

Pre-Bid Queries**e-Tender No: IIM Ranchi/NIT/Catering/2023-24/12, dated 10.10.2023**

Meeting held on 18.10.2023 at 12:00 Hrs

S.No.	Page No.	Point No.	Query	Reply by IIM Ranchi
1	3	Table, Sl. No. 09	Presentation needs to be submitted along with bid?	Presentation will have to be submitted by email to purchase@iimranchi.ac.in by 10:00 am on 02.11.2023. It is expected that bidders do advance planning and booking for the PPT presentations to be done on 02.11.2023 as short notice to the bidders will be given. Only those bidders who fulfill the pre-bid eligibility requirements will be called in for the PPT presentations. The bidders will not be reimbursed by IIM Ranchi for their travel plan in case of them being called/ not called for the presentations or the cancellation of the tender process.
2	7	1	Is the number of Students fixed as 1200	No. The maximum number of people consuming any meal in the student dining area on any given day is not likely to be more than 1200 for the duration of the contract. It may be noted that in normal circumstances at the present student strength level, during the ongoing session of all the programmes, the number of students being charged for the dining services is likely to be in the range of 800-900. This number will vary on other occasions. For details, please refer Annexure B4. It is to be noted that although the payments for the 2 year (MBA/MBA-HRM, MBA-BA) programmes and 3 year programme (IPM) students is made by the Institute to the vendor; the PhD students in the 3rd and 4th year may use the mess services sporadically and therefore the concerned PhD students during term breaks and long duration approved leaves are not required to pay for the mess facilities. Those MBA, MBA-HRM, MBA-BA, IPM, and PhD students doing their summer internship and not availing the mess facility do not have to pay for the mess facility.
3	11	13	The commencement of the work should start within 30 days from the issuance of the LoA/ Work Order.	IIM Ranchi may set different dates for commencement of different services covered under this tender. In case of relaxation provided by IIM Ranchi beyond the 30 days specified herein for commencement of the work for student dining, the selected bidder may be required to make temporary provision for the catering requirements. It is to be further noted that commencement date of the contract for all the services with capital expenditure transferrable to IIM Ranchi will considered to be the date of issue of LoA irrespective of the actual date of commencement of the services.

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4	12	15 (f)	What kind dues will be payable by the Contractor to IIM Ranchi	It comprises of Electricity charges, Water charges, any penalty (if imposed by IIM Ranchi), and any alternate provision made by IIM Ranchi on account of deficient/inability/refusal of service by the vendor. It may be noted that water and electricity charges will be imposed for use in kitchen areas, counter areas, and laundry (if in-house) areas only. The vendor is however accountable to ensure judicious use of electricity and water in other areas.
5	20	Table Clause (d)	How will the salary for Manpower for other services be decided	The salary for additional manpower for other services and hospitality to be provisioned by the vendor will be decided by IIM Ranchi. Please refer to the table on scope of work and services at clause no. (d) on page number 20 of the tender document.
6	21	Clause 2 (a)	Does the vendor have to provision for Civil works too in the Kitchens	The civil works (unless explicitly mentioned in the tender document) are in the scope of IIM Ranchi. The vendor has to however ensure coordination and extend all help in this regard to ensure commensurate civil works for customized equipment installations at the kitchens
7	22	Clause 2 in General Scope of Work	Who would bear electricity & water charges for Housekeeping services?	IIM Ranchi. The vendor is however accountable to ensure judicious use of electricity and water. Failure to do so may lead to imposition of relevant penalty for the losses incurred.
8	22	2 (b) as manpower related requirements	Is there any requirement of minimum Manpower for the catering and housekeeping services	The manpower requirements in the Annexures D2, D3, and D4 are the minimum required for the catering and housekeeping services as per the scale and scope of the services mentioned in the tender document. The manpower for pest control, laundry services, glass facade cleaning, and guest house hospitality are not considered as part of the manpower calculation in the above mentioned annexures. The vendors are however expected to factor in these too (as applicable) while quoting the respective bids. Provisioning of additional manpower (if any) by the vendor and associated wage revision (if any) for the additional deployed manpower for the scale and scope of the catering and housekeeping works given in the tender document will be done by the vendor and will not be chargeable from IIM Ranchi. The vendor is expected to use managerial expertise, technology, best and innovative management practices, and best quality and most relevant equipment to manage the manpower efficiently, effectively, and impactfully. The vendor is expected to judiciously manage the manpower strength and shifts at various buildings and spaces.

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9	22	3	IIM Ranchi may increase or decrease the scope and scale of the services - under this clause will contractor get any notice period	Kindly refer page 24, clause 24
10	24	26	Under scope of work (Laundry)-space for laundry equipment installation shall be provided by IIM Ranchi?	Yes, the space to install laundry equipments will be given by the Institute if the services are provided in-house by the vendor.
11	31	(xiv)	A consumption register has to be maintained by the contractor- Under this clause, does physical register need to be maintained by contractor for all items	Physical registers or digital records can be maintained by the contractor based on instruction by IIM Ranchi. For statutory requirements (wherever applicable) the vendor will be required to maintain the records in the format required by law, as applicable.
12	32, 34	Contract related terms and conditions; clause 7 and 12	What is the effective date of contract order for calculation of Capital Expenditure (CAPEX)	The effective date of contract order for calculation of CAPEX should be read as the date of issuance of the LoA/ Work Order. Please read clause 7 and clause 12 as mentioned above.
13	33	(c)	Is EMD exemption given to MSMEs?	Yes, as per Govt of India norms, subject to submission of valid document.
14	35	20	Is there a time limit for settlement of bills by IIM Ranchi	If the bill has no objections/adverse observation, then it would be cleared within 45 days
15	35	22	Price Variation: The price should be firm for the contract period and there shall be no variation/ escalation on any account.	Price variation is not allowed except with reference to clause 26 of page no. 45. The vendor will be required to provide all the necessary bills and documents in the required format to IIM Ranchi. The decision of IIM Ranchi regarding the applicable variation will be final and binding upon the vendor.
16	36	30	Is there a requirement of Police verification for all deployed manpower at site	Yes. Timely Police verification is mandatory for deployed manpower in the Institute
17	37	35	Will the worker uniform designs be specified by IIM Ranchi	No. The uniform requirements are for identification and hygiene purpose.

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18	44	19	Upon outbreak of any strike or labour dispute, is contractor required to maintain the services uninterrupted	Yes. The contractor will be required to ensure that service delivery continues and is not affected in any manner by any strike or other agitation during the period of contract.
19	48	Annexure A2	Catering details are not provided in the bid information annexure	The proportionate expenses to be factored in while quoting the bids have been mentioned in relevant sections in the Annexure A2. The bidders are expected to read all the relevant information in the tender document, do their own due diligence and site visit and then put their bid quotes for each criteria. IIM Ranchi will not be held responsible for any quote put in by the bidder and for any errors and omissions.
20	49	5 (a)	Does the vendor have to provide for the breakup of the breakfast, lunch, dinner, and snacks for the student mess	For the purpose of the financial bid, only the consolidated rate needs to be provided. The breakup of the four meals (please refer page 49, point 5 (a)), will be decided mutually by the vendor and IIM Ranchi for the benefit of faculty, staff, guests, etc. of IIM Ranchi. The total of the rates of the four meals (Breakfast, Lunch, Snacks, and Dinner) so decided will however have to be equal to the consolidated rate quoted by the vendor. If asked by IIM Ranchi, the vendor will provision for reduced rate, limited option meals for the Type IV or equivalent staff etc. of IIM Ranchi. Such limited option menu and rate will be decided mutually by the vendor and IIM Ranchi.
21	56 and 62	Annexure B1 and B2	Does the vendor have to provide for Hood in Kitchens	Yes, it is mentioned in the Annexures B1 and B2. In the same way, the capex for housekeeping services is provided in the Annexure C2. Please refer Annexure F1 for further details.
22	56 and 62	Annexure B1 and B2	Is there a PNG connection or LPG cylinder have to be used?	At present there is no PNG connection. LPG cylinder has to be used.
23	56 and 62	Annexure B1 and B2	Does the vendor have to invest in both the kitchens	Yes. Both the Student Mess and Swami Vivekananda Auditorium.
24	56, 62, and 85	Annexure B1, B2, and C2	What all comes under the scope of Capital Expenditure (CAPEX) transferrable to IIM Ranchi	All equipment and goods mentioned in Annexure B1, B2, and C2 come under the scope of CAPEX. Also, please refer Annexure F1.
25	56, 62, and 85	Annexure B1, B2, C2	Procurement of all the equipment and consumables is mandatory?	Yes. Procurement of items is mandatory unless any written instruction to the contrary is provided by IIM Ranchi. The items to be procured may be changed by IIM Ranchi and in case the value of the revised items is less than the bid amount of the selected bidder, the remaining amount will be utilised as per instructions of IIM Ranchi for other items.

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26	62	Annexure B2	Is there any number available with respect to business against CAPEX requirement at the Swami Vivekananda Auditorium (SVA)	As per present requirements of the Institute, typically in normal circumstances, (a) for about more than 1/3rd of the year, IIM Ranchi has requirement of SVA menu to moderate number of people (twenty or higher) taking one or more major special meal per day; (b) small number of people (twenty or lesser) taking one or more major SVA menu meal on almost every alternate day basis; (c) High -Tea arrangement for small number of people on almost daily basis, and (d) on multiple occasions we have requirement of SVA menu meals catering for large number of people like 100 or more people. As we grow as an Institution, these requirements are likely to change significantly. The vendors may refer to data of other relevant IIMs those have shifted to their campus before IIM Ranchi to get better projections as IIM Ranchi has shifted recently to its permanent campus. It may be noted that IIM Ranchi requires additional provisioning of bakery and related products counter at the Swami Vivekananda Auditorium which is also expected to contribute to daily volume requirement for the vendor to ensure commercial viability. Please refer Scope of Work and Services Table on page 19 and 20 (clause (c)) of the tender document for additional catering services.
27	70-82	Annexures B4-B11	Is the Menu fixed and is there any limit to the quantity of servings for the various menu?	Menu and requirement are representational and can be changed by IIM Ranchi from time to time. No rationing of servings for menu in Annexures B4 and B7-B11 is allowed unless exempted for specific items in writing by IIM Ranchi. The serving size for the menu in the annexure B5 and B6 have to be as per standard practice. IIM Ranchi's decision in this regard will be final and binding on the vendor.
28	84	Annexure C1	Are the quantities of consummables required fixed.	The quantity of consumables mentioned in the Annexure C1 are not exhaustive. Please refer the "Note" section of Annexure C1 for more details.
29	85	Annexure C2	Numbers for Walkbehind scrubber dryer requirement of 10 L and 15 L capacity?	The number of items for Sl. No. 3 and pt. 4 in the Annexure C2 can be read as 3 and 2 respectively.

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30	88	Annexure C4	Replenishment of guest house assets is in Vendor scope? Vendor will bill IIM Ranchi for all such purchases?	It is in IIM Ranchi's scope. Yes, the vendor will bill it to IIM Ranchi if asked to procure. Please refer Annexure C4. Please note that those consumables in Annexure C4 which are part of Annexure C3 will be provisioned as per the quoted rate (for items in PART A and C of the Annexure C3) or least price of the MRP and the quotes arranged by the vendor and IIM Ranchi as per process decided by IIM Ranchi (for items in PART B and D of the Annexure C3) for units and items consumed.
31	92	Annexure C6	Will the frequency of services and location of the services be the same for the entire duration of the contract	No. The frequency of the services as mentioned in Annexure C5 and C6 are representational. The requirements may be changed by IIM Ranchi from time to time to ensure required level of hygiene and cleanliness for the expected quality of service. Similarly, the locations of the housekeeping services for various facilities such as hostel, guest houses etc. may be changed from time to time within the same campus premises. The vendor would be required to provide the housekeeping services at the same rates in all such situations.
32	100-102	Annexure D2-D4	Will manpower be reimbursed	Not for catering and housekeeping related services. Only for additional services and hospitality services for the guest house (please refer clause (d) of scope of work and services on page number 20).
33	113	Annexure F1	How to claim the CAPEX reimbursement	Please refer clause 15 of page number 11
34	125	Annexure F5	Are the details in the Annexure F5 accurate and binding on the parties?	The areas in the Annexure F5 are for giving generic idea to the vendors. The details provided however may not be most accurate and there are possibilities of errors and omissions. The billings will be based on actual calculations in case of any subsequent changes.