


Indian Institute of Management Raipur
Atal Nagar, Kurru (Abhanpur), Raipur 493661 C.G.

Date: 17.06.2020

Reply to the Prebid queries

With reference to Tender No: IIMR/Tender/2020/04, dated 02.06.2020 for providing mess and catering services at IIM Raipur, the Prebid query replies is made, which is appended in annexure-A. Please be noted that the last date for submission of Tender bid is 22.06.2020. Therefore, no query will be entertained further.

Other terms & conditions remain the same as per Tender document.


Professor In charge-Administration
& Chief Administrative Officer





Cc to System Manger-For uploading on Institute Website
Cc to Sr.SPO
Cc to Director Office

Tender Pre Bid Queries (Annex A)

Indian Institute of Management, Raipur, Chhattisgarh (Mess Catering Services)

S/N	Document (RRP / Tender No.)	Page No.	Point / Clause No.	Description as per Tender document	Pre Bid clarification / deviation requested	Response from Client
1	II/M/R/Tender/2020/04 dt:02.06.2020	3	Period of Contract	Period of contract will be initially for two years which may be extended up to two years (two years + one-year extension + one year extension) on same rate and terms & conditions. Performance of the vendor will be reviewed each year.	Extension period rate revision should be considered as per minimum wages revision and raw material inflation.	As per tender terms & conditions. Bidders are advised to quote the rate accordingly.
2	II/M/R/Tender/2020/04 dt:02.06.2020	5	2. Cooking and serving meals	Average 400-420 meals per sitting. It may go up to 450 - 500 for institute guests / visitors as per requirement. (Average calculation based on yearly basis)	Is it average meals 400-420 is per day or per month?	Is average 400-420 meals per sitting. However, no minimum assurance is being given by the II/M Raipur for the meals per sitting.
3	II/M/R/Tender/2020/04 dt:02.06.2020	7	3.7	Rebate may be allowed to students if they do not use mess facility minimum for 03 days at a stretch. In such cases, the concerned student must inform the mess manager/supervisor on email at least three day in advance.	1) What is the minimum or maximum number of days rebate is allowed? 2) How the rebate will pass - directly from caterer or rebate will be adjusted by II/M/R in the monthly bill?	1. As per the leave application received from RGP students, advance intimation will be given by II/M/R to the agency, accordingly. Number of days will be rebate. 2. Rebate will be adjusted by II/M/R in the monthly bill.
4	II/M/R/Tender/2020/04 dt:02.06.2020	7	3.10	For extra items, it will be mandatory for the agency to serve the item in unlimited quantity/fixed weight/size on demand by the II/M/R admin/mess committee.		For extra item which has been intimated in advance and which beyond the fixed menu decided by mess committee / II/M admin, in this case same will be reimbursed as per actual.
5	II/M/R/Tender/2020/04 dt:02.06.2020	7	3.12	On special occasions, the menu will be identified by the mess committee and prepared by the agency.	1) How many special occasions in a year? 2) Only one meal or meals throughout the day will be of special preparation?	The same will be depend upon the special programs/ events / BOG meeting organised by the Students / II/M/R. Bidders are advised to quote the rate accordingly.
6	II/M/R/Tender/2020/04 dt:02.06.2020	7	3.14	The vendor will ensure that no instance of fire takes place and No injury to any of his employee or the institute person takes place. In case any of this happens then the vendor will be responsible for fulfilling the loss occurred.	If the fire occurs due to electrical leakage, lack of maintenance of II/M/R provided equipment, then who will fulfill the loss?	Proper investigation will be done by II/M Raipur and accordingly, responsibility & cost of damages (if any) will be fixed.
7	II/M/R/Tender/2020/04 dt:02.06.2020	7	3.16	The agency must provide the service throughout the year without closing the mess on any day unless ordered by the administration of II/M/R/mess committee. However, the number of students who use the mess facility may waiver during vacation periods/out bound work declared by the institute.	1) How many days is vacation period? 2) What is the average strength of students in vacation period availing mess facility?	1. Two months vacation period 2. Avg. 25-30 including PPM students & Staff / Faculty. However, no minimum assurance is being given by the II/M Raipur for the meals per sitting.

8	II/M/R/Tender/2020/04 dt:02.06.2020	8	3.18	II/M/R will not provide serving plates, tea spoons, table spoons serving spoon, forks, knives, stainless steel / Glass tumbler, katories, any other item which may be required for serving of food. All this will have to be brought by the agency at its own cost after the approval of sample by II/M/R admin.	1) Serving plate is of stainless steel or bone china make? 2) Sample to be approved by II/M/R - so brand specification required to incorporate in costing? 3) What is the requirement quantity?	1. For Standard Category, serving plate will be SS. For special occasion of lunch / dinner including High tea, serving plate will be Bone china. 2. You have to show 2-3 standard brands of serving plate for sample approval. Although, quality & size of the plates will not be compromised. 3. Other details will remain the as per tender document.
9	II/M/R/Tender/2020/04 dt:02.06.2020	8	3.19	The agency will be responsible for repairing & maintenance of all the property of II/M/R given to the agency for use in the student mess such as equipment's, machines, utensils, furniture & fixture etc. The agency shall replace inventory items, equipment, furniture and fixtures provided by the institute in case of loss, theft or damage to the satisfaction of the II/M/R administration at his own cost and expense. On termination of the agreement, the agency will hand over all the equipment/articles as supplied by the II/M/R in good working condition back to II/M/R. In case of any damage beyond normal wear and tear then II/M/R admin can recover the cost from the bank guarantee of the agency.	1) Require a list of equipment to calculate repair and maintenance cost. 2) Who will do AMC of equipment?	Proper investigation will be done by II/M/R and accordingly, responsibility & cost of damages (if any) will be fixed.
10	II/M/R/Tender/2020/04 dt:02.06.2020	8	3.27	The agency will be responsible for the garbage disposal and will dispose off garbage at Municipal Collection Centre on daily basis. No garbage will be allowed to be kept in the mess/II/M/R premises for more than six hours. Agency will further ensure that there are no raw items that get into the water discharge from the mess. The agency would ensure clearance of all the drains in and around the kitchen and dining hall frequently and regularly at his own cost. The institute will not pay any extra amount for the same. For any lapse this front, financial penalty will be levied.	1) Is there any garbage room available? 2) Generally garbage vendors picks up garbage once in a day - bins clearance is a concern!	1. Separate garbage room is not available, but there is provision to keep the garbage near the washing area of kitchen. 2. Agency has to tie up with the garbage collection vendor for fixing the scheduling of garbage collection within the minimum (05 hrs) or maximum time (01 day).
11	II/M/R/Tender/2020/04 dt:02.06.2020	9	3.30	Pest Control: The agency at all times will keep the cook house / dining hall / washing area / raw material store free from flies / cockroaches / mosquitoes / rats and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the agency at all times	1) Is there fly catchers available or contractor has to procure? 2) What is the minimum frequency in a month for Pest control?	1. Four units of fly trapper has been installed inside the dining hall. Fly catcher will be required to be installed by the agency as per needed basis at his own cost. 2. Pest control as per needed basis.
12	II/M/R/Tender/2020/04 dt:02.06.2020	9	3.31	Fire Fighting arrangement provided by the institute at the start of the contract to be kept serviceable at all times and handed over back to the II/M/R after finishing of the contract.	1) What are the Fire Fighting equipment provided by II/M/R? 2) Fire extinguisher refilling under whose scope?	1. Two units of Fire Hydrant system installed along with nine units of Fire extinguisher hanging inside dining hall. 2. Fire extinguisher refilling will be under II/M/R Repair scope

13	M/R/Tender/2020/04 dt:02.06.2020	9	5-Menu	Kindly note that operational services shall NOT INCLUDE preparation of menu and any policy matters related to running the mess. All such decision will be the direct responsibility of the Mess committee / M/R administration. In case of any food related disease to any M/R person, the mess agency will be responsible for remuneration of complete medical expenses.	Who will be responsible if a student has allergy to some food item and he consumes knowingly?	The decision for selecting and changing the menu time to time will be the sole direction of Mess Committee / Competent authority of M/R Rajput.
14	M/R/Tender/2020/04 dt:02.06.2020	13	5.7.2	through suggested menu may be taken from time to time in case of any food related disease to any M/R person, the mess agency will be responsible for remuneration of complete medical expenses.	In general contractors have their own standard uniforms with their company logo. Uniform specification and numbers require in case uniform design will be approved by M/R.	After proper investigation by M/R responsibility will be fixed.
15	M/R/Tender/2020/04 dt:02.06.2020	15	7-Hygiene/Turn Out	Approved / prescribed neat and clean properly ironed uniform including apron, gloves and head cover will be worn by all staff at the time they enter the mess.	As per the standard uniform with the agency logo.	
16	M/R/Tender/2020/04 dt:02.06.2020	17	11.3 & 11.4	11.3. The agency shall arrange authorized material plastic bags/triangles/transportation arrangements etc for disposal of waste material/garbage, malba, minor building rubbish, earth, etc, to be disposed off beyond the premises up to authorized Municipal dumping yard/ground etc at its own cost. 11.4. The agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in M/R campus for disposal.	Does it comes under catering service scope?	1. Related to Mess & Catering Services at Dining Hall: The agency will be responsible for garbage disposal and will ensure proper disposal of the collected waste solid/liquid on a daily basis under his own arrangements. 2. Collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in M/R campus for disposal will be under the scope of housekeeping service of the M/R Rajput.
17	M/R/Tender/2020/04 dt:02.06.2020		Kitchen Equipment details	Kitchen equipment details require a long with age of equipment to plan the repair & maintenance cost	Is there any requirement for food sample lab test or food safety audits?	All the kitchen equipment will be provided by the catering agency. Except details which are mentioned in last page of the tender document.
18	M/R/Tender/2020/04 dt:02.06.2020		Dish washing	Is there dish washing machine available?	Will M/R be under catering agency scope.	Will M/R be under catering agency scope.
19	M/R/Tender/2020/04 dt:02.06.2020		Transportation	Is there any vehicle requirement to transport food?	Will M/R be under catering agency scope. Report will be checked and verified by the M/R Rajput.	Will M/R be under catering agency scope. Report will be checked and verified by the M/R Rajput.
20	M/R/Tender/2020/04 dt:02.06.2020		Food sample lab test	Is there any requirement for food sample lab test or food safety audits?	Will M/R provide IT support such as internet connection?	Common Wi-Fi system, LAN Cable & internet are available inside the Dining area.
21	M/R/Tender/2020/04 dt:02.06.2020		IT support	Will M/R provide IT support such as internet connection?	Any specific parameter for deployment of manpower?	To be provided by the agency at the time of presentation.
22	M/R/Tender/2020/04 dt:02.06.2020	34	Note:2	List of the trained manpower with qualification and experience may be provided at the time of presentation	Empty cylinder will be provided by M/R or to procure by agency	Refilling of cylinder will be done by the catering agency. However, if any extra cylinder will be required, the same will be arranged by the agency at his own cost.
23	M/R/Tender/2020/04 dt:02.06.2020	9	3.28	Complete cooking will be done on commercial LPG procured by the agency.		

24	M/R/Tender/2020/04 dt:02.06.2020	7		Rebate may be allowed to students if they do not use mess facility minimum for 03 days at a stretch. In such cases, the concerned student must inform the mess manager/supervisor on email at least three day in advance.	we will be having impact on revenue and also note there is no minimum Gantee /revenue given by the client	1. As per the leave application received from PGC students, advance intimation will be given by M/R to the agency, accordingly, number of days will be rebate. 2. Rebate will be adjusted by M/R in the month bill
25	M/R/Tender/2020/04 dt:02.06.2020	7		The institute shall neither be liable for any damages, nor be under any obligation to inform the applicants of the grounds for the same. Damage here means to property or individuals. Exit Cause: 1. Notice period for termination by the institution is one month 2. Notice period for termination by the contractor is three-month 3. Service be found non satisfactory then client will terminate immediately	What in case the damage is made by the institute personnel's, so we request you to have proper investigation before terminating the contractor. Ideally the termination notice period should be of actual period for both the parties i.e. if it is 30 days than it should be 30 days for both the parties, if it is 90 days than it should be 90 days for both the parties; Service be found non satisfactory then client will terminate immediately subject to cure notice period(30 days).	Proper investigation will be done by M/R and accordingly, responsibility & cost of damages (if any) will be fixed.
26	M/R/Tender/2020/04 dt:02.06.2020	18	3			As per Tender document.
27	M/R/Tender/2020/04 dt:02.06.2020	22	34	Payment of Bills: 1. The payment for services under this agreement shall be made on monthly basis on satisfactory completion of job contract services. 2. Time line for payment is NOT specified.	1. YARD STICK for satisfactory completion of job to be defined satisfactory completion is a broad terminology 2. Time line for payment is NOT specified.	The Caterer will ensure to submit monthly bill on or before every 05th day in 1st week of the month. M/R will release the payment within 10 working days (including 3 working days for verification of bill and forwarding to account department) from date of submission of bill, if it will be in order as per terms of contract.
28	M/R/Tender/2020/04 dt:02.06.2020			Limitation of Liability (Indemnity capping of liability)	Tender is silent on Limitation of Liability. The Liability cannot be unlimited.	As per tender terms & conditions.
29	M/R/Tender/2020/04 dt:02.06.2020			Interest on delay payment.	Ideally it is suggested that "Interest on delay payment needs to be considered including suspension of services	No interest will be paid for any delay of payment.
30	M/R/Tender/2020/04 dt:02.06.2020			Rate Escalation	This is ideally required to be covered to cover, inflation, increase in minimum wages act etc.	Answer already given at s.no 01.
31	M/R/Tender/2020/04 dt:02.06.2020	36	read with point no.9 (pg.15)	Penalty/indiscipline and unsatisfactory operation of any of the services, a penalty of (1 to 4 % of per day sale) will be levied for the first time, in case the same point is repeated then a penalty of (5 to 10 % of per day sale) may be levied	Word "unsatisfactory" needs to be defined as the word (every generic in nature).	Please refer page nos 14 & 15 (parameters of the penalty clauses) mentioned in s.no 09 of the tender document.

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