



भारतीय प्रबंध संस्थान इंदौर  
 प्रबंध शिखर, राऊ-पीथमपुर रोड, इंदौर – 453 556  
**INDIAN INSTITUTE OF MANAGEMENT INDORE**  
**Prabandh Shikhar, Rau-Pithampur Road, Indore – 453 556**

**(E-PROCUREMENT MODE ONLY)**

**NOTICE INVITING TENDER FOR FACILITY MANAGEMENT,  
 HOSPITALITY MANAGEMENT AND CATERING SERVICES AT IIM INDORE**

Indian Institute of Management Indore invites online bids in Two Bid System under QCBS method for technical and financial proposals from experienced and reputed bidders.

Description of Requirement	Earnest Money Deposit (EMD)	Tender Fee (Inclusive of all Taxes)
Facility Management, Hospitality Management and Catering Services at IIM Indore	Rs. 34,10,000/-	Rs. 2,500/-

**Note:**

- Detailed information pertaining to this tender such as tender document, corrigendum (if any), and any further updates will be available on the website of IIM Indore <https://www.iimdr.ac.in/tenders/> and Central Public Procurement Portal <https://eprocure.gov.in/eprocure/app>
- IIM Indore shall not be responsible for non-receipt of the bids due to internet issues or any other reasons.

**Disclaimer:** This Tender is not an offer by Indian Institute of Management Indore, but an invitation to receive an offer from the bidders. No contractual obligation whatsoever shall arise from the tender process unless and until a formal award is made and executed by duly authorized office bearers of IIM Indore.

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**Section-1 : Schedule of Tender**

<b>Sn</b>	<b>Event</b>	<b>Date and Time/Remarks</b>
1	Tender availability on Institute website and Central Public Procurement Portal	17-02-2022 1800 Hrs. Onward
2	Pre-Bid meeting queries submission (if any)	22-02-2022, 1300 Hrs.
3	Pre-Bid Meeting	Mode: online (Zoom) Date: 23-02-2022 Time: 1600 Hrs. <a href="#">Meeting ID: 748 919 1207</a> <a href="#">Passcode: 948477</a>
4	Corrigendum(s)/ Amendment(s), if any	To be uploaded on CPP Portal and the Institute Website by 28-02-2022, 1400 Hrs.
5	Bid Submissions Start	28-02-2022, 1400 Hrs.
6	Bid Submissions Close	15-03-2022, 1600 Hrs.
7	Opening of Technical Bid	16-03-2022, 1600 Hrs.
8	Presentation by the eligible Bidders	* In two weeks' time from opening of the technical bid
9	Opening of Financial Bid	To be updated later on CPP Portal
10	All the communication with respect to this tender shall be addressed to	Officer (Stores, Purchase and Contracts) Phone: 0731-2439630 Email: stores@iimidr.ac.in

**Note:**

- \* The date for the presentation schedule will be shared with the eligible bidders only in due course of time.
- If for any unforeseen circumstances the tender is not opened on the above date, then the next working day will be considered as the tender opening date.

## **Section-2 : About IIM Indore**

With the objectives of imparting high quality management education and training, the Department of Higher Education, Ministry of Education, Government of India established Indian Institute of Management Indore as Institutions of Excellence. These Institutions are recognized as premier management institutions, comparable to the best in the world for teaching, research and interaction with industries.

Established in 1996, Indian Institute of Management Indore (IIM Indore) has been a leader in the field of management education, interfacing with the industry, government and PSUs. It is promoted and nurtured by the Ministry of Education, Government of India and is an institute of national importance under the Indian Institutes of Management Act 2017.

Situated atop a scenic hillock, the 193 acre campus of IIM Indore provides an ideal backdrop for contemplative learning. IIM Indore has the latest in teaching aids, rich learning resources, a strong IT backbone, state-of-the-art sports complex and hostels as well as contemporary infrastructure.

### **Objective of this tender**

Indian Institute of Management Indore is desirous of appointing a contractor/ firm for Providing Facility Management, Hospitality Management and Catering Services mainly at Executive Residences and Faculty Lounge of IIM Indore.

The Executive Residence buildings are situated in the exclusive and fully secured campus of IIM Indore. All the buildings are in reasonably good condition and the office area is well furnished. The Guest Rooms are air conditioned, well-furnished, and have an attached lat bath with hot and cold water supply.

The Faculty Lounge is situated on the first floor near Block-A, the Main Academic Building of IIM Indore.

The contractor must maintain high-end facilities for our visiting academic community, ensuring state-of-the-art Facility Management, Hospitality Management and Catering Services akin to Three/ Four Star standard services.

**Section-3 : Instruction to Bidders**

The tender shall be submitted in accordance with the instructions mentioned in the tender documents, any bid not conforming to the instructions as under is liable to be rejected. These instructions shall form the part of the tender document.

1. For Online Bid Submission the bidders are required to submit copies of their bids electronically as per this tender on the CPP Portal using valid Digital Signature Certificates. Detailed information for submitting the online bids on the CPP Portal is available at <https://eprocure.gov.in/eprocure/app>
2. The Bidders are requested to read the tender document carefully and ensure all the compliance with instructions herein. Non-Compliance of the instructions contained in this document may disqualify the bidders from the tender process.
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
4. IIM Indore reserves the right to accept or reject bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders.
5. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents mentioned in the bid document must be uploaded On-line on <https://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ considered, in any case.
6. Useful information for potential bidders is available at <http://eprocure.gov.in/eprocure/app?page=BiddersManualKit&service=page>.
7. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.
8. The bidder should participate as a single entity; no consortium will be allowed.

**Section-4 : Eligibility Criteria & Online Bid submission Procedure**

IIM Indore is looking for prospective service providers to render the Facility Management, Hospitality Management and Catering Services at IIM Indore. In order to participate in this tender, the intending bidders must fulfill the following eligibility criteria, failing which their bid will not be considered for the further evaluation process.

**4.1 Eligibility Criteria (the bidders must submit the following)**

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 in respective packet of Other Important Documents (OID))**.
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-III 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-IV 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 31.01.2022 **(Copy of incorporation/ establishment is to be provided along with the Annexure-V 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 150 rooms Guest House to Educational Institutions of National Importance, Training Academies or such Centers 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-VI given in this tender document)**.
6. The bidder should have on their wage rolls minimum 250 employees as on March 31, 2021 **(Supporting documents/records such as PF, ESI, etc. are submitted to be as per the Annexure-VII given in this tender document)**
7. The bidders average annual turnover during the last three consecutive financial years i.e. 2018-19, 2019-20 and 2020-21 should not be less than Rs. 25 Crores (Rupees Twenty five crores only) from Facility Management and/ or Hospitality Management and Catering Services only. **(Certificate issued by a Practitioner Chartered Accountant with UDIN should be enclosed along with the Annexure-VIII, 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. 2 crores or more **(The solvency certificate must be issued post 17-Feb-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.

**4.2 Online Bid Submission Procedure**

Bidders are directed to upload the required, relevant documents in the respective packets as mentioned below, It is the sole responsibility of the Bidder to comply with all the supporting documents. In case of any irrelevant or non-readable files, non-submission of any of the below mentioned documents in the bid may be rejected.

**4.2.1 Other Important Documents (OID):** To be uploaded as a readable PDF File on the CPP Portal:

<b>Upload as Under</b>	<b>Details</b>	<b>Supporting Documents</b>
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF files to be uploaded in the respective packet.
Packet-2	GST registration certificate	
Packet-3	EPF registration certificate	
Packet-4	ESIC registration certificate	
Packet-5	Labour License certificate	
Packet-6	Firm establishment / Company incorporation certificate	

**4.2.2: Statutory Documents: Cover-1**-To be uploaded as a readable PDF File on the CPP Portal:

<b>Upload as Under</b>	<b>Details</b>	<b>Supporting Documents (As per)</b>
Packet-1	Bidder's Profile	Annexure-I
Packet-2	Check list of the documents to be uploaded	Annexure-II
Packet-3	Details of Tender Fees and Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents	Annexure-III
Packet-4	A duly completed self-declaration certificate for the Clean Track Record	Annexure-IV
Packet-5	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 31.01.2022. Copy of incorporation/ establishment is to be submitted along with the Annexure-V.	Annexure-V

Packet-6	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 along with the Annexure-VI.	Annexure-VI
Packet-7	The bidder should have on their wage rolls minimum 250 employees as on March 31, 2021 (Supporting documents/records such as PF, ESI, etc. are to be submitted along with the Annexure-VII given in this tender document)	Annexure-VII
Packet-8	Average Annual Turnover certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted along with the Annexure-VIII.	Annexure-VIII
Packet-9	The Solvency Certificate issued from any of the Scheduled Banks for an amount of Rs. 2 crores or more to be submitted in the Packet-9. (The solvency certificate must be issued post 17-Feb-2022).	-
Packet-10	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, to be submitted in the Packet-10	-
Packet-11	The bidder should submit ISO 22000 certification, as on the date of submission of the bid, in the Packet-11	-
Packet-12	Copy of the work orders and work completion / execution certificate in support of the single largest contract of similar services during the last three years mentioned at Technical Scores Evaluation Table at Sl. No. 2 to be submitted in the Packet-12.	
Packet-13	Copy of the work orders and work completion / execution certificate in support of Number of Institutes of National Importance where similar services have been provided in the last 3 years as mentioned at Technical Scores Evaluation Table at Sl. No. 3 to be submitted in the Packet-13.	



**Section-5 : Scope of Work**

The type of services required for the Executive Residences (ERs) and Faculty Lounge are provided below along with other relevant details:

Details of Executive Residences and Faculty Lounge				Type of Services Required				
Sn	Executive Residence (ER) / Faculty Lounge	Room Occupancy Type with attached lat bath	No.	Facility Management (Housekeeping)		Hospitality Management		Catering Services
				Rooms	Common Area	Room Upkeep	Front Office Management	
1	ER-1	Single	12	Yes	Yes	Yes	Yes	Yes
		Double	24					
		Suite Rooms	6					
2	ER-2	Double	60	Yes	Yes	Yes	Yes	Yes
3	ER-3	Single	90	Yes	Yes	Yes	Yes	Yes
4	Faculty Lounge	None	0	*		NA	NA	Yes

Note:

\*Housekeeping within the faculty lounge will be under the scope of the service provider.

**Definition of Common Area-**

Classrooms, Common washrooms, Kitchens, Dining halls, Reception with waiting area, Offices, Storerooms, corridors, staircases, terrace, immediate surrounding area etc.,

**5.1 FACILITY MANAGEMENT****5.1.1 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

Executive Residences.

### **Cleaning Services**

It is necessary to maintain the environment of the Executive Residence 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.

### **Service Standards**

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

- a. **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.
- b. **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.
- c. **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**

- a. **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.
- b. **Reactive Cleaning:** Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities.
- c. **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 cleaning including kitchens, vending points, pantry and tea lounge.

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**

- Sweeping of the entire premises
- Damp mopping of tiles, vitrified floors, staircases, sidewalls, corridors, passages.
- Dusting of desk, table, chair, and furniture located in the rooms occupied.
- Special attention will be paid to the cleaning of washbasins.
- Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants;
- All the wash basins, toilet pans should be kept stain free using harpic or equivalent.
- All surfaces shall be free of germs, soap, and mud at the washrooms/WCs;
- Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area;
- Cleaning of Doormats; aluminum doors, aluminum Fish plates, etc.
- Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets;
- 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.
- Cleaning of bath fittings.
- Cleaning of all dustbins and replacing garbage of dustbin on a daily basis as per occupancy.

**Weekly Cleaning:**

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

**Monthly Cleaning:**

- To remove cobwebs from the entire premises wherever they exist;
- Scrubbing of all floor areas;
- Carpets in Guest Rooms if any to be cleaned with shampoo by experienced personnel;
- All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition;
- Facade cleaning (all sides).
- 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**

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

### **General Guidelines for Housekeeping Services:**

- 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).
- The contractor has to provide the necessary / appropriate number of contract employees/workers (housekeeping, room boys, supervisors, and facility manager) as required.
- Sanitization of Executive Residences premises will be carried out by the contractor as and when required.
- The cleaning material and the equipment/machinery should be of ISI mark or branded.

## **5.2 HOSPITALITY MANAGEMENT**

### **5.2.1 ROOM UPKEEP**

Ensure that all rooms are provided with following items at any point of time (Record to be maintained for verification) by the contractor;

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. Bath Mat
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

**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:

- Shower Gel in wall mounted dispenser
- Shower cap
- Shampoo
- Moisturizer
- Hair oil 10 ML
- Shoe Shine Strip
- Welcome Kit consisting of Dental & Shaving Kit (IIM Indore Branding on Box)

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

- 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)
  - Moisturizer
  - Shower gel
  - Shampoo
  - Goodnight/All-out mosquito repellent with refills.
  - Toilet Tissue Rolls (2nos.)
  - Room fresheners
  - Naphthalene balls
  - Liquid hand wash in wall mounted dispenser
- A welcome kit consisting of dental and shaving to be provided once at the time of arrival. (2nos. of kit for double occupancy).
- 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.
- The bath towel and hand towels will be changed daily and bedsheet will be changed on alternate days when occupied or as per need.
- Dry cleaning of curtains, sofa set and bed covers monthly/as required, will be done by the contractor at no extra cost.
- Carpets (as the case may be) shall be cleaned daily by a vacuum cleaner and dry cleaning will be done on a monthly basis.

- The room upkeep charges will be paid to the service provider on actual occupancy basis only.

**LAUNDRY SERVICES**

- 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 Executive Residences belongings in coordination with the Institute Laundry Services or alternatively engaging a separate Laundry Service for Executive Residences if required.
- While the fabrics are taken for laundry, a slip may be sent to the ER Office indicating the number of fabrics. The same will be inspected and certified by a designated Staff.
- To render all laundry services at high standards for guests belongings (to be paid by the guest).

**5.2.2 FRONT OFFICE MANAGEMENT SERVICES**

- Receiving and allotting rooms to the guests coming to stay at Executive Residence 1, 2 and 3; services include managing all the receptions round the clock on all days of the year.
- Manage the Reception counters by a professional and experienced person, who will attend the guest in decent and hospitable manner;
- Maintain the check-in and check-out Registers at each reception and in system.
- Reservation/Allotment of the rooms in the Executive Residence as per the directive received from Executive Residence Office/ concerned office.
- Arrange safe and careful handling of baggage of the guest.
- To attend the telephone calls.
- Collection of tariff from guests and proper billing.
- Maintain the Complaint/ Feedback Register (standard Format) which should be available on demand.
- To provide information about rail/air timings and information related to campus to the guests on request;
- To ensure overall cleanliness in the surrounding areas of the designated area.
- To Report the Room-wise Occupancy status every morning to the In-charge Executive Residence Office through Facility Manager of the firm / company; to Report non- functional electrical gadgets (Geyser, Fan, lights, AC etc.) and other maintenance issues of the rooms as well as common areas to the concerned department through Executive Residence Office. A register to be maintained for this purpose room- wise and the same to be brought to the notice of the Executive Residence Office daily through Facility Manager.
- At the time of check-out, to ensure that all the items provided in the room (like TV, remote, etc.) 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.
- Raising bills for the Executive Residence services and properly depositing the amounts to appropriate authority.
- Daily and monthly occupancy reports for, Programme participants, Official visitors, and others, to be maintained separately and reported to the Executive Residence Office.
- 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 IIMI) , purpose of visit, Number of guests staying, etc.

**Records and reports to be maintained by the front office**

Log Book (Daily / Weekly/ Monthly)

1. Visitor Register
2. Cleaning Register
3. Guest Feedback Register
4. Check-in and Out Reports
5. Key Register
6. Attendance Register
7. Medical Box Checklist
8. Lost and Found Register
9. Menu Card Booklet
10. Food Bill book
11. Staff personal data file
12. Inventory Register
13. Executive Residence Bill book

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

### **5.3 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 Executive Residences:

- Morning tea/coffee
- Breakfast
- Lunch
- Evening Tea & Snacks
- Dinner
- Tea and Biscuits
- High tea during official meetings/ events on prior orders
- Breakfast and Lunch at the Faculty Lounge

**Session Timings- To be decided mutually.**

There will be two types of menus to be served in Executive Residences 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 similarly these menu items will be served in the faculty lounge also.

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**

Sn	Description	Menu Details
1	Tea & Coffee	<ul style="list-style-type: none"> <li>Tea / Coffee / Green Tea / Lemon Tea, etc.</li> </ul>
2	Breakfast	<ul style="list-style-type: none"> <li>Cornflakes/ Choco flakes/ oats/ wheat flakes with milk &amp; honey</li> <li>Eggs to order (Boiled/ Scrambled/ Omelet etc.)</li> <li>Bread Plain and Toast (Brown/White) with Butter &amp; Jam etc.</li> <li>Aloo paratha with curd/ masala dosa/ idli sambar/ upma/ poha, etc.</li> <li>Fresh Fruit Juice</li> <li>Fresh Whole Fruits (both)</li> <li>Tea and Coffee</li> </ul>
3	Lunch / Dinner (Semi-Deluxe)	<ul style="list-style-type: none"> <li>Veg and Non Veg Soup (Indian/Chinese/Continental/Shorba)</li> <li>01 Paneer preparation with gravy</li> <li>02 seasonal vegetables with variety (01 dry &amp; 01 with gravy)</li> <li>Dal preparations with variety</li> <li>Curd preparation with variety</li> <li>02 Rice preparations (01 Plain &amp; 01 variety e.g. Veg biryani/ Veg pulao/ Chinese rice etc.)</li> <li>02 Indian bread (Chapati/ Tandoori Roti/ Puri/Naan etc.)</li> <li>Green salad</li> <li>Pickle and Papad</li> <li>Dessert</li> </ul>
4	Lunch/ Dinner (Deluxe)	<p>In addition to the Semi-Deluxe menu, the deluxe menu will consist of the following items:</p> <ul style="list-style-type: none"> <li>Non-Veg preparation with variety (Chicken, Mutton, Fish, Prawns etc.)</li> <li>Fresh Whole Fruits (Sometimes assorted fresh cut fruits)</li> </ul>
5	Tea and Biscuits	<ul style="list-style-type: none"> <li>Tea / Coffee / Green Tea, etc. with minimum four type Biscuits and Cookies</li> </ul>
6	Tea and Snacks	<ul style="list-style-type: none"> <li>Tea / Coffee / Green Tea / Lemon Tea, etc.</li> <li>Veg-Kebab/ Sandwiches/ Paneer Pakora/ Samosa/ Cutlet/ Spring roll/ Kachori/ Cheese balls/ Baked Items etc.</li> </ul>
7	High Tea	<ul style="list-style-type: none"> <li>Fresh Juice / Mocktail / Cold Drink</li> <li>Two Veg Snacks with accompaniment</li> <li>One Dessert</li> <li>Tea / Coffee / Green Tea, etc.</li> </ul>
8	Fruit Basket	<ul style="list-style-type: none"> <li>Fruit Baskets (about ½ kg of seasonal fruits)</li> </ul>
Mouth Fresheners (Saunf/Mishri/Elaichi etc.) to be kept in the dining hall for guests during all meals.		



**1. 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.
- 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.
- 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.
- 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.
- Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, cleaners, etc.
- 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.
- 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, bread toaster, mixer/grinder, wet grinder etc. will be done by the contractor at no extra charge.
- The contractor has to provide the necessary contract laborers and experienced professionals (chef, cooks, assistant cooks, waiters, and other assistants) as required.
- 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 Indore will be seized as a penalty.
- Fresh vegetables/non-veg items from nearby markets located only to be prepared in the Executive Residence kitchen and served to guests. Proper care should be taken for perishable items which will be procured daily on a need basis.
- 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.
- 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).
- 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 Executive Residence Office, IIM Indore.
- 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 Executive Residence Office, IIM Indore.

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

- Rice-Basmati of Kohinoor/Badshah/Heritage/Dawat/Equivalent brand
- Atta- Ashirvad/Annapurna/Fortune chakki Fresh Atta/Equivalent brand
- Masala-Everest/MDH/Catch/Badshah/ Equivalent brand (All Masala powder should be Agmark)
- Oil-Saffola/Fortune/Sun drop /or equivalent brand.
- Ghee-Amul/Mother dairy /Nestle/ or equivalent brand.
- Butter & Cheese-Amul/Mother dairy/or equivalent
- Papad-Lijjat/or equivalent
- Pickles-Priya/Kisan/Maggie/or equivalent
- Jams-Kissan/Tops/or equivalent
- Sauces-Maggie/Kisan/or equivalent
- Cornflakes-Kelloggs/Nestle/Tops/ or equivalent
- Fresh Milk-in Polypack from Local Dairy Co./Amul Dairy
- Tea-Taj Mahal/Tata, Tetley (both tea bags + packet tea) Coffee-Nescafe/Bru/Filter
- Green Tea/ Lemon tea/Others
- Rasgulla from Reputed sweet houses of the city (For special orders) and prepared fresh in the Executive Residence kitchen.
- Gulab Jamun-Reputed sweet houses of the city (For special orders) and prepared from fresh khoya in the Executive Residence kitchen.
- Biscuits-5-6 varieties of Britannia/Unibic/Cadbury/Sunfeast/or equivalent.
- Water Dispenser bottle (20 ltrs)- Bisleri/or equivalent

Note:

- No items should be stored which have shelf-life less than 50%.
- The contractor needs to maintain records for various services which shall be subject to examination by the designated Officer of IIM Indore. 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\*:

- Room Furniture and other furniture.
- Air Conditioners, Voltage Stabilizers (If required), Geysers etc.
- Provision of Curtains, Mattress, Pillows, linens (Pillow cover, bedsheets, towels, comforters etc.) bathroom sleepers, electric Kettle as one-time support. Periodic procurement of the same will be under the scope of the service provider.
- Provision of looking mirror, wall hangings, Wall clock, Room Locking arrangements etc. as one-time support.
- Telephone Instruments and Extensions. Currently available in Executive Residence-1 rooms only.
- Electrical & Plumbing fittings etc., will be provided.
- TV (with TV remote), Cable TV Connection, DTH Remote, and its Monthly Subscription will be provided. Currently available in suite rooms only.
- Dining tables, chairs, sofas, ceiling fans, etc. shall be provided.
- Electronic lockers shall be provided.
- Limited accommodation for essential staff only will be made in the same vicinity. For example a chef and essential kitchen staff.
- Payment of electricity charges (except kitchen and laundry), water charges, telephone bills,

house/municipal tax shall be taken care of by IIM Indore.

- Usable water – On free of cost basis (for Washrooms, kitchen etc.)
- Renovation/ addition to the building, solar water heating, fire fighting equipment, emergency power line, etc. shall be taken care of by the Institute.
- The Designated Official of the Executive Residence Office will hand over the materials 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 Indore 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.

- 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)
- 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.
- 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.
- Environment friendly material crockery to be provided.
- Tea and coffee sachet, milk powder sachet and sugar cubes should be of high quality used for 3 star/4star rated hotels.
- Cutlery, Kitchen Utensils for cooking the food and good quality of chafing dishes.
- The gas connections, LPG gas consumption charges shall be borne by the contractor.
- Proper uniform to all the employees.
- Laundry equipment, including for washing, drying and hanger cabinets, etc.
- Contractor's own / hired transport for obtaining daily needs from the marketplace at the required frequency and for all other service requirements.
- Housekeeping service trolleys.
- Any other items and equipment which may be needed for smooth operations.
- Electricity shall be charged on as per actual consumption. The service provider has to pay for the electricity consumed in the kitchen and Laundry only.
- Drinking Water for rooms & classrooms – Shall be in contractor's scope – The contractor can use the UV water coolers installed by the Institute in the Executive Residences for drinking purposes OR service providers can install their own UV water filters. There is no RO plant available in the campus nor will the contractor be allowed to install a RO plant. The water is supplied through OH tanks.
- A personalized guest toiletry akin to 3 star / 4 star hotels may be used.
- All kitchen equipment to be installed by the contractor, required for the functioning of the Executive Residence 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. The existing set of kitchen equipment which are in good condition will be provided by IIMI (the list of items provided in the tender). Beside that all kitchen equipment required to cater 300 diners including kitchen appliances and refrigerator/walk-in cooler are under the scope of the contractor.

- The contractor has to organize the hardware & accessories including printers of their own. IIM will not provide printers and photocopying machines. The bidder may avail the photocopy facility available in the campus on payment basis.
- 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.
- The Contractor shall be responsible for ensuring the proper utilization of the facilities, equipment, furniture and utilities provided by IIM Indore 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. Please refer to the indicative list of assets/ equipment available in the buildings **Appendix-B**.
- 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.
- 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.
- 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 Indore on account of any omission / error on his part.

**Section-6 : Financial Bid**

The Financial Proposal/Commercial bid format (BoQ) is provided as BoQ along with this tender document at <https://eprocure.gov.in/eprocure/app>

- i. Bidders are advised to download the BoQ.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid.
- ii. Bidder shall not tamper/modify the downloaded price bid template (BoQ) in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected and EMD (if any) shall be forfeited.
- iii. Bidders are advised to quote the offer (inclusive of all charges and expenditure required to be incurred by the bidder for the required scope of work as per the bid document) excluding applicable taxes. Only taxes as applicable shall be extra over and above the quoted rates.
- iv. The cost of services quoted by the bidder shall include staff, utensils and foods items, however service providers shall be paid for the add-ons as per the actual requirement, if any.
- v. The payment shall be made as per the financial quotes submitted by the bidder and accepted by the buyer.
- vi. No advance payment shall be made to the contractor.
- vii. The price quoted shall cover all aspects of service delivery, it shall be inclusive of all consumables required to provide the service.
- viii. Bidders are requested to upload the duly filled (BOQ1+BOQ2) under the cover-2 on the CPP Portal as mentioned below:

**Packet-1: Financial Bids in (BoQ) XLS version Filled with all relevant information.**

**Section-7 : 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 Indore 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 Indore 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 bidder who fulfill 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.

## Technical Scores Evaluation

Sl. No.	Criteria	Maximum Marks
1	<p>Average Financial Turnover from the similar services in the last 3 years, as per the certificate issued by <b>a Practitioner Chartered</b> Accountant with UDIN will be considered:</p> <ul style="list-style-type: none"> <li>Rs. 25 Cr to 50 Cr = <b>2.5 marks</b></li> <li>Above Rs. 50 Cr to 75 Cr = <b>5 marks</b></li> <li>Above Rs 75 Cr to 100 Cr = <b>7.5 marks</b></li> <li>Above Rs. 100 Cr = <b>10 marks</b></li> </ul>	10
2	<p>Annual value of the single largest contract / Hospitality Establishment during the last three years:</p> <ul style="list-style-type: none"> <li>Upto Rs 5 Cr = <b>2.5 Marks</b></li> <li>Above Rs 5 Cr to 10 Cr = <b>5 Marks</b></li> <li>Above Rs 10 Cr to 15 Cr = <b>7.5 Marks</b></li> <li>Above Rs 15 Cr = <b>10 Marks</b></li> </ul>	10
3	<p>Number of Institutes of National Importance where similar services have been provided in the last 3 years:</p> <ul style="list-style-type: none"> <li>Less than <b>02 = 2.5 Marks</b></li> <li>03 to 04 = <b>05 Marks</b></li> <li>04 to 06 = <b>7.5 Marks</b></li> <li>Above 06 = <b>10 Marks</b></li> </ul>	10
4	<p><b><u>EVALUATION ON THE PRESENTATION BY BIDDER(S):</u></b>  The presentation by the bidder(s) will be evaluated by IIM Indore panel members. The bidders are expected to cover the following points during the presentation:</p> <ol style="list-style-type: none"> <li>How well do <b>you understand the objective</b> and how do you plan to meet the objective of this tender.</li> <li>What is the proposed <b>number of manpower to be deployed and their academic qualification and skill set</b> you plan to deploy for the given scope of work in this tender.</li> <li>Describe the process you will follow to adhere to the statutory compliances.</li> <li>Describe how you will maintain the standards akin to <b>a three Star/ four Star Hotel facilities.</b></li> <li>Describe what mechanism you will set to <b>collect the feedback</b> for the services rendered by you from the Guests.</li> <li>Describe what value you add in the Hospitality of the Guest so that the guest depart from the campus with pleasant memories.</li> <li>*Demonstration of the Model Room.</li> </ol>	70
5	<b>Total Marks</b>	<b>100</b>

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

**Financial Bid Evaluation:** The financial quote (BOQ1+BOQ2) would be normalized on a scale of 100, with the lowest quote (BOQ1+BOQ2) being normalized to 100 and the rest being awarded on a pro-rata basis. Such normalized score would be considered for the QCBS based evaluation, explained below:

The individual bidder's financial score is normalized as per formula below:

$F_n = F_{min}/F_b \times 100$  (rounded off to 2 decimal places) where,

$F_n$  = Normalized financial score for the Bidder under consideration

$F_b$  = Absolute financial quote for the Bidder under consideration

$F_{min}$  = Minimum absolute financial quote (BOQ1+BOQ2) from among the technically qualified bidders

Composite Score (S) =  $\{(T_s \times 0.7) + (F_n \times 0.3)\}$

**The successful bidder will be the one who has scored the maximum combined score**



**Section-8 : 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. **Officer-in-charge:** "Officer-in-Charge" shall mean any officer of the Institute or representative authorized to act as the Officer-in-charge to oversee the day to day operation of the contract.
5. **IIMI:** "IIMI" or "IIM Indore" or "Institute" shall mean Indian Institute of Management Indore.
6. **Definition of Similar Services:** Only services rendered related to Facility Management, 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.2,500/- (Rupees Two Thousand Five Hundred only) inclusive of all taxes should be submitted through NEFT or RTGS in favour of Indian Institute of Management Indore.
- b. EMD of Rs. 34,10,000/- (Rupees Thirty Four Lakh Ten Thousand only) should be submitted preferably in the form of Bank Guarantee from any of the Scheduled Banks. However, the bidders may submit the EMD in the form of Account Payee Demand Draft/ Fixed Deposit Receipt / Banker's Cheque/ or online transfer in an acceptable form.

It is also required to submit Tender Fee and EMD before 15-March-2022 at 1730 hrs.

- Name of beneficiary: Indian Institute of Management Indore
  - Address: Prabandh Shikhar, Rau-Pithampur Road, Indore-453556, M.P.
  - Account No.: 53018623445
  - Name of the Bank: State Bank of India
  - Branch Address: IIM Indore Campus
  - IFSC Code: SBIN0030525
- c. Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these Services/ Items only, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) along with the Annexure-III of this tender.
  - d. The bidders who seeks exemption from Tender fee/EMD as per clause no. c above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.
  - e. EMD is to remain valid for a period of forty-five days beyond the final bid validity period.
  - f. EMD of all unsuccessful bidders (if any) will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee as per Sl. No. 10.
  - g. In case of a successful tenderer, the EMD (if any) other than bank Guarantee, may be adjusted towards the Performance Security deposit on request.
  - h. The amount of EMD (if any) is liable to be forfeited, if the tenderer withdraws/alters the bid after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.
  - i. No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.

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 or remedy, 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 Indore.

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 Indore 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. 48,15,000/- (Rupees Forty Eight Lakh Fifteen Thousand 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 three year 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. The exact revision every year (Post first two years) will be negotiated by the Institute considering various parameters like satisfactory feedback of the stakeholders, All India Wholesale Price Index as issued periodically by the Office of the Economic Advisor, minimum wages, statutory levies etc. A duly constituted committee by the institute will recommend for 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**

- i. 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 Indore.
- ii. The Service Provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by him to IIM Indore to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- iii. 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.
- iv. In case the Service Provider fails to comply with any statutory/taxation liability under appropriate law and as a result thereof IIM Indore is put to any loss/obligation, monetary or otherwise, IIM Indore 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 Indore 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 Indore will not be responsible for the same.

20. IIM Indore 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 Indore 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 Indore. 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 Indore.
24. The IIM Indore Authorized Person shall have the powers to either disallow entry of workmen found without Uniform inside the IIM Indore premises or alternatively mark the workers found working without proper uniform as absent for the day.
25. IIM Indore 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 Indore for record.
27. Any change of manpower deployed by the service provider should be intimated in advance. IIM Indore 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 Indore, 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 Indore. 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 Indore and only courts in Indore 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 Indore, s/he and her/his team shall work under the directives and guidance of IIM Indore.
35. The persons deployed by the service provider should be disciplined and should not participate in any activity prejudicial to the interest of IIM Indore. 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 Indore shall not be held responsible or obligated in any such case.
37. In case IIM Indore 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 Indore.
38. The decision of Competent Authority, IIM Indore 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 Indore 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 Indore 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:**

- 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.
- 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.
- Tax(Direct/Indirect) from time to time will be applied on the bill.
- 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 Indore 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 Indore.
  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 Indore) without any hindrance. In case of non-compliance, the security deposit shall be forfeited.
45. 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 Indore 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 Indore 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 Indore 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 Indore Authorized Person.

46. 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 IIMC 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.

47. 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.

48. 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.
49. 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 Indore. The award of the Arbitrator shall be final, conclusive and binding on all parties.

**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	

**Authorized Signatory**

Name:

Designation:

Date:

Place:





**ANNEXURE-II****CHECK LIST OF THE DOCUMENTS TO BE UPLOADED AS MENTIONED IN SECTION-4**

**4.2.1 Other Important Documents (OID):** To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents	Complied (Yes/No)
Packet-1	Permanent Account Number (PAN)	Self-certified scanned PDF files to be uploaded in the respective packet.	
Packet-2	GST registration certificate		
Packet-3	EPF registration certificate		
Packet-4	ESIC registration certificate		
Packet-5	Labour License certificate		
Packet-6	Firm establishment / Company incorporation certificate		

**4.2.2: Statutory Documents: Cover-1-**To be uploaded as a readable PDF File on the CPP Portal:

Upload as Under	Details	Supporting Documents (As per)	Complied (Yes/No)
Packet-1	Bidder's Profile	Annexure-I	
Packet-2	Check list of the documents to be uploaded	Annexure-II	
Packet-3	Details of Tender Fees and Earnest Money Deposit (EMD), with a self-declaration for accepting the Tender Terms & Conditions mentioned in the tender documents	Annexure-III	
Packet-4	A duly completed self-declaration certificate for the Clean Track Record	Annexure-IV	
Packet-5	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 31.01.2022. Copy of incorporation/ establishment is to be submitted along with the Annexure-V.	Annexure-V	

Packet-6	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 along with the Annexure-VI.	Annexure-VI	
Packet-7	The bidder should have on their wage rolls minimum 250 employees as on March 31, 2021 (Supporting documents/records such as PF, ESI, etc. are to be submitted along with the Annexure-VII given in this tender document)	Annexure-VII	
Packet-8	Average Annual Turnover certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted along with the Annexure-VIII.	Annexure-VIII	
Packet-9	The Solvency Certificate issued from any of the Scheduled Banks for an amount of Rs. 2 crores or more to be submitted in the Packet-9. (The solvency certificate must be issued post 17-Feb-2022).	-	
Packet-10	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, to be submitted in the Packet-10	-	
Packet-11	The bidder should submit ISO 22000 certification, as on the date of submission of the bid, in the Packet-11	-	
Packet-12	Copy of the work orders and work completion / execution certificate in support of the single largest contract of similar services during the last three years mentioned at Technical Scores Evaluation Table at Sl. No. 2 to be submitted in the Packet-12.	-	
Packet-13	Copy of the work orders and work completion / execution certificate in support of Number of Institutes of National Importance where similar services have been provided in the last 3 years as mentioned at Technical Scores Evaluation Table at Sl. No. 3 to be submitted in the Packet-13.	-	

**Tender No: IIMI/2021-22/13**

**Date: February 17, 2022**

**Authorized Signatory**

Name:

Designation:

Date:

Place:



Seal

**Annexure-III**

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

To,

Officer (Stores, Purchase and Contracts)  
Indian Institute of Management Indore  
Prabandh Shikhar, Rau-Pithampur Road,  
Indore – 453 556

**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 Indore along with other required documents.

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

<b>Particular</b>	<b>Amount</b>	<b>Transaction No &amp; Date</b>	<b>Bank Name</b>	<b>Remarks</b>
Tender Fee (Including Tax)	Rs. 2,500/-			
Earnest Money Deposit (EMD)	Rs. 34,10,000			

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 have also gone through Section-8, Page 25 to 26 in this regard.

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-IV**

**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 Indore, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

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

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**Annexure-V****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.

<b>Name of firm</b>	<b>Date of Establishment/ Incorporation</b>	<b>Number of Years as on 31.01.2022</b>	<b>Remarks</b>
			Copy of incorporation/ establishment is to be provided along with this Annexure

**Currently the firm is in the same business (Yes/No) :** \_\_\_\_\_

**Authorized Signatory**

Name:

Designation:

Date:

Place:



**Annexure-VI****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 150 rooms Guest House to Educational Institutions of National Importance, Training Academies or such Centers in Government, PSUs, Autonomous Bodies or Large Corporate Houses.

<b>Sn</b>	<b>Name of the Client</b>	<b>Order No.</b>	<b>AMOUNT</b>	<b>Remarks</b>
				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-VII****NUMBER OF EMPLOYEES ON WAGE ROLL**

The bidder/ firm should have on their wage rolls minimum 250 employees as on March 31, 2021

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

**Authorized Signatory**

Name:

Designation:

Date:

Place:





**Annexure-VIII****AVERAGE ANNUAL TURNOVER**

The bidders average annual turnover during the last three consecutive financial years i.e. 2018-19, 2019-20 and 2020-21 should not be less than Rs. 25 Crores (Rupees Twenty five 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
2018-19			Certificate issued by a Practitioner Chartered Accountant with UDIN should be submitted with this Annexure
2019-20			
2020-21			
<b>AVERAGE ANNUAL TURNOVER :</b>			

**Note:** The year in which no turnover is shown would also be considered for working out the average.

**Authorized Signatory**

Name:

Designation:

Date:

Place:



## APPENDIX-A

## Financial Bid (BOQ1) - Format for Reference Only

Service Charges	Particulars	Rate in Rs. Per Day Per Unit Basis
<b>Housekeeping</b> for Rooms with attached lat bath (As per scope of work mentioned at Sn. 5.1.1)	Single Occupancy Room	
	Double Occupancy Room	
	Suite Room	
Housekeeping for <b>Common Area</b> (As per scope of work mentioned at Sn. 5.1.1)	Executive Residence-1	
	Executive Residence-2	
	Executive Residence-3	
<b>Room Upkeep</b> for Rooms with attached lat bath (As per scope of work mentioned at Sn. 5.2.1)	Single Occupancy Room	
	Double Occupancy Room	
	Suite Room	
<b>Front Office Management</b> (As per scope of work mentioned at Sn. 5.2.2)	Executive Residence-1	
	Executive Residence-2	
	Executive Residence-3	

**Financial Bid (BOQ2) - Format for Reference Only**

<b>Unit No</b>	<b>Description</b>	<b>Menu Details</b>	<b>Rate in Rs. (Per Unit)</b>
1	Tea & Coffee	<ul style="list-style-type: none"> <li>Tea / Coffee / Green Tea / Lemon Tea, etc.</li> </ul>	
2	Breakfast	<ul style="list-style-type: none"> <li>Cornflakes/ Choco flakes/ oats/ wheat flakes with milk &amp; honey</li> <li>Eggs to order (Boiled/ Scrambled/ Omelet etc.)</li> <li>Bread Plain and Toast (Brown/White) with Butter &amp; Jam etc.</li> <li>Aloo paratha with curd/ masala dosa/ idli sambar/ upma/ poha, etc.</li> <li>Fresh Fruit Juice</li> <li>Fresh Whole Fruits (both)</li> <li>Tea and Coffee</li> </ul>	
3	Lunch / Dinner (Semi-Deluxe)	<ul style="list-style-type: none"> <li>Veg and Non Veg Soup (Indian/Chinese/Continental/Shorba)</li> <li>01 Paneer preparation with gravy</li> <li>02 seasonal vegetables with variety (01 dry &amp; 01 with gravy)</li> <li>Dal preparations with variety</li> <li>Curd preparation with variety</li> <li>02 Rice preparations (01 Plain &amp; 01 variety e.g. Veg biryani/ Veg pulao/ Chinese rice etc.)</li> <li>02 Indian bread (Chapati/ Tandoori Roti/ Puri/Naan etc.)</li> <li>Green salad</li> <li>Pickle and Papad</li> <li>Dessert</li> </ul>	
4	Lunch/ Dinner (Deluxe)	<p>In addition to the Semi-Deluxe menu, the deluxe menu will consist of the following items:</p> <ul style="list-style-type: none"> <li>Non-Veg preparation with variety (Chicken, Mutton, Fish, Prawns etc.)</li> <li>Fresh Whole Fruits (Sometimes assorted fresh cut fruits)</li> </ul>	
5	Tea and Biscuits	<ul style="list-style-type: none"> <li>Tea / Coffee / Green Tea, etc. with minimum four type Biscuits and Cookies</li> </ul>	
6	Tea and Snacks	<ul style="list-style-type: none"> <li>Tea / Coffee / Green Tea / Lemon Tea, etc.</li> <li>Veg-Kebab/ Sandwiches/ Paneer Pakora/ Samosa/ Cutlet/ Spring roll/ Kachori/ Cheese balls/ Baked Items etc.</li> </ul>	
7	High Tea	<ul style="list-style-type: none"> <li>Fresh Juice / Mocktail / Cold Drink</li> <li>Two Veg Snacks with accompaniment</li> <li>One Dessert</li> <li>Tea / Coffee / Green Tea, etc.</li> </ul>	
8	Fruit Basket	<ul style="list-style-type: none"> <li>Fruit Baskets (about ½ kg of seasonal fruits)</li> </ul>	

**APPENDIX-B**  
**LIST OF ASSETS/ EQUIPMENT AVAILABLE IN THE BUILDINGS**  
**(EXECUTIVE RESIDENCE-1 & 2)**

<b>Sr.no.</b>	<b>Asset</b>	<b>Quantity (Approx.)</b>
1	Dining Chair	100
2	Table Dining	21
3	FLY CATCHER	5
4	BAIN MARIE	1
5	Crockery Storage Unit	1
6	Conveyor Toaster	1
7	Pop Up toaster (06 slicer)	1
8	Air curtain	1
9	Water Coolers	6
10	Suite Rooms (each room have standard fixtures and furniture like Bed, Mattress, Side Table, Study Table, Study Chair, Almirah/Cupboard, AC, Mirror, Geyser, Fan, lights etc.)	6 Suites all furnished with standard fixtures and furniture
11	Single Rooms (each room have standard fixtures and furniture like Bed, Mattress, Side Table, Study Table, Study Chair, Almirah/Cupboard, AC, Mirror, Geyser, Fan, lights etc. for single occupancy)	12 Single rooms all furnished with standard fixtures and furniture
12	Double Rooms (each room have standard fixtures and furniture like Bed, Mattress, Side Table, Study Table, Study Chair, Almirah/Cupboard, AC, Mirror, Geyser, Fan, lights etc. for double occupancy)	84 Double rooms all furnished with standard fixtures and furniture

**LIST OF ASSETS/ EQUIPMENT AVAILABLE IN THE BUILDINGS  
((EXECUTIVE RESIDENCE-3))**

<b>Sr.no.</b>	<b>Asset</b>	<b>Quantity (Approx.)</b>
1	Bain Marie	1
2	Dining table	23
3	Dining chair	49
4	Counter Table (ss)	5
5	Bhatty (two burner)	1
6	Refrigerator	1
7	Fly Catcher	6
8	Iron Rack	4
9	Geyser	2
10	SS Trolly	1
11	Chapati bhatty	1
12	Table (ss)	5
13	Led TV	2
14	Water Cooler	4
15	Small Table	2
16	3 Seater Sofa	2
17	Single Rooms (each room have standard fixtures and furniture like Bed, Mattress, Round Table, Study Table, Chair (3nos each room), Almirah, Table drawers, AC, Mirror, Geyser, Fan, lights etc. for single occupancy)	90 Single rooms all furnished with standard fixtures and furniture

**Note :**

1. The above number of assets and equipment is indicative only.
2. The successful bidder awarded the contract for this tender will be given the proper handover mentioning the exact number by the concerned office.
3. The Faculty Lounge has an adequate number of required furniture.