, disinfecting, cleaning of glass panes, wardrobes, storage units, luggage rack, mirrors, plumbing fixtures and fittings etc. complete including the cost of non-hazardous cleaning with chemicals, equipment and including the cost of all materials and labour and all incidentals complete as directed. Cycle - Daily - before 12.00 noon.
.	Providing bed linen, towels and napkins according to the brands mentioned under Annexure VIII , replacement of the used bed linen, towels and napkins with the washed and pressed ones complete including the cost of bed linen, towels and napkins provided, cost of labour and material for washing and pressing the same and cost of labour for replacing the same as directed by the In-charge of the work. (Please refer Annexure VI and VIII) Cycle - Providing bed linen, towels and napkins once initially and replacing the used bed linen, towels and napkins with the new ones after every 50 wash - Replacing used bed linen- Once in two days - Towels and Napkins - Daily
.	Making of bed complete including cost of labour. Cycle - Daily before 12.00 noon.
.	Providing drinking water in a steel or glass jar, glass cup and in the room and replenishing the same as required by the occupant including the cost of material and labour as directed. Cycle - Daily.
.	Providing Toiletries viz. Soap, comb, tooth brush, shampoo, tooth paste, and shaving kit according to the brand mentioned under Annexure VIII , including the cost of materials and labour complete as directed by the in-charge of the work. Cycle - Daily
.	Providing tea / coffee with sugar or sugarfree / creamer sachets in the rooms including the cost of all materials and labour complete with all incidentals complete as directed. Cycle - Once Daily

	<ul style="list-style-type: none"> Providing two newspapers daily as per the approved list in each occupied room and including collecting it next day and stacking the used newspapers in designated place and disposal of the same periodically including the cost of newspaper and labour complete as directed.
	<ul style="list-style-type: none"> Providing laundramat services to each occupied room including washing, drycleaning and ironing as preferred by the occupant. Cost of service to be chargeable to the occupant based on the fixed rates as approved.
C	Living Rooms Occupied (Guest Houses and MHU)
	<ul style="list-style-type: none"> Deep cleaning of units including washrooms, sweeping, mopping, dusting, removing of cobwebs, scrubbing, disinfecting, cleaning of glass panes, wardrobes, storage units, luggage rack, mirrors, plumbing fixtures and fittings etc. in the presence of the occupant, complete including the cost of non-hazardous cleaning with chemicals, equipment and including the cost of all materials and labour and all incidentals complete as directed. Cycle - Daily.
	<ul style="list-style-type: none"> Providing bed linen, towels and napkins according to the brands mentioned under Annexure VIII, replacement of the used bed linen, towels and napkins with the washed and pressed ones complete including the cost of bed linen, towels and napkins provided, cost of labour and material for washing and pressing the same and cost of labour for replacing the same as directed by the In-charge of the work. (Please refer Annexure VII and VIII) Cycle - Providing bed linen, towels and napkins once initially and replacing the used bed linen, towels and napkins with the new ones after every 50 wash - Replacing used bed linen- Once in two days - Towels and Napkins - Daily
	<ul style="list-style-type: none"> Making of bed complete including cost of labour. Cycle - Daily before 12.00 noon.
	<ul style="list-style-type: none"> Providing drinking water in a steel or glass jar, glass cup and in the room and replenishing the same as required by the occupant including the cost of material and labour as directed. Cycle - Daily.
	<ul style="list-style-type: none"> Providing Toiletries viz. Soap, comb, tooth brush, shampoo, tooth paste, and shaving kit according to the brand mentioned under Annexure VIII, including the cost of materials and labour complete as directed by the in-charge of the work. Cycle - Daily
	<ul style="list-style-type: none"> Providing tea / coffee with sugar or sugarfree / creamer sachets in the rooms including the cost of all materials and labour complete with all incidentals complete as directed. Cycle - Once Daily
D	Common Areas (Area - 50,000 sft approx.) (MDC, MHU and Guest Houses)
	Deep cleaning, sweeping, mopping, dusting, removing of cobwebs, scrubbing, disinfecting, cleaning of glass panes etc. complete in the following areas of MDC Block including the cost of materials and labour complete as directed -

i)	Deep cleaning of Corridors, Lobbies, Yoga Room, Gym Room Staircase (rear and front), Duct Shaft Area, Laundromat Area, Terrace, Baement area, Store rooms, Courtyards etc. complete as directed. Cycle - Once in two days or as per requirement.
ii)	Deep cleaning of Corridors, Lobbies, Common Toilet/Bathroom, Staircases, Admin offices, Store rooms, Electrical Panel rooms etc. complete as directed. Cycle - Once in two days or as per requirement.
iii)	Deep Cleaning, sweeping, mopping, dusting, removing of cobwebs, scrubbing, disinfecting, cleaning of glass panes, tables, chairs, writing boards of Classrooms etc. complete as directed. Cycle - Daily - To be completed 30 minutes before the commencement of the classes / meeting / discussion. (Schedule of Activities in each classroom to be obtained from AO (EEP)).
iv)	Switching on the AC in Classrooms, Seminar rooms and Syndicate rooms etc. complete as directed. Cycle - Daily - 30 minutes before the commencement of the scheduled activities.
v)	Rearranging the layout of chairs, tables etc. complete as per required and directed. Cycle - Daily - 30 minutes before the commencement of the scheduled activities.
vi)	Deep cleaning, sweeping and mopping the surrounding areas of Classrooms, Seminar rooms and tea/coffee/snacks distribution areas complete as directed. Cycle - Daily after each break.
vii)	<u>Classrooms and Seminar Rooms only (Area - 4,900 sft approx.)</u>
.	Cleaning, removal of cobwebs, dusting of the Writing Board and its surrounding area and Lectern etc. complete as directed. Cycle - During each break and after the class - on daily basis. Note: There are two breaks in the morning and two breaks in the afternoon.
.	Removing the Name Strips from the name stands, Cleaning the Classrooms, Removing any unwanted material, Dusting and Disposing of the same complete as instructed by the Programme Secretary. Cycle - Daily - After completion of each programme.
viii)	<u>Reception Desk - MDC and Guest Houses</u>
.	Manning the Front Office / Reception Desk round the clock with qualified and experienced staff including attending to calls, assisting the participants for check-in and check-out as directed by the in-charge.

ix)	<p>MHU (2 Blocks-North Block and South Block) (26 Houses + 4 Guest Houses = 30 Houses) (One Block consists of 15 no. of houses) 26 houses are occupied - Cleaning to be done outside the houses only. 4 Guest Houses - Cleaning to be done both inside and outside the houses. D, E & E1 Type Guest Houses - 4 nos. - Cleaning to be done.</p>
.	<p>Deep cleaning, sweeping, mopping, dusting, disinfecting, removing of cobwebs in toilets, common areas, terrace and surrounding areas etc. complete as directed by the in-charge. Cycle - Daily.</p>
.	<p>Miscellaneous Works (MDC)</p>
.	<p>Carting of Stationery material form EEP office to MDC and MDC to EEP Office. Distribution of teaching material to participants' rooms and to faculty residences - in the case of emergency. Carrying luggage of participants from the vehicle to the rooms allotted to them and vice versa - on arrival and departure of programme participants. Getting medicines for the participants from medical shop - in the case of emergency only. Making arrangements (placing of chairs etc.) for group photograph of the programmes - once during the programme. (There will be about 80 programmes conducted in a year). Serving food to the sick participants and VIPs - Occasional requirement. Cycle - As per requirement.</p>
	<p>Deep cleaning of Overhead Water Tanks at MDC as instructed by in-charge. (RCC Tanks - 4 nos. & PVC Tanks - 6 nos.) Cycle - once in three months.</p>
.	<p>Water testing to be got done by the Service Provider as per Standards.</p>
.	<p>Deep cleaning, sweeping, mopping, dusting, disinfecting, removal of cobwebs in Corridors, Lobbies, Yoga Room, Gym Room Staircase (rear and front) Duct Shaft Area, Laundromat Area, Terrace, Basement area, Store rooms, Courtyards etc. complete as directed. Cycle - Once in Two Days.</p>
.	<p>Deep cleaning, sweeping, mopping, dusting, disinfecting, removal of cobwebs in Corridors, Lobbies, Common Toilet/Bathroom, Staircases, Admin offices, Store rooms, Elecrical Panel rooms etc. complete as directed. Cycle - Once in Two Days.</p>

.	Deep Cleaning, sweeping, mopping, dusting, removing of cobwebs, scrubbing, disinfecting, cleaning of glass panes, tables, chairs, writing boards of Classrooms etc. complete as directed. Cycle - Daily - To be completed 30 minutes before the commencement of the classes / meeting / discussion. (Schedule of Activities in each classroom to be obtained from AO (EEP)).
.	Switching on the AC in Classrooms, Seminar rooms and Syndicate rooms etc. complete as directed. Cycle - Daily - 30 minutes before the commencement of the scheduled activities.
.	Rearranging the layout of chairs, tables etc. complete as per required and directed. Cycle - Daily - 30 minutes before the commencement of the scheduled activities.
.	Deep cleaning, sweeping and mopping the surrounding areas of Classrooms, Seminar rooms and tea/coffee/snacks distribution areas complete as directed. Cycle - Daily after each break.

The below details are part of Appendix K

The list of consumables as to have assumption -

Note: The services rendered to the area mentioned under 'Total No. of Rooms in each block' are calculated based on the last year consumption/cycle. The cost and the quantity of the items of service are given only for an assumption and it may vary from time to time at the time of contract period. The rate quoted by the bidder should include the rates incurred on the below items in housekeeping items (Sheet 6 of BOQ)

Description	Qty
1.5 V, AA type ,Alkanie battery , Make -Duracel	330
Mosquito Refills-45 Knight All Out	500
Mosquito Machine With Refills (Combi)	50
Smal Dust Bin - 5 Ltr	30
TOOTH PASTE	20000
Colgate Tooth Paste BIG	60
TOOTH BRUSH	18000
SHAMPOO	31000
Clinic Plus Shampoo -Big	60
Shoe Shiner - BIG	9600
White Bath Towels	800
Scissor Big Deli	1
Pen Highlighter - Luxor Gloiter Marker Pen	5
BED SHEETS - SINGLE with pillow cover	110
BED SHEET - DOUBLE with pillow cover	135
White Double Bedsheet (90 x 108) cms	42

White Single Bedsheets (60 x 100) cms	42
Pillows Covers	100
White Pillow Recron	120
Recron Pillow	120
Hand Towels	400
Foot Mat/Napoli Mat	60
Windows Series I Hard Roll Towel Dispenser	10
Mysore Sandle Soap 75Grms with IIMB logo	26
Tea Cup & Saucer (6 SETS= 1 BOX)	288
Tea Cup Bone China	240
Tea Saucer Bone China	240
Soup Bowl Bone China	240
Soup Under - Liner Bone China	240
Coaster Paper/Plastic	321
Dinner Plate Gergeon Bone China	252
Desert Plate Gergeon Bone Chine	252
AP Forks	240
AP Spoon	240
Soup Spoon	240
Tea Spoon	240
Tea Kettle - Capacity 10 Ltrs	5
Tea Kettle - Capacity 5 Ltrs	5
Tea Kettle Capacity 2.5 Ltrs	5
Glass Rack 36 COMp Brand - Cambro	5
Soup Bowl rack 16 Comp Brand Cambro	5
Plate Rack - Brand Cambro	5
Cutlery Rack Brand Cambro	2
Water Glass Sanmarind 410 : Brand Ocean	504
Water Jug Acr Acl 1.3 Brand : Cambro	100
Chafing Dish Lip Top SS Premium Capacity -10 Ltrs	20
Luggage Tag MDC	2000
COMB	5000
Sandal Guest Tablet 17gms X 480 Nos	20
Soap Fiama DI Wills 123 Grms	60
Blanket	38
Round frill table cloth(100 polyster)4ft round dia	40
Round table crush cloth(100% polyster)60x60 size	40
Rectang table crush cloth(100% polyster)30x72 size	50
Chair cover white satin cloth	150
Plastic Shower Curtains (1.8 mts X 2.0 mts)	100

APPENDIX L: Estimated quantity of house-keeping services

Sl.No.	Description	Units	Year 1	Year 2	Year 3
1	Maintaining all open spaces and common spaces including lobby as per details provided in Appendix H	Months	12	12	12
2	House-keeping services of occupied MDC rooms	Room Days	25842	25842	25842
3	House-keeping services of unoccupied MDC rooms	Room Days	17228	17228	17228
4	House-keeping services of MHU & Guest houses	Unit Days	800	800	800

Note: Occupied MDC Rooms Days = 118 Rooms x 365 Days x 12 months x 60%

Unoccupied MDC Rooms Days = 118 Rooms x 365 Days x 12 months x 40%

APPENDIX M: Rate for house-keeping services

Sl.No.	Description	Units	Year 1	Year 2	Year 3
1	Maintaining all open spaces and common spaces including lobby as per details provided in Appendix H	Months			
2	House-keeping services of occupied MDC rooms	Room Days			
3	House-keeping services of unoccupied MDC rooms	Room Days			
4	House-keeping services of MHU and Guest Houses units only on days it is occupied	Unit Days			

Note: For item number 1, Rate should be provided per month

For item number 2 and 3, Rate should be provided Room-Day.

For item number 4, Rate should be provided per day basis MHU/Guesthouse.

APPENDIX N - MATERIALS TO BE AVAILABLE ON SPECIAL OCCASIONS LIKE FOUNDATION DAY, CONVOCATION, ETC.

Sl. No.	Particulars	Unit	Qty	Rate per Quantity (Rs.)
1A	Shamiyana (covering top and walls of the serving area)	sft	4000	
1B	Shamiyana (covering side walls of the serving area)	sft	2500	
2	Round Tables for four members with cloth covering for keeping eatables (per day)	nos	400	
3	Rectangular Tables of standard size with cloth covering for keeping serving bowls, plates etc. (per day)	nos	350	
4	Chairs (without arm) with cloth covering for seating (per day)	nos	2500	

5	Chefing Dish containers, spoons (for serving)	nos	100	
6	Bettle-leaf bowls, wooden spoons (for eating lunch), bettle-leaf plates - eco-friendly	nos	10	
7	Steel Glasses for drinking water	nos	2500	
8	Ice cream cups	nos	5000	
9	Small wooden spoons (for eating ice cream) (packet)	nos	100	
10	Wooden fork (for eating fruits) (packet)	nos	100	
11	Portable Wash Basin with two taps (per day)	nos	25	
12	Portable Rest rooms (per day)	nos	12	
13	20 x 20 German Pagoda including side walls (per day)	nos	40	
14	10 x 10 German Pagoda including side walls (per day)	nos	40	
15	10 x 10 Chinese Canopy per day	nos	40	