



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

E-TENDER NOTICE

NITNo:IHM/e-Tender/canteen/Mumbai/01/2023-24Dated:12/10/2023

Online tender through E- Wizard, /manual tenders / GEM tenders in (Two Bid System- Technical and Financial) are invited from reputed vendors for Outsourcing of canteen (vendors operating in Mumbai)for the **period from Jan 2024 to Dec 2025** at Institute of Hotel Management, Catering Technology and Applied Nutrition Veer Savarkar Marg, Dadar (W). Mumbai-400028.

Sr. No	Name of work	EMD Commence	After Purchase order	Cost of tender Document		Estimated value of tender
				Tender Cost	Online Processing fee	
1	Outsourcing of canteen service at Institute of Hotel MGMT, Catering Technology and Applied Nutrition at IHM Mumbai.	Rs. 10,000/- payable through DD/Bankers cheque as per the tender document.	1 week	No tender cost	AS PER E- WIZARD/GEM / No cost for Manual mode.	Rs.40,00,000/-



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

1. The Tenderers intending to participate in this Tender are required to get enrolled on the portal <https://ihmmumbai.ewizard.in> Enrolment on above mentioned Portal is mandatory.
2. The tenderers have to digitally sign their bids before submitting the bids hashes online thus the tenderers are advised to obtain Digital Certificates.
3. The Bidders may contact **E-wizard helpdesk Mumbai (8448288982)** for obtaining Class - III Digital Signature Certificates and get registration.
4. Tenders filled online need to <https://ihmmumbai.ewizard.in> website.
5. The tenders are required to upload on e-tendering Portal: <https://ihmmumbai.ewizard.in> as per dates Indicated in Key Dates both technical bid and financial bid, No hard copy needs to be submitted. The technical documents are signed and stamped and then uploaded on the website.
6. Tender cost and processing fee are non-refundable.
7. Submit **EMD Rs. 10000/-** in the form of Demand draft drawn from any Commercial Bank in favor of **Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai** payable at **Mumbai through speed post or by hand delivery at the cash counter at IHM, Mumbai. For successful bidder the EMD will be retained as Security Deposit and will be returned after the completion of contract period.**
8. Tenders which qualifies the Technical bid will only be considered for opening of Financial Bid, rest of the financial bid will be rejected. **Institute of Hotel Management, Catering Technology and Applied Nutrition** reserve the right to reject any or all the Tenders received without assigning any reason(s) thereof
9. Security Deposit will be 3% of quoted value of contract to be deposited after the contract is awarded in the form of DD/Bankers Cheque.

SD/

PRINCIPAL

**Institute of Hotel Management Catering Technology and Applied Nutrition,
Mumbai.**



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

INSTRUCTIONS FOR THE TENDERERS SUBMITTING THROUGH MANUAL MODE

1. The Tenderers intending to participate in this Tender are required to download the tender from the institute website <https://www.ihmctan.edu>.
2. The downloaded tenders need to be filled, the technical bid and financial bid have to be enclosed in separate envelopes and both the bids have to be enclosed in master envelope superscribed with tender No and date.
3. Submit **EMD Rs. 10000/-** in the form of Demand draft/ Bankers cheque drawn from any Commercial Bank in favor of **Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai** payable at **Mumbai through speed post or by hand delivery at the cash counter at IHM, Mumbai. For successful bidder the EMD will be retained as Security Deposit and will be returned after the completion of contract period.**
4. Tenderer which qualifies the Technical bid will only be considered for opening of Financial Bid, rest of the financial bid will be rejected. **Institute of Hotel Management, Catering Technology and Applied Nutrition** reserve the right to reject any or all the Tenders received without assigning any reason(s) thereof
5. **Security Deposit will be 3% of quoted value of contract to be deposited after the contract is awarded in the form Of DD/Bankers Cheque/ Performance Bank Guarantee** and will be retained 60 days beyond the date of completion of all contractual obligations.

SD/-

PRINCIPAL

Institute of Hotel Management Catering Technology and Applied Nutrition,
Mumbai.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

Technical Document

Kindly upload scan copies of the below mentioned documents under Technical Qualification.

No	Stages Name	Start Date and Time
1	Start of downloading of tender document	30th Oct 2023 09.00 Hrs.
2	Closure of downloading of tender document	30th Nov, 2023 18.00 Hrs.
3	Last date and time of online submission of Bid.	30th Nov, 2023 19.00 Hrs.
4	Last Date of EMD, Tender Fee submission Online/ Offline Mode to Cashier	4th Dec, 2023 11.30 Hrs.
5	TENDER OPENING Technical	5th Dec, 2023 11.30 Hrs.
6	TENDER OPENING Financial	12th Dec, 2023 11.30 Hrs.
7	Minimum Validity of Tender offer/bids	180 Days

Note: Tender has to be filled either online/ manual / GEM, if multiple tenders are filled, then the application will stand rejected.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

TENDER NOTICE

SEALEDTenders/Online Tenders/ GEM tenders are invited for the **Outsourcing of Canteen**, from vendors **operating in MUMBAI only** for the period 01, Jan 2024 to 31st Dec 2025.

The tender is subject to the following terms and conditions:

1. Each tenderer will have to pay Earnest Money Deposit in DD. **DD SHOULD BE SUBMITTED SEPARATELY AND SHOULD NOT BE SEALED TOGETHER WITH THE TENDER FORM.** Earnest Money Deposit will be forfeited in case after the acceptance of tender, the tenderer does not furnish the requisite security deposit and execute the agreement. In case of Exemption in submission of DD, the relevant certificate to be attached.
2. All rates will be inclusive of taxes and delivery charges.
3. Each tender will be accepted subject to the existing tax laws prevalent in the State of Maharashtra and must state his tax registration no.
4. The technical bids will be opened on **5th Dec, 2023 11.30 Hrs.**
7. Detailed tender form is available on our website www.ihmctan.edu. **Tender forms can be downloaded from the website.**
8. **The Financial bids** needs to be submitted online on **<https://ihmmumbai.ewizard.in>, or manually in sealed envelope or on GEM portal.**
9. **FOR WIRE TRANSFER (RTGS/NEFT)**
Name of the beneficiary:
INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHONOLOGY & AN
Name of the bank: STATE BANK OF INDIA
Branch: SHIVAJI PARK BRANCH
Bank IFS Code: SBIN0001429
Account No. 10419537220
Type of Account: Current Account
10. Bidders must upload the documents in PDF format / or computer typed, in no case manually written documents will be accepted.
11. If no rate is quoted by the bidder, then the rate of such item shall be treated as zero.
12. Bidder must ensure to quote the rate of each item in BOQ.
13. The tenders will be evaluated technically and those who fulfill the technical criteria will be opened on the said date.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

14. The performance will be reviewed at the end of every year. The contract is extendable subject to satisfactory performance.
15. The Earnest Money deposit will be returned within 30 days after the award and acceptance of contract by successful bidder.
16. The institute reserves the right to cancel any/ all the bids tender at any time/ stage or relax/amend/ withdraw any of the terms and conditions contained in the tender document without assigning any reason thereof. Any enquiry after submission of the bid will not be entertained. In case of withdrawal of the bid by the successful contractor the EMD stands forfeited.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

The Following Documents must be uploaded/ manually submitted along with Technical Bid otherwise the tender shall be summarily rejected.

A: CHECK LIST:

1. Previous Experience in the same trade (Copy of work order/Purchase order)
2. Self-attested copy of last year Income Tax Return.
3. Self-attested copy of PAN card.
4. EMD fee of Rs. 10,000/- (DD/BANKERCHEQUE/Online mode).
5. Self-attested copy of MSME Certificate (if applicable)
6. GST registration No. (if applicable)
7. Technical Specification and Tender terms and conditions –All pages duly signed and stamped and Annexure-A and Annexure-B
8. Income tax returns of last 3 years.
9. EPF/ ESI registration Nos.
10. Fssai license(Food safety license)
11. Copies of present and past cafeteria contracts with their contact details.
12. Certificate from Statutory auditor that turnover for last 3 years is atleast Rs.10 lakhs per anum on an average.
13. Shop and establishment license for running cafeteria / canteen services.
- 14. The vendors operating in Mumbai only.**

IHM, Mumbai reserves the right to ask for additional documents/clarificatory documents which are not post-dated to the opening at the technical bid.

I/we have read and understood various forms and documents and am/are submitting tender complete in all respects. I/we agree to the terms & conditions as detailed in the tender documents.

Thanking You

Yours Sincerely

Signature, Name and designation (Stamp)



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

B: Annexure for technical Evaluation

The technical bids will be evaluated by the technical committee on the basis of following:-

S.No	Criteria	Range	Marks	Weightage
1	Turnover	Upto 10 lakhs	1	40%
		>10 lakhs	2	
2	Experience	1 to 3 years	1	20%
		>3 years	2	
3	Feedback from previous clients	Good	1	10%
		Satisfactory	2	
4	On spot assessment by institute	Good	1	30%
		Satisfactory	2	
Total marks			10	

Minimum score for qualifying the technical bid will be 50%.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

ANNEXURE-C- TECHNICAL BID

SR.	Particulars	Details
1.	Name of the Firm	
2.	Address of the Firm	
3.	Name of the Banker	
4.	Contact No. & Email id (if any)	
5.	In case of MSME Firm (upload the Registration certificate)/NSIC Certificate	
6.	Status of the Firm -please state whether Registered, Co-operative society, Public Ltd company,	
7.	Certificate showing shop address (copy to be uploaded)	
8.	Income Tax permanent Account No.(PAN) Copy to be uploaded.	
9.	EMD Fee of Rs.10,000/- (DD/Bankers cheque/ transaction no.)	
10.	RTGS/NEGT Details/ Account Name (For refund of EMD)- Cross cheque needs to be provided	
11.	GST registration No. (if applicable Copy to be uploaded)	
12.	Under MSME ACT exempted from payment of EMD and tender for fee- if yes, please	

(Signature of the tenderer & designation of the signatory status and office seal.)



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

Annexure – D: TECHNICAL BID

Name of the Firm of the Tenderer

Names of all the partners of the Firm, if any.....

.....

Address of the tenderer: Shop/Office

.....

Telephone No., Fax No.

E-Mail Address:

State if the tenderer owns a factory/workshop anywhere. If so, give full details:

How long is the tenderer in this business of supplies? Years

State if the tenderer is at present supplying to any of the Hotels, Hostels, Hospitals, Clubs,
etc. and give particulars and attach copies were necessary.

1.

2.....

3.....

4.....

5.....

State details of Registration No. of Goods and Service Tax and enclose latest Income Tax
Clearance Certificate.

.....
Signature of the Tenderer

.....
Seal of the tenderer



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

Annexure E: Proforma of BOQ for Financial Bid:-

FINANCIAL BID				
Sr.	Name of items	Measure- Unit	Weight	Rate in words/ Figures.
1	One cup tea-Masala Tea	MI	150	
2	One cup coffee	MI	150	
3	Lassi/ Chachh	MI	250	
4	Green Tea	MI	150	
5	One samosa	GMS	90	
6	One aloo Bonda	GMS	90	
7	One Dal vada	GMS	90	
8	Pavbhaji with 2 pav	Plate	200	
9	One Bread Pakoda	GMS	100	
10	One Medu Vada with Sambhar and coconut chutney	GMS	200	
11	Vegetable cutlet	GMS	100	
12	Two pieces sandwich-veg(Plain/ Grilled)	Big size	150	
13	Samosa chat	GMS	150	
14	Bhelpuri	Plate	120	
15	Sevpuri	Plate	150	
16	Dahi bhalla	Plate	120	
17	Missal Pav	Plate	200	
18	Aloo paratha with curd/ pickle	GMS	200	
19	Idli with sambhar and coconut chutney	GMS	200	
20	Sada Dosa with sambhar and coconut chutney	GMS	200	
21	Upma with coconut chutney	GMS	200	
22	Butter Sada Dosa with sambhar and coconut chutney	GMS	200	
23	Masala Dosa with sambhar and coconut chutney	GMS	250	
24	Sabudana kichdi with coconut chutney	1 plate	200	
25	Chinese Bhel	1 plate	200	
26	Mooli Paratha with curd/ pickle	GMS	250	
27	Methi paratha with curd/pickle	GMS	250	
28	2 Poori with aloo bhaji	1 plate	200	
29	2 Poori with Chole	1 plate	200	
30	Poha	1 plate	180	
31	Onion, potato, pakoda	1 plate	150	



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

Annexure E: Proforma of BOQ for Financial Bid:-

FINANCIAL BID				
Sr.	Name of items	Measure- Unit	Weight	Rate in words/ Figures.
32	Chole Bhature	1 plate	250	
33	French Fries	1 plate	200	
34	Burger	1 Nos	250	
35	Uthhapam with Sambhar and coconut Chutney	1 plate	200	
36	Veg Biryani	1 plate	300	
37	Veg Fried Rice	1 plate	300	
38	Sheera- Rava	GMS	200	
39	Pyaz Kachori	GMS	150	
40	Gajaar Halwa	GMS	200	
41	Ice-cream cups	ML	100	
42	Veg Thali- Dal, Sabzi, (seasonal), Paneer Vegetable, Roti, Salad, Sweet.	1 plate	300	
43	Milkshakes	ML	200	
44	Wada Pav	1 No	150	
45	Samosa With Chole	1 No	150	
46	Dudhi Halwa		200	
47	Shrikhand	GMS	200	
48	Sabudanawada with Coconut Chutney.	1 plate	200	
Total Cost				

******* Rates quoted will be inclusive of Taxes and other charges upto the point of sale.**



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

Annexure F: Permissible Brand of consumables;-

Items	Brands
Salt	Iodized salt such as Tata, Annapurna, Nature Fresh
Spices	MDH, MTR , Everest
Ketchup	Maggi , Kissan, Heinz
Oil	Mustard Oil, Groundnut oil, Rice Bran oil, sunflower oil(sundrop, dhara, godrej, saffola,Gemini, Nature fresh)
Pickle	Mother's , pravin , Bedeker
ATTA	Ashirwad, Pillsbury, Nature Fresh
Butter	Amul, mother diary, President, Britannia
Bread	Modern, Kwalitiy , Britannia
Jam	Kissan
Milk	Toned milk Amul, Mother diary or Govt Milk
Paneer	Mother diary, Amul
Tea	Tata tea, Brooke bond, Wagh Bakri
Coffee	Nescafe , Bru
Mineral Water	ISI marked, FSSAI
Besan, Dal	Tata Samporn, Shakti bog, supreme Harvest
Rice	Fortune Mini Mogra, India gate
Sweet	Bikaner, Haldiram, Bikano

The contractor may use any other equivalent brand after obtaining prior approval from the competent authority.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

Annexure G: Format for performance certification Referred:-

(Furnish this information for each individual work from the employer for whom the work is executed:-

1. Name of the contract and location:- _____
2. Agreement No. _____
3. Scope of the contract:- _____
4. Contract cost:- _____
5. Date of start:- _____
6. Period of contract _____
7. Amount of compensation levied if any:- _____
8. Performance Report
 - Quality of food- Excellent/Very good/Good/ Fair
 - Resourcefulness- Excellent/Very good/Good/ Fair
9. Compliance of all statutory Requirements- YES/ NO



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

ADDITIONAL TERMS AND CONDITIONS:-

1. Eligibility for evaluation of technical bid:

- a. The documents already mentioned in checklist at **Annexure- A**.
- b. The technical details have to be filled in **Annexure-C& D**.
- c. The bidder must have atleast operated 1 canteen in State Govt, Central Govt in the last 5 years.
- d. The institute has a right to obtain feedback from the previous clients of the tenderer as per **Annexure-G**
- e. Institute has right to depute the team to inspect the site of the present contracts for on the spot first-hand information regarding the quality of food and services provided by the tenderer.
- f. The final decision of the technical evaluation of the the contract will be on feedback received from the present and previous clients and the ratings given by the teams deputed for on the spot inspection of present canteen operated by the tenderer.
The decision of the institute will be final and binding on all bidders.

The technical bid evaluation as per the committee earmarked for evaluation will be as per the table attached in **Annexure-B**

2. Evaluation of Financial bids: -

- a. Financial bid will be evaluated on the basis of the price quoted by the bidder for all the items mentioned in the Proforma of financial bid.
- b. Rates for all the items must be mentioned by the bidder, incase no rate is quoted then it will be treated as '0' means free supply by the bidder.
- c. The rates once quoted will be treated as final and no alteration will be allowed on the later date.
- d. The Proforma of financial bid is available in **Annexure- E**



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

The tenders will be ranked on basis of lowest price quoted. The L1 will be least rate bidder and the tender will be awarded.

3. Opening of Bids:-

- a. The technical bids will be opened on the date and time as per the schedule in the Computer lab at Institute of hotel management.
- b. The bids who qualify on the basis of technical evaluation will be eligible for financial opening and evaluation.

The decision of the institute will be final and binding on all bidders.

4. Performance Security: -

- a. **The performance security has to be given in the form of Demand draft or banker's cheque (in case of GEM as per the Gem guidelines) for 3% contract value.**
- b. The performance security is compulsory and shall remain valid for 60 days beyond the date of completion of contractual obligations.
- c. Performance security is to ensure fair performance of the bidder and in case the bidder's contract is terminated as per the notice served in writing by the institute during the currency of the contract, the security amount will be forfeited.

5. Amenities provided by the Institute:-

- a. The canteen space will be provided to the contracted contractor at **Rs.50000/- per month**. The interested parties may visit the institute to view the site.
- b. The chairs and sitting area for students and visitors will be provided by the institute. The canteen having electricity points and taps and basic furnishings will be provided by institute.
- c. The electricity charges will have to be borne by contractor on the basis of sub meter for Electricity consumed.
- d. The contractor has to pay gas consumption charges of **Rs.10000/- per month (piped Gas)**.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

- e. The damage of any kind to the property of institute will be compensated by the contractor.

6. **Payment:-**

- a. No advance payments will be made.
- b. The bills of any official guests catered/ or for being official caterers of an event organized by the institute, will be settled by the institute on monthly basis within 1 week from receipt of the bill from the contractor. The bills should be accompanied by the challan duly signed by official of the institute on behalf of the guest.
- c. In case of dispute, query or objection, in the bill or part thereof, the bill if settled at a later date, no interest will be borne by the institute for late payment.

7. **Validity of the Contract:-**

- a. The contractor will be judged for 1 month for the quality and quantity served and if the services are found satisfactory then continued for further period of 11 months.
- b. The notice for termination of contract in writing is to be given by any party to the contract. The notice period to be given by contractor to the institute is 3 months in advance for making alternative provision and 1 month by the institute for unsatisfactory performance.
- c. On termination of contract, the contractor will hand over the institute property as and where basis and in the same condition at the time of entering of contract.
- d. In case the contractor fails to give 3 months' notice then his Security deposit will be forfeited along with the 1 months running bill. The contractor will be blacklisted from participating in tendering process in future.
- e. In case of defect in quality or behaviour of employees of contractor, a notice will be served to improve the defect within 24 hours else any action taken by the institute will be binding on the contractor.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

- f. **The turnover should justify the profitable operation of the canteen else the competent authority may terminate the contract at one months' notice and the security deposit may be forfeited.**

8. **Penalty:-**

- a. If lacunae in hygienic and satisfactory service in functioning of the canteen, The Institute can levy a penalty of Rs.5000/- on each occasion.
- b. If there is breach in any clauses of terms and conditions, contract is likely to be terminated with 1 months' notice, resulting in forfeiture of performance security.
- c. In case of any damage to the third party due to contractor, The contractor is likely to compensate the individual / or such individuals and can recover from contractors monthly payment or security deposit or the contractor has to directly compensate the third party.
- d. Institute reserves the right to impose penalty for any serious lapse in maintaining the quality or any adulterations in food or any misbehavior by the staff.

9. **Force Majeure**

If any time, during the continuance of this contract, the performance in whole or in part by either part of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock-outs or acts of God (hereinafter referred to as "events") provided notice of happening of any such eventuality is given by either party have any claim for damages against the other in respect of such non-performance or delay in performance; and deliveries under the contract shall be resumed as soon as practical work after such event has come to an end or ceased to exist and the decision of the Secretary/Principal shall be



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

final and conclusive have, provided further that if the performance in whole or part or any obligation under this contract is prevented or delayed by a reason of any such event for a period exceeding 30 days either party may at its option terminate the contract PROVIDED ALSO that if the contract is terminated under this clause, the Institute shall be at liberty to take over from the tenderer at a price to be fixed by the Secretary/Principal which shall be final; all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture in the possession of the tenderer at the time of such termination or such portion thereof as the Institute may deem fit accepting such materials, bought out components and stores as the tenderer may with the concurrence of the Institute elect to retain.

10. **Jurisdiction:-**

The contract deed has been signed and executed in Mumbai. In the event of any dispute arising out of or under the terms of this license the same shall subject to the jurisdiction of Bombay High Court.

11. **Employees of the contractor:-**

- a. The contractor shall be responsible for compliance of labour laws in respect of personnel employed by them and institute will not be liable for dispute between contractor and his employee.
- b. The contractor would be responsible for verifying antecedent of persons deployed by them and a certificate to this effect shall be provided to institute in respect of each staff member.
- c. The contractor shall ensure proper conduct of his personnel in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
- d. Any indiscipline by any employees of the contractor by behaviour or frequent disputes or any fight with employees or students of the institute will lead to termination of the contract.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

- e. The workers of the cafeteria will vacate the premises of the building every day after the work is over and they will not be allowed to sleep in the office premises or otherwise utilize it in any other way after working hours unless their services are required to meet any exigencies, with proper approval from competent authority.
- f. Liability/responsibility in case of any accident causing injury/death to canteen worker or any of their staff shall be of the contractor. Institute has no responsibility in such event.
- g. The employees hired by contractor need police verification complete. The contractor will be held responsible for payment of wages/salaries and social security dues of all such employees.
- h. The contractor will be responsible for payment of wages , salaries and security dues of all such employees ,A quarterly certificate to this effect shall be submitted by the contractors certifying all such dues such as PF, ESI etc. have been paid for their employment.
- i. The contractor shall ensure that all the canteen employees during the working hours wear neat and tidy uniform and use hygienic clothes provided by the contractor. No canteen employee shall be allowed to perform the duty without proper uniform/ attire.
- j. The contractor must ensure either he or his supervisor is present for proper administration and supervision on full time basis.
- k. No personnel facing any criminal case or convicted by any criminal court shall be deployed at the institute.
 - 1. The employees of contractor shall be governed by rules of contractor and the contractor will be wholly responsible and liable to them. The employees of contractor will have no master-servant or agent / representative relationship with the Institute. The contractor or its employee shall not raise any monetary claim if the present contract is terminated.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

12. **Timings:-**
The cafeteria shall operate from **8.AM to 6 PM** on all working days Mon to Friday and will operate on any Saturday / Holiday during exigencies if required.
13. **Quality:-**
- a. The contractor must ensure that raw material used for cooking is of very good quality, safe for human consumption and confirm to the standard laid down by the Government of India in this regard from time to time. In the event of any food poisoning/ contamination, the contractor will be held responsible and liable to other penal actions under the law. The contractor will ensure proper sanitation / hygienic conditions in the premises and deploy person free from infectious diseases.
 - b. The contractor shall not stock any inflammable or otherwise dangerous material, goods, narcotics or drugs in any part of the allotted space which are fire and health hazard to the property.
 - c. Competent authority of the institute may carry surprise inspection of quality of raw material, food and other items prepared and sold in the canteen. Any defects found and informed to the contractor, who is expected to rectify the defect at the earliest.
 - d. Any utensils, crockery, hot boxes, trolleys or equipment, jugs, plates will be brought by the contractor.
 - e. Cleaning of canteen shall be done by the contractor. The garbage of the canteen shall also be disposed of the contractor on daily basis. The contractor shall ensure cleanliness of the canteen on daily basis.
 - f. The products permissible to be used is attached in **Annexure-F** the contractor must use only ISI mark/ Food grade products as per FSSAI norms attached in
 - g. Single use plastic items will not be allowed in the canteen.



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

- h. The contractor will serve eatables in neat and clean utensils and the cafeteria staff must be in clean uniform.

14.

Tendering terms and conditions:-

- a. Person signing the bid or other documents connected with tender must clearly write his/her name and also specify the capacity in which signing. The tender documents must be filled in neatly and clearly incomplete or conditional tenders will not be entertained.
- b. The rates must be written in figure as well as in words. Erasing and overwriting in the rates quoted will make the tender void. All alterations in the rates should be signed in ink, otherwise the quotations/ tender will not be considered.
- c. The contractor has to enter into an agreement within 7 days with the institute before taking charge of the canteen and commencement of the canteen work.
- d. The contractor will deploy adequate manpower for work during late hours and on Saturday/ Sundays/ holidays in case of exigencies.
- e. The contractor will have to supply breakfast in the canteen/ Institute premises as per requirement and schedule drawn. The contractor shall engage sufficient bearers to supply the items to the rooms of officers/staff and also serve snacks/ breakfast during official meetings.

15.

Rates:-

- a. The rates charged will be as per the tender.
- b. In case of MRP products additionally provided like bisleri, biscuits etc. it will as per MRP or discount on MRP. These packed products not in the tender can be supplied in case of demand from employees and the price will not be more than MRP rates.

16.

Licenses:-



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

It will be the sole responsibility of the contractor to obtain and keep ready necessary licenses/ Permissions from various govt bodies and or Municipal Corporations for running catering services and produce the same before the concerned authority as and when asked for. An undertaking to this effect has to be given by the contractor.

17. **Digitized canteen:-**

The contractor shall issue electronic receipts/vouchers and accept digital payments. The contractor shall install a desktop, monitor and printer of its own for this purpose.

18. **Display of the Menu: -**

There will be proper display of menu (of foods & beverage items /refreshment sold) with the prices (inclusive of GST) at appropriate places in the canteen as well as in pamphlets available for easy reference. At all times the items must be printed along with prices.

19. **Complaint / Suggestion Book: -**

The contractor has to maintain complain /Suggestion book at its stall to enable to record complaint /suggestion if any.

20. **Loss / Damages:-**

The Institute will not be responsible for any loss and/ or damage caused to contractor due to fire, burglary or natural calamities.

21. **Liability of the Institute on termination of contract:-**

The termination of this contract on its expiry or for any other reason whatsoever shall not give rise to any liability on the part of the institute to pay any



**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY & APPLIED
NUTRITION, Veer Savarkar Marg, Dadar West, Mumbai 400028**

Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779

Email: director@ihmctan.edu / admin@ihmctan.edu

compensation to the contractor for the loss of any profit or business.

22. **Perpetual Existence:** -The award of this contract shall be valid only for the said contract period, shall not give the contractor or its employees any hope or expectation for any continuity of business or employment beyond the contract period.
23. **Assets of Contractor:**-In the eventuality of discontinuation of operation at any stage due to unforeseen circumstances. The contractor will be given free access to take back all its furniture and fixtures after clearing all the dues of the Institute.
24. **Items in Thali:** -The food items in the Thali (like vegetable/curry) will be decided by the faculty.
25. **Demand on special occasions:** Certain items not included in tender items could be demanded on special occasions like farewell party / fresher's party etc. will be met by the contractor on the basis of rates discussed by the IHM management and the Contractor at that given point of time.