



e-Tender Document for Facility Management, Hospitality Management and Catering Services at IIM Raipur

Online tendering through eWizard e- procurement portal
(<https://mhrd.euniwizarde.com>)

:

Indian Institute of Management Raipur
Atal Nagar, P. O. - Kurru (Abhanpur),
Raipur – 493 661, Chhattisgarh
Website: <http://www.iimraipur.ac.in/>

0771-2474-700



विषय-सूची

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निविदा आमंत्रित सूचना

NOTICE INVITING TENDER

आईआईएम रायपुर के एमडीपी भवन में सुविधा प्रबंधन, आतिथ्य प्रबंधन और खानपान सेवाएं प्रदान करने के लिए दो बोली प्रणाली तकनीकी (भाग- I एवं प्रेजेंटेशन- II) और वित्तीय बोली (भाग- III) के तहत प्रतिष्ठित और अनुभवी एजेंसियों से ई-निविदा (ईविजार्ड पोर्टल के माध्यम से ऑनलाइन निविदा) आमंत्रित करता है।

IIM Raipur invites e-tender (online tender through eWizard Portal) from reputed and experienced agencies under two bid system Technical (Part-I and Presentation-II) & Financial Bid (Part-III) for providing facility management, hospitality management and catering services at MDP building of IIM Raipur.

अनुसूची और निविदा के अन्य विवरण निम्नानुसार हैं:

The schedule and other details of Tender are as under:

Tender Name	Providing facility management, hospitality management and catering services at MDP building of IIM Raipur
Tender No.	IIMR/Tender/2023/23 dated 10.01.2023
Estimated Cost	NA
Period of Contract	The period of contract will be initially for 02 Years which may be extended further two years on one year extension + one year extension basis i.e (2 yr. + 1 yr ext.+1 yr ext.) subject to performance of the service provider.
Published Date	11.01.2023
Bid Document download start date	11.01.2023
Bid Document download end date	31.01.2023 at 03:30 pm
Last date & time for receipt of Bid	31.01.2023 till 03:30 pm
Date of Opening of Technical Bid	31.01.2023, after 03:35 pm
Date of presentation of the technically qualified bidder (online)	To be intimated later through email
Tender Fee (Non-refundable)	Rs.1,500 plus 18 % GST /- (Rupees One Thousand Five Hundred Only plus GST) = Rs.1770.00
EMD (Earnest Money Deposit)	Rs.3,00,000/- (Rupees Two Lakh Fifty Thousand Only)
Location of the service	IIM Raipur, Atal Nagar, P. O. – Kurru (Abhanpur), Raipur – 493 661, Chhattisgarh
Commencement of service	Within 30 days from date of LOI
Contact Person	Shri.Ashwani Bhardwaj, 9179858388 Store & Purchase Officer (Sr. Grade)
Pre bid queries	Bidders are requested to send their pre-bid queries on or before 16.01.2023 through email in tpc@iimraipur.ac.in mention the subject name pre-bid query & tender no. IIMR/Tender/2023/23 dated 11.01.2023 After due date no queries will be entertained further. Replies to the queries will be



	made and to be uploaded in <u>Tender Section of IIM Raipur website, CPP portal and the ewizard portal</u> on or before 20.01.2023.
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This tender document containing eligibility criteria, scope of work, terms and conditions, specification and other documents, can be seen/downloaded at/from the eWizard e-procurement portal (<https://mhrd.euniwizarde.com>) or e-Publishing website of CPP Portal or Indian Institute of Management Raipur website:www.iimraipur.ac.in.

This tender is required to be uploaded on the website eWizard e-procurement portal (<https://mhrd.euniwizarde.com>) and nowhere else as it will be opened online at this site only.

The tenderer shall sign and stamp each page of this tender document as taken of having read, understood and comply with tender, the terms and conditions contained herein.

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

Special Note for Site Visit

Bidders in their own interest at their cost are advised to visit, inspect and examine the site / campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government, that may be necessary for preparing the bid and execution of the contract, before submitting their Bids in respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, Source and extent of availability of suitable materials including water etc. and labour, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract. No extra charges consequent upon lack of any information/ knowledge and understanding shall be payable by the Institute.

The bidders should note that information, if any, with regard to the site and local conditions, as contained in this Bid document has been given merely to assist the bidders and is not warranted complete in all respects. The bidder should ascertain all other information pertaining to and needed for the work including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract.

All the temporary services/arrangements shall be made by Contractor at no extra cost to Institute.

Chief Administrative Officer

Telephone no.- 0771-2474-700



भाग -1: तकनीकी बोली
PART-I: TECHNICAL BID

1. SCOPE OF WORK

The type of services required for the MDP building and other area (if required) are provided below along with other relevant details:

Details of MDP building (No. of Floors G+3) (Total Area-7600 sq. mtr.)			Type of Services Required				
Sr.	Room Occupancy Type with attached lat bath	No.	Facility Management (Housekeeping)		Hospitality Management		Catering Services
			Rooms	Common Area	Room Upkeep	Front Office Management	
1.	Double	45	Yes	Yes	Yes	Yes	Yes
2.	Suite Rooms	08	Yes	Yes	Yes	Yes	Yes

Note: Scope of area may be increased or decreased or may be included / removed from above any category. Accordingly, quantity and rate may be revised on pro rata basis.

Definition of Common Area-

Classrooms, Common washrooms, Kitchens, Dining Halls, Reception with waiting area, Offices, Storerooms, Corridors, Staircases, Terrace, immediate surrounding area etc.,

2. FACILITY MANAGEMENT

2.1.1 HOUSEKEEPING OF ROOMS AND COMMON AREAS

All systems and processes in Soft Services should be designed to achieve the highest standards of hygiene and cleanliness through Innovative approaches and integration of trained and qualified manpower, state of the art equipment, eco-friendly cleaning products and proven processes. The results should be of superior quality performance levels so as to

- Ensure maintenance and cleaning of the rooms with attached lat bath, fixtures and fittings attached to the rooms are kept well cleaned regularly as specified in the cleaning service.
- Ensure cleaning of kitchens, dining halls, glass window pane, venetian blinds and all fixtures/furniture of common areas and other rooms (storerooms, offices etc.) of the MDP building.



2.1.2 **Cleaning Services**

It is necessary to maintain the environment of the MDP rooms in a healthy and hygienic condition round-the-clock. All living areas are to be kept clean and tidy, effective waste collection and appropriate disposal arrangements shall be made.

2.1.3 **Service Standards**

The following service standards to be followed categorically to carry out the Cleaning Service:

- i. **Basic Standard:** Maintain at all times in good condition - office areas, service areas, public areas, utility areas, fire exits, stairways, terrace, lifts, and external areas.
- ii. **Prestige Standard:** High standard of cleanliness and appearance at all times including maintaining higher floor gloss levels –Suites, Classrooms, Dining area, Storerooms, Reception areas, Lobbies floors, etc.
- iii. **Hygiene Standard:** Areas where a high hygiene standard is mandatory – Toilets, kitchens, Dining area, pantry, vending areas, Waste bins, hidden surfaces, hinges, the underside of workstations, etc. to be maintained free of dirt, stains, waste matter, watermarks and scale using appropriate cleaning and sanitizing materials.

Types of Cleaning

- i. **Routine Cleaning:** Cleaning tasks to ensure that offices, rooms, toilets, meeting areas, public areas & all other routine work areas, furniture & floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.
- ii. **Reactive Cleaning:** Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities.
- iii. **Periodic Cleaning:** Activity includes all deep cleaning and periodic cleaning activities of the communal & public areas and activities that require more frequent cleaning than routine

The following jobs are to be carried out under Cleaning Service considering service standards and type of cleaning, with the help of cleaning items mentioned below.



Daily Cleaning

- i. Sweeping of the entire premises
- ii. Damp mopping of tiles, vitrified floors, staircases, sidewalls, corridors, passages.
- iii. Dusting of desk, table, chair, and furniture located in the rooms occupied.
- iv. Special attention will be paid to the cleaning of washbasins.
- v. Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins, and WC facilities using suitable non-abrasive cleaners and disinfectants.
- vi. All the wash basins and toilet pans should be kept stain free using harpic or equivalent.
- vii. All surfaces shall be free of germs, soap, and mud at the washrooms/ WCs;
- viii. Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area;
- ix. Cleaning of Doormats; aluminum doors, Fish plates, etc.
 - x. Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets;
 - xi. All waste wet and dry from dustbin waste paper baskets, kitchen, dining halls, etc. will be collected and disposed-off as per the guidelines every day.
- xii. Cleaning of bath fittings.
- xiii. Cleaning of all dustbins and replacing garbage of dustbin on a daily basis as per occupancy.

Weekly Cleaning:

- i. All glass doors, windows of the premises would be cleaned using the damp and dry method;
- ii. Glass table tops, doors partitions, and glass accessories would be cleaned using solvent;
- iii. Cleaning of photos, sculptures, panels, glass/board partitions, etc.;
- iv. Wipe/clean/polish all staircases/ metal railings, passages, corridors with detergents/brasso/silvo etc.
 - v. Dusting /cleaning of Venetian blinds.
 - vi. Terrace cleaning all areas.

Monthly Cleaning:

- i. To remove cobwebs from the entire premises wherever they exist;
- ii. Scrubbing of all floor areas;
- iii. Carpets in Guest Rooms if any to be cleaned with shampoo by experienced personnel;
- iv. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in
 - v. good condition;
 - vi. Facade cleaning (all sides).
- vii. Overhead tank cleaning as per requirement.



List of Cleaning Items to be used

All the below-listed items should be available with the housekeeping section/dept. of the contractor.

1. Dusting Cloth
2. Scrubbers with handle
3. All Purpose Cleaner
4. Dustbins
5. Window Glass Cleaner
6. Dust brushes
7. Window Applicator
8. SS Scorch pads/steel wool
9. Window Squeeze
10. Nylon brooms with sticks
11. Garbage bags small, medium and large
12. Floor dust mops with holder
13. Feather duster
14. Spray bottles
15. Air Freshener
16. Toilet brush
17. Insect Killer
18. Hand brush
19. Naphthalene Ball
20. Plastic buckets
21. Dettol
22. Extension pole for glass cleaning
23. Deodorant/fresheners
24. Garbage bins of different colors of 100 ltrs. each.
25. Toilet paper rolls
26. Toilet Cleaner /Flush Clean
27. Heavy duty wet and dry vacuum cleaners
28. Multi speed Single disc machine for both scrub cleaning and buffing
29. Wet and Dry MOP
30. Floor cleaners
31. CobWeb brush
32. High Pressure Jet
33. Personal Protective equipment (eg. gloves, safety glasses, head caps etc.)

Note: All equipment used in connection with housekeeping facilities shall be maintained in a clean and safe working condition. The above list is not exhaustive, the bidder may add or remove as per requirement.



Pest Control Services

- i. Anti-mosquito spray/fumigation, rodent and pest control etc., shall be done periodically by the contractor at no extra cost.
- ii. Appropriate pest- control treatment in kitchen/store- room areas must be undertaken periodically as per requirement.

General Guidelines for Housekeeping Services:

- i. The contractor shall ensure overall general maintenance, like drainage cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins).
- ii. The contractor has to provide the necessary / appropriate number of contract employees/workers (housekeeping, room boys, supervisors, and facility manager) as required.
- iii. The sanitization of the MDP Building premises will be carried out by the contractor as and when required.
- iv. The cleaning material and the equipment/machinery should be of ISI mark or branded.

3. HOSPITALITY MANAGEMENT

ROOM UPKEEP

Ensure that all rooms are provided with the following items at any point of time by the contractor at their own cost.

1. Bed Sheet
2. Bed Covers
3. Pillow Covers
4. Duvet/Comforter
5. Duvet/Comforter Cover
6. Bath Towels
7. Hand Towels
8. Tumblers (Glass)
9. Coasters
10. Hangers
11. Buckets
12. Foot Mats
13. Mugs
14. Dustbins
15. Bathmat
16. Doormats
17. Pillow
18. Bath Stool



19. Slippers
20. Tea Trays
21. Cup and saucers
22. Hot water kettle
23. Water jars
24. Mosquito repellent machine and refill
25. Fresheners / Diffusers / Odour busters
26. Laundry bags with slips
27. Room service Trolley.
28. Plates Services Trolley.

Note: The above list is not exhaustive, the bidder may add any other additional items which may add ambiance to the facility.

The contractor shall supply the following of reputed brand, good quality toiletries and consumable for each Executive Residence room per new occupant:

- i. Shower Gel in wall mounted dispenser
- ii. Shower cap
- iii. Shampoo
- iv. Moisturizer
- v. Hair oil 10 ML
- vi. Shoeshine Strip
- vii. Welcome Kit consisting of Dental & Shaving Kit (IIM Raipur Branding on Box)

The contractor shall supply the following consumables appropriately in consultation with the Officer in-charge for each room per day.

- i. Sugar Sachets, Coffee, Tea, Milk / Milk Powder

The Service provider should provide all items mentioned above of branded / superior quality.

General Guidelines for Room Upkeep:

The contractor shall ensure the following items are replenished in each room (when the rooms are occupied)

- i. Moisturizer
- ii. Shower gel
- iii. Shampoo
- iv. Goodnight/All-out mosquito repellent with refills.
- v. Toilet Tissue Rolls (2nos.)
- vi. Room fresheners
- vii. Naphthalene balls
- viii. Liquid hand wash in wall mounted dispenser



- ix. A welcome kit consisting of dental and shaving to be provided once at the time of arrival (2nos. of kit for double occupancy).
- x. Four pillows in case of double occupancy room Twin sharing rooms and Two Pillows per cot in single rooms. Minimum Three pillows per cot in suite rooms to be provided.
- xi. The bath towel and hand towels will be changed daily, and bedsheet will be changed on alternate days when occupied or as per need.
- xii. Dry cleaning of curtains, sofa set, and bed covers monthly/as required, will be done by the contractor at no extra cost.
- xiii. Carpets (as the case may be) shall be cleaned daily by a vacuum cleaner and dry cleaning will be done monthly.
- xiv. The room upkeep charges will be paid to the service provider on actual occupancy basis only.

LAUNDRY SERVICES

- i. The contractor will be responsible for quality cleaning of all types of linens at no extra cost so as to render all laundry services at high standards for MDP Building belongings in coordination with the Institute Laundry Services or alternatively engaging a separate Laundry Service for MDP Building if required.
- ii. While the fabrics are taken for laundry, a slip may be sent to the MDP Office indicating the number of fabrics. The same will be inspected and certified by a designated Staff.
- iii. To render all laundry services at high standards for guests belongings (to be paid by the guest).

4. FRONT OFFICE MANAGEMENT SERVICES

- i. Receiving and allotting rooms to the guests coming to stay at MDP; services include managing all the receptions round the clock on all days of the year.
- ii. Manage the Reception counters by a professional and experienced person, who will attend the guest in decent and hospitable manner.
- iii. Maintain the check-in and check-out Registers at each reception and in system.
- iv. Reservation/Allotment of the rooms in the Executive Residence as per the directive received from Executive Residence Office/ concerned office.
- v. Arrange safe and careful handling of baggage of the guest.
- vi. To attend the telephone calls.
- vii. Collection of tariff from guests and proper billing.
- viii. Maintain the Complaint/ Feedback Register (standard Format) which should be available on demand.
- ix. To provide information about rail/air timings and information related to campus to the guests on request.



- x. To ensure overall cleanliness in the surrounding areas of the designated area.
- xi. To Report the Room-wise Occupancy status every morning to the In-charge MDP Office through Facility Manager of the firm / company; to Report non-functional electrical gadgets (Solar panel, Duct AC, Fan, lights, etc.) and other maintenance issues of the rooms as well as common areas to the concerned department through MDP Office. A register to be maintained for this purpose room- wise and the same to be brought to the notice of the MDP Office daily through Facility Manager.
- xii. At the time of check-out, to ensure that all the items provided in the room (like TV, remote, etc. if available) are available in the room in case of any missing items the contractor will be solely responsible for replacing the same at no extra cost.
- xiii. Raising bills for the MDP services and properly depositing the amounts to appropriate authority.
- xiv. Daily and monthly occupancy reports for programme participants, Official visitors, and others, to be maintained separately and reported to the MDP Office.
- xv. During allotment of accommodation to the guests, the Manager should ensure the identity of the guests, take the entire details of the guests like his address, relation with the Staff (in case the guest is related to the Staff of the IIMR), purpose of visit, Number of guests staying, etc.

Records and reports to be maintained by the front office

Logbook (Daily / Weekly/ Monthly)

- i. Visitor Register
- ii. Cleaning Register
- iii. Guest Feedback Register
- iv. Check-in and Out Reports
- v. Key Register
- vi. Attendance Register
- vii. Medical Box Checklist
- viii. Lost and Found Register
- ix. Menu Card Booklet
- x. Food Bill book
- xi. Staff personal data file
- xii. Inventory Register
- xiii. Executive Residence Bill book

Note: Any other additional document which is required in the interest of Institute



5. CATERING SERVICES

The contractor has to provide the best quality food in hygienic conditions, to the in-house guests and other Institute officials, as required from time to time. It is the prime responsibility of the contractor to provide excellent catering services as mentioned below to the guests of MDP Building:

- i. Morning tea/coffee
- ii. Breakfast
- iii. Lunch
- iv. Evening Tea & Snacks
- v. Dinner
- vi. Tea and Biscuits
- vii. High tea during official meetings/ events on prior orders
- viii. Breakfast and Lunch at the Faculty Lounge

Session Timings- To be decided mutually.

There will be two types of menus to be served in MDP i.e. Semi Deluxe menu and Deluxe menu (In addition to the Semi Deluxe menu additional item(s) as mentioned in the menu plan as and when required with prior intimation. The contractor has to provide the outdoor catering (within the campus) at the same rates (as quoted for the various menu plan), if any additional item(s) are added in the menu the same will be paid additionally by the institute on the prior agreed rates. Separate counters for non-veg items to be put up and earmarked by the contractor.

MEAL PLAN (Can be changeable)

Sr.n	Description	Menu details
1.	Tea & Coffee	a) Tea / Coffee / Green Tea / Lemon Tea, etc.
	Breakfast	a) Cornflakes/ Choco flakes/ oats/ wheat flakes with milk & honey b) Eggs to order (Boiled/ Scrambled/ Omelet etc.) c) Bread Plain and Toast (Brown/White) with Butter & Jam etc. d) Aloo paratha with curd/ masala dosa/ idli sambar/ upma/ poha, etc. e) Fresh Fruit Juice f) Fresh Whole Fruits (both) g) Tea and Coffee
	Lunch / Dinner (Semi-Deluxe)	Veg and Non Veg Soup (Indian/Chinese/Continental/Shorba) a) 01 Paneer preparation with gravy b) 02 seasonal vegetables with variety (01 dry & 01 with gravy)



		c) Dal preparations with variety d) Curd preparation with variety e) 02 Rice preparations (01 Plain & 01 variety e.g. Veg biryani/Veg pulao/ Chinese rice etc.) f) 02 Indian bread (Chapati/ Tandoori Roti/ Puri/Naan etc.) g) Green salad h) Pickle and Papad i) Dessert
	Lunch/ Dinner (Deluxe)	In addition to the Semi-Deluxe menu, the deluxe menu will consist of the following items: a) Non-Veg preparation with variety (Chicken, Mutton, Fish, Prawns etc.) b) Fresh Whole Fruits (Sometimes assorted fresh cut fruits)
	Tea and Biscuits	Tea / Coffee / Green Tea, etc. with minimum four type Biscuits and Cookies
	Juice break	Fresh Juice, Juice tropicana, Natural, Equivalent Brand
	Tea and Snacks	a) Tea / Coffee / Green Tea / Lemon Tea, etc. b) Veg-Kebab/ Sandwiches/ Paneer Pakora/ Samosa/ Cutlet/Spring roll/ Kachori/ Cheese balls/ Baked Items etc.
	High Tea	c) Fresh Juice / Mocktail / Cold Drink d) Two Veg Snacks with accompaniment e) One Dessert f) Tea / Coffee / Green Tea, etc.
	Fruit Basket	a) Fruit Baskets (about ½ kg of seasonal fruits)
Mouth Fresheners (Saunf/Mishri/Elaichi etc.) to be kept in the dining hall for guests during all meals.		

Guidelines related to Catering Services

The contractor shall supply additional official lunch/dinner or special lunch/dinner as requested by the departments/units on a chargeable basis. Such requests will be placed at least one day in advance.

- i. The contractor shall be required to provide occasional snacks/tea/high tea in various buildings of the Institute during the hosting of several Institute events at approved rates.
- ii. The contractor shall be responsible for cleaning and washing of the cutleries, crockeries and other utensils used for preparing and serving coffee/tea/breakfast/lunch/dinner.
- iii. The contractor shall maintain the account of the breakfast/lunch/dinner provided on a per day basis to Executive Education participants/ official guests and submit the bill to the Institute at the end of every month.



- iv. Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, cleaners, etc.
- v. Meals should be provided as per the agreed menu and the rates as fixed. The menu details are given and for which the rate to be mentioned in the financial bid. Menu/rates should also be indicated for events or special occasions (viz. seminars, workshops, conferences, summer/winters, etc.) on a per head basis for Lunch/ Dinner, for vegetarian and non-vegetarian dishes.
- vi. The contractor will arrange kitchen items and utensils as per the requirement at no extra charge. Repair and maintenance of the items under contractor control like gas stoves etc. will be done by the contractor at no extra charge.
- vii. The contractor has to provide the necessary contract laborers and experienced professionals (chef, cooks, assistant cooks, waiters, and other assistants) as required.
- viii. The contractor has to ensure that only freshly prepared food is supplied and the leftovers are disposed of every day. Food cooked for the day is not to be served the next day. If at any stage, any complaint is received or it comes to the notice of the Executive Residence Office that Contractor is not following the same, notice will be served to furnish an explanation, failing which the penalty will be charged and if repeated will be followed up by the termination of the contract. All outstanding of the contractor to the IIM Raipur will be seized as a penalty.
- ix. Fresh vegetables/non-veg items from nearby markets located only to be prepared in the MDP kitchen and served to guests. Proper care should be taken for perishable items which will be procured daily on a need basis.
- x. The contractor has to ensure proper storage of dry provisions, and it should be kept at a proper gap from grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.
- xi. The contractor shall comply with the Food Safety regulations, Bye-Laws relating to preparation, preservation, and sale of foodstuffs, soft drinks and fresh meals and disposal of garbage, leftovers, etc. (Same can be checked by the institute authority as and when required).
- xii. Soup and Dishes served in lunch should not be repeated in Dinner. The items should be rotated in such a manner so that the food is palatable. The overall quantity of the menu shall remain sufficient to the satisfaction of the MDP Office, IIM Raipur.
- xiii. The menu shall be displayed. In case the menu cannot be followed due to any genuine reason, the contractor will have to intimate the same to the Guest, and prior permission shall be obtained before changing the fixed menu from the MDP of IIM Raipur.

The contractor has to provide various items as per following brands or of its equivalent quality as specified below: -

- a) Rice-Basmati of Kohinoor/Badshah/Heritage/Dawat/Equivalent brand
- b) Atta- Ashirvad/Annapurna/Fortune chakki Fresh Atta/Equivalent brand
- c) Masala-Everest/MDH/Catch/Badshah/ Equivalent brand (All Masala powder should be Agmark)
- d) Oil-Saffola/Fortune/Sun drop /or equivalent brand.
- e) Ghee-Amul/Mother dairy /Nestle/ or equivalent brand.
- f) Butter & Cheese-Amul/Mother dairy/or equivalent
- g) Papad-Lijjat/or equivalent
- h) Pickles-Priya/Kisan/Maggie/or equivalent
- i) Jams-Kissan/Tops/or equivalent
- j) Sauces-Maggie/Kisan/or equivalent



- k) Cornflakes-Kelloggs/Nestle/Tops/ or equivalent
- l) Fresh Milk-in Polypack from Local Dairy Co./Amul Dairy
- m) Tea-Taj Mahal/Tata, Tetley (both tea bags + packet tea) Coffee-Nescafe/Bru/Filter
- n) Green Tea/ Lemon tea/Others
- o) Rasgulla from Reputed sweet houses of the city (For special orders) and prepared fresh in the MDP building kitchen.
- p) Gulab Jamun-Reputed sweet houses of the city (For special orders) and prepared from fresh khoya in the Executive Residence kitchen.
- q) Biscuits-5-6 varieties of Britannia/Unibic/Cadbury/Sunfeast/or equivalent.
- r) Water Dispenser bottle (20 ltrs)- Bisleri/or equivalent

Note:

- a) No items should be stored which have shelf-life less than 50%.
- b) The contractor needs to maintain records for various services which shall be subject to examination by the designated Officer of IIM Raipur. Any deterioration in services shall attract the provision of deduction, penalty or fine, about payment. Adequate monitoring and control systems should be put in place for the best services.

THE OBLIGATION OF THE INSTITUTE

The Institute shall provide only the following facilities initially on as is where is, basis*:

- a) Room Furniture and other furniture.
- b) Duct AC, Solar water heater
- c) Provision of Curtains, Mattress, Pillows, linens (Pillow cover, bedsheets, towels, comforters etc.), as one-time support. Other items and Periodic procurement of the same will be under the scope of the service provider.
- d) Provision of looking mirror, arrangements etc. as one-time support.
- e) Telephone Instruments and Extensions (if available). Currently not available in MDP rooms.
- f) Electrical & Plumbing fittings etc., will be provided.
- g) TV (with TV remote), Cable TV Connection, DTH Remote, and its Monthly Subscription will be provided. Currently available in common hall.
- h) Dining tables, chairs, sofas, ceiling fans, etc. shall be provided.
- i) Limited accommodation for essential staff only will be made in the same vicinity. For example, a chef and essential kitchen staff.
- j) Payment of electricity charges (except kitchen and laundry), water charges, telephone bills, house/municipal tax shall be taken care of by IIM Raipur.
- k) Usable water – On free of cost basis (for Washrooms, kitchen etc.)
- l) Renovation/ addition to the building, solar water heating, firefighting equipment, emergency power line, etc. shall be taken care of by the Institute.
- m) The Designated Official of the MDP Office will hand over the materials (as and where is basis) mentioned above. The contractor shall maintain these items properly. Malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon the end of contract/ termination thereof, the contractor is able to return the same to IIM Raipur in good working condition barring normal wear and tear. For shortage/misplacement/theft, the replacement cost of the items will be recovered from the contractor's bill or security deposit.



THE OBLIGATION OF THE CONTRACTOR

Contractor shall be and remain at all times exclusively responsible to provide all material, labour, equipment, machinery, facilities, utilities, consumables, temporary work or any other item that shall be required for or in connection with the work including, but not limited to those indicated by expression or implication in the scope of work, Schedule of Rates, the Specification, Plans, Drawings, and/or other Contract Documents or however otherwise as shall or may from time to time and at any time be necessary for or in connection with the work, either for incorporation in or within the permanent works or in or relative to the execution and performance of the work.

- a) Napkins, Bed sheets, Bed covers, Duvet/Comforters/Quilt with covers, Bath towels, Hand towels, Pillow covers, Frills, Pillow etc. (Table clothes may be avoided, however the table mats and paper napkins to be used during all the meals)
- b) Rooms with double occupancy to be provided two sets of toiletries, Two newspapers (on the day of check-in only) to be provided in case of double occupancy.
- c) Flask, Glass tumblers, coasters, hangers, foot mat, cup saucers, sugar pots, teaspoons, tea trays, buckets, mugs, bathroom stool, doormat, mosquito repellent machines with liquid, dustbins, bath stools, bathmats, and cleaning materials.
- d) Environment friendly material crockery to be provided.
- e) Tea and coffee sachet, milk powder sachet and sugar cubes should be of high quality used for 3 star/4star rated hotels.
- f) Cutlery, Kitchen Utensils for cooking the food and good quality of chafing dishes.
- g) The gas connections, LPG gas consumption charges shall be borne by the contractor.
- h) Proper uniform to all the employees.
- i) Laundry equipment, including for washing, drying and hanger cabinets, etc.
- j) Contractor's own / hired transport for obtaining daily needs from the marketplace at the required frequency and for all other service requirements.
- k) Housekeeping service trolleys.
- l) Any other items and equipment which may be needed for smooth operations.
- m) Drinking Water for rooms & classrooms – Shall be in contractor's scope – The contractor can use the water coolers/RO plant installed by the Institute in the MDP Building for drinking purposes. There is RO plant available in the campus. The water is supplied through RO plant in MDP building.
- n) A personalized guest toiletry akin to 3 star / 4 star hotels may be used.
- o) All kitchen equipment to be installed by the contractor, required for the functioning of the MDP kitchen and to cater 300+ participants at a time. For example Grinder, Deep Freezer, Dough Machine, Dosa Tava, Tandoor Furner, Dish washer, Potato Peeler (Commercial) and other kitchen equipment. All kitchen equipment required to cater 300 diners including kitchen appliances and refrigerator/walk-in cooler are under the scope of the contractor.
- p) The contractor has to organize the furniture and fixture, hardware & accessories including printers of their own at their office. IIM will not provide table chair, printers and photocopying machines for their office. The bidder may avail the photocopy facility available in the campus on payment basis.
- q) The Facility is to be manned round the clock on all days of the year. Therefore, the Service provider should make provisions of manpower and resources accordingly.
- r) The Contractor shall be responsible for ensuring the proper utilization of the facilities, equipment, furniture and utilities provided by IIM Raipur without any manner of abuse or excess use. And also, keep the kitchen and surrounding area absolutely tidy and free from any damage. For any loss or damages to the



- premises, fittings, fixtures and equipment, recovery at market rates would be effected from the contractor's bill and the material/item repaired or replaced at his cost.
- s) Notwithstanding anything elsewhere provided herein, the firm may be penalized if the contractor does not rectify any defect in the maintenance, upkeep, hygiene and cleanliness of the kitchen and/or equipment to a state satisfactory to the Officer-in-charge within 30 days of notice in writing.
 - t) The contractor will be responsible for any major or minor repairs and will arrange for regular maintenance of the equipment provided by the Institute at own cost.
 - u) All corrigendum and addendum shall be the part of the tender document and are to be duly signed and stamped with tender document as bid annexure. Even if the bidder fails to submit corrigendum and addendum duly signed by him, it will be deemed that the bidder has gone through such corrigendum / addendum, if any and no claim shall be entertained by IIM Raipur on account of any omission / error on his part.



Pre-Eligibility Criteria

Only those agencies which will meet the following minimum criteria will be eligible for the presentation part and technical score marks thereupon: -

1. Valid PAN, GST Registration, EPF registration, ESIC registration, Labour License and firm establishment / Company incorporation certificate as on the date of submission of the bid **(Self-certified scanned PDF files to be uploaded online along with the Annexure-I given in this tender document)**.
2. Details of Tender Fees and Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents **(As per the Annexure-II given in this tender document)**.
3. Bidders should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm/ company or its owner/ partner(s)/ Director(s) anywhere in India. **A duly completed self-declaration certificate for the Clean Track Record to this effect is to be submitted as per the Annexure-III given in this tender document.**
4. The bidder/ firm should have been incorporated/ established at least for a period of ten years or more and currently should be in the same business. The time period of 10 years shall be reckoned as on 31.12.2022 **(Copy of incorporation/ establishment is to be provided along with the Annexure-IV given in this tender document)**.
5. The bidder should have a minimum 5 years of experience as on the bid submission date for providing Facility Management, Hospitality Management and Catering Services for a minimum of a 100 rooms Guest House to Educational Institutions of National Importance, Training Academies or such Centres in Government, PSUs, Autonomous Bodies or Large Corporate Houses. **(Copy of the work orders and the work execution / completion certificate from the client end pertaining to the above mentioned works are to be submitted as per the Annexure-V given in this tender document)**.
6. The bidder should have on their wage rolls minimum 100 employees as on March 31, 2022 **(Supporting documents/records such as PF, ESI, etc. are submitted to be as per the Annexure-VI given in this tender document)**.
7. The bidders average annual turnover during the last three consecutive financial years i.e. 2018-19 or 2019-20, 2019-20 or 2020-21 and 2020-21 or 2021-22 should not be less than Rs. 15 Crores (Rupees fifteen crores only) from Facility Management and/ or Hospitality Management and Catering Services only. **(Certificate issued by a Chartered Accountant with UDIN should be enclosed along with the Annexure-VII, the year in which no turnover is shown would also be considered for working out the average)**.
8. The Solvency Certificate issued from any of the Scheduled Banks for an amount of Rs. 1 crores or more **(The solvency certificate must be issued post 31-Dec-2022)**.
9. Self certified copy of a valid license issued by Food Safety and Standard Authority of India (FSSAI), as on the date of submission of the bid.
10. The bidder should have ISO 22000 certification, as on the date of submission of the bid.



Bid Evaluation

For the purpose of selection of the bidder, a two bid system evaluation process will be followed. The response to the tender should be submitted in two parts viz. Technical Bid & Financial Bid. Evaluation will be done strictly on Eligibility Criteria and Technical Specification as mentioned in this tender.

The Technical Evaluation Committee constituted by the IIM Raipur shall verify the particulars furnished by the bidder independently and shall examine the bids to confirm that all documents pertaining to the Eligibility Criteria and Technical Criteria have been provided and shall ascertain the completeness of each document submitted. If any of these documents or information is missing, IIM Raipur reserves the right to call upon the missing documents/ Clarification on the submitted documents from the Bidders or reject the bid on account of unresponsive bid and the rejected bids will be ignored for the further evaluation purpose.

Only those bidders who fulfil the minimum eligibility criteria to participate in this bid will be considered for the further evaluation purpose i.e., Technical Scores Evaluation.

70% of weightage will be awarded for technical evaluation and 30% weightage will be awarded for financial evaluation.

Technical Score (Ts) will be assigned out of 100 marks as per the details given in Table below, only those bidders who score a minimum of 60 marks as per the below mentioned table will be considered for further evaluation of the financial bid.



PART II

Technical Scores Evaluation

Sr.no	Criteria	Maximum Marks
1.	Average Financial Turnover from the similar services in the last 3 years, as per the certificate issued by a Practitioner Chartered Accountant with UDIN will be considered: <ul style="list-style-type: none">• Rs. 15 Cr to 25 Cr = 2.5 marks• Above Rs. 25 Cr to 50 Cr = 5 marks• Above Rs 50 Cr to 100 Cr = 7.5 marks• Above Rs. 100 Cr = 10 marks	10
2.	Annual value of the single largest contract / Hospitality Establishment during the last three years: <ul style="list-style-type: none">• Upto Rs 2 Cr = 2.5 Marks• Above Rs 2 Cr to 5 Cr = 5 Marks• Above Rs 05 Cr to 10 Cr = 7.5 Marks• Above Rs 10 Cr = 10 Marks	10
3.	Number of Institutes of National Importance (top 05 management school in India as per NIRF 2022) where similar services have been provided in the last 5 years: <ul style="list-style-type: none">• Less than 02 = 2.5 Marks• 03 to 04 = 05 Marks• 04 to 06 = 7.5 Marks• Above 06 = 10 Marks	10
4.	EVALUATION ON THE PRESENTATION BY BIDDER(S): The presentation by the bidder(s) will be evaluated by IIM Raipur panel members. The bidders are expected to cover the following points during the presentation: <ol style="list-style-type: none">1. How well do you understand the objective and how do you plan to meet the objective of this tender.2. What is the proposed number of manpower to be deployed and their academic qualification and skill set you plan to deploy for the given scope of work in this tender.3. Describe the process you will follow to adhere to the statutory compliances.4. Describe how you will maintain the standards akin to three Star/ four Star Hotel facilities.5. Describe what mechanism you will set to collect the feedback for the services rendered by you from the Guests.6. Describe what value you add in the Hospitality of the Guest so that the guest departs from the campus with pleasant memories.7. *Demonstration of the Model Room.	70
	Technical Score (Ts)	100

*The bidders have to arrange all the required items/ materials on their own. IIM Raipur will provide empty rooms with basic furniture as and where basis.

Technical score marks= 0.7 * Ts



Financial Bid Evaluation

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

Scoring of Financial Bids will be as follows: -

The scores for financial bids will be computed as below.

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

Normalize Financial Bid Score =

The above formula can be explained as below.

Total rate quoted for **all** Category (**Example**)

Name of the Party	Rate in Rs
X	300
Y	460
Z	380

The normalized score would be as follows:

Party	Score
X	10
Y	6.5
Z	8

Example-Normalization Calculation: $(300*10)/380 = 8$

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= <u>(Weightage * Score)</u>	Scores out of
			10	
X	10	30	30	30
Y	6.5	30	19.5	30
Z	8	30	24	30

***Note: above formula will be the applicable for other categories according to their respective weightage**



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

S.No.	Particulars	Total Score
01	Technical Score Out of 100 marks	Ts*0.7
02	Financial Bid	30
	Total Score	100

- a) **Part D-** Successful Tenderer will be the one who has maximum score in **Part C Evaluation.**



General Terms and Conditions

1. Tender Type: Two-Bid through Online Mode.
2. Bidder: The expression “Bidder” shall mean the Tenderer who submits the tender.
3. Contractor / Service Provider: The expression “Contractor” or “Service Provider” shall mean the bidder selected by the Institute for the performance of the required services.
4. IIMR: “IIMR” or “IIM Raipur” or “Institute” shall mean Indian Institute of Management Raipur.
5. Definition of Similar Services: Only services rendered related to Facility Management,
6. Hospitality Management and Catering Services will be considered as a similar service for this tender.
7. Tender Fee & Earnest Money Deposit Details:
 - a. Tender Fee of Rs.1,770/- (Rupees One Thousand Seven Hundred Seventy only) inclusive of all taxes should be submitted in form of DD / BG.
 - b. EMD of Rs. 3,00,000/- (Rupees Three Lakh only) should be submitted in form of DD/BG.
8. Validity of Bid: Bid submitted by the bidder shall remain valid for a period of 90 days from the date of opening of bid. The earnest money will be forfeited without any prejudice to any right, in case the Bidder withdraws his bid during the validity period or in case he changes his offer to his benefits, which are not acceptable to IIM Raipur.
9. Award of Contract: Contract shall be awarded to the bidder whose evaluated Composite Score(s) will be the Highest under QCBS method. In case the composite score(s) of two or more are found to be the same, the bidder with the higher marks in the technical scores shall be awarded the contract provided the bidder agrees to match the lowest financial quote among the H-1 bidders. Any effort by a firm to influence IIM Raipur in its decision on bid evaluation or placement of Work Order may result in rejection of the firm’s bid.
10. Performance Guarantee / Security Deposit (SD): To ensure due performance of the contract, the Successful bidder (who is awarded the contract) shall submit the Security Deposit (SD) equal to Rs. 3,00,000/- (Rupees Three Lakh Only only) in the form of Account Payee Demand Draft / Fixed Deposit Receipt / Banker’s Cheque/ Bank Guarantee from any of the Scheduled Banks/ RTGS. The validity of the Security Deposit will be valid for the contract period plus three months. This SD will be refunded without any interest after completion of the Contract. The Contract without Security Deposit will be summarily rejected.
11. Period of Contract: The contract shall be valid initially for a period of two years from the date of commencement of work at site, which will be reviewed every year based on the performance and deliverables of the selected vendor. This



contract may be extended for a further period of two years on the same terms & conditions as mentioned in the tender document, provided such requirement of the office persists at that time. or, may be curtailed in case partial services are required, with concomitant apportionment of costs thereof. The Contract is liable to be terminated at any time before the completion of normal tenure, owing to deficiency in service or substandard quality of services, or any other reason leading to dissatisfaction of the user(s).

12. Price Revision Clause:

- a) All quoted rates will remain fixed during the first two years of the contract.
- b) The rate/price quoted for the scope of work of this tender are subject to revision only after successful completion of the first two year of the contract. A duly constituted committee by the institute will recommend the percentage of revision and the same will be done on mutually agreed terms and conditions.

13. Performance Evaluation: The performance of the Service Provider in compliance with the terms and conditions of the tender document will be reviewed by the Institute on completion of every year.

14. Adequacy of Contractor's Staff: It is understood that the service activities are to be performed with utmost diligence and expediency so as to maintain the highest standards of hospitality services. To achieve this, the Contractor shall maintain an adequate level of staff of good skill and competence at site at all times.

15. The bidders are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting the tenders. The nature of the site, the means of access to the site, and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. The contractor shall be deemed to have full knowledge of the site whether it inspects the site or not and no extra charges consequent to any misunderstanding or otherwise shall be allowed.

16. The documents submitted by the bidder against the eligibility / qualifying criteria may be cross verified from the issuer end.

17. Legal

- a) The Service Provider will be responsible for compliance of all statutory provisions relating to Minimum Wage, Provident Fund and Employee State Insurance etc. in respect of the persons deployed in IIM Raipur.
- b) The Service Provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by him to IIM Raipur to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- c) The Service Provider shall maintain all Statutory Registers under the applicable law. The contractor shall produce the same on demand to the concerned authority of the Institute or any other authority under law.
- d) In case the Service Provider fails to comply with any statutory/taxation liability under appropriate law and as a result thereof IIM Raipur is put to



any loss/obligation, monetary or otherwise, IIM Raipur will be entitled to get itself reimbursed out of the outstanding bills or the performance security deposit of the contractor to the extent of the loss or obligation in monetary terms. After Award of Contract, if the Service Provider is found to be charging any amount from the employees on its roll in any manner, in that case the contractor shall be liable to be terminated immediately with forfeiture of performance security amount and also the firm will be blacklisted.

18. Scope of Work indicated in this tender is indicative of current requirements. Such requirements may vary from time to time as per emerging needs of the Institute and extraneous factors, etc. IIM Raipur reserves the right to reduce or increase the services, if considered necessary, the same will be communicated to the service provider by the Institute and the payment will be made accordingly on the mutually agreed terms and conditions.
19. Any discrepancies or disputes arising on account of non-adherence to statutory & Labour laws would be the responsibility of the service providers & IIM Raipur will not be responsible for the same.
20. IIM Raipur will not be liable to pay any amount other than settled in the contract. Any payment under provision of the ESI Act 1948, Workman Compensation Act 1923, Payment of Gratuity Act 1972, Employees Provident Fund and Miscellaneous Provisions Act 1952 or any other statutory liability shall be made by the service provider.
21. The service provider must ensure the wages to deployed personnel by the 7th of each month through the Bank transfer and proof of credited amount should be produced along with next month's bill.
22. The deployed personnel by the service provider will always keep an Identity Card with them for verification while working. Identity cards for the vendor's employees, as required under the law, would have to be provided at their own cost. IIM Raipur shall not pay any extra charges to the service provider against these items.
23. The SERVICE PROVIDER shall ensure that all workers engaged by the SERVICE PROVIDER are supplied with proper Uniform on all days of work within the Premises of IIM Raipur. Separate Designated Uniforms shall be worn at all times by all SERVICE PROVIDER employees engaged in:
 - i. Facility Management
 - ii. Hospitality Management
 - iii. Catering Services

The Catering workforce shall wear disposable gloves while serving in the dining hall and cooking. The Cook shall wear a cap on his head while cooking and the same shall be worn by the serving staff in the dining hall. The above uniform materials and color should have the approval of IIM Raipur.

24. The IIM Raipur Authorized Person shall have the powers to either disallow entry of workmen found without Uniform inside the IIM Raipur premises or



- alternatively mark the workers found working without proper uniform as absent for the day.
25. IIM Raipur shall not have any liability/responsibility to absorb the persons engaged by the service provider.
 26. The details of the persons deployed by the contractor with bio data, attested proof of identity, the latest photographs of all the persons shall be supplied to IIM Raipur for record.
 27. Any change of manpower deployed by the service provider should be intimated in advance. IIM Raipur shall have the right to replace or stop any job/services without assigning any reason whatsoever and the substitute shall have to be provided by the service provider immediately, if required.
 28. Necessary license, permit, consent, sanction etc. as may be required or called for / from / by local or any other authority for doing such job shall have to be obtained by the Service Provider. The Service Provider shall comply at its own cost with all applicable laws, rules and regulation in force from time to time whether of Central or State Govt. as applicable to him or this contract without any liability and responsibility to IIM Raipur, whatsoever it may be.
 29. The persons deployed by the service provider should not have any adverse Police Records/Criminal cases against them. Service Provider will be required to produce antecedents duly verified by police of the personnel deployed at IIM Raipur. The character and antecedents of each personnel of the service provider will be verified by the service provider before their deployment after investigation by the Local Police & collecting proofs or identity like Driving License, Previous Work Experience, Proof of Residence and recent photograph and a certification to this effect submitted to the Institute. The service provider will also ensure that the personnel deployed are medically fit and will keep a record of their medical fitness. The contractor shall withdraw such employees who are not found suitable by this office for any reasons immediately on receipt of such a request. The service provider should ensure that his worker does not smoke, not indulge in drinking alcohol or intoxicants or in gambling.
 30. Any dispute arising out of or in any way connected with the contract shall be deemed to have arisen in Raipur and only courts in Raipur shall have jurisdiction to determine/decide the same.
 31. The service provider will maintain a daily Attendance Register of the personnel along with their deployment position at the Institute, to be produced as and when required by the Institute.
 32. The Service Provider will provide job/service of the specified standards only (in terms of qualifications and skill requirements) for each area/department of job/service as required by the Institute.
 33. The persons deputed shall not be below the age of 18 years and not more than 60 years and should be physically fit, healthy for performing assigned duties.
 34. The Manager-in-charge (or, equivalent) of the service provider posted at site shall be in charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of IIM Raipur, s/he and her/his team shall work under the directives and guidance of IIM Raipur.



35. The persons deployed by the service provider should be disciplined and should not participate in any activity prejudicial to the interest of IIM Raipur. In case any of the persons so deployed by the service provider is found to be failing in terms of general discipline/etiquette or does not perform her / his duties properly or indulges in any unlawful activity including riots or disorderly conduct, the service provider on the order of the Institute, shall immediately withdraw such person(s) from the premises of the Institute.
36. Any personal, legal, financial, or medical matter (including but not limited to possible injury in the course of work) concerning the service provider's personnel shall have to be dealt with solely by the service provider her/himself. IIM Raipur shall not be held responsible or obligated in any such case.
37. In case IIM Raipur is implicated in any law / suit on account of not fulfilling of any or all obligations under any law or arising out of issues related to performance/delivery of duties by any personnel of the service provider, all cost of defending such suit, settlement of claims, penalty etc. shall be borne by the service provider, or else such amounts shall be liable to be recovered from the due amounts payable to the contractor and/or from the Security Deposit held by IIM Raipur.
38. The decision of Competent Authority, IIM Raipur in regard to interpretation of the terms and conditions and the agreement shall be final and binding to the service provider.
39. The Competent Authority of IIM Raipur may assign an officer/ Office incharge/committee to assess and evaluate the quality of services rendered by the contractor and all other matters and such decisions shall be final and binding.
40. The scope of work & the terms and conditions of tender shall form the part and basis of the contract and decision of the Institute in reference to all matters of dispute shall be final and binding.
41. No accommodation/transport/any other facility not explicitly stated in the tender document will be provided by IIM Raipur for the personnel deployed by the contractor.
42. Any violations of these terms and conditions will lead to termination of the contract with the contractor, forfeiture of the security amount and blacklisting of the service provider for future works.
43. Mode of Payment:
 - a. The Service Provider shall submit the bills on a monthly basis, at the concerned office for the executed work, complete in all respects. The bills will be submitted in the manner and form that may be prescribed. Appropriate payment for PF/ESI/statutory dues, etc. should be furnished on a monthly basis along with the declaration stating that the PF contribution/ESI deduction pertaining to the personnel engaged for this tender have been included in the respective Challans.
 - b. Payments will be made only by Account payee cheque/DD/Online payment. The Competent Authority will have the right to recover penalty for delay or slow progress of the work (if any), penalty etc. from the bills submitted for payment. The successful bidder shall submit necessary bank details for bill payment at the time of entering into contract.



- c. Tax(Direct/Indirect) from time to time will be applied on the bill.
- d. The final Settlement of the bills and refund/adjustment/appropriation of any amount retained from the bills of the Service Provider shall be made fully after the Competent Authority is satisfied that all the contractual obligations have been fully met and no amount remains due for recovery from the Service Provider on any account.

44. Terms & Conditions of Termination:

1. The contract may be terminated by serving 30 days notice, in case the Service Provider :
 - a. assigns or sub contracts any of the service without obtaining prior approval of the Competent Authority.
 - b. Violates/ contravenes any of the terms and conditions mentioned herein like not having a valid license etc.
 - c. performance of services is not found satisfactory and does not improve in spite of feedback/ request(s)/ complaint(s)/ reminder(s).
 - d. violates Government or Institute guidelines / Terms of Contract or suppression of fact(s)
 - e. declared insolvent by a competent court of law.
 - f. Act or action by its personnel that adversely affects the Institute and/or its brand/image/reputation.
2. If a Service Provider desires to exit the contract under normal circumstances, 90 days' notice in writing in advance should be submitted by the contractor.
3. On termination of the contract, it shall be the sole responsibility of the Service Provider to remove/withdraw her/his persons on expiry of the notice period. IIM Raipur shall not indemnify any loss caused by the contractor by such termination, whatsoever it may be. During the notice period of the termination of the contract in the situations contemplated above, the Service Provider shall keep on discharging his duties till the expiry of the notice period.
4. In the event of premature closure of the contract for the reasons as mentioned in Point No.1 above, the security deposit money shall be absolutely forfeited by IIM Raipur.
5. At the end of contract period / termination of the contract, the contractor shall hand over the charge to the new Service Provider (appointed by IIM Raipur) without any hindrance. In case of non-compliance, the security deposit shall be forfeited.
6. MISCONDUCT: If and whenever any of the SERVICE PROVIDERS or their agent(s) / subagent(s), consultant(s) or employee(s) shall in the opinion of the IIM Raipur Authorized Person (whose opinion in this behalf shall be final) be guilty of misconduct or be incompetent or insufficiently qualified or negligent in the performance of his / their duties, or if in the opinion of the IIM Raipur Authorized Person (which shall be final) it is undesirable for any reason (which need not be disclosed to the SERVICE PROVIDER) for such person(s) to be



employed in the work, the SERVICE PROVIDER, if so directed by the IIM Raipur Authorized Person, shall forthwith remove or cause to be removed such person(s) from employment thereon, and any person(s) so removed shall not be re-employed in the work except with the prior permission in writing of the IIM Raipur Authorized Person.

45. Safety code responsibilities of the service provider in respect of safety of men, equipment, material and environment: Before commencing the work, SERVICE PROVIDER shall submit a "SAFETY PLAN" to the authorized IIM Official. The 'Safety Plan' shall indicate in detail the measure that would be taken by the SERVICE PROVIDER to ensure safety of men, equipment, material and environment during execution of the work. The plan shall take care to satisfy all requirements specified hereunder. The SERVICE PROVIDER shall submit the said safety plan along with his offer. During negotiations before placing of work order and during execution of the SERVICE PROVIDER IIMC shall have the right to review and suggest modification in the Safety Plan. SERVICE PROVIDER shall abide by IIMC decision in this respect.
46. PENALTY: In the event of unsatisfactory services provided/any deviation from the scope of work (without prior approval of the Institute) by the service provider, appropriate penalty (if any) as decided by the competent authority of the Institute will be levied and recovered from the monthly bill. The service provider will have the option to represent the case as may be to the Institute. However, the decision of the competent authority of the institute shall be final and binding upon the service provider.
47. Force Majeure: Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other, give a notice of termination.
48. Conciliation & Arbitration: Any dispute, if arises, in connection with the work, shall be tried to be settled mutually by seeking references to conditions in tender documents or prevailing local practices etc., but if not settled mutually, shall be referred to arbitration. Such arbitration shall be governed by the provisions of the Indian Arbitration and Conciliation Act, 1996 or as amended from time to time. The Venue for such arbitration will be in Raipur. The award of the Arbitrator shall be final, conclusive and binding on all parties.



INSTRUCTIONS FOR THE ONLINE BID SUBMISSION

1. Tender will be submitted through online mode under the e-procurement system. The bidders must apply online through the portal <https://mhrd.euniwizarde.com> only. The original **Demand Draft** towards **EMD and the tender fees** are to be submitted in a sealed envelope to be super scribed this tender name, the name of your firm & GST registration number of the firm and must reach at the below address before the last date & time for the submission of Bid document.

The CAO -
Indian Institute of Management Raipur
IIM Raipur Campus
Atal Nagar, PO Kurru (Abhanpur)
Pin code – 493661

2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the Helpdesk Support. Details of help desk number is given below: -

Mobile No. **08927976198 / 08759430253 / 09355030602**

Mail Id: helpdeskeuniwizarde@gmail.com / ewizardsaikat.pal@gmail.com/
ewizardkumar@gmail.com



Annexure-I : BIDDER'S PROFILE

(On Company/ Firm's Letterhead)

Profile		
Registered Name		
Date of Incorporation / Establishment		
Permanent Account Number (PAN)		
GST Registration Number		
Registered Address		
Postal address for communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	
	Other detail	

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-II

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,
Director
Indian Institute of Management Raipur

Subject: DETAILS OF TENDER FEES & EMD DEPOSITED, WITH A SELF-DECLARATION FOR ACCEPTING ALL TENDER TERMS AND CONDITIONS

Dear Sir,
I/we hereby submit our tender for Facility Management, Hospitality Management and Catering Services at IIM Raipur along with other required documents.

I / we are enclosing herewith the following towards Tender Fee and Earnest Money Deposit.

Particular	Amount	Transaction No & Date	Bank Name	Remarks
Tender fee (Including GST)	1,770.00			
EMD	3,00,000.00			
Exemption in tender fee and EMD are allowed for MSME vendor (Original service provider)	Tender Fee and EMD will be exempted for the MSME Agency/Vendor. Exemption in fees will be allowed only for those MSME/NSIC vendor which will come under the similar category of services. Only certificate will be considered for the exemption in tender fee & EMD in which name of the service /activities or definition of activity/ service are to be co- related with the facility management services, housekeeping services and catering services. Exemption will not be allowed for other category MSME/NSIC vendors or traders.			

I/We have gone through all terms and conditions of the tender document also I/We have gone through the corrigendum/ addendum issued (if any) till the Bid Submission close time and date for this tender.

I/We agree to accept all the terms and conditions of the tender document and assure you that I/We will comply with the above referred tender document including instructions, terms & conditions, technical specification stated therein.

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-III

SELF-DECLARATION CERTIFICATE FOR THE CLEAN TRACK RECORD

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I hereby certify that the above firm/ company is neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm/company or its owner/ partner(s)/ director(s) anywhere in India as on date of submission of this self-declaration.

I also certify that the above information is true and correct in all respects and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM RAIPUR, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

In addition to the above, IIM RAIPUR, will not be responsible to pay the bills for any Partial/ Full supply of the items/ services.

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-IV

NUMBER OF YEARS FROM ESTABLISHMENT

The bidder/ firm should have been incorporated/ established at least for a period of ten years or more and currently should be in the same business.

Name of firm	Date of Establishment/ Incorporation	Number of Years as on 31.01.2022	Remarks	Remarks

Currently the firm is in the same business (Yes/No): _____

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-V

WORK EXPERIENCE

The bidder should have a minimum 5 years of experience as on the bid submission date for providing hospitality and catering services for a minimum of a 100 rooms Guest House to Educational Institutions of National Importance, Training Academies or such Centres in Government, PSUs, Autonomous Bodies or Large Corporate Houses.

Sn no	Name of the Client	Order No./agreement date	AMOUNT	Remarks
				Copy of the work orders and the work execution / completion certificate from the client end pertaining to the mentioned works are to be submitted

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-VI

NUMBER OF EMPLOYEES ON WAGE ROLL

The bidder/ firm should have on their wage rolls minimum 100 employees as on March 31, 2021

Number of Employees	As on Date	Remarks
		Supporting documents such as PF, ESI, etc. are to be provided along with this Annexure

Authorized Signatory

Name:

Designation:

Date:

Place:



Annexure-VII

AVERAGE ANNUAL TURNOVER

The bidders average annual turnover during the last three consecutive financial years i.e. 2019-20, 2020-21 and 2021-22 should not be less than Rs. 15 Crores (Rupees fifteen crores only) from Facility Management and or Hospitality Management and Catering Services only.

Financial Year	CA Certificate with UDIN (Yes/No)	Annual Turnover (Figure in Rs.)	Remarks
2019-20			Certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted with this Annexure
2020-21			
2021-22			
AVERAGE ANNUAL TURNOVER:			

Authorized Signatory

Name:

Designation:

Date:

Place:



PART-III: FINANCIAL BID /भाग-III: वित्तीय बोली
(To be filled online on <https://mhrd.euniwizarde.com>)

I. HOUSEKEEPING SERVICE AS PER SCOPE OF WORK				
	Item Description	Qty & unit	Rate in Rs. Per Day Per unit basis	Amount per month (Rate in Rs. per day Per unit basis x 30.41 days) (exc.GST)
A	Housekeeping for double occupancy room with attached lat bath	01 No.		
B	Housekeeping for suite room with attached lat bath	01 No.		
C	Housekeeping for common area	01 No.		
II. ROOM UPKEEP SERVICE AS PER SCOPE OF WORK				
D.	Room upkeep for double occupancy room with attached lat bath as per scope	01 No.		
E.	Room upkeep for suite room with attached lat bath	01 No.		
III. FRONT OFFICE MANAGEMENT SERVICE AS PER SCOPE OF WORK				
F.	Front office management for MDP	01 No.		
IV. CATERING SERVICE AS PER SCOPE OF WORK				
1.	Tea & Coffee a) Tea / Coffee / Green Tea / Lemon Tea, etc.	01 No.		
2.	Breakfast a) Cornflakes/ Choco flakes/ oats/ wheat flakes with milk & honey b) Eggs to order (Boiled/ Scrambled/ Omelet etc.) c) Bread Plain and Toast (Brown/White) with Butter & Jam etc. d) Aloo paratha with curd/ masala dosa/ idli sambar/ upma/ poha, etc. e) Fresh Fruit Juice f) Fresh Whole Fruits (both) g) Tea and Coffee	01 No.		
3.	Lunch / Dinner (Semi-Deluxe) Veg and Non Veg Soup (Indian/Chinese/Continental/Shorba) a) 01 Paneer preparation with gravy b) 02 seasonal vegetables with variety	01 No.		



	(01 dry & 01 with gravy) c) Dal preparations with variety d) Curd preparation with variety e) 02 Rice preparations (01 Plain & 01 variety e.g. Veg biryani/Veg pulao/ Chinese rice etc.) f) 02 Indian bread (Chapati/ Tandoori Roti/ Puri/Naan etc.) g) Green salad h) Pickle and Papad i) Dessert			
4.	Lunch/ Dinner (Deluxe) In addition to the Semi-Deluxe menu, the deluxe menu will consist of the following items: a) Non-Veg preparation with variety (Chicken, Mutton, Fish, Prawns etc.) b) Fresh Whole Fruits (Sometimes assorted fresh cut fruits)	01 No.		
5.	Tea and Biscuits Tea / Coffee / Green Tea, etc. with minimum four type Biscuits and Cookies	01 No.		
6.	Fresh Juice, Juice tropicana, Natural, Equivalent Brand	01 No.		
7.	Tea and Snacks a) Tea / Coffee / Green Tea / Lemon Tea, etc. Veg-Kebab/ Sandwiches/ Paneer Pakora/ Samosa/ Cutlet/Spring roll/ Kachori/ Cheese balls/ Baked Items etc.	01 No.		
8.	High Tea a) Fresh Juice / Mocktail / Cold Drink b) Two Veg Snacks with accompaniment c) One Dessert Tea / Coffee / Green Tea, etc.	01 No.		
9.	Fruit Basket Fruit Baskets (about ½ kg of seasonal fruits)	01 No.		

Note: GST will be paid extra as actual at the time of billing.

Place :

(Signature of the bidder with seal)

Date :