

Request for Proposal

Empanelment of consultant for MDC (Tandula) Building at IIM
Raipur

(Proposal will be submitted online through CPP portal
(<https://eprocure.gov.in/cppp/>))



Indian Institute of Management Raipur

Atal Nagar, P. O. - Kurru (Abhanpur),

Raipur – 493 661, Chhattisgarh

Website: <http://www.iimraipur.ac.in/>

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प्रस्ताव के लिए अनुरोध

Request for Proposal

आईआईएम रायपुर, आईआईएम रायपुर के एमडीसी भवन के लिए सलाहकार की नियुक्ति के लिए दो बोली प्रणाली तकनीकी बोली (भाग- I) और वित्तीय बोली (भाग- II) के तहत प्रतिष्ठित और अनुभवी एजेंसियों / विशेषज्ञ से ई-निविदा (सीपीपी पोर्टल के माध्यम से ऑनलाइन बोली) आमंत्रित करता है।

IIM Raipur invites e-tender (online bid through CPP Portal) from reputed and experienced agencies / expert under two bid system Technical Bid (Part-I) & Financial Bid (Part-II) for the engagement of consultant for the MDC building of IIM Raipur.

अनुसूची और निविदा के अन्य विवरण निम्नानुसार हैं:

The schedule and other details of RPF are as under:

Tender Name	Empanelment of consultant for MDC (Tandula) Building at IIM Raipur
RFP No.	IIMR/RFP/2022/20 dated 27.12.2022
Estimated cost (Complete)	Rs.9.10 Lakhs
Duration	For (Nine) 09 months
Published Date	30.12.2022
Bid Document download start date	30.12.2022
Bid Document download end date	22.01.2023 up to 03:30 PM
Last date & time for receipt of Bid	22.01.2023 23.01.2023 up to 03:35 PM
Date of Opening of Technical Bid	23.01.2023 24.01.2023 at 03:35 PM
Date of Opening of Financial Bid	To be intimated online by CPP portal
Fee (Non-refundable)	Not applicable
EMD (Earnest Money Deposit)	Not applicable
Location of the service	IIM Raipur, Atal Nagar, P. O. – Kurru (Abhanpur), Raipur – 493 661, Chhattisgarh
Contact Person	Store & Purchase Officer (Sr.Grade)- 9179858388

This RFP document containing eligibility criteria, scope of work, terms and conditions, specification and other documents, can be seen/downloaded at/from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in> or Indian Institute of Management Raipur website: www.iimraipur.ac.in .

This tender is required to be uploaded on the website <https://eprocure.gov.in> and no where else as it will be opened online at this site only.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without giving any reason.

CAO, IIM RAIPUR

Technical Bid (PART-I)

Indian Institute of Management Raipur is looking for a consultant to efficiently and effectively run and manage the Management Development Centre (MDC) Tandula of IIM Raipur.

The Terms of Reference will be as follows:

1. Responsible for the complete management of management development center(Tandula) at IIM Raipur campus.
2. Ensure Quality adherence of food and services standards.
3. Upkeep and maintenance of Tandula (rooms, dining hall, kitchen etc.).
4. Provide excellent hospitality experience to the participants for all kinds of theMDP/FDP/Trainings, workshops at Tandula.
5. Coordinate with EL&D office/organizing team for seamless execution and qualityexperience of the programs.
6. Responsible for vendor & inventory management for optimizing cost and increasingvisitors/guests' satisfaction.
7. Responsible for quality interaction with the guests and internal employees.
8. Ensure premium guest

services.

Job Description:

1. Responsible for kitchen management (culinary services, menu design, production & procurement of raw materials).
2. Able to negotiate with vendors and suppliers.
3. Responsible for food & beverage service.
4. Responsible for room allocation, room services, maintaining hygiene.
5. Look after the entire Tandula (guest house)
6. He/she is responsible to take care of
 - front office management
 - banqueting management
 - Inventory management
 - housekeeping management
7. Responsible for staff training management.
8. Coordinate and assist the program team in quality delivery of stay, food, and overall experience of the visitors/guests.

Prequalification Criteria

Indicative Profile or Eligibility Criteria:

- A. Must hold a three-year diploma/Bachelor's degree in general management/hospitality/hotel management/applied nutrition/ catering technology from a reputed institute in India or abroad.
(A copy of self-attested document/ certificate / proof must be submitted online as eligibility criteria- 'A').
- B. Must have a minimum of 20 years of work experience in an academia/government /Industry. Experience of working in the institute of National importance will be desirable.
(A copy of self-attested document / certificate / proof must be submitted online as eligibility criteria- 'B').
- C. Must have demonstrated experience in managing hotel business (preferably 5 star)/ Guest house of institute of repute and among top 20 NIRF ranked Institutions.
(A copy of self-attested document / certificate / proof must be submitted online as eligibility criteria- 'C').
- D. Must have responsibility for maintenance of the premises (guesthouse /hotel rooms), housekeeping, hospitality administration, quality service delivery & coordination with various committees/teams/groups to organize and conduct the programs.
(A copy self-attested document / certificate / proof/ CV must be submitted online as eligibility criteria- 'D').

Procedure for the Selection of Consultant: The selection process of consultant will be one on the basis of QCBS (Quality Cost Based Selection). The 70 marks will be for the technical / credentials and the 30 marks will be for financial i.e 70 :30 system.

Bid Evaluation Scheme:

It may be noted that the consultant will be selected on the basis of ranking and evaluation of (Part-1) Technical and Financial bids (Part-2) by a committee and the committee's decision would be final. The procedure for selection of the party /agency shall be based on Quality & Cost base selection system (70:30 system) for evaluation by the committee. Please refer Evaluation Sheet Format to understand the process of evaluation of Technical bid and Financial Bid. For successful consultant, process of selection would be as under: -

- **Part A-** Technical Evaluation: The consultant has to submit the documents mentioned in Technical Bid Structure as per pre eligibility criteria. Qualifying consultant will be considered eligible for Part B – Financial Bid Processing.
- Marking system against the Part A eligibility criteria: -
The consultants are required to submit the proof/documents as per the pre-eligibility criteria (Part-1). The parameters will be used to evaluate the consultants' credentials to serve the Institute as per the requirement. The score gained will be considered in the final score of the consultant.

S. No.	Description	Maximum Marks	Marks Obtained
01	Qualification	10	
02	Experience (Similar service) a) 20 years and above (30 marks) b) 15-19 years (20 marks) c) Below 15 years (10 marks)	30	
03	Work experienced (similar service) in top 20 NIRF ranking management school in India	30	
	Total	70	

- **Part B-** Financial Bid Evaluation

The Institute will open the financial bids of technically qualified consultants.

The scores for financial bids will be computed as below.

$$\text{Normalize Financial Bid Score} = \frac{(\text{Lowest Tender Price in the Category}) * 10}{\text{Tender Price Quoted by respective tenderer}}$$

The above formula can be explained as below.

Name of the Party	Quoted Price in Rs.
X	300
Y	460
Z	380

The normalized score for Standard Category would be as follows:

Party	Score
X	10.00
Y	6.52
Z	7.89

Example-Normalization Calculation: $(300*10)/380 = 7.89$

It may be noted that lower the price, higher the score.

The above scores will be multiplied by the weightage as below:

Party	Score	Weightage	Total Score= (Weightage* Score) 10	Scores out of
X	10.00	30	30.00	30
Y	6.52	30	19.56	30
Z	7.89	30	23.58	30

The composite ratings of Technical Bids and Financial Bids will be as below:

S. No.	Particulars	Total Score
01	Marks obtained in technical part	70
02	Financial bid score in financial part	30
	Total Score Part 3	100

- **Part C-** Successful consultant will be the one who has maximum score in **Part 3 Evaluation (Total score).**

INSTRUCTIONS OF ONLINE BID SUBMISSION

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

1. Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
2. Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
3. Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
4. Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/SmartCard, should be registered.
5. The DSC that is registered only should be used by the bidder and should ensure safety of the same.
6. Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
7. After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
8. If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
9. Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.

10. Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'my tenders' folder.
11. From my tender folder, he selects the tender to view all the details indicated.
12. It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
13. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
14. If there are any clarifications, this may be obtained through the site. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
15. The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
16. Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.
17. While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
18. The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
19. The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.

20. The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
21. The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
22. If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Price-bid BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
23. The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The **TIA will** not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
24. After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
25. The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
26. All the data being entered by the bidders would be encrypted using PK! encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
27. 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 openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

28. The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
29. The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exit option in the browser.
30. For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 180030702232 or send a mail over to cppp-nic@nic.in.

Annexure
(Submitted by consultant / bidder online in CPP portal)

RFP ACCEPTANCE LETTER

To,
Director
IIM Raipur

Date :

Sub.: Acceptance of terms and conditions of RFP.

RFP Reference No.: IIMR/RFP/2022/20 dated 26.12.2022

Name of Tender / Work / Consultancy service: _____.

Dear Sir,

1. I/We have downloaded I obtained the tender / RFP document (s) for the above mentioned 'Tender/Work/Service' for the web site(s) namely: **CPP portal and the Institute website** as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I/We have read the entire terms and conditions of the tender/RFP documents from Page No. ____ to ____ (including all documents like annexure(s), schedule(s), etc..) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions /clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization too have all been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the RFP/ tender conditions of above-mentioned tender document(s) / corrigendum(s) in its totally / entirely.
5. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

(Signature of the Consultant)

PART-II
FINANCIAL BID

(To be filled online on CPP Portal or As per BOQ uploaded on CPP)

Sr.No	Item Name	Unit	Rate per month (In Rs.)	Total Consultancy charges for 09 months
1.	Total consultancy charges for the 09 months empanelment period as term of reference, job responsibility and terms & conditions of RFP	09 Months		Total= Rate x 09 months
		Total amount in fig.-----		

Notes:

- Payment terms for the consultancy charges: To be paid on monthly basis
- The period of the consultant may be extended 09 months, and further on same rate and terms & conditions; subject to the further requirement of the Institute and the satisfactory performance of the consultant.

Place :

(Signature of the bidder with seal)

Date :