

**ARMY WELFARE EDUCATION SOCIETY CAMPUS BANGALORE – 56 00 77**  
**(AWES)**

**REQUEST FOR PROPOSAL (RFP)**

**INVITATION OF TENDERS FOR ESTABLISHMENT OF BAR COUNTER IN  
F&B SERVICE RESTAURANT NO – 2 (CINNAMON) OF ARMY INSTITUTE OF  
HOTEL MANAGEMENT AND CATERING TECHNOLOGY (AIHM&CT), BANGALORE - 77**

1. Sealed quotations are invited from registered Vendors having their own office for “**ESTABLISHMENT OF BAR COUNTER IN F&B SERVICE RESTAURANT No - 2 (CINNAMON) OF ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (AIHM&CT), BANGALORE - 77**” (for Army Institute of Hotel Management & Catering, N.Nagenahalli, Kothanur Post, Bangalore- 77). RFP forms can be downloaded from AIHM&CT website ([www.aihmctbangalore.edu.in](http://www.aihmctbangalore.edu.in)) and submitted along with the Quotation on payment of Rs 500/- (Non-Refundable) by way of Demand Draft/Pay Order, in favour of **Principal, AIHMCT, Bangalore** payable at Bangalore.

Date of issue of RFP	-	14 Jan 2022.
Last date for submission of offers	-	28 Jan 2022 up to 11.00 AM.
Opening of Quotations	-	28 Jan 2022 at 12:00 PM on wards.

All conditions and parameters will be evaluated with reference to firms submitting tenders. AWES reserves the right to reject any/all applications without assigning any reason whatsoever.

**Scope of Work**

2. The Scope of Work/Specifications of the " **ESTABLISHMENT OF BAR COUNTER IN F&B SERVICE RESTAURANT NO - 2 (CINNAMON) OF ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (AIHM&CT), BANGALORE - 77**" are attached at **Annexure I**.

**Terms and Conditions**

3. The Establishment of Bar Counter is required to be completed within a period of **30 days** commencing from the date of acceptance of the offer by AIHM&CT. Any delay in execution of work within stipulated period will attract penalty of 3.5% of the Bid amount (condition apply). AIHM&CT reserves its right to recover the amount.

4. All arrangement for the project work will be done by the Selected Vendor only. No men/material support will be offered by AWES.

### **Eligibility Criteria for Short-Listing**

5. The following mandatory documents will be attached in support of quotations:-

(a) **Common Documents**

- (i) Copy of License/registration in the name of the Firm. The Vendor should be either a registered company or registered partnership or sole proprietorship firm (proof attached).
- (ii) Proof of own infrastructure and office with documents (Brochures, leaflets, manuals etc, if any).
- (iii) Copy of PAN card and Income Tax return for last three years.
- (iv) Details of GST number be reflected in the quotation.
- (v) Demand draft for **Rs 500/- (Non-refundable)** towards cost of RFP Forms, downloaded from AIHM&CT website ([www.aihmctbangalore.edu.in](http://www.aihmctbangalore.edu.in)).
- (vi) **Certificate as per format attached at Annexure – II to this RFP on Coy/Firm Letter Head.**

(b) **Documents for specific procurement**

- (i) Technical specification of their materials/equipment/components (if applicable).
- (ii) Vendor/Organization profile as per **Annexure III**.
- (iii) EMD for **Rs 4,400.00 (Rupees Four Thousand Four Hundred Only)** in the form of Demand Draft/Term Deposit Receipt in favour of the Principal AIHM&CT Bangalore.

6. The Vendor will be required to produce all original documents for verification by the Board of Officers or authorized staff of AIHM&CT on demand for credentials of the Vendor.

### **Earnest Money Deposit (EMD)**



7. Bidders are required to submit Earnest Money Deposit (EMD) for an amount of **Rs 4,400.00 (Rupees Four Thousand Four Hundred only) along with their Quotation**. The EMD may be submitted in the form of Demand Draft/Fixed Deposit Receipt/Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business with validity of three months from the date of quotation. EMD of the unsuccessful bidders will be returned on award of the project work. The EMD of the successful bidder would be returned, without any interest whatsoever, after completion of the work.

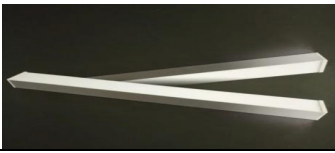

8. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries corporation (NSIC) or any Department of MoD for MoD itself. In such cases, valid proof of exemption of EMD be attached, invariably with quotations as mandatory document. The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.

9. **Single Bid System Offer.** The offer/quotation along with documents at Para 4 above will be submitted in a sealed covers duly marked " **ESTABLISHMENT OF BAR COUNTER IN F&B SERVICE RESTAURANT NO - 2 (CINNAMON) OF ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (AIHM&CT), BANGALORE - 77**". The tender documents can be dropped in the **Tender Box** placed at **Registrar's Office or by post to AIHM&CT, N.Nagenahalli, Kothanur Post, Bangalore – 560 077**. Any bid received after the deadline for submission of bid prescribed, will **NOT** be entertained and returned unopened to the Bidder.

10. **Quoting of Price.** The rates for the project work " **ESTABLISHMENT OF BAR COUNTER IN F&B SERVICE RESTAURANT NO - 2 (CINNAMON) OF ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (AIHM&CT), BANGALORE-77**", be furnished as per format given below (Ref **Annexure IV**):-

Ser No	Nature of work/Nomenclature	A/U	Qty	Brand Name	Basic Rate per unit	GST rate (%)	GST Amt per unit	Total price per unit (f+h)	Total Cost (d x j)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(j)	(k)
1	Providing and fixing of 20'Lx3'Hx2'6"W L type Bar counter , made of 18mm thick Pre-laminated MDF Board with Soft closers channels Made of Ebco/haffel with storages. Storages and drawings as per drawing/Design.	Sft	80						
2	Supply and Installation of SS sink of Standard size counter top. Size:16"x18"	Nos	1						
3	Providing and fixing of 16/19mm granite top on the bar counter size:17'x2'6" Counter Top and 17'x1'6" with the ss design support,	Sft	80						

Ser No	Nature of work/Nomenclature	A/U	Qty	Brand Name	Basic Rate per unit	GST rate (%)	GST Amt per unit	Total price per unit (f+h)	Total Cost (d x j)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(j)	(k)
4	Providing and fixing of open Storages shelves made of 18mm thick Pre-laminated MDF Board with telescopic channels Made of Ebco/ haffel.size:6'x4'6"	Sft	46						
5	Providing and fixing of 5mm Reflective Mirror paneling at the back side of the shelves with ply support of size 6'x4.5'	Sft	24						
6	Providing and fixing of Rectangular shape Hanging channel of 25mmx25mmx5mm L angle and 12 mm thick Square channel with primer size:15'x30"x2"	Rft	75						
7	Providing and fabrication of Plantex wine Glass rack/holder using 9mm thick square mild steel holder.(stemware holder)	Nos	30						
8	Providing and applying of ENAMEL spray painting to the MS channels.	Rft	75						
9	Removal of current grid ceiling and replacement after fabrication with few materials channels and grid tile replacement	LS	1						
10	<p><b><u>Supply and placing of ventilated type cooler</u></b>  345W Automatic 3 door 320 Ltrs with self closing doors Make: Bluestar net weight 80 kg.</p> 	Nos	1						
11	<p><b><u>Supply and placing of wooden high height chairs.</u></b></p> 	Nos	2						

Ser No	Nature of work/Nomenclature	A/U	Qty	Brand Name	Basic Rate per unit	GST rate (%)	GST Amt per unit	Total price per unit (f+h)	Total Cost (d x j)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(j)	(k)
B	<b>Electrical</b>								
12	<b><u>2Rx 1.5 Sqmm + 1 X 1 Sqmm FRLS Copper Wires in 25mm PVC Conduit for Lightings and control points</u></b> (Note: Billing will be as per work executed)	Rmt	60						
13	<b><u>Providing the fixing the electrical and control points Anchor Roma make of 6A</u></b> Switch. connection and termination from the existing electrical line or New line to Lighting points. (Note: Billing will be as per work executed)	Set	10						
14	<b><u>Providing the fixing the electrical socket points and switch boxes Anchor Roma make of 16A Socket and switch.</u></b> connection and termination from the existing electrical line or New line to cooler Unit.	Set	3						
15	<b><u>Providing and fixing of Strip lights make:GM</u></b>	Rmt	35						
16	<b><u>Providing and fixing of 40W metal body powder coated of size 1200mmx70mmx70mm .</u></b> 	Nos	3						
17	<b><u>Providing and installation of Designed hanging light.</u></b> 	Nos	6						
18	<b><u>Other miscellaneous for cleaning / floor protection /housekeeping etc</u></b>	LS	1						

11. **Interested vendors may visit the Institute from 14 Jan 2022 to 27 Jan 2022 for any clarification between 9 AM to 4 PM on any working days. Please quote your rate only for the specification/ items as asked the above.**

12. **No Erasers/Alterations.** Rates must be completely filled up. Corrections or alterations, if any, should be authenticated. If rate of any items/group of items are not filled by the vendors, such quotations will **NOT** be accepted.

13. **Validity of Offer.** The offer of quotation should be valid for period of minimum **60 days** from the date of opening of quotations.

14. **NO COMMITMENT TO ACCEPT LOWER OR ANY TENDER.** AIHM&CT shall be under no obligation to accept the lowest or any other offer received in response to this notice and shall be entitled to reject any or all offers without assigning any reasons whatsoever.

15. **Opening Of Quotations.** Quotations will be opened at AIHM&CT office on **28 Jan 2022 at 12.00 PM.** The Vendors/their representatives may be present at the time of opening of the Quotations. No separate intimation will be sent in this regard to the suppliers for deputing their representatives.

16. **Order Cancellation.** If the selected Vendor fails to carry out the assigned job within the stipulated time schedule or the extended date communicated, AIHM&CT reserves the right to cancel the order.

17. **Payment Terms.** No advance amount will be paid to the Vendor. The final payment will be made to the Vendor on completion of the assigned job/completion of the work as per Scope of work and authenticated by Board of Officers. Proper Invoice will be submitted by the Vendor to AIHM & CT on completion of work and other formalities. On scrutiny of the invoice/bill, AIHM&CT shall make payment after deduction of payable TDS as applicable.

18. **Applicability Force of Majeure Conditions.** The Force Majeure conditions will be applied to the both parties till completion of the project work " **ESTABLISHMENT OF BAR COUNTER IN F&B SERVICE RESTAURANT NO - 2 (CINNAMON) OF ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (AIHM&CT), BANGALORE - 77**" as per the law of the land.

19. **Clarification Regarding Contents of RFP.** A prospective vendor who requires clarification regarding contents of the bidding documents, the same shall be notified to the Principal, AIHM&CT in writing or verbal about the clarification sought not later than two days prior to the date of opening of the quotations. Contact address/tele Nos are as under:-

The Principal,  
AIHM&CT, Nagareshwara Nagenahalli  
Kothanur Post,  
Bangalore – 560 077  
Email: [principal@aihmctabangalore.edu.in](mailto:principal@aihmctabangalore.edu.in)  
Tele: 9341342688, 8549043631 and 8123543207.


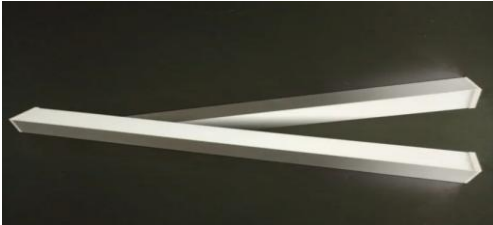

**SCOPE OF WORK/SPECIFICATION**

**ESTABLISHMENT OF BAR COUNTER IN F&B SERVICE RESTAURANT NO – 2 (CINNAMON) OF ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (AIHM&CT), BANGALORE - 77**

1. The Scope of Work/specification of the project work " **ESTABLISHMENT OF BAR COUNTER IN F&B SERVICE RESTAURANT NO – 2 (CINNAMON) OF ARMY INSTITUTE OF HOTEL MANAGEMENT & CATERING TECHNOLOGY (AIHM&CT), BANGALORE-77**" :-

Ser No	Nature of work/Nomenclature and Brand Name	Brand name (where applicable)	Remark
(a)	Providing and fixing of 20'Lx3'Hx2'6"W L type Bar counter , made of 18mm thick Pre-laminated MDF Board with Soft closers channels Made of Ebco/ haffel with storages. Storages and drawings as per drawing/Design.		
(b)	Supply and Installation of SS sink of Standard size counter top. Size:16"x18"		
(c)	Providing and fixing of 16/19mm granite top on the bar counter size:17'x2'6" Counter Top and 17'x1'6" with the ss design support,		
(d)	Providing and fixing of open Storages shelves made of 18mm thick Pre-laminated MDF Board with telescopic channels Made of Ebco/ haffel. size:6'x4'6"		
(e)	Providing and fixing of 5mm Reflective Mirror paneling at the backside of the shelves with ply support of size 6'x4.5'		
(f)	Providing and fixing of Rectangular shape Hanging channel of 25mmx25mmx5mm L angle and 12 mm thick Square channel with primer size:15'x30"x2"		
(g)	Providing and fabrication of Plantex wine Glass rack/holder using 9mm thick square mild steel holder.(stemware holder)		
(h)	Providing and applying of ENAMEL spray painting to the MS channels.		
(j)	Removal of current grid ceiling and replacement after fabrication with few materials channels and grid tile replacement		
(k)	<b><u>Supply and placing of ventilated type cooler</u></b> 345W Automatic 3 door 320 Ltrs with self closing doors Make: Bluestar net weight 80 kg.		



Ser No	Nature of work/Nomenclature and Brand Name	Brand name (where applicable)	Remark
(I)	<p><b><u>Supply and placing of wooden high height chairs.</u></b></p> 		
B	<p><b>Electrical</b></p> <p><b><u>2Rx 1.5 Sqmm + 1 X 1 Sqmm FRLS Copper Wires in 25mm PVC Conduit for Lightings and control points</u></b> (Note: Billing will be as per work executed)</p> <p><b><u>Providing the fixing the electrical and control points Anchor Roma make of 6A Switch.</u></b> connection and termination from the existing electrical line or New line to Lighting points. (Note: Billing will be as per work executed)</p> <p><b><u>Providing the fixing the electrical socket points and switch boxes Anchor Roma make of 16A Socket and switch.</u></b> connection and termination from the existing electrical line or New line to cooler Unit.</p> <p><b><u>Providing and fixing of Strip lights make:GM</u></b></p> <p><b><u>Providing and fixing of 40W metal body powder coated of size</u></b> 1200mmx70mmx70mm .</p>  <p><b><u>Providing and installation of Designed hanging light.</u></b></p> 		
	<p><b><u>Other miscellaneous for cleaning / floor protection /house keeping Etc</u></b></p>		

2. **Warranty of Equipment.** Warranty of the Equipment offered by the Vendor should have mandatory WARRANTY for a period of minimum one year from the date of supply/ installation or as provided by the Company.

3. Quotation not fulfilling the above technical parameters will be rejected by the Board at the time of opening of quotations.



**Annexure – II**  
(Ref Para 5 (a) (vi) of RFP)

**(LETTER OF THE VENDOR ON LETTERHEAD)**

The Principal,  
AIHM&CT,  
Kothanur Post,  
Bangalore – 560 077

Dear Sir,

**UNDERTAKING BY THE VENDOR FOR " ESTABLISHMENT OF BAR COUNTER  
IN F&B SERVICE RESTAURANT NO-2 (CINNAMON) OF ARMY INSTITUTE OF HOTEL  
MANAGEMENT AND CATERING TECHNOLOGY (AIHM&CT), BANGALORE - 77"**

With reference to your tender notice published in the Newspaper dated \_\_\_ Jan 2022 and the RFP published in your website with effect from \_\_\_ Jan 2022, having examined and understood the instructions, terms and conditions forming part of the RFP, we hereby enclose our offer for "**ESTABLISHMENT OF BAR COUNTER IN F&B SERVICE RESTAURANT NO -2 (CINNAMON) OF ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (AIHM&CT), BANGALORE - 77**" in your above referred RFP.

**We confirm that we have not been disqualified by any PSUs/ Govt undertaking for contract of work.**

We further confirm that the offer is in conformity with the terms and conditions as mentioned in the RFP. We also confirm that the offer of bid shall remain valid for 60 days from the last date of submission of the offer.

We hereby confirm that we have read the terms and conditions given in the RFP and agree to them fully.

We enclose herewith a Demand Draft/Pay Order of Rs. 500/- (Rupees Five Hundred only) favoring Principal AIHMCT Bangalore and payable at Bengaluru, towards cost of RFP Form. Details of the same areas under:

- Demand Draft/Pay Order No : \_\_\_\_\_
- Date of Demand Draft/Pay Order : \_\_\_\_\_
- Name of issuing Bank : \_\_\_\_\_

Authorized Signatories  
(Name & Designation, seal of the firm)

(Letter to the Principal AIHM&CT Bangalore on the Vendors letterhead)

**VENDOR / ORGANISATION PROFILE**

1. Name of the Organization and Address:
2. Year of Establishment:
3. Status of the firm:  
(Whether Pvt. Ltd. Company/Public Ltd. Company / Partnership Firm)
4. Whether registered with the Registrar of Companies/Registrar of Firms in India, if so, mention number and date and enclose Registration Certificate copy.
5. (a) Name and address of Bankers:  

(i)	(ii)
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(b) ITR of the Company/Firm for last three years.  
(Please attach copies of ITR as proof documents)
6. Whether registered for Service Tax purposes. If so, mention number and date.
7. Since when and how long your Company/firm has been involved in such project works/supplying of such stores?
8. Certified that:-  
  - (a) All the information furnished by me / us above here is correct to the best of my / our knowledge and belief.
  - (b) I / We agree that I / We have no objection if enquiries are made about the work listed by me / us here in above and / or in the accompanying sheets.

Place:

Date:

SIGNATURE:  
Name & Designation & seal of the Company

**Annexure IV**

(Ref Para 10 of RFP)

(Letter to AIHM&amp;CT on the Supplier's letterhead)

The Principal,  
AIHM&CT, Nagareshwara Nagenahalli  
Kothanur Post, Bangalore – 560 077

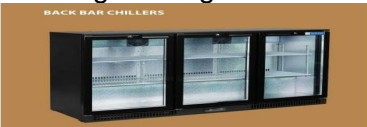

Dear Sir,

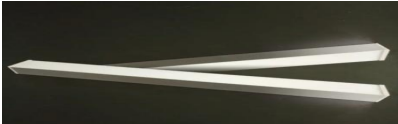

**PRICE BID**

**ESTABLISHMENT OF BAR COUNTER IN F&B SERVICE RESTAURANT NO - 2  
(CINNAMON) OF ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING  
TECHNOLOGY (AIHM&CT), BANGALORE - 77"**

With reference to Para 10 of your RFP published in your website, we hereby quote our best **PRICE** as under:-

Ser No	Nature of work/Nomenclature	A/U	Qty	Brand Name	Basic Rate per unit	GST rate (%)	GST Amt per unit	Total price per unit (f+h)	Total Cost (d x j)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(j)	(k)
1	Providing and fixing of 20'Lx3'Hx2'6"W L type Bar counter , made of 18mm thick Pre-laminated MDF Board with Soft closers channels Made of Ebco/haffel with storages. Storages and drawings as per drawing/Design.	Sft	80						
2	Supply and Installation of SS sink of Standard size counter top. Size:16"x18"	Nos	1						
3	Providing and fixing of 16/19mm granite top on the bar counter size:17'x2'6" Counter Top and 17'x1'6" with the ss design support,	Sft	80						
4	Providing and fixing of open Storages shelves made of 18mm thick Pre-laminated MDF Board with telescopic channels Made of Ebco/haffel. size:6'x4'6"	Sft	46						
5	Providing and fixing of 5mm Reflective Mirror paneling at the backside of the shelves with ply support of size 6'x4.5'	Sft	24						

Ser No	Nature of work/Nomenclature	A/U	Qty	Brand Name	Basic Rate per unit	GST rate (%)	GST Amt per unit	Total price per unit (f+h)	Total Cost (d x j)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(j)	(k)
6	Providing and fixing of Rectangular shape Hanging channel of 25mmx25mmx5mm L angle and 12 mm thick Square channel with primer size:15'x30"x2"	Rft	75						
7	Providing and fabrication of Plantex wine Glass rack/holder using 9mm thick square mild steel holder.(stemware holder)	Nos	30						
8	Providing and applying of ENAMEL spray painting to the MS channels.	Rft	75						
9	Removal of current grid ceiling and replacement after fabrication with few materials channels and grid tile replacement	LS	1						
10	<b><u>Supply and placing of ventilated type cooler</u></b> 345W Automatic 3 door 320 Ltrs with self closing doors Make: Bluestar net weight 80 kg. 	Nos	1						
11	<b><u>Supply and placing of wooden high height chairs.</u></b> 	Nos	2						
B	<b>Electrical</b>								
12	<b><u>2Rx 1.5 Sqmm + 1 X 1 Sqmm FRLS Copper Wires in 25mm PVC Conduit for Lightings and control points</u></b> (Note: Billing will be as per work executed)	Rmt	60						

Ser No	Nature of work/Nomenclature	A/U	Qty	Brand Name	Basic Rate per unit	GST rate (%)	GST Amt per unit	Total price per unit (f+h)	Total Cost (d x j)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(j)	(k)
13	<b><u>Providing the fixing the electrical and control points Anchor Roma make of 6A</u></b> Switch. connection and termination from the existing electrical line or New line to Lighting points. (Note: Billing will be as per work executed)	Set	10						
14	<b><u>Providing the fixing the electrical socket points and switch boxes Anchor Roma make of 16A Socket and switch.</u></b> connection and termination from the existing electrical line or New line to cooler Unit.	Set	3						
15	<b><u>Providing and fixing of Strip lights make:GM</u></b>	Rmt	35						
16	<b><u>Providing and fixing of 40W metal body powder coated of size</u></b> 1200mmx70mmx70mm . 	Nos	3						
17	<b><u>Providing and installation of Designed hanging light.</u></b> 	Nos	6						
18	<b><u>Other miscellaneous for cleaning / floor protection /house keeping Etc</u></b>	LS	1						

### TERMS AND CONDITIONS

Price : Prices quoted above is inclusive of all taxes/levies supply, Transportation, Supervision & commissioning/installation and other charges as applicable and quoted.

Discrepancy in Rates: In case the rate quoted by vendor in figure and words is varied, The rates quoted in words will be taken into account for determining the value of tender.

Work completion : **30 Days** from the date of receipt of work order.

**Terms of payment** : Within 10 days from the date of completion of work.

Signature of Vendor

**EMD BANK GUARANTEE FORMAT**

Whereas ..... (Hereinafter called the "bidder (has submitted their offer dated ..... for "**ESTABLISHMENT OF BAR COUNTER IN F&B SERVICE RESTAURANT No - 2 (CINNAMON) OF ARMY INSTITUTE OF HOTEL MANAGEMENT AND CATERING TECHNOLOGY (AIHM&CT), BANGALORE - 77**" (hereinafter called the bid) ..... Having our registered office at ..... are bound unto ..... (Hereinafter called ..... The ..... Buyer" ..... in the sum of buyer, the Bank binds itself, its successors and assigns by these presents.

Sealed with the common seal of the said bank this ..... Day of ..... 20....

The conditions of obligations are

1. If the bidder withdraws or amends, impairs or derogates from the bid in any respect within the period of validity of this tender.
2. If the bidder having been notified of the acceptance of his tender by the buyer during the period of its validity.
3. If the bidder fails to furnish the performance security for the due performance of the contract.
4. Fails or refuses to accept/execute the contract.

We undertake to pay the beneficiary up to the above amount upon receipt of its first written demand, without the beneficiary having to substantiate its demand, provided that in its demand the beneficiary will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred conditions or conditions.

This guarantee will remain in force upto and including 60 days after the period of RFP validity and any demand in respect thereof should reach the bank not later than the above date.

.....  
 (Signature of the authorized officer of the bank)  
 Name and designation of the officer  
 Seal, name & address of the bank and address of the branch

(Signature of Tenderer)