



# भारतीय प्रबन्ध संस्थान, लखनऊ, नोएडा परिसर

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW, NOIDA CAMPUS

Tender No. IIML-NC/PUR/Housekeeping & Catering Services/2023-24/01

Dated: 26-May-2023

Indian Institute of Management Lucknow Noida Campus Inviting E-tender for Providing Catering & Housekeeping Services for MDP Executive Center (Guest House), IPMX/ PGPSM Hostel, A-1 & A-2 Building, Faculty Residence Block and Seminar Block etc.

Indian Institute of Management Lucknow

Noida Campus, B-1, Sector-62,

Institutional Area, Noida-201307

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

E-mail:- [purchase\\_iimlnc@iiml.ac.in](mailto:purchase_iimlnc@iiml.ac.in)

## NIT SCHEDULE

Name of Work	Providing Catering & Housekeeping Services for MDP Executive Center (Guest House), IPMX/PGPSM Hostel, A-1 & A-2 Building, Faculty Residence Block and Seminar Block etc.
Bid Submission Start Date and Time	15.00 hrs. on 26.05.2023
Date of Pre-Bid Meeting	15.00 hrs 05.06.2023
Bid Submission End Date and Time	15.00 hrs. on 18.06.2023
Date and Time for Opening of Bids (Technical Bid)	15.30 hrs. on 19.06.2023
Date, Time, and Venue for the presentation of shortlisted firms	<b>Will be intimated later-on</b>
Date, Time, and Venue for the opening of quotation, Financial Bid of shortlisted firms	<b>Will be intimated later-on</b>
Duration of contract	The contract would be initially for one year (12 months) and further extendable for another 4 years (48 months), subject to satisfactory service by the contractor.
Mode of submission of the NIT	Online only through the CPP Portal ( <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a> ). Signed using a valid class II/III Digital Signature Certificate (DSC) in the form of a smart card, e-token, etc. in the company's name.
Assistance for Central Public Procurement Portal	For any assistance regarding the Central Public Procurement Portal, a 24x7 helpline number (+91-120-4200462, +91-120- 4001002 or +91-120-4001005) may be used by the bidders.
EMD	The EMD amount of Rs. 5, 00,000/- (Rupees Five Lacs only) shall be accepted only in electronic form by bank account deposit. <ul style="list-style-type: none"> <li>• Payee Name: INDIAN INSTITUTE OF MANAGEMENT LUCKNOW-NOIDA CAMPUS</li> <li>• Banker Name: AXIS BANK LTD.</li> <li>• Account Number: 022010100356060</li> <li>• IFSC Code: UTIB0000022</li> </ul>
Validity of Offer	120 days (about 4 months) from the date of opening the price bid
Tentative cost of the Work	Rs. 2.40 Crore
Contact Information	Head Administration IIM Lucknow Noida Campus, B-1, Sector-62, Institutional Area, Noida-201307, Ph. 0120-6678470

The tender document can be downloaded also from the institute website. Corrigendum, if any would appear on the [www.eprocure.gov.in/eprocure/app](http://www.eprocure.gov.in/eprocure/app) and IIM Lucknow website. IIM Lucknow reserves the right to reject any or all the tenders in part or full without assigning any reasons thereof.

## **INSTRUCTION TO THE BIDDERS**

### **1. Background**

The Indian Institute of Management Lucknow is fourth in the prestigious IIM family of management schools to be established in India. The Institute was established in the year 1984. Since then, IIML has touched millions of lives directly or indirectly through its faculty, alumni, and support staff. IIML molds its students into value-driven leaders, managers, and global players. The institute undertakes a diverse range of academic activities aimed at the creation, dissemination and application of management knowledge and practice.

In 2005, IIM Lucknow expanded its area of influence in the realm of management education by becoming the first IIM to set up a satellite campus exclusively for Executive Education at NOIDA in Delhi NCR region.

IIM Lucknow led in establishing a satellite campus at Noida, a suburb of New Delhi, in the National Capital Region. The Noida campus has a full-time dedicated pool of faculty with in-campus residence facilities for faculty and students. The campus has been developed as a Centre of excellence in executive education. It is the 'IIML way' of contributing to the industry and realizing its vision to remain at the forefront of management thinking and education.

The One-year Full Time Executive MBA (IPMX) International Programme in Management for Executives (IPMX) is a full-time residential programme that provides cutting-edge management lessons to equip mid-career professionals with the latest tools and strategic management techniques. Other programmes at the campus include the Two-Year Post-Graduate Programme for Working Executives and the recently launched Executive Doctoral Programme and, the Post-Graduate Programme in Sustainable Management which is a two-year full-time residential course that aims to produce quality managers with a thorough understanding of the various verticals of management and who would help build sustainable businesses.

Noida campus offers a unique locational advantage in terms of teaching, research, consulting and executive education. An architectural splendor equipped with state-of-the-art teaching infrastructure, computer laboratories, and student lounges, life @ NOIDA campus is intellectually stimulating, vibrant and exciting.

### **2. Contact Information**

Provided in the NIT Schedule on Page 2.

### **3. Who can Apply**

Those firms registered in India, who possess relevant eligibility as per eligibility criteria for providing Catering & Housekeeping Services for MDP Executive Center (Guest House), IPMX/ PGPSM Hostel, A-1 & A-2 Building, Faculty Residence Block and Seminar Block etc services can apply as a sole bidder reputed & registered companies engaged in providing services in various buildings of reputed Government

Institutions / PSUs or other equivalent establishments. No bids shall be acceptable in consortium of companies/individuals.

#### **4. How to Apply**

This NIT is published on Central Public Procurement Portal. The proposals shall be received online only as per the deadlines provided in the NIT Schedule and only through the portal of Central Public Procurement. To apply online, a bidder must be registered on the portal and have a valid Digital Signature Certificate (DSC) in the company's name and key for Digital Signatures in the form of a card, e-token, etc. This is a pre-requisite for the registration as well as for the submission of the bid proposal. Bidders must log into the site well in advance for familiarity and bid submission so that they upload the bid on time, i.e., on or before the bid submission time. Institute will not be responsible for any delay due to various issues such as the non-familiarity of the site/processes, delay in procurement of DSC, delay in registration on CPP, non-availability of the network, etc.

All documents submitted by the bidders as required must be digitally signed and must be in .pdf & BOQ format. The bid proposals will not be accepted in person or through mail/ courier, etc.

Bidders should take into account notifications, corrigendum published, if any on the CPP portal before submitting their bids.

The bidder should go through all NIT documents carefully and must understand the documents required to be submitted as part of the bid. Any deviations from these may lead to the rejection of the bid.

**A two-bid system will be followed for this tender. In this system, online offers should be submitted under the TWO-BID system in two separate e-packets i.e., "Technical eBid" and "Commercial eBid".**

- **"Technical eBid"** must contain the documents in the format specified in Annexures. Technical eBid must not include any commercials being offered directly or indirectly. Failure to do so shall reject the bid summarily.
- **"Commercial eBid"** must contain only the commercial bid in the format of the financial proposal specified in Annexure IV and nothing else. Any technical sections attached in the commercial bid will be ignored. Any conflict between the information provided in the Technical eBid and Commercial eBid, the Institute will have the right to take the best option to resolve the conflict while ignoring the other. **(However, Bidders are requested not to attach the duly filled financial bid format with the technical bid.)**

**NOTE:** All documents submitted by the bidders in their bid proposals shall become the property of the Institute and may be used without making any reference to the bidders.

#### **5. Validity of NIT**

The NIT proposal must be valid for at least 120 days (about 4 months) from the submission date. It shall be assumed so if it is not explicitly mentioned in the proposal. Proposals will be summarily rejected if they are not valid for at least 120 days (about 4 months).

#### **6. Last Date of submission of NIT Documents**

The last date for submission of NIT documents is given in the NIT schedule (Page 2).

## **7. Opening of bid proposals**

The bid proposals will be opened on the date and link given in the NIT Schedule (on Page-2). The representatives of interested parties are welcome to attend the opening of the bid proposals in online mode.

## **8. Final decision-making authority**

Director IIM Lucknow reserves the right to accept or reject any bid and to annul the process and reject all bids at any time without assigning any reason whatsoever and without incurring any liability.



## भारतीय प्रबन्ध संस्थान, लखनऊ

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW, Noida Campus  
B-1, Sector-62, Noida-201307

***Tender No. IIML-NC/PUR/Housekeeping & Catering Services/2023-24/01***

### **E-TENDER NOTICE**

The Head Administration, IIML Noida Campus on behalf of the Director IIM Lucknow invites online tender under the 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.

#### **1. Catering and Housekeeping Services required for:-**

- MDP Executive Center (Guest House)
- IPMX/ PGPSM Hostel
- A-1 & A-2 Building
- Faculty Residence Block
- Seminar Block etc. at IIML Noida Campus.

Interested Companies/ Firms have to apply online at [www.eprocure.gov.in](http://www.eprocure.gov.in) Bids are complete in all respects along with Earnest Money Deposit (EMD), and other requisite documents.

#### **2. DOCUMENTS TO BE SUBMITTED**

Technical Bid: Annexure – II-A, (Upload all documents, and declarations, on the CPP portal)

Financial bid: Annexure – III-A to III-D

Check List: Annexure – IV

#### **3. FEES TO BE DEPOSITED**

The EMD amount of Rs. 5, 00,000/- (Rupees Five Lacs only) shall be accepted only in electronic form by bank account deposit.

- ◆ Payee Name: INDIAN INSTITUTE OF MANAGEMENT LUCKNOW-NOIDA CAMPUS
- ◆ Banker Name: AXIS BANK LTD.
- ◆ Account Number: 022010100356060
- ◆ IFSC Code: UTIB0000022

#### **4. PROCESS OF SELECTION OF CONTRACTOR**

- Inviting proposals from reputed & registered companies engaged in providing services in various buildings of reputed Government Institutions / PSUs or other equivalent establishments through the CPP portal.
- Bidders are required to submit the complete proposal (in two-cover format) on or before the deadline given in NIT Schedule- Page 2.
- The technical bids will be opened on the day and time indicated in the NIT Schedule- Page 2 in the presence of authorized representatives of the bidders.
- The technical committee will evaluate the proposals on various parameters (as defined in **Annexure-I**). Firms meeting the bidder's eligibility criteria and scoring a minimum of 37 marks (out of 70) will be technically qualified. The evaluation of the technical committee is final and binding.
- The Financial bid of technically qualified bidders will be opened in the presence of a representative of the technically qualified bidders at a date and time to be communicated later.
- 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**.

#### **5. INTRODUCTION**

Indian Institute of Management Lucknow Noida Campus 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 House Keeping Services for

- **MDP Executive Center (Guest House), IPMX/ PGPSM Hostel, A-1 & A-2 Building, Faculty Residence Block and Seminar Block, etc. at IIM Lucknow for its Noida Campus.”**

The buildings inside the Institute campus have exclusive and fully secured premises. The measurements of the buildings in approx. square meters are provided below, along with other relevant details:

#### **IIM Lucknow Noida Campus 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 sqm)</b>
<b>1</b>	<b>MDP Executive Center</b> Consists of Basement, G. Floor, 1 <sup>st</sup> Floor,	92	Double occupancy furnished rooms (Attached toilet/bathroom)	

	2 <sup>nd</sup> Floor, 3 <sup>rd</sup> Floor, 4 <sup>th</sup> Floor, Terrace and all surrounded area	05	Non-furnished/Non-attached Rooms (one in each floor). Utilized as Stores for keeping linen/blankets etc.	
	<b><u>Service to be provided</u></b>			
	Catering & Housekeeping	01	T.V Room	<b>7887.00</b>
		01	Dining Kitchen (MDP, IPMX, PGPSM Hostel)	
		01	Reception Area, Washroom/ Shaft Area and Surrounding area ( <b>5feet from the periphery</b> ) etc.	
<b>2</b>	<b>IPMX /PGPSM Hostel</b>	54	Single furnished rooms (attached bath/toilet)	<b>5907.00</b>
	Consisting of G. Floor, 1 <sup>st</sup> Floor, 2 <sup>nd</sup> Floor, 3 <sup>rd</sup> Floor, 4 <sup>th</sup> Floor & Terrace and all surrounding area.	111	Single furnished rooms (Non-attached bath/toilet)	
		01	Yoga Room	
		01	Gym Room	
		01	PGPSM/IPMX Evening Tea Room / TV Room	
	<b><u>Service to be provided</u></b> Catering & Housekeeping	01	Reception Area, Garden Area, Washroom/Shaft Area	
			And surrounding area ( <b>5 feet from the periphery</b> )	
			etc.	
<b>3</b>	<b>(A-1) Administrative Block</b>	Basement	Car Parking, Storerooms, A.C Plant Room	<b>1375.00</b>
	<b><u>Service to be provided</u></b> Housekeeping and Pantry Service	G. Floor	MDP Classrooms, Office Rooms, Washrooms, Reception Area, AHU Rooms, Lift lobby, Electrical Room, Pantry Room, Corridor connecting to A-1 to A-2 building, Stairs etc.	<b>1552.00</b>



		1 <sup>st</sup> Floor	Administrative Office Rooms, Computer Center, Washrooms, AHU Rooms, Lift lobby, Electrical Room, Pantry Room, Corridor connecting to A-1 to A-2building, Stairs etc.	<b>1281.00</b>
		2 <sup>nd</sup> Floor	Library, Exam Hall, Washrooms, Open Area, AHU	
			Rooms, Lobbies, Corridor connecting oA-1toA-2 building, Stairs etc.	1338.00
		3 <sup>rd</sup> Floor	Faculty Offices, Dean Room, Faculty Lounge, AHU	
			Rooms, Washrooms, Pantry Room, Lobbies, Corridor	
			Connecting to A-1to A-2 building, Stairs etc.	1033.00
		4 <sup>th</sup> Floor	Director Office, Meeting Room, Video Conference	
			Room, Reception, Dining Hall, Pantry Room,	481.00
			Washroom, Lobby, Stairs etc.	
		Terrace	All Open Area/drains and surrounding area ( <b>5feet</b>	1492.00
			<b>From the periphery) etc.</b>	
<b>4</b>	<b>(A-2) Academic Block</b>	G. Floor	2Classrooms, 2Syndicate Rooms,1Cafeteria, 2AHU Room, Washrooms, Lift lobbies, Stairs, Open Area, Corridors etc.	1142.00
		1 <sup>st</sup> Floor	2Classrooms,2SyndicateRooms , Office Rooms, AHU Rooms, Lift Lobbies, Washrooms, Corridors, Stairs etc.	887.00

	<b>Service to be provided</b> Housekeeping and Pantry Service	2 <sup>nd</sup> Floor	2Classrooms,2SyndicateRooms , Office Rooms, AHU Rooms, Lift Lobbies, Washrooms, Corridors, Stairs Area etc.	887.00
		3 <sup>rd</sup> Floor	2Classrooms,2SyndicateRooms Office Rooms, AHU Rooms, Lift Lobbies, Washrooms, Corridors, Stairs, etc.	887.00
		Terrace	All Open Area/drains and surrounding area ( <b>5feet From the periphery</b> ) etc.	914.00
<b>5</b>	<b>Faculty Residence Block</b>	G. Floor	Car Parking Area	468.00
	<b>Service to be provided</b>	1 <sup>st</sup> Floor	4FacultyFlats, Corridors, Stairs etc.	491.00
		2 <sup>nd</sup> Floor	4FacultyFlats, Corridors, Stairs etc.	491.00
	Housekeepingon4 <sup>th</sup> &5 <sup>th</sup>	3 <sup>rd</sup> Floor	4FacultyFlats, Corridors, Stairs etc.	491.00
	Floor flats, Corridors &	4 <sup>th</sup> Floor	4FlatsforIPMX Students, Corridors, Stairs etc.	491.00
	Stairs on all floors +Car	5 <sup>th</sup> Floor	3Flats+2StudioFlats, Corridors, Stairs etc.	491.00
	Parking Area.	Terrace	All Open Area/drains and surrounding area ( <b>5 feet From the periphery</b> ) etc.	491.00
<b>6</b>	<b>A. Seminar Block</b>	Basement	Car Parking Area	1604.00
	Consisting of Basement, G. Floor,1 <sup>st</sup> Floor,2 <sup>nd</sup>	G. Floor	2 Lecture Halls, 2 Meeting Rooms, Lobby Area, Stairs, AHU Rooms, Lift Lobbies, Corridors,	1624.00

	Floor, Terrace and surrounding area		Washrooms etc.	
		1 <sup>st</sup> Floor	Auditorium Hall, AHU Rooms, Lift Lobbies, Washrooms, Corridors, Stairs etc.	1573.00
			Lift lobbies, AHU Rooms, Stairs, Corridors, Projector	1047.00
			Room etc.	
		Terrace	All Open Area/drains and surrounding area ( <b>5 feet</b>	500.00
			<b>From the periphery) etc.</b>	
	<b>B. Kitchen &amp;Dormitory</b>	External Façade	External façade of seminar building (four sides)	4000.00
	<b><u>Service to be provided</u></b> Housekeeping. Catering as per requirement. Façade	G. Floor	Kitchen Area, Stairs etc.	160.00
		1 <sup>st</sup> Floor	Dormitory, Stairs etc.	160.00
	Cleaning once in three months.	Terrace	All Open Area/drains and surrounding area ( <b>5 feet</b> <b>From the periphery) etc.</b>	160.00

**Note: 1. The total area mentioned above is inclusive of lifts, stairs etc.**

**2. The scope of services may be extended based on new constructions.**

**3. The cleaning of the service block should not be on a chargeable basis as the same is meant for accommodating the contractor's employees.**

All the buildings are in good condition at present. 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.

A pre-bid meeting with the prospective bidders will be held, as indicated in **the NIT Schedule**, to apprise them of the services and expectations of the Institute. Prospective bidders expressing interest must visit the

Noida Campus and acquaint themselves with the scope and schedule of services, supervision, and commitment needed on the scheduled date for the pre-bid meeting.

IIM Lucknow - Noida Campus expects the MDP Executive Center (Guest House), IPMX/ PGPSM Hostel, A-1& A-2 Building, Faculty Residence Block and Seminar Block, etc. to 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**.

## **6. DEFINITIONS**

Unless repugnant to the subject or context of usage, the following expressions used shall carry the meaning here respectively assigned to them.

- i. The expression “**Owner**” and/or “**Institute**” occurring in the tender document shall mean IIM Lucknow –Noida Campus.
- ii. The expression “**Bidder**” shall mean the tenderer who submits the tender for the services, shall include the successor, and permitted assigns of the tenderer.
- iii. The expression “**Contractor**” shall mean the successful bidder selected by the Institute for carrying out the subject services and shall include the successor and permitted assigns of the bidder.
- iv. “**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.
- v. “**Services/work**” and “Scope of services/ 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.
- vi. IIML-NC shall mean Indian Institute of Management Lucknow, Noida Campus.
- vii. “**Contract**” shall mean the contract for the services and shall include the tender document, the specifications, general and special conditions of the contract of IIML-NC, the letter of acceptance, and the acceptable rates/bill of quantities in price, bid, etc.
- viii. “**Course**” shall mean regular academic programs and 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.
- ix. “**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.
- x. “**Competent Authority**” shall mean the Director, IIM Lucknow or any other Officer designated by him for the purpose of this services/tender pertaining to the **Catering and House Keeping Services for MDP Executive Center (Guest House), IPMX/ PGPSM Hostel, A-1 & A-2 Building, Faculty Residence Block and Seminar Block etc. at IIML Noida Campus** and powers delegated thereto, for the conduct of the defined work and smooth running.

## **7. MINIMUM QUALIFICATIONS REQUIRED FOR BIDDING**

The bidders having the following minimum qualification is eligible to apply:

- a. The bidder should have a minimum of 5 (Five) continuous years of experience as of date i.e. 31/05/2023 for a minimum of 200 Guest House rooms or 250 guests, Student's hostel, etc. at one establishment in any public or private sector Institute of repute like; IIMs, IIT, IIIT, IISER,s etc for services like front office management, housekeeping and catering services, property upkeep and general maintenance services.
- b. Bidders must have ISO 9001-2015, HACCP, and ISO 22000:2018 Certificates.
- c. The bidder should have at least 1(One) ongoing similar contract for at least 200 or more rooms capacity.
- d. The bidder should have an average annual turnover of Rs.3 crore (from housekeeping and catering services only) in the last 3 financial years.
- e. The bidder /Company / Firm / Contractor should have at least 2 successfully executed contracts in the last 3 years providing similar services to Public Sector Companies/ Government Departments/ Research Organizations/ reputed private organizations of these, at least one should be for Public Sector Company/Government Department/ IIMs, IIT/ IIIT / IISER etc.
- f. The bidder/ Company / Firm / Contractor should be registered with the appropriate registration authority i.e. (labor commissioner etc.) as per GOI guidelines.
- g. The bidder /Company / Firm / Contractor should be registered with Income Tax, GST, and all other relevant departments.
- h. The bidder /Company / Firm /Contractor should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Acts as per GOI guidelines.
- i. Either the Registered Office or one of the Branch Offices of the bidder should be in Delhi NCR.
- j. Bidders must submit documentary proof in support of meeting each of the above minimum qualification criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice for the purpose. All documentary proof must be listed on the letter pad of the company and uploaded on the CPP portal along with the technical bid. In addition to the above the bidder should it an affidavit certifying that all the above points are met by the bidder.

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

- (i) Housekeeping and Facility Management Services for MDP Executive Center (Guesthouse), IPMX/PGPSM Hostel, A-1 & A-2 Building, Faculty Residence Block and Seminar Block, etc. at IIM Lucknow Noida Campus.
- (ii) \* Receiving and allotting rooms to the guests coming to stay at MDP Executive Center; services include managing all three receptions round the clock (for details refer to Annexure - IV) on all days of the year, maintaining allotment register, perfecting upkeep of rooms. Raising bills for the guesthouse services and properly depositing the amounts

- with the appropriate authority. Daily and monthly occupancy reports for Programme participants, Official visitors, and others, be maintained separately and reported to the officer-in-charge or as recommended by Head Administration Noida Campus.
- (iii) **\*\*Maintenance and cleaning on a daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass windowpane, venation blinds, and all fixtures/furniture at the MDP Executive Center and other rooms shall be the duty of the contractor. The terrace is to be cleaned once a week. The supervisor will maintain a status report on a day-to-day basis will be maintained by the supervisor as a permanent record and may be sent to the office/ officer-in-charge.**
  - (iv) **\*\*Changing / Cleaning Towels and Bed sheets in MDP Executive Center on a daily basis when the room is in use. For IPMX / PGPSM Hostel– changing of Towels and Bed sheets– 3 days a week.** In case of high requirement (during high occupancy), fresh linen and towels should be provided as per requirement. A floor register for this purpose shall be maintained by the contractor and will be scrutinized by IIML Noida Campus officials as and when needed.
  - (v) **\*\*Dry-cleaning of curtains, bed sheets, bedcovers, pillow covers, blankets, blanket linen, bath towels, etc., as required, done by the contractor at no extra cost.**
  - (vi) **\*\*Floors of the rooms and corridor/wings will be cleaned daily with ISI mark excellent quality detergent/phenyl (**WHO-certified chemicals**) and will be kept clean all the time. Carpets, wherever available, shall be cleaned daily by a vacuum cleaner, and dry cleaning will be done on a quarterly basis, as per the requirement. Cleaning of sofa set, covers, and curtains will also be done quarterly, as per requirement. The contractor, at his own expense, shall arrange all consumables and cleaning materials for cleaning and dry-cleaning. Mosquito repellent, Anti-mosquito spray /fumigation, rodent and pest control, fly /ultrasonic repugnant, etc., shall be done periodically by the contractor at no extra cost.**
  - (vii) **\*\* IPMX /PGPSM Hostel Common Washroom Cleaning - At least 4 Times a Day 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 (For details see **Annexure –V**).
  - (viii) **\*The contractor will be responsible for quality cleaning of bed and bed linens as per industry norms. The contractor will also provide laundry services to the guest(s) on a payment basis at rates approved by IIML, Noida Campus Authority. The travel/Help Desk should assist with the guest’s requirements.**
  - (ix) **\*\*Changing / Cleaning Towels and Bed sheets in MDP Executive Center on a daily basis when the room is in use. For IPMX / PGPSM Hostel – changing of Towels and Bed sheets – 3 days in a week. Curtains are to be dry cleaned every three months and blankets are also to be dry cleaned every quarter during winter by the contractor at no extra charge.**
  - (x) **\*Toiletries items to be supplied daily in a sachet (shampoo + moisturizer + soap) etc., daily supply can be on the basis of usage of room i.e. one sachet per person per day. **A welcome kit consisting of a Dental and Shaving kit is to be provided in the room once, on the****

**guest's arrival.** A liquid hand wash, excellent quality shoeshine/polish, shoe brush, and pair of disposable slippers be also kept as reserved in each room.

- (xi) \*\*The contractor should promptly inform the department for electrical, carpenter, and plumber as and when the repairs are reported.
- (xii) \*\*The contractor shall ensure overall general maintenance, like drainage, cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste is postal etc., in an eco-friendly manner, using protective/closed bins), services and repairs (electrical, plumbing, HVAC etc.), breakdowns, emergency relief and help on an urgency basis. To ensure that managers/ Supervisors are sufficiently trained and equipped with mobile phones.
- (xiii) \*\*The contractor must provide the necessary contract laborers (housekeeping, room boys, supervisors, and facility manager) as required.
- (xiv) \*House Keeping Management during several Institute events in MDP Executive Center shall be the sole responsibility of the contractor.
- (xv) \*Apart from the daily cleaning services, the contractor shall be required to provide housekeeping services to Prestige Standard for all the Rooms and Toilets during the hosting of several Institute events at MDP Executive Center.
- (xvi) Cleaning of Fans and other appliances shall be the sole responsibility of the contractor with no extra cost.
- (xvii) The cost for deployment of manpower for Serving tea /coffee etc. shall be inclusive in the price quoted.
- (xviii) The manpower shall require 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.

**Note: \*Only for MDP Executive Center**

**\*\*For both MDP Executive Center and IPMX/PGPSM Hostel/**

## **9. 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/IPMX/PGPSM students. The sample menu for breakfast /lunch /dinner is provided in **Annexure-III B**.
- ii) The contractor shall supply additional lunch/dinner as requested by the departments/units on a chargeable basis. Such requests will be placed, as far as possible, 1 day in advance.
- iii) The contractor shall provide lunch for Institute employees for approx. 30 employees at a concessional rate. Payment will be made directly to the contractor by the employees.
- iv) The contractor shall also be asked to supply and serve special lunch/dinners for departments / units as requested at fixed rates.
- v) The contractor shall be responsible for cleaning and washing the cutlery, crockeries, and other utensils for preparing and serving coffee/tea/breakfast/lunch/dinner.

- vi) The contractor is permitted to utilize the kitchen and store available in the MDP/ IPMX Hostel for the purpose of cooking/ storing the necessary vegetables/groceries. Cooking for regular breakfast/lunch/dinner must be done in the MDP/ IPMX hostel kitchen. The contractor shall keep the storeroom, kitchen and dining area clean.
- vii) The contractor shall maintain the account of the number of breakfast/lunch/dinners provided per day and submit the bill to the Institute at the end of every month.
- viii) The contractor is responsible for charging the guests for the number of breakfasts / lunch / dinner / coffee /teas they have ordered. The contractor has to arrange himself all the provision items for cooking, cleaning materials, labourers for cooking (assistants, skilled, and supervisory staff). The MDP Executive Center will be available for operation in as is where in condition, for maintaining it in upright, spic and span good condition.
- ix) 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 B**. Appropriate pest-control treatment in kitchen/store-room areas must be undertaken periodically (once a week).
- x) 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 B**. Menu/rates should also be indicated for events or special occasions (viz. seminars, workshops, conferences, summer/winters schools etc.) on per head basis for Lunch/Dinner, for vegetarian and non-vegetarian dishes.
- xi) The contractor will arrange kitchen items and utensils as required at no extra charge. Repair and maintenance of the items under contractor control, like gas stoves, refrigerators, water coolers, water purifiers, bread toasters, mixer/grinders and other housekeeping and electrical equipment's etc., will, will be done by the contractor at no extra charge.
- xii) Regular Maintenance of LPG Gas Bank & Kitchen equipment's at MDP Executive Centre and IPMX Hostel Kitchen will be done by the contractor at no extra charge.
- xiii) Sanitation in case of epidemic outbreak or any such unusual circumstances will be the contractor's sole responsibility.
- xiv) The contractor must provide the necessary contract labourers (chef, cooks, assistant cooks, waiters, and other assistants) as required for the MDP/IPMX Hostels/Cafeteria, etc.
- xv) 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 minimum rates quoted in the tender and items other than tender shall be on market price and the payment shall be made based on the price mentioned in the original invoice.
- xvi) The contractor will arrange the visit of the dietician every six months to review the menu after consultation with mess committee to ensure the good quality of food & nutrition value.

**Note:** The contractor needs to maintain records for various departments (as per **Annexure – V**), which shall be subject to examination by the designated Officer of IIML Noida Campus. Any deterioration in providing the above services shall attract the provision of deduction, penalty, or fine pertaining to payment. Minor repair work at the time of urgency will be attended by the contractor at no extra cost, unless it requires replacement of fittings and fixtures. Adequate monitor systems be put in place for the best services.



## **10. HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES FOR A-1&A-2BUILDING.**

- i) Maintenance and cleaning daily of all the office rooms, classrooms, halls, lobbies, toilets, stairs, storerooms, computers, and changing towels in the washrooms. Cleaning glass windowpanes and venation blinds once a week shall be the duty of the contractor. The supervisor will maintain a status report daily as a permanent record and may be sent to the office.
- ii) Floors of the rooms and corridor/ wings will be cleaned daily with ISI mark detergent/ phenyl (harmless WHO certified chemicals) and will be kept clean at all the time. Terrace to be cleaned once in a week. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning. The designated Officer of IIML Noida Campus will check the standard material used for cleaning.
- iii) Bathroom/toilet shall be cleaned daily and mopped up with ISI marked phenyl. Air filters of Split/Window type air conditioner 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 contract or at no extra cost(For details see **Annexure – V**).
- iv) 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).
- v) The contractor has to provide the necessary contract labourers (housekeeping, room boys, supervisors and facility manager) as required.
- vi) The contractor should keep big plastic dustbins on each floor/ wherever required as per requirement.

## **11. FACULTY RESIDENCE BLOCK**

- i) Maintenance and cleaning daily of 1<sup>st</sup> to 5<sup>th</sup> floors, stairs & corridors on all the floors, lifts, car parking area, etc. The terrace is to be cleaned once a week.
- ii) 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).
- iii) The contractor should keep big plastic dustbins on each floor.

## **12. SEMINAR BLOCK WITH KITCHEN &DORMITORY**

- i) Maintenance and cleaning on daily basis of all rooms/halls, bath rooms, toilets, wash basins ,corridors, staircases, ramps, kitchen and dormitory etc. of Seminar Block.

- ii) Cleaning/dusting of all equipment's, chairs, furniture "sand fittings installed in the seminar block entire building, window panes, doors and aluminum glazing, stone jail work, wooden decorative work etc.
- iii) Periodic cleaning of ceiling store move cobwebs, electric fans, chandeliers and light fittings of the building.
- iv) Keeping the drains around the building clean and clear from choking.
- v) Terrace to be cleaned once in a week.
- vi) Façade cleaning(all sides)once in three months.
- vii) The contractor should keep big plastic dustbins on each floor/ wherever required as per requirement.

### **13. OBLIGATION OF THE INSTITUTE**

The Institute shall provide only the following facilities:

1. Room Furniture and other furniture.
2. Curtains, Pillows, Beds
3. Air Conditioners, Voltage Stabilizers (If required), Geysers, etc.
4. Provision of looking mirror, wall hangings etc. as one time support.
5. Telephone Instruments and Extensions.
6. Electrical & Plumbing fittings etc., as aggregate level infrastructure will be provided.
7. CableTVConnectionanditsMonthlySubscriptionwillbeprovidedbytheInstitute.
8. Matter related to civil or major electrical works shall be taken care of by the Institute.
9. Dining tables, chairs, sofas, ceiling fans etc. shall be provided by the Institute.
10. Electrical Kettle
11. TV with Remote (in MDP Executive Center Rooms)
12. Dormitory accommodation (limited, unfurnished) for the contractor's staff(all essential furniture and other items for their staff will fall under contractor's scope).

IIML, Noida Campus will hand over to the contractor materials like beds, cots, chairs, and tables in good usable condition, the contractor must agree to keep proper acknowledgment, and the contractor shall take care to maintain these items properly. The malfunctioning of any equipment shall not be seen as an excuse for unsatisfactory services. Upon the end of the contract/ termination thereof, the contractor is liable to return the same ML, Noida Campus in good working condition, barring normal wear and tear. For shortages placement /theft, replacement cost of the items will be recovered from the final bill or security deposit.

### **14. OBLIGATION OF THE CONTRACTOR**

- i) Tablecloth, Napkins, Bed sheets, Bed covers, Blankets, Blanket linen, Bath towels, Hand towels, Pillow covers, Frills etc.
- ii) Flask, Glass tumblers, coasters, hangers, foot mat, cup saucers, sugar pots, tea spoons, buckets, mugs, mosquito repellent machines, Mosquito repellent mats/liquid, dust bins, bath stools, bathmats and cleaning materials.

- iii) Crockery Memo Ware for ordinary use and Bone China for special purposes.
- iv) Cutlery of very good standard.
- v) Utensils for cooking food etc.
- vi) Very good quality food warmers/serving dishes.
- vii) Requisite number of Gas connections
- viii) Proper uniform for all the employees.
- ix) Laundry equipment, including for washing, drying and hanger cabinets etc.
- x) Contractor's own hired transport for obtaining daily needs from market place at the required frequency and for all other service requirements. (IIML, Noida Campus will not provide any transport facility for the contractor's staff).
- xi) House Keeping service trolleys
- xii) Any other items and equipment's which may be needed for smooth operations.

#### **15. GENERAL TERMS AND CONDITIONS**

- i) Bids submitted after the deadline shall not be accepted under any circumstances whatsoever.
- ii) Any conditional bid shall not be considered and will be out rightly rejected in the very first instance.
- iii) The bidder shall quote the Technical and Financial bids as per the format enclosed as **Annexure-II A, B And Annexure-III A, B, C respectively.**
- iv) The Earnest Money will be forfeited if the bidder rescinds from the offer.
- v) The bidder should include the list of firms where they have provided similar services at least in the last 5 years, along with name, phone and fax number of the contact person there, so that references for their services can be obtained, if required.
- vi) 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.** Cuttings, if any, in the Technical Bid must be initialed by the person authorized to sign the bid.
- vii) IIML, Noida 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 owner.
- viii) 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 IIML, Noida Campus.
- ix) 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 IIML, Noida Campus.
- x) 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 IIML, Noida 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, with approval of the institute authority.

- xi) The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and the contract or may transfer its employees/workmen in accord acne with their needs, provided in consultation with the Officer/the officer designated by the Director, IIML, Noida Campus The contractor deploys adequate and necessary numbers of employees/workmen for the fulfillment of their contractual obligations under this agreement. It shall be the sole responsibility of the contractor to ensure that employees/workmen deployed by him fulfill the obligations undertaken by the contractor under this agreement, and the contractor shall provide such employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.
- xii) The tenderer should have sufficient number of permanent employees on roll, specifically qualified and trained for catering, housekeeping and allied work as per tender requirement.
- xiii) The **successful bidder** shall furnish the following documents in respect of the individual manpower who will be deployed to IIML, Noida Campus before the commencement of work:
  - a. List of Manpower shortlisted by contract or for deployment at IIML, Noida Campus containing full details i.e. date of birth, marital status, address etc.
  - b. Bio-data of the persons with passport size photograph
  - c. Character certificate from a Gazetted officer of the Central /State Government.
  - d. Certificate of verification of an tecedents of persons by local police authority.
  - e. Their deployment will be only after the clearance from the security unit of IIML, Noida Campus.
- xiv) The selected contractor shall provide name badges and identity cards bearing the personnel's photograph and personal information, such as name, date of birth, birth, age and identification mark etc. to the personnel deployed at the Institute.
- xv) Services will be provided by presentable, neatly at tired 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/contractor and be conversation speaking Hindi, English.
- xvi) 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 MDP/ IPMX Hostels, A-1 & A-2 building, Faculty Residence Block, Seminar Block etc. The specified uniforms are as follows:
  - Waiter-Black full Trousers &White Shirts and Black Shoes.
  - Cooks-Appropriate uniform with Apron and Cap
  - Housekeeping staff –Appropriate uniform for gents and ladies.

- xvii) The contractor should ensure to maintained equate number of workforces to meet the contractual obligation and arrange a pool of standby workforce for special occasions. Any theft or damage caused due to negligence of the contractor shall be borne by the contractor. Appropriate amount of penalty after due consideration and hearing will be imposed by Director, IIML, Noida Campus or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the contractor.
- xviii) 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 MDP/ IPMX Hostel campus. The institute may introduce a system of BioMetric/RFID attendance/GIS checking system, barcoding, 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.
- xix) The services will be provided round the clock on all days of the year (24 x 7 x 365) with enough manpower required to run the operation. Leaves of the contractor employees should be strictly as per the statutory norms. Any unauthorized leave availed would be subject to penalty to the contractor.
- xx) No items will be taken out of the Institute without written permission of the Officer, IIML, Noida Campus. Normally no inventory be shifted from one room/ place to another, without approval of Officer, IIML, Noida Campus and making valid entry in the stock register of the inventory.
- xxi) The allotment of rooms(accommodation),in the MDP/IPMX Hostel will be done by a nominated official of IIML, Noida Campus.
- xxii) Room and catering charges will be collected by the contractor and the same will deposited with the official nominated by IIML, Noida 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.
- xxiii) The contractor or his representative stay in the MDP/ IPMX Hostel. If at any time or during surprise check it is found that any unauthorized person is staying in the MDP/ IPMX Hostel, the contractor will be solely responsible and a financial penalty of Rs.10,000/- per day will be imposed on the contractor for the damage and the same will be recorded in the complaint's precedence register.
- xxiv) IIML, Noida Campus will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personnel that may take place while on daily or conservancy duties. Any compensation or expenditure towards treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his own arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personnel engaged by them under their payroll and submit proof to this effect.
- xxv) Compliance of policy regulation viz., payment of central government minimum wages act, employer salability act, contract labor (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 IIML, Noida 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 imposition of fine by State/Government machinery and summary termination of contract and/or such other action as the state me deem fit. A copy of all such compliances, statements, payments made to the statutory authorities etc., including registration number shall be provided to the IIML, Noida Campus authority for verification and record.

- xxvi) **The contract would be initially for one year (12 months) and further extendable for another 4 (1+1+1+1) years (48 months), subject to satisfactory service by the contractor.**
- xxvii) The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared as per food safety guidelines of GOI and sold by him to the MDP/ IPMX Hostel, IIML, Noida 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.
- xxviii) The Cable Network/ Dish TV will be provided by IIML, NOIDA CAMPUS in all rooms.
- xxix) It shall be the responsibility of contractor to keep the hostel premises free from the menace of dogs and stray cattle.

## **16. LEGAL**

The bidder shall be the “Employer” within the meaning of different Labour Legislations in respect of manpower so employed and deployed at IIML, NOIDA CAMPUS for contractual services.

- i) The selected contractor shall be solely responsible for the redressal ofgrievances/resolution of disputes relating to person deployed. IIML, NOIDA CAMPUS shall in no way, be responsible for see the tlement of such issues whatsoever. IIML, NOIDA CAMPUS shall not be responsible for any damages, losses, FINANCIAL or other injury claims to anyone

- deployed by service providing contract or performing the functions/duties, or for payment towards any compensation.
- ii) The manpower deployed by the contractor shall not have any claims of Master and Servant relationship vis-à-vis IIML, NOIDA CAMPUS nor have any principal and agent relationship with or against IIML, NOIDACAMPUS
  - iii) The manpower deployed by the contractor for the contract job shall not be entitled for claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IIML, NOIDACAMPUS during the currency or after 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 IIML, NOIDA CAMPUS. The Contractor should communicate the above to all the manpower deployed in IIML, NOIDA CAMPUS by the contractor.
  - iv) The selected contractor will be required to pay minimum wages as prescribed under the Minimum Wages Act of Central Government. The bidder will maintain 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 Minimum Wages Act. The authorized representative of the Institute and 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 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.
  - v) The selected contractor will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance etc. in respect of the persons deployed by it at IIML, NOIDACAMPUS.
  - vi) The selected contractor shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to IIML, NOIDA 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 designated Officer IIML Noida Campus.
  - vii) 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 IIML, NOIDA CAMPUS or any other authority under Law.
  - viii) The Tax Deduction at Source (T.D.S.) shall be done 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 IIML,NOIDACAMPUS.
  - ix) In case, the service provider fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof IIML, NOIDA CAMPUS is put to any loss / obligation, monetary or otherwise, IIML,NOIDA 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.

- x) The selected contractor will indemnify IIML, NOIDA CAMPUS from all legal, FINANCIAL, statutory, taxation, and associated other liabilities in respect of its duties and responsibilities.
- xi) To resolve any dispute/legal issue matter will be referred to Director, IIML, NOIDA CAMPUS or a person nominated by him. If any dispute/legal issues are not settled through arbitration, then legal jurisdiction would be Noida only.
- xii) 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, here after arises between the parties, as to the meaning, operation or effect of the contract or breach thereof, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of the dispute.
- xiii) 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 an other 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 proceed e-novo.
- xiv) It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitrator at the time of invocation of arbitration under the clause. It is a term of the contract that cost of an arbitration shall be borne by the parties the myself **the venue of arbitration, if any, shall be at Noida.**
- xv) 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.

## **17. FINANCIAL**

- i) The EMD regarding the agencies which do not qualify for the Technical Bid (First Stage) / Financial Bid (Second competitive stage) shall be returned to them without interest. However, the E.M.D. in respect of the successful bidder shall be returned after submission of Performance Security Deposit. Further, if the contractor fails to deploy manpower against the initial requirement within 15 days from the date of placing the order, the EMD shall stand forfeited without giving any further notice and the contract will be terminated.
- ii) Bids offering rates which are lower than the minimum wages for the pertinent category would be rejected.
- iii) The proof of remittance of statutory contribution of PF, ESI of the employer and employees to the appropriate contractor, for those employed at IIML, NOIDA CAMPUS must be provided by the selected contractor to IIML, NOIDACAMPUS.
- iv) The successful bidder will have to deposit a Performance Security Deposit of 10% of the total value of contract amount for **three** year, within 15 days of the receipt of the formal order. The performance security will be furnished in the form of an account payee Demand



Draft or Bank Guarantee drawn in favour of “**Indian Institute of Management Lucknow Noida Campus**” payable at “**Noida**”. The performance security should remain valid for 90 days beyond the date of completion of all the contractual obligations of the service provider.

- v) 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.
- vi) The contractor shall raise the bill, in duplicate, along with details, supporting documents and submit the same to the designated Officer, IIML, NOIDA CAMPUS.
- vii) All other charges (other than statutory levies) will remain fixed during the contract.

### **18. HANDING/ TAKINGOVER**

The fittings, fixtures, furniture “s, furnishings, linen, 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 MDP/ IPMX Hostel, IIML, Noida Campus and the contractor for the MDP/IPMX Hostel. Each room shall display the inventory list and be reconciled on quarterly basis with compulsory annual inventory verification of the complete MDP/IPMX Hostel.

### **19. TENDER FEE AND EMD**

- i) The E-tender document, terms and condition and qualification required can be obtained by downloading a copy of the same posted at CPP portal (<https://eprocure.gov.in/eprocure/app>) and from the Institute website ([www.iiml.ac.in](http://www.iiml.ac.in)).
- ii) The proposal complete in all respect be submitted along with an Earnest Money Deposit (EMD)of Rs.5,00,000/- to be paid by only in electronic form by bank account deposit.
  - Payee Name : INDIAN INSTITUTE OF MANAGEMENT LUCKNOW-NOIDA CAMPUS
  - Banker Name: AXIS BANL LTD.
  - Account Number : 022010100356060
  - IFSC Code :UTIB0000022
- iii) No interest is payable on refund of EMD.

### **20. TERMS OF PAYMENT**

- i) The contractor should deploy the manpower as mentioned in the above and as per the manpower provided for the month of claim.
- ii) The contractor will be paid as per approved rate (award of contract/work order) on monthly basis by IIML,NOIDA CAMPUS for the services provided on receipt of pre-receipted bill

- (in duplicate, at accepted bill of quantities), after invoice entry and certification the satisfactory services have been rendered during the month.
- iii) The Biometric Attendance sheet, with signature/attendance status of persons deployed and verified (by the identified person of the Institute) shall be enclosed with the bill. A copy of challan in proof of PF and ESI deposited and any other payments thereto 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) Monthly payment will be made within 15 days of submission of bills, in favour of the contractor (in the name of the firm/contractor, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, losses, penalty etc.).The Sale Tax/VAT and GST(if applicable, as per rules) shall be paid on submission of documentary proof.
  - v) The contractor need 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 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 **5 (1+1+1+1+1)** years and part thereof, including complete month, after the period of contract or otherwise, same will be extended on mutually agreed terms and condition.

## **21. PERFORMANCE SECURITY DEPOSIT**

The contractor shall submit a Bank Guarantee or Demand Draft (@ 10% of the total contract value) in favour of “**Indian Institute of Management Lucknow Noida Campus payable at Noida** drawn on any nationalized/scheduled bank, towards Performance Security Deposit. If the security deposit is by way of a Bank Guarantee, the validity should be 14 months. The deposit shall be forfeited in case the contractor, who fails to discharge its duties/commitments whose contract is terminated prematurely. The security money so deposited with the Institute will be released after three months of expiry of the agreement period if not extended otherwise.

## **22. 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 IIML, NOIDA CAMPUS authority. If satisfactory improvement is not found (within 2weeks) after this notice, penalty for poor service as specified in the agreement, a final three months” notice will be issued to the contractor by the IIML, NOIDA CAMPUS authority to terminate the contract without prejudice to any rights or privileges accusing to either party prior to such termination. During the notice period, both parties shall continue to discharge their duties and obligations.
- ii) Independently, IIML,NOIDA CAMPUS reserves the right to terminate the contract by giving three months” notice to the contractor besides immediate termination of 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 IIML, NOIDA 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 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, beside immediate termination of the contract or other lawful action that may be taken against the contractor.
- vii) The contractor shall give vacant premises to IIML, Noida Campus and return all the Institute equipment/fixtures and other items, facilities etc., in proper / working condition once the contract period is over and/or terminated.

### **23. DAMAGES AND LOSSES**

All the equipment and the item 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 IIML, NOIDA 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 stocktaking shall be conducted in their absence, and which will be binding on them.

### **24. COMPLAINTS**

The contractor shall keep a suggestion box to be provided by IIML, NOIDA CAMPUS to record any suggestion /complaints on performance of services, by the guest and produce to IIML, NOIDA 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. The contractor shall attend to all the complaints and address as early as possible to the satisfaction of IIML, NOIDA CAMPUS the contractor will provide guest feedback forms in each room and collect it to tabulate/display the observations/feedback, grievances or risk and sit for monthly meetings with IIML,NOIDACAMPUS/MDP/IPMX Hostel authorities.

### **25. MISBEHAVIOUR OF EMPLOYEES**

- i) 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, IIML, NOIDACAMPUS has the right to terminate the contract. It will be mandatory for the conducting contractor to brief their personnel in advance and apprise them of the conduct, expected for them, while working in an institution of national importance. Nothing prevents IIML, NOIDA CAMPUS to even advise the contractor about any such issue, or any erring personnel engaged by the contractor, which warrant urgent action, in the interest of work and its fact disposal.

- ii) 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/- (One Lakh) for the first three incidents. Subsequent occurrence of such incidents will entail in termination of the contract without any notice.
- iii) Any personnel deployed by the contractor, refuses work or creates indiscipline would have to be immediately replaced with the consent of the designated Officer. IIML, NOIDA CAMPUS reserves the right, to ask the contractor to terminate the services of any of the contractor's employees immediately on grounds of non-compliance of duties or if found guilty of misconduct. IIML, NOIDA CAMPUS will not be held responsible for any loss caused by negligence or any other harmful action on the part of the contractor's part.
- iv) 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.

## **26. PERSONAL HYGIENE**

The 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 staff should trim their nails regularly and wear caps and gloves at workplace. Smoking, eating, or chewing pan/ tobacco /zarda /gutka, etc., and spitting is prohibited.**

## **27. DAMAGES/BREAKAGE**

All damages/breakage to the equipment/inventory are in the charge of the contractor, if caused due to negligence of the contractor's employee, 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 IIML, Noida Campus.

## **28. 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.

## **29. 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 here in 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 upon its termination the party alleging that it has been rendered unable as afore said there by 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 authorize the contract in whole or part therefore at its own 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.

### **30. PENALTY**

Deduction on account of unsatisfactory catering services and improper housekeeping and maintenance of the MDP/ IPMX Hostel, common places/facilities etc., will be made from the monthly bill. The recovery will be decided by the Officer In-Charge, MDP/ IPMX Hostel/the designated officer. The methodology for deduction will be as under:

- i) In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account number of employees as well as duration shall be deducted from the monthly bill of the contractor. Further each occurrence of absenteeism in excess of 20% per shift for 3 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, deduction shall be made @ Rs.1000/- prevent etc., from the bill of the contractor, considering the loss of goodwill and inconvenience caused to the guest/institute.
- iii) In case of non-performance and poor service by the contractor, IIML, NOIDA CAMPUS may, at its discretion, recover Liquidated Damages upon recommendation of In-charge MDP/ IPMX Hostel. In the event of appeal, the decision of Dean, IIML, Noida Campus shall be final and binding upon The contractor.

The quantum of penalty shall be as follows:

- a. Non-compliance in cleaning of Rooms including Reception, Lobby  
Rs.1,000.00/day
  - b. Non-compliance with laundry requirements Rs.200.00/day
  - c. Negligence in reporting of non-functioning of Telephone and other amenities  
Rs.100.00/day
  - d. Non-compliance of environment friendly waste disposal methods.Rs.1000.00/day
  - e. Not wearing of uniforms by Contractor's employees/untidy uniform  
Rs.50.00/day/Person
  - f. Supply of food not as per approved Menu and/or insufficient quantity  
Rs.100.00/meal/ day
  - g. The penalty for unsatisfactory and substandard catering service: Rs.500/-per complaint
- iv) In case of unforeseen or peculiar circumstances, the decision of the Dean, IIML Noida Campus, as far as imposition of penalty is concerned, shall be final.
  - v) If the work is found unsatisfactory and below the expected standard in a particular area, including electrical or plumbing/maintenance etc., the designated officer will have the right to get the same done by another contractor. The charges on account of this shall be deducted from the contractor's bill. The decision of the designated officer shall be final in this regard.

### **31. OTHER CONDITIONS**

- i) The Director, IIML, Noida Campus may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, pertaining to tender/bids, the decision of the Director of this institute shall be final and binding on the bidders.
- ii) The Director IIML, Noida Campus reserves the right to withdraw/relax/interpret any of the terms and condition mentioned herein before; in such situation the tenderer shall be given sufficient time to take the change into account.
- iii) Not with standing 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 in to 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 mentioned 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 an appropriate power of attorney (Duly endorsed by a notary public) by the Chief Executive Office / 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 firm would stand forfeited. In case, the successful tenderer decline 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 labour should be engaged and human rights as per law shall be protected and adhered to. Person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared specially Kitchen staff should undergo a medical examination after every six month.
- xii) **Validity of the Bid: Bids shall remain valid for acceptance for 120 days from the date of the price bid's opening.**
- xiii) Companies conferred with latest ISO certification, HACCP, 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 check list) 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) 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 for an exemption while submitting bids to government Institutions/ Offices etc., as evidenced by the authorization letter/ certificate issued by the appropriate State/Central Government Authority granting such exemptions.
- xvi) The engagement of personnel by the contracting contractor /firm/organization will solely be at their discretion, as perusal norms and qualification and in no way make the men titled for any job or employment or permanency or any incumbency status in IIML, Noida Campus.
- xvii) The Head Administration IIML NC will be the contact point, on and behalf of the Director, IIML for any queries related to the tender, and can be contacted at his phone no.0120-6678470,

E-mail:[purchase\\_iimlnc@iiml.ac.in](mailto:purchase_iimlnc@iiml.ac.in).

**Head Administration  
IIML, Noida Campus**

**ANNEXURE-I**  
**TECHNO-FINANCIAL EVALUATION SCHEME**

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

<b>Description</b>	<b>Marking Scheme</b>	<b>Max. Marks</b>	<b>Min. Marks required for Qualification</b>
No. of years of experience providing Catering and Housekeeping services with 200 Guest rooms or 250 guests	5 marks for 3 years of experience, and 1 mark for each additional year subject to a maximum of 10 marks.	10	5
No. of similar contracts completed or existing	3 marks for 2 such contracts and 1 mark for each additional contract, subject to a maximum of 5 marks	5	3
Minimum turnover of 2.5 crores annually for the last 3 years in housekeeping and catering services	3 marks for minimum turn-over (2.5 crores each year for the last 3 years) and 1 mark for each additional 1crore, subject to a Maximum of 5 marks.	5	3
Experience in providing catering and housekeeping services to Govt. Organizations /Public Sector Units/large reputed private companies.	3 marks for a minimum of two contracts in the last 3 years and 1 mark for each additional contract, subject to a maximum of 5 marks	5	3
Feedback from Clients (from 3 clients including the present)	Excellent 2 Marks, Very Good-1.5 marks Good-1 Marks, Fair-.5 Marks Subject to a maximum of 5 marks	5	3
Presentation to the technical committee and evaluation of the response by the technical committee and/ or site visit to the current clients of the bidder.	Evaluation by Technical Committee.	40	20
<b>Total</b>		<b>70</b>	<b>37</b>



2. A bidder has to score at least the minimum marks under each category mentioned above and an overall minimum score of 37 in the technical evaluation in order to be technically qualified.
3. Only the Financial bids of technically qualified bidders will be opened.
4. 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  $\text{financial score} = 30 * (\text{lowest price bid}) / (\text{price bid of the bidder})$
5. The bidder with the highest total score (technical + Financial) will be declared as the successful bidder. In case of a tie, the bidder having a higher financial score will be declared successful.

**TECHNO-FINANCIAL EVALUATION SCHEME- FORMAT**

<b>Sl No.</b>	<b>Description</b>	<b>Details</b>	<b>Remarks (if any)</b>
1	No. of years of experience providing Catering and Housekeeping services with 200 Guest rooms or 250 guests		
2	No. of contracts with 200 guest rooms or 250 guests		
3	Minimum turnover of 2.5 crore annually for the last 3 years in housekeeping and catering services		
4	Experience in providing catering and housekeeping services to Govt. Organizations /Public Sector Units/large reputed private companies.		
5	Feedback from Clients (From 3 clients including the present)		
6	Presentation to the technical committee and evaluation of the response by the technical committee and/ or site visit to the current clients of the bidder.		

**Note: Furnish information in the table above along with supporting documents (to be attached)**

**ANNEXURE II A**

**TECHNICAL BID**

**Providing Catering and House Keeping Services for MDP Executive Center (Guest House), IPMX/PGPSM Hostel, A-1 & A-2 Building, Faculty Residence Block and Seminar Block etc. at IIML Noida Campus**

<b>S.NO.</b>	<b>Description</b>	<b>Remarks</b>
1	Name of Tendering Company/ Firm/Contractor (Attach certificate of Registration)	
2	Name of proprietor/Director of company/Firm/ Contractor	
3	Full Address of Reg. Office	
4	Contact No.	
5	Fax No.	
6	E-mail Address	
7	PAN/GIR/ TIN No.(attach attested copy)	
8	Labour Regn. No.(attach attested copy)	
9	GST Regn. No.(attach at tested copy)	
10	E.P.F Regn. No.(attach at tested copy)	
11	E.S.I Regn. No.(attach at tested copy)	
12	Financial Turnover of the tendering <b>Company/Firm/ Contractor</b> for the last 3financial years (Attach copy of Audited Statement)	

<b>Financial Year</b>	<b>Amount (Rs. In Lakhs)</b>	<b>Remarks, if any</b>
<b>2021-22</b>		
<b>2020-21</b>		
<b>2019-20</b>		

Give the list of the major contracts handled by the tendering Company/Firm/Contract or on behalf of PSUs /Research Organization /Government Departments during the last three years in the following format. Copies of the performance report in Performa attached as **Annexure-II A** must be enclosed for each work done.

S. No.	Name of Client with Name, Organization, Address, Telephone and FAX Numbers	Contract Value (Rs. In lacs)	Duration of Contract	
			From	To
1				
2				
3				
4				

Details of Earnest Money Deposit:

NEFT No. and Date & Bank

Additional Information if any

(Attach separate sheet, if required)

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

Dated Signature & Seal of the Bidder

**DECLARATION**

1. I, ..... Son/ Daughter of  
Shri.....Proprietor/ Partner/ Director/ Authorized Signatory of  
M/s... am
2. Competent to sign this declaration and execute this tender document.
3. I have carefully read and understood all terms and conditions of the tender and hereby convey my acceptance of the same.
4. The information /documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
5. 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 besides liabilities towards prosecution under 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 firm/ company, should be enclosed with the Technical Bid**

**ANNEXURE-II B**

**PERFORMANCE REPORT OF THE COMPELETED 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. Date of Start :
5. Date of Completion :
6. Performance Report :
7. Quality of Service :Excellent/Very Good/ Good/Fair
8. Resourcefulness :Excellent/Very Good/Good/ Fair
9. Any penalty imposed for bad performance :
10. Any Litigation pending :
11. Total payment made under the contract :
12. Other relevant information, if any :

Date:

Signature

Senior Level Officer of the Client (Seal)

**ANNEXURE-IIIC**  
**FORMAT OF AFFIDAVIT**

TO BE SWORN ON NON-JUDICIAL STAMP PAPER OF RS.10/-DULY NOTARIZED

**AFFIDAVIT**

1. I am the\*Director/ Proprietor/Partner of..... (Mention name of firm/company and its complete address) do hereby solemnly affirm and declare asunder:-
2. That our Firm/company i.e.....(Mention name of\*firm/company)is registered vide Registration No.....under the provisions of .....(Mention the name of The Act).
3. That our Firm/company i.e (Mention name of\*firm/company) has Applied in response to notice inviting tender for providing housekeeping and catering services for MDP/IPMX Hostel, MDP/IPMX hostel extension.
4. That (Mention name of firm/company)is eligible to submit the aforesaid proposal. The applicant has not been barred and/or blacklisted by the Central Government and/or any State Government of India at any time prior to the date of submitting this affidavit.
5. That ..... (Mention name of firm/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.
6. That ..... (Mention name of firm/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 does hereby verify that the contents of the Afore said paragraphs 1 to 5 are true and correct to the best of \*my /our knowledge and be life and nothing is concealed there from.

Verified at..... (Place) this..... Day of .....2023.

(\*Strike off whichever is not applicable)

**DEPONENT**

**Note: The deponent will be the authorized signatory of the Applicant**

**ANNEXURE III-A**  
**FINANCIAL BID**

Providing Housekeeping Services for MDP Executive Center (Guest House), IPMX /PGPSM Hostel, A-1&A-2 Building, Faculty Residence Block and Seminar Block, etc. at IIML Noida Campus

To

**Head Administration**  
**IIML, Noida Campus**

Sir,

I/We wish to submit our Quotation for **Housekeeping services at IIML, Noida Campus** at the following rates;

<b>S. No.</b>	<b>Particulars</b>	<b>Total Per Month (in Rs.)</b>
1	Providing consolidated total manpower charges for <b>Housekeeping services at IIM Lucknow, Noida Campus</b> as per the scope of work specified in the tender/quotation document including PF, ESI as applicable, and other Allowance.*	
2	Cleaning materials and equipment charges ( <b>quote for one month</b> ) ***	
3	Charges for Supply of bedsheets, bedcovers, blankets, and blanket linens including dry cleaning charges ( <b>Quote for Rs _____per set for 100 sets</b> ) **	
4	Toiletries supplied ( <b>Rs. per set for 1000 sets</b> ) **	
5	Contractors Admin./Service Charge	
6	<b>Charges for the supply of welcome kit consisting of Tooth Brush, Small Paste (Colgate or Pepsodent), Disposable Razor, Shaving foam small (Gillette) (Quotes for Rs ____per set for 100 sets)</b>	
	<b>TOTAL</b>	

Indicate the no. of personnel that will be deployed by the contractor for catering & Housekeeping services:



S.No.	Description	Minimum No. of persons to be deployed
1	Chef	01
2	Cooks	02
3	Assistant Cooks	02
4	Helpers	10
5	Waiters	16
6	Front Desk Supervisor	03 (2 male +1 Female) for (24 /7) Deployment
7	Housekeeping Supervisors	04
8	Manager	01

Note: 1- The manpower mentioned above is for minimum deployment however, the adequate deployment of manpower will be the sole responsibility the of contractor as per the scope of services/work mentioned in the NIT.

2- The above category of laborers must be paid as per the Central Government Minimum Wages. The cost of the contract will be fixed for the entire contract.

3- **\*\*Quote should be before Point No.3 (100 sets) and Point No.4 (1000 sets), and Point No.6 (100 sets) but monthly billing will be as per actual no. of sets given/guests stayed.**

4- **\*\*\*Provide a list of cleaning materials, brand, and cost, the quantity of use for one month, and equipment and its cost in a separate sheet.**

**Note:** 1) The quoted price should be exclusive of all taxes and levies. Taxes as applicable shall be paid extra to the contractor.

1. All price bids should be submitted in a BOQ marked as **“Financial Bid”**.
2. As per the requirements of the institute the female workforce should also be deployed.

Signature of the Authorized Person

**Name & Address of the Firm with telephone no. E-mail ID:**

**ANNEXUREIII-B**

**FINANCIAL BID**

**Providing Catering Services for MDP Executive Center (Guest House), IPMX/ PGPSM Hostel, Cafeteria etc.at IIML Noida Campus.**

**(Format to be filled up by the contractor)**

1. Name of Firm/Bidder :

**2. Address :**

3. Phone/Fax/Mobile/Email:

.

**CATERING SERVICES**

a) MDP Executive Center (Guest House) and Other Programs / Functions as per requirement (Indicative Qty. per month Approx. 150 nos.)

<b>S.No.</b>	<b>Description</b>	<b>Menu Details</b>	<b>Qty</b>	<b>Unit Rate( Rs.)</b>	<b>Total Amount for indicative Qty (Rs.) per month</b>
1	Bed Coffee/Tea	Tea/Coffee sachets to be provided	1		
2	Breakfast	Cornflakes/porridge with milk. Two eggs to order, bread plain or toast, butter, jam, sauce etc. with  Medium size puri with bhaji Or stuffed parantha with curd  Or vada or masala dosa or idli or upma Or chiwda with sambhar and chutney Or vegetable cutlet with chutney Seasonal Fruit  Tea/Coffee	1		

3	<b>a)Lunch</b>	<p><b><u>Menu –1</u></b></p> <p>One Non-Vegdish, Paneer dish/kofta/mushroom, seasonal vegetable, Dal(diff. preparations), Kadi, Curd/Raita, Basmati Rice/ Pulao, Chapati/Tandoori Roti as per requirement, one type salad, Papad, One Pickle, one sweet dish, fresh fruits, etc.</p>	<b>1</b>		
	<b>b)Dinner:</b>	<p><b><u>Menu –2</u></b></p> <p><u>Service in Bone China crockery and with cloth Napkin</u></p> <p>Two Non-veg dishes, Paneer dish/Kofta/Mushroom, Two seasonal vegetables, Dal (diff. preparations), Kadi, Curd /Raita, Basmati Rice /Pulao, Chapati /Tandoori Roti and Rumali Roti of two types as per requirement, three types salad, Papad, Pickles, two sweet dish, fresh fruits etc.</p>	<b>1</b>		
		<p><b><u>Menu –3</u></b></p> <p>Three Non-veg dish, Paneer dish/ Kofta /Mushroom, Three types of seasonal vegetable, Dal (diff. preparations), Kadi, Curd/ Raita, Basmati Rice /Pulao, Chapati /Tandoori Roti /Naan /Parantha /Roomali Roti /Kulcha as per requirement, three types of salad, Papad, Pickle, two sweet dishes, fresh fruits etc.</p>	On special Occasion  (Quote Unit Price)		
4	Other Snacks	Snacks: Veg-Kebab	<b>1</b>		
		Snacks: Non-Veg kebabs	<b>1</b>		
		Sandwiches(Cheese/Egg/Vegetables)	<b>1</b>		

		Paneer Pakoda /Samosa/Cutlet/Spring  Roll/ cheese balls/ground nuts etc.	<b>1</b>		
5	Tea for meetings	Tea/coffee with biscuits/wafers/ cheeslings	<b>1</b>		
	Evening tea with snacks	Tea with snacks (heavy fried or sandwich, cookies etc.)	<b>1</b>		
6	High Tea for programs/meetin gs	i. Onesweet(approx..25gms),onef rieditem,twotypesofbiscuitso rwafersor  cheeslings,mineralwater500mlbo ttle	<b>1</b>		
		ii. Two sweets, cashew nuts (approx. 40gms), one fried item, two types of biscuits, and wafers/ cheeslings, 500ml (about 16.91 oz) bottled mineral water.	On special Occasion(Quot e Unit  Price)		
	<b>TOTAL</b>				

Note:

- 1- The contractor also needs to serve Super Special Menus (as required by the competent authority) occasionally during several Institutional Events.
- 2- Monthly billing will be as per actual numbers.
- 3- Bottled mineral water will be made available as per requirement.

b) **IPMX/PGPSM Hostel (Students)**

(Indicative Qty. per month approx.. 2250)

S.No	Description	Menu Details	Qty	Unit Rate( Rs.)	Total Amount for indicative  Qty (Rs.) Per month
.					

1	Bed Coffee/Tea	<b>Tea/Coffee sachets to be provided</b>	<b>1</b>		
2	Breakfast	<ul style="list-style-type: none"> <li>• Cornflakes, Porridge with milk, Eggs to order, Bread Butter, Puri with Bhaji Or Idli Sambhar</li> <li>• Stuff parantha with curd OR Vada with dahi/ Chiwra with Chatni and Sauce OR Geg. Cutler</li> <li>• Tea/Coffee</li> </ul>	<b>1</b>		
3	Lunch	<b>Vegetarian</b> <ul style="list-style-type: none"> <li>• Kofta/Matar Alloo/Gutta Curry, Seasonal Veg, Dal (diff. preparations),Kadi / Raita, Rice (diff. preparations),Chapati, Salad, Pickle</li> <li>• Fruit– Banana/Orange/Guava</li> </ul>	<b>1</b>		
4	Dinner	a) Apart from the above vegetarian items +Soup/Papad+One Non-Veg i.e. Chicken Curry/ Mutton Curry/FishCurry/ Eggs Curry - 150 gms( <b><u>3 days in a week</u></b> ).	<b>1</b>		
		b)Apart from above vegetarian Items +Mutter Paneer/ Shahi Paneer/ Butter Paneer/Tomato Paneer/Palak Paneer-150gms ( <b><u>3 days in a week</u></b> )	<b>1</b>		
5	Evening Tea	Tea with Samosa/Pakoda/Vada/ Sandwich	<b>1</b>		
	<b>TOTAL</b>				

Note: 1- **For IPMX students:** Monthly billing will be as per actual numbers.

2- **For PGPSM students:** The payment will be made directly by PGPSM students to the contractor

3- Alternatively, the PGPSM student's menu and price shall be mutually decided by PGPSM students and contractors (if needed). The final decision shall be taken by both parties.

c) **Staff Canteen (to be supplied in concessional rates/no profit no loss basis, \* indicative qty. per month 600)**

S.No	Description	Menu Details	Qty	Unit Rate (Rs.)	Total Amount for indicative Qty (Rs.)Per month
1	Mid-Morning (10:30AM)	Tea with biscuits	1		
2	Lunch(Buffet) Timing: (1:00 to2:00PM)	<b>Vegetarian</b> Seasonal Veg., Dal(diff. preparations), Kadi /Raita, Rice, Chapati, Salad, Pickle	1		
3	Evening Tea(3:00PM)	Tea	1		
		Samosa/Pakoda/Vada/ Sandwich	1		
	<b>TOTAL</b>				

3. Excluding Sundays & Holidays

General Note: Rice, Roti, Dal, and Vegetables are to be served in sufficient quantity, a for full diet.

Note: Monthly billing will be as per actual numbers. The employees will make the payment directly to the contractor.

d. **WMP Students Canteen Service–**

**Recommended Items to be kept in the Canteen– \*Indicative Qty. per month 500**

S.No	Description	Indicative Qty. (per month)	Unit Rate (Rs.)	Total Rate Indicative Qty (Rs.) Per month
1	Tea/ Coffee	500		
2	Soft Drinks	500		

3	Juice(Disposable Packet)	500		
4	Wafers/ Nuts /Dal packets(small)	500		
5	Snacks-Samosa/Patties/Sandwich	500		
6	Poha/Pasta/Chowmein/Macaroni/Maggie	500		
	<b>TOTAL</b>			

**NOTE: Payment will be made in cash by the students directly on the spot.**


**Grand Total (a+ b + c +d)**

(Grand Total should be quoted in Annexure-III D, S.No.2) Signature of the Authorized Person

Date: .....

Full Name.....

Place: .....

Company Seal.....

**Note:**

1. The price bid should be submitted in a format, as per illustration given above. The rate/amount should be mentioned on per item/day/month basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed. **All price bids should be submitted in a separate sealed envelope marked as “Financial Bid”.**
2. The rates should be inclusive of manpower, material, and any other requirement to prepare and serve the food.
3. Quoted price should be exclusive of all taxes and levies. Taxes as applicable shall be paid extra to the appointed contractor.

**ANNEXURE III-C**

**FINANCIAL BID FOR OTHER ITEMS**

Format to be filled up by the contractor:

1. **Name of Firm/Bidder:**
2. **Address:**
3. **Phone/Fax/Mobile/Email:**

<b>.No.</b>	<b>Description</b>	<b>Unit Rate(Rs.)</b>	<b>Indicative Qty Per month</b>	<b>Total Rate indicative Qty (Rs.) Per month</b>
1	Bottled Water(500ml)		Quote for 500 per month	
2	Bottled Water(1Ltr)		Quote for 100 per month	
3	Jal Jeera or fresh lime water		Quote for 50 per month	
4	Thandai		Quote for 50 per month	
5	Buttermilk		Quote for 50 per month	
6 (a)	Juice(100ml)		Quote for 100 per month	
(b)	Juice(200ml)		Quote for 100 per month	
7	Soft Drinks(200-300 ml)		Quote for 100 per month	
8	Kulfi etc.		Quote for 50 per month	
9	All-Out with refill		Quote for 30 per month	
10	Battery Cell for AC/TV Remote		Quote for 30 per month	
11	Bonfire(quote for 1 qty)		As per requirement	
	<b>TOTAL</b>			

4. Monthly billing will be as per actual numbers.

Signature of the Authorized Person

Date: ..... Full Name.....

Place: ..... Company Seal.....



NOTE:

1. The price bid be submitted in a format, as per the illustration given above. The rate/amount be mentioned as per item/day/month basis in BOQ. A separate sheet of paper may be attached if required. Each sheet should be duly signed. **All price bids should be uploaded on CPP portal.**
2. Quoted price should be exclusive of all taxes and levies. Taxes as applicable shall be paid extra to the appointed contractor.

**ANNEXURE III-D**  
**OVERALL FINANCIAL BID**

Sl. No.	Item Description	Quantity	Units	Annual Rate	TOTAL AMOUNT	TOTAL AMOUNT In Words
<b>1</b>	<b>Overall Cost for Providing Housekeeping &amp; Catering Services At IIM Lucknow Noida Campus calculated as per BoQ2</b>					
1.01	First (1St) Year Annual Cost for Providing Housekeeping & Catering Services	12.000	Months			
1.02	Second (2nd) Year Annual Cost for Providing Housekeeping & Catering Services	12.000	Months			
1.03	Second (3rd) Year Annual Cost for Providing Housekeeping & Catering Services	12.000	Months			
1.04	Second (4th) Year Annual Cost for Providing Housekeeping & Catering Services	12.000	Months			
1.05	Second (5th) Year Annual Cost for Providing Housekeeping & Catering Services	12.000	Months			
<b>Total in Figures</b>						
<b>Quoted Rate in Words</b>						

**Note:**

- i. The Annual rate should be based on the Monthly rate quoted in BoQ2.
- ii. The BoQ1 sheet does not guarantee an extension that the contractor will get. However, the extension will only be given based on satisfactory performance, and if the institute feels the quoted rates may be negotiated by the designated committee and an extension may be given on a mutually agreed annual rate/price/cost, etc., other terms & conditions of the contract will remain same as per the NIT document.
- iii. The quoted price should be exclusive of all taxes and levies. Taxes as applicable shall be paid extra to the appointed contractor.
- iv. \*\*\*Variety should be maintained in serving Breakfast /Lunch/ Dinner and no repetition of Breakfasts allowed for Breakfast/Lunch/Dinner served on the same day. A Schedule weekly menu should be prepared in consultation with the designated IIML, NOIDA CAMPUS official to ensure variety in Breakfast/Lunch/Dinner served to IIML, NOIDA CAMPUS guests.

- v. 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 (3 Stars Services). For standards and procedures refer to Annexure IV.
- vi. The manpower mentioned in NIT is for minimum deployment however, the adequate deployment of manpower will be the sole responsibility the of contractor as per the scope of services/work mentioned in the NIT. If needed the manpower shall be increased or decreased as per the institute’s requirement and payment shall be calculated on pro rata basis.

Signature of the Authorized Person

Date: ..... Full Name.....

Place.....

Company Seal.....

**NOTE:**

1. The quoted price should be exclusive of all taxes and levies. Taxes as applicable shall be paid extra to the appointed contractor.

\*\*\*Variety should be maintained in serving of Breakfast /Lunch/ Dinner and no repetition of menu is allowed for Breakfast/Lunch/Dinner served on the same day. A Schedule of weekly menu should be prepared in consultation with the designated IIML, NOIDA CAMPUS official to ensure variety in Breakfast/Lunch/Dinner served to IIML, NOIDA CAMPUS guests.

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 art equipment ‘s, eco-friendly cleaning products and proven processes. The results should be of a superior quality performance levels. For standard and procedures refer **Annexure IV**.

## ANNEXURE – IV

### DETAILED SCOPE OF SERVICES/ WORK FOR MDP/ IPMX / PGSM/HOSTEL AND RECEPTION SERVICES

1. Manage the Reception counter by a professional and experienced person (minimum 1 years of Diploma and at least one years of experience in Front office operations in similar organization) who will attend the guest with decent and hospitable manner;
2. Maintain the check-in and check-out in both Registers and in system
3. All other rooms in the Visitor Hostel as per the directive received from Main Visitor Hostel office
4. Arrange safe handling of baggage of the guest;
5. To attend the telephones, and maintain a call traffic register
6. Maintain the Complaint Register (standard Format) which should be available on demand;
7. To arrange emergency transport as and when required by the guest;
8. To provide information with regard to rail/air/ timings and information related to campus to the guests on request;
9. To ensure overall cleanliness in the surrounding area as of the Reception Counter, lobby;
10. To Report the **Room-wise Occupancy status** every morning to the In charge Visitor Hostel through Facility Manager of the firm /company;
11. 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 Sr. A.O, IIML Noida Campus. A register to be maintained for this purpose, room-wise and the same to be brought to the notice of the In charge, Visitor Hostel daily through the Facility Manager;
12. At the time of checkout, to ensure that all the items provided in the room (like the Remote of TV etc.) are available in the room in case of any missing items the contractor will be solely responsible to replace the same at no extra cost.

### HOUSEKEEPING & JANITORIAL SERVICES

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

1. 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).
2. 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) Blankets
1) Blanket linen	6) Bath Towels	7) Hand Towels	8) Tumblers (Glass)
8) Coasters	10) Hangers	11) Buckets	12) Foot Mats
13) Mugs	14) Dustbins	15) Bath Mat	

3. The contractor shall supply the following toiletries and consumable for each room per new occupant.
  - a. Bath Soap 10-15gms
  - b. Shampoo Sachet
  - c. **Moisturizer** Sachet
  - d. Welcome Kit consisting of Dental & Shaving Kit
4. The contractor shall supply the following consumables for each room per day.
  - a. Coffee, Tea, Milk and Sugar Sachets
  - b. Two bottles of 500 ml mineral water (Bisleri /Kinley/Aqua Fina)
5. The contractor shall ensure the following items are replenished in each room.
  - a. Goodnight/All-out mosquito repellent with refills
  - b. Toilet Tissues Rolls (2nos.)
  - c. Room fresheners
  - d. Naphthalene balls
  - e. Battery Cells (in working condition) for TV, Wall Clock and AC remotes.
6. All items mentioned above should be of superior/branded quality. The Service provided should provide all these items.

#### SERVICE STANDARDS:

**Basic Standard:** Maintain at all times in good condition - office areas, service areas, public areas, utility areas, fire exits, stairways, terraces, lifts, car parking, and external areas.

**Prestige Standard:** High standard of cleanliness and appearance at all times including maintaining higher floor gloss levels – VIP Suites, Conference room, Banquet area, Dining area, Pantries, Reception areas, Lobbies and VIP floors, etc.

**Hygiene Standards:** 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.

#### TYPES OF CLEANING:

**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.

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

**Periodic Cleaning:** Activity includes all deep cleaning and periodic cleaning activities of the communal & public areas and activities that require more frequent cleaning than routine cleaning including kitchens, vending points and cafeteria.

#### ZONING:

The Frequency of daily cleaning should be divided into 3 zones:

**Green Zone**-Cleaning -mechanically/ manually. Frequency –Once a day.

**Red Zone**- Cleaning- mechanically /manually. Frequency–Once a day minimum followed by further cleaning upon requests/instructions.

**Yellow Zone** - Cleaning - once at the commencement of shift & repeated till the end of the shift. Busy areas with continued upkeep like Lobby, Dining area, Corridors, Kitchens, Pantry, Passages etc.

The service of the House-keeping is round-the-clock operation. It includes the followings:

### **CLEANING SERVICES**

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

#### **DAILY CLEANING:**

1. Sweeping of the entire premises;
2. Damp moping of tiles, vitrified floors, stair cases, side walls, corridors, passages;
3. Dusting of desk, table, chair and furniture located in the rooms occupied;
4. Special attention will be paid to the cleaning of wash basins.
5. Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants;
6. All the wash basins, toilet spans should be kept stain free using harpic/sanifresh etc.
7. All surfaces shall be free of germs, soap and mud at the washrooms/WCs;
8. Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area;
9. Cleaning of Doormats; aluminum doors, aluminum Fish plates etc.
10. Naphthaleneballs,urinalcubes,shouldbesuppliedsufficientlyinthetoilets;
11. Emptying all waste paper baskets from all rooms and washing or wiping them clean with damp cloth, replacing plastic wastepaper basket linings and returning of items where they were located;
12. All waste wet and dry from waste paper baskets, kitchen, dining halls etc. will be collected and disposed-off as per the guidelines every day.
13. Cleaning of bath fittings with silvo.

#### **WEEKLY CLEANING:**

1. All glass doors, windows of the premises would be cleaned using damp and dry method;
2. Glasstabletops,doorspartitionsandglassaccessorieswouldbecleanedusingsolvent;
3. Cleaning of photos, sculptures, panels, glass /board partitions etc.;
4. Wipe/clean/polish of all staircases/metal railings, passages, corridors with detergents/brasso/silvo etc.
5. Dusting/cleaning of Venetian blinds.

**MONTHLY CLEANING:**

1. To remove cob webs from the entire premises wherever they exist;
2. Scrubbing of all floor are as;
3. Carpets in Guest Rooms if any to be cleaned with shampoo by an experienced personnel;
4. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition;
5. Washing/dry cleaning, ironing and refitting of curtains.

**LIST OF CLEANING AGENTS TO BE USED:**

All the below listed items should be available with the housekeeping dept. of the contractor.

- |                          |   |                                      |
|--------------------------|---|--------------------------------------|
| 1.Dusting Cloth          | 2.Scrubberswithhandle                     | 3.All Purpose Cleaner                |
| 4.Dust pan               | 5.WindowGlass Cleaner                     | 6.Dust brushes                       |
| 7.WindowApplicator       | 8. S S Scorch pads/steel wool             | 9.WindowSqueeze                      |
| 10.Nylonbroomswithsticks | 11.Garbagebagslarge                       | 12.Floordust mops with holder        |
| 13.Garbagebagsmedium     | 14.Featherduster                          | 15.Garbagebagssmall                  |
| 16.Spraybottles          | 17.AirFreshener                           | 18.Toilet brush                      |
| 19.InsectKiller          | 20. Hand brush                            | 21.NaphthaleneBall                   |
| 22.Plastic buckets       | 23.Dettol                                 | 24.Extension pole for glass cleaning |
| 25.Deodorant /fresheners | 26.Garbagebinsdifferent coloursof100ltrs. |                                      |
| 27.Toiletpaperrolls      | 28. Harpic/Flush Clean                    | 29. Single Disk Scrubber             |

**GUIDELINES RELATED TO CATERING SERVICES**

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

1. Morning tea/coffee
2. Breakfast
3. Lunch
4. Evening Tea &Snacks
5. Dinner
6. Special lunch and dinner on prior order.
7. Light tea during official meetings/events on prior orders
8. 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 chargeable basis.

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

**THE CONTRACTOR SHALL ALSO PROVIDE:**

1. Official lunch/dinner at the specified location when required by the In Charge Visitor Hostel/Designated person for whom payments will be made by concerned department/sections/schools of IIML, NOIDA CAMPUS.
2. The contractor has to ensure that only fresh prepared food is supplied and the left over are disposed of every day. Food cooked for the day is not to be served next day. If at any stage, any complaint is received or it comes to the notice of In Charge Visitor Hostel or to his designated officials/persons that Contractor is not following the same, notice will be served to furnish explanation failing which the penalty will be charged and if repeated will be followed up by termination of the contract and all outstanding of The contractor to IIML, NOIDA CAMPUS will be seized as penalty.
3. Fresh vegetables/non-veg items from near markets located only to be prepared in the Visitor Hostel and served to guests. Proper care should be taken for perishable items which will be procured daily on need basis.
4. The contractor has to ensure proper storage of dry provisions and it should be kept at least one foot above the grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.
5. The contractor shall comply with the Food Safety regulations, bye Laws relating to preparation, preservation, and sale of food stuffs, 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).
6. 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. Overall quantity of menu shall remain sufficient to the satisfaction of the IIML, NOIDA CAMPUS Guests. Surplus food should be disposed of and should not be used in the next meal.
7. The menu shall be displayed in the morning. In case 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 designated officer.
8. Contractor has to provide various items as per following makes or of its equivalent quality as specified below:-
  - Rice-Basmati of Kohinoor/Badsha/Heritage
  - Atta-Captain cook/Ashirvad/Annapurna/Pilsburry
  - Masala-All Masala powder should be Agmark / MDH
  - Oil-Refined Sunflower oil of Fortune/Sundrop/Godrej/Sweekar



- Ghee- Amul / Britannia /Vijaya
- Butter & Cheese - Amul/Britania
- Papad-Lijjat
- Pickles-Priya/Kisan/Maggie
- Jams-Kissan/Sil
- Sauces-Magie/Kisan
- Cornflakes-Kellogs/WakeField
- Fresh Milk-in Poly pack from Local Diary Co./Amul Diary
- Tea-Taj-mahal /Tata, twining, tettle (both tea bags+packet tea)
- Coffee-Nescafe/Bru/Filter
- Rasgula from Reputed sweet houses (Bikaner / Haldiram etc.)of the city (For special orders)
- Gulab Jamun -MTR, KC Das and/or prepared from fresh khoya in MDP/IPMX Hostel kitchen
- Biscuits-5-6 varieties of Britannia
- Water–Aquafina/Bailey/Kinley/Bisleri

**Note:** The contractor will raise separate bills for supply of hot lunch ordered by different departments of IIML ,NOIDA CAMPUS which will be paid by the monthly receipt of the bills on the approved given rates plus GST as applicable.

### **BROAD OUTLINES OF SPECIAL BREAKFAST/ LUNCH / DINNER**

The contractor needs to provide Special Lunch and Dinner as per Official Requests from different departments of the Institute.

- The menu for the same as under shall comprise of Continental / Chinese/different Indian Cuisines.
- Vegetable Soup
- Veg Starter and Non Veg Starter as required Salad
- Dal(Different Preparation)
- Seasonal Veg. (3Typesincluding1 Paneer Dish)
- 2Non Veg.(Chicken/Mutton/Fish)–Curry/Dry/Tandoor/Baked Basmati Rice or equivalent (Different Preparation)
- Indian Breads (Chapati /Tandoori /Nan /Paratha /Poori etc.) Dahi/ Raita, Papad, Pickle, Chutney
- Special Deserts/ Sweets or Special Seasonal Fruits

**Note:** The contractor also needs to serve Super Special Menus (as required by the competent authority) occasionally during several Institutional Events.

**RECORDS AND REPORTS TO BE MAINTAINED BY THE CONTRACTOR**

Log Book(Daily/Weekly/Monthly)

Visitor Register

Cleaning Checklist

Guest Comment

Book Machine Checklist

Check-in and Out Reports

Key Register

Attendance Register

Medical Box Checklist

Lost and Found Register

Menu Card Booklet

Grooming Register Food Bill book

Staff Training File

Staff personal data file

Staff Orientation File Machine Pre-Maintenance service report

Note:- Brands of the items used for cleaning etc. will be decided by IIML Noida Campus.

**ANNEXURE-V**

**CHECK LIST**

(To be enclosed with the Technical Bid)

<b>S.No</b>	<b>Description</b>	
.		
1	Technical Bid sealed in a separate envelope super scribed as “ <b>TECHNICAL BID</b> ”, Annexure -IIA, Annexure-IIB and Affidavit	
2	Financial Bid, Annexure –IIIA to IIID	
3	Earnest Money Deposit	
4	Copy of Registration Certificate with Labour Department	
5	Copy of PAN/ GIR Card	
6	Copy of IT Returns filled for the last three Financial Year/Proof of Financial Turn-Over for previous 3 years	
7	Copies of EPF and ESIC certificates	
8	Copy of Registration Certificate of UPTT/CST/VAT/TIN	
9	List of clients where similar work was/is carried out and details of Contract person(s).	

## FORMAT OF AGREEMENT

Format of agreement made this day of Two Thousand Sixteen between the Indian Institute of Management Lucknow-Noida Campus, an autonomous academic Institute under the Ministry of Human Resource Development, Government of India through its Director (herein after referred to as, **The Institute**' and M/s. \_\_\_\_\_, (here in after referred to as, \_\_\_\_\_ The Contractor") which expression shall include his/their respective heirs, executors, administrators and assigns of the other part.

WHEREAS the Institute is desirous of appointing contractor for providing **Catering and House Keeping Services for MDP Executive Center (Guest House), IPMX/ PGPSM Hostel, A-1 & A-2 Building, Faculty Residence Block and Seminar Block etc. at IIML Noida Campus** as per scope of services attached with this contract.

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 aforesaid on the terms & conditions set forth herein. The services shown upon described in the Annexure IV and the said priced schedule Annexure-III A to D of quantities at the respective rates mention in the price schedule of quantities.

AND WHEREAS the contractor has deposited by Bank **Guarantee** a sum of Rs. \_\_\_\_\_ /-(Rupees: \_\_\_\_\_ only) with the Institute for the due performance of this agreement.

### NOW IT IS HEREBY AGREED AS FOLLOWS

1. In consideration of the payments to be made to the contractor as herein after 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.
2. 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.
3. 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.
4. 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 here to shall be final and binding on both parties and may be made a rule of court.
5. The said contract comprises the services above mentioned and all the subsidiary services connected there with 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 in the priced schedule of quantities.

6. The Institute reserves the right of altering the nature of the services and of adding to permitting 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.
7. The said conditions and appendix there to shall be read and construed as forming part of this agreement and the parties here to will respectively abide by and submit themselves to the conditions and stipulations and perform the agreement on their parts respectively in such conditions contained.
8. 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.
9. The several parts of this contract have been read to us and fully understood by us. IN WITNESS WHERE OF the parties here to have set the irrelative hands the day and the year herein above written.

In the presence of

DIRECTOR

CONTRACTOR