



भारतीयप्रबंधसंस्थान, लखनऊ

**Indian Institute of Management Lucknow**

Prabandh Nagar, IIM Road, Lucknow – 226013 (UP)

Website: [www.iiml.ac.in](http://www.iiml.ac.in)

Phone :+91 522 6696988

E-mail:osd@IIML.ac.in

Tender No.: IIM LUCKNOW/Cafeteria/131/Admn/2018

Date : 13/09/2018

TENDER TO LEASE OUT PREMISE FOR ESTABLISHING CAFETERIA AT IIM LUCKNOW CAMPUS

1.	Tender No.	IIM LUCKNOW/Cafeteria/131/Admn/2018
2.	Name of the Work	LEASE OUT PREMISE FOR ESTABLISHING CAFETERIA AT IIM LUCKNOW CAMPUS
3.	EMD	Rs. 25000/- (Rupees Twenty Five Thousand only) Refundable
4.	Tender Release Date	13 <sup>th</sup> September 2018 (Thursday)
5.	Tender Due Date and Time Technical Bid Opening	04 <sup>th</sup> October, 2018 (Thursday) at 12:00 PM 08 <sup>th</sup> October, 2018 (Monday) at 3:00 PM
6.	Financial Bid Opening Date & Time	Will be informed later
7.	Tender Document	A free view of NIT available on institute website <a href="http://www.iiml.ac.in">www.iiml.ac.in</a> and Complete Tender Document is available for download from <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>
8.	Type of Bid	Tender to be submitted following <b>Two Bids</b> on <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>
9.	Scope of Work	General Terms and Conditions
10.	Eligibility Criteria	Refer General Terms and Conditions
11.	Start of Cafeteria	27 <sup>th</sup> October, 2018
12.	Mobilization Period	Within 40 Days
13.	Procedure to Submit the Bid	E-tendering i.e. bid should be submitted on <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a>

**Introduction & Purpose of Tender**

IIM Lucknow wants to lease out its space in Commercial Plaza to establish a cafeteria. It will be a comfortable, stylish point for meeting and eating with professional management similar to an upmarket restaurant. It should be able to cater to the needs of the Students, Faculty, and Staff along with families on campus. This cafeteria will serve breakfast, lunch & dinner and also host multiple get-together and parties of the IIM LUCKNOW community members, alumni and senior executives from the industry. It should be able to be a signature restaurant representing the rich culinary culture of Lucknow, the city of Nawabs.

## PRE-QUALIFICATION REQUIREMENTS TO BE PROVIDED IN THE TECHNICAL BID

1. The lessee shall have to attach his Permanent Account Number (PAN), Adhaar Card, GST registration copy along with the Technical Bid.
2. The lessee shall ensure the compliance to various legal obligations as applicable to restaurant operation.
3. The Technical Bid should contain duly filled in and signed Part I and II of the Tender, Earnest Money Deposit and other supporting documents as mentioned in the Part I. Along with this a Cafeteria Vision document, Renovation Plan, & Air conditioning Plan has to be provided.
4. In pursuant to IIM Lucknow vision of its cafeteria as a comfortable, stylish point for meeting and eating with professional management it is important that following stipulations are compulsorily observed:
  - a. The Cafeteria Manager must have MBA Degree in Hotel Management / hospitality or any similar professional degree.
  - b. The Head Chef of the Cafeteria must possess more than 15 years of work experience, with expertise in Awadhi, Mughlai, Lucknowi cuisine gained by working in a reputed private limited restaurant.
  - c. Lessee should be ready to invest at least Rs20 Lacs (Rupees Twenty Lac) in developing the infrastructure of the cafeteria. Lessee will also have to present the specific masonry renovation requirements to create an infrastructure of the level of an upmarket restaurant. A specific plan for air-conditioning plan has to be provided to the institute. Scanned copy of all such plans have to be uploaded and a hard copy of the same submitted in the TECHNICAL BID. Masonry renovations will be provided by the institute. However, the air-conditioning, interior décor, furnishing, seating, lighting, sound and kitchen infrastructure has to be created by the lessee. This plan has to be mentioned in the Cafeteria Vision document. Same has to be included in the Technical Bid.
  - d. The vision document should also state additional facilities/services to be offered by the party
5. The above Pre-qualification requirements has to be adhered to during the lease period. Failing which the lease will be terminated.
6. **In the Financial Bid the bidder is required to mention the maximum lease rent he/she agrees to pay. The qualified Firm/Agency quoting highest bid will be awarded the lease to establish a cafeteria.**



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Tender No. IIM LUCKNOW/Cafeteria/131/Admn/2018 dated 13<sup>th</sup> September 2018

**GENERAL TERMS AND CONDITIONS**

1. The Tender Document has (a) Notice Inviting Tender (**01 page**), (b) General Terms and Conditions (**01 page**) (c) Specific terms and conditions (**03 pages**) and (d) **Part I-III (03 pages)**. The Tender document is available on central procurement portal [www.eprocure.gov.in](http://www.eprocure.gov.in) and view of NIT is available on IIM Lucknow Website under the link <http://www.IIM Lucknow.ac.in/> and can be downloaded free of cost.
2. The Bids should be submitted in **two-bid system**. One envelope should contain Technical Bid and the other envelope should contain Price Bid. Bids are to be submitted through e-tendering system i.e. on [www.eprocure.gov.in](http://www.eprocure.gov.in). Price bids of only the Technically Qualified bidders will be opened.
3. **Tender Fee and Earnest Money Deposit (EMD)** -The bidders have to submit a scanned copy of tender fee (non- refundable) of Rupees 500/- (Rupees Five Hundred only) and an EMD of **Rs. 25,000/-**(Rupees Twenty Five Thousand only) by way of a Demand Draft/Banker's cheque (in favor of **IIM Lucknow** and Payable at Lucknow) online and submit hard copies of the same along with their Technical bids to the address mentioned below:

To,

THE OFFICER ON SPECIAL DUTY (OSD)  
Indian Institute of Management Lucknow  
Prabandh Nagar, IIM Road, Lucknow – 226013 (UP)

Technical Bids without requisite amount of EMD shall be summarily rejected, once submitted, withdrawal of bids is not permitted and shall result in forfeiture of the EMD by the bidder. EMD will be forfeited in case the tender is not bonafide or the tenderer modifies or revokes the tender during the period the tenders are kept open. The decision of IIM Lucknow whether the tender is bonafide or not, is final and conclusive, and is binding on the tenderer. The earnest money is also liable to be forfeited in case the tenderer produces false information or documents to take the tender or withdraws his offer.

4. **Return of EMD:** The EMD of unsuccessful Firm/Agency will be refunded preferably within 15 working days from the date of order acceptance by the successful bidder. It is to be noted that the unopened price bid of unsuccessful bidders (i.e technically not accepted offer) will be returned along with the EMD.
5. **The Price Bid should contain only the duly filled in Part III of the Tender.** The bidder shall quote the maximum monthly Lease rent he intends to pay to IIM Lucknow. The approximate floor area for establishing the Cafeteria may be 2100 sq. ft. The highest lease rent offering bidder from amongst the Technically Qualified Bidders and fulfilling all the terms and conditions of IIM Lucknow Tender, shall be awarded the lease.
6. The tender shall be submitted only in the name of the registered firm, not by any Third Party. Third Party tenders shall be rejected summarily.
7. The Bids should be valid for 90 days at least, from the date of submission of bids.
8. Late/Delayed tenders shall not be accepted. IIM Lucknow will not be responsible for any Postal/Courier delay.
9. Any incomplete bid shall be rejected.

### **Specific Terms and Conditions**

(Invitation to tender and instruction to bidders)

1. To run Cafeteria at IIM Lucknow. Objective is to create a cafeteria like an upmarket restaurant. It should be able to cater to the needs of the Students, Faculty, and Staff along with families on campus.
2. To develop this cafeteria as a one stop solution for breakfast, lunch and dinner and also multiple get-togethers and parties of the IIM Lucknow community members. It should be able to be a signature restaurant representing the rich culinary culture of Lucknow, the city of Nawabs.
3. The lease will be initially for a period of 6 (six) years. The Director, IIM Lucknow at his discretion may extend lease on year to year basis, subject to a maximum of two years, if agreed upon mutually. After completion of initial period of six years, the lease rent will increase by 10% (ten percent) per year in case of extension of lease.
4. The bidder must visit the site and gather a clear idea about the identified space before submitting the quotation. For visit, bidders may contact Brig Dinesh Sharma VSM (Retd),OSD, IIM LUCKNOW
5. The IIM LUCKNOW shall have the right to review the working of the cafeteria from time to time through a faculty monitoring committee comprising of Faculty members as nominated by the Director. At any time, if it is found that the lessee has failed to fulfill any of the conditions of the lease or that his working is unsatisfactory, IIM LUCKNOW may terminate this lease after giving a one-month notice. However, no such notice will be necessary if the lease is terminated on the grounds of serious misconduct.
6. The lessee shall be responsible for the loss or damage to the assets, if any, handed over to him by IIM LUCKNOW

7. IIM LUCKNOW shall not be responsible for any kind of injury/loss of life to any worker of the lessee that may take place inside or outside the IIM LUCKNOW premises. Any compensation or expenditure towards treatment for such injury or loss of life shall be the sole responsibility of the lessee.
8. The lessee shall strictly abide with all Govt. rules/orders/regulations regarding employment of staff on contract basis. In particular, salary/wages shall be paid in the Bank Account of the employee and every month salary/wages disbursement certificate has to be submitted to the concerned authority in IIM Lucknow.
9. Payment of necessary Provident Fund / ESI Contributions of the employed personnel shall be made and proof of having remitted the same from the EPF organization/ESIC will be submitted to IIM LUCKNOW.
10. Lessee shall be required to execute an agreement in the prescribed format before awarding of the cafeteria lease.
11. IIM Lucknow reserves the right to cancel the Tender at any stage, without assigning any reasons.
12. Subletting of cafeteria premise is not permissible.
13. Quotations qualified by such vague and indefinite expressions such as "Subject to immediate acceptance" or "Subject to prior sale" shall not be considered.
14. The service hours of the cafeteria shall be from 09 AM to 10.00 PM daily. Any change like timing of operation, rate of items, and any additional item to be included in the approved list will require the permission of the concerned authority in IIM Lucknow.
15. The lessee shall not transfer or assign any part of his business through this lease to any other party as sub-contract / sublet.
16. The lessee shall have proper a` la carte menu. Faculty monitoring committee may ask lessee to justify rates which lessee shall do by comparing its prices with the open market menu rates in upscale restaurants of Lucknow.
17. The lessee shall be required to pay electricity and water charges for the area allotted to him along with lease rent to IIM Lucknow. Non-payment of any dues will lead termination of lease.
18. The lessee and his staff shall make their own residence arrangement outside the premises of the IIM Lucknow. No one will be granted permission to stay in the cafeteria during night or during no-functional hours.
19. The Manager should be able to speak minimum English and Hindi.
20. The lessee may be given responsibility of providing snacks during faculty meetings, BOG meetings, national festival celebrations etc. at a reasonable advance notice. Organizing timely and good quality food and service will be the responsibility of the lessee.
21. The lessee and his staff shall remain polite and well behaved with the students, staff and the guests of IIM Lucknow. If it is found contrary, the lease can be terminated without any notice.
22. The lessee shall have to register all his employees who will be working in the cafeteria along with a copy of their photographs, residential details, Aadhar copy for clearance by the IIM Lucknow security.
23. The lessee shall have to issue appropriate uniform and photo ID card to all his staff working in the cafeteria.

- a. Cooking Personnel: Should wear Aprons and Caps
- b. Servicing Personnel: Should wear Aprons, Caps, and Hand Gloves
24. Proper monitoring and safekeeping of items shall be done by the lessee, IIM Lucknow shall not be responsible for any theft in the cafeteria.
25. The lessee should always maintain excellent quality furniture in the cafeteria.
26. The lessee should always maintain excellent hygiene and clean atmosphere in-side as well as out-side the cafeteria. The lessee should ensure proper waste disposal through his own resources during the currency of the lease. If it is found contrary, the lease can be terminated without any notice.
27. The lessee should always maintain a feedback book. The Faculty Monitoring Committee of the Institute will periodically go through the book. Failure to produce the same will be taken seriously and a fine will be imposed.
28. The lessee must keep money in change and must not use toffee, chocolate or any other item in lieu for change. The lessee must provide e-transaction options like PAYTM, Credit Card etc.
29. The Bidder/lessee shall not be an employee or a close relative (including son, daughter, and siblings of self or spouse) of any employee of IIM Lucknow or any other central/state government organization. The lessee must submit a declaration to this effect.
30. Lessee will be free to use and display his brand name.
31. Serving/Use of Alcohol, Tobacco products, Drugs within the cafeteria is strictly prohibited. Any violation of this clause, will lead to immediate termination of the lease.
32. The Cafeteria will run all the yearlong and will not close its operations during the summer vacations.
33. In case of termination of this lease, under any circumstances, IIM Lucknow will not compensate any financial loss incurred by the lessee.
34. The following approved list items will have to be offered on fixed rates as provided below.

S.NO	ITEM DETAILS#	PRICE*
1.	Tea with tea bag (150 ml)	Rs7.00 (Rupees Seven only)
2.	Packaged & sealed drinking water/Cold drink/Fruit Jam	On MRP
3.	Veg Breakfast-2 slices Bread + 01 Butter Chiplet + 02 Eggs Omlette + 01 sauce satchet	Rs. 35.00 (Rupees Thirty Five only)
4.	Standard Veg Meal (Lunch) Rice (150 gms) +02 Paranthas or 04 Rotis + Dal (150 gms) + Mix Veg (100gms) +Pickle satchet + Curd (100 gms) OR Sweet (40 gms) + Packaged Water glass (250 ml)	Rs. 50(Rupees Fifty only)

\*Rates may be revised as and when revision takes place in IRCTC rate chart.

#Lessee is free to provide additional items over and above this list in accordance with the guidelines given in item No. 16 (page 5).

#Items Details can also be monitored by the Faculty Monitoring Committee as and when required and canalsobe changed as per need of the Institute.



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**PART I**

**TECHNICAL BID**

S.No.	Description	Details to be furnished by the Tenderer	Details of Documentary evidence submitted	Compliance by the Tenderer (Yes/No)
1.	Name of the company with registered address		Attested copy of registration, if available	
2.	Phone, Fax, Email, Mobile and Name of Contract Person			
3.	<b>PAN &amp; GST details</b>			
4.	Self-Declaration to comply with legal obligations as mentioned in Prequalification Point 2.			
5.	Details of EMD			
6.	<b>Vision Document along with Proposed Expense (Investment) Details</b>			
7.	Qualification & Experience details of the Manager as per Prequalification Point 4 (a).		Proofs	
8.	Qualification & Experience details of the Head Chefs as per Prequalification Point 4 (b)		Proofs	
9.	Other facilities/services to be provided by the party		Descriptives/Financials	
10.	Food License issued by Government authority.		Proof	

Date:

Sign of Tenderer with office stamp



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**(To be submitted along with Technical Bid)**

**PART II**

**ACCEPTANCE BY THE TENDERER**

To,

The Director  
IIM Lucknow  
Pin-226013

I/We agree to have read and furnish/abide by **Notice Tender** and **GENERAL AND SPECIFIC TERMS AND CONDITIONS** or such portions thereof as you may specify in the Acceptance of Tender at the prices given in the said schedule in accordance with the above condition and the General and special conditions governing the Contract enclosed hereto on receipt of order for the same.

I/We agree to hold this offer open until 90 days and shall be bound by a communication of acceptance dispatched within the period specified above.

I/We agree to all the terms and conditions of the Tender, I agree that all the information given above are true to my knowledge any false information given therein shall render me disqualified and my contract may be terminated on account of that.

**Sign of Tenderer with official stamp  
Address:**

**Telephone:  
Fax:**

**Station:  
Date:**





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(To be submitted separately not along with the Technical Bid)

**PART III**

To,  
The Director  
IIM Lucknow  
Pin-226013

The Lease Rent which I/We offer to pay to IIM LUCKNOW for operating a Cafeteria at IIM Lucknow Campus is Rs..... (Rupees.....only) per month. GST and other taxes/levies as applicable from time to time.

I/We agree to pay all Electricity, Water Charges, Lease rent etc. as per consumption in running of the Cafeteria at IIM Lucknow Campus.

I/We agree to hold this offer open until 90 days from the date of opening of this Price Bid and shall be bound by a communication of acceptance dispatched within the period specified above.

I/We hereby declare that, I am/We are not an employee or a close relative (including son, daughter, and siblings of self or spouse) of any employee of IIM Lucknow or any other central/state government organization.

I/We agree to all the terms and conditions of the Tender. I agree that all the information given above are true to my knowledge any false information given therein shall render me disqualified and my contract may be terminated on account of that.

**Sign of Tenderer with official stamp**

**Address:**

**Telephone:**

**Fax:**

**Station:**

**Date:**