



**भारतीय प्रबन्ध संस्थान लखनऊ**  
**INDIAN INSTITUTE OF MANAGEMENT LUCKNOW**  
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NIT No. IIML/MDP-HKS-CATERING/04/24-25

Date: 27.05.2024

**NOTICE INVITING TENDER (NIT) FOR PROVIDING HOUSEKEEPING &  
CATERING SERVICES FOR IIM LUCKNOW CAMPUS**

Indian Institute of Management Lucknow, invites e-tender under Two Bid System i.e. Technical Bid and Financial Bid from reputed and financially sound Companies/Firms having rich experience for “Providing Catering and Housekeeping Services in the Institute of national importance such as IIMs, IIT, IIIT etc.

Catering and Housekeeping Services required for:-

- **MDP Executive Center (Chanakya, Patanjali, Manthan and Aryabhata (first and second floor), Aryabhata (third floor, cleaning only) at IIM Lucknow Campus.**

Interested Companies/ Firms have to apply online on [www.eprocure.gov.in](http://www.eprocure.gov.in) . Bids complete in all respects along with Earnest Money Deposit (EMD) and other requisite documents shall be submitted online using digital signature.

<b><u>SCHEDULE OF EVENTS</u></b>	
<b><u>SCHEDULE - A</u></b>	
Tender Notice / NIT No.	IIML/MDP-HKS-CATERING/04/24-25 dated 27.05.2024
<b>Pre-Bid Meeting Date, Time Venue</b>	<b>03.06.2024 at 10:30 am</b> <b>Meeting Room, Samadhan Building, IIM Lucknow</b>  The prospective bidders must submit their queries at 48 hours prior to the date & time of pre-bid meeting to <a href="mailto:purchase@iiml.ac.in">purchase@iiml.ac.in</a> with subject line “Pre-bid meeting queries on NIT for Housekeeping & Catering Services”
Last date of submission of online bids	18.06.2024 (up to 10:00 am)
Date, Time and Venue for opening of Technical Bids	<b>On 19.06.2024 at 11:00 am)</b> <b>Venue: Samadhan Meeting Room, IIM Lucknow</b>

Date, Time and Venue for presentation of shortlisted firms/bidders	<b>Will be intimated later-on through email.</b>
Date, Time and Venue for opening of Financial Bid of the Technically Qualified Bidders	<b>Will be intimated through eProcure portal.</b>
Validity of bid	120 Days from the date of opening
Earnest Money Deposit (EMD) (Demand draft/Cheque)	Rs.15,00,000/- (Rupees Fifteen lakh only)
Method for submission of bids	<u>Tender should be uploaded on the e-procure portal (only) with necessary enclosures. Physical bids will not be accepted.</u>
Contract Duration:	The initial period of contract will be initially for one years with a provision to extend the contract for further period of four years on year to year basis subject to satisfactory performance of the successful bidder and on the mutual consent of IIM Lucknow and successful bidder.

**Note:** Please go through the conditions of the tender document (NIT) and ensure all the conditions are complied with. Incomplete / late bids/tenders will be rejected at the discretion of the competent authority, **IIM Lucknow**

**A. DOCUMENTS TO BE SUBMITTED BY THE BIDDERS:**

1. As part of the Technical Bid:
  - i. Techno Financial Evaluation Sheet – Annexure **-IA & IB**
  - ii. Technical Bid : Annexure – II-A, (Upload and attach all documents, declarations, filled, signed & stamped Annexure except Annexure-III)
  - iii. Check List : Annexure – V
  
2. As part of the Financial Bid:  
Financial bid : Annexure – III  
**It may be noted that the bidders MUST NOT disclose rates in the technical bid. Disclosing rates in the Technical bid will result in Technical Disqualification of the bid.**

**B. EARNEST DEPOSIT MONEY (EMD):**

Bidders are required to deposit an amount mentioned in **Schedule-A** towards Earnest Money Deposit (EMD) to below mentioned bank account of Institute on or before the last date & time mentioned above. EMD through any other form i.e. Fixed Deposit Receipt / Performance Bank Guarantee in favour of “Indian Institute of Management Lucknow” with a minimum validity of 6 months will also be accepted, if hardcopy of submitted within the due date. UTR number / Transaction ID and date of Deposit/Transfer of EMD shall be mentioned in Technical Bid at appropriate place. NSIC /MSME registered firms are exempted from submission of EMD on uploading of valid MSME certificate.

Bank Account No.	07231450000294
Name of Bank & Type of Account	HDFC/Savings
IFSC Code	HDFC0000723

EMD of all unsuccessful bidders will be returned after finalization of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Security Deposit. In case, the bidders provide false or misleading information or make changes in the downloaded document or provide forged document or hide facts relevant to tender / bidder, EMD of such bidder may be forfeited. Such action can be taken at any stage of the bidding process i.e. during or after process.

### **C. PROCESS OF SELECTION OF CONTRACTOR FOR OUTSOURCING OF SERVICES**

The procedure for selection of the Bidder shall be based on the Quality & Cost base selection (QCBS) system for evaluation by the Committee. The eligibility criteria and evaluation process are explained below:

1. Release of eProcure portal inviting proposal from reputed & registered companies engaged in providing services to reputed Government Institutions/PSUs or other similar establishments.
2. Bidders are required to submit the complete proposal before the deadline given in **Schedule - A**.
3. The technical bids will be opened on the day and time indicated in **Schedule-A** in the presence of authorized representatives of the bidders, who wishes to attend the bid opening.
4. The evaluation will be in three stages i.e. Stage-I, II & III:

#### **STAGE-I**

The bidders are required to have the following qualifications / certifications for Stage-I of the evaluation:

1. The bidder should possess GST Registration Certificate and furnish the copy of the same along with the Technical Bid
2. The bidder should have minimum 10 years of experience (as on the last date for submission of the Bids) of providing hospitality services (Enclose Registration certificate and coy of one contract / experience certificate issued to Bidder for providing similar services 10 ago by any Public Sector Companies / Government Departments / Reputed Academic Institute).
3. The bidder should have at least one successfully executed contract of minimum one year, in the last 3 years in providing similar services to any Public Sector Companies / Government Departments / Reputed Academic Institute of

minimum 100 rooms guest house. (Enclose copy of contract / agreement/ experience certificate with clear details of period, contract value and number of rooms covered under the contract, nature of services provided etc)

4. The bidder should have an average annual turnover of Rs. 5.00 Crores during the last three financial years (2020-21, 2021-22 & 2022-23. The bidder will submit the audited balance sheet and P & L account of last 3 (three) financial years with positive net worth in each year duly certified by CA.
5. **ESI & EPF Registration Copies:** Firm should have PAN No & should fulfill all statutory compliances like PF, ESI registration. The Firm must be registered under PF Act and , ESI Act. Copies of registration papers along with the code numbers attached to the Firm/company should be provided. The copies of the same should be furnished along with the Technical Bid.
6. **The bidder must have the following valid Certificates:**
  - i. FSSAI License
  - ii. ISO 9001:2015
  - iii. ISO 14001:2015
  - iv. BS OHSAS 45001:2018
  - v. DIN EN ISO 22000:2018
  - vi. HACCP certification.

The bidder/Company/Firm/Contractor must submit a documentary proof in support of the qualification mentioned above criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice the purpose. All documentary proof must be listed on the letterhead of the same company, to be submitted with the technical bid.

7. The bidder shall provide details of EMD paid and enclose the screen-shot / deposit receipt OR provide details of certificate submitted for exemption from deposit of EMD and enclose a copy of the same.
8. Bidders are required to submit dully filled, signed & stamped 'Integrity Pact' provided at Appendix-II-D.

The Bidders required to provide all details as sought above in the Annexure-IIA & II B and shall submit all supporting documents and signed and stamped Annexures (Except Annexure-III) as part their technical bid.

The bidders found to be meeting all the above-mentioned qualifications with valid supporting documents, will be treated as Qualified in Stage-I and will be eligible for evaluation for Stage-II, which is mentioned below. The Stage-I qualified bidders will be informed by email.

## **Stage-II**

1. The technical committee will evaluate the proposals on various parameters (as defined in **Annexure-IA & IB**). Agencies meeting the bidder's eligibility criteria and scoring a minimum of 35 marks out of 70, will be declared as technically qualified. The evaluation of the technical committee will be final and binding.
2. A techno-financial evaluation (70 marks for technical and 30 marks for financial) would be used in deciding the successful bidder. The techno-financial evaluation scheme is detailed in Annexure-I.

Stage-III:

**The total mark for the Financial Bid/evaluation is 30 marks.**

3. **Opening of Bids (Financial Bid)** – Financial Bid (Tenders) of the Bidders who are technically qualified in Stage-II, shall be opened in the presence of designated Authority and bidders, who wish to be present there. The date of presentation and Financial Bid opening will be intimated to Technically Qualified Bidders subsequently by email/through the CPP portal. Based on the quoted rates, the score for financial bid will be calculated as below –  
(Lowest tender price \* 30)/ (Tender price quoted by respective Firm/Bidder).
4. The Bidder/Firms will be selected on the basis total marks scored i.e. Final Overall score = Technical Score as per stage II + Score from Financial bid)
5. In the event that the highest marks (total of technical & financial) is obtained by two or more bidders, then the bidder having higher financial score will be declared successful. In case, there are more than one bidder, having same score in both i.e. technical & financial then the financial capability of the firm (average of the turnover for three financial years- as asked in the bid) is to be considered for finalizing the L-1 vendor. Decision taken by the committee, in this regard, shall be binding to all the applicants contesting for successful bidder position.

#### **D. INTRODUCTION**

Indian Institute of Management Lucknow an autonomous academic Institute set-up by the Ministry of Human Resources Development, Government of India is desirous of appointing a contractor/firm for “**Providing Catering and Housekeeping Services for MDP Executive Center (Guest Houses Chanakya, Patanjali, Manthan and Aryabhata (first and second floor), Aryabhata (third floor, cleaning only) at IIM Lucknow Campus.**

The above buildings are situated inside the IIM Lucknow Campus 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 Lucknow MDP premises**

<b>S. No.</b>	<b>Name of Building</b>	<b>No. of Rooms</b>	<b>Accommodation &amp; Facilities</b>	<b>Total Area (approx.) (in Sq. m.)</b>
<b>1</b>	<b>MDP Manthan Block</b> Consisting of Ground Floor, 1 <sup>st</sup> Floor & Terrace and surrounding area.  <b><u>Service to be provided</u></b> Catering & Housekeeping		<b>Ground Floor</b> 3 class rooms, One Tea lounge, MDP Offices, 3 toilets, all passages, Open Reception area and MDP office occupied areas. Pantry, Kitchen, Exec. Dining area in Manthan.	<b>1,870</b>
			<b>1st Floor</b> 4 class rooms, 2 Syndicate rooms, One Tea lounge, 2 toilets & all passages, Terrace cleaning.	
		01	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.	

<b>2</b>	<b>Patanjali Guest House</b> Consisting of Ground Floor, 1 <sup>st</sup> Floor, 2 <sup>nd</sup> Floor, & Terrace and surrounding area.  <b><u>Service to be provided</u></b> Catering & Housekeeping	32	Single furnished rooms (attached bath/ toilet)	4300
		32	Double furnished rooms (attached bath/ toilet)	
		01	Reception Area (furnished)	
		06	Pantry Rooms used as Stores	
		06	Wash rooms (6 toilets/6 urinals)	
		07	TT Room/Yoga Room/Store Rooms/Computer Centre/Exam Halls & all passages	
		02	Pantry/Dining Hall	
		02	Big Halls (Old items store & Open Hall)	
		01	Lawn. A & B Block Open area (Ground Floor) & Plants in side	
		01	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.	

<b>3</b>	<b>Chanakya Guest House &amp; Dining Hall</b>  <b><u>Service to be provided</u></b> Catering & Housekeeping	43	Single furnished rooms (attached bath/toilet)	2000
		20	Double furnished rooms (attached bath/toilet)	
		01	Dining room attached with 202 Room	
		01	Reception Area	
			All passages	
		02	Lawns & all plants in side	
		02	One Kitchen, One Cold Storage Room, One Big Dining Hall & Small Dining Hall, One Waiting room, Two Toilets, 3 Urinals, Service Block	
		Terrace	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.	
<b>4</b>	<b>Aryabhata Guest House &amp; Dining Hall</b>  <b><u>Service to be provided</u></b> Catering & Housekeeping	Basement	Car parking	5500
		1 <sup>st</sup> Floor	22 Suite rooms (44 Rooms + 22 bath/toilet) 2 rooms & 1 VIP Suite, One Dining Hall, one Kitchen, Pantry, Dish wash room, all passages, Open area & steps	
		2 <sup>nd</sup> Floor	44 rooms & 22 bath/toilet, 2 rooms, One TV Lounge	
		3 <sup>rd</sup> Floor	44 rooms & 22 bath/toilet (only cleaning) 2 rooms, One TV Lounge, all passages & steps	
		4 <sup>th</sup> Floor	One Big Hall (Service Block)	
		5 <sup>th</sup> Floor	One Big Hall (Service Block)	
		Terrace	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.	

- Note: 1. The total area mentioned is inclusive of stairs, corridors, terrace and balcony.**  
**2. The scope of services may be extended based on new constructions.**

**3. The cleaning of service block 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. The offices are well equipped with telephones, computers, etc. The Guest Rooms are well furnished and equipped with internal telephone, television, and hot and cold-water supply. Each Guest room has an attached toilet and independent balcony sit-out.

IIM Lucknow Executive Enclave (Guest Houses) must be maintained as a high-end facility for our visiting academic community, ensuring state-of-the-art housekeeping, catering and service management close to three-star standard services.

Maintenance of Housekeeping schedules is mandatory by the Vendor.

**E. DEFINITIONS**

1. Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning hereunder respectively assigned to them.
2. The expression "Owner" and/or "Institute" occurring in the tender document shall mean IIM Lucknow Campus.
3. 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.
4. 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.
5. "The Officer In-charge" shall mean any representative of the Institute authorized to act as the Officer In-charge of the work or any specified part thereof;
6. "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;
7. IIM Lucknow shall mean Indian Institute of Management Lucknow.
8. "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 Lucknow the letter of acceptance and the acceptable rates/bill of quantities in price bid, etc.;
9. "Course" shall mean regular academic program short-term management/executive development programs, including academic/scientific training programs or events, seminars, workshops, conferences, summer or winter schools, etc. which are being conducted or allowed to be conducted by the Institute from time to time on residential or non-residential basis;

10. "Meals" shall include all inputs from the dining hall/ kitchen, including bed tea, breakfast, lunch, dinner, evening tea-snacks, bottled water, etc., including those served by the contractor under special arrangements on various occasions;
11. "Competent Authority" shall mean the Director, IIM Lucknow or any other Officer designated by the Director, for this work/ tender about the **Catering and Housekeeping Services for**
12. **MDP Executive Center (Guest Houses Chanakya, Patanjali, Manthan, and Aryabhata (first and second floor), Aryabhata (the third floor, cleaning only) of IIM Lucknow.**

## **F. SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR**

### **1. HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES FOR MDP EXECUTIVE CENTER (GUEST HOUSES CHANAKYA, PATANJALI, MANTHAN, AND ARYABHATT (FIRST AND SECOND FLOOR) ARYABHATT (THIRD FLOOR, CLEANING ONLY) OF IIM LUCKNOW**

- i. Receiving and allotting rooms to the guests coming to stay at MDP Executive Center; services include managing all the three receptions round the clock (for details refer to **Annexure - IV**) on all days of the year, maintenance of allotment register, perfect upkeep of rooms. Raising bills for the guest house services and properly depositing the amounts with appropriate authority. Daily and monthly occupancy reports, for Programme participants, Official visitors and others, be maintained separately and reported to MDP official or as recommended by MDP. A Daily Room Allocation schedule through common sharing mode must be updated on real-time basis by Vendor and shared with MDP Office. (For format Ref. **Annexure VII**)
- ii. Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass window pane, venetian blinds/curtains and all fixtures/furniture at the MDP Executive Center and other rooms, shall be the duty of contractor. Terrace to be cleaned thrice in a week. A status report on day-to-day basis will be maintained by the supervisor and the record be sent to the MDP office.
- iii. The bedsheets, bath towel and hand towels will be changed daily, when the room is in use
- iv. Dry cleaning of curtains quarterly/as required, will be done by the contractor at no extra cost.
- v. 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 approved by MDP, Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control etc., shall be done periodically by the contractor at his extra cost i.e. the cost shall be included in the quoted rate.
- vi. Bathroom/toilet in all Guesthouse rooms/Common areas and in MDP Centre (Manthan) 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 his cost/ the cost shall be added to quoted rates (For details see **Annexure – III**. The Contractor will seek prior approval from MDP office on the accessories as mentioned above.

- vii. The contractor will use pre-approved quality of linen such as Bedsheets, Pillows-covers, Duvets and Duvet-covers. Towels and Toiletries will also require pre-approval by the MDP office.
- viii. Every room may be equipped with minimum good quality 6 hangers.
- ix. 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 approved by MDP.
- x. Good quality Toiletries (shampoo + moisturizer + soap) to be supplied daily. The Quality checks will be carried by MDP and in case, the same are not of good quality by MDP (user department of IIM Lucknow), the vendor will require to provide branded good quality toiletries. A pair of disposable slippers and a welcome kit consisting of dental and shaving to be provided once at the time of arrival.
- xi. The contractor will procure and equip all relevant material for Kitchen and serving purpose and shall be responsible for the repair and maintenance of the same. The contractor should promptly send a request to the Institute Works Department through MDP Office for electrical, carpenter and plumber for repair as and when the defects are reported.
- xii. 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).
- xiii. The contractor has to provide the necessary contract employee/workers (housekeeping, room boys, supervisors, and facility manager) as specified in **Annexure VI**.
- xiv. Housekeeping and Catering Management during several Institute events in MDP Executive Center shall be the sole responsibility of the contractor.
- xv. Proper maintenance of the lawns, plants, pots in Guest Houses and Manthan. Two trained gardeners are to be kept. Sufficient healthy plants during season would be supplied by IIML and it would be the responsibility of the Contractor to maintain the same.

## **2. CATERING (FOOD & BEVERAGES)**

- i. The contractor shall take up the responsibility of supplying and serving breakfast/lunch/dinner as well as morning/evening coffee/tea for the Guests rooms (Chanakya, Patanjali and Aryabhata (first and second floor).
- ii. The Contractor shall operate the kitchen and provide Catering to the occupants of Aryabhata Guesthouse on those days when the occupancy of Aryabhata exceeds 25 guests/ participants.
- iii. 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.
- iv. The contractor shall also be asked to supply and serve special lunch/dinner for departments/units as requested on fixed rates.

- v. 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.
- vi. 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.
- vii. 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 in the Annexure-III. Appropriate pest-control treatment in kitchen/store- room areas must be undertaken periodically (once a week).
- viii. 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 Annexure-III. 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.
- ix. 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 Microwave, gas stoves, bread toaster, mixer/grinder, wet grinder, Grill/Tandoor etc. will be done by the contractor at no extra charge.
- x. The contractor has to provide the necessary contract laborers and certified professionals (chef, cooks, assistant cooks, waiters, and other assistants) as mandated in the Workforce Mandate (Refer to Annexure-VI).
- xi. 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.
- xii. The kitchen services shall be operated 24 x7 basis, tea/coffee & light refreshment will be made available on requirement in the nights (10 PM to till the time of breakfast)

Note: The contractor needs to maintain records for various departments (as per Annexure – IV) which shall be subject to examination by the designated Officer of IIML Lucknow Campus. Any deterioration in providing the above services shall attract the provision of deduction, penalty or fine, in financial payment. Adequate monitoring and control systems be put in place for the best services.

## **G. THE OBLIGATION OF THE CONTRACTOR**

1. Tablecloth, Napkins, Bed sheets, Bed covers, Duvet with covers, Quilt, Bath towels, Hand towels, Pillow covers, Frills, etc. (Pre-approved by MDP Office)
2. Flask, Glass tumblers, coasters, hangers, foot mat, cup saucers, sugar pots, teaspoons, buckets, mugs, mosquito repellent machines with liquid (including refilling cost), dustbins, bath stools, bath mats, and cleaning materials.
3. Bone China crockery.(Pre-approved by MDP Office)
4. Cutlery of very good standard. (Pre-approved by MDP Office)
5. Utensils for cooking the food etc.
6. Serving Dishes (Pre-approved by MDP Office)
7. Very good quality of chafing dish. (Pre-approved by MDP Office)
8. The requisite number of Gas connections;
9. Cooking Gas Connection Available in Kitchen, Consumption Charges shall be borne by the contractor.

10. Proper uniform to all the employees. (Pre-approved by MDP Office)
11. Laundry equipment, including for washing and hanger cabinets, etc.
12. Contractor's own hired transport for obtaining daily needs from the marketplace at the required frequency and for all other service requirements.
13. Housekeeping service trolleys, and covered Mobile Chef cart equipped with Gas connection
14. Fridge, Deep Freezer
15. Any other items and equipment which may be needed for smooth operations such as Mixer/Grinder/Commercial Oven/ Tandoor/Roti maker equipment/
16. Small Kitchen Equipment for small dining room in Manthan and Aryabhata
17. Walk behind scrubber drier 40 ltr 18".
18. Single disk scrubbing machine 17".
19. Wet and dry vacuum cleaner 77 ltrs double motors.
20. High pressure jet cleaning machine 150 bar.
21. washing machine 30kgs.
22. Hydra 25kgs.
23. Dryer 15kgs.

#### **H. THE OBLIGATION OF THE INSTITUTE**

The Institute shall provide only the following facilities:

1. Room Furniture and other furniture.
2. Curtains, Mattress, Pillows, Beds
3. Air Conditioners, Voltage Stabilizers (If required), Geysers, etc.
4. Provision of looking mirror, wall hangings, Wall clock, etc. as one-time support.
5. Telephone Instruments and Extensions.
6. Electrical & Plumbing fittings etc., as aggregate level infrastructure, will be provided.
7. TV (with TV remote), Cable TV Connection, DTH Remote, (the Cable and DTH connections will discontinue hence not applicable)
8. Matter related to civil or electrical works shall be taken care.
9. Dining tables, chairs, sofas, ceiling fans, etc. shall be provided.
10. Electric Kettle
11. Dormitory accommodation (limited, unfurnished) for the contractor's staff (all essential furniture and other items for their staff will fall under the contractor's scope).
12. Room Heaters will be provided by the Institute.
13. Payment of electricity charges, water charges, telephone bills, house/municipal tax shall be taken care of by IIM Lucknow.
14. Renovation/ addition to the building, solar water heating, firefighting equipment's, emergency power line, etc. shall be taken care of by the Institute.
15. Racks, Almirah, Room Locking arrangements, shoe/luggage rack, etc. as one-time support.

Notes:

1. The Designated Official of MDP 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 liable to return the same to IIM Lucknow 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 final bill or security deposit.
2. The Institute through its designated officers will carry out periodical inventory inspection of all the aforesaid materials. Any discrepancy found at the time of taking inventory, will be notified to the Firm by the Institute and the Firm will be charged the replacement cost in respect of loss and such other assets entrusted to him for performing the catering services. All the repair charges will have to be borne by the Firm.
  3. Further, any loss towards theft or breakage of such equipment furniture, fixture, old storage facilities, utensils and all other canteen equipment supplied, should be reimbursed to IIM Lucknow in full by the contractor.

## **I. GENERAL TERMS AND CONDITIONS**

1. Bids submitted after the deadline shall not be accepted under any circumstances whatsoever.
2. Any conditional bid/or incomplete bid shall not be considered and will be outrightly rejected in the very first instance.
3. The bidder shall submit the Technical bid as per the format Annexure-IA, I-B, II-A and IIB with all necessary supporting documents and filled, signed & stamped Annexures. The financial bid as per Annexure-III (Excel sheet has been provided separately for uploading) respectively. Rate shall not be disclosed in the technical bid.
4. The Earnest Money Deposit (EMD) will be forfeited if the bidder withdraws from the offer.
5. The bidder should include the list of firms where they have provided similar services at least in the last three years, along with name, phone and fax number of the contact person there, so that references for their services can be obtained, if required.
6. All entries in the bid form should be legible and clear. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected.
7. IIM Lucknow Campus 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.
8. 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 Lucknow Campus.
9. 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 Lucknow. 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-star and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the Designated Official's IIM Lucknow Campus. 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.

10. The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and the contractor may appoint and/or transfer its employees/workmen and in accordance with their needs, with approval of the Designated Officer (MDP) appointed by the Director, IIM Lucknow Campus, adequate and necessary numbers of employees / workmen are deployed by the contractor for fulfillment of their contractual obligations under this agreement as mandated in the **Annexure-VI**. 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.
11. The tenderer should have a sufficient number of employees on its roll (**Minimum manpower is mentioned at Annexure-VI**), specifically qualified and trained for catering, housekeeping, and allied work as per tender requirement. This minimum number shall be mandatorily deployed by Contractor.
12. The **successful bidder** shall furnish the following documents in respect of the individual manpower who will be deployed to IIM Lucknow Campus before the commencement of work: -
13. List of Manpower shortlisted by the contractor for deployment at IIM Lucknow Campus containing full details, i.e. date of birth, marital status, address, passport size photograph etc.
14. Certificate of verification of antecedents of persons by the local police authority.
15. Their deployment will be only after the clearance from the security unit of IIM Lucknow Campus.
16. 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.
17. 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.
18. 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 as per **Annexure – IV. Uniform details shall be provided by the MDP office to the Contractor for the staff.**
19. The specified uniforms are as follows:

20. Waiter - Black full Trousers & White Shirts and Black Shoes. (Summer)  
- Cap, Apron and Gloves to be worn by Stewards/ Server
21. Cooks/ Chef/Sous Chef/Kitchen Helpers - Appropriate uniform with Apron and appropriate head-gear
22. Housekeeping staff – Appropriate uniform for gents and ladies.
23. 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
24. 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 Lucknow or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the contractor.
25. 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.
26. The housekeeping and catering 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. Night shift may be provisioned with minimal kitchen services for exigency requirements of guests. 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.
27. No items will be taken out of the Institute without the written permission of the Designated Officer, IIM Lucknow Campus. Normally no inventory be shifted from one room/ place to another, without the approval of the Designated Official IIM Lucknow Campus and making a valid entry in the stock register of the inventory.
28. The allotment of rooms (accommodation), in the MDP Executive Center (Guest Houses Chanakya, Patanjali, Manthan and Aryabhata (first and second floor) of IIM Lucknow, will be done by the Designated Officer, IIM Lucknow Campus.
29. Room and catering charges will be collected by the contractor and the same will be deposited with the Designated Officer, IIM Lucknow Campus. Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited on next working day, failing which 24% interest will be charged on the withheld amount from the contractor.
30. Minor repairs (e.g. touch up of paint) concerning aesthetics of guest rooms after check out of guest may be maintained by contractor at no extra cost.
31. The contractor or his representative will not allow any unauthorized person including contractors officials to stay in the Guest Houses/Aryabhata. If at any time or during surprise check it is found that any unauthorized person is staying in the Guest Houses/Aryabhata, the contractor will be directly responsible and a financial penalty of

Rs.10,000/- (Rupees Ten Thousand only) per day will be imposed on the contractor for the damage and the same will be recorded in the complaints precedence register.

32. IIM Lucknow Campus 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.
33. 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 Lucknow Campus 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, payments made to the statutory authorities, etc., including registration number shall be provided to the IIM Lucknow Campus authority for verification and record.
34. **The contract: The initial period of contract will be initially for one years with a provision to extend the contract for further period of four years on a year-to-year basis subject to satisfactory performance and on the mutual consent at the absolute discretion of IIM Lucknow.**
35. 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 Guest Houses/Aryabhata of IIM Lucknow Campus, 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.
36. **All the guest houses. MDP Office Common Washroom Cleaning - At least 4 Times a Day (or more based upon the usage and requirement) with at least one round of cleaning after 8 PM in the evening and one Early Morning at 6 or 7 am. specified the grade/quality of material to be used in cleaning.** The toilet shall be cleaned daily and mopped up with ISI-marked phenyl. Air filters of Split /Window-type air conditioners will be thoroughly cleaned. Deodorant/Colin/Room Spray shall be used for better results. Liquid Soap

- Dispenser/ Bath Soap, tissue rolls, toilet paper, odonil, naphthalene balls, room freshener, Harpic, duster brooms, and the cleaning/sanitary materials, etc. will be provided by the contractor at no extra cost
37. Cleaning of Fans and other appliances shall be the sole responsibility of the contractor with no extra cost.
  38. The manpower required for moving the assets in-house from one place to another place shall be the responsibility of the contractor as and when directed by the institute with no extra cost.
  39. Cleaning/dusting of all equipment, chairs, furniture “sand fittings installed in the seminar block entire building, window panes, doors and aluminum glazing, stone jail work, wooden decorative work, etc.
  40. Keeping the drains around the building clean and clear from choking.
  41. The terrace is to be cleaned three times a week and daily monitoring by the Housekeeping Supervisor of all Four Buildings terraces to check for blockages due to dried leaves/ trash.
  42. Façade cleaning(all sides)once in three months.
  43. The contractor should keep big plastic dustbins on each floor/ wherever required as per requirement.
  44. The contractor will arrange the visit of the dietician every six months to review the menu after consultation with the mess committee to ensure the good quality of food & nutrition value.
  45. Regular Maintenance of the LPG Gas Bank & Kitchen equipment at the MDP Executive Centre and IPMX Hostel Kitchen will be done by the contractor at no extra charge.
  46. Cleaning/dusting of all equipment, chairs, furniture “sand fittings installed in the seminar block entire building, window panes, doors and aluminum glazing, stone jail work, wooden decorative work, etc.
  47. 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.
  48. The contractor shall be responsible for and ensure proper and optimal utilization of the facilities like equipment, water, electricity to be provided by IIM Lucknow without abuse or excess use and shall follow and obey all instructions or directions as shall or may be given by IIM Lucknow or Authorized Representative from time to time.
  49. The contractor shall ensure that the kitchen premises are not used for any purpose other than activities related to the maintenance and running of the catering services.
  50. The contractor under any circumstance should not further outsource any activity of the catering and hospitality services to any other sub-Service Provider.

## **J. DETAILED SCOPE OF WORK FOR DESIGNATED AREA AS PER ANNEXURE IV**

### **1. RECEPTION AND GENERAL:**

- i. 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;
- ii. Maintain the check-in and check-out in both Registers at each reception and in system. All entries may be made along-with filing of Id and Address proof log of guests checking in.



- iii. Allot the rooms in the Guest house as per the directive received from MDP office.
- iv. Arrange safe handling of baggage of the guest.
- v. To attend the telephones.
- vi. Collection of tariff from guests and proper billing.
- vii. Maintain the Complaint/ Feedback Register (standard Format) which should be available on demand.
- viii. To provide information about rail/air timings and information related to campus to the guests on request;
- ix. To ensure overall cleanliness in the surrounding areas of the designated area.
- x. To Report the **Room-wise Occupancy status** every morning to the In-charge MDP Office through Facility Manager of the firm / company; to Report non-functional electrical gadgets (Geyser, Fan, lights, AC etc.) and other maintenance issues of the rooms as well as common areas to the concerned department through MDP Office. A register to be maintained for this purpose room-wise and the same to be brought to the notice of the MDP Office weekly through Facility Manager.
- xi. 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.

## **2. HOUSEKEEPING & JANITORIAL SERVICES**

- i. 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.
- ii. 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).
- iii. Pest Control to be done on a weekly basis.
- iv. 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
5) Duvet Cover	6) Bath Towels	7) Hand Towels	8) Tumblers <small>(Glass)</small>
9) Coasters	10) Hangers	11) Buckets	12) Foot Mats
13) Mugs	14) Dustbins	15) Bath Mat	16) Flasks
- v. Any other additional items which add ambiance to the facility

- vi. The contractor shall supply the following of reputed brand good quality toiletries and consumable for each MDP Guest House room per new occupant.
- vii. Bath Soap 10-15gms
- viii. Shower gel Bottle
- ix. Shampoo Bottle
- x. Moisturizer Bottle
- xi. Welcome Kit consisting of Dental & Shaving Kit
- xii. The contractor shall supply the following consumables for each room per day.
- xiii. Coffee, Tea, Milk and Sugar Sachets
- xiv. The contractor shall ensure the following items are replenished in each room.
- xv. Goodnight/All-out mosquito repellent with refills
- xvi. Remote batteries for Air Conditioners and TV/DTH
- xvii. Toilet Tissues Rolls (2 nos.)
- xviii. Room fresheners
- xix. Naphthalene balls
- xx. All items mentioned above should be of superior / branded quality. The Service provider should provide all these items.

**a) Service Standards:**

- i. **Basic Standard:** Maintain at all times in good condition - office areas, service areas, public areas, utility areas, fire exits, stairways, terrace, lifts, car parking, and external areas.
- ii. **Prestige Standard:** High standard of cleanliness and appearance at all times including maintaining higher floor gloss levels – VIP Suites, Conference room, Dining area, Pantries, Reception areas, Lobbies, and VIP floors, etc.
- iii. **Hygiene Standard:** Areas where a high hygiene standard is mandatory –Toilets, kitchens, cafeteria, 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:**

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

**c) CLEANING SERVICES**

It is necessary to maintain the environment of the MDP/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:

d) **List of Cleaning Items to be used:**

All the below-listed items should be available with the housekeeping 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. Single Disk Scrubber              |

e) **Daily Cleaning:**

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

f) **Weekly Cleaning:**

- i. All glass doors, windows of the premises would be cleaned using the damp and dry method;
- ii. Glass table tops, doors partitions, and glass accessories would be cleaned using solvent;
- iii. Cleaning of photos, sculptures, panels, glass/board partitions, etc.;

- iv. Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents/ brasso/silvo etc.
- v. Dusting /cleaning of Venetian blinds.
- vi. Terrace cleaning all areas.

g) **Monthly Cleaning:**

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

**3. GUIDELINES RELATED TO CATERING SERVICES**

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

- i. Morning tea/coffee
- ii. Breakfast
- iii. Lunch
- iv. Evening Tea & Snacks
- v. Dinner
- vi. Special lunch and dinner on prior order.
- vii. Light tea during official meetings/ events on prior orders
- viii. 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.

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

**4. THE CONTRACTOR SHALL ALSO PROVIDE:**

- i. Official lunch/dinner at the specified location whenever required on order of the MDP Office of IIM Lucknow campus for which payments will be made by the concerned department.
- ii. 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 MDP 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 Lucknow Campus will be seized as a penalty.
- iii. Fresh vegetables/non-veg items from near markets located only to be prepared in the Guest House/Aryabhata and served to guests. Proper care should be taken for perishable items which will be procured daily on a need basis.

- iv. 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.
- v. 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).
- vi. 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 MDP Office, IIM Lucknow Campus.
- vii. 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 MDP Office, IIM Lucknow Campus.
- viii. The contractor has to provide various items as per following makes or of its equivalent quality as specified below:-
  - a) Rice-Basmati of Kohinoor/Badshah/Heritage/Dawat/Equivalent brand
  - b) Atta-Captain cook/Ashirvad/Annapurna/Pilsburry/Fresh chakki Atta
  - c) Masala-All Masala powder should be Agmark
  - d) Oil-Refined Sunflower oil of postman/Sun drop /Godrej/Sweekar /or equivalent.
  - e) Ghee-Britania/Vijaya/Amul /or equivalent
  - f) Butter & Cheese-Amul/Britania/or equivalent
  - g) Papad-Lijjat/or equivalent
  - h) Pickles-Priya/Kisan/Maggie/or equivalent
  - i) Jams-Kissan/Sil/or equivalent
  - j) Sauces-Magie/Kisan/or equivalent
  - k) Cornflakes-Kellogs/Wake Field/or equivalent
  - l) Fresh Milk-in Polypack from Local Dairy Co./Amul Dairy
  - m) Tea-Tajmahal/Tata, twining, Tetley (both tea bags + packet tea) Coffee-Nescafe/Bru/Filter
  - n) Green Tea/ Lemon tea/ Others
  - o) Rasgula from Reputed sweet houses of the city (For special orders)
  - p) Gulab Jamun-MTR, KC Das/Bikaner and prepared from fresh khoya in MDP/Aryabhata kitchen
  - q) Biscuits-5-6 varieties of Britannia/Cookies/or equivalent.
  - r) Water – Aquafina/Bailey/Kinley/Bisleri/or equivalent

## **5. 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. Guest House Bill book

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

## **6. LEGAL**

- i. The bidder shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IIM Lucknow Campus, for contractual services.
- ii. The selected contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed at IIM Lucknow Campus, 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.
- iii. The manpower deployed by the contractor shall not have any claims of Master and Servant relationship vis-à-vis IIM Lucknow Campus, nor have any principal and agent relationship with or against IIM Lucknow Campus.
- iv. 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 Lucknow Campus, 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 Lucknow Campus. The Contractor should communicate the above to all the manpower deployed in IIM Lucknow Campus, by the contractor.
- v. 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.
- vi. The selected contractor will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance, Payment of Gratuity Act, 1972, etc. in respect of the persons deployed at IIM Lucknow Campus.
- vii. The selected contractor shall also be liable for depositing all taxes, levies, Cess, etc. on account of services rendered to the IIM Lucknow Campus to concerned tax

collection authorities from time to time as per existing rules and regulations. And submit a copy of the same to the MDP Office of IIM Lucknow Campus.

- viii. 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 Lucknow Campus or any other authority under Law.
- ix. 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 Lucknow Campus.
- x. In case, the service provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the IIM Lucknow Campus is put to any loss/ obligation, monetary or otherwise, IIM Lucknow Campus 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.
- xi. The selected contractor will indemnify IIM Lucknow Campus from all legal, FINANCIAL, statutory, taxation, and associated other liabilities in respect of its duties and responsibilities.
- xii. To resolve any dispute/legal issue matter will be referred to the Director, IIM Lucknow Campus or a person nominated by him. If any dispute/legal issues are not settled through arbitration, then legal jurisdiction would be Lucknow only.
- xiii. 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.
- xiv. 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.
- xv. 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 Lucknow.**
- xvi. 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.

## 7. FINANCIAL

- i. Bids offering rates which are lower than the minimum wages for the pertinent category would be rejected.
- ii. The successful bidders have to submit details of deductions and deposits of ESI and PF both contributions (employers & employee), along with the original challan/receipt from concerned department and he/she must be made responsible for ensuring to satisfy his workers that the above deductions credited in their accounts with the intimation to the Institute. Salary of the employees shall be through the bank. A copy of proof of remittance of the statutory contribution of PF, ESI of the employer and employees, list of employees and attendance verification must be submitted to the MDP Office, IIM Lucknow.
- iii. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the contractor will be liable to be forfeited besides termination of the contract.
- iv. The contractor shall raise the bill, in duplicate, along with details, supporting documents and submit the same to the MDP Office of IIM Lucknow Campus.
- v. **The rate/price quoted for catering & housekeeping are subject to a nominal escalation (Maximum 10%) after completion of initiation contract period of one year and at the time of annual extension of contract on mutual consent. The exact increase will be negotiated by the Institute by various parameters like All India Consumer Price Index (AICPI) etc. A duly constituted committee by the institute will decide the percentage of increase.**
- vi. All other charges (other than statutory levies) will remain fixed during the duration of the contract.

## 8. HANDING / TAKING OVER

- i. 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 Guest Houses/Aryabhata, IIM Lucknow Campus.

## 9. Earnest Money Deposit (EMD)

- i. The tender document, terms and condition and qualification is available on the Institute website ( [www.iiml.ac.in](http://www.iiml.ac.in) ) and on eprocure portal (<https://eprocure.gov.in/eprocure/app>) .
- ii. The proposal complete in all respect be submitted along with required Earnest Money Deposit (EMD). The Tender Fee and EMD deposit via demand drafts / FDR/ PBG should remain valid during bid validity period from the last date of submission of tender. No interest is payable on EMD.
- iii. The Earnest Money Deposit will be forfeited in the following cases:



- a) If the Bidder withdraws from the Bid after bid opening during the period of bid validity;
  - b) In the case of a successful Bidder, if the Bidder fails, within the specified time limit, to sign the Agreement;
  - c) In case the Bidder, after quoting, withdraws from the bid or refuses/delays in commencing the work or stops the work abruptly, such Bidder's EMD/ SD, as the case may be, will be forfeited.
  - d) If a Bidder withdraws his offer after submission of his bid, fails to start the services in accordance with the instructions of the In-Charge, the Earnest money deposited by him will be forfeited without prejudice to any other remedy available to the company under the contract.
- iv. Bidders with valid NSIC / MSME certificate for providing Catering / Housekeeping / Hospitality Services are exempted from submission of EMD on submission of valid Certificate.

## **10. TERMS OF PAYMENT**

- i. The contractor should deploy the manpower as mentioned in the Special Note and as per the manpower provided for the particular month of the claim.
- ii. The contractor will be paid as per approved rate (award of contract/work order) on a monthly basis by IIM Lucknow Campus. 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 MDP Office, IIML, rendered during the month.
- iii. Monthly Bill must enclose the Attendance sheet, with signature/attendance status of persons deployed and verified (by the Designated Official of IIML). A copy of challan in proof of PF and ESI deposited and any other payments to it contractual and statutory obligation, made in respect of such engaged employees from the previous month deputed for this work, be enclosed by the contractor, with the monthly bills.
- iv. The monthly payment will be made within 15 days of submission of bills, in favor of the contractor (in the name of the Bidder/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.
- v. 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).
- vi. 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.

## **11. PERFORMANCE SECURITY DEPOSIT**

- i. Performance Security/Security Deposit: On issue of the Letter of Intent/ work order, the successful bidder shall Deposit Security an amount equal to 10% of the contract value in the form of DD/FD/BG from any scheduled bank in favour of 'Indian Institute of Management Lucknow' payable at Lucknow.
- ii. The validity of FDR/ BG shall be equal to contract plus 60 days or more.
- iii. This Security Deposit may, at the option of the IIM Lucknow be forfeited in the event of the contractor's failure to fulfil any of the obligations under the contract / agreement.
- iv. The security deposit shall be refunded by IIM Lucknow to the contractor after 60 days of the expiry or termination of the contract. The security deposit shall not carry any interest. It is distinctly understood that the IIM Lucknow shall be entitled to appropriate all dues and/or expenses that will be due and payable by the contractor to IIM Lucknow under the items hereof, and/or result of IIM Lucknow suffering or incurring any damages and/or extra expenses by employing any services to IIM Lucknow consequent to the failure of the contractor to discharge the said services and/or any part or parts thereof to the satisfaction of IIM Lucknow without prejudice to its right against the contractor for damages under the Law, and that shall be recovered from contractor's monthly bill and/or security deposits.

## **12. TERMINATION OF CONTRACT**

- i. If the services of the contractor are not found satisfactory, they will be issued a written notice for improvement by the IIM Lucknow Campus. 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 Lucknow Campus to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice, both parties shall continue to discharge their duties and obligation.
- ii. The IIM Lucknow Campus Authority reserves the right to terminate the contract by giving a two months' notice to the contractor besides immediate termination of the contract.
- iii. In case the contractor is required to (or decide otherwise) to discontinue the contract, he/she should give at least three months' notice to the authority of the IIM Lucknow Campus and shall remain essentially working for the said period of notice, till alternate arrangements are made.
- iv. In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving two-month notice.
- v. 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.

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

### **13. 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 Lucknow Campus. 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.

### **14. COMPLAINTS**

The contractor shall fix a Complaint Box at suitable/visible place provided by IIM Lucknow Campus. 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 Lucknow Campus or its representatives for perusal during their visit to ensure that prompt action has been taken on such complaints and measures taken to avoid their re-occurrence.

### **15. 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 Lucknow 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 of Rs.1,00,000/- (Rupees One Lakh only) 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 Lucknow Campus 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.

#### **16. 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 hair and nails regularly and wear caps and gloves at workplace.**

#### **17. 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 Lucknow Campus.

#### **18. 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. 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.

## 20. PENALTY

Deduction on account of improper housekeeping and maintenance of the Guest Houses/Aryabhata, common places/facilities, etc. and unsatisfactory catering services will be made from the monthly bill. The recovery will be decided by the MDP Office. The methodology for deduction will be as under:

### (a) **HOUSEKEEPING AND MAINTENANCE OF THE GUEST HOUSES/ARYABHATT, COMMON PLACES/FACILITIES, ETC.**

- i. 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.
- ii. In case of non-maintenance of cleanliness or lapse of services/carelessness, the deduction shall be made @ Rs. 1000/- (Rupees One Thousand only) per event etc., from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
- iii. In case of non-performance and poor service by the contractor, IIM Lucknow, at its discretion, recover Liquidated Damages upon the recommendation of Authorities of IIML In the event of an appeal, the decision of Director, IIM Lucknow shall be final and binding upon the contractor.
- iv. A Daily Room Allocation schedule through common sharing mode must be updated on real-time basis by Vendor and shared with MDP Office. (For format Ref. Annexure VII) – It is not received daily basis at MDP Office, a penalty of Rs.5000/- per day will be charged.
- v. Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass window pane, venetian blinds/curtains and all fixtures/furniture at the MDP Executive Center and other rooms, In case it is found dirty/uncleaned, a penalty of Rs.1000/- per incident will be charged.
- vi. Terrace to be cleaned thrice in a week. A status report on day-to-day basis will be maintained by the supervisor and the record be sent to the MDP office. In case it is not submitted every day morning before 11 AM, a penalty of Rs.1000/- per day will be charged
- vii. The bedsheets, bath towel and hand towels will be changed daily, when the room is in use. If this not changed a penalty of Rs.1000/-per incident will be charged
- viii. Dry cleaning of curtains quarterly/as required, will be done by the contractor at no extra cost. . In case it is not found dirty on inspection, Rs.1000/- per day will be charged
- ix. 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 approved by MDP. Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control etc., shall be done

periodically as specified in this NIT by the contractor at no extra cost. . If it is not found not maintained during inspection, a penalty of Rs.1000/- per day will be charged

- x. Bathroom/toilet in all Guesthouse rooms/Common areas and in MDP Centre (Manthan) 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 (For details see Annexure – III) . The Contractor will seek prior approval from MDP office on the accessories as mentioned above. . If it is not found not maintained during inspection, a penalty of Rs.1000/- per day will be charge
- xi. The contractor will use pre-approved quality of linen such as Bedsheets, Pillows-covers, Duvets and Duvet-covers. Towels and Toiletries will also require pre-approval by the MDP office. . If it is not found not maintained during inspection, a penalty of Rs.1000/- per day will be charged
- xii. Every room may be equipped with minimum 6 hangers. . If it is not found not maintained during inspection, a penalty of Rs.1000/- per day per event will be charged
- xiii. Toiletries (shampoo + moisturizer + soap) to be supplied daily (Approved by MDP). A pair of disposable slippers and a welcome kit consisting of dental and shaving to be provided once at the time of arrival. . If it is not found not maintained during inspection, a penalty of Rs.1000/- per day will be charged
- xiv. The contractor will procure and equip all relevant material for Kitchen and serving purpose and shall be responsible for the repair and maintenance of the same. The contractor should promptly send a request to the Institute Works Department through MDP Office for electrical, carpenter and plumber for repair as and when the defects are reported. . If it is not found not maintained during inspection, a penalty of Rs.1000/- per day will be charged
- xv. 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). . If it is not found not maintained during inspection, a penalty of Rs.1000/- per day will be charged
- xvi. Proper maintenance of the lawns, plants, pots in Guest Houses and Manthan. Two trained gardeners are to be kept. Sufficient healthy plants during season would be supplied by IIML and it would be the responsibility of the Contractor to maintain the same. . If it is not found not maintained during inspection, a penalty of Rs.1000/- per day will be charged

**(b) CATERING (FOOD & BEVERAGES)**

- i. The contractor shall take up the responsibility of supplying and serving breakfast/lunch/dinner as well as morning/evening coffee/tea for the Guests rooms (Chanakya, Patanjali and Aryabhata (first and second floor).
- ii. The Contractor shall operate the kitchen and provide Catering to the occupants of Aryabhata Guesthouse on those days when the occupancy of Aryabhata exceeds 25 guests/ participants.
- iii. 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.

- iv. The contractor shall also be asked to supply and serve special lunch/dinner for departments/units as requested on fixed rates. . If it is not noticed that the contractor failed to service on request, a penalty of Rs.1000/- per incident will be charged
- v. 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. If ti is found used disposable for substandard cutleries, a penalty of Rs.1000/- per event charged.
- vi. 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 in the Annexure-III . Appropriate pest-control treatment in kitchen/store- room areas must be undertaken periodically (once a week). . If it is found not maintained during inspection, a penalty of Rs.1000/- per day will be charged.
- vii. The kitchen services shall be operated 24 x7 basis, tea/coffee & light refreshment will be made available on requirement in the nights (10 PM to till the time of breakfast) . If it is not found not maintained, a penalty of Rs.1000/- per day will be charged
- viii. The quantum of the penalty shall be as follows:
  - (a) Non-compliance in the cleaning of Rooms including Reception, Lobby Rs. 1,000.00 (Rupees One Thousand only) per day, per occasion
  - (b) Non-compliance with laundry requirements Rs. 500.00 (Rupees five Hundred only) per day.
  - (c) Non-compliance of environment-friendly waste disposal methods. Rs.1000.00 (Rupees One Thousand only) per day.
  - (d) Not wearing uniforms by Contractor's employees / untidy uniform Rs.500.00 (Rupees Five hundred only) per day per Person.
  - (e) Supply of food not as per approved Menu and/or insufficient quantity Rs.1000.00 (Rupees One thousand only) meal per day
  - (f) The penalty for unsatisfactory and substandard catering service: Rs.500/- (Rupees Five Hundred only) per complaint
  - (g) In case of unforeseen or peculiar circumstances, the decision of the Director, IIM Lucknow, so far as imposition of penalty is concerned, shall be final.

## **21. OTHER CONDITIONS**

- i. The Director, IIM Lucknow, may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, about tender/bids, the decision of the Director of this institute shall be final and binding on the bidders.
- ii. The Director IIM Lucknow reserves the right to withdraw/relax/interpret any of the terms and condition mentioned hereinbefore; in such situation, the tenderer shall be given sufficient time to consider the change.
- iii. Notwithstanding the sub-division of the documents into separate sections or otherwise, every party of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
- iv. Tenders received after the closing date and time shall not be considered.
- v. Each page of the tender document should be signed and stamped by the tenderer in acceptance of terms and condition, laid down by the institute.

- vi. While indicating the price/rate of the items or services, the bidder should write the item value/monthly value, both in words and figure, in case of dispute, or cutting/overwriting, the amount written in words will be taken as bid value.
- vii. Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening Technical and Price Bids.
- viii. The person/officer signing the tender/bid documents on behalf of the contractor should be delegated with appropriate power of attorney (Duly endorsed by a notary public) by the Chief Executive Officer / Managing Director of the company to sign such documents. An appropriate declaration must be enclosed, a sample of which is annexed with this tender document.
- ix. Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
- x. No tender will be allowed to withdraw after submission of the tender; otherwise, the EMD submitted by the tendering Bidder would stand forfeited. In case, the successful tenderer declines the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what-so-ever reasons, his EMD will be forfeited.
- xi. The contractor will not be allowed to sublet work to any other contractor/contractor. 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.
- xii. The validity of the Bid: Bids shall remain valid for acceptance for 90 days from the date of opening of the price bid. Any benefit for downward revision of prices should be extended to IIM Lucknow Campus.
- xiii. Companies conferred with latest ISO certification, special recognition/awards, etc., must mention this in their technical proposal, along with a copy of the said certification.
- xiv. Companies must enclose a Compliance List (or checklist) along with the technical bids and mention how they plan to execute the services, enforce quick response time, customer care, quality, and grievance redressal mechanism, etc., settling things on the same business day. The service escalation matrix shall be mentioned.
- xv. Tender fees should be enclosed separately in an envelope and attached with the Technical Bid document. E.M.D should be kept in an envelope and enclosed with the technical bid document. It is mandatory to enclose the said fees unless otherwise the contractor/organization is entitled to an exemption while submitting bids to government Institutions/ Offices etc., as evidence from the authorization letter/certificate issued by appropriate State/ Central Government Authority granting such exemptions.
- xvi. The engagement of personnel by the contracting contractor/Bidder/organization will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in IIM Lucknow Campus.
- xvii. The Officer on Special Duty, Indian Institute of Management Lucknow, Prabandh Nagar, IIM Road, Lucknow – 226 013 will be the contact point, on and behalf of the Director, IIML for any queries related to the tender



### TECHNO-FINANCIAL EVALUATION SCHEME

The technical evaluation will be for 70 marks and based on the following scheme.

S. No.	Description	Marking Scheme	Max. Marks	Min. Marks required for Qualification
01	No. of years of experience providing Catering and Housekeeping services with 100+ rooms Guest House	10 marks for ten years of experience, and 01 mark for each additional year subject to a maximum of 16 marks.	15	7.5
02	No. of running contracts (on the date of publishing of this bid for catering & housekeeping) with 100 rooms Guest House (One organization / client with 100 rooms contract will be treated as one contract)	10 marks for two such contract and 02 mark for each additional contract, subject to a maximum of 16 marks	15	7.5
03	Experience in providing catering and housekeeping services to Govt. organizations/ Public Sector Units/ large reputed private companies.	05 marks for a minimum two contracts in the last three years (from the date of publishing this tender) and 02 marks for each additional contract, subject to a maximum of 10 marks	10	05
04	The bidder should have an average annual turnover of Rs. 5.00 Crores during the last three financial years (2020-21, 2021-22 & 2022-23).	05 marks for average annual turnover of Rs. 5.00 Crores during the last three financial years (2020-21, 2021-22 & 2022-23 and 01 mark for each additional one crore, subject to a maximum of 10 marks.	10	05
05	Presentation by the bidder: The presentation shall be on Bidders' past performance, present similar contracts and plans for IIM Lucknow. No. of Slides: 10-15 Time for presentation; 10-15 minutes Time for discussion / Q&A: 5-10 minutes	The bidders meeting the eligibility criteria mentioned for Stage-I and scoring the minimum required marks in each category (Sr. No. 01 to 04) mentioned above, will be called for a presentation. Based on the presentation, post presentation discussion & Q &A, the committee will award the marks out of 20.	20	10
	<b>Total</b>		<b>70</b>	<b>35</b>

- A bidder has to score at least the minimum marks under each category mentioned above and an overall minimum score of 35 in the technical evaluation in order to be technically qualified.
- Only the Financial bids of technically qualified bidders will be opened.
- The financial evaluation will be for 30 marks and will be only for the technically qualified bidders. The lowest priced qualified bidder will get the maximum financial score (30) while the others will have a pro-rated score lower than 30. More specifically, the financial score of a technically qualified bidder is calculated as financial score = 30 \* (lowest price bid)/ (price bid of the bidder)
- The bidder with the highest total score (technical + Financial) will be declared as the successful bidder. In case of a tie, the bidder having higher financial score will be declared successful.

## TECHNO-FINANCIAL EVALUATION SCHEME – FORMAT

S. No.	Description	Details (to be filled by the bidder)	Page No. (supporting documents)
01	No. of years of experience providing Catering and Housekeeping services with 100+ rooms Guest House		
02	No. of running contracts (on the date of publishing of this bid for catering & housekeeping) with 100 rooms Guest House (One organization / client with 100 rooms contract will be treated as one contract)		
03	Experience in providing catering and housekeeping services to Govt. organizations/ Public Sector Units/ large reputed private companies.		
04	The bidder should have an average annual turnover of Rs. 5.00 Crores during the last three financial years (2020-21, 2021-22 & 2022-23).		

**Note: Furnish information in the above table along & enclose supporting documents**

Certified that all above information's are correct to the best of my/ our information, knowledge and belief.

Date: \_\_\_\_\_

Signature & Seal of the Bidder\*

Place: \_\_\_\_\_

*\*Enclose declaration / authorization (format provided below) on letter head.*

**TECHNICAL BID**  
**(To be printed on Bidder's letter head)**

**NIT NO.** \_\_\_\_\_

A.	Particulars	To be filled by the bidder
1	Name and address of Bidder	
2	Email & Mobile No.	
3	GSTIN & PAN (Enclose Copy)	GSTN No. _____
1	Year of registration of firm bidder	
	Firm should have PAN No & should fulfill all statutory compliances like PF, ESI registration. The Firm must be registered under PF Act and , ESI Act. Copies of registration papers along with the code numbers attached to the Firm/company should be provided.	PAN No. _____ ESI Regn No. _____ PF Regn No. _____ The copies of the same should be furnished along with the Technical Bid.
2	The bidder should have minimum 10 years of experience (as on the last date for submission of the Bids) of providing hospitality services (Enclose Registration certificate and coy of one contract / experience certificate issued to Bidder for providing similar services 10 ago by any Public Sector Companies / Government Departments / Reputed Academic Institute).	<b>Registration Certificate: Yes/ No.</b> <b>If yes, enclose copy &amp; provide details</b> _____ <b>One contract (at least 10 years old): Yes / No</b> <b>If yes, enclosed copy of contract/ experience certificate and provide details:</b> _____ _____ _____
3	The bidder should have an average annual turnover of Rs. 5.00 Crores during the last three financial years (2020-21, 2021-22 & 2022-23. The bidder will submit the audited balance sheet and P & L account of last 3 (three) financial years with positive net worth in each year duly certified by CA.	Financial Year      Annual Turn Over  2020-21:            Rs. _____ 2021-22:            Rs. _____ 2022-23:            Rs. _____
4	The bidder should have at least one successfully executed contract of minimum one year, in the last 3 years in providing	Have you executed one similar contract of minimum one year in last 3 years: Yes / No

	similar services to any Public Sector Companies / Government Departments / Reputed Academic Institute of minimum 100 rooms guest house. (Enclose copy of contract / agreement/ experience certificate with clear details of period, contract value and number of rooms covered under the contract, nature of services provided etc	If yes, enclose copy of contract / experience certificate and provide details: Client Name: _____ Period of contract: From _____ To _____ No. of rooms for which Hospitality services provided: _____ Contract Value in INR: _____		
5	Detail of EMD (Enclose screenshot showing deposit of EMD or copy of valid MSME/NSIC cert.)	UTR NO. _____ dt. _____ OR MSME/NSIC Cert. No. _____		
6	<b>The bidder must have the following valid Certificates:</b> i. FSSAI License ii. ISO 9001:2015 iii. ISO 14001:2015 iv. BS OHSAS 45001:2018 v. DIN EN ISO 22000:2018 vi. HACCP certification. Attach copy of each with technical bid.	S. NO.	Sr. No.	Copy attached ? (Y/N)
		i.		
		ii.		
		iii.		
		iv.		
		v.		
		vi.		
7	Have you submitted filled, signed and stamped Annexure-II C and Annexure-IID ?	Annexure- II (C): Yes / No Annexure-II (D): Yes/ No		
8	Give the list of the major contracts handled by the tendering Company/ Bidder / Contractor on behalf of PSUs /Academic Organization /Government Departments during the last three years in the following format. Copies of performance report in Performa attached as <b>Annexure-II B</b> must be enclosed for each work done.			

S. No.	Name of Client with Name, Organization, Address, Telephone and FAX Numbers	Contract Value (INR in lacs)	No. of rooms for which services provided	Duration of Contract		Enclose Annx-II B
				From	To	
I						Y / N
II						Y / N
III						Y / N
IV						Y / N

V						Y / N
VI						Y / N
VII						Y / N

Certified that all above information's are correct to the best of my/ our information, knowledge and belief.

Date: \_\_\_\_\_

Signature & Seal of the Bidder\*

Place: \_\_\_\_\_

\*Enclose declaration / authorization (format provided below) on letter head.

**DECLARATION**

**(to be submitted by the bidders on their letter head)**

- I, ..... Son/ Daughter of Shri..... Proprietor/ Partner/ Director/ Authorized Signatory of M/s....., am competent to sign this declaration and execute this tender document.
- I have carefully read and understood all terms and conditions of the tender and at this moment convey my acceptance of the same.
- The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
- I/ We am/ are well aware of the fact that furnishing of any false information/fabricated documents would lead to rejection of my tender at any stage beside liabilities towards prosecution under the appropriate law.

Signature of the Authorized Person

Date: .....

Full Name.....

Place: .....

Company Seal.....

**Note:** The above declaration, duly signed and sealed by the authorized signatory of the Bidder/ company, should be enclosed with the Technical Bid Documents.

**ANNEXURE-II B**

**PERFORMANCE REPORT OF THE COMPLETED CONTRACTS**

(Furnish this information for each individual contract in the following format, from the client for whom the contract was executed)

1. Name of the Contract & Location :
2. Agreement No. :
3. Total Value of Contract (in Rs.) :
4. Number of rooms in this location :
5. Date of Start :
6. Date of Completion :
7. Performance Report :
8. Quality of Service : Excellent/ Very Good/ Good/ Fair
9. Resourcefulness : Excellent/ Very Good/ Good/ Fair
10. Any penalty imposed for bad performance :
11. Any Litigation pending :
12. Total payment made under the contract :
13. Other relevant information, if any :

Date:

Signature

Senior Level Officer of the Bidder

(Seal of the organization)

**FORMAT OF AFFIDAVIT**

TO BE SWORN ON NON-JUDICIAL STAMP PAPER OF Rs100/- DULY NOTARIZED

**AFFIDAVIT**

\* I.....am the \*Director / Proprietor / Partner of ..... (Mention name of the Bidder/company and its complete address) do here

by solemnly affirm and declare as under:-

- That our Bidder/company i.e..... (Mention name of \*Bidder/company) is registered vide Registration No.....under the provisions of ..... (Mention the name of the Act).
- That our Bidder/company i.e..... (Mention name of \*Bidder/company) has applied in response to notice inviting tender for providing housekeeping and catering services for MDP.
- That..... (Mention name of Bidder/company) is eligible to submit the proposal above the applicant has not been barred and blacklisted by the Central Government and/or any State Government of India at any time before the date of submitting this affidavit.
- That ..... (Mention name of Bidder/company) has, during the last three years, neither failed to perform on any agreement nor was expelled from any project or agreement nor any agreement terminated for any breach by the applicant.
- That ..... (Mention name of Bidder/company) has no contracts with the State/central government that are in arbitration. (In case some contract (s) are in arbitration give the details of such contract in a schedule to be attached with this affidavit)

**DEPONENT VERIFICATION**

\* I/we..... the above-named deponent do hereby verify that the contents of the Paragraphs above 1 to 5 are true and correct to the best of \*my/our knowledge and belief and nothing is concealed therefrom.

Verified at..... (Place) this..... day of ..... 201\_\_.

(\*Strike off whichever is not applicable)

**Integrity Pact**

(To be signed on Plain Paper)  
(To be submitted as part of Technical bid)

**Integrity Pact for Tender Document No. ....**

This Agreement (hereinafter called the Integrity Pact) is made on \_\_\_\_ day of the month of \_\_\_\_ 202\_ at \_\_\_\_\_, India.

## BETWEEN

Procuring Organization, *Indian Institute of Management Lucknow* through the Chief Administrative Officer, Indian Institute of Management Lucknow, for and on behalf of Director, IIM Lucknow (hereinafter called the "The Principal", which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/ s. \_\_\_\_\_ (hereinafter called the "The Bidder/ Contractor" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

## PREAMBLE

'The Principal' intends to award, under laid down organizational procedures, contract/ s for \_\_\_\_\_, 'The Principal' values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and/ or Contractor(s).

In order to achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

**Section 1 - Commitments of the 'The Principal'**

- 1) 'The Principal' commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
  - (a) No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
  - (b) The Principal shall, during the tender process, treat all Bidder(s) with equity and reason. The Principal shall in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.
  - (c) The Principal shall exclude from the process all known prejudiced persons.
- 2) If the Principal obtains information on the conduct of any of its employees, which is a criminal offence under the IPC/ PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and, in addition, can initiate disciplinary actions.

**Section 2 - Commitments of the 'Bidder/ Contractor'**

- 1) The 'Bidder/ Contractor' commit themselves to take all measures necessary to prevent corruption. The 'Bidder/ Contractor' commit themselves to observe the following principles during participation in the tender process and during the contract execution.
  - a. The 'Bidder/ Contractor' shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal's employees involved in the tender process or the



- execution of the contract or to any third person any material or other benefit which he is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.
- b. The 'Bidder/ Contractor' shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the tender process.
  - c. The 'Bidder/ Contractor' shall not commit any offence under the relevant IPC/ PC Act; further, the 'Bidder/ Contractor' shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.
  - d. The 'Bidder/ Contractor' of foreign origin shall disclose the name and address of the Agents/ representatives in India if any. Similarly, the Bidder/ Contractors of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder/ Contractor. Further, as mentioned in the Guidelines, all the payments made to the Indian agent/ representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed in Appendix to this agreement.
  - e. The 'Bidder/ Contractor' shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.
  - f. Bidder/ Contractor who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.
- 2) The 'Bidder/ Contractor' shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

### **Section 3 - Disqualification from tender process and exclusion from future contracts**

If the 'Bidder/ Contractor', before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the 'Bidder/ Contractor' from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

### **Section 4 - Compensation for Damages**

- 1) If the Principal has disqualified the 'Bidder/ Contractor' from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from 'Bidder/ Contractor' the damages equivalent to Earnest Money Deposit/ Bid Security.
- 2) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

### **Section 5 - Previous transgression**

- 1) Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- 2) If Bidder makes an incorrect statement on this subject, he can be disqualified from the tender process, or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

### **Section 6 - Equal treatment of all Bidders/ Contractors/ Subcontractors**

- 1) In the case of Sub-contracting, the Principal Contractor shall take responsibility for the adoption of the Integrity Pact by the Sub-contractor.
- 2) The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.
- 3) The Principal shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

### **Section 7 - Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)**

If the Principal obtains knowledge of the conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

### **Section 8 - Independent External Monitor**

- 1) The Principal appoints a competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively whether and to what extent the parties comply with the obligations under this agreement.
- 2) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He/ she reports to the Head of the Procuring Organisation.
- 3) The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal, including that provided by the contractor. The Contractor shall also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- 4) The Monitor is under contractual obligation to treat the information and documents of the Bidder/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform the Head of the Procuring Organisation and recuse himself/ herself from that case.
- 5) The Principal shall provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the contractor. The parties offer the Monitor the option to participate in such meetings.
- 6) As soon as the Monitor notices, or believes to have noticed, a violation of this agreement, he shall so inform the Management of the Principal and request the Management to discontinue or take corrective action or to take other relevant action. The monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.
- 7) The Monitor shall submit a written report to the Head of the Procuring Organisation within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.

- 8) If the Monitor has reported to the Head of the Procuring Organisation, a substantiated suspicion of an offence under relevant IPC/ PC Act, and Head of the Procuring Organisation has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- 9) The word 'Monitor' would include both singular and plural.

**Section 9 - Pact Duration**

This Pact begins when both parties have legally signed it. It expires for the contractor 12 months after the last payment under the contract and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above unless it is discharged/ determined by the Head of the Procuring Organisation.

**Section 10 - Other provisions**

- 1) This agreement is subject to Indian Law. The place of performance and jurisdiction is the Registered Office of the Principal, i.e., Lucknow.
- 2) Changes and supplements, as well as termination notices, need to be made in writing. Side agreements have not been made.
- 3) If the contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- 4) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement with their original intentions.
- 5) Issues like Warranty/ Guarantee etc. shall be outside the purview of IEMs.
- 6) In the event of any contradiction between the Integrity Pact and its Appendix, the Clause in the Integrity Pact shall prevail.
- 7) For and on behalf of the Principal

Chief Administrative Officer  
IIM Lucknow  
For and on behalf of 'Institute'

(Name of the Officer and Designation)  
(Office Seal)  
For and on behalf of the Principal

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

**DEPONENT**

**Note: Deponent will be the authorized signatory of the Applicant**

**FINANCIAL BID**

(This format is only for reference. Do not quote your rate in this. A separate excel sheet (BoQ) has been made available on eProcure portal. The same shall be uploaded after filling the rates. The rates must NOT be disclosed in the Technical Bid. Disclosing of rates in the Technical Bid will result in Technical Disqualification)

Validate

Print

Help

Tender Inviting Authority: Indian Institute of Management Lucknow

Name of Work: Housekeeping and Catering services at IIM Lucknow

**FINANCIAL BID FOR PROVIDING HOUSEKEEPING AND**

<b>Name of the Bidder/ Bidding Firm / Company :</b>	
<p><b>PRICE SCHEDULE</b></p> <p>(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )</p> <p><b>Note: The bidders are asked to quote for yearly indicative quantity of items requiried. However, the billing will be as per actual consumption on monthly basis. There is no guarantee of any minimum business / quantity. Bidder must read the 'Units column carefully before filling. Bidders shall quote the excluding GST.</b></p>	

NUM-BER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #
Sl. No.	Item Description	Quantity	Units	BASIC RATE In Figures To be entered by the Bidder in Rs. P	TOTAL AMOUNT Without Taxes in Rs. P
1	2	4	5	13	53
1	<b>Housekeeping services</b>				
1.01	Providing consolidated yearly charges for providing Housekeeping services (Minimum manpower requirement as per Annexure-VI of the NIT) as per the scope of work specified in the tender/ quotation document including PF, ESI as applicable and other allowances (Central Govt. minimum wages Act (Labour) to be applied) Unit: Fixed Charges for one year	1.000	Fixed Charges for one year		
1.02	Cleaning materials Johnson & Diversey make or its equivalent with R1 to R10 range products OR its equivalent (Equivalent Product to be approved by MDP office Unit: Fixed Charges for one year	1.000	Fixed Charges for one year		

1.03	Charges for Supply of bed sheets, bed covers, duvet/comforters, duvet/comforter linens including dry cleaning charges Unit: One set	38000.000	Set		
1.04	Toiletries supplies sets: (Unit is one set containing: one unit of each: Shampoo 30 ml, Shower Gel 30 ml, Body Moisture 30 ml (All three of Natural Aroma or its equivalent) and Bath Soap – 10 g Moisturizing soap with enriched cream (Branded Lux / Hamam / Natural / Equivalent) (Equivalent item, be pre-approved by MDP Office)	38000.000	set		
1.05	Contractors Admin. / Service Charge Unit: Fixed charges for one year	1.000	Fixed charges for one year		
1.06	Charges for the supply of welcome kit consisting of Tooth Brush, Small Tooth Paste Disposable Razor, Shaving foam small (from five best brands) Unit: One kit	7200.000	Kit		
2	<b>CATERING SERVICE</b> Providing consolidated yearly charges for providing Catering services (Minimum manpower requirement as per Annexure-VI of the NIT) as per the scope of work specified in the tender/ quotation document including PF, ESI as applicable and other allowances (Central Govt. minimum wages Act (Labour) to be applied) Unit: Fixed Charges for one year				
2.01	Bed Coffee/ Tea Tea/Coffee sachets, milk sachets and sugar cubes to be provided.	120000.000	unit		
2.02	<b>Breakfast</b> Cornflakes/ porridge with milk. Two eggs to order, bread plain or toast, butter, jam, sauce, etc. with Any Two veg items of the following list per day- Medium size puri with bhaji Or stuffed parantha with curd Or vada or masala dosa or idli or upma Or chiwda with sambhar and chutney Or vegetable cutlet with chutney (More variety of items may be proposed by Bidder) Seasonal Fruit Tea/ Coffee	38000.000	unit		
2.03	<b>Lunch &amp; Dinner (Menu - 1)</b> Service in Bone China crockery and with cloth Napkin Soup, One Non-Veg dish, Paneer dish/ kofta/ mushroom, seasonal vegetable, Dal (diff. preparations) / Kadi, Curd / Raita, Basmati Rice / Pulao, Chapati/ Tandoori Roti/Poori (one type as per requirement), two type salad, Papad, Pickle, one desert, fresh fruits, etc.	38000.000	unit		
2.04	<b>Lunch &amp; Dinner (Menu - 2)</b> Service in Bone China crockery and with cloth Napkin Soup, Two Non-veg dish, Paneer dish/ Kofta/ Mushroom, Two seasonal vegetable (baked/saute), Dal (diff. preparations) / Kadi, Curd/ Raita, Basmati Rice/ Pulao, Chapati/ Tandoori Roti and Rumali Roti/Poori (any two types as per requirement), three types salad, Papad, Pickle, two deserts, fresh fruits etc.	200.000	unit		

2.05	<b>Lunch &amp; Dinner (Menu -3)</b> Soup, Three Non-veg dish, Paneer dish/ Kofta/ Mushroom, Three types seasonal vegetable (baked/saute/Tawa), Dal (diff. preparations)/ Kadi, Curd/ Raita/Dahi Vada, Basmati Rice/Biryani /Pulao, Chapati/Tandoori Roti/ Naan/ Parantha/ Roomali Roti/ Kulcha/ Poori/Kachori (any three as per requirement), One extra cuisine type - Chinese/Italian/Continental three types of salad, Papad, Pickle, two desserts, fresh fruits, ice-cream etc. One Veg and One Non-Veg Starter On special Occasion	6000.000	unit		
2.06	Snacks: Veg-Kebab	6000.000	unit		
2.07	Snacks: Non-Veg kebabs	6000.000	unit		
2.08	Sandwiches Cheese/Egg/Vegetables)	6000.000	unit		
2.09	Paneer Pakoda/ Samosa/ Cutlet/ Spring roll/ vada/ cheese balls/ ground nuts, Baked Items etc.	6000.000	unit		
2.1	Chinese Platter - Noodles/Rice, Side Dish (Veg)	1.000	unit		
2.11	Chaat Counter with Gol-gappa, Aloo-tikki chat, matter- chat and papdi chat for 25 persons	1.000	unit		
2.12	Tea for meetings Tea/ coffee/ with biscuits/baked items/ wafers/ cheesings/	38000.000	unit		
2.13	Evening tea with snacks Tea with snacks (heavy fried or sandwich, cookies, etc.)	38000.000	unit		
2.14	High Tea (type-1) for programs / meetings One sweet (approx.. 25gms), tea-cake one fried item, sandwich/equivalent, biscuits/cookies/wafers/cheesings, cake, fruits	400.000	unit		
2.15	High Tea (type-2) for High level meeting/BoG etc Two sweets, cashew nuts (approx. 40gms), one fried item, sandwich / equivalent, two types of biscuits / cookies/ cake, fruits. On special Occasion	1.000	unit		
2.16	Green/lemon/flavored tea	1.000	unit		
2.17	Fruit Baskets (about ½ kg)	1.000	unit		
2.18	Bottled Water (500 ml) (Bislery/Aquafina/Kinley)	12000.000	unit		
2.19	Bottled Water (1 Ltr) - Bislery/Aquafina/Kinley	6000.000	unit		
2.2	Jal Jeera or fresh lime water	1200.000	unit		
2.21	Thandai	1200.000	unit		
2.22	Buttermilk	1200.000	unit		
2.23	Juice (100 ml) - Real Juice/Tropicana	1200.000	unit		
2.24	Juice (200 ml) - Real Juice/Tropicana	1200.000	unit		
2.25	Soft Drinks (200-300 ml) - Coke/Pepsi etc	1200.000	unit		
2.26	Kulfi etc. - Branded	1200.000	unit		
2.27	Bonfire (quote for one qty)	24.000	unit		

#### Important Notes for the bidder:

1. This format is only for reference. Do not quote your rate in this. A separate excel sheet (BoQ) has been made available on eProcure portal. The same shall be uploaded after filling the rates. The rates must NOT be disclosed in the Technical Bid. Disclosing of rates in the Technical Bid will result in Technical Disqualification.

2. 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 MDP Office and changed upon feedback received, IIM Lucknow Campus to ensure variety in Breakfast/Lunch/Dinner served to guests.
3. 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.
4. The contractor also needs to serve Super Special Menus (as required by the competent authority) occasionally during several Institutional Events.
5. The MDP office approval will be mandatory for the selection of Materials that come under the perview of being procured by the contractor.
6. The quoted price should be exclusive of all taxes and levies. Taxes as applicable shall be paid extra to the appointed contractor.
7. Monthly billing will be as per actual numbers

**IIM Lucknow MDP premises**

**Annexure IV**

<b>S.No.</b>	<b>Name of Building</b>	<b>No. of Rooms</b>	<b>Accommodation &amp; Facilities</b>	<b>Total Area (approx.) (in Sqm)</b>
<b>1</b>	<b>MDP Manthan Block</b> Consisting of Ground Floor, 1 <sup>st</sup> Floor & Terrace and surrounding area.  <u>Service to be provided</u> Catering & Housekeeping		<b>Ground Floor</b> 3 classrooms, One Tea lounge, MDP Office, Computer Centre. 6 toilets/common 6 urinals & all passages	<b>1,870</b>
			<b>1st Floor</b> 4 classrooms, 2 Syndicate rooms, One Tea lounge, 4 toilets/common 6 urinals & all passages	
		01	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.	
<b>2</b>	<b>Patanjali Guest House</b> Consisting of G.Floor, 1 <sup>st</sup> Floor, 2 <sup>nd</sup> Floor, & Terrace and the surrounding area.  <u>Service to be provided</u> Catering & Housekeeping	32	Single furnished rooms (attached bath/toilet)	<b>4300</b>
		32	Double furnished rooms (attached bath/toilet)	
		01	Reception Area (furnished)	
		06	Pantry Rooms used as Stores	
		06	Washrooms (6 toilets/6 urinals)	
		07	TT Room/Yoga Room/Store Rooms/Computer Centre/Exam Halls & all passages	
		02	Pantry/Dining Hall	
		02	Big Halls (Old items store & Open Hall)	
		01	Lawn. A & B Block Open area (Ground Floor) & Plants inside	
01	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.			
<b>3</b>	<b>Chanakya Guest House &amp; Chanakya Dining Hall</b>  <u>Service to be provided</u> Catering & Housekeeping	43	Single furnished rooms (attached bath/toilet)	<b>2,000</b>
		20	Double furnished rooms (attached bath/toilet)	
		01	Dining room attached with 202 Room	
		01	Reception Area	
			All passages	
		02	Lawns & all plants inside	
		02	One Kitchen, One Cold Storage Room, One Big Dining Hall & Small Dining Hall, One Waiting room, Two Toilets, 3 Urinals,	



		Terrace	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.	
<b>4</b>	<b>Aryabhata Guest House &amp; Dining Hall</b>  <b><u>Service to be provided</u></b> Catering & Housekeeping	Basement	Car parking	<b>5500</b>
		1 <sup>st</sup> Floor	22 Suite rooms (44 Rooms + 22 bath/toilet) 2 rooms & 1 VIP Suit, One Dining Hall, one Kitchen, Pantry, Dish washroom, all passages, Open area & steps	
		2 <sup>nd</sup> Floor	44 rooms & 22 bath/toilet, 2 rooms, One TV Lounge	
		3 <sup>rd</sup> Floor	44 rooms & 22 bath/toilet (only cleaning) 2 rooms, One TV Lounge, all passages & steps	
		4 <sup>th</sup> Floor	One Big Hall	
		5 <sup>th</sup> Floor	One Big Hall	
		Terrace	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.	

**Note: 1. The total area mentioned is inclusive of lifts, stairs, corridors, connecting areas etc.  
2. The scope of services may be extended based on new constructions.**

All the buildings are in reasonably good condition. The offices are well equipped with telephones, computers, etc. The Guest Rooms are well furnished and equipped with internal telephone, television, and hot and cold water supply. Each Guest room has an attached toilet and independent balcony sit-out.

IIM Lucknow Campus must be maintained as a high-end facility for our visiting academic community, ensuring state-of-the-art housekeeping and catering and service management at the level of a **Three Star Standard Services**.

**CHECKLIST OF DOCUMENTS FOR UPLOADING AS PART OF THE TECHNICAL  
BID**

<b>S.No</b>	<b>Description</b>	<b>Attached on Page No.</b>
1	Technical Bid with all filled and signed Annexures, supporting documents	
2	Earnest Money Deposit (EMD) or valid certificate for claiming exemption from deposit of EMD	
3	Copy of GST Certificate	
4	Copy of PAN	
5	Copy of CA certificate / Balance sheets for three financial years (2022-23, 2021-22 and 2020-21)	
6	Copies of EPF and ESI Certificates	
8	List of clients where similar work was/ is carried out and details of contact person(s). – Refer eligibility criteria	
9	Relevant work order and filled & signed Annexures.	

Additional Information, if any  
(Attach separate sheet, if required) \_\_\_\_\_

Certified that all above information's are correct to the best of my/ our information, knowledge and belief.

Dated Signature & Seal of the Bidder

**ANNEXURE – VI**

**To be submitted on Bidder's letter head duly signed & stamped**

**DETAILS OF MINIMUM MANPOWER REQUIRED**

The below tables provides the indicative duty versus manpower allocation that is a minimum required for efficient service delivery the Contractor.

The contractor shall hire and depute sufficient manpower with required set of skills for providing the catering services in the most efficient manner and as per the scope of work mentioned in the tender document.

**a) Food and Beverage Staff / Catering Services :**

SN	Designation	First shift	Second shift	Night shift	General shift	Total Manpower per day
1.	Manager				1	1
2.	F&B Supervisor	1			1	2
3.	Senior Steward	1			1	2
4	Steward	5		1	4	10
5	Chef				2	2
6	Sou Chefs	1		1	1	3
7	Assistant Chefs	1				1
8	Pantry Man				1	1
9	Dishwashers				1	1
10	F&B (Manthan)				3	3
	<b>Total Food &amp; Beverage Staff</b>					<b>26</b>

**b) House Keeping**

SN	Designation	First shift	Second shift	Night shift	General shift	Total Manpower per day
1.	House-keeping Supervisor	1	1		1	3
2	House-keeping Room Boys	8	2	2	8^	20
3	Gardener				2	2
4	Receptionist	1		1	1	3
5	Golf kart Drivers				2	2
	<b>Total Housekeeping Staff</b>					<b>30</b>

^including 4 for Manthan (Office & class rooms)

It may be noted by the contractor that the manpower deputed for housekeeping services MUST NOT be utilized for catering services.

**Annexure VII**  
**(to be used after award by the Successful bidder)**

Realtime / Daily Room Allocation sheet  
(to be maintained by the contractor and to be shared through common sharing mode on real-time basis with MDP Office]

**(A) Chanakya Guest House**

Room No.	Name of the guest	Booked by MDP Office /Faculty/Any other	Type S/D	Check-in (Date & Time)	Check-out (Date & Time) based on booking

**(B) Patanjali Guest House**

Room No.	Name of the guest	Booked by MDP Office /Faculty/Any other	Type S/D	Check-in (Date & Time)	Check-out (Date & Time) based on booking

**(C) Aryabhata Guest House**

Room No.	Name of the guest	Booked by MDP Office /Faculty/Any other	Type S/D	Check-in (Date & Time)	Check-out (Date & Time) based on booking

**FORMAT OF AGREEMENT**

THIS AGREEMENT is made on the.....between the Indian Institute of Management, Lucknow hereinafter called “the Institute” which expression shall, unless excluded by or repugnant to the context be deemed to include his successors in office and assigns of the one part

AND

\_\_\_\_\_ (hereinafter called “Firm/Contractor” which expression shall, unless excluded by or repugnant to the context, be deemed to include his successors, heirs, executors, administrators, representatives).

WHEREAS the Institute invited bids through the NIT No.- \_\_\_\_\_ dated \_\_\_\_\_ for “Providing Transport Services (Bolero/Equivalent) at IIM Lucknow” for Indian Institute of Management, Lucknow. The Firm submitted an offer against aforesaid GeM Bid/ tender and the Institute awarded the contract the Firm vide GeM Contract No. GEMC-511687780966317 dated 23-Feb-2023. The Firm Accepted the contract and started providing the services as per the scope of work with effect from 1<sup>st</sup> April 2023.

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS: -**

1. That in this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. That the following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
  - a. NIT NO. \_\_\_\_\_ dated \_\_\_\_\_
  - b. Corrigendum / Addendums, if any.
  - c. Bid (technical & financial bids) submitted by the Firm
  - d. Clarification (if any) provided by the Firm and accepted by the Institute
  - e. Letter of Intent / Work Order No. \_\_\_\_\_ dated \_\_\_\_\_.
  - f. Acceptance of the above work order by the Firm.
  - g. Any other documents forming part of the contract.
3. That the Firm is working for IIM Lucknow as per terms and conditions of NIT No.- \_\_\_\_\_ dated \_\_\_\_\_ and the organization details, as on date, are as follows:

I. Name of the Contractor/Firm : \_\_\_\_\_  
II. Telephone No. : \_\_\_\_\_  
III. GSTIN No. of the Firm : \_\_\_\_\_

4. NOW IT IS HEREBY AGREED AS FOLLOWS

- i. In consideration of the payments to be made to the contractor as hereinafter provided the Contract shall upon and subject to the said conditions to provide housekeeping and catering services shown upon the said contract and such further detailed services as

may be furnished to him by the said Institute and described in the said conditions, and the said priced schedule of quantities.

- ii. The Institute shall pay the Contractor such sums as shall become payable hereunder at the time and in the manner specified in the said conditions.
- iii. Prestige standard of housekeeping and catering services is the essence of the contract. In the event of the contractor failing to comply with the conditions, he shall be liable to pay compensation/penalty in the manner specified in the said condition.
- iv. The conditions and priced schedule of quantities above mentioned shall form the basis of this contract and the decision of the Director or Arbitrator or Umpire as mentioned in the conditions of Contract in reference to all matters of dispute as to material, workmanship or account and as to the intended interpretation of the clause of this agreement or any other document attached hereto shall be final and binding on both parties and may be made a rule of court.
- v. The said contract comprises the services above mentioned and all the subsidiary services connected in addition to that within the same premises all may be ordered to be done from time to time by the said institute even though such services may not be shown or described in the said conditions or the priced schedule of quantities.
- vi. The Institute reserves the right of altering the nature of the services and of adding to or emitting any items of services or of having portions of the same carried out departmentally or otherwise, and such alterations or variations shall not vitiate this contract.
- vii. The said conditions and annexure thereto shall be read and construed as forming part of this agreement and the parties hereto will respectively abide by and submit themselves to the conditions and stipulations and perform the agreement on their parts respectively in such conditions contained.
- viii. All disputes arising out of or in any way connected with this agreement shall be deemed to have arisen in Lucknow, and only courts in Lucknow shall have jurisdiction to determine the same.
- ix. The several parts of this contract have been read to us and fully understood by us.

5. **Scope of Work:** WHEREAS the Contractor having represented to the Institute, that they have the required Professional skills, Personnel and financial resources, have agreed to provide the services as mentioned in the NIT No. \_\_\_\_\_ on the terms & conditions set forth herein. The services shown upon described in the detailed Scope of Work and the said priced schedule Annexure-III A to D of quantities at the respective rates mention in the price schedule of quantities.

6. **Period of Contract:** The initial contract period will be for a period of one year with effect from \_\_\_\_\_. This may be extended for another four years on yearly basis, subject to satisfactory performance of the Firm and mutual consent of the both the parties i.e. the Institute and the Firm.

7. **Rate: As per filled** Annexure-III (copy enclosed), submitted by the Firm as part of their financial bid

8. **Payment Terms-** Payment will be made on monthly basis within 30 days on submission of valid invoice(s) with all necessary enclosures duly certified by the user department. All Payment will be made electronically through NEFT/RTGS, and therefore the firm is requested to submit the

bank details while raising the bill(s) (Name of firm, Name of Bank, Account Number, Name of branch and code & IFS code) and against the bill in duplicate along with delivery challan, wherever applicable.

9. **Performance Security Deposit:** Performance Security Deposit of Rs \_\_\_\_\_ has been submitted in form of \_\_\_\_\_ (No. \_\_\_\_\_ dated 04/03/2023), issued in favour of Indian Institute of Management Lucknow. This will be returned after 60 days from completion or termination of contract period without bearing any interest. The Firm will be required to extend the validity of the FDR in case of extension of the contract, if any. It is distinctly understood that the IIM Lucknow shall be entitled to appropriate all dues and/or expenses that will be due and payable by the contractor to IIM Lucknow under the items hereof, and/or result of IIM Lucknow suffering or incurring any damages and/or extra expenses by employing any services to IIM Lucknow consequent to the failure of the contractor to discharge the said services and/or any part or parts thereof to the satisfaction of IIM Lucknow without prejudice to its right against the contractor for damages under the Law, and that shall be recovered from contractor's monthly bill and/or security deposits.
10. The agreement shall be effective for the contract period of one year with effect from \_\_\_\_\_ (date of starting operations) and will remain effective during the extension(s) of the contract, if any.
11. Other terms and conditions will be as per the NIT No.- \_\_\_\_\_ dated \_\_\_\_\_ and Letter of Intent/ Work Order No. \_\_\_\_\_ dated \_\_\_\_\_.

On behalf of Firm _____ Address: _____ _____	On behalf of the Institute Indian Institute of Management Lucknow Prabandh Nagar, IIM Road , Lucknow-226013
Signature Name/Status Date: .....	Signature Name/Status Date: .....
Witness:	Witness: