



**भारतीय प्रबन्ध संस्थान, लखनऊ**  
INDIAN INSTITUTE OF MANAGEMENT LUCKNOW  
Prabandh Nagar, IIM Road,  
Lucknow – 226 013

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

**E-mail:- [mdpoffice@iiml.ac.in](mailto:mdpoffice@iiml.ac.in), [purchase@iiml.ac.in](mailto:purchase@iiml.ac.in)**

**TENDER DOCUMENT**

**Tender Document for Providing Housekeeping Services & Catering for  
IIM Lucknow Campus**

**Tender Notice No.: IIML/HOUSEKEEPING/33/2018-19 dated 14/01/2019**

<u>Last date of submission of complete quotation</u>	<u>18-February 2019 upto 02:00 PM</u>
<u>Date, Time and Venue for opening of Technical Bid</u>	<b>22-February 2019 at 03:00 PM, Meeting Room, IIM Lucknow</b>
<u>Date, Time and Venue for presentation of shortlisted firms</u>	<b>Will be intimated later-on</b>
<u>Date, Time and Venue for opening of quotation, Financial Bid of shortlisted firms</u>	<b>Will be intimated later-on</b>
<b>Pre-Bid Meeting Date, Time Venue</b>	<b>30<sup>th</sup> January, 2019 at 11:00 AM in Meeting Room, Samadhan Building, IIM Lucknow</b>

Tender issued to:

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

**Tender Notice No.: IIML/HOUSEKEEPING/33/2018-19 dated 14/01/2019**

<b>SCHEDULE OF EVENTS</b>	
<b>SCHEDULE - A</b>	
Tender Notice No.	<b>Tender Notice No.: IIML/ HOUSEKEEPING /33/ 2018-19</b>
Download the tender document from and submission	<a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> Notification also available on <a href="http://www.iiml.ac.in">www.iiml.ac.in</a>
Tender Release Date	16/01/2019
<b>Last date for receipt of bids*</b>	<b>18-February 2019 at 02:00 PM</b>
Validity of bid	90 Days from the date of opening
Tender Fee (Rs.) (Demand Draft)	Rs. 1,000/- (Rupees One Thousand only) of nationalized bank
Earnest Money Deposit (EMD) (Demand draft/Cheque)	Rs. 5,00,000/- (Rupees Five Lakhs only) of nationalized bank
Place of submission of bids  (Tender should reach before the last date of receipt and time)*	<u>Tender should be uploaded on the e-procure (only) along with Tender fee and EMD. Hardcopy of the EMD and Tender Fee titled by tender number to be sent by Registered Post, Speed Post or courier address to :</u>  <b>The Officer on Special Duty, Indian Institute of Management Lucknow, Prabandh Nagar, IIM Road, Lucknow – 226 013.</b>
<b>Date &amp; Time for opening of Technical Bid:</b>	<b>22-February 2019 at 03:00 PM</b>
Place of opening the bids:	<b>Indian Institute of Management Lucknow, Prabandh Nagar, IIM Road, Lucknow – 226 013.</b>
Date & Time for Presentation and opening of Financial Bids	<b>Will be intimated later-on</b>
Contract Commencement Date:	<b>Will be intimated later-on</b>
Contract Duration:	<b>The initial period of contract will be initially for one years with a provision to extend the contract for further period of four years on year to year basis subject to satisfactory performance and on the mutual consent at the absolute discretion of IIM Lucknow.</b>

**Note:** The prospective bidders are requested to visit the site on working days between at [www.eprocure.gov.in](http://www.eprocure.gov.in) and [www.iiml.ac.in](http://www.iiml.ac.in) from 10.00 AM to 5:30 PM



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**E-mail:- mdpoffice@iiml.ac.in, purchase@iiml.ac.in**

**Tender Notice No.: IIML/HOUSEKEEPING/33/2018-19**

**TENDER NOTICE**

The Officer on Special Duty, **on behalf of the Director IIM Lucknow**, invites **e-tender under Two Bid System** i.e. Technical Bid and Financial Bid from reputed and financially sound Companies/Firms having rich experience for “Providing Catering and Housekeeping Services in the Institute of national importance such as IIMs, IIT, IIIT etc.

Catering and Housekeeping Services required for:-

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

Interested Companies/ Firms have to apply online on [www.eprocure.gov.in](http://www.eprocure.gov.in). Bids complete in all respects along with Earnest Money Deposit (EMD), tender fees and other requisite documents and also by Registered Post, Speed Post or courier address to :- The Officer on Special Duty, Indian Institute of Management Lucknow, Prabandh Nagar, IIM Road, Lucknow – 226 013.

**DOCUMENTS TO BE SUBMITTED**

Technical Bid : Annexure – II-A, (Uploaded and attach all documents, declarations,)

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

Check List : Annexure – IV

**FEES TO BE DEPOSITED**

(Attach Demand Drafts separately with the Technical Bid)

Tender Fee :- Rs. 1,000/- (Rupees One Thousand only)

E.M.D:- : Rs. 5,00,000/- (Rupees five lakhs only)

Demand Drafts towards Tender fee and EMD drawn on any nationalized bank in favor of “**Indian Institute of Management Lucknow**” payable at “**Lucknow**”. The tenders received without following the above instructions and without Tender fee and EMD, will not be accepted.

**PROCESS OF SELECTION OF CONTRACTOR FOR OUTSOURCING OF SERVICES**

- Release of web and newspaper advertisement inviting proposal from reputed & registered companies engaged in providing services to reputed Government Institutions/PSUs or other similar establishments.
- Bidders are required to submit the complete proposal before the deadline given in Schedule - A.

- The technical bids will be opened on the day and time indicated in Schedule-A in the presence of authorized representatives of the bidders. Representatives of the bidders invited for technical bid opening may be asked to give presentations at a later date on their strengths and suitability to meet our standards, before the technical committee appointed by the Institute.
- The technical committee will evaluate the proposals on various parameters (as defined in Annexure-I). Agencies meeting the bidder's eligibility criteria and scoring a minimum of 30 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 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.

## **INTRODUCTION**

Indian Institute of Management Lucknow an autonomous academic Institute set-up by the Ministry of Human Resources Development, Government of India is desirous of appointing a contractor/firm for **“Providing Catering and Housekeeping Services for**

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

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

### **IIM Lucknow MDP premises**

<b>S. No.</b>	<b>Name of Building</b>	<b>No. of Rooms</b>	<b>Accommodation &amp; Facilities</b>	<b>Total Area (approx.) (in Sq. m.)</b>
<b>1</b>	<b>MDP Manthan Block</b> Consisting of Ground Floor, 1 <sup>st</sup> Floor & Terrace and surrounding area.  <b><u>Service to be provided</u></b> Catering & Housekeeping		<b>Ground Floor</b> 3 class rooms, One Tea lounge, MDP Office, 2 toilets all passages	<b>1,870</b>
			<b>1st Floor</b> 4 class rooms, 2 Syndicate rooms, One Tea lounge, 2 toilets & all passages	
		01	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.	
<b>2</b>	<b>Patanjali Guest House</b> Consisting of Ground Floor, 1 <sup>st</sup> Floor, 2 <sup>nd</sup> Floor, & Terrace and surrounding area.  <b><u>Service to be provided</u></b> Catering & Housekeeping	32	Single furnished rooms (attached bath/ toilet)	<b>3,400</b>
		32	Double furnished rooms (attached bath/ toilet)	
		01	Reception Area (furnished)	
		06	Pantry Rooms used as Stores	
		06	Wash rooms (6 toilets/6 urinals)	
		07	TT Room/Yoga Room/Store Rooms/Computer Centre/Exam Halls & all passages	
		02	Pantry/Dining Hall	
		02	Big Halls (Old items store & Open Hall)	
		01	Lawn. A & B Block Open area (Ground Floor) & Plants in side	
		01	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.	

3	<b>Chanakya Guest House &amp; Dining Hall</b>	43	Single furnished rooms (attached bath/toilet)	2,000	
		20	Double furnished rooms (attached bath/toilet)		
		01	Dining room attached with 202 Room		
		01	Reception Area		
	<b>Service to be provided</b>				All passages
	Catering & Housekeeping	02	Lawns & all plants in side		
		02	One Kitchen, One Cold Storage Room, One Big Dining Hall & Small Dining Hall, One Waiting room, Two Toilets, 3 Urinals, Service Block		
		Terrace	All Open Area/ drains and surrounding area (5 feet from the periphery) etc.		
4	<b>Aryabhata Guest House &amp; Dining Hall</b>	Basement	Car parking	3,207	
		1 <sup>st</sup> Floor	22 Suite rooms (44 Rooms + 22 bath/toilet) 2 rooms & 1 VIP Suite, One Dining Hall, one Kitchen, Pantry, Dish wash room, all passages, Open area & steps		
	2 <sup>nd</sup> Floor	44 rooms & 22 bath/toilet, 2 rooms, One TV Lounge			
	3 <sup>rd</sup> Floor	44 rooms & 22 bath/toilet (only cleaning) 2 rooms, One TV Lounge, all passages & steps			
	4 <sup>th</sup> Floor	One Big Hall (Service Block)			
	5 <sup>th</sup> Floor	One Big Hall (Service Block)			
		Terrace	All Open Area/ drains and surrounding area (5 feet from the periphery) etc.		

**Note: 1. The total area mentioned is inclusive of stairs.**

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

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

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

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

• **DEFINITIONS**

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

- “Work” and “Scope of work” shall mean the totality of the work/services and supplies of food and other materials by expression or implication envisaged in the contract and shall include all materials, equipment, and labor required for commencement, performance, provision or completion thereof;
- IIM Lucknow shall mean Indian Institute of Management Lucknow.
- “Contract” shall mean the contract for the work and shall include the tender document, the specifications, general and special conditions of the contract of IIM Lucknow the letter of acceptance and the acceptable rates/bill of quantities in price bid, etc.;
- “Course” shall mean regular academic program short-term management/executive development programs, including academic/scientific training programs or events, seminars, workshops, conferences, summer or winter schools, etc. which are being conducted or allowed to be conducted by the Institute from time to time on residential or non-residential basis;
- “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;
- “Competent Authority” shall mean the Director, IIM Lucknow or any other Officer designated by the Director, for this work/ tender about the **Catering and Housekeeping Services for**
  - **MDP Executive Center (Guest Houses Chanakya, Patanjali, Manthan, and Aryabhata (first and second floor), Aryabhata (the third floor, cleaning only) of IIM Lucknow.**

#### **MINIMUM QUALIFICATIONS REQUIRED FOR BIDDING**

The bidders having following minimum qualification are eligible to apply:

- The bidder should have minimum 5 years of experience as on date i.e. 05/02/2019 of providing hospitality services for a minimum of a 100 rooms Guest House at one establishment in any public or private sector Institute of repute. Services like front office management, housekeeping and catering services, property upkeep and general maintenance services.
- The bidder should have an average annual turnover of Rs. 2 Crores during the last three financial years. The bidder will submit the audited balance sheet and P & L account of last 3 (three) financial years with positive net worth in each year duly certified by CA.
- The bidder should have at least one successfully executed contract in the last 3 years in providing similar services to Public Sector Companies/Government Departments/Academic Institute of minimum 100 rooms guest house.
- The bidder may preferably have ISO 22000:2005 certification/HACCP certification and should have FSSAI License.
- The bidder should be registered with the appropriate registration authorities (labor commissioner etc.).
- The bidder should be registered with Income Tax, Goods and Service Tax and all other relevant departments.
- The bidder should be registered with appropriate authorities under the Employees Provident Fund and Employees State Insurance Acts.

The bidder/Company/Firm/Contractor must submit a documentary proof in support of the qualification mentioned above criteria. A simple undertaking by the bidder for any of the stated criteria will not suffice

the purpose. All documentary proof must be listed on the letterhead of the same company, to be submitted with the technical bid.

- **SCOPE OF SERVICES TO BE PROVIDED BY THE CONTRACTOR**
- **HOUSEKEEPING AND FACILITY MANAGEMENT SERVICES FOR MDP EXECUTIVE CENTER (GUEST HOUSES CHANAKYA, PATANJALI, MANTHAN, AND ARYABHATT (FIRST AND SECOND FLOOR) ARYABHATT (THIRD FLOOR, CLEANING ONLY) OF IIM LUCKNOW**
- Receiving and allotting rooms to the guests coming to stay at MDP Executive Center; services include managing all the three receptions round the clock (for details refer to **Annexure - IV**) on all days of the year, maintenance of allotment register, perfect upkeep of rooms. Raising bills for the guest house services and properly depositing the amounts with appropriate authority. Daily and monthly occupancy reports, for Programme participants, Official visitors and others, be maintained separately and reported to MDP official or as recommended by MDP.
- Maintenance and cleaning on daily basis of all the rooms (with toilet cum bath), kitchen, dining hall, glass window pane, venation blinds and all fixtures/furniture at the MDP Executive Center and other rooms, shall be the duty of contractor. Terrace to be cleaned once in a week. A status report on day to day basis will be maintained by the supervisor and the record be sent to the MDP office.
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- The bath towel and hand towels will be changed daily, when the room is in use. The bedsheet will be changed on alternate days.
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- Dry cleaning of curtains and bed covers quarterly/as required, will be done by the contractor at no extra cost.
- Floors of the rooms and corridor/wings will be cleaned daily with ISI mark detergent/phenyl and will be kept clean at all the time. Carpets, wherever available, shall be cleaned daily by a vacuum cleaner and dry cleaning will be done on a quarterly basis. Cleaning of sofa set, covers, curtains will also be done on the quarterly basis. The contractor at his own expense shall arrange all consumable and cleaning materials for cleaning and dry cleaning. Mosquito repellent, anti-mosquito spray/fumigation, rodent and pest control etc., shall be done periodically by the contractor at no extra cost.
- Bathroom/toilet shall be cleaned daily and mopped up with ISI marked phenyl. Deodorant/Cleaner/Room Spray shall be used for better results. Liquid Soap Dispenser/ Bath Soap, tissue rolls, toilet paper, naphthalene balls, room freshener, duster brooms, and the cleaning/sanitary materials, etc. will be provided by the contractor at no extra cost (For details see **Annexure – III A**).
- The contractor will be responsible for quality cleaning of linens. The contractor will also provide laundry services to the guest(s) on payment basis at rates approved by MDP.
- Toiletries (shampoo + moisturizer + soap) to be supplied daily. A pair of disposable slippers and a welcome kit consisting of dental and shaving to be provided once at the time of arrival.
- The contractor should promptly send a request to the Institute Works Department through MDP Office for electrical, carpenter and plumber for repair as and when the defects are reported.
- The contractor shall ensure overall general maintenance, like drainage cleaning, garbage disposal (dry and wet garbage/plastic and non-plastic waste disposal etc., in an eco-friendly manner, using protective/closed bins).
- The contractor has to provide the necessary contract employee/workers (housekeeping, room boys, supervisors, and facility manager) as required.
- Housekeeping and Catering Management during several Institute events in MDP Executive Center shall be the sole responsibility of the contractor.

- Proper maintenance of the lawns, plants, pots in Guest Houses and Manthan. Two trained gardeners are to be kept. Sufficient healthy plants during season would be supplied by IIML and it would be the responsibility of the Contractor to maintain the same.
- **CATERING (FOOD & BEVERAGES)**
- The contractor shall take up the responsibility of supplying and serving breakfast/lunch/dinner as well as morning/evening coffee/tea for the Guests rooms (Chanakya, Patanjali and Aryabhata (first and second floor).
- The contractor shall supply additional lunch/dinner as requested by the departments/units on a chargeable basis. Such requests will be placed at least one day in advance.
- The contractor shall also be asked to supply and serve special lunch/dinner for departments/units as requested on fixed rates.
- The contractor shall be responsible for cleaning and washing of the cutleries, crockeries and other utensils used for preparing and serving coffee/tea/breakfast/lunch/dinner.
- The contractor shall maintain the account of the breakfast/lunch/dinner provided on a per day basis to MDP participants/ official guests and submit the bill to the Institute at the end of every month.
- Dining hall/Kitchen/Cafeteria service shall be rendered in hygienic condition by trained chefs, cooks, cleaners, etc., details of which may be indicated as required in the Annexure-III A. Appropriate pest-control treatment in kitchen/store- room areas must be undertaken periodically (once a week).
- 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, etc.) on per head basis for Lunch/ Dinner, for vegetarian and non-vegetarian dishes.
- The contractor will arrange kitchen items and utensils as per the requirement at no extra charge. Repair and maintenance of the items under contractor control like gas stoves, bread toaster, mixer/grinder, wet grinder etc. will be done by the contractor at no extra charge.
- The contractor has to provide the necessary contract laborers and certified professionals (chef, cooks, assistant cooks, waiters, and other assistants) as required.
- The contractor shall be required to provide occasional snacks/tea/high tea in various buildings of the Institute during the hosting of several Institute events on approved rates.

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

### **The obligation of the Institute**

The Institute shall provide only the following facilities:

- Room Furniture and other furniture.
- Curtains, Mattress, Pillows, Beds
- Air Conditioners, Voltage Stabilizers (If required), Geysers, etc.
- Provision of looking mirror, wall hangings, Wall clock, etc. as one-time support.
- Telephone Instruments and Extensions.
- Electrical & Plumbing fittings etc., as aggregate level infrastructure, will be provided.
- TV (with TV remote) , Cable TV Connection, DTH Remote, and its Monthly Subscription will be provided.
- Matter related to civil or electrical works shall be taken care.
- Dining tables, chairs, sofas, ceiling fans, etc. shall be provided.
- Electric Kettle
- Dormitory accommodation (limited, unfurnished) for the contractor's staff (all essential furniture and other items for their staff will fall under the contractor's scope).
- Room Heaters will be provided by the Institute.
- Payment of electricity charges, water charges, telephone bills, house/municipal tax shall be taken care of by IIM Lucknow.

- Renovation/ addition to the building, solar water heating, firefighting equipment's, emergency power line, etc. shall be taken care of by the Institute.
- Racks, Almirah, Room Locking arrangements, shoe/luggage rack, etc. as one-time support.

The Designated Official of MDP Office will hand over the materials mentioned above. The contractor shall maintain these items properly. Malfunctioning of any equipment shall not be entertained as an excuse for unsatisfactory services. Upon the end of contract/ termination thereof, the contractor is liable to return the same to IIM Lucknow in good working condition barring normal wear and tear. For shortage/misplacement/theft, the replacement cost of the items will be recovered from the contractor's final bill or security deposit.

### **The obligation of the Contractor**

- Tablecloth, Napkins, Bed sheets, Bed covers, Duvet with covers, Quilt, Bath towels, Hand towels, Pillow covers, Frills, etc.
- Flask, Glass tumblers, coasters, hangers, foot mat, cup saucers, sugar pots, teaspoons, buckets, mugs, mosquito repellent machines with liquid, dustbins, bath stools, bath mats, and cleaning materials.
- Bone China crockery.
- Cutlery of very good standard.
- Utensils for cooking the food etc.
- Very good quality of chafing dish.
- The requisite number of Gas connections;
- Cooking Gas Connection Available in Kitchen, Consumption Charges shall be borne by the institute.
- Proper uniform to all the employees.
- Laundry equipment, including for washing, drying and hanger cabinets, etc.
- Contractor's own hired transport for obtaining daily needs from the marketplace at the required frequency and for all other service requirements.
- Housekeeping service trolleys
- Any other items and equipment which may be needed for smooth operations.

### **GENERAL TERMS AND CONDITIONS**

- Bids submitted after the deadline shall not be accepted under any circumstances whatsoever.
- Any conditional bid/or incomplete bid shall not be considered and will be out rightly rejected in the very first instance.
- The bidder shall quote the Technical and Financial bids as per the format **Annexure-II A, B,C** and **Annexure-III A, B, C,D** respectively.
- The Earnest Money Deposit (EMD) will be forfeited if the bidder withdraws from the offer.
- The bidder should include the list of firms where they have provided similar services at least in the last three years, along with name, phone and fax number of the contact person there, so that references for their services can be obtained, if required.
- 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.**
- IIM Lucknow Campus being an Educational Institution, the contractor will not allow or permit his employees to participate in any trade union activities or agitation in the premises of the Institute.
- All personnel/employees/workmen employed by the contractor shall be, preferably, in the age group of 21 – 50 with good health and sound mind. The personnel/employees/workmen of the contractor

shall be liable to security screening by the Security Staff/Agencies deployed by authority of IIM Lucknow Campus.

- The contractor shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other contractor without the prior written consent of IIM Lucknow. The contractor shall appoint fully qualified and competent workers; appropriate operations-in-charge personnel should be deployed by the contractor, at their own cost, to ensure that the services rendered by them are at the level of **three-star** and the responsibility and obligations undertaken by them are carried out to utmost satisfaction of the Designated Official's IIM Lucknow Campus. The contractor as an employer of its employees/workmen shall have exclusive right to appoint, substitute, suspend and terminate the services of any of their employees/workmen to fulfill their obligations under this agreement with enough reasons for doing so, without any compromise towards the quality of services being provided.
- The employees/workmen employed by the contractor shall always be under the direct and exclusive control and supervision of the contractor and the contractor may transfer its employees/workmen and in accordance with their needs, provided in consultation with the Designated Officer (MDP) appointed by the Director, IIM Lucknow Campus, adequate and necessary numbers of employees/workmen are deployed by the contractor for fulfillment of their contractual obligations under this agreement. It shall be the sole responsibility of the Service Provider to ensure that employees/workmen, deployed by him, fulfill the obligations undertaken by the Service Provider under this agreement and the Service Provider shall provide such employees/workmen at his own cost, with such equipment and other paraphernalia as may be considered necessary.
- The tenderer should have a sufficient number of permanent employees on a roll, specifically qualified and trained for catering, housekeeping, and allied work as per tender requirement.
- The **successful bidder** shall furnish the following documents in respect of the individual manpower who will be deployed to IIM Lucknow Campus before the commencement of work: -
  - List of Manpower shortlisted by the contractor for deployment at IIM Lucknow Campus containing full details, i.e. date of birth, marital status, address, passport size photograph etc.
  - Certificate of verification of antecedents of persons by the local police authority.
  - Their deployment will be only after the clearance from the security unit of IIM Lucknow Campus.
- The selected contractor shall provide name badges and identity cards, bearing the photograph of the personnel and personal information such as name, date of birth, age and identification mark, etc. to the personnel deployed at the Institute.
- Services will be provided by presentable, neatly attired and well-mannered qualified and trained Attendant/personnel. The personnel deployed (preferred age group: 21-50 years) of certified character and antecedents be Indian national and must display name badges and identity card signed by the contractor and be conversant in speaking Hindi, English.
- The contractor should provide appropriate winter and summer uniforms to all personnel employed by him. The staff should wear uniforms as per their job assignments. Staffs working without uniform are liable to be turned down from being engaged in work in the designated area as per appendix – IV
- 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.
- The contractor should ensure to maintain an adequate number of manpower to meet the contractual obligation and also arrange a pool of standby manpower for special occasions
- Any theft or damage caused due to the negligence of the contractor shall be borne by the contractor. An appropriate amount of penalty after due consideration and hearing will be imposed by Director, IIM Lucknow or an officer nominated by him on his behalf, and the same will be deducted from the monthly bill of the contractor.

- All personnel and their bags and baggage deployed with the contractor shall be liable for physical security check both at the time of entry and leaving the campus. The institute may introduce a system of Bio-Metric/ RFID attendance/GIS checking system, bar coding or any other technology solutions, which will be binding and applicable on all such personnel engaged by the contractor or agencies, rendering service to the Institute.
- The services will be provided round the clock on all days of the year (24 x 7 x 365) with the sufficient number of manpower required to run the operation. Leaves of the contract employees of the contractor should be strict as per the statutory norms. Any unauthorized leave availed would be subject to a penalty to the contractor.
- No items will be taken out of the Institute without the written permission of the Designated Officer, IIM Lucknow Campus. Normally no inventory be shifted from one room/ place to another, without the approval of the Designated Official IIM Lucknow Campus and making a valid entry in the stock register of the inventory.
- The allotment of rooms (accommodation), in the MDP Executive Center (Guest Houses Chanakya, Patanjali, Manthan and Aryabhata (first and second floor) of IIM Lucknow, will be done by the Designated Officer, IIM Lucknow Campus.
- Room and catering charges will be collected by the contractor and the same will be deposited with the Designated Officer, IIM Lucknow Campus. Room charges including advance collected during Saturdays, Sundays and notified holidays should be deposited on next working day, failing which 24% interest will be charged on the withheld amount from the contractor.
- Minor repairs (e.g. touch up of paint) concerning aesthetics of guest rooms after check out of guest may be maintained by contractor at no extra cost.
- The contractor or his representative will not allow any unauthorized person including contractors officials to stay in the Guest Houses/Aryabhata. If at any time or during surprise check it is found that any unauthorized person is staying in the Guest Houses/Aryabhata, the contractor will be directly responsible and a financial penalty of Rs.10,000/- (Rupees Ten Thousand only) per day will be imposed on the contractor for the damage and the same will be recorded in the complaints precedence register.
- IIM Lucknow Campus will not be responsible for any injury, accident, disability, or loss of life to the contractor or to any of its personal that may take place while on daily or conservancy duties. Any compensation or expenditure towards the treatment of such injury, accident or loss of life shall be the sole responsibility of the contractor. The contractor has to make his arrangements towards health insurance, accidental and disability coverage and domiciliary treatments of all personal engaged by them under their payroll and submit proof to this effect.
- Compliance of policy regulation viz., payment of **Central Government Minimum Wages Act**, employers liability act, contract labour (regulation & abolition) act, the workmen compensation act, industrial dispute act, maternity benefit act, employee state insurance act, provident fund act, miscellaneous provision act and labour license of state and central government, as on the date in existence or revised/changes in the future, will be whole sole responsibility of the contractor. In this regard the contractor at all-time should indemnify IIM Lucknow Campus against all claims and will maintain necessary books, logs, register, verification, returns, receipts, computerized database etc., mandatory as per the law and as per the government rules and make it available for inspection/verification to the concerned government officer/labour enforcement officer/regional provident fund commissioner, as and when required. Failure to comply such instructions will lead to the imposition of fine by State/Government machinery and termination of the contract and/or such other action as the state may be deemed fit. A copy of all such compliances, statements, payments made to the statutory authorities, etc., including registration number shall be provided to the IIM Lucknow Campus authority for verification and record.

- **The contract :\_The initial period of contract will be initially for one years with a provision to extend the contract for further period of four years on year to year basis subject to satisfactory performance and on the mutual consent at the absolute discretion of IIM Lucknow.**
- The contractor will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared and sold by him to the Guest Houses/Aryabhata of IIM Lucknow Campus, including with respect to raw material and ingredients incorporated therein, and shall be exclusively responsible for any infraction of the provisions of any applicable law with regard to preparation, storage, service and sale of food, including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and all rules, regulation and order framed there under, including safety and health of all consumers/residents under the said contract. The contractor should keep the owner indemnified from and against any claim of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period.
- It shall be the responsibility of the contractor to keep the premises (as per scope of work) free from the menace of dogs and stray cattle.



**भारतीय प्रबन्ध संस्थान, लखनऊ**  
INDIAN INSTITUTE OF MANAGEMENT LUCKNOW  
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Lucknow – 226 013

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

- Manage the Reception counters by a professional and experienced person (minimum one years of Diploma and at least one years of experience in Front office operations in the similar organization) who will attend the guest in decent and hospitable manner;
- Maintain the check-in and check-out in both Registers at each reception and in system.
- Allot the rooms in the Guest house as per the directive received from MDP office.
- Arrange safe handling of baggage of the guest.
- To attend the telephones.
- Collection of tariff from guests and proper billing.
- Maintain the Complaint/ Feedback Register (standard Format) which should be available on demand.
- To provide information about rail/air timings and information related to campus to the guests on request;
- To ensure overall cleanliness in the surrounding areas of the designated area.
- To Report the **Room-wise Occupancy status** every morning to the In-charge MDP Office through Facility Manager of the firm / company; to Report non-functional electrical gadgets (Geyser, Fan, lights, AC etc.) and other maintenance issues of the rooms as well as common areas to the concerned department through MDP Office. A register to be maintained for this purpose room-wise and the same to be brought to the notice of the MDP Office weekly through Facility Manager.
- At the time of check-out, to ensure that all the items provided in the room (like Remote of TV, etc.) are available in the room in case of any missing items the contractor will be solely responsible for replacing the same at no extra cost.

**HOUSEKEEPING & JANITORIAL SERVICES**

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

- To ensure that all the rooms, fixture, and fittings attached to the rooms are kept well cleaned, regularly as specified in the cleaning service (Record to be maintained for verification).
- To ensure that all rooms are provided with following items at any point of time (Record to be maintained for verification) by the contractor;

- |                |                |                  |                     |
|----------------|----------------|------------------|---------------------|
| 1) Bed Sheet   | 2) Bed Covers  | 3) Pillow Covers | 4) Duvet            |
| 5) Duvet Cover | 6) Bath Towels | 7) Hand Towels   | 8) Tumblers (Glass) |
| 9) Coasters    | 10) Hangers    | 11) Buckets      | 12) Foot Mats       |
| 13) Mugs       | 14) Dustbins   | 15) Bath Mat     |                     |

- Any other additional items which add ambiance to the facility
- The contractor shall supply the following of reputed brand good quality toiletries and consumable for each MDP Guest House room per new occupant.
  - Bath Soap 10-15gms
  - Shampoo Sachet
  - **Moisturizer** Sachet
  - **Welcome Kit consisting of Dental & Shaving Kit**
  - The contractor shall supply the following consumables for each room per day.
  - Coffee, Tea, Milk and Sugar Sachets
  - The contractor shall ensure the following items are replenished in each room.
  - Goodnight/All-out mosquito repellent with refills
  - Toilet Tissues Rolls (2 nos.)
  - Room fresheners
  - Naphthalene balls
  - All items mentioned above should be of superior / branded quality. The Service provider 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, terrace, 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, Dining area, Pantries, Reception areas, Lobbies, and VIP floors, etc.

**Hygiene Standard:** Areas where a high hygiene standard is mandatory –Toilets, kitchens, cafeteria, pantry, vending areas, Waste bins, hidden surfaces, hinges, the underside of workstations, etc to be maintained free of dirt, stains, waste matter, watermarks and scale using appropriate cleaning and sanitizing materials.

**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, pantry and tea lounge.

**CLEANING SERVICES**

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

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

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

- |                              |  |                                       |
|------------------------------|--|---------------------------------------|
| 1. Dusting Cloth             | 2. Scrubbers with handle                               | 3. All Purpose Cleaner                |
| 4. Dustbin                   | 5. Window Glass Cleaner                                | 6. Dust brushes                       |
| 7. Window Applicator         | 8. SS Scorch pads/steel wool                           | 9. Window Squeeze                     |
| 10. Nylon brooms with sticks | 11. Garbage bags large                                 | 12. Floor dust mops with holder       |
| 13. Garbage bags medium      | 14. Feather duster                                     | 15. Garbage bags small                |
| 16. Spray bottles            | 17. Air Freshener                                      | 18. Toilet brush                      |
| 19. Insect Killer            | 20. Hand brush   | 21. Naphthalene Ball                  |
| 22. Plastic buckets          | 23. Dettol   | 24. Extension pole for glass cleaning |
| 25. Deodorant / fresheners   | 26. Garbage bins of different colors of 100 ltrs each. |                                       |
| 27. Toilet paper rolls       | 28. Harpic/Flush Clean                                 | 29. Single Disk Scrubber              |

**Daily Cleaning:**

- Sweeping of the entire premises;
- Damp moping of tiles, vitrified floors, staircases, sidewalls, corridors, passages.
- Dusting of desk, table, chair, and furniture located in the rooms occupied.
- Special attention will be paid to the cleaning of wash basins.
- Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins and WC facilities using suitable non-abrasive cleaners and disinfectants;
- All the wash basins, toilets pans should be kept stain free using harpic/ sanifresh, etc.
- All surfaces shall be free of germs, soap, and mud at the washrooms/WCs;
- Replacement of bathing towels/hand towels on a daily basis in all the WC facilities/wash-up area;
- Cleaning of Doormats; aluminum doors, aluminum Fish plates, etc.
- Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets;
- All waste wet and dry from dustbin wastepaper baskets, kitchen, dining halls, etc. will be collected and disposed-off as per the guidelines every day.
- Cleaning of bath fittings with silvo.
- Cleaning of all dustbins and replacing garbage of dustbin on a daily basis as per occupancy.

**Weekly Cleaning:**

- All glass doors, windows of the premises would be cleaned using the damp and dry method;
- Glass table tops, doors partitions, and glass accessories would be cleaned using solvent;
- Cleaning of photos, sculptures, panels, glass/board partitions, etc.;
- Wipe/clean/polish of all staircases/ metal railings, passages, corridors with detergents/ brasso/silvo etc.
- Dusting /cleaning of Venetian blinds.
- Terrace cleaning all areas.

**Monthly Cleaning:**

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

**GUIDELINES RELATED TO CATERING SERVICES**

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

- Morning tea/coffee
- Breakfast
- Lunch
- Evening Tea & Snacks
- Dinner

- Special lunch and dinner on prior order.
- Light tea during official meetings/ events on prior orders
- High tea during official meetings/ events on prior orders

The contractor has to provide the best quality food in hygienic conditions, to the in-house guests and other Institute officials, as required from time to time on a chargeable basis.

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

**The contractor shall also provide:**

- Official lunch/dinner at the specified location whenever required on order of the MDP Office of IIM Lucknow campus for which payments will be made by the concerned department.
- The contractor has to ensure that only freshly prepared food is supplied and the leftover are disposed of every day. Food cooked for the day is not to be served the next day. If at any stage, any complaint is received or it comes to the notice of MDP Office that Contractor is not following the same, notice will be served to furnish an explanation, failing which the penalty will be charged and if repeated will be followed up by the termination of the contract. All outstanding of the contractor to the IIM Lucknow Campus will be seized as a penalty.
- Fresh vegetables/non-veg items from near markets located only to be prepared in the Guest House/Aryabhatt and served to guests. Proper care should be taken for perishable items which will be procured daily on a need basis.
- The contractor has to ensure proper storage of dry provisions, and it should be kept at a proper gap from grounds and adequate hygienic conditions are to be maintained in the store and kitchen areas.
- The contractor shall comply with the Food Safety regulations, Bye-Laws relating to preparation, preservation, and sale of foodstuffs, soft drinks and fresh meals and disposal of garbage, left over's, etc. (Same can be checked by the institute authority as and when required).
- Soup and Dishes served in lunch should not be repeated in Dinner. The items should be rotated in such a manner so that the food is palatable. The overall quantity of menu shall remain sufficient to the satisfaction of the MDP Office, IIM Lucknow Campus.
- The menu shall be displayed. In case of menu cannot be followed due to any genuine reason, the contractor will have to intimate same to the Guest, and prior permission shall be obtained before changing the fixed menu from the MDP Office, IIM Lucknow Campus.
- The contractor has to provide various items as per following makes or of its equivalent quality as specified below:-
  - Rice-Basmati of Kohinoor/Badshah/Heritage/Dawat/Equivalent brand
  - Atta-Captain cook/Ashirvad/Annapurna/Pilsburry/Fresh chakki Atta
  - Masala-All Masala powder should be Agmark
  - Oil-Refined Sunflower oil of postman/Sun drop /Godrej/Sweekar /or equivalent.
  - Ghee-Britania/Vijaya/Amul /or equivalent
  - Butter & Cheese-Amul/Britania/or equivalent
  - Papad-Lijjat/or equivalent
  - Pickles-Priya/Kisan/Maggie/or equivalent
  - Jams-Kissan/Sil/or equivalent
  - Sauces-Magie/Kisan/or equivalent
  - Cornflakes-Kellogs/Wake Field/or equivalent
  - Fresh Milk-in Polypack from Local Diary Co./Amul Diary
  - Tea-Tajmahal/Tata, twining, Tetley (both tea bags + packet tea) Coffee-Nescafe/Bru/Filter
  - Green Tea/ Lemon tea/ Others
  - Rasgula from Reputed sweet houses of the city (For special orders)
  - Gulab Jamun-MTR, KC Das/Bikaner and prepared from fresh khoya in MDP/Aryabhatt kitchen

- Biscuits-5-6 varieties of Britannia/Cookies/or equivalent.
- Water – Aquafina/Bailey/Kinley/Bisleri/or equivalent

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

Log Book (Daily / Weekly/ Monthly)

- |                             |                              |                        |
|-----------------------------|------------------------------|------------------------|
| 1. Visitor Register         | 2. Cleaning Checklist        | 3. Guest Comment       |
| 4. Check-in and Out Reports | 5. Key Register              | 6. Attendance Register |
| 7. Medical Box Checklist    | 8. Lost and Found Register   | 9. Menu Card Booklet   |
| 10. Food Bill book          | 11. Staff personal data file | 12. Inventory Register |
| 13. Guest House Bill book   |                              |                        |

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

## **LEGAL**

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

- The selected contractor shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed at IIM Lucknow Campus, shall in no way, be responsible for the settlement of such issues whatsoever. For any damages, losses, Financial or other injury claims to any person deployed by service providing contractor in the course of their performing the functions/duties, or for payment towards any compensation.
- The manpower deployed by the contractor shall not have any claims of Master and Servant relationship vis-à-vis IIM Lucknow Campus, nor have any principal and agent relationship with or against IIM Lucknow Campus.
- The manpower deployed by the contractor for the contract job shall not be entitled to the claim, pay, perks and other facilities which may be admissible to casual, ad-hoc regular / confirmed employees of IIM Lucknow Campus, during the contract period or after the expiry of the contract. In case of termination of the contract also, the persons deployed by the contractor shall not be entitled to or nor will have any claim for absorption or relaxation for absorption in the regular/otherwise capacity in IIM Lucknow Campus. The Contractor should communicate the above to all the manpower deployed in IIM Lucknow Campus, by the contractor.
- The selected contractor will be required to pay as per Central Minimum Wages Act. The bidder will maintain a proper record as required under the Law / Acts. The contractor shall be responsible for fulfilling the requirement of all the licenses and other statutory provisions of the Minimum Wages Act. The authorized representative of Institute& officials of the concerned ministries shall be entitled to inspect these records at any time. In general, the contractor shall be responsible for strict compliance of all statutory provisions of the relevant laws applicable from time to time for carrying out the contract job. If due to any reason whatsoever, Institute is made liable to pay any liabilities payable by the contractor under any of the said laws and enactments, etc. for any reason whatsoever, the Institute shall recover the same from any dues payable by Institute to the contractor and/or from the security deposit of the contractor.
- The selected contractor will be responsible for compliance of all statutory provisions relating to Provident Fund, and Employees State Insurance, etc. in respect of the persons deployed at IIM Lucknow Campus.
- The selected contractor shall also be liable for depositing all taxes, levies, Cess, etc. on account of services rendered to the IIM Lucknow Campus to concerned tax collection authorities from time to

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

- The selected contractor shall maintain all statutory registers under the applicable Law. The contractor shall produce the same on demand to the concerned authority of IIM Lucknow Campus or any other authority under Law.
- The Tax Deduction at Source (T.D.S.) shall be made as per the provisions of the Tax Department, as amended from time to time and a certificate to this effect shall be provided to the contractor by the IIM Lucknow Campus.
- In case, the service provider fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the IIM Lucknow Campus is put to any loss/ obligation, monetary or otherwise, IIM Lucknow Campus will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the contractor, to the extent of the loss or obligation in monetary terms.
- The selected contractor will indemnify IIM Lucknow Campus from all legal, FINANCIAL, statutory, taxation, and associated other liabilities in respect of its duties and responsibilities.
- To resolve any dispute/legal issue matter will be referred to the Director, IIM Lucknow Campus or a person nominated by him. If any dispute/legal issues are not settled through arbitration, then legal jurisdiction would be Lucknow only.
- Except as otherwise provided elsewhere in the contract, if any dispute, difference, question or disagreement or matter whatsoever, shall, before or after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach therefore, shall be referred to a Sole Arbitrator to be appointed by the Director of the Institute at the time of the dispute.
- If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another person to act as arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both the parties consent to his effect, failing which the arbitrator shall be entitled to precede de-novo.
- It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to the arbitrator at the time of invocation of arbitration under the clause. It is a term of the contract that the cost of arbitration shall be borne by the parties them self **the venue of arbitration, if any, shall be at Lucknow.**
- 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.

### **FINANCIAL**

- The EMD in respect of the agencies which do not qualify the Technical Bid (First Stage)/Financial Bid (Second competitive stage) shall be returned to them without any 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.
- Bids offering rates which are lower than the minimum wages for the pertinent category would be rejected.

- The successful bidders have to submit details of deductions and deposits of ESI and PF both contributions (employers & employee), along with the original challan/receipt from concerned department and he/she must be made responsible for ensuring to satisfy his workers that the above deductions credited in their accounts with the intimation to the Institute. Salary of the employees shall be through the bank. A copy of proof of remittance of the statutory contribution of PF, ESI of the employer and employees, list of employees and attendance verification must be submitted to the MDP Office, IIM Lucknow.
- 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.
- The contractor shall raise the bill, in duplicate, along with details, supporting documents and submit the same to the MDP Office of IIM Lucknow Campus.
- **The rate/price quoted for catering & housekeeping are subject to a nominal escalation (up to 5-10% maximum) after successful completion and extension of contract on mutual consent. The exact increase will be negotiated by the Institute by various parameters like All India Consumer Price Index (AICPI) etc. A duly constituted committee by the institute will decide the percentage of increase.**
- All other charges (other than statutory levies) will remain fixed during the duration of the contract.

#### **HANDING / TAKING OVER**

The fittings, fixtures, furniture's, furnishings, gadgets, and all other items will be properly handed over after making separate kitchen inventory/barcoding and details of each items giving specification, duly signed by institute representative of the Guest Houses/Aryabhata, IIM Lucknow Campus.

#### **TENDER FEE AND EMD**

- The tender document, terms and condition and qualification is available on the Institute website ([www.iiml.ac.in](http://www.iiml.ac.in))
- The proposal complete in all respect be submitted along with an Tender Fee of Rs. 1,000/- (Rupees One Thousand only) and Earnest Money Deposit (EMD) of Rs. 5,00,000/- (Rupees Five Lac only) to be paid by Demand Draft drawn in favour of **“Indian Institute of Management Lucknow”** payable at **“Lucknow”**, from any nationalized/scheduled bank to be submitted in the technical bid of the tender.
- The Tender Fee and EMD deposit via demand drafts should remain valid for at least 90 days (three months) from the last date of submission of tender.
- No interest is payable on refund of EMD.
- NSIC / MSME registered Firm is exempted from submission of Tender fee and EMD on submission of valid Certificate.

#### **TERMS OF PAYMENT**

- The contractor should deploy the manpower as mentioned in the Special Note and as per the manpower provided for the particular month of the claim.
- The contractor will be paid as per approved rate (award of contract/work order) on a monthly basis by IIM Lucknow Campus. For the services provided on receipt of the pre-receipted bill (in duplicate, at the accepted bill of quantities), after invoice entry and certification the satisfactory services by the MDP Office, IIML, rendered during the month.
- Monthly Bill must enclose the Attendance sheet, with signature/attendance status of persons deployed and verified (by the Designated Official of IIML). A copy of challan in proof of PF and ESI deposited and any other payments to it contractual and statutory obligation, made in respect of such engaged

employees from the previous month deputed for this work, be enclosed by the contractor, with the monthly bills.

- The monthly payment will be made within 15 days of submission of bills, in favor of the contractor (in the name of the firm/contractor, as per award of contract and agreement) after making necessary deductions (Income Tax/TDS, surcharge, other statutory taxes, losses, penalty, etc.). The GST and Service Tax (if applicable, as per rules) shall be paid on submission of documentary proof.
- The contractor needs to provide details of his Bank Account number, name and address of the bank, Branch and Branch Code and IFSC code, etc., to facilitate payment through a bank (e-payment process).
- If the scope of service increases (as per written communication and record) and/or at the time of award of the contract, including extension of another two (2) year and part thereof, including complete month, after the period of contract or otherwise, same will be extended on mutually agreed terms and condition.

### **PERFORMANCE SECURITY DEPOSIT**

The contractor shall submit a Bank Guarantee or Demand Draft (@10% of the total contract value) in favor of “**Indian Institute of Management Lucknow**” payable at “**Lucknow**” drawn on any nationalized/scheduled bank, towards Performance Security Deposit. If the security deposit is by way of Bank Guarantee, the validity should be **39** months. The deposit shall be forfeited in case the contractor, who fails to discharge its duties/commitments or whose contract is terminated prematurely. The security money so deposited with the Institute will be released after three months of expiry of agreement period if not extended otherwise.

### **TERMINATION OF CONTRACT**

- If the services of the contractor are not found satisfactory, they will be issued a written notice for improvement by the IIM Lucknow Campus. If satisfactory improvement is not found (within 2 weeks) after this notice, penalty for poor service as specified in the agreement, a final two months’ notice will be issued to the contractor by the authority of IIM Lucknow Campus to terminate the contract without prejudice to any rights or privileges accruing to either party prior to such termination. During the period of notice, both parties shall continue to discharge their duties and obligation.
- The IIM Lucknow Campus Authority reserves the right to terminate the contract by giving a two months’ notice to the contractor besides immediate termination of the contract.
- In case the contractor is required to (or decide otherwise) to discontinue the contract, he/she should give at least three months’ notice to the authority of the IIM Lucknow Campus and shall remain essentially working for the said period of notice, till alternate arrangements are made.
- In case or situation, beyond the control of either party, the contract may be terminated with mutual consent by giving two-month notice.
- 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.
- In the case of breach of any terms and condition attached to the contract, the Performance Security Deposit of the contractor will be liable to be forfeited, besides immediate termination of the contract or other lawful action that may be taken against the contractor.
- The contractor shall return all the Institute equipment/fixtures and other items, facilities, etc., in proper/working condition once the contract period is over and/or terminated.

### **DAMAGES AND LOSSES**

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

### **COMPLAINTS**

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

### **MISBEHAVIOUR OF EMPLOYEES**

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

The selected contractor shall not involve in any bribery or other unethical activities with anyone employed at the Institute. Involvement in any such activity shall entail a penalty of Rs.1,00,000/- (Rupees One Lakh only) for the first incident. Subsequent occurrence of such incidents will entail in termination of the contract without any notice.

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

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

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

### **PERSONAL HYGIENE**

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

### **BREAKAGE**

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

### **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.

### **FORCE MAJEURE**

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

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

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

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

### **PENALTY**

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

- In case of shortage of manpower, an amount proportionate to the shortage of manpower, taking into account the number of employees as well as duration shall be deducted from the monthly bill of the contractor. Further, each occurrence of absenteeism more than 20% per shift for three continuous days, will entail a penalty of 1.5% in the administrative charges charged by the contractor, Stern disciplinary action and a fine would be levied if manpower shortage continues for more than three days.
- In case of non-maintenance of cleanliness or lapse of services/carelessness, the deduction shall be made @ Rs. 1000/- (Rupees One Thousand only) per event etc., from the bill of the contractor, taking into account the loss of goodwill and inconvenience caused to the guest/institute.
- In case of non-performance and poor service by the contractor, IIM Lucknow Campus, at its discretion, recover Liquidated Damages upon the recommendation of Authorities of IIML. In the event of an appeal, the decision of Director, IIM Lucknow shall be final and binding upon The contractor.

The quantum of the penalty shall be as follows:

- Non-compliance in the cleaning of Rooms including Reception, Lobby Rs. 1,000.00 (Rupees One Thousand only) per day, per room.
- Non-compliance with laundry requirements Rs. 200.00 (Rupees Two Hundred only) per day.
- Non-compliance of environment-friendly waste disposal methods. Rs.1000.00 (Rupees One Thousand only) per day.
- Not wearing uniforms by Contractor's employees / untidy uniform Rs.50.00 (Rupees Fifty only) per day per Person, per day
- Supply of food not as per approved Menu and/or insufficient quantity Rs.100.00 (Rupees One Hundred only) meal per day
- The penalty for unsatisfactory and substandard catering service: Rs.500/- (Rupees Five Hundred only) per complaint

- In case of unforeseen or peculiar circumstances, the decision of the Director, IIM Lucknow, so far as imposition of penalty is concerned, shall be final.

## **OTHER CONDITIONS**

- The Director, IIM Lucknow, may accept or reject any or all the tenders/bids in part or in full without assigning any reasons. In case of any dispute, about tender/bids, the decision of the Director of this institute shall be final and binding on the bidders.
- The Director IIM Lucknow reserves the right to withdraw/relax/interpret any of the terms and condition mentioned hereinbefore; in such situation, the tenderer shall be given sufficient time to consider the change.
- Notwithstanding the sub-division of the documents into separate sections or otherwise, every party of each section/part/point or paragraph, shall be deemed to be supplementary to and complimentary of every other part and shall be read into totality as part and parcel of the contract.
- Tenders received after the closing date and time shall not be considered.
- 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.
- While indicating the price/rate of the items or services, the bidder should write the item value/monthly value, both in words and figure, in case of dispute, or cutting/ overwriting, the amount written in words will be taken as bid value.
- Tenderer and his authorized representative (with proper authorization letter) may choose to be present at the time of opening Technical and Price Bids.
- The person/officer signing the tender/bid documents on behalf of the contractor should be delegated with appropriate power of attorney (Duly endorsed by a notary public) by the Chief Executive Officer / Managing Director of the company to sign such documents. An appropriate declaration must be enclosed, a sample of which is annexed with this tender document.
- Tenders incomplete in any form will be rejected outright; conditional offers will not be accepted.
- 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 declines the offer of contract (or refuse to acknowledge or execute the contract/agreement within 15 days of award of work), for what-so-ever reasons, his EMD will be forfeited.
- The contractor will not be allowed to sublet work to any other contractor/contractor. No child labor should be engaged, and human rights as per law shall be protected and adhered to. A person engaged must undergo a prior character and antecedent check/police verification and must be medically cleared especially Kitchen staff should undergo a medical examination after every six months.
- The validity of the Bid: Bids shall remain valid for acceptance for 90 days from the date of opening of the price bid. Any benefit for downward revision of prices should be extended to IIM Lucknow Campus.
- Companies conferred with latest ISO certification, special recognition/awards, etc., must mention this in their technical proposal, along with a copy of the said certification.
- Companies must enclose a Compliance List (or checklist) along with the technical bids and mention how they plan to execute the services, enforce quick response time, customer care, quality, and grievance redressal mechanism, etc., settling things on the same business day. The service escalation matrix shall be mentioned.
- Tender fees should be enclosed separately in an envelope and attached with the Technical Bid document. E.M.D should be kept in an envelope and enclosed with the technical bid document. It is mandatory to enclose the said fees unless otherwise the contractor/organization is entitled to an exemption while submitting bids to government Institutions/ Offices etc., as evidence from the authorization letter/ certificate issued by appropriate State/ Central Government Authority granting such exemptions.
- The engagement of personnel by the contracting contractor/firm/organization will solely be at their discretion, as per usual norms and qualification and in no way make them entitled for any job or employment or permanency or any incumbency status in IIM Lucknow Campus.
- The Officer on Special Duty, Indian Institute of Management Lucknow, Prabandh Nagar, IIM Road, Lucknow – 226 013 will be the contact point, on and behalf of the Director, IIML for any queries related to the tender

## TECHNO-FINANCIAL EVALUATION SCHEME

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

Description	Marking Scheme	Max. Marks	Min. Marks required for Qualification
No. of years of experience providing Catering and Housekeeping services with 100 rooms Guest House	10 marks for five years of experience, and 02 mark for each additional year subject to a maximum of 20 marks.	20	10
ISO 22000:2005/ HACCP Certification /FSSAI License	05 marks having a valid Certification/License	5	0
No. of contracts with 100 rooms Guest House	10 marks for one such contract and 02 mark for each additional contract, subject to a maximum of 20 marks	20	10
Minimum turn-over of Rupees 2 crores annually for the last three years in housekeeping and catering services	05 marks for minimum turn-over (2 crores each year for the last three years) and 01 mark for each additional one crore, subject to a maximum of 10 marks.	10	5
Experience in providing catering and housekeeping services to Govt. organizations/ Public Sector Units/ large reputed private companies.	05 marks for a minimum one contracts in the last three years and 02 marks for each additional contract, subject to a maximum of 15 marks	15	5
<b>Total</b>		<b>70</b>	<b>30</b>

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

### TECHNO-FINANCIAL EVALUATION SCHEME- FORMAT

Sl No.	Description	Details	Remarks (if any)
1	No. of years of experience providing Catering and Housekeeping services with 100 rooms Guest House		
2	ISO Certification		
3	No. of contracts with 100 rooms Guest House		
4	Minimum turn-over of 2 crores annually for the last three years in housekeeping and catering services		
5	Experience in providing catering and housekeeping services to Govt. organizations/ Public Sector Units/ large reputed private companies.		

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

**TECHNICAL BID****Tender Notice No.: IIML/HOUSEKEEPING/33/2018-19****Tender Document for Providing Catering and Housekeeping Services for IIM Lucknow Campus**

(To be kept in a separate sealed envelope)

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

**Annual Turn Over**

Financial Year	Amount (Rs. In Lakhs)	Remarks, if any
2015-16		
2016-17		
2017-18		

Give the list of the major contracts handled by the tendering Company/ Firm / Contractor on behalf of PSUs /Academic Organization /Government Departments during the last three years in the following format. Copies of performance report in Performa attached as **Annexure-II B** 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				

**Tender Notice No.: IIML/HOUSEKEEPING/33/2018-19**

Details of Tender Fee:

DD / PO No. and Date & Bank \_\_\_\_\_

Details of Earnest Money Deposit:

DD/ PO No. and Date & Bank \_\_\_\_\_

Additional Information, if any

(Attach separate sheet, if required) \_\_\_\_\_

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

Dated Signature & Seal of the Bidder

**DECLARATION**

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

Signature of the Authorized Person

Date: .....

Full Name.....

Place: .....

Company Seal.....

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

**PERFORMANCE REPORT OF THE COMPLETED CONTRACTS**

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

- Name of the Contract & Location :
- Agreement No. :
- Total Value of Contract (in Rs.) :
- Date of Start :
- Date of Completion :
- Performance Report :
- Quality of Service : Excellent/ Very Good/ Good/ Fair
- Resourcefulness : Excellent/ Very Good/ Good/ Fair
- Any penalty imposed for bad performance :
- Any Litigation pending :
- Total payment made under the contract :
- Other relevant information, if any :

Date:

Signature

Senior Level Officer of the Client

(Seal of the organization)

**FORMAT OF AFFIDAVIT**

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

**AFFIDAVIT**

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

by solemnly affirm and declare as under:-

- 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).
- 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.
- That..... (Mention name of firm/company) is eligible to submit the proposal above the applicant has not been barred and blacklisted by the Central Government and/or any State Government of India at any time before the date of submitting this affidavit.
- That ..... (Mention name of 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.
- 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 do hereby verify that the contents of the

Paragraphs above 1 to 5 are true and correct to the best of \*my/our knowledge and belief and nothing is concealed therefrom.

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

(\*Strike off whichever is not applicable)

**DEPONENT**

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

**FINANCIAL BID**

Tender Notice No.: IIML/HOUSEKEEPING/33/2018-19

**Providing Housekeeping Services for MDP Executive Center (Guest Houses Chanakya, Patanjali, Manthan and Aryabhata (first and second floor), Aryabhata (third floor, cleaning only) of IIM Lucknow.**

To

**The Officer on Special Duty,  
Indian Institute of Management Lucknow,  
Prabandh Nagar, IIM Road, Lucknow – 226 013.**

Sir,

I/We wish to submit our Quotation for **Housekeeping Services** on both campuses as per the following rates;

S.No.	Particulars	Total Per Month (in Rs.)
1	Providing consolidated total manpower charges for <b>Housekeeping services</b> as per the scope of work specified in the tender/ quotation document including PF, ESI as applicable and other allowances.*	
2	Cleaning materials ( <b>quote for one month</b> )***	
3	Charges for Supply of bed sheets, bed covers, duvet/comforters, duvet/comforter 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 Tooth Paste Disposable Razor, Shaving foam small (from five best brands) (Quotes for Rs____ per set for 100 sets)</b>	
	<b>TOTAL</b>	

\* Central Govt. minimum wages Act (Labour) to be applied.

\*\* Quote should be for 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**.

\*\*\* Provide a list of cleaning material, brand and its cost, quantity of use for one month, 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 appointed contractor.

2) All price bid should be submitted in a separate sealed envelope marked as **“Financial Bid.”**

**Signature of the Authorized Person** \_\_\_\_\_

**Name & Address of the Firm with telephone** \_\_\_\_\_.

**E-mail ID:** \_\_\_\_\_

**FINANCIAL BID**

Tender Notice No.: IIML/HOUSEKEEPING/33/2018-19

Providing Housekeeping Services for MDP Executive Center (Guest Houses Chanakya, Patanjali, Manthan, and Aryabhata (first and second floor), Aryabhata (the third floor, cleaning only) of IIM Lucknow.

(Format to be filled up by the contractor)

• Name of Firm/Bidder :

\_\_\_\_\_

• Address :

\_\_\_\_\_

• Phone/Fax/Mobile/Email :

**CATERING SERVICE**

• **MDP Executive Center (Guest House) and Other Programs/ Functions as per requirement**

S.No.	Description	Menu Details	Unit Rate (Rs.)	GST @ .....	Total Amount (Rs.)
1	Bed Coffee/ Tea	Tea/Coffee sachets to be provided		%	
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 chivda with sambhar and chutney Or vegetable cutlet with chutney Seasonal Fruit Tea/ Coffee			
3	<b><u>Lunch &amp; Dinner:</u></b>	<b><u>Menu – 1</u></b> <b><u>Service in Bone China crockery and with cloth Napkin</u></b> Soup, One Non-Veg dish, 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, Pickle, one desert, fresh fruits, etc.			
		<b><u>Menu – 2</u></b> <b><u>Service in Bone China crockery and with cloth Napkin</u></b> Soup, Two Non-veg dish, Paneer dish/ Kofta/ Mushroom, Two seasonal vegetable, 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, Pickle, two deserts, fresh fruits etc.			

		<b>Menu – 3</b> Soup, Three Non-veg dish, Paneer dish/ Kofta/ Mushroom, Three types 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 desert, fresh fruits etc. <b>On special Occasion</b>			
4	Other Snacks	Snacks: Veg-Kebab			
		Snacks: Non-Veg kebabs			
		Sandwiches (Cheese/Egg/Vegetables)			
		Paneer Pakoda/Samosa/Cutlet/Spring roll/vada/cheese balls/ ground nuts, Baked Items etc.			
5	Tea for meetings	Tea/ coffee/ with biscuits/baked items/ wafers/ cheeslings/			
	Evening tea with snacks	Tea with snacks (heavy fried or sandwich, cookies, etc.)			
6	High Tea for programs/meetings	One sweet (approx.. 25gms), one fried item, sandwich/equivalent, biscuits/cookies/wafers/cheeslings, cake, fruits			
		Two sweets, cashew nuts (approx. 40gms), one fried item, sandwich/equivalent, two types of biscuits/cookies/cake, fruits.			
		<b>On special Occasion</b>			
		Green/lemon/flavored tea			
		Fruit Baskets (about ½ kg)			
		<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.



# भारतीय प्रबन्ध संस्थान, लखनऊ

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW  
Prabandh Nagar, IIM Road,  
Lucknow – 226 013

ANNEXURE III-C

## FINANCIAL BID FOR OTHER ITEMS

- **Name of Firm/Bidder:** \_\_\_\_\_
- **Address :** \_\_\_\_\_
- **Phone/Fax/Mobile/Email:** \_\_\_\_\_

S.No.	Description	Unit Rate (Rs.)	Indicative Qty Per month	Total Rate indicative Qty (Rs.) Per month
1	Bottled Water (500 ml)		Quote for 1000 per month	
2	Bottled Water (1 Ltr)		Quote for 500 per month	
3	Jal Jeera or fresh lime water		Quote for 100 per month	
4	Thandai		Quote for 100 per month	
5	Buttermilk		Quote for 100 per month	
6 (a)	Juice (100 ml)		Quote for 100 per month	
(b)	Juice (200 ml)		Quote for 100 per month	
7	Soft Drinks (200-300 ml)		Quote for 100 per month	
8	Kulfi etc.		Quote for 100 per month	
9	All-Out with refill		Quote for 100 per month	
10	Bonfire (quote for one qty)		As per requirement	
	<b>TOTAL</b>			

\* Monthly billing will be as per actual numbers.

Signature of the Authorized Person

Date: .....

Full Name.....

Place: .....

Company Seal.....

### NOTE:

- The price bid be submitted in a format, as per the illustration given above. The rate/amount be mentioned on per item/day/month basis. 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.”**
- Quoted price should be exclusive of all taxes and levies. Taxes as applicable shall be paid extra to the appointed contractor.



# भारतीय प्रबन्ध संस्थान, लखनऊ

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW  
Prabandh Nagar, IIM Road,  
Lucknow – 226 013

ANNEXURE III-D

**OVERALL FINANCIAL BID**  
**Tender Notice No.: IIML/HOUSEKEEPING/33/2018-19**

S.No.	Description	Total indicative Rate per month (in Rs.)	Months	GST @ ..... %	Total indicative Rate per year (in Rs.)
1	Financial Bid for Housekeeping (Annexure III-A)		12		
2	Financial Bid for Catering (Annexure III - B)		12		
3	Financial Bid for Other items (Annexure III - C)		12		
	<b>Overall Total</b>				

Signature of the Authorized Person

Date: .....

Place: .....

**NOTE:**

Full Name.....

Company Seal.....

- The price bid be submitted in a format, as per the illustration given above. The rate/amount be mentioned on per item/day/month basis. 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.”**
- 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 the menu is allowed for Breakfast/Lunch/Dinner served on the same day. A Schedule of the weekly menu should be prepared in consultation with the MDP Office, IIM Lucknow Campus to ensure variety in Breakfast/Lunch/Dinner served to 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 the art equipment's, eco-friendly cleaning products and proven processes. The results should be of superior quality performance levels. For standard and procedures refer to **Annexure III A.**

## IIM Lucknow MDP premises

## Annexure IV

S.No.	Name of Building	No. of Rooms	Accommodation & Facilities	Total Area (approx.) (in Sqm)
1	<b>MDP Manthan Block</b> Consisting of Ground Floor, 1 <sup>st</sup> Floor & Terrace and surrounding area.  <u>Service to be provided</u> Catering & Housekeeping		<b>Ground Floor</b> 3 classrooms, One Tea lounge, MDP Office, 6 toilets/common 6 urinals & all passages	1,870
			<b>1st Floor</b> 4 classrooms, 2 Syndicate rooms, One Tea lounge, 4 toilets/common 6 urinals & all passages	
		01	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.	
2	<b>Patanjali Guest House</b> Consisting of G.Floor, 1 <sup>st</sup> Floor, 2 <sup>nd</sup> Floor, & Terrace and the surrounding area.  <u>Service to be provided</u> Catering & Housekeeping	32	Single furnished rooms (attached bath/toilet)	3,400
		32	Double furnished rooms (attached bath/toilet)	
		01	Reception Area (furnished)	
		06	Pantry Rooms used as Stores	
		06	Washrooms (6 toilets/6 urinals)	
		07	TT Room/Yoga Room/Store Rooms/Computer Centre/Exam Halls & all passages	
		02	Pantry/Dining Hall	
		02	Big Halls (Old items store & Open Hall)	
		01	Lawn. A & B Block Open area (Ground Floor) & Plants inside	
01	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.			
3	<b>Chanakya Guest House &amp; Chanakya Dining Hall</b>  <u>Service to be provided</u> Catering & Housekeeping	43	Single furnished rooms (attached bath/toilet)	2,000
		20	Double furnished rooms (attached bath/toilet)	
		01	Dining room attached with 202 Room	
		01	Reception Area	
			All passages	
		02	Lawns & all plants inside	
		02	One Kitchen, One Cold Storage Room, One Big Dining Hall & Small Dining Hall, One Waiting room, Two Toilets, 3 Urinals,	
Terrace	All Open Area/ drains and surrounding area ( <b>5 feet from the periphery</b> ) etc.			
4	<b>Aryabhata Guest House &amp; Dining Hall</b>  <u>Service to be provided</u> Catering & Housekeeping	Basement	Car parking	3,207
		1 <sup>st</sup> Floor	22 Suite rooms (44 Rooms + 22 bath/toilet) 2 rooms & 1 VIP Suit, One Dining Hall, one Kitchen, Pantry, Dish washroom, all passages, Open area & steps	
		2 <sup>nd</sup> Floor	44 rooms & 22 bath/toilet, 2 rooms, One TV Lounge	
		3 <sup>rd</sup> Floor	44 rooms & 22 bath/toilet (only cleaning) 2 rooms, One TV Lounge, all passages & steps	

		4 <sup>th</sup> Floor	One Big Hall	
		5 <sup>th</sup> Floor	One Big Hall	
		Terrace	All Open Area/ drains and surrounding area <b>(5 feet from the periphery) etc.</b>	

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

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

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

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



# भारतीय प्रबन्ध संस्थान, लखनऊ

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW  
Prabandh Nagar, IIM Road,  
Lucknow – 226 013

ANNEXURE – V

## CHECKLIST OF DOCUMENTS

(To be enclosed with the Technical Bid)

S.No.	Description	Attached on Page No.
1	Copy of GST Certificate	
2	Technical Bid sealed in a separate envelope super scribed as “ <b>TECHNICAL BID,</b> ” Annexure-II A, Annexure-II B, and Affidavit	
3	Financial Bid, Annexure - III A to III D	
4	Earnest Money Deposit	
5	Copy of Registration Certificate with Labour Department	
6	Copy of PAN/ GIR Card	
7	Copy of IT Returns filled for the last three Financial Year/ Proof of Financial Turn-Over for previous three years	
8	Copies of EPF and ESI Certificates	
9	Copy of Registration Certificate of UPTT/ CST/ VAT/ TIN/FSSAI License	
10	List of clients where similar work was/ is carried out and details of contact person(s).	

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

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

Dated Signature & Seal of the Bidder

## FORMAT OF AGREEMENT

Format of agreement made this day of Two Thousand Sixteen between the Indian Institute of Management Lucknow Campus, an autonomous academic Institute under the Ministry of Human Resource Development, Government of India through its Director (hereinafter referred to as '**The Institute**') and M/s.----- (hereinafter 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 a contractor for providing **Catering and Housekeeping Services for MDP Executive Center (Guest House) Patanjali-Chankaya-Aryabhata, Manthan at IIM Lucknow 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 **detailed Scope of Work** and the said priced schedule Annexure-III A to D of quantities at the respective rates mention in the price schedule of quantities.

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

- In consideration of the payments to be made to the contractor as hereinafter provided the Contract shall upon and subject to the said conditions to provide housekeeping and catering services shown upon the said contract and such further detailed services as may be furnished to him by the said Institute and described in the said conditions, and the said priced schedule of quantities.
- 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.
- 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.
- The conditions and priced schedule of quantities above mentioned shall form the basis of this contract and the decision of the Director or Arbitrator or Umpire as mentioned in the conditions of Contract in reference to all matters of dispute as to material, workmanship or account and as to the intended interpretation of the clause of this agreement or any other document attached hereto shall be final and binding on both parties and may be made a rule of court.
- The said contract comprises the services above mentioned and all the subsidiary services connected in addition to that within the same premises all may be ordered to be done from time to time by the said institute even though such services may not be shown or described in the said conditions or the priced schedule of quantities.
- The Institute reserves the right of altering the nature of the services and of adding to or emitting any items of services or of having portions of the same carried out departmentally or otherwise, and such alterations or variations shall not vitiate this contract.
- The said conditions and appendix thereto shall be read and construed as forming part of this agreement and the parties hereto will respectively abide by and submit themselves to the conditions and stipulations and perform the agreement on their parts respectively in such conditions contained.
- 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.
- The several parts of this contract have been read to us and fully understood by us. IN WITNESS WHEREOF the parties hereto have set their respective hands the day and the year hereinabove written.

In the presence of

DIRECTOR

CONTRACTOR