

Pre-Bid Queries

e-Tender No: IIM Ranchi/NIT/Catering/2023-24/02, dated 04.05.2023

S.No.	Page No.	Point No.	Query	Reply by IIM Ranchi
1	2	3	The Commencement of Award should be 90-120 days as it involves the Kitchen design, layout, procurement, installation, commissioning, trials and requirements to procure all equipments.	Extension has been awarded for total of up-to 60 additional days (upon approval by IIM Ranchi) in addition to the original setup period of 30 days
2	2	6	The Last Date of receipt of the bids is on 24.05.2023. This is not possible as we need to evaluate the kitchen design and requirements. Kindly extend the date for 15 days more to submit.	Based on request, the deadline for receipt of bids complete in all respects is now extended to 29.05.2023.
3	4	3	Pantry services at designated areas-how many locations of pantry. What is the distance of these pantries from the main kitchen.	Two Locations of Pantry to be Managed- one in administrative building and another in academic building; upkeep and manpower planning of both the facilities to be taken care by the vendor; consumables on actual basis (MRP or lesser; rates to be matched with lowest quotation) will be chargeable to IIM Ranchi based on approved procedure and format.
4	8	15	All equipments capex will be the property of IIM Ranchi after 36 months. What happens to new equipments bought in during course of operations and contract period due to operational needs.	All goods of capital expenditure nature (for Catering, Facility Management/Housekeeping) have to be procured by the vendor before commencement of the operation after obtaining necessary approval from IIM Ranchi. Maintenance of capital expenditure equipment, tools and machines is the responsibility of the vendor throughout the period of the contract. Other equipment, tools, machines which are not of capital expenditure nature along with consumables (unless specified otherwise) procurement and maintenance upon commencement of the operation as and when required is part of the responsibility of the vendor. Such procurement and maintenance would be of the level to ensure the requirement of 4-star level of hospitality industry service and performance.
5	7	11	Considering the expenses involved both Performance Guarantee and EMD is very high. Must be considered.	EMD- 20 Lakh; PG- 50 Lakh
6	14		2. As IFM contract and all the equipment are provided by bidder, no remark found regarding maintenance activity. Needs clarity of maintenance activity. Is Outer area and landscaping out of scope.	8. Maintenance of all goods - equipment, tools and machinery is part of requirement for the vendor for the complete duration of the contract. Landscaping is not in the scope of the tender.

7	15	1b.i	Management of Entire Premises-What is the total area of the premises	Mention area to be maintained at each location (refer and update Annexure D5); mention common areas and surrounding pathways maintenance as part of the requirement; mention please visit the premises to understand the ground scope of work
8	17	3	Please clarify whether the Electricity & Water charges borne by IIM or Service Provider. What will be the indicated average expenses per month or monthly ceiling as meal costs are also capped. Ideally it should be provided by IIM Ranchi.	Electricity charges to be paid on actual basis for the student mess (complete premises), Swami Vivekananda Auditorium (Kitchen premises) and Laundry premises (if services provided in-house) by the vendor. Water charges will be paid on actual consumption basis by the vendor whenever such policy is brought in by IIM Ranchi and will be payable by the vendor as per the applicable rate fixed by the local authorities from time to time
9	17	3	Is there a existing laundry setup within the premises. If not who is going to bear the cost of laundry set up. Given the number of people-1500, will there be a guarantee as the number of equipments required to handle the load will be in proportionate with the volume. Can we outsource the laundry and pest control services?	Vendor has to bear the cost of set-up and maintenance of the laundry, consumables and required manpower deployment if it is set-up within the IIM Ranchi premises. The vendor is allowed to sub-contract the laundry services (upon approval from IIM Ranchi) and the rates should be as quoted, and quality of work and delivery time need to be as per expectations of IIM Ranchi. The vendor should be able to take care of all washing and ironing needs of the guest house occupants on same day basis with satisfactory quality of work. All Laundry needs for the upkeep of guest houses will be part of requirement of the vendor on actual basis on quoted rates. The vendor needs to provision for daily Ironing needs (on same day basis) of Students/Faculty/Staff/Family Members/Guests of IIM Ranchi. The vendor should be able to take care of special Laundry needs such as Dry Cleaning etc. and is permitted to sub-contract these services (upon approval from IIM Ranchi) on quoted rates and expected delivery timelines decided by IIM Ranchi (please refer Annexure C7) with satisfactory quality.
10	17	2	Can the Electricity and Water Cost be provided by IIM Ranchi	Details provided elsewhere.
			Please specify whether the Minimum wages should be applicable for Central or State?	Minimum wages as per applicable Central/State Laws
11	18	9	1. Pest control, Façade Cleaning and Garbage disposable in outside environment can be done by Sub contractor as daily services are not required.	Yes, these can be outsourced with prior written approval of IIM Ranchi at the same terms, conditions and other provisions mentioned in the tender document.

12	19	3	The 1500 persons can be considered as Minimum Guarantee for each meal period. If not is there any quantity for Minimum Guarantee. Please clarify. Minimum Gtd. Must be mentioned as per consideration to avoid wastage and ensure preparedness given the huge numbers and penalty clauses applicable for delays and shortage.	Specific details for better clarity are now provided in new Annexures B12
13	20	8	Please define the service of "security of the above areas".	It is the responsibility of the vendor to ensure proper upkeep of the premises (student mess, guest houses, auditorium kitchen, pantry areas). The vendor is not required to deploy security personnel in these premises, safety and security of these premises are however responsibility of the vendor and the vendor is therefore expected to deploy appropriate mechanisms to ensure the same. If instances/incidences pertaining to safety/security breach are noticed by the vendor, the vendor is required to bring these on immediate basis to the notice of the IIM Ranchi management with relevant details and information.
14	20	12	Is there any Municipal Corporation vendor at IIM? What is the indicative charges per month for waste disposal? Institute should provide wet garbage room and dry garbage room given the volume of garbage and operational hours.	The vendor is expected to effectively utilize the garbage disposal composter provided near to the student mess premises for disposing kitchen wastes of both the premises. Remaining and Additional wastes are expected to be covered in appropriate garbage bags and be disposed at designated places within the campus premises. Vendors are not required to arrange for disposal of garbage outside the Institute premises. The vendors are however required to provision for garbage disposal storage of appropriate capacity and type at their end.
15	21		4. Is receptionist, pantry boy and bell boy required for 24 x 7	The receptionist and bell boy need to be provisioned for 24*7. Pantry services need to be provisioned for 12 hrs basis in one location and working hrs basis in another location. Appropriate manpower planning needs to be done by the vendor for the same. Updated manpower details have now been put in Annexure D3.
16	22		7. What is the frequency of Pest control	As per need to ensure pests, insects, mosquitos and rodents free premises including appropriate application in kitchen and store areas.
17	24	x	Is the bed & bath linen & the annual replacement will be provided by IIM or Service Provider?	Yes, these will be provided as mentioned in Annexure C4 . The vendor is however expected to communicate and coordinate the requirements sufficiently in advance to IIM Ranchi.

18	25	xii	Usually the personalized services will be provided if any guest is sick. The room service of all the guest rooms will leads the deployment of more manpower. How far are the rooms from the concerned kitchen. Is there a Order Taker Pantry and Set Up Area.	Room service for all the guest rooms is not required. However manpower deployment needs to consider catering to ad-hoc requirements such as in-advance communicated serving to the VIP Guests, specially abled guests, sick guests etc. It is walkable distance between the guest rooms and kitchen premises. The vendors are encouraged to visit the IIM Ranchi premises to make <u>more informed decision.</u>
19	27		6. In case online transfer of EMD, what all documents are required as proof of payment.	Receipt of the payment indicating the transaction number.
	28	17	Price Revision-Recommended to have a price revision every year linked to CPI, WPI.	No provision for price variation in first three years of the contract has been provided.
20	28	17	Clause 11 (page 28) please modify following sentence “ The scope of the contract can be reduced or increased upon joint agreement of the parties and upon agreement on cost impact at any time after giving a notice of 30 days in advance” . Clause 16(page 28) - please propose deletion “The decision of Competent Authority, IIM Ranchi in regard to interpretation of the terms and conditions and the agreement shall be final and binding to the service provider”	The scope of the contract can be increased anytime by mutual consent by both the parties. In case of reduction of scope with advance notice of 30 days by IIM Ranchi and without cause attributable to the vendor before the completion of 3 years, the ownership of goods considered as part of capital expenditure for the service which is no longer needed, will be transferred to IIM Ranchi on the payment of amount by IIM Ranchi to the vendor which will be calculated based on the formula below. For the purpose of calculation, the cost of equipment will be divided into 36 equal installments. The cumulative value of installments remaining as on the date of reduction of scope will be the value at which IIM Ranchi will procure the equipment from the vendor
21	29		3. Rate cannot be freezed for 3 years. Considering Inflation & DA/ Minimum wages increase, Annual rate revision should be allowed. Clause 18 (b) - to be modified as follows “Payments will be made only by Account payee cheque/DD/Online payment. The Competent Authority of IIM Ranchi will have the right to recover agreed penalty for less satisfactory service, delay, or slow progress of the work (if any), penalty etc. from the bills submitted for payment. In clause 19 please delete following sentence “Proportionate deduction shall be made for non-compliance Decision of IIM Ranchi in this regard shall be final and binding”	The provisions remain as it is

22	30	13 & 14	Clause 20- Please note the clause 20 related to Penalty for use of undue influence: and its strict requirements. Clause 21- penalty table – please include a cap to the penal amounts as per the key terms.	Clause 20 provisions remain as it is.
			The GST will be charged extra as applicable.	The quoted rates should be exclusive of GST. GST will be applicable as per actuals.
23	31	23	15. Clause 22- in the components for the contract prices – please include Admin charges and Management fee. 16. Clause 23- following line from the clause to be deleted and our annual price revision clause to be included “The price should be firm for the contract period and there shall be no variation / escalation on any account”	The vendors are expected to provision for sufficient manpower for all the requirements for satisfactory service and performance. That includes provisioning of overall manager; provisioning of required staff those have not been indicated in various manpower strength related annexures; provisioning of staff for discharging various support functions; and provisioning additional manpower beyond those given in the annexures to ensure quality service and performance. The vendors are expected to quote the manpower related bid costs by factoring in these additional factors as well. Support function requirements can generally be taken care by executives on site in coordination (as and when needed) with the Head office. The vendors are expected to take their own call regarding the same.
24	32		17. Clause 26 – to be deleted and we should not accept any clause which allows for a deduction from the Security deposit. See following modification: All agreed compensation or other agreed sums of money payable by the Contractor to IIM Ranchi under the terms of this contract shall be paid by Contractor to IIM Ranchi will be deducted from the Earnest Money Deposit/Security Deposit or any other process or recovery of such dues 18. Clause 28 to be reworded as follows “ If there is any stoppage of service in any area, for any reason, the Contractor is liable for penal liquidated damage as per the mutually agreed KPI’s decided by IIM Ranchi”	The provisions remain as it is.
25	33		19. Clause 39- please modify 1 sentence in this clause as follows “ While working at the premises of IIM Ranchi, s/he and her/his team shall work in accordance with IIM procedures and policies and under the directives and guidance of IIM Ranchi	Accepted.

			Is there a provision for Cafeteria, Lockers, Office Space	Yes. Some space (as approved from time to time at the sole discretion of IIM Ranchi) will be provided to address some of these concerns. Proper upkeep, maintenance and safety and security of such spaces will be the responsibility of the vendor.
26	34	52	<p>20. Clause 48 second sentence to be reworded as follows “The Contractor shall be solely responsible for any theft attributable to contractor at the site and shall take all precautions to properly safeguard the property</p> <p>21. Clause 48- please delete following if not applicable for our services “ The Contractor’s co-ordination with other agencies appointed by IIM Ranchi is essential to maintain smooth progress of the work and any delay which in the opinion of the Employer if due to non-coordination and inefficient management of the Contractor will not be entertained for any extension of time” 22.</p> <p>Clause 49 to be reworded as follows “ If and whenever any of the Service Providers or their agent(s) / subagent(s), consultant(s) or employee(s) is proven to be shall in the opinion of the IIM Ranchi Authorized Person (whose opinion in this behalf shall be final) be guilty of misconduct or be incompetent or insufficiently qualified or negligent in the performance of his / their duties, or if in the opinion of the IIM Ranchi Authorized Person (which shall be final) it is undesirable for any reason (which shall need not be disclosed to the Service Provider) for such person(s) to be employed in the work, the Service Provider, if so directed by the IIM Ranchi Authorized Person, shall forthwith remove or cause to be removed such person(s) from employment thereon, and any person(s) so removed shall not be re-employed in the work except with the prior permission in writing of the IIM Ranchi Authorized Person</p>	Changes in Clause 48 and 49 accepted.
27	35	58	What is the scope of Safety Plan	The vendors are required to provide their plan to ensure safety of highest standard as per existing industry practices for the goods under their custody- equipments, machinery, tools etc.

28	36		<p>23. Clause 59 – in the portion relating to Arbitration please include “Each party shall appoint one arbitrator and the two arbitrators so appointed shall appoint a third presiding arbitrator”</p> <p>24. Clause 62- Bidder to have a right to terminate for cause (including for non-payments) – please include this.</p> <p>25. Upon termination costs: please include a clause for payments upon termination “Upon termination of this Agreement for any reason,, Micron shall pay to Company the fees for the services rendered upto the date of termination, unamortized investments, redundancies, and subcontractor termination fees (if any) “</p>	Other provisions remain as it is; pg 8, 62 15(a), except in cases of delayed payment by IIM Ranchi with two instance wherein payment has been delayed by more than 45 days after receipt of complete in all respect invoice from the vendor with no subsequent written objection from IIM Ranchi
29	37		26. Clause 67- please note this clause, in case contract is terminated for cause, SD will be forfeited by client – please ask for deletion of this clause.	The provisions remain as it is.
30	38		27. Clause 75- Please include a point for client liability in case the issue, injury is attributable to client	The provisions remain as it is.
31	39		<p>28. Point 84 – please delete following “ All deductions or liabilities in excess of the indemnities provided under the insurance arranged by Contractor / Subcontractor and / or IIM Ranchi shall be for the account of and paid by Contractor”</p> <p>29. Please add clauses related to Limitation of Liability, Exclusion of Consequential & Indirect damages, Suspension of services, Change in law, Change in scope, Indemnity, Digital solutions and Annual price revision.</p>	Point 84 should be now read as "All deductions or liabilities in excess of the indemnities provided under the insurance arranged by Contractor/Subcontractor shall be for the account of and paid by Contractor”
32	42	8	<p>The performance certificates will not specified the ratings.</p> <p>The formats are provided by the clients based on the client's guidelines.</p>	The format is now provided (please refer annexure E18 and E19.
33	47 to 55		<p>The Kitchen requirement involves a lot of capital purchase.</p> <p>The usual tenders are allowed that the kitchen assets should be borne by respective IIM's. Request you to modify the same accordingly, else the Students Mess Work should be descoped and demerged from the executive education.</p>	The provisions remain as it is.

34	60	RATE	The rate should not be exceeded INR 300/- (Incl. of GST). What if the Govt. will increase the GST rate?. Removal of Cap in pricing should be considered given the nature of the menu.	The cap of Rs. 300 is changed to exclusive of GST. GST will be charged additionally as per actuals.
35	63	Note	The Juices, Deserts & Dry Fruits will be charged on MRP. But usually this should be included the buffet and charge and NOT separately charged. It is not possible to monitor the consumption pattern of Juices, Deserts & Dry Fruits. This should be included with the buffet rates and paid additionally.	The provisions remain as it is.
36	74	HK Machines	Can we offer some other brand?	Yes, similar or better brands and specifications with written approval of IIM Ranchi
37	78	Monthly Cleaning	vi. Facade cleaning (all sides) including glass facades. - HK can clean till 20 feet height of window glasses	Openable windows are provided for cleaning of the facades
38	78	Monthly Cleaning	vii. Overhead tank cleaning as per requirement. - Need clarity	The vendors are encouraged to visit the site.
39	80	Laundry Rates	Wash Rate (in Rs./Kg) - KG rate can given only after selecting the local vendors	Changed now. Please refer annexure C7.
40	84	Staffing	There is no HR & Finance Manager is mentioned in the Manpower. Kitchen Team strength to be reviewed for Students Mess.	The vendors are expected to take stock of their capability, do the manpower planning and bid accordingly. The manpower numbers provided in the annexures are minimum number of manpower to be provisioned. Vendors are encouraged to take aid of technology and deploy innovative approaches to manage with better service quality and performance.
41	85	Staffing	There is no HR & Finance Manager is mentioned in the Manpower	
42	85	Staffing	There is no Front Office staff is indicated in the Manpower	
43	86	Staffing	Shift Timing FEMALE A Shift 7:00-16:00 B Shift 11:00-20:00 C Shift 21:00-06:00 Female staff is required during night shift – Need clarity	This is not a requirement. Please refer updated Annexure D4 now.

44			Students Mess Rates Cannot be applicable for Executive Diners or any other diners. Rates Applicable for Executive Diners to be higher.	There is no such requirement for applying student mess rate for executive diners or other diners. The vendors are expected to bid separately for these (Annexures B4 and B5 are related to student mess menu options whereas Annexures B6-B11 are associated with executive menu; the financial bid rates for both are provisioned separately as pt. 4a for student mess and pt. 4b-4d for executive dining in the Annexure A2)
45	88		5. Please explain whether 1 flat of 2 bed rooms means 2 guest rooms?	Yes. However please note that common area housekeeping rates for guest houses have to be quoted as part of point 1(b) whereas room upkeep charges have to be quoted separately as part of point 2 in the financial bid (please refer Annexure A2)
46	98 to 100	BOQ	Some of the rates are average and some of the rates are per room basis and so on. Kindly explain in detail.	In such cases when there are multiple sub-criteria for a criteria, the rates have been on some occasions, weight-averaged to get a consolidated rate for that criteria. As the scoring is independent of the unit for different criteria, different ways of collecting rate for different criteria will not impact the scoring. Please refer Annexure A3 for understanding financial bid methodology.
			Additional Points	Note: It may be noted that the above mentioned corrigendum will replace mention of such statements at all places in the tender document apart from those locations mentioned above in the corrigendum. The interpretation of Competent Authority of IIM Ranchi in this regard will be final and binding upon the vendors.
			What would be the payment processing period from IIM Ranchi side?	Up-to 45 days after receipt of the documents and if all details provided complete in all respects - Accounts to Confirm
			Who will provide furnitures (like table, chair) in auditorium, student dining & guest house?	IIM Ranchi will provide Dining Tables and Chairs.
			Is manning of guest house required 24x7?	Yes for Reception and Bell boy services. Manpower planning by the vendor needs to factor in the same.
			Garbage disposal responsibility in details	Refer elsewhere
			Is IIM Ranchi ready to provide accommodation to few staffs of vendor especially cooks who need to prepare breakfast	No. Specific provisions have been put separately at appropriate places.
			Is minimum guarantee for food plate be given by IIM Ranchi?	Please refer Annexure B12 to get more clarity.
			How many night canteen will be there in campus?	One
			Is EMD exemption given to MSMEs? What happens when a MSME withdraw to start work after LoA	As per GoI rules

			Façade cleaning arrangement will be made by IIM Ranchi or the vendor? (in case of auditorium)	IIM Ranchi in case of the Auditorium
			What system is/will be followed to monitor entry & exit from guest house?	As of now email and manual entry. If ERP comes, vendor will be expected to use the same.
			Termination before 36 Months	In case of termination by IIM Ranchi without cause attributable to the vendor before the completion of 3 years, the ownership of equipment considered as part of capital expenditure will be transferred to IIM Ranchi on the payment of amount by IIM Ranchi to the vendor which will be calculated based on the formula below. For the purpose of calculation, the cost of equipment will be divided into 36 equal installments. The cumulative value of installments remaining as on the date of reduction of scope will be the value at which IIM Ranchi will procure the equipment from the vendor. Please refer the section marked as "CAPITAL EXPENDITURE TRANSFERRABLE TO IIM RANCHI" in the corrigendum document.