

Indian Institute of Management, Lucknow

Hospitality Committee for Convocation 2019



Request for Proposal (RFP)

Catering Brief for Annual Convocation 2019

Feb 2019

RFP closing date: March 5th 2019 at 12 noon

BACKGROUND INFORMATION – Indian Institute of Management, Convocation 2019

Indian Institute of Management Lucknow, an autonomous public business school, is fourth in the prestigious IIM family to be established after IIM Calcutta, IIM Ahmedabad, and IIM Bangalore. IIM Lucknow also serves as the mentor institution for the newly established IIM Rohtak and IIM Kashipur. It is recognized as an "Institution of Excellence" by the India's Ministry of Human Resource Development. It is ranked among the Top 5 B-Schools in India. IIM Lucknow provides PG Diploma, Executive and fellowship programs in management stream. The management programs of IIM Lucknow are accredited by London-based Association of MBA (AMBA).

Convocation is a solemn occasion when diplomas are conferred on the graduating students of the Post Graduate Programme in Management, IPMX, WMP, IPMX, MBA sustainability, Fellow programme in Management, and Executive Fellow Programme. Students will be accompanied by their parents. The programme includes three food arrangements. First is a pre convocation dinner for 2500 persons on March 15th, second is Hi Tea for 3000 persons on March 16th evening.

Further info:

- IIM Lucknow: www.iiml.ac.in

IMPORTANT DATES

Tender submission start date	22/02/2019
Last Date and Time for submission of Tender	05/03/2019 till 12:00 PM
Date and Time for opening of Technical Bid	05/03/2019 at 12.15 PM
Date, time & Venue for Presentation	07/03/2019 at 4.00 PM IIM Lucknow, FB1
Date and time for Opening of Financial Bid	Would be informed on only to the eligible bidders
Venue for opening of Technical and Financial Bids	Indian Institute of Management, Prabhandh nagar, IIM Road, Lucknow– 226 013(U.P.)

GENERAL CONDITIONS OF REQUEST FOR PROPOSAL (RFP)

1. RFP Instructions

Responses to the RFP must be submitted in accordance with the following instructions. These instructions are designed to ensure that all providers are given equal and fair consideration. It is important that you provide all the information requested in the format and order specified.

- 1.1 Your RFP document and quotation will be treated as part of your expression of interest. In order for your application to be considered, you must return all required documents by the due date and time as indicated.
- 1.2 All details within the RFP must be treated as private and confidential and thus shall not be disclosed to any party, whether your RFP submission is successful or not.
- 1.3 The provider warrants that the prices in your submission have been arrived at independently, without any consultation, communication, agreement or understanding, either for the purpose of restricting competition or on any matter relating to such prices, with any other PROVIDER or with any competitor and prices are fully inclusive to meet the requirements of the RFP.
- 1.4 The preferred provider will be recommended by the project team based on the results of the two-stage evaluations. The successful provider will be notified by email.

2. Scope of Contract

Manage Hospitality Arrangements during Convocation 2019 to be held on 16-17 March 2019

- Providing catering and food support as mentioned in Part II (ANNEXURE 3)
- Providing adequate manpower to handle the three events. A person should always be there to rectify errors. Please keep the backup of all the necessary items for avoiding any emergency.
- Making Food arrangements (as per menu given in ANNEXURE 3) for 2500 persons for dinner on March 15th 7.30 PM. Venue: Opposite Commercial Complex
- Making lunch arrangements for 100 persons on March 16th 2.30 PM as per menu given in ANNEXURE 3 Venue: FB 1
- Making Tea and Snacks arrangements for 3000 persons on March 16th 6.45 PM as per menu given in ANNEXURE 3 Venue: Opposite Commercial Complex
- Vendor has to bring in complete utensils, cooking sources, as well as containers and bone china crockery. Cloth napkins have to be provided during the dinner on March 16th.
- Complete water used in cooking needs to be done with Mineral Water
- Complete waste/leftover disposal will be the sole responsibility of the vendor on both the days. IIML will provide the designated place for the disposal

3. Price

Please provide and attach detailed costs on an official quote (letter headed paper).

All prices quoted should **exclude GST**. Payment will be made after satisfactory completion of the three assignments mentioned in Annexure 3.

4. Submission of RFP

All RFPs should be received by Tuesday, March 5, 2019 at 12 noon.

TERMS & CONDITIONS

Eligible vendors are advised to submit a technical Bid (Annexure-1) and a financial bid (Annexure-3) along with Annexure 4 & 5 for above-mentioned work.

1. Tenderer who has down loaded the tender from Institute's websites shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, tender will be completely rejected. Each page of tender document should be stamped and signed.

2. Intending tenderers are advised to visit Institute's website regularly till closing date of submission often there for any Corrigendum/Addendum/Amendment.

3. The date of opening the financial bid will be informed later on.

4. The details of terms and conditions are being given at (Part I-Technical Bid). The bidder has to fill the technical bid (Annexure 1) and Financial Bid (Annexure 3) along with Annexure 4 & 5 and has to enclosed all the relevant documents with the Bid.

5. The evaluation of technical bid will be as per the criteria mentioned in evaluation scheme in Part I (Annexure 2).

6. Quotations received after specified date and time will not be considered for further process

7. **Earnest Money:** EMD of Rs. 18,000/- (Rupees Eighteen thousand only) to be deposited in the form of Demand Draft in favor of "Indian Institute of Management Lucknow "from any Nationalized Bank payable at Lucknow in prescribed manner. EMD in any other form will not be accepted. **Hard copy of EMD should be kept with the Technical Bid envelope.** This amount will be treated as Performance Guarantee for the successful bidder which will be added to the payable amount at the time of payment. For all the other bidders this amount will be returned to the unsuccessful bidders.

8. **Penalty Clause:** The agency will bear the responsibility for any default, shortage of items and adherence to schedule and make good of the losses, if any. Penalty of Rs. 15000/- will be imposed up to maximum 10% of Order value.

If any sort of food poisoning, either minor or major, is reported for any of the food items, the complete responsibility shall be with the contactor. The contactor shall take immediate steps for the medical aid for the diners, fully at their own cost. Under any such case, the contract can be terminated with the recommendation of the hospitality committee and management by forfeiting the security deposit.

9. **Payment** (a) E-Payment: All payments, IIM Lucknow prefers to make Electronic Transfers (RTGS) through State Bank Of India, or through Axis Bank or HDFC Bank, IIML Campus branch

(b) All payments due under the Contract shall be paid after deduction of statutory levies at source (like ESIC, Income Tax, etc.), wherever applicable.

10. **Dispute** - In the event of any dispute or difference regarding the interpretation of these conditions or any condition contained in the release order, the decision of the Director of the Institute shall be final and binding on the agencies. All disputes will be subject to the jurisdiction of courts in Lucknow only.

11. Disclaimer Clause:

IIM Lucknow has the discretion and right at any stage to cancel/add or amend the information, terms, procedure and protocol set out in the RFP and the bidder has no claims against such right. The Institute has unfettered right hereunder to terminate the arrangements at any time without assigning any reason whatsoever.

- i. The Technical Bid and the Financial Bid should be put in separate sealed envelopes clearly marked “Technical Bid” and “Financial Bid” respectively. Both the envelopes should be put in a single envelope mentioning the tender title (on all three envelopes).
- ii. The technical bid and the financial bid should be put in separate sealed envelopes clearly marked “Technical Bid” and “Financial Bid” respectively. Both the envelopes should be put in a single envelope mentioning the tender details.
- iii. Tenderers has to sign all the pages of the tender documents
- iv. Tenderers are advised to visit & inspect the site before filling the bids and for any query they may contact Mr. P. Sampath at sampath@iiml.ac.in 0522 6696912

15. Bid must be sent through Registered / Speed Post / Courier OR By Hand (in the Tender box kept at the Main gate of IIM Lucknow Campus) to the following address Please CLEARLY write **on the envelope** “TENDERING FOR HOSPITALITY FOR CONVOCATION 2019

To,

All envelopes should be super scribed with

- Tender Heading: _____
- Due Date_____ Time _____
- Name of the Vendor _____
- Addressed To:

Officer on Special Duty

**Indian Institute of Management Lucknow,
Prabandh Nagar, IIM Road,
Lucknow– 226 013 (U.P.)**

ANNEXURE 1

FORMAT FOR TECHNICAL BID

Write up of 500 words in Hindi/English neatly typed in double spacing with name of firm and signature of authorised signatory.

FORMAT FOR FINANCIAL BID

Price quotation for work mentioned in the RFP excluding GST with name of firm and signature of authorised signatory.

Annexure – 2
Indian Institute of Management Lucknow
HOSPITALITY EVALUATION SCHEME/CRITERIA

The technical evaluation will be for **100 marks** and will be based on the following schemes

S.NO	DESCRIPTION	MARKING SCHEME	MAX MARKS	MIN MARKS REQD FOR QUALIFICATION
	Write up 500 words: Experience of handling Prestigious dinners and banquets as well as similar clients in the past. Write up can be in both Hindi and English. Same has to be presented to the panel	Evaluation to be done by the Technical Committee on the basis of authenticity, depth, sincerity of preparation of the vendor.	50	31

The Write-up evaluation will be followed up by the Presentation evaluation on following heads

S.No	Criteria	Max Marks
1.	Food Quality and taste. Adherence to menu and brief given & Innovativeness in food items and display	20
2.	Past Experience/Feedback about performance in other institutes and also IIM Lucknow	10
3.	General : Garbage disposal , Cleanliness and hygiene : of cooking area, service area, dining area etc	10
4.	Overall planning for the event	10

1. The firm should provide the contact information (i.e., name of two contact persons, phone number, e-mail address, URL of the/ company) of three clients that IIM-Lucknow may contact in order to obtain the required information.

2. A bidder has to score at least the minimum marks of 31 in both the components of technical evaluation in order to be technically qualified.

3. Financial bids of only the technically qualified bidders will be opened.

4. The financial bid of only those technical qualified bidders would be opened who have scored minimum 31 marks in both components of Technical evaluation out of 50.

5. For any applying vendor who has served at IIML earlier his/her quality of services given will be considered by the committee in awarding marks. If it is found that the specific vendor has been giving below par services and the same has been reported in writing by some responsible office bearer, then the vendor will be disqualified in the technical bid level itself.

6. Start-ups who have registered their businesses in the last 36 months will be given additional weightage if found worthy in the presentation by the committee to incentivise young entrepreneurs.

7. If the vendor is found to have engaged in campaigning, or using other means to impress upon institute to award the tender to their firm or creating a propaganda against the committee through internal staff will be out rightly disqualified and blacklisted for the next six years.

2.1 FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER

2.1.1 The financial evaluation shall be carried out and financial bids of all the bidders shall be given 50% of weightage. This means that the technical bid as a whole will have 50% weightage. This further means that marks received in technical bid out of 100 will be halved while arriving at the final figure.

2.1.2 The valid Bidder (fulfilling criteria in 2.1.1) with the lowest Service Management price shall be assigned value of 50 (i.e. 50% x 100).

2.1.3 If the Bidder having lowest price has quoted Rs. 10,000/- then financial value of the other bidders shall be computed as under
(50 x Lowest Bid Price / Quoted bid price)

2.1.4 The Value of Financial bid shall be as given in Illustration-1 below

Illustration-1: If Bidder has quoted 12,500/- as its price bid then its financial value is $50 \times 10000 / 12500 = 40$

2.1.5 The total value of bidder for ranking shall be as given in Illustration -2 below

Illustration -2: If the bidder in Illustration 1 whose technical evaluation marks is 35 then its total marks will be $35+40 = 75$.

2.1.6 The Bidders' ranking shall be arranged depending on the values obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.

2.1.7 The bidder with highest value (Technical plus Financial evaluation) shall be deemed as the L-1 Bidder for award of contract.

2.1.8 In case of two or more bidders are evaluated as L-1 then the bidder quoting lower price bid in financial bid shall be awarded the contract.

ANNEXURE 3

MENU FOR 3 Events on March 15 & 16th, 2019

Dinner 15.03.2019 for 2500 persons 7.30 PM	
<p><u>Starter:</u> Soya Chaap, Chilly Chicken, Harabhara Kebab, Cheese Roll, Tomato soup with fried bread crumb</p> <p><u>Non veg:</u> Shami Kabab, Gilawati Kebab + Ulta Tawa Paratha, Nihari Kulcha , Tandoori Fish Tikka (+Tartar sauce) Chicken Kathi Roll, Green Chutney, Lachcha Sirka Onion</p> <p><u>Veg:</u> Veg Kebab-Parantha, Kadai Paneer, Amritsari Choley Kulchey, Butter Sauted Veg (Broccoli, Baby Corn, Cabbage, Carrot, Beans, Capsicum 3 colours), Dahi vada, Dal ki Kachori and Aloo curry, Plain Curd</p> <p><u>Rice:</u> Mutton Dum Biryani, Lemon Rice with coconut chutney, Steamed Rice,</p> <p><u>Roti:</u> Missi, Tandoori, Garlic Naan, Poori green and plain,</p> <p><u>Sweet:</u> Kulfi Stick, Jalebi in Desi Ghee, Ice cream-Amul/Vadilal (Butter Scotch +Black Currant, Tuty Fruity)</p> <p><u>Miscellaneous</u> 5 Types salad (Green/Macaroni/Russian/Sprout/Fruit), Mineral Water, Papad (Sabudana/Rice/Dal) 4 types Espresso coffee, Masala Butter Milk, Masala Lime Soda 5 types of Pickles.</p>	<p><u>Medium of Cooking:</u> Saffola Gold Oil or equivalent</p> <p>Jalebi has to be cooked in Amul Desi Ghee or equivalent.</p> <ul style="list-style-type: none"> • Veg Decoration arrangement in salad section is necessary. • Proper Crockery Plates and bowls and cutlery. • Cloth napkins, • Four Roti counters. • Waiters in Shahi/ Rajasthani dress. <p>Ice Cream has to be either Amul or Vadilal or equivalent brand</p> <p>Pickles have to be of brands Nilon's or Mother's Recipe or equivalent</p>

Tea/Snack 16.3.2019 for 3000 persons 6.45 PM	
<ol style="list-style-type: none"> 1. Vada Sambhar 2. Idli Sambhar 3. Lemon Rice with Coconut Chutney 4. Khasta with Aloo Sabji & Navratna Chutney 5. Angoori Boondi 6. Masala Tea+ Espresso Coffee + Green Tea 	<p>Medium of cooking will be branded Mustard Oil and Saffola Gold Oil or equivalent</p>

**Hi Tea at Faculty Robing Area 16.3.2018 for
100 persons 2.15 PM**

Green tea + Masala tea in Kulhar and Espresso
Coffee + Fresh Lime Soda

1. Masala Peanut
2. Fish Amritsari
3. Thalipeeth (Marathi)
4. Paneer Bread Roll
5. French Fries
6. Idli & Vada Sambhar
7. Lemon Rice with Coconut Chutney

Cooking medium will be Saffola Gold or
equivalent and branded Mustard Oil

ANNEXURE 4

BIDDER INFORMATION FORM

1.	NAME OF THE COMPANY	
2.	NAME AND DESIGNATION OF AUTHORISED REPRESENTATIVE	
3.	COMMUNICATION ADDRESS	
4.	PHONE NO./MOBILE NO.	
5.	FAX No.	
6.	E-MAIL I.D.	

GST Number:	
Bank Name & Address:	
Account Number:	
IFSC Code	
SWIFT	
Head Office Address	
Invoice/Accounts Payable Address	
Invoice/Accounts Payable Contact Name and Details	

Date: -

Signature of the Authorized Signatory

Place: -

Designation : (Office seal of the Bidder)

Annexure-5

Date:

BID FORM

To,
The OSD,
Indian Institute of Management,
Prabandh Nagar, IIM Road
Lucknow 226 013

Ref: Invitation for Bid No. TENDER HEAD _____

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents, including Menu given in Annexure 3.
2. We offer to execute in conformity with the Bidding Documents for providing hospitality arrangements for Convocation 2019 of IIM Lucknow to OSD, IIM Lucknow
3. Our bid shall be valid for a period of 30 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
5. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,

Authorised Signatory

Full Name and Designation
(To be printed on Bidder's letterhead)