

भारतीय प्रबंध संस्थान इंदौर
INDIAN INSTITUTE OF MANAGEMENT INDORE
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Tender No: IIMI/2021-22/04

Date: August 24, 2021

**NOTICE INVITING TENDER FOR PROVIDING CATERING AND HOUSEKEEPING SERVICES
REQUIRED FOR EXECUTIVE RESIDENCE-1 AND EXECUTIVE RESIDENCE-2 AT IIM
INDORE.**

(E-PROCUREMENT MODE ONLY)

Indian Institute of Management Indore (IIM Indore) invites **online bids (e-tender)** in two bids systems for the following services from eligible specialized agencies having rich experience for “Providing Catering and Housekeeping Services” in the Institute of national importance such as IIMs, IITs etc.:

Brief Details of Tender:

Service Description	Estimated cost	EMD	Tender Fee (inclusive of all taxes)
Catering and Housekeeping Services required for Executive Residence-1 and Executive Residence-2 at IIM Indore.	2,39,00,000/-	5,00,000/-	2,500/-

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <http://eprocure.gov.in/eprocure/app> and bid is to be submitted online only through the same portal up to the last date and time of submission of tender.

Critical Dates of Tender:

S. No.	Particulars	Date	Time
01	Date & Time of Online Publication/Download of Tender	24-08-2021	1730 Hrs.
02	Pre-bid Meeting	01-09-2021	1100 Hrs.
03	Bid Submission Start Date& Time	07-09-2021	1500 Hrs.
04	Bid Submission Close Date& Time	27-09-2021	1500 Hrs.
05	Closing date & time for Submission of EMD & Tender Fee	27-09-2021	1500 Hrs.
06	Opening of Technical Bids	28-09-2021	1500 Hrs.

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1) ABOUT IIM INDORE

Indian Institute of Management Indore is an institution of national importance under the Indian Institutes of Management Act, 2017.

The Institute is looking for an agency to provide Catering and Housekeeping Services required for Executive Residence-1 and Executive Residence-2 at IIM Indore.

The Institute has adopted highest quality standards for all its activities and the bidder is required to render services meeting stringent standards.

Before attempting to fill the tender document, the bidder should visit the Campus of the Institute to familiarize himself/herself with the various elements of services that are required to be rendered and to understand the quality levels of service that are required to be rendered. It would be deemed that the bidder has visited the campus and understood the requirement before filling the tender.

2) SCOPE OF WORK

A) HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES FOR EXECUTIVE RESIDENCE-1 AND EXECUTIVE RESIDENCE-2 OF IIM INDORE.

Receiving and allotting rooms to the guests coming to stay at Executive Residence 1&2; services include managing both the receptions round the clock on all days of the year, maintenance of allotment register, perfect upkeep of rooms. 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 Executive Residence 1&2 Office official or as recommended by competent authority.

Maintenance and cleaning of all the rooms (with toilet cum bath), kitchen, dining hall, glass window pane, venetian blinds and all fixtures/furniture at the Executive Residence 1&2 and other rooms, shall be the duty of contractor. Terrace to be cleaned once in a week. A status report on day to day basis will be maintained by the supervisor and the record to be sent to the Executive Residence 1&2 Office.

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 and bed covers quarterly/as required, will be done by the contractor at no extra cost.

Floors of the rooms and corridor/wings will be cleaned daily with ISI mark detergent/phenyl and will be kept clean at all the time. Carpets, wherever available, shall be cleaned daily by a vacuum cleaner and dry cleaning will be done on a quarterly basis. Cleaning of sofa set, covers, curtains will also be done on the quarterly basis. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control etc., shall be done

periodically by the contractor at no extra cost.

Bathroom/toilet shall be cleaned daily and mopped up with ISI marked phenyl. Deodorant/Cleaner/Room Spray shall be used for better results. Liquid Soap Dispenser/ Bath Soap, tissue rolls, toilet paper, naphthalene balls, room freshener, duster brooms, and the cleaning/sanitary materials, etc .will be provided by the contractor at no extra cost.

The contractor will be responsible for quality cleaning of linens. The contractor will also provide laundry services to the guest(s) on payment basis at rates duly approved by competent authority. The successful bidder can set up an in-house Laundry. Expect shed, all will be provided on chargeable basis. Separate water meter and electricity meters will be installed for recording their exclusive usage and to be billed at IIMI's subsidized rate.

Toiletries (shampoo + moisturizer + soap) to be supplied daily when occupied. A welcome kit consisting of dental and shaving to be provided once at the time of arrival.

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 contractor should promptly send a request to the Institute Maintenance Department through Executive Residence 1&2 Office for electrical, carpentry and plumbing work for repair as and when the defects are reported.

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 employee/workers (housekeeping, room boys, supervisors, and facility manager) as required.

Housekeeping and Catering Management during several Institute events in Executive Residence 1&2 shall be the sole responsibility of the contractor.

Sanitization of Executive Residence-1 and 2 premises will be carried out by the contractor as and when required.

RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR

Log Book (Daily / Weekly/ Monthly)

1. Visitor Register	2. Cleaning Checklist	3. Guest Comment
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 requires in the interest of Institute

BROAD SCOPE OF WORK FOR HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES FOR EXECUTIVE RESIDENCE-1 AND EXECUTIVE RESIDENCE-2 OF IIM INDORE.

Indian Institute of Management Indore is an institution of national importance under the Indian Institutes of Management Act, 2017 is desirous of appointing a contractor/firm for “**Providing Catering and Housekeeping Services for Executive Residence-1 and Executive Residence-2 at IIM Indore.**”

The above buildings are situated inside the IIM Indore with exclusive and fully secured premises of its own. The measurements of the buildings in approx. square meters are provided below along with other relevant details:

IIM Indore ER 1&2 premises area details

S.N.	Name of Building	No. of Rooms	Accommodation & Facilities	Total Area (approx.) (inSq.m.)
1	<p>Executive Residence 1 Consisting of Ground Floor, First Floor & Terrace and surrounding area (excluding lawns and garden)</p> <p><u>Service to be provided</u> Catering & Housekeeping</p>	20	<p>Ground Floor 06 furnished Single rooms (attached bath/toilet) 10 furnished Double rooms (attached bath/ toilet) 04 furnished Suite rooms (attached bath/ toilet) 02 Common Washrooms (01 Male + 01 Female) 01 Kitchen area, One Big Dining Hall & 01 Small Dining Hall with hand wash area 01 Reception with waiting area 01 Staff Rest Room 01 Office (small) 02 Store room, 01 Electrical room All passages & stairs</p>	2129Sq.m.
		22	<p>1st Floor 01 Classroom 06 furnished Single rooms (attached bath/toilet) 14 furnished Double rooms (attached bath/ toilet) 02 furnished Suite rooms (attached bath/ toilet) 1 Common Washrooms 01 Office Space 03 open balcony areas 03 Store room, 01 Electrical room</p>	

			All passages& stairs	
2	Executive Residence 2 Consisting of Ground Floor, First Floor, Second Floor &Terrace and surrounding area (excluding lawns and garden) Service to be provided Catering & Housekeeping	16	Ground Floor 16 furnished Double rooms (attached bath/ toilet) 01 Reception with waiting area 01 Common Washroom (01 Male + 01 Female) 01 classroom, 01 Staff rest room 01 Electric Room 01 Store room 01 Counselor Room 01 Office (Big) 01 Central lawn All passages, Open area &stairs	4104 Sq.m
		18	First Floor 18 Furnished Double rooms (attached bath/ toilet) 01 Common Washroom 02 Classrooms 01 Server Room All passages & stairs	
		26	Second Floor 26 furnished Double rooms (attached bath/ toilet) 02 Store rooms 01 TV open sitting area All passages& stairs	
Area (Approx.) in Sq.m.	Executive Residence-1	01 Single room:- 23.74 Sqm* 01 Double room:-33.25 Sqm* 01 Suite room:- 76 Sqm* 01 Dining hall:- 170 Sqm* Reception with waiting area:- 110 Sqm*		
	Executive Residence-2	01 Double room :- 20.28 Sqm (approx.)* Reception at GF : 60 Sqm* Multi-facility Room at GF : 61.57 Sqm* Recreation Room at GF : 61.57 Sqm* Class Rooms at FF : 128.07 Sqm* Central Courtyard at GF : 285 Sqm.		

* The above given size is indicative only. Bidders may visit the site for proper assessment of area before submitting the bid.

Note:

- The scope of services may be changed based on the requirements of the institute on pro rata basis.
- The cleaning of staff rest room should not be on the chargeable basis as the same is meant for accommodating the contractor's employees.

All the buildings are in reasonably good condition and the office area is well furnished. The Guest Rooms are well furnished and hot and cold water supply. Each Guest room has an attached toilet and independent balcony sit-out (independent balcony at ER-1 only).

The contractor must maintain a high-end facilities for our visiting academic community, ensuring state-of-the-art housekeeping, catering and service management close to a Three/Four star standard services.

DETAILED SCOPE OF WORK FOR DESIGNATED AREA

- Manage the Reception counters by a professional and experienced person (minimum one years of Diploma and at least one years of experience in Front office operations in the similar organization) who will attend the guest in decent and hospitable manner;
- Maintain the check-in and check-out Registers at each reception and in system.
- Allot the rooms in the Executive Residence as per the directive received from Executive Residence 1&2 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 1&2 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 1&2 Office. A register to be maintained for this purpose room- wise and the same to be brought to the notice of the Executive Residence 1&2 Office weekly through Facility Manager.

- At the time of check-out, to ensure that all the items provided in the room (like Remote of TV, 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.

1. HOUSEKEEPING & JANITORIAL SERVICES

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 human resources, state of the art equipment’s, eco-friendly cleaning products and proven processes. The results should be of superior quality performance levels.

- To ensure that all the rooms, fixture, and fittings attached to the rooms are kept well cleaned, regularly as specified in the cleaning service (Record to be maintained for verification).
- To 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) Stool	19) Sleepers	20) Tea Trays
21) Cup and saucers	22) Hot water kettle	23) Water jars	24) Beverage Box
25) Mosquito repellent machine and refill			

- Any other additional items which 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:
 - Bath Soap 10-15gms
 - Shampoo
 - Moisturizer
 - Welcome Kit consisting of Dental & Shaving Kit
- The contractor shall supply the following consumables for each room per day.
 - Coffee, Tea, Milk and Sugar Sachets.
- The contractor shall ensure the following items are replenished in each room.
 - Goodnight/All-out mosquito repellent with refills.
 - Toilet Tissue Rolls (2nos.)
 - Room fresheners
 - Naphthalene balls
- All items mentioned above should be of superior / branded quality. The Service provider should provide all these items.

a) Service Standards:

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.

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.

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.

b) Types of Cleaning:

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.

Reactive Cleaning: Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities.

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.

2. CLEANING SERVICES

It is necessary to maintain the environment of the Executive Residence/Guest rooms in a healthy and hygienic condition round-the-clock. All living areas are to be kept clean and tidy and effective waste collection, and disposal arrangements shall be made. The following jobs are to be carried out under Cleaning Service:

a) 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. Dustbin	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 large	12. Floor dust mops with holder
13. Garbage bags medium	14. Feather duster	15. Garbage bags small
16. Spray bottles	17. Air Freshener	18. Toilet brush
19. Insect Killer	20. Hand brush	21. Naphthalene Ball
22. Plastic buckets	23. Dettol	24. Extension pole for glass cleaning
25. Deodorant/fresheners	26. Garbage bins of different colors of 100 ltrs. each.	27. Toilet paper rolls
28.Harpic/Flush Clean	29.Heavy duty wet and dry vacuum cleaners	30. Multi speed Single disc machine for both scrub cleaning and buffing

Note: The above list is not exhaustive, the bidder may add or remove as per requirement.

b) Daily Cleaning:

- Sweeping of the entire premises;
- Damp moping 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 wastepaper 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.

c) 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 of all staircases/ metal railings, passages, corridors with detergents/brasso/silvo etc.
- Dusting /cleaning of Venetian blinds.
- Terrace cleaning all areas.

d) 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.

B) CATERING (FOOD & BEVERAGES)

The contractor shall take up the responsibility of supplying and serving breakfast/lunch/dinner/evening snacks as well as morning/evening coffee/tea for the Guests of ER 1&2.

The contractor shall supply additional 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 also be asked to supply and serve special lunch/dinner for departments/units as requested on fixed 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 MDP 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., details of which may be indicated as required. Appropriate pest- control treatment in kitchen/store- room areas must be undertaken periodically as per requirement.

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 financial bid. Menu/rates should also be indicated for events or special occasions (viz. seminars, workshops, conferences, summer/winters, etc.) on 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 shall be required to provide occasional snacks/tea/high tea in various buildings of the Institute during the hosting of several Institute events on approved rates.

Note: The contractor needs to maintain records for various departments which shall be subject to examination by the designated Officer of IIMI Indore. Any deterioration in services shall attract the provision of deduction, penalty or fine, about payment. Adequate monitoring and control system be put in place for the best services.

GUIDELINES RELATED TO CATERING SERVICES

It is the prime responsibility of the contractor to provide excellent catering services as follows:

- Morning tea/coffee
- Breakfast
- Lunch

- Evening Tea & Snacks
- Dinner
- Special lunch and dinner on prior order.
- Light tea during official meetings/ events on prior orders
- High tea during official meetings/ events on prior orders

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 on a chargeable basis.

There will be two types of menus to be served in Executive Residence i.e. Standard Deluxe menu and Super Deluxe menu (comprises a mix of items of standard deluxe menu and items comprising Oriental and Continental menu) as and when required with prior intimation. Separate counters to be put up for above menu and earmarked by the contractor.

The contractor has to offer rates for Out Door Catering menu, which may be served during numerous events both informal and formal happens throughout the year, where food is being served.

Session Timings- To be decided mutually.

3. The contractor shall also provide:

- Official lunch/dinner at the specified location whenever required on order of the Executive Residence 1&2 Office of IIM Indore for which payments will be made by the concerned department.
- The contractor has to ensure that only freshly prepared food is supplied and the leftover 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 Executive Residence 1&2 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 1&2 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, left over's, 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 menu shall remain sufficient to the satisfaction of the Executive Residence 1&2 Office, IIM Indore.
- The menu shall be displayed. In case of menu cannot be followed due to any genuine

reason, the contractor will have to intimate same to the Guest, and prior permission shall be obtained before changing the fixed menu from the Executive Residence 1&2 Office, IIM Indore.

- The contractor has to provide various items as per following makes or of its equivalent quality as specified below:-
- Rice-Basmati of Kohinoor/Badshah/Heritage/Dawat/Equivalent brand
- Atta-Captain cook/Ashirvad/Annapurna/Pilsburry/Fresh chakkiAtta/Equivalentbrand
- Masala-All Masala powder should be Agmark
- Oil-Refined Sunflower oil of postman/Sun drop /Godrej/Sweekar /or equivalent.
- Ghee-Britania/Nestle/Amul /or equivalent
- Butter & Cheese-Amul/Britania/or equivalent
- Papad-Lijjat/or equivalent
- Pickles-Priya/Kisan/Maggie/or equivalent
- Jams-Kissan/Tops/or equivalent
- Sauces-Maggie/Kisan/or equivalent
- Cornflakes-Kellogs/Wake Field/or equivalent
- Fresh Milk-in Polypack from Local Dairy Co./Amul Dairy
- Tea-Tajmahal/Tata, twining, Tetley (both tea bags + packet tea)Coffee-Nescafe/Bru/Filter
- Green Tea/ Lemon tea/Others
- Rasgula from Reputed sweet houses of the city (For special orders) and prepared fresh in ER-1 kitchen
- Gulab Jamun-Reputed sweet houses of the city (For special orders) and prepared from fresh khoya in ER-1 kitchen
- Biscuits-5-6 varieties of Britannia/Cookies/or equivalent.
- Water Dispenser bottle (20 ltrs)– Bisleri/or equivalent

Note: No items should be used which has shelf-life less than 50%.

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.
- Provision of looking mirror, wall hangings, Wall clock, Room Locking arrangements etc. as one-time support.
- Telephone Instruments and Extensions. Currently available in ER-1 rooms only.
- Electrical & Plumbing fittings etc., as aggregate level infrastructure, 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 essentials staffs only will be made in the same vicinity. For example a chef and dining staff including reception 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, firefighting equipment's, emergency power line, etc. shall be taken care of by the Institute.
- The Designated Official of Executive Residence 1&2 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.
- **List of kitchen assets with Executive Residence 1&2**

S.N.	Asset	Total
1	Dining Chair	100
2	Table Dining	21
3	FLY CATCHER	8
4	BAIN MARIE	1
5	SS Vegetable Rack	2
6	Gas Range 02 Burner	1
7	Chapati Bhatti	1
8	SS Sink Table	3
9	SS Rack	5
10	SS Table	2
11	SS Washbasin sink	1
12	Conveyor Toaster	1
13	Pop Up toaster (06 slicer)	1
14	Air curtain	1

The obligation of the Contractor

- 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 and two fruit baskets 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/4 star rated hotels.

- Cutlery of very good standard.
- Utensils for cooking the food etc.
- Very good quality of chafing dish.
- 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 as per prevailing MPPKVCL tariff rates at the time based on actual utilization. IIMI will get the meter fixed, the cost of fixation of the meter will have to be borne by the contractor. In case the meter goes out of order, the assessment of electric or energy consumption as made by IIMI's Engineers shall be binding on the Firm. 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 purpose OR service provider can install its 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 as used in 3 star / 4 star hotels may be used.
- All kitchen equipment to be installed by the contractor, required for the functioning of Executive Residence kitchen and to cater 250+ 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's 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 250 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 printer of their own. IIM will not provide printers and photo copying machines. The bidder may avail the photo copy facility available in the campus on payment basis.

DEFINITIONS

- Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning hereunder respectively assigned to them.
- The expression "Institute" occurring in the tender document shall mean IIM Indore.
- The expression "Bidder" shall mean the tenderer who submits the tender for the work and shall include the successor and permitted representative of the tenderer.
- The expression "Contractor" shall mean the successful bidder selected by the Institute for

carrying

out the subject work and shall include the successor and permitted representative of the bidder.

- “The Designated Officer/Official shall mean any representative of the Institute authorized to act as the Officer In-charge of the work or any specified part here of;
- “Work” and “Scope of work” shall mean the totality of the work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment, and labor required for commencement, performance, provision or completion thereof and any other work may be added from time to time;
- IIM Indore shall mean Indian Institute of Management Indore.
- “Contract” shall mean the contract for the work and shall include the tender document, the specifications, general and special conditions of the contract of IIM Indore the letter of acceptance and the acceptable rates/bill of quantities in price bid etc.;
- “Meals” shall include all inputs from the dining hall/ kitchen, including bed tea, breakfast, lunch, dinner, evening tea-snacks, etc., including those served by the contractor under special arrangements on various occasions;
- “Competent Authority” shall mean the Director, IIM Indore or any other Officer designated by the Director, for this work/ tender about the **Catering and Housekeeping Services for Executive Residence-1 and Executive Residence-2** of IIM Indore.

3. 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.5,00,000/- (Rupees Five Lakh only)** should be submitted through NEFT or RTGS in favour of Indian Institute of Management Indore.
- 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 items only**, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) along with the tender to this effect.
- d) **The bidders who seeks exemption from Tender fee/EMD as per clause no. 3(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 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. 16.

f) In case of successful tenderer, the EMD (if any) may be adjusted towards the Performance Security deposit on request.

g) The amount of EMD (if any) is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.

h) No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.

4. ELIGIBILITY CRITERIA:

4.1 OID (Other Important Documents)

OID viz. Firm Incorporation Certificate, PAN details, GSTIN, EPF registration, ESI registration, Labour License etc. details are to be provided.

4.2 Statutory Documents:

a) The Bidder should give self-declaration certificate for acceptance of all terms & conditions of tender documents. A duly completed certificate to this effect is to be submitted as per the Annexure-I

b) The firm should be neither blacklisted by any Government Dept., nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India. A duly completed certificate to this effect is to be submitted as per Annexure-II.

c) The bidder should have minimum 5 years of experience as on bid submission date of providing hospitality services for a minimum of a 100 rooms Guest House at one establishment in any public or private sector Institute of repute. Services like front office management, housekeeping and catering services, property upkeep and general maintenance services. Proof of the same is to be submitted.

d) The bidder should have a national presence. For purpose of assessing national presence, following criteria will be used: Bidder must have presence in at least THREE Indian states, preferably located in different regions of the country. Proof of the same is to be submitted. Proof of the same is to be submitted.

e) The bidder should have experience of successfully completed all similar works during the 7 years from the date of publication of tender, in any of the above referred organizations as follows:-

- (a) three similar contracts valuing not less than 40% of the estimated value ; or
- (b) two similar contracts valuing not less than 50% of the estimated value; or
- (c) One similar contract valuing not less than 80% of the estimated value.

The details of the same along with supporting document w.r.t. satisfactory execution of work from clients are to be submitted as per the Annexure-III.

“Similar Works” means execution of front office management, housekeeping and catering services, property upkeep and general maintenance services. The tenderer must produce work done certificate from the clients. The work done certificate should mention the details of work executed, the value of work done, the date of commencement and date of completion of the work or date of validity of the contract (in case of existing contracts).

f) Working capital (Current Assets less Current Liabilities): Bidder should have average working capital to the tune of at least 40% of the estimated cost of the tender. As a proof, the Bidder should submit a UDIN certificate from a practicing CA.

g) The Annual Turnover should be at least 5 Crores during each of the previous three financial years (2016-17 to 2018-19) or (2017-18 to 2019-20). Copies of duly signed trading and profit & loss accounts along with CA Certificate are to be submitted along with Annexure-IV.

h) The bidder must be a profit making organization (At least any two FY) in last three consecutive financial years as on 31.03.2020 (FY 2017-18, FY 2018-19 & FY 2019-20)

i) The bidder should have minimum TWO running contracts in the field of front office management, housekeeping and catering services, property upkeep and general maintenance services in institutes of national importance such as IIMs, IITs etc./ or Training Academies/ Centres in

- Government,
- Autonomous Bodies,
- PSUs,
- Large Corporate Houses (i.e. those having annual turnover of > Rs. 500 Crores)

Supporting Documents are to be attached along with the Annexure-V

Or

The bidder should be in the field of hospitality Management for not less than 5 years with minimum 3 Star Category in Hotel Industry (appropriate proof of the same is to be submitted).

j) The bidder should have ISO 22000:2018 OR ISO 22000:2005 certification

k) The bidder should have a HACCP certification and a valid FSSAI license (The bidder has to obtain HACCP certificate for the current tender and submit it within 03 months from the date of award of contract)

l) Fresh Solvency certificate from scheduled or nationalized bank for up to 40% of the estimated cost only.

4.3 Technical Criteria

Bidders should comply with the scope of work (s. no. 2) and the eligibility criteria (s. no. 4), No deviations are acceptable. The detailed format is attached at Annexure-VI. The bidder is to complete the same in all respect and submit accordingly.

5. FINANCIAL BID DETAILS

a) Financial bid i.e. BOQ given with tender to be uploaded after filling all relevant information. The priced BOQ should be uploaded strictly, failing which the offer is liable for rejection. Kindly quote your offer on FOR IIM INDORE (inclusive of all taxes and charges). Format of Financial bid is placed at Annexure-VIII.

b) Conditional bids/offers will be summarily rejected.

Vendor should quote prices in BOQ only, offers indicating rates anywhere else shall be liable for rejection.

6. TIME SCHEDULE

S. No.	Particulars	Date	Time
01	Date of Online Publication/Download of Tender	23-08-2021	1730 Hrs.
02	Pre-Bid Meeting	01-09-2021	1100 Hrs.
03	Bid Submission Start Date	07-09-2021	1500 Hrs.
04	Bid Submission Close Date	27-09-2021	1500 Hrs.
05	Closing date & time for Submission of EMD & Tender Fee	27-09-2021	1500 Hrs.
06	Opening of Technical Bids	28-09-2021	1500 Hrs.
07	Opening of Financial Bids	To be intimated later	

7. AVAILABILITY OF TENDER

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and Institute website <https://www.iimidr.ac.in/tenders/> and be submitted only through <http://eprocure.gov.in/eprocure/app>.

8. BID VALIDITY PERIOD

The bid will remain valid for 180 days from the date of opening as prescribed by IIM Indore. A bid valid for a shorter period shall be rejected, being non-responsive.

9. PRE-BID MEETING

Pre-bid meeting will be held on 01-09-2021 at 1100 Hrs. in IIM Indore to address the queries of the bidders regarding the tender. Interested bidders may send their query before the pre-bid meeting due date for addressing the same by concerned authority, if any. All the queries must be sent to stores@iimidr.ac.in.

10. BID SUBMISSION

10.1 Instruction to Bidder

Bidders are required to enrol on the e-Procurement module of the **Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>)** by clicking on the link "**Online Bidder Enrolment**" on the CPP Portal. **The registration is completely free of charge.**

Possession of a valid Class II/III DSC in the form of smart card / e-token is a prerequisite for registration and participating in the bid submission activities. DSCs can be obtained from the authorised certifying agencies recognized by CCA India (e.g. Sify/TCS/nCode/eMudhra etc).

Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.

Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.

The Bidders are required to log in to the site through the secured log-in by entering their respective user ID / password and the password of the DSC.

The CPP portal also has user manuals with detailed guidelines on enrollment and participation in the online bidding process. The user manuals can be downloaded for reference.

Any queries related to process of online bid submission or queries related to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The **Toll Free** contact numbers for the helpdesk are 1800 3070 2232, 7878007972 and 7878007973.

The bidder has to upload the relevant & readable files only as indicated in the tender documents. In case of any irrelevant or non-readable files, the bid may be rejected.

10.2 Online Bid Submission Procedure:

Other Important Documents (OID): The file should be saved in a PDF version and should comprise of the following items:

1. [Packet-1](#): Duly Completed Scanned PDF of PAN Card.
2. [Packet-2](#): Duly Completed Scanned PDF of Registration Certificate Details.
3. [Packet-3](#): Duly Completed Scanned PDF of GSTIN.
4. [Packet-4](#): Duly Completed Scanned PDF of EPF Registration.
5. [Packet-5](#): Duly Completed Scanned PDF of ESI Registration.
6. [Packet-6](#): Duly Completed Scanned PDF of Labour License.

Cover-1: The file should be saved in a PDF version and should comprise of the following items:

1. [Packet-1](#): Duly Completed Scanned PDF copy of Annexure-I
2. [Packet-2](#): Duly Completed Scanned PDF copy of Annexure-II.
3. [Packet-3](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (c).
4. [Packet-4](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (d).
5. [Packet-5](#): Duly Completed Scanned PDF documents as per clause no. 4.2 (e) with Annexure- III.
6. [Packet-6](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (f).
7. [Packet-7](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (g) with Annexure- IV.
8. [Packet-8](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (h).
9. [Packet-9](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (i) with Annexure- V.
10. [Packet-10](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (j).
11. [Packet-11](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (k).
12. [Packet-12](#): Duly Completed Scanned PDF copy of documents as per clause no. 4.2 (l).
13. [Packet-13](#): Duly Completed Scanned PDF copy of Annexure-VI with duly signed scope of work of the tender.
14. [Packet-14](#): Duly Completed Scanned PDF copy of Annexure-VII.

Cover-2: The BOQ should be downloaded from the website and should comprise of the following items.

1. [Packet-1](#): Financial Bid in XLS version Filled with all relevant information. Format attached at Annexure-VIII.

10.3 Online Submission of Tender Fee & Earnest Money Deposit (EMD)

It is also required to submit Tender Fee & EMD through NEFT or RTGS or Bank Transfer or Direct Credit at the following account before 27-09-2021 at 1500 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

10.4 Offline Submission of Solvency Certificate

Fresh Solvency certificate from scheduled or nationalized bank for up to 40% of the estimated cost only should be submitted to the following address before 27-09-2021 at 1500 hrs:

Stores and Purchase Department
Administrative Block, First Floor
Indian Institute of Management Indore
Rau-Pithampur Road,
Indore-453556, M.P.

11. BID OPENING

- a) Technical Bids will be opened on 28-09-2021 at 1500 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- c) Bids should be summarily rejected, if tender is submitted other than through online or original EMD& Tender Fee is not submitted within stipulated date / time.

12. BID EVALUATION

The bidder would be selected on the basis of ranking and evaluation of Technical and Financial Bids by a Committee, and Committee's decision would be final. The Committee will decide on the parameters to be used for determining the suitability and adequacy of the bids.

The process of selection of the successful bidder would be determined as under:-

- 12.1 Stage – 1 Technical Bid Evaluation:** Evaluation will be carried out on the basis of documents submitted by the bidder as per clause 4, i.e. OI, eligibility criteria, Tender Fee, EMD and Scope of work.

Format for Evaluation of Pre-qualification

Description	Marking Scheme	Min. Marks	Max. Marks
No. of years of experience providing Catering and Housekeeping services with 100 rooms Guest House Certificate of Incorporation to be submitted as a proof that firm is in business for the period.	05 Years = 05 marks 01 mark for each additional year subject to a maximum of 10 marks.	05	10
The bidder should have a national presence. For purpose of assessing national presence following criteria will be used: Bidder must have presence in at least THREE Indian states preferably located in different regions of the country, by virtue of a client being serviced or a hotel being run in that state.	03 States= 03 Marks 01 mark for each additional States subject to a maximum of 5 marks	03	05
The Annual Turnover should be at least 05 Crores during each of the previous three financial years (2016-17 to 2018-19) or (2017-18 to 2019-20).	5 Crores = 05 Marks above 5 crores to 10 Crores = 7 Marks More than 10 Crores = 10 Marks subject to a maximum of 10 Marks.	05	10
The bidder should have minimum TWO running contracts in the field of Catering and facility management services with IIMs, IITs etc. OR Star rating of the bidder in case of Hotel Industry Note- Bidder can claim marks in only one category mentioned above.	02 Contracts = 05 Marks 03 to 05 Contracts = 7.5 Marks More than 05 contracts = 10 Marks OR 03 Star rating = 05 Marks 04 Star rating = 7.5 Marks 05 Star rating = 10 Marks	05	10
Presentation at IIM Indore*	A maximum of 05 marks based on the presentation.	-	10
Demo of Model room in Executive Residence 1&2.	A maximum of 05 marks based on the Demo room.	-	05
Total	Maximum Marks- 50 Qualifying Marks- Minimum 25		50

Only those bidders who will score minimum 50% in prequalification evaluation will be considered eligible for Stage – 2.

The scores for technical bids are based on the following method:

$$\text{Normalized technical Bid Score} = \frac{\text{Marks obtained in technical bid} \times 10}{\text{Highest marks of technical bid}}$$

For example, the technical scores the bidders are as follows-

Party	Marks of technical bid out of 50
A	42
B	35
C	37

The normalised score for technical bid would be as follows –

Party	Technical Score (TS)
A	10.00
B	8.33
C	8.81

* Date of presentation and demo of the model room will be communicated to the bidders after opening of the technical bid.

12.2 Stage-2 : Financial Bid Evaluation:

The Institute will open the financial bids of bidders who have scored minimum of 50% marks in Stage-1 Evaluation. The date and time of opening the financial bid will be intimated to the Tenderers in advance and bid will be evaluated as under

Scoring of Financial Bids- The scores for financial bids are based on the following method:

$$\text{Normalized Financial Bid Score} = \frac{\text{Lowest Tender Price} \times 10}{\text{Tender Price quoted}}$$

Party	Total Price of Financial Bid (Financial Bid -A (+) Financial Bid-B (+) Financial Bid-C)*
A	51180
B	46150
C	43220

* The above amount is only for illustration purpose.

The normalised score for financial bid would be as follows –

Party	Financial Score - FS
A	8.44
B	9.37
C	10.00

Note that the lower the price, the higher the score.

12.3 Stage-3: Combined evaluation

The score of technical proposal would be given 70% Weightage, and the financial proposal would be given 30% Weightage. The weighted combined score of the Technical bid (Ts), and Financial bid (Fs) shall be used to rank the bidders on the basis of formula as given below:

$$\text{Combined Score} = 70\% * \text{TS} + 30\% * \text{FS}$$

The normalised Combined Score would be as follows –

Party	Technical Score (TS)	Financial Score (FS)	Combined Score (70% * Ts + 30% * Fs)
A	10.00	8.44	9.53
B	8.33	9.37	8.64
C	8.81	10.00	9.17

12.4 Successful Bidder

- (a) The successful bidder will be the one who has the maximum combined score in Stage-3
- (b) The purpose of the three stage selection process spelt out above is to get the services which combine optimally the quality and price.

13. PAYMENT TERMS

- a) **No advance payment will be made in any case.**
- b) The contractor will be paid as per approved rate (award of contract/work order) on a monthly basis by IIM Indore. For the services provided on receipt of the pre-receipted bill (in duplicate, at the accepted bill of quantities), after invoice entry and certification the satisfactory services by the Executive Residence 1&2 Office, IIMI, rendered during the month.
- c) Monthly Bill must enclose the following:
1. Duly Signed and Verified Tax Invoice.
 2. GST Payment Proof against the GST Liability.
 3. EPF Challan, ECR Return, and Payment proof thereon.
 4. ESIC Challan, return and payment proof thereon.
 5. Bank Statement as proof of Wages/Salary as the same is to strictly paid through a bank account.
 6. Duly Signed and verified attendance records cross-verified by Concerned official from IIMI.
 7. Duly Signed and verified Wage Register cross-verified by a Concerned official from IIMI which should have the signature of concerned employees.
 8. Valid Labour License as per the terms of the tender document.

9. Valid Insurance Policy as applicable.
10. Advance Salary Register if any payment is made in advance.
11. Any other document applicable as per terms of the tender document or statutory requirements.

The following declaration as part of the Monthly bill is to be attached:

1. Ensuring payment of Central Minimum Wages.
 2. In case of cash payment for starting of the joining month of employment or short-term joining employment as the case may be, the same should be made in the presence of the Institute Representative and signature of the institute representative duly certified that the salary has been disbursed in his presence.
 3. Declaration in the format that required safety measures has been taken.
 4. Declaration by the concerned department that the contractor has not damaged the Institute property during the billing period.
 5. Displaying the Working Hours and Minimum wages of the workers at respective places.
 6. Bifurcation of workers (with name) engaged in catering services and housekeeping services.
 7. Declaration from the contractor as well as Concerned department, whether the services have been rendered per the terms of the tender document.
- d) The monthly payment will be made within 21 days of submission of bills, in favor of the contractor (in the name of the firm/contractor, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, losses, penalty, etc.). The GST and Service Tax (if applicable, as per rules) shall be paid on submission of documentary proof.
- e) The contractor needs to provide details of his Bank Account number, name and address of the bank, Branch and Branch Code and IFSC code, etc., to facilitate payment through a bank (e-payment process).
- f) If the scope of service increases (as per written communication and record) and/or at the time of award of the contract, including extension of another two (2) year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on mutually agreed terms and condition.
- g) Bids offering rates which are lower than the minimum wages for the pertinent category would be rejected.
- h) The contractor shall raise the bill, in duplicate, along with details, supporting documents and submit the same to the Executive Residence 1&2 Office of IIM Indore.
- i) All quoted rates will remain fixed during the initial duration of the contract (three years).
- j) The rate/price quoted for catering & housekeeping are subject to escalation after

successful completion of initial contract. The exact increase for the extension period 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, statutory levies etc. A duly constituted committee by the institute will decide the percentage of increase.

14. PENALTY

Deduction on account of unsatisfactory catering services and improper housekeeping and maintenance of the Executive Residences, common places/facilities, etc., will be made from the monthly bill. The recovery will be decided by the competent authority. The methodology for deduction will be asunder:

- In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account the number of employees as well as duration shall be deducted from the monthly bill of the contractor. Further, each occurrence of absenteeism more than 20% per shift for three continuous days, will entail a penalty of 1.5% in the administrative charges charged by the contractor, Stern disciplinary action and a fine would be levied if manpower shortage continues for more than three days.
- In case of non-maintenance of cleanliness or lapse of services/carelessness, the deduction shall be made as decided by the competent authority from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
- In case of non-performance and poor service by the contractor, IIM Indore, at its discretion, recover Liquidated Damages upon the recommendation of Authorities of IIMI in the event of an appeal, the decision of Director, IIM Indore shall be final and binding upon The contractor.

Penalty may be levied in the following instances:

- Non-compliance in the cleaning of Rooms including Reception, Lobby.
- Non-compliance with laundry requirements.
- Non-compliance of environment-friendly waste disposal methods.
- Not wearing uniforms by Contractor's employees / untidy uniform.
- Supply of food not as per approved Menu and/or insufficient quantity.
- The penalty for unsatisfactory and substandard catering service.
- In case of unforeseen or peculiar circumstances, the decision of the Director, IIM Indore, so far as imposition of penalty is concerned, shall be final.

Note: The quantum of the penalty to be levied will be as per the decision of competent authority.

15. LIQUIDATED DAMAGES

In case of delay in commencing of the contract services, IIM Indore reserves the right of imposing penalty @ 0.5% per week on the overall value of the supply order subject to maximum 10% of the total cost of supply order.

16. PERFORMANCE SECURITY DETAILS

- a) The successful tenderer will have to deposit the performance security within 15 days on receipt of order/LOI, in the form of DD/TDR/FDR/Bank Guarantee of Rs. 22,39,000/-valid for contract period plus three months at the earliest. No interest will be paid by IIM Indore on the deposit.
- b) Performance Security will be refunded to the supplier, after it duly performs and completes the contract/warranty period in all respect.
- c) Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- d) In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- e) In case of non-receipt of Security Deposit within the stipulated time, EMD will be converted into Security Deposit and the balance amount will be recovered from the bill submitted for the payment.
- f) In the case of upward revision in the minimum wages rate, the proportionate amount of Performance Security will be enhanced by the Institute periodically.
- g) The Institute may reject the Bid in the event that the Bid is accepted but the successful bidder fails to furnish the Performance Security or fails to execute the contract agreement.

17. CONTRCT PERIOD

- a) The contract shall be **valid initially for three years** and the Institute reserves the right to curtail or to extend the validity of contract on mutually agreed terms and conditions for such period as may be agreed to, but not beyond further two years. The performance of the contractor will be reviewed yearly.
- b) If the services of the contractor are not found satisfactory, they will be issued a written notice for improvement by the IIM Indore. If satisfactory improvement is not found (within 2 weeks) after this notice, penalty for poor service as specified in the agreement, a final two months' notice will be issued to the contractor by the authority of IIM Indore to terminate the contract without prejudice to any rights or privileges accusing to either party prior to such termination. During the period of notice, both parties shall continue to discharge their duties and obligation.
- c) The IIM Indore Authority reserves the right to terminate the contract by giving a two months' notice to the contractor besides immediate termination of the contract.

d) In case the contractor is required to (or decide otherwise) to discontinue the contract, he/she should give at least six months' notice to the authority of the IIM Indore and shall remain essentially working for the said period of notice, till alternate arrangements are made.

e) In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving two-month notice.

f) The Institute in any/either situation will not be under any obligation to pay compensation or make good the payment for the notice period, for which services are not rendered.

g) In the case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, besides immediate termination of the contract or other lawful action that may be taken against the contractor.

h) The contractor shall return all the Institute equipment/fixtures, consumables and other items, facilities, etc., in proper/working condition once the contract period is over and/or terminated.

18. COMMENCEMENT OF SERVICES

The successful bidder should commence the services in all respect as per scope of work w.e.f. **01-12-2021** IIM Indore Campus.

19. TECHNICAL TERMS AND CONDITIONS

19.1 TECHNICAL CONDITIONS

- IIM Indore being an Educational Institution, the contractor will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the Institute.
- All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 21–50 with good health and sound mind. The personnel/employees/workmen of the contractor shall be liable to security screening by the Security Staff/Agencies deployed by authority of IIM Indore.
- The Unit Head and Manager should be preferably Hotel Management graduates with minimum 5 years and 3 years' experience respectively in similar work. The senior staff and the front office staff should be proficient in both English and Hindi language.
- The contractor has to hire and deploy sufficient manpower fit for the positions and has to ensure quality food and service (catering, front office, housing, maintenance and overall facility management) on 24 x 7 hrs. basis. The contractor has to share a list of manpower along with their qualification and experience and get it approved from IIM authorities before commencement of the contract, which needs to maintain at all time. Any changes thereafter should be brought to the notice of IIM authorities for approval before implementation.
- The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other contractor without the prior written consent of IIM Indore. Only the pest control service can be outsourced by the contractor with prior

knowledge of IIM Indore authorities, however the onus remains with the contractor. The contractor shall appoint fully qualified and competent workers; appropriate operations-in-charge personnel should be deployed by the contractor, at their own cost, to ensure that the services rendered by them are at the level of Three/Four-star and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the Designated Official's IIM Indore. The contractor as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees/workmen to fulfill their obligations under this agreement with enough reasons for doing so, without any compromise towards the quality of services being provided.

- No child labor should be engaged, and human rights as per law shall be protected and adhered to. A person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared especially kitchen staff should undergo a medical examination after every six months.
- It shall be the sole responsibility of the Service Provider to ensure that employees/workmen, deployed by him, fulfill the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.
- The contractor shall furnish the following documents in respect of the individual manpower who will be deployed to IIM Indore before the commencement of work:-
 - a) List of Manpower shortlisted by the contractor for deployment at IIM Indore containing full details, i.e. date of birth, marital status, address, passport size photograph etc.
 - b) Certificate of verification of antecedents of persons by the local police authority.
 - c) Their deployment will be only after the clearance from the security department of IIM Indore.
- The selected contractor shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark, etc. to the personnel deployed at the Institute.
- Services will be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel. The personnel deployed (preferred age group: 21-50 years) of certified character and antecedents be Indian national and must display name badges and identity card signed by the contractor and be conversant in speaking Hindi, English.
- The contractor should provide appropriate winter and summer uniforms to all personnel employed by him. The staff should wear uniforms as per their job assignments. Staffs working without uniform are liable to be turned down from being engaged in work in the designated area.
- The specified uniforms are as follows:
 - a) Waiter –Appropriate uniform as specified by the service provider.
 - b) Cooks - Appropriate uniform with Apron and Cap
 - c) Housekeeping staff – Appropriate uniform for gents and ladies.
 - d) Reception Staff- Gents: Formal Dress, Lady: Indian Formal Dress.

- The contractor should ensure to maintain an adequate number of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions.
- Any theft or damage caused due to the negligence of the contractor shall be borne by the contractor. An appropriate amount of penalty after due consideration and hearing will be imposed by Director, IIM Indore or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the contractor.
- All personnel and their bags and baggage deployed with the contractor shall be liable for physical security check both at the time of entry and leaving the campus. The institute may introduce a system of Bio-Metric/ RFID attendance/GIS checking system, bar coding or any other technology solutions, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering service to the Institute.
- The services will be provided round the clock on all days of the year (24 x 7 x 365) with the sufficient number of manpower required to run the operation. Leaves of the contract employees of the contractor should be strict as per the statutory norms. Any unauthorized leave availed would be subject to a penalty to the contractor.
- No items will be taken out of the Institute without the written permission of the Designated Officer, IIM Indore. Normally no inventory be shifted from one room/ place to another, without the approval of the Designated Official IIM Indore and making a valid entry in the stock register of the inventory.
- The allotment of rooms (accommodation), in the Executive Residence – 1&2 of IIM Indore, will be done in consultation with the Designated Officer, IIM Indore.
- Room and catering charges will be collected by the contractor and the same will be deposited with the Designated Official, IIM Indore. Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited on next working day.
- The contractor or his representative will not allow any unauthorized person including contractor's officials to stay in the Executive Residence guest rooms. If at any time or during surprise check it is found that any unauthorized person is staying in the guest rooms the contractor will be directly responsible and a financial penalty may be levied as decided by the competent authority of IIM Indore.
- IIM Indore will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards the treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their payroll and submit proof to this

effect.

- Third party insurance of minimum Rs.10 Lakh to be done by the successful bidder and handed over to the concerned authority of the Institute.
- Compliance of policy regulation viz., payment of **Central Government Minimum Wages Act**, employers liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of the contractor. In this regard the contractor at all-time should indemnify IIM Indore against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make it available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to the imposition of fine by State/Government machinery and termination of the contract and/or such other action as the state may be deemed fit. A copy of all such compliances, statements, and payments made to the statutory authorities, etc., including registration number shall be provided to the IIM Indore authority for verification and record.
- The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by him to the Executive Residences 1&2 of IIM Indore, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The contractor should keep the owner indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.
- It shall be the responsibility of the contractor to keep the premises (as per scope of work) free from the menace of dogs and stray cattle.
- The fittings, fixtures, furniture's, furnishings, gadgets, and all other items will be properly handed over after making separate kitchen inventory/barcoding and details of each items giving specification, duly signed by institute representative of the Executive Residence 1&2 Office, IIM Indore.

19.2 LEGAL

The bidder shall be the "Employer" within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IIM Indore, for contractual services.

- The selected contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed at IIM Indore, shall in no way, be responsible for the settlement of such issues whatsoever. For any damages, losses, Financial or other injury claims to any person deployed by service providing contractor in

the course of their performing the functions/duties, or for payment towards any compensation.

- The manpower deployed by the contractor shall not have any claims of Master and Servant relationship vis-à-vis IIM Indore, nor have any principal and agent relationship with or against IIM Indore.
- The manpower deployed by the contractor for the contract job shall not be entitled to the claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IIM Indore, during the contract period or after the expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or nor will have any claim for absorption or relaxation for absorption in the regular/otherwise capacity in IIM Indore. The Contractor should communicate the above to all the manpower deployed in IIM Indore, by the contractor.
- The selected contractor will be required to pay as per Central Minimum Wages Act. The bidder will maintain a proper record as required under the Law / Acts. The contractor shall be responsible for fulfilling the requirement of all the licenses and other statutory provisions of the Minimum Wages Act. The authorized representative of Institute & officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the contractor shall be responsible for strict compliance of all statutory provisions of the relevant laws applicable from time to time for carrying out the contract job. If due to any reason whatsoever, Institute is made liable to pay any liabilities payable by the contractor under any of the said laws and enactments, etc. for any reason whatsoever, the Institute shall recover the same from any dues payable by Institute to the contractor and/or from the security deposit of the contractor.
- The selected contractor will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance, etc. in respect of the persons deployed at IIM Indore.
- The selected contractor shall also be liable for depositing all taxes, levies, Cess, etc. on account of services rendered to the IIM Indore to concerned tax collection authorities from time to time as per existing rules and regulations. And submit a copy of the same to the Executive Residence 1&2 Office of IIM Indore.
- The selected contractor shall maintain all statutory registers under the applicable Law. The contractor shall produce the same on demand to the concerned authority of IIM Indore or any other authority under Law.
- The Tax Deduction at Source (T.D.S.) shall be made as per the provisions of the Tax Department, as amended from time to time and a certificate to this effect shall be provided to the contractor by the IIM Indore.
- In case, the service provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the 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.

- The selected contractor will indemnify IIM Indore from all legal, FINANCIAL, statutory, taxation, and associated other liabilities in respect of its duties and responsibilities. An Indemnity bond to be submitted by the selected contractor as per the applicable legal guidelines.
- To resolve any dispute/legal issue matter will be referred to the Director, IIM Indore or a person nominated by him. If any dispute/legal issues are not settled through arbitration, then legal jurisdiction would be Indore only.
- Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before or after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach therefore, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of the dispute.
- If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another person to act as arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both the parties consent to his effect, failing which the arbitrator shall be entitled to precede de-novo.
- It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to the arbitrator at the time of invocation of arbitration under the clause. It is a term of the contract that the cost of arbitration shall be borne by the parties them self **the venue of arbitration, if any, shall be at Indore.**
- Subject as aforesaid the provision of the Arbitration and Conciliation Act 1996 and any statutory modification or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

19.3 DAMAGES AND LOSSES

All the Institute equipment/fixtures and other items, facilities at site stand at the risk and sole charge of the contractor who shall deliver in proper condition at the time of annual stock taking to be done by IIM Indore. Any shortfall shall be immediately made good by the contractor by replacement. If the same is not replaced within one month of stock-taking, the amount shall be recovered from the dues/bills of the contractor. The contractor or his representative shall be present during the stock-taking. If the contractor or his representative does not make them available, the stock taking shall be conducted in their absence, and which will be binding on them.

19.4 COMPLAINTS

The contractor shall fix a Complaint Box at suitable/visible place provided by IIM Indore. The custodian of above said Complaint Box will be designated representative of the Institute, who will process to assess the complaints fortnightly regarding performance of service provided by the Contractor and the same would be submitted before the authority of IIM Indore or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid the irre-occurrence.

19.5 CONFIDENTIALITY CLAUSE:

The manpower working under the bidder should not share any info pertaining to IIM Indore which may compromise the safety and security with the guest or any other person. In case of non-compliance the bidder may be asked to terminate the employee immediately.

19.6 LEAN PERIOD CLAUSE:

There may be lean period, during which the volume of business may be low.

19.7 RISK PURCHASE CLAUSE:

IIM Indore reserves the right to cancel the contract or a portion thereof and complete the work at the risk and cost of Contractor after giving due notice to the Contractor even before completion of the contractual delivery schedule if it becomes apparent that Contractor will not be able to fulfill the contractual obligations.

19.8 MISBEHAVIOUR OF EMPLOYEES

The employees of the contractor shall maintain strict discipline and not use any violent, obscene or offensive languages while inside the premises. **Smoking, Consuming alcohol, eating or chewing pan/tobacco/ zarda/ gutka etc., and spitting inside the premises is strictly prohibited.** In the case of misbehavior, Authorities of IIM Indore has the right to terminate the contract. It will be mandatory for the contractor to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance.

The selected contractor shall not involve in any bribery or other unethical activities with anyone employed at the Institute. Involvement in any such activity shall entail a penalty (The quantum of the penalty to be levied will be as per the decision of competent authority) for the first incident. Subsequent occurrence of such incidents will entail in termination of the contract without any notice.

Any personnel deployed by the contractor refuses work or creates indiscipline would have to be immediately replaced by the contractor.

The IIM Indore will in no way be held responsible or liable for any losses, caused by negligence or any other illegal commission and omission, harmful action on the part of the employees of the contractor.

In case, the person employed by the successful bidder commits any act of omission/commission that amounts to misconduct /indiscipline/ incompetence/security risks, the successful bidder will be liable to take appropriate disciplinary action against such persons, including their removal from work, immediately after being brought to notice, failing which it would be assumed as breach of contract which may lead to cancellation of contract.

19.9 PERSONAL HYGIENE

Contractor shall ensure that staff deployed in catering services is free from any infection or communicable disease and arranged their regular health check-ups. **The staffs should trim their nails regularly and wear caps and gloves at workplace.**

19.10 BREAKAGE

All damages/breakage to the equipment/inventory in charge of the contractor, the cost or repair/replacement of the equipment will be borne by the contractor. Whether the damage/breakage has been caused due to negligence or normal wear and tear shall be heard and will be decided at the sole discretion of IIM Indore.

19.11 REPLACEMENT

Replacement of articles (viz. linens, crockery, cutlery, consumables items/inventory, etc.), which have been lost will be done after proper assessment by the competent authority and as per decision/mutual discussion and shall be borne by the contractor.

19.12 TERMINATION FOR INSOLVENCY

a) The IIM Indore may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the department.

b) The courts of Indore alone will have the jurisdiction to try any matter, dispute or reference between the parties arising out of this purchase. It is specifically agreed that no court outside and other than Indore Court shall have jurisdiction in the matter

19.13 FORCE MAJEURE

In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed herein shall mean, acts of God, war revolt, riots, fire, flood and act and regulations of the Government of India or any of its authorized agencies.

Upon the occurrence of such cause and its termination the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 7(seven) days of the alleged beginning and ending, therefore, giving full particulars and satisfactory proof.

Time for performance or relative obligation suspended by the Force Majeure shall be extended by the period for which cause lasts or condoned by the Institute without any penalty

If the work is suspended by force majeure conditions lasting for more than 1 (one) month, the Institute shall have the option of authorizing the contract in whole or part therefore at its discretion. Any situation of force majeure shall not be payable by the Institute under any circumstances. For the period of force majeure, no amount shall be payable to the contractor.

19.14. ARBITRATION & JURISDICTION

- a) That in case of any dispute between party of first part and the party of other part arising out of or in relation to the agreement, the dispute shall be referred to arbitration of a sole arbitration to be appointed by the Director, IIM Indore. The award of the said arbitrator shall be binding on both parties.
- b) The work shall be awarded to that party, whose rates are found genuine, lowest & capable to work at IIM Indore. The rates should be inclusive of all taxes. The Institute holds the right to reject any/all the bid(s) without assigning any reason.
- c) Canvassing in connection with the tenders is strictly prohibited and tenders submitted by the tenderers who resort to canvassing will be liable to rejection. Any bribe, commission or advantage offered or promised by or on behalf of the tenderer to any officer or staff of IIM Indore shall block his/ her tender from being considered. Canvassing on the part or on behalf of the tenderer will also make his tender liable to rejection.
- d) The courts at Indore, Madhya Pradesh shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

19.15 OTHER CONDITIONS

- a) In case the bidders/successful bidder(s) are found in breach of any condition(s) at any stage of the tender, Earnest Money/Performance Security shall be forfeited.
- b) The firm (s), whose contract has been terminated by IIM Indore due to unsatisfactory performance, will not be eligible to participate in this tender.
- c) IIM Indore reserves the right to accept or reject any or all the tenders in part or in full or may cancel the tender, without assigning any reason thereof.
- d) IIM Indore reserves the right to relax / amend / withdraw any of the terms and conditions contained in the Tender Document without assigning any reason thereof. Any inquiry after submission of the quotation will not be entertained.
- e) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.
- f) Conditional tenders shall not be considered.
- g) Tenderers are also advised to visit the IIM Indore Campus site, inspect and understand the work before submitting the bid.
- h) IIM Indore reserves the right to modify/change/delete/add any further terms and conditions prior to issue of purchase order.

- i) IIM Indore shall not be responsible for any postal delay, non-receipt or non-delivery of the EMD & Tender Fee.
- j) Tender fees will not be refunded if the bidder does not submit the online bid on CPP portal by due date and time.
- k) The bidder should quote for all the items and quantity mentioned above, as part bidding is not allowed, failing which the bid will be rejected.
- l) IIM Indore may issue amendment/corrigendum to tender documents before due date of submission of bid. Any amendment/corrigendum to the tender document if any, issued by IIM Indore will be posted on CPP Portal. For the bidders, submitting bids on downloaded tender document, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIM Indore or check for the same CPP Portal before submitting their duly completed bids.

Undertaking

To
Officer (Stores and Purchase)
 Indian Institute of Management Indore
 PrabandhShikhar,
 Rau – Pithampur Road
 Indore

Ref : - Tender No. IIMI/2021-22/04 dated 24-08-2021
 (Notice Inviting Tender for Catering and Housekeeping Services required for Executive Residence-1 and Executive Residence-2 at IIM Indore.

Sir,
 I /we hereby submit our tender for Catering and Housekeeping Services required for Executive Residence-1 and Executive Residence-2 at IIM Indore along with other required documents.

1. I/ We are enclosed herewith the following in favour of Indian Institute of Management Indore towards EMD & Tender Fee.

Particular	Amount	Transaction No. & Date	Bank Name
Tender Fee (Including Tax)	Rs.2,500/-		
EMD	Rs.5,00,000/-		

2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.

3. I/We shall provide trained sanitation/housekeeping workers. Full manpower will be engaged on daily basis for the Services sought under this contract as per given schedule or as per instructions issued by IIM Indore. On holidays, Saturdays, and Sundays the deployment will be of same strength.

4. I/we have made the site visit in order to evaluate their level of services to be rendered and quoted accordingly.

5. I/We agree to pay minimum wages, EPF, ESI / Workmen Compensation Insurance, bonus, and other statutory payments on or before 1st day of every month.

6. Substitute workers / Supervisor will be made available as and when required. Extra manpower if any called during conference / meetings etc. will be provided on 24 hours' notice.

7. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI / Workmen Compensation Insurance, Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from

time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government of India from time to time and shall be fully responsible for any violation.

Thanking you

Yours faithfully,

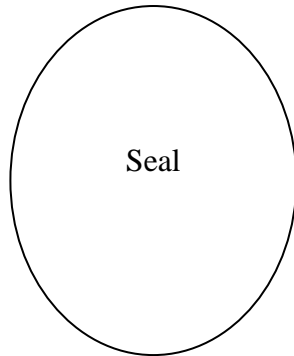
(Authorized Signatory with Seal)

**CERTIFICATE
(to be provided on letter head of the firm)**

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect 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 may be summarily terminated and the firm blacklisted.

Date:



Authorized Signatory

Name:

Place:

Designation:

Contact No.:

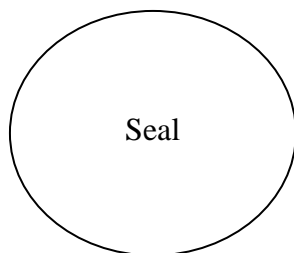
Experience Details:

S. No.	Evaluation Criteria	Name of the Client	Order No. & Date	Amount
	List of Purchase Order / Work Order where the similar type of Work executed by you during the 7 years from the date of publication of tender			
1	Three similar works of 40% of the estimated value OR	1.		
		2.		
		3.		
2	Two similar works of 50% of the estimated value OR	1.		
		2.		
3	One similar work of 80% of the estimated	1.		

Note: Supporting documents (**purchase order/work order issued by the clients**) are to be attached along with the Annexure-III.

Date:

Authorized Signatory



Name:

Place:

Designation:

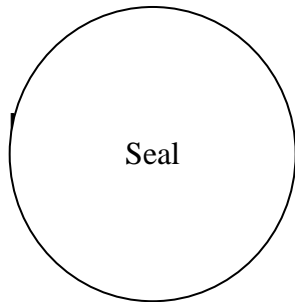
Contact No.:

ANNEXURE – IV

Annual Turnover Details:

Evaluation Criteria			Remark
Bidder's Annual Turnover for last three financial years (2016-17 to 2018-19) or (2017-18 to 2019-20).	Financial Year	Turnover in Rs.	-
	2019-20		Supporting Documents are to be attached along with the Annexure-IV
	2018-19		
	2017-18		
	2016-17		

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

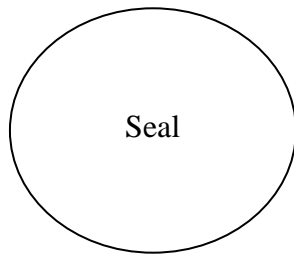
ANNEXURE – V

Running Contract Details:

S. No.	Name of the Client with contact details	Order No. & Date	Amount
1			
2			
3			
4			

Note: Supporting documents (purchase order/work order issued by the clients) are to be attached along with the Annexure-V.

Date:



Place:

Authorized Signatory

Name:

Designation:

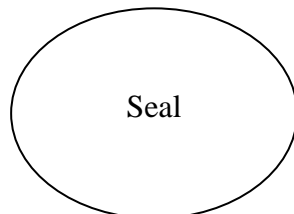
Contact No.:

ANNEXURE – VI**Scope of work and Eligibility Criteria Compliance Sheet**

S. No.	Particulars	Compliance by the Vendor (Yes / No.)
01	Scope of work as per tender clause no. 2	
02	Tender Fee as per tender clause no. 3	
03	EMD as per tender clause no. 3	
04	EPF Registration as per tender clause no. 4.1	
05	ESI Registration as per tender clause no. 4.1	
06	Labour License as per tender clause no. 4.1	
07	Undertaking as per tender clause no. 4.2 (a) -Annexure-I	
08	Certificate as per tender clause no. 4.2 (b) -Annexure-II	
09	Certificate as per tender clause no. 4.2 (c)	
10	Experience details as per tender clause no. 4.2 (d)	
11	Experience details as per tender clause no. 4.2 (e) - Annexure-III	
12	Experience details as per tender clause no. 4.2 (f)	
13	Financial details as per tender clause no. 4.2 (g) - Annexure-IV	
14	Financial details as per tender clause no. 4.2 h)	
15	Running Contract details as per tender clause no. 4.2 (i) -Annexure-V	
16	ISO 22000:2018 OR ISO 22000:2005 certification as per tender clause no. 4.2 (j)	
17	HACCP certification and a valid FSSAI license as per tender clause no. 4.2 (k)	
18	Solvency certificate as per tender clause no. 4.2 (l)	
19	Company Profile as per Annexure-VII	

The Bidders are required to attach Scope of Work (Page No. 3 to 16) with seal and signature on all page.

Date:



Place:

Authorized Signatory:

Name:

Designation:

Contact No.:

ANNEXURE –VII**COMPANY PROFILE**

Name of the Party		
Date of Incorporation / Establishment		
PAN Number		
GST Identification Number		
EPF Registration		
ESI Registration		
Labour License		
Office Address for Postal Communication		
Local (Indore) office address		
Authorized Signatory Details (Company/Firm Authorization by the competent authority, to be attached)	Name	
	Designation	
	Email	
	Phone	
Details of Contact other than Authorized Signatory	Name	
	Designation	
	Email	
	Phone	

Signature and Seal of the Tenderer:**Name in Block Letter:****Designation:****Full Address:****Date:****Contact no.**

Annexure- VIII Format of Financial Bid

(A) Providing Housekeeping Services for Executive Residence-1 and Executive Residence-2 of IIM Indore.

Quotation for Housekeeping Services for both Executive Residence-1 & 2 as per the following rates;

S.N.	Particulars	Total Per Day (in Rs.)
1	Charges for maintaining the Common Area*	Rates to be filled in BoQ
2	Single room occupancy charges**	
3	Single room without occupancy charges***	
4	Double room occupancy charges**	
5	Double room without occupancy charges***	
6	Suite room occupancy charges**	
7	Suite room without occupancy charges***	
	TOTAL	

* **“Common Area”** refers as ER-1&2 Reception with waiting area, Common Washrooms, Offices, All open areas including passage and stairs, Open balcony areas, Open Central lawn (ER2), Dining Hall, ER-1 Lounge Terrace and surrounding including entrance of Executive Residence-1&2, Classrooms, and other area as specified in the tender.

** **Single/Double/Suite Room occupancy charges:** All the services which needs to be provided in rooms during the room is occupied like Housekeeping services, Cleaning Materials, Laundry Services, Bedsheets, Bed Covers, Duvet/Comforters, Pillow, Pillow Cover, Toiletries, Welcome kit (consisting of Tooth Brush, Small Tooth Paste Disposable Razor, Shaving foam small etc.) and other facility/service as specified in the tender.

*** **Single/Double/Suite Room without occupancy charges:** General cleaning of all the rooms must be done daily.

FINANCIAL BID

(B) CATERING

SERVICE

- Executive Residence 1&2 (Guest House) and Other Programs/ Functions as per requirement

S. No.	Description	Menu Details	Unit Rate (Rs.)	GST @ %	Total Amount (Rs.)
1	Morning Coffee/ Tea	Freshly prepared Tea/Coffee or sachets to be provided (as per the requirement)			
2	Breakfast	Cornflakes/ porridge with milk, Two eggs to order, bread plain or toast, butter, jam, sauce, etc. with Medium size puri with bhaji Or stuffed parantha with curd Or vada or masala dosa or idli or upma Or chiwda with sambhar or and chutney Or vegetable cutlet with chutney or poha with sev, Seasonal Fruit Juice/Fresh Fruits, Tea/ Coffee etc.			
3	Lunch & Dinner:	<p><u>Deluxe Menu</u> Soup, One Non-Veg dish, Paneer dish/ mushroom, 02 seasonal vegetables (01 dry + 01 with gravy), Dal (diff. preparations)/ Kadi, Curd/ Raita, 02 rice preparations (01 Plain+01 variety e.g. Veg biryani etc.), Chapati/ Tandoori Roti as per requirement, one type salad, Papad, Pickle, one desert, fresh fruits, etc.</p> <p><u>Super Deluxe Menu</u> *In addition to the deluxe menu, the super deluxe menu will consist of following additional Continental & Oriental items. 01 Soup (Veg/Non-Veg), 01 Continental/Oriental Salad, 01 Starter (Veg/Non-Veg), 01 Non-Veg dish, 01 Bakery items (Pastries/Cakes/etc.), 01 Continental/Oriental Bread, 01 continental/Oriental variety of Sandwich/Burger/Pasta/Pizza, 01 Juice/Soft drinks.</p> <p><u>Note: All preparations should be in Continental & Oriental style.</u></p>			Rates to be filled in BoQ
4	Evening Snacks	Snacks: Veg-Kebab Snacks: Non-Veg kebabs			

		Sandwiches (Cheese/Egg/Vegetables) Paneer Pakoda/Samosa/Cutlet/Spring roll/vada/cheese balls/ ground nuts, Baked Items etc.	
5	Tea for meetings	Tea/ coffee/ with biscuits/baked items/ wafers/ cheeslings etc.	
6	Evening tea with snacks	Tea with snacks (heavy fried or Sandwich, Pakoda, Samosa, cookies, etc.)	
7	High Tea for programs/meetings	One sweet (approx.. 25gms), one fried item, sandwich/equivalent, biscuits/cookies/wafers/cheeslings, cake, fruits etc.	
8	High Tea for programs/meetings (On special Occasion)	Two sweets, cashew nuts (approx. 40gms), one fried item, sandwich/equivalent, two types of biscuits/cookies/cake, fruits etc.	
9		Green/lemon/flavored tea	
10		Fruit Baskets (about ½ kg)	
		TOTAL	

Note:

1. The contractor also needs to serve Super Special Menus (as required by the competent authority) occasionally during several Institutional Events.
2. Monthly billing will be as per actual numbers.
3. Bottled mineral water (big 20 liter jars) had to be made available as per requirement (IIM Indore is a plastic free campus and plastic water bottles are not allowed inside campus).
4. Jain Food to be provided by the contractor as and when required.
5. The price bid be submitted in a format, as per the illustration given above. The rate/amount be mentioned on per item/day/month basis.
6. Quoted price should be exclusive of all taxes and levies. Taxes as applicable shall be paid extra to the appointed contractor.
7. Variety should be maintained in serving of Breakfast/Lunch/Dinner and no repetition of the menu is allowed for Breakfast/Lunch/Dinner served on the same day. A Schedule of the weekly menu should be prepared in consultation with the Executive Residence 1&2 Office, IIM Indore to ensure variety in Breakfast/Lunch/Dinner served to guests. The contractor has to get the menu approved from the Designated Official IIM Indore or competent authority before implementation.

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

(C) FINANCIAL BID FOR OUT DOOR CATERING (ODC)

S.No	Description	Menu Details	Unit Rate (Rs.)	GST @	Total Amount (Rs.)
1	Special Lunch/Dinner for ODC	01 Welcome Drink (Fruit Juice/Soft Drinks/ Mocktails) 02 Types of Salads 02 Types of Soups (01 Veg and 01 Non Veg) 01 Curd or Raita 01 Type of Papad 02 Type of Starter (01 Veg and 01 Non Veg) 01 Plain Rice 01 Favored Rice (Veg Pulao/Veg Biryani etc.) 01 Type of Roti 01 Veg Curry 01 Veg Dry 01 Paneer Dish 01 Dal Preparation 01 Non veg dish (Chicken/Mutton/Fish/Prawns etc.) 01 Chinese cuisines 01 Type of Sweet (Indian Sweets) 01 Type of Ice Crème etc.	Rates to be filled in BoQ		

* The monthly billing will be as per the instructions of the Executive Residence 1&2 Office.