



भारतीय प्रबन्धन संस्थान राँची
(शिक्षा मंत्रालय, भारत सरकार के अधीन)
प्रबन्धन नगर, नयासराए मार्ग, राँची, झारखण्ड, पिन- ८३५ ३०३

INDIAN INSTITUTE OF MANAGEMENT RANCHI

(Under Ministry of Education, Govt. of India)

Prabandhan Nagar, Nayasarai Road,

Ranchi, Jharkhand, PIN - 835303

URL: www.iimranchi.ac.in

Email: purchase@iimranchi.ac.in

Notice Inviting Tender (NIT) for

Providing Catering, Housekeeping and Hospitality Management Services at IIM Ranchi.

e-Tender No. : IIM Ranchi/NIT/Catering/2023-24/12

Dated: 10.10.2023

Issued by:

Administrative Officer - Purchase & Stores
Indian Institute of Management, Ranchi
(for & on behalf of the Director, IIM Ranchi)

**NOTICE INVITING TENDERS
FOR
PROVIDING CATERING, HOUSEKEEPING AND HOSPITALITY MANAGEMENT
SERVICES AT IIM RANCHI**

(Through e-procurement only)

Tender No. IIM Ranchi/NIT/Catering/2023-24/12 dated 10.10.2023

Bid Downloading Schedule: Tender documents can be downloaded free of cost from IIM Ranchi website www.iimranchi.ac.in and CPPP as per the schedule given in below table: -

1.	Work (Different commencement dates may be applicable for different services as decided by IIM Ranchi)	<ol style="list-style-type: none"> 1. Providing Catering Services at the Student Mess 2. Providing additional catering services including Night canteen; Fresh Fruits and Juice Centre; Snacks (like golgappa, momos, etc.); Bakery and related Products (Cake, Pizza, Burger, etc.) 3. Providing Catering Services for Various programmes, events, conferences, meetings, and convocation etc. and associated hospitality services (including serving at various locations of the campus) 4. Providing Housekeeping services for the entire premises including pest control and sanitization services 5. Providing Manpower for Hospitality services and other services required as and when needed 6. Providing Laundry services for Guest House and other stakeholders of the Institute.
2.	Period of Contract	The period of contract will be for 03 (Three) Years.
3.	Commencement of service	Within 30 days from date of issuance of Letter of Award (LoA)
4.	Period of downloading of Bid Document from IIM Ranchi Website/ CPPP portal	From 10.10.2023 to 31.10.2023 (Till 15:00 Hrs)
5.	Pre-Bid Meeting	18.10.2023 at 11:00 Hrs Bidders who will not be able to visit the IIM Ranchi campus physically for the pre-bid meeting may request for online meeting link (to purchase@iimranchi.ac.in) by 5 pm on 16.10.2023 for the pre-bid meeting. The link will be shared accordingly to the bidder making such a request.
6.	Last Date of Pre-Bid Queries	18.10.2023 at 12:00 Hrs
7.	Last Date of Receipt of the Bids	31.10.2023 (Till 15:00 Hrs)

8.	Date of Opening Technical Bid (for Pre-Eligibility Criteria Evaluation)	31.10.2023 (16:00 Hrs)
9.	Date of Presentation by the Eligible Bidders (Technical Bid Evaluation will be done after the presentations)	02.11.2023 (11:00 Hrs onwards)
10.	Site visit	During 11:00 Hrs – 17:00 Hrs on working days till 29.10.2023
11.	Bid Security Declaration	Bidders are required to mention details of the EMD submitted as per Annexure-E3 .
12.	Mode of Submission of bid	Online through e-Wizard Portal (IIM Ranchi) https://iimranchi.euniwizarde.com
13.	Contact Person	Administrative Officer (Purchase & Stores), IIM Ranchi purchase@iimranchi.ac.in officer.purchase@iimranchi.ac.in Indian Institute of Management Ranchi, Prabandhan Nagar, Naya Sarai Road, Ranchi -835303 (Jharkhand)
14.	EMD (Earnest Money Deposit-Refundable)	Rs. 20,00,000 (Rupees Twenty Lakh Only)

NIT document and other details like corrigendum etc. can be obtained/ downloaded free of cost from the:

- Institute website @ www.iimranchi.ac.in (under ‘Tender’ section)
- CPP Portal @ <https://eprocure.gov.in/epublish/app>

The offers submitted by Fax/email shall not be considered. No other correspondence will be entertained in this matter.

The Institute reserves the right to change any provisions of the tender document by publishing corrigendum for the same on the institute’s website.

Manual bid/tender will not be accepted under any circumstances. Incomplete bid/documents shall be rejected without assigning any reasons thereto.

**Notice inviting Tender for Providing Catering, Housekeeping and Hospitality
Management Services at IIM Ranchi campus premises**

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INTRODUCTION

1. Indian Institute of Management Ranchi (IIMR) is one of the premier management institutes in the country set up by Ministry of Education, Govt. of India.

IIM Ranchi is located at Prabandhan Nagar area of Pundag (Nayasarai Road), Ranchi. The campus is newly constructed with buildings catering to academic, administrative, residential, dining, and amenities requirement in the campus. The academic wing has two interconnected wings (four floors each) consisting of classrooms of various capacities and meeting rooms and halls. The administrative wing has Director, faculty, staff and other offices, library, a few additional classrooms, and reception area. The campus has a newly constructed student dining facility spread over two floors where about 1200 students, faculty and staff members, their families, guests, and other visitors to the Institute can have food. The residences have three hostel buildings with single occupancy rooms, and other residential buildings which are being partly used as student residences, guest house and faculty residences. The campus boasts of a state-of-art Swami Vivekananda auditorium with seating capacity of approximately seven hundred people with associated dining and meeting room facilities.

In addition to the regular residential programs (MBA, MBA-HRM, MBA-BA, IPM, and PhD), the Institute also conducts executive education, training, and development programs wherein middle to top level executive participants from various government, public sector and private business organizations participate. The facilities in the guest house area, includes facilities for executive lodging and boarding that presently has 50 rooms capacity.

2. IIM Ranchi is desirous of engaging a contractor to Provide Catering, Housekeeping, and Hospitality Services.
3. Tender is invited from eligible and qualified persons/firms for Providing Catering, Housekeeping, and Hospitality Services at IIM Ranchi campus for a period of thirty-six months. The services may be commenced on different dates based on the instructions of IIM Ranchi but the total duration of the initial contract period for the entire contract will extend only for a period of thirty-six (36) months from the date of issuance of Letter of Award.

NOTE FOR SITE VISIT

Bidders in their own interest and at their own cost, are advised to visit, inspect, and examine the site/ campus and its surroundings and satisfy themselves including prevailing rules, regulations/ directions of the local authorities/ State Government that may be necessary for preparing the bid and execution of the contract, before submitting their Bids. Bidders need to do their own due diligence with respect of the Site Conditions including access to the site, availability of land, water, power and other facilities, source and extent of availability of suitable materials including water etc. and labour, including but not restricted to any other conditions which may influence or affect the work or cost thereof under the contract. No extra charges consequent upon lack of any information/ knowledge and understanding shall be payable by the Institute.

The bidders should note that information, if any, with regard to the site and local conditions, as contained in this Bid document has been given merely to assist the bidders and is not warranted to be complete or accurate in all respects. The bidder should ascertain all other information pertaining to and needed for the work including information regarding the risks, contingencies and other circumstances which may influence or affect the work or the cost thereof under this contract.

GENERAL INFORMATION AND INSTRUCTIONS FOR THE BIDDERS

1. The Complete tender documents can be downloaded from the Website of IIM Ranchi / CPP Portal. Information on issuance of corrigendum, if any, related to this tender will be available only on E-Procurement Portal and on the website of the Institute. All times mentioned in this document are in IST unless specifically mentioned otherwise.
 - (a) Please read all the Terms & Conditions carefully before filling up the document.
 - (b) Incomplete Tender Documents will be rejected.
 - (c) All pages of the Tender Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Tender.
 - (d) Manner of submission of the Bids: The bidder must submit online bids i.e., Technical Bid and Commercial Bid through e-procurement portal <https://iimranchi.euniwizarde.com>. No manual bid will be accepted.
 - (e) The Last date and time for submission of the Bids: 15:00 Hrs. on 31.10.2023.
 - (f) Inspection of Site: Interested parties shall visit and examine the site and its surroundings at their own cost and shall satisfy themselves before submitting the Tender as to the nature of works area and scope of work, local statutory regulations, safety measures and other circumstances which may influence or affect his Tender. No extra charges consequent on any misunderstanding or otherwise shall be allowed.
2. Tenders are to be submitted online through the website stated above. The tender document may be downloaded from website & submission of technical bid / financial bid may be made as per Tender time schedule.
3. **Time and date for opening of Bids:** The Technical Bid will be opened electronically on 31.10.2023 at 16:00 hrs.
4. **Pre-Bid Enquiry:** Clarifications to Pre-Bid Queries sought online through the e-procurement portal <https://iimranchi.euniwizarde.com> or during the pre-bid meeting will be provided at <https://iimranchi.euniwizarde.com>. A Pre-Bid Meeting will be held on 18.10.2023 at 11:00 hrs at IIM RANCHI permanent campus. Any queries may be made online through the e-procurement portal only till 18.10.2023 at 12:00 hrs.
5. **Two-Bid system under QCBS:** Under two bids system through e-tendering, only the Technical Bid would be opened on the time and date mentioned above. However, only Bidders who fulfill the Pre- Eligibility Criteria, will qualify for the technical round. Those bidders who fulfill the Pre-Eligibility Criteria will be called for Presentation on the specified date mentioned above. Date of opening of the commercial/financial bid will be intimated after acceptance of the technical bids. Commercial bids of only those bidders will be opened whose technical bids are found compliant /suitable after technical evaluation is done by IIM Ranchi. If any of the documents or information pertaining to pre-eligibility criteria, or technical bid evaluation round is missing, IIM Ranchi reserves the right to call upon the missing documents/ Clarification on the submitted documents from the Bidders. The rejected bids would be ignored for further evaluation.
6. **Modification and Withdrawal of Bids:** A bidder may modify or withdraw his submitted bid till the deadline for submission of bids by following the due procedure on the online bidding portal. No bid shall be modified after the deadline for submission of bids.

7. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, IIM Ranchi may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered, or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
8. **Rejection of Bids:** Canvassing by the Bidder in any form, and post-award request for amendments may invoke summary rejection. Conditional tenders will be rejected. Bids may be rejected and the process may be paused or scrapped at any time without assigning any reason thereof. Financial information relating to the bid should not be present in any form in the technical bid.
9. **Validity of Bids:** The Bids should remain valid till 90 days from the date of award of LoA. If any bidder withdraws his Prequalification Bid before the said period or makes any modification in the Financial Bid (BOQ) or terms and conditions of the Prequalification Bid, the Institute, without prejudice to any other right or remedy, will be at liberty to blacklist the bidder for a certain period and/or forfeit the EMD/Security Deposit.
10. **Bid Security Declaration:** Bidders are required to submit a Bid Security Declaration, as per format attached in **Annexure-E3**. The Bidders may be **disqualified/ blacklisted** for a period of two years from the date of notification of tender if the bidders are found to be in a breach of any obligation under the bid conditions, as indicated in the Bid Security Declaration.
11. **Performance Guarantee:** Within 15 (fifteen) days of the issuance of notification of award/Letter of Intent/Letter of Award, the successful bidder shall furnish a performance guarantee of an amount for Rs. 50,00,000 (Rupees Fifty Lakh Only) in the form of Fixed Deposit Receipt/Bank Guarantee from any scheduled Bank, in favour of IIM Ranchi, or Online transfer of the amount to a bank account specified by IIM Ranchi. The Performance Guarantee shall be kept valid for a period of the contract period plus two Months (*to be re-validated for such equal periods for which the contract may be extended after the initial period of 36 months*). The Performance Guarantee amount shall be payable without any condition whatsoever and these guarantees shall be irrevocable. The Performance Guarantee is intended for securing the performance of the entire tenure of the agreement between IIM Ranchi and the Contractor. The Performance Guarantee/Security Deposit shall be released only on satisfactory performance of the terms of agreement between the vendor and IIM Ranchi for the entire period of the agreed time frame plus two months. The deposit will not bear any interest. In case of any extension granted to the contractor, the guarantee/security deposit will be extended by the bidder till the new date of expiry of the contract, plus two months at his own cost. At no point, during the contract, the guarantee/security deposit should expire. A failure to submit the Performance Guarantee by the successful bidder within the specified time mentioned above will lead to a forfeiture of the EMD, and the bid from the said successful bidder will automatically stand cancelled. The Institute may blacklist a successful bidder who fails to submit the Performance Guarantee within the specified time.
12. The Performance Guarantee/Security Deposit is liable to be forfeited, if the party fails to execute the work as per the terms and conditions of the agreement, and to the satisfaction of IIM Ranchi, or on account of any breach of the agreement. Any damage to IIM Ranchi property would be recovered from the performance Guarantee, and if the damage exceeds the

performance guarantee, then the bidder commits that the additional amount of damage would be recovered from the bidder and the bidder is liable to pay in such a case.

13. The Contractor will provide a complete and detailed list of Equipment that it intends to procure and install for fulfillment of the contract to IIM Ranchi, no later than 07 (seven) days from the date of issuance of Letter of Award of the contract. Such a list will contain detailed information about all equipment, tools and machineries, for which expenditure will be made in the nature of Capital Expenditure. The procurement and installation of the equipment, tools and machineries linked to this Contract will only be made after receipt of written approval from IIM Ranchi, in the manner and mode specified by IIM Ranchi. No deviation would be permissible in the equipment, tools and machineries. The equipment, tools and machineries have to be approved and installed with explicit written permission from IIM Ranchi. Providing complete and accurate information will be the sole responsibility of the vendor. All equipment/tools/machines will be ISI (BIS)/CE/UL/Lab certified (as the case may be) and made of SS 304 (or higher) grade steel (wherever applicable) and should be of reputed national/international brand make. The decision of IIM Ranchi regarding quality (including certification and brand), brands and specification will be final and binding. Products under compulsory certification requirement of the Government of India will be required to fulfill such requirements.

14. The successful bidder has to give acceptance within 03 (three) days of the issuance of the LoA/Work Order and the bidder has to provide the performance guarantee within 10 days of the issuance of the LoA/Work Order. The agreement should be executed within 15 days from the date of issuance of the LoA/Work Order.
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.

The selected Bidder, shall execute an Agreement on non-judicial stamp paper (to be procured by bidder) of appropriate value (Rs. 5000/-) with IIM Ranchi at Ranchi, in a format to be mutually agreed between IIM Ranchi and the selected Bidder.

In case of relaxation provided by IIM Ranchi beyond the 30 (thirty) days specified herein for commencement of the contract for commencing kitchen, the selected bidder may be required to make temporary provision for the catering requirements. Other services will have to be started within 30 days of request by IIM Ranchi, to commence such services, unless explicitly specified otherwise by IIM Ranchi.

15. The Capital Expenditure involved in the execution of the contract is deemed to be absorbed by the Contractor within 36 (thirty-six) months of the issuance of Letter of Award. All the equipment, tools, and machineries procured as capital expenditure will be deemed to be property of IIM Ranchi after 36 (thirty-six) months of commencement of the contract (i.e., from the date of issue of the LoA). In any case, if the contract is being terminated without cause by IIM Ranchi before 36 (thirty-six) months from date of issuance of LoA, the remaining unabsorbed value of Capital Expenditure (solely for equipment, tools, and machineries procured) on pro-rata basis will be refundable by the institute. No refunds for the value of equipment supplied or installed, or any other type of Capital Expenditure made by

the Contractor will be paid in case the termination of the Contract before 36 (thirty-six) months is done in any of the following conditions:

- a. Termination by the Contractor, without cause. In case the vendor decides to terminate the contract for reason of delayed payment by IIM Ranchi, with two instances wherein payment has been delayed by more than 45 days after receipt of invoice complete from the vendor, with no subsequent written objection from IIM Ranchi, then it would not be considered a situation of termination without cause covered under this clause 15.
 - b. Termination with cause by IIM Ranchi, linked to installation or use of unapproved, pre-used, spurious, or defective equipment for the Contract;
 - c. Termination made by order of an arbitrator or competent judicial/ quasi-judicial authority wherein an order has been passed specifying that no payment should be made for the capital expenditure;
 - d. In case the contract is terminated owing to the violation of any applicable laws;
 - e. In case the contract is terminated owing to violation of the contract between the bidder and IIM Ranchi, and the process of termination is undertaken by IIM Ranchi as per the terms of the Contract;
 - f. In case the value payable for the Capital Expenditure is adjusted against any dues payable by the Contractor to IIM Ranchi.
16. Bidder should not have any conflict of interest in terms of any direct or indirect relationship (whether commercial or otherwise) with any employee of IIM Ranchi or their close relations.
 17. Any party involved in any pending dispute resolution proceedings against IIM Ranchi at any forum, as on the date of publication of tender, shall be ineligible to participate in the tender process, whether directly or indirectly.
 18. All annexures are an integral part of this Notice Inviting Tender, and are binding on the Bidder.

**SPECIAL INSTRUCTIONS TO BIDDERS FOR THE E-SUBMISSION OF THE BIDS
ONLINE THROUGH E-PROCUREMENT PORTAL**

1. Registration process on online portal
 - a) Bidders are required to enroll on the e-Procurement module of the portal M/s ITI Ltd., (if not registered earlier) <https://iimranchi.euniwizarde.com> by clicking on the link “Bidder Enrolment”.
 - b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal. After registration send User ID for helpdesk team (helpdeskeuniwizarde@gmail.com and support@euniwizarde.com) for activation.
 - c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile.
 - d) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
 - e) DSC once mapped to an account cannot be remapped to any other account. It can only be inactivated.
 - f) Bidder then logs in to the site through the secured log-in by entering their user ID/password and the password of the DSC / e-Token.
2. The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
3. After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document; otherwise, the bid will be rejected.
4. The BOQ template must not be modified / replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
5. If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online on the portal or [on https://iimranchi.euniwizarde.com](https://iimranchi.euniwizarde.com) or <https://www.iimranchi.ac.in/post/tender/tender.php> in advance, and should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF formats.
6. The bidder should read the terms and conditions and accept the same before proceeding further to submit the bids.
7. The bidder must submit the tender document(s) online well in advance of the prescribed time to avoid any delay or problem during the bid submission process.
8. There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network

bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and the size of file gets reduced. This will help in quick uploading even at very low bandwidth speeds.

9. It is important to note that, the bidder must click on the Freeze Bid Button, to ensure that, he/she completes the Bid Submission Process. Bids, which are not frozen, are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
10. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
11. The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system. All documents should be valid as on date of submission of the bid.
12. At the time of freezing the bid, the e-Procurement system will give a successful bid updating message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no., date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
13. After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
14. Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
15. The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened due to virus during tender opening, the bid is liable to be rejected.
16. The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
17. The bidders are requested to submit the bids through online e-Procurement system to the Tender Inviting Authority (TIA) well before the bid submission end date and time (as per Server System Clock).
18. The bidder / tenderer / Contractor shall file the applicable returns with Tax departments in time and submit the same as documentary proof.
19. The GST applicable shall be shown as separate line items in the Tax invoices to avail in put credit to IIM Ranchi.
20. Any queries relating to the process of online bid submission or queries relating to e-Wizard Portal, in general, may be directed to the e-Wizard Helpdesk. The contact number for the helpdesk is **Gagan (8448288987 / eprochelpdesk.01@gmail.com)**, **Vijay (8448288989 / eprochelpdesk.03@gmail.com)**, **Suriya (8448288994 / eprochelpdesk.06@gmail.com)**, **8448288992, 8448288984, 8448288986, 8448288982, 8448288988.**

Opening of Financial Bid (BOQ)s:

21. Opening of Financial Bid (BOQ)s would be called at a date and time fixed by the Institute. All the qualified bidders can receive the updates on account of process of tender directly from the procurement portal, also can seek clarification through the said portal. The bidders may choose not to come to the Institute for participating in the Tender opening.

Scrutiny of Financial Bid (BOQ)s:

22. The Financial Bid (BOQ)s so received would be scrutinized by a duly constituted committee or nominated officials for the purpose. The quoted prices shall be checked to determine the arithmetical accuracy of the same. Financial Bid (BOQ)s containing overwriting/erasures in the quoted rates shall be liable for rejection. Cuttings and overwriting shall be avoided. However, in case any cutting is unavoidable, it shall be attested by the authorized signatory of bidder, failing which such Financial Bid (BOQ)s shall be liable for rejection.

Technical Bid and Financial Bid Evaluation:

23. A Quality & Cost Based Selection (QCBS) methodology would be adopted. The Technical Evaluation Committee (TEC) nominated internally by the Institute will evaluate the Technical Proposals of those bidders who fulfill the Pre Bid Eligibility Criteria and will award marks based on the scorable technical bid evaluation criteria (weightage of 50). Only those bidders whose Technical Bids are found complete, and have secured a minimum of 20 marks out of the 50 marks assigned to the Technical Bid will be deemed eligible to move to the next round wherein the Financial Bids will be opened. Subsequently, the TEC will award marks to the eligible bidders for their Financial Bids (weightage of 50). The Bidder securing the highest marks (out of 100 wherein 50 marks are allotted each to the Technical Bid and Financial Bid) will be recommended for award of the Contract. The Bid Evaluation and methodology related information is indicated in **Annexure-A1-A3**. For the purpose of clarity, it is stated that only those bidders whose technical bids receive the cut off/qualifying marks specified above (20 marks out of 50) will be considered eligible to move on to the next round wherein financial bids will be opened.
24. The Bidder, whose tender is accepted by IIM Ranchi, shall be issued a Letter of Award (LoA). Bidder shall confirm acceptance by returning a signed copy of the LoA within 3 (three) days of receipt of the LoA, and start the services within 30 days of issuance of the LoA, or at a later date specified by IIM Ranchi. Different commencement dates may be specified for different services.
25. IIM Ranchi shall not be obliged to furnish any information / clarification / explanation to the unsuccessful Bidders, and the Institute shall correspond only with the successful Bidders.
26. In case no suitable vendor is found, the tender process is liable to be re-tendered/ cancelled. The tender process can be cancelled at any stage without assigning any reason thereof.
27. Successful Bidder(s) will generally be awarded contract normally for a period of 36 (Thirty-Six) months. In case, the vendor is found lacking in providing the desired services for Hospitality, Housekeeping and Catering Services at the Institute, the contract is liable

to be cancelled at the sole discretion of the Indian Institute of Management Ranchi. The Contract shall be taken up immediately on receipt of LoA and the contract shall commence from the dates mentioned in the LoA.

28. The Contractor shall comply with applicable rules and regulations regarding labour, employment, and related issues, and shall indemnify and keep the Institute indemnified from all the claims in this respect.
29. The successful Bidder shall make his own arrangements for the services as specified in the Tender Document.
30. If at any point of time, it is found by IIM Ranchi, that the Bidder has furnished false information, IIM Ranchi may reject the tender, or terminate the contract.

Contract document:

31. The Bidder, whose tender has been accepted by IIM Ranchi, shall enter into formal agreement with IIM Ranchi at the date and place to be notified by the Institute. Contract documents for agreement shall be prepared after the successful Bidder is informed through a LoA. The Agreement and tender documents together with the annexed documents and Bidder's acceptance thereof shall constitute a binding contract between the successful Bidder and the Institute. Contract documents shall be signed between IIM Ranchi and successful Bidder (no later than fifteen days from date of issuance of LoA), and shall consist of following:
 - (a) Original tender document (including any corrigendum issued).
 - (b) Addendum, if any.
 - (c) Letter of award/acceptance, along with agreed variation / amendment and other enclosures.
 - (d) Detailed List of Annexures of the Tender Document containing Menu options, List of consumables, equipment, machineries, guidelines and deliverables for various services etc.
 - (e) Performance Guarantee/Security Deposit.
 - (f) Agreement on stamp paper of appropriate value.
 - (g) Any other instructions/orders/notes etc. issued

PRE-ELIGIBILITY CRITERIA

The bidders are required to upload a single consolidated pdf format document with the following, (a) the pre-eligibility criteria related filled in forms given in the Annexure series E (E1-E7), and (b) the associated supporting documents. All the annexures and the supporting documents must be arranged in the sequence given below in the Pre-Eligibility Criteria Table and the details of the same be indexed (in the format Sl. No., document short description, page numbers) at the beginning of the consolidated pdf document.

TABLE 1: PRE-ELIGIBILITY CRITERIA

MANDATORY IN NATURE BUT NOT TO BE USED FOR SCORING IN TECHNICAL BID EVALUATION			
Sl. No.	Mandatory Requirement Details	Forms to be Duly Filled in	Supporting Documents to be Uploaded
1.	Bidder's Profile (Statutory Compliances): Following documents valid as on the date of submission of the bid: a) PAN b) GST Registration	Annexures-E1 and E2	Self-certified scanned PDF files of the documents
2.	Financial Commitment: Earnest Money Deposit (EMD) of amount Rs. 20 Lakh Only (Refundable)	Annexure-E3	EMD payment or exemption proof
3.	Clean Track Record (Firm/Top Management Team): <i>Should Not</i> a) Be blacklisted by any Government Dept., b) Have criminal case registered / pending c) Have any pending dispute resolution proceedings against IIM Ranchi	Annexure-E4	
4.	Relevant Work Experience: The bidder/firm should have been incorporated/ established and continuously be present at least for a period of ten years or more in the relevant industry as on date of submission of the bid (Note: Joint Ventures/Consortium are not allowed)	Annexure-E5	Copy of Company Incorporation certificate / equivalent document
5.	Manpower Capability Certificate: The bidder should have on their wage rolls	Annexure-E6	PF details of the employees (Only required for up-to 10000 employees for pre-

	minimum 1000 employees as on August 31, 2023		eligibility and technical bid evaluation requirements)
6.	Financial Capability Certificate: The bidder's annual turnover during any one financial year 2021-22 or 2022-23 should not be less than Rs. 50 Crores (Rupees fifty crores only).	Annexure-E7	Copy of ITR certified by the authorized signatory and a certificate by practitioner CA with UDIN on Turnover
7.	The Solvency Certificate issued from any of the Scheduled Banks for an amount of Rs. 1 crore or more (must be issued post 31.08.2023)		The solvency certificate
8.	Quality of Work Certificate 1: Valid license (as on the date of submission of the bid) issued by Food Safety and Standard Authority of India (FSSAI)		Self-certified copy of the FSSAI License
9.	Quality of Work Certificate 2: Valid (as on the date of submission of the bid) - ISO 9001 and ISO 22000 certificates.		Self-certified copies of the ISO 9001 and ISO: 22000 Certificates
10.	Authorization Letter:	In standard format with Seal of the Organization	
11.	Land Border Certificate:		

SCOPE OF WORK AND SERVICES:

IIM Ranchi requires a Catering, hospitality, and housekeeping service provider in the Institute premises based on requirement of the Institute. The service provider may be engaged in the following services:

(a)	Management Team	Dedicated managers and supervisors with relevant expertise and experience to be deployed at the location as per the requirement of IIM Ranchi to manage the catering, hospitality, and housekeeping management services.
(b)	Housekeeping and facility management Services	Upkeeping of the entire campus premises including the buildings, the pathways, and backyards. The upkeep will include regular, reactive, and deep cleaning utilizing appropriate equipment, consumables, and manpower deployment. This will also include pest control, facade cleaning, and laundry services. All the three services of pest control, façade cleaning, and laundry services can be sub-contracted with the permission of IIM Ranchi as these are very specialized service.
(c)	Catering Services	<p>The service provider will design, develop, install, commission, and operate two fully equipped modern kitchens to deliver the following:</p> <ol style="list-style-type: none"> 1. Procuring raw material, cooking, and serving of all Meals (Breakfast, Lunch, Evening Snacks, and Dinner) for normal student mess operations and for all night canteen facilities with capacity to serve 1200 pax (max.). Please note the actual number of people taking food on any day will vary from actual strength of the students and the vendor is expected to make own assessment regarding the same. 2. Procuring raw material, cooking, and serving of all Meals in seminar area kitchen for guest house facility with present provisioning of 50 guest rooms. The number of rooms thus provisioned may vary from time to time as per the needs of IIM Ranchi. 3. Procuring raw material, cooking, and serving for approved functions, events, conferences, convocation, meetings, etc., organized in the facility. The numbers may vary significantly based on the scope of various events. <p>The service provider must cater to the following additional catering requirements: Running all night canteen, fruit and juice centre, snacks counter, bakery and related products counter, pantry services etc. at various premises of the Institute.</p>

		<p>For running night canteen, fruit and juice centre, fast food, bakery products, pantry services etc.: The cost of operating these services including installation and commissioning of required equipment (as approved by IIM Ranchi), procurement of consumables, will be borne by the vendor. As the provisioning of equipment and manpower are already a part of running the kitchen premises in the Student Mess and Swami Vivekananda Auditorium, the bidders are expected to provision the cost of consumables only while proposing rates for these additional services. The products and the rates for items to be sold at the night canteen, bakery, fast food centres, fruit and juice centre, etc. will be subject to approval by IIM Ranchi.</p> <p>For pantry at office premises: Cost of pantry related consumables (at office premises) will be borne by IIM Ranchi. The payment for each person deployed for running the pantry will be calculated on gross salary plus management charges basis. The vendor must ensure timely procurement (if asked by IIM Ranchi) of the consumables and equipment by following the due process and requirements of IIM Ranchi.</p>
(d)	Manpower for Hospitality and other Services	The vendor will provide manpower of suitable quality and in required numbers for hospitality and other services, as per requirements of IIM Ranchi from time to time by charging a fixed percentage of monthly gross salary as management charges.
(e)	General	Additional and ad-hoc services required by the Institute with no additional manpower provisioning, will have to be provided by the contractor without additional cost to the Institute.

All the above services would be required on an all-inclusive and as-is where-is basis including know-how, processes, staff, material, equipment, supplies, and systems. All services are required on-site at the permanent campus of the Institute in Ranchi. The various services may start at different dates as per the requirements of IIM Ranchi. IIM Ranchi may provide flexibility in procurement schedule depending upon the start date of the specific services. Bidders are required to consider the amounts quoted in their financial bids accordingly. The hospitality management, Catering and housekeeping services are expected to have utmost hygiene and safety standards to meet international hospitality standards (equivalent to 4-star level of services in hospitality industry) to deliver safe and superior experience that best-in-class Institutions and Organizations may provide.

The Detailed Scope of Work is provided below.

1. To provide Services:

(a) Hospitality Management Services

- i. Services - Room Upkeep; Front Office and Reception;
- ii. Premises - Guest Houses

(b) Housekeeping and Related Services

- i. Services – Housekeeping/Facility management of premises, common areas, terraces, façade, courtyards, roads and pathways (landscaping and gardening **not** included); pest control services; and laundry services
- ii. Premises – Academic buildings, administrative buildings, Student Dining, Student Hostels, Residential areas (barring faculty and staff residences), Guest Houses, Swami Vivekananda Auditorium, Community Centre, Director's residence, Service Block, courtyards, roads, backyards, and pathways for facility management/housekeeping and pest control services; community centre for the laundry services (the laundry services for the guest house upkeep- it should be able to cater to other stakeholders of IIM Ranchi as well as faculty, staff, their families, the students, and any guest of IIM Ranchi); the students have existing washing and drying facilities in hostels.

(c) Catering and Pantry Services

- i. Service: Normal catering services including additional services of all night canteen, snacks counter, bakery and related products counter, fresh fruit and juice counter, and Pantry Services
- ii. Premises: Student Mess, Swami Vivekananda Auditorium, Academic and Administrative Buildings, Catering for Guest House will be in the Swami Vivekananda Auditorium. The vendor will be required to transfer and serve Food and Beverages in good condition at various other locations of the campus. Therefore, provisioning of appropriate goods and equipment for the same needs to be ensure by the vendor.

Common Area may include adjoining portion of pathways/roads, common washrooms, kitchens, dining spaces, halls, reception with waiting area, offices, storerooms, corridors, staircases, terrace, immediate surrounding area etc. Based on Institute requirements, the above services are extendable to other spaces likely to come-up in the future in the Institute premises.

2. The scope of work would include the following requirements:

a) Equipment and Ingredients Related requirements:

- i. Designing; procuring, installing, commissioning and operation of kitchen equipment for catering services in the student dining and Swami Vivekananda Auditorium areas and pantry services in the academic and administrative buildings.
- ii. Design of Kitchen means equipment planning on AutoCAD, ensuring right capacity and safe cooking services in the Kitchen, as well as flow of food production segregating different activities e.g. Veg & Non veg prep area, pot wash, dish wash etc.
- iii. Procuring, installation, commissioning and operation of equipment, tools, and machines for housekeeping services for the entire campus premises including room upkeep, housekeeping, laundry, cleaning of roads etc.
- iv. Procuring and deployment of consumables for housekeeping and guest house hospitality
- v. Consumables for various catering needs at the student dining hall and at Swami Vivekananda auditorium.

b) Manpower related requirements:

- i. Provisioning of appropriate skilled managerial staff for overseeing and management of manpower, services, upkeep of building, equipment, and coordinating the overall execution of the hospitality management, housekeeping, catering, pantry services, pest control, and laundry services for the above-mentioned premises.
- ii. Deployment of sufficient manpower and appropriate utilization of manpower at various premises using managerial know-how and use of smart equipment and appropriate consumables.

c) Service Quality and service delivery related requirements:

- i. Procurement and operationalization of consumables, equipment, tools, machines etc. for catering, pantry, facility management, laundry, hospitality, and related services in sufficient quantity of expected quality, with highest cost effectiveness and promptness to the standards set by satisfaction of IIM Ranchi.
 - ii. The service quality and service delivery of hospitality, facility management, catering, pantry, laundry services etc. including that of equipment, tools, machines, manpower etc. should be equivalent to 4-star level of hospitality industry.
 - iii. The vendor should keep the premises all time free of mosquitos, flies, insects, cockroaches, rodents, snakes, and any other pests.
 - iv. All services should be designed to achieve the highest standards of hygiene and cleanliness through innovative approaches and integration of trained and qualified manpower, state of the art equipment, eco-friendly products, and proven processes.
3. IIM Ranchi may increase or decrease the Scope and Scale of the Services, as required from time to time.
4. Bidders may note that minor services of similar nature (manageable with the estimated manpower contingent) if any, to fulfil the objective, should be carried out by the Contractor, with no increase in his offered rates. Such works should be taken up under directives of IIM Ranchi officials. The decision of IIM Ranchi in this regard will be final and binding on the Contractor. Bidders are expected to inspect the site, assess, and understand the requirements for the work, and submit their respective tender. Bidders may also like to refer various Annexures to get better idea about various aspects and context of the work. The annexures are part of the tender and the information in the annexures are part of terms and conditions of the tender.

The scope of services to be provided by contractor under each head shall include but not limited to the following:

GENERAL SCOPE OF WORK:

1. The prospective bidders are expected to visit the site of above locations where services are to be provided, for visualizing the facilities available, assessing the facilities to be developed, investment required, scale of operation, expected footfall, manpower requirement etc.
2. Actual Charges based on usage by the Bidder will be levied for Electricity and Water by IIM Ranchi. In the Student dining premises and the Swami Vivekananda Auditorium, charges for consumption of electricity for kitchen and various food counter operations only, will be levied

from the bidder. The vendor will however be responsible for ensuring no wastage of electricity in other parts of the premises.

3. The Contractor is responsible to ensure the entire operations of the hospitality, housekeeping (including laundry and pest control) in the entire campus, and catering services at the Student Mess, Auditorium and Guest House; pantry services in the academic and administrative buildings; and co-ordinate with other service providers/departments for smooth running of these services.
4. The Contractor should at his own cost maintain records and provide them, as and when required by IIM Ranchi.
5. The Contractor will be required to ensure safety of property, and maintain total vigil on the movements inside the premises managed by the contractor.
6. The Contractor will maintain a detailed inventory and record the movement of material as and when it occurs. Such records will be provided to IIM Ranchi when sought for.
7. Any other services required by IIM Ranchi which can be taken up with existing manpower causing no extra cost of any manpower or materials, would be provided by the Contractor without any extra charges to IIM Ranchi.
8. The Contractor will be required to provide a list of all its' personnel scheduled to work in the premises of the Institute, for approval by the Institute. The Contractor shall be responsible for statutory compliances, payment of ESI, PF & Bonus, Workmen's Compensation, and any other statutory payments, as per laws and rules applicable in this regard. The Contractor will maintain copies of Government issued proof of identity (POI) and proof of address (POA) documents of all personnel deployed.
9. The Contractor agrees that it is liable and responsible for and undertakes to pay wages not less than the minimum wages, allowances, and other benefits due and payable under the various applicable statutes/ regulations, to the personnel employed by the Contractor on the services covered under the contract.
10. The successful bidder will need to have a valid license under Contract Labour (R&A) Act, 1970/ Inter-State Migrant Workmen (Regulation of Employment and Conditions of Service) Act, 1979/ any other laws (as applicable), and submit a copy of such license to the Institute & periodically renew them on its own cost.
11. The Contractor will be responsible for verifying antecedents of the persons deployed by him by police verification and will keep attendance and other relevant records at its cost, and will produce these on demand of any authority.
12. The Contractor will ensure that it provides its employees prescribed neat and clean uniform according to season, give badges to its employees with their name and designation, at his own cost and ensure that they wear the same.
13. The Contractor will maintain attendance record of the staff and weekly report of activities, which will be produced as per instructions of the Institute.
14. The Contractor will ensure the regulations of Government of not smoking in public places are complied with.
15. The Contractor will ensure maintenance of locations handed over for various services for sanitation, conservancy services of the kitchen, serving area, facades glasses and the common/ entrance areas.
16. No sub-contracting is allowed unless explicitly approved in writing by IIM Ranchi. Also, the

vendors are not allowed to bid as a joint venture or consortium for the tender.

17. Accommodation for the workers must be provided by the Contractor at his own cost, outside the Institute premises.
18. Any other cleaning and miscellaneous jobs will be undertaken as per directions from concerned authority of IIM Ranchi from time to time.
19. The contractor shall provide all safety appliances like safety belts, safety shoes, Helmets, Goggles, earmuffs, Hand Gloves, uniforms, rain wears etc. to his staff deployed for the work and ensure their good health all the times on his own expenses.
20. The contractor shall also take due safety precautions for its staff while performing their duty.
21. The contractor will make his own arrangement for the movements of staff, material, conveyance, repairs, and maintenance including conveyance of dry and wet garbage to dump the same at a suitable and permitted place outside the Institute premises.
22. The contractor will maintain the equipment and other properties in good condition all the time. Damage to any equipment, appliances and other properties (both movable and immovable of the Institute) due to negligence, commission/omission of the bidder or his employees or agents shall be brought to the notice of the Institute for recovery of such damages from the Contractor. The Vendor will be required to obtain comprehensive Annual Maintenance Contracts (AMC) for all equipment whose procurement cost is more than Rs. 10,000 (Rupees Ten Thousand Only), and has been procured for services under this Agreement. No additional payments will be made for this purpose. The AMC has to be valid till one month after the date of termination of this Contract.
23. The Contractor will take feedback from the Guest/students and implement desired improvement in services.
24. The scale and scope of work could be changed anytime by IIM Ranchi with advance notice of 30 (thirty) days to the Contractor as per needs of the Institute.
25. The Contractor must ensure that the staff is not below the age of 18 years and are medically fit. Health certificates for staff members (if required under law, for any purpose) will be procured by the Contractor at his own cost.
26. **The following terms are an integral part of the tender provisions: -**
 - Electricity charges to be paid on actual basis for the student mess (kitchen and counter area), 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 (from the date of commencement of the services) 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 authorities from time to time.
 - Vendor has to bear the cost of set-up and maintenance of the laundry, and it's linked consumables and required manpower deployment, if the laundry facility 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 A5) with satisfactory quality.

- Pest control and Façade cleaning can be outsourced with prior written approval of IIM Ranchi at the same terms, conditions and other provisions mentioned in the tender document. The vendor is required to ensure adherence to all the safety guidelines and ensure availability of all precautionary and emergency items to ensure safeguard and well-being of all concerned. The vendor is required to follow WHO guidelines and concerned Indian agencies guidelines.
- It is the responsibility of the vendor to ensure proper upkeep of the premises. The vendor may choose not to deploy specialised 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.
- 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 garbage are expected to be covered in appropriate garbage bags and be disposed at designated places outside the campus premises. The vendor is also required to provision for garbage disposal storage of appropriate capacity and type at their end.
- Payment processing period from IIM Ranchi side will be Up-to 45 days after receipt of invoice complete in all respect from the vendor with no subsequent written objection from IIM Ranchi.
- IIM Ranchi will provide Dining Tables and Chairs in auditorium and student dining.
- Manning of guest house for Reception and Bell boy services is required 24x7, round the year (including on holidays).
- A single Night canteen, as included in this Agreement, will be functioning in IIM Ranchi campus. Timing for the Night canteen will be as approved by IIM Ranchi.

SCOPE OF WORK (CATERING)

1. To provide entire kitchen & cafeteria services by designing, developing and installing fully equipped modern kitchen in student dining area; procuring raw material, cooking and serving of best quality and most hygienic all Meals- Breakfast, Lunch, Evening Snacks, and Dinner, for Students & Staff of IIM Ranchi, MDP participants and other visitors, providing state-of-the-art sales and serving counters in serving area at Dining Block for a period of 3 years.
2. The Contractor will be required to provide entire kitchen & cafeteria services by designing, developing and installing fully equipped modern kitchen; procuring raw material, cooking and serving of best quality and most hygienic all Meals- Breakfast, High-Tea (two), Lunch, and Dinner, for guests at MDP program of IIM Ranchi/Other Institutions/Organizations (decided time to time by IIM Ranchi) and other visitors, providing state -of-the-art serving counters in serving area at Seminar Block for a period of 3 years.
3. Scope includes serving of all four meals (**Breakfast, Lunch, Evening snacks and Dinner**) for 1200 persons (Students and other stakeholders of IIM Ranchi), all night canteen and other counter facilities in the student dining area and dining, bakery and related products and meeting related catering and hospitality services in the Auditorium area.
4. Breakfast is required to be available between 7.30 AM – 10.00 AM, Lunch between 01.00 PM – 3.00 PM, Evening Snacks between 5.00 PM – 6.00 PM and dinner between 7.30 PM – 10.00 PM, every day (including on holidays) in the student dining area. The timings may be changed as per requirements of the Institute. Similar timing will have to be provided in the auditorium

- area on days of operation as decided time to time by IIM Ranchi.
5. Based on requirements, the service of best quality and most hygienic hot/ cold beverages, snacks, breakfast/ lunch/dinner etc. at the Swami Vivekananda Auditorium (seminar hall) will be extended to the lawn in-front of the Seminar Block/ other places as required.
 6. The Dining spaces will be handed over on as- is-where -is basis. New equipment installed by the contractor/ Service Provider shall be property of the IIM Ranchi at the end of the contract (please read as three years from the start of the contract). In case of termination of the contract by IIM Ranchi before the completion of 3 years, bidder will transfer the ownership of equipment procured under this Tender. In case of termination without cause by IIM Ranchi, the ownership of goods 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 termination of the contract will be the value at which IIM Ranchi will take over the equipment from the vendor.
 7. The Contractor/ Service Provider must incur all costs, relating to all food, cooking, fuel, labor, serving, disposables etc.
 8. Cleaning and security of above areas are to be done by the contractor / service provider.
 9. At All Night Canteen (ANC), provision of sale through Digital payments through credit/ debit card, Paytm, UPI etc. should be available.
 10. The Contractor/ Service Provider shall:
 - a. Ensure compliance of Food Safety and Standards (Licensing and Registration of Food Businesses) Regulations, 2011 of FSSAI and remain in compliance with any revision issued by FSSAI from time to time, along with any other applicable laws in force.
 - b. Ensure valid FSSAI License during currency of contract and submit a copy of same to the Institute & renew periodically on its own.
 - c. Ensure Trained and Certified Food Safety Supervisor as per FSSAI norms.
 - d. Ensure proper sanitation/ hygienic conditions in food preparation and Service.
 - e. Ensure that food is served in a neat and clean utensil.
 - f. Ensure to use fresh raw materials.
 - g. Ensure to deploy persons after medical test and background verification. Reports to be shared with IIM Ranchi within 30 days of start of service.
 11. The Contractor is responsible for removal of all trash and garbage to waste receptacles inside the premises of the kitchen & Cafeteria locations. The Contractor shall be responsible to arrange for disposal of garbage. The Institute will not provide any facilities to store/ dispose/ incinerate the garbage.
 12. The Contractor must ensure that food material used in canteen should conform to the latest FSSAI standards.

SCOPE OF WORK (HOUSEKEEPING/FACILITY MANAGEMENT AND HOSPITALITY MANAGEMENT)

1. All the services are to be provided by the Contractor/ Service Provider for a period of 3 years for students, guest & visitors under various Institute programs, functions, events, and meetings.
2. The Contractor will provide Reception Services to cater for receptionist for welcoming guests and initiating check in and check out formalities. Bell boys will also be also be provided for carrying luggage to rooms and room services. Manpower deployment will be based on request by IIM Ranchi and the bidder will be required to provide manpower on gross salary + (plus) management charges basis.
3. The Contractor will be responsible to render daily upkeep of Rooms and other areas including toilet cleaning, maintenance of rooms, dining halls, kitchen, reception area in guest house and all other areas coming under the ambit of the student dining, Swami Vivekananda Auditorium and guest houses, hostels, buildings, roads, pathways, pavements, any other premises of IIM Ranchi, using materials and service befitting the service quality expectations of IIM Ranchi.
4. The minimum service criteria for the Housekeeping will be as follows:
 - i. All the premises to be cleaned properly ensuring no foul smell in the toilets and other areas at any time.
 - ii. Premises should be cleaned and no dust layer, cobwebs, and stains on the floor, ceiling, and walls etc. to be seen.
 - iii. The chemicals and equipment used should be branded, of high standard quality, environment friendly and of a good and acceptable standard to IIM Ranchi.
 - iv. Sweeping and mopping of all the areas including the lobby, rooms, pathways, open driveways, security area, pavements, roof, staircases, handrails, passages etc.
 - v. Dusting of the entire area including windows, window panes, doors, ledges, elevation frames etc.
 - vi. Dusting, cleaning and wipe-dry of the furniture tables, chairs, side racks, cup boards, sofas, wood paneling etc., as available, in the premise of IIM Ranchi including the dustbin and trash pot etc.
 - vii. Garbage Disposal and Waste management on a daily basis, as required will be undertaken. The Contractor shall collect and dispose of the garbage at appropriate Municipality/Panchayat location outside IIM Ranchi. No extra payment whatsoever will be made on this account to the vendor by IIM Ranchi.
 - viii. The Contractor will provide the sufficient and enough number of housekeeping staff to meet the Institute's service level agreement on housekeeping services. The contractor is however expected to ensure effective utilization of modern equipment, tool, machines, and apply innovative ideas and best practices to deliver the satisfactory level of services.
 - ix. The vendor should ensure that adequate housekeeping material is available and stocked for cleaning.
 - x. Common rooms and student facilities are to be cleaned daily basis. Roof tops to be cleaned once in a week.
 - xi. Sweeping and cleaning of areas and roads in front of the entry and exit gates of hostels/ dining buildings/guest house etc. are to be undertaken every day.
 - xii. The bidder will provide necessary cleaning machineries on his own cost as per required quantity to carry out day to day house-keeping activities including but not limited to Auto Scrubber, Single Disc. Scrubbing Machines, Vacuum Cleaners (Wet & Dry), High Jet Pressure, Sanitization machines, Wringer Trolleys, Normal dusting and sweeping tools etc.
 - xiii. Equipment, tools, machineries brought by the contractor/ Service Provider shall be property of the IIM Ranchi at the end of the contract (please read as three years from the start of the contract). In case of termination of the contract 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, 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 instalments. The cumulative value of instalments remaining as on the date of termination of the contract will be the value at which IIM Ranchi will take over the equipment from the vendor. Please refer Annexure A4 for further details. The bidder will provide the required toiletries such as liquid soaps for hand wash, toilet rolls, sanitary cubes, naphthalene balls in the urinal pots etc.

- xiv. The bidder shall use standard quality & branded environmental friendly sanitation consumables material of brand such as Ecolab/ Johnson Diversey, naphthalene balls of brand like Trishool/Tiger/Winall, liquid soaps of brand like Dettol/Lifebuoy/Fem, detergents of brand like Tide/Henko/Surf excel/Ariel, toilet cleaner of brand like Harpic/Lizol/ Johnson Diversey, floor cleaner of brand like Lizol/Astonish/Duomax /Ecolab/ Johnson Diversey, cubes for urinal pots and washbasins and brooms, dusting & mopping clothes. The vendor may be allowed to use equivalent quality standard material of reputed brands after approval of the Institute.
- xv. Housekeeping services complaint record is to be maintained by the Contractor along with the record of action taken and produced as per instructions of the Institute.
- xvi. Pest Control Services: Anti-mosquito, spray/fumigation, rodent and pest control etc., shall be done periodically by the contractor in kitchen/store- room and other areas at no extra cost

LAUNDRY (SCOPE OF WORK):

- (a) To render all laundry services at high standards for guest house premises and for other stakeholders of IIM Ranchi or alternatively engaging a separate Laundry Service if required. To procure, install, and operate appropriate capacity laundry equipment in this regard.
- (b) To render all laundry services at high standards for guests (to be paid by the guest at rates approved by IIM Ranchi).
- (c) More details are available in Annexures

ADDITIONAL SCOPE, RESPONSIBILITIES AND REQUIREMENTS:

- (a) The scope of work includes providing catering, housekeeping, and hospitality services in IIM Ranchi on all days of the week. This shall include all jobs connected with dining, hospitality services, laundry services, pantry services, Janitorial Services, Management, and coordination of all these services and personalized services to the Guests.
- (b) Manpower deployment should be such as to provide satisfactory janitorial, hospitality, food and guest services, Facility Management, laundry services, pantry services and safety of the premises, equipment, tools, machines, and consumables being managed by the vendor.
- (c) Leave/weekly off etc., to be given to personnel deployed will be the responsibility of the Contractor.
- (d) In case of exigencies like conference, events, meeting etc., Contractor should be in a position to tackle the inflow of guests and provide necessary catering, hospitality and facility management services to meet the requirement. No extra payment will be given for this purpose.
- (e) **Hygiene Standards:** The Contractor at his own cost should ensure the health and hygiene of the workers employed by him and ensure periodical medical checkup. Medical checkup will be carried out every 3 months and report submitted to administration in the first week of April, July, October and January without fail. All workers will have their Hair cut and neatly trimmed, and

also the Nail cut and trimmed. Persons working in the kitchen and service areas will wear suitable Head Gear. They should be neatly dressed at all times.

(f) **Equipment:** All the available capital equipment will be given as - is, where - is condition. All the additional required equipment and machineries will be brought, installed, and operated by the service provider. These shall become the property of IIM Ranchi at the end of the contract (please read as three years from the start of the contract). In case of termination of the contract 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, 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 instalments. The cumulative value of instalments remaining as on the date of termination of the contract will be the value at which IIM Ranchi will take over the equipment from the vendor.

(g) Requirements:

- i. The contractor shall ensure that the staff engaged by him should have required experience and knowledge regarding catering, hospitality, facility management, laundry services etc. to attend guest as per required norms/manners. They should be conversant with speaking in English and Hindi.
- ii. The Manager should be able to fluently read, write and speak in English and Hindi.
- iii. The Manager should co-ordinate with all other service providers looking after Infrastructure including Estate, Civil/Electrical Engineering (Electrical Maintenance, Water supply systems, etc.), and ensure that services rendered are up to expected standards. The Manager should take up any problems with Maintenance division for non-availability of water, power, A.C., telephone connections etc., in facility. Further Contractor should ensure the functionality of all the gadgets before the commencement of services on daily basis.
- iv. The Contractor is responsible for the inventory. An Inventory register shall be maintained separately for all the items (consumables, Fixed Assets, etc.) in the prescribed format provided/approved by IIM Ranchi and any change/shifting/inclusion in inventory should be properly recorded and submitted for verification immediately. The consumable consumption register may be submitted to Officer-in-charge for verification during the last week of every month. Further, the Fixed Asset Register may be submitted to the Officer-in-Charge whenever any change occurs, like inclusion of new inventory, transfer of inventory to other locations, permanent issue of inventory to other locations. Contractor may ensure that no crockery and inventory of one location is displaced to another location/s without proper receipt of authentic documents/orders from the Officer-in-Charge. Such displaced items must be immediately updated in the inventory register.
- v. The Contractor shall maintain Guest's –entry/departure register without fail. A fortnightly report on allotment of rooms must be submitted to the Officer-in-charge IIM Ranchi. The Contractor may ensure that his Manager shall contact the Officer-in-Charge on daily basis to update the position of the guest rooms as well as collect the information and details from the Officer in charge on daily basis.
- vi. Unserviceable/Unused materials must be separately kept (item wise) at a place earmarked by IIM Ranchi. Disposal shall be at the sole discretion of IIM Ranchi.

- vii. The Contractor shall be fully responsible for maintaining a good hygienic and clean environment.
- viii. Contractor shall ensure for the character and antecedents of his staff and he shall submit all the relevant documents of his staff required to issue entry passes to his staff in to IIM Ranchi premises.
- ix. Separate uniforms should be provided to personnel deployed for these services. Colour and other details shall be decided mutually between IIM Ranchi and Contractor.

x. Frequency & Periodicity of Services:

- a. Room Laundry will be changed according to the frequency mentioned below: -
 - Bed sheet - Every alternate day if room is occupied, and after departure of every guest.
 - Pillow Cover - Every alternate day if room is occupied, and after departure of every guest.
 - Curtains, Sofa Set, Bed Covers – Monthly/Quarterly (as decided by IIM Ranchi).
 - Towels - Every day if room is occupied, and after departure of every guest.
 - Carpets - (as the case may be) shall be cleaned daily by a vacuum cleaner and dry cleaning will be done monthly
 - While the fabrics are taken for laundry, a slip may be sent to the Administration (Officer in charge) indicating the number of fabrics and total rate. The same will be inspected and certified by a designated Staff for further settlement of bills towards laundry.
- b. Janitorial Services
 - Ensure every day room/toilet is cleaned with upkeep and maintenance.
 - 4 Nos. of Naphthalene balls and one silica sachet (to reduce Moisture) should be kept in all cupboards. These Naphthalene balls shall be replaced before they become too small and Moisture sachet to be replaced as and when required.

xi. Reservations

- a. Reservation/Allotment of rooms in Guest House should be in consultation with Officer/Faculty, IIM Ranchi. No room would be allotted /occupied without authorization from authorized IIM Ranchi Official.
- b. The Desk Clerk would manage reservation and accordingly booking would be confirmed on availability to the IIM Ranchi's employees/guests through Officer/Faculty IIM Ranchi.
- c. During allotment of accommodation to the Guests, the Manager should ensure the identity of the guests, take the entire details of the guests like his address, relation with the Faculty/Officer (in case the guest is related to the Faculty/Officers of IIM Ranchi) purpose of visit, Number of guests staying, etc.

xii. Supplies:

The approved list of items shall be made available at any point of time in the Guest House rooms. Proper accounting of these consumables shall be maintained by the Contractor in a separate register. The contractor shall arrange to spray scented purifiers of approved quality in all the rooms.

xiii. General:

- a. The Contractor should be able to give personal attention to VIPs on their visit in the VIP rooms. The Manager should be able to attend the call of VIPs and should arrange for their requirements as and when directed by them.
- b. Contractor shall scrupulously maintain a series of registers like Attendance Register, Manpower area-wise Deployment Register, Guest-Check-in/Check-out Register, Janitorial Services Register (Location-wise), Waste collection Register, Laundry Register (with authentication from IIM Ranchi for the count of laundry), Complaint Register, Inventory Register, Feedback Register, Consumable Register (both guest amenities and janitorial services).

xiv. Other Conditions:

- a. The Manager in charge should invariably co-ordinate with all other service providers like Water supply services, Electrical Maintenance services etc., so as to ensure that services rendered are to the best standards.
- b. A consumption register to be maintained by the Contractor where details of receipt of consumables, its usage and physical stock available should be properly recorded. Materials and consumables as per the scope of work shall be purchased and stored by the Contractor.
- c. Any other services required which can be taken up with existing manpower causing no extra cost of any manpower or materials, would be serviced by Contractor without any charges and after consultations with IIM Ranchi.

TERMS AND CONDITIONS OF CONTRACT:

The following terms and conditions form a part of work order placed on the contractors by IIM Ranchi for supply of raw material, spares, consumables, equipment, tools, machines, providing service, labour contract, etc. These terms and conditions, unless they are repugnant to the specific terms and conditions indicated each of such work orders, shall be binding on the suppliers/ contractors irrespective of their express communication of acceptance. The Bidder is required to give confirmation of their acceptance of the terms and conditions of the tender mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder, as selected by the IIM Ranchi. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. Tender Type: Two-Bid system e-tender in QCBS mode.
2. Bidder: The expression “Bidder” shall mean the Tenderer who submits the tender.
3. Contractor / Service Provider/ Vendor/Tenderer: The expression “Contractor” or “Service Provider” or “Vendor” or “Tenderer” shall mean the bidder selected by the Institute for the performance of the required services.
4. IIMR: “IIMR” or IIM Ranchi” or “Institute” shall mean the Indian Institute of Management, Ranchi.
5. Definition of Similar Services: Only services rendered related to Housekeeping and Facility Management (including pest control and laundry services), Hospitality Management, Pantry and Catering Services will be considered as a similar service for this tender. All aspects of one or more of these including, consumables, equipment, manpower, services rendered, etc. will be considered as part of nature of services for this tender.

CONTRACT RELATED TERMS AND CONDITIONS:

6. Joint Ventures/Consortium are not allowed
7. **Effective date of the contract order:** The contract shall come into effect from the date of issuance of LoA (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The delivery, supply and performance of the services shall commence from the effective date of the contract Order. Separate commencement dates may be specified for different services under the LoA.
8. Validity of Bid: Bid submitted by the bidder shall remain valid for a period of 90 days from the date of opening of bid. The earnest money will be forfeited without any prejudice to any right, in case the Bidder withdraws his bid during the validity period or in case he changes his offer to his benefits, which are not acceptable to IIM Ranchi.
9. Award of Contract: Contract shall be awarded to the bidder whose evaluated Composite Score(s) will be the Highest under Quality and Cost Based Selection (QCBS) method. In case the composite score(s) of two or more are found to be the same, the bidder with the higher marks in the technical scores shall be awarded the contract, provided the bidder agrees to match the lowest financial quote. Any effort by a firm to influence IIM Ranchi in its decision on bid evaluation or placement of Work Order may result in rejection of the firm’s bid.

10. Earnest Money Deposit Details:

- a. EMD of Rs. 20,00,000/- (Rupees Twenty Lakh only) should be submitted in form of Demand Draft/ Fixed Deposit Receipt / Banker's Cheque/ or online transfer to account specified in this clause below.

It is also required to submit EMD before 31-October-2023 at 1500 hrs.

For online transfer:

Name of beneficiary: Indian Institute of Management Ranchi

Account No.: 50100083823902

Name of the Bank: HDFC Bank Limited

Branch Address: Anantpur, Ratu Road Branch, Ranchi, Jharkhand, India

IFSC Code: HDFC0001470

- b. Instrument of EMD should remain valid during the period of Validity of Bid. EMD is refundable for unsuccessful bidders subject to fulfilment of conditions.
- c. Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with the Central Purchase Organisation or the concerned Ministry or Department or Startups as recognized by Department of Industrial Policy & Promotion (DIPP) for all these Services/ Items only, are exempted from Tender fee/EMD. However, they have to enclose valid self-attested registration certificate(s) along with the Annexure E3 of this tender.
- d. The bidders who seeks exemption from Tender fee/EMD as per clause no. c above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, they will be suspended for the period of two years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.
- e. EMD is to remain valid for a period of Ninety days beyond the final bid validity period.
- f. EMD of all unsuccessful bidders (if any) will be returned after finalization of the tender.
- g. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Guarantee.
- h. In case of a successful tenderer, the EMD (if any) other than bank Guarantee, may be adjusted towards the Performance Security deposit on request.
- i. The amount of EMD (if any) is liable to be forfeited, if the tenderer withdraws/alters the bid after submission of the tender, or after the acceptance of the offer and/or fails to remit the Performance Security Deposit.
- j. No interest will be paid on the EMD (if any) / Performance Security deposited / remitted.

11. Performance Guarantee / Security Deposit (SD): To ensure due performance of the contract, the Successful bidder (who is awarded the contract) shall submit the Security Deposit (SD) equal to Rs. 50,00,000/- (Rupees Fifty Lakh Only) in the form of Fixed Deposit Receipt / Bank Guarantee from any of the Scheduled Banks, in favour of IIM Ranchi. The Security Deposit should be valid for the contract period plus three months. This SD will be refunded without any interest after completion of the Contract. Any bidder who fails to submit Security Deposit of sufficient amount and validity will be summarily rejected.

12. Period of Contract: The contract shall be valid initially for a period of three years from the date of commencement of work at site, which will be reviewed every year based on the performance and deliverables of the selected vendor. The Contract is liable to be terminated at any time before the completion of normal tenure, owing to deficiency in service or substandard quality of services, or any other reason leading to dissatisfaction of the user(s). The scope of the contract can be reduced or increased at any time after giving a notice of 30 days in advance by IIM Ranchi.
13. The bidders are advised to inspect and examine the site and its surroundings, the nature of the site, the means of access to the site, and in general, and satisfy themselves before submitting the tenders. The bidders shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. The contractor shall be deemed to have full knowledge of the site whether it inspects the site or not and no extra charges consequent to any misunderstanding or otherwise shall be allowed.
14. Scope of Work indicated in this tender is indicative of current requirements. Such requirements may vary from time to time as per emerging needs of the Institute and extraneous factors, etc. IIM Ranchi reserves the right to reduce or increase the services, if considered necessary, the same will be communicated to the service provider by the Institute and the payment will be made accordingly.
15. IIM Ranchi shall in addition to its power under other clauses to determine purchase orders/work orders, have the power to terminate its liability there under at any time by giving a notice of reasonable time in writing to the Contractor of IIM Ranchi's desire to do so and upon the expiration of the notice, the LoA/Purchase Order (P.O.) / Work Order (W.O.) shall be determined, without prejudice to the rights of the parties accrued to the date of determination.
16. Further in the event of any situation arising out of or caused by any act which is beyond the control of IIM Ranchi, which results in stoppage of services, or in event of any policy decision made in the interest of IIM Ranchi, which may necessitate the short closure of the Contract, IIM Ranchi by giving a notice of reasonable time to Contractor, can terminate the Contract without prejudice to the rights of the parties accrued to the date of termination.
17. The decision of Competent Authority, IIM Ranchi in regard to interpretation of the terms and conditions and the agreement shall be final and binding on the service provider.

PRICE AND PAYMENT RELATED TERMS AND CONDITIONS

18. **Price Revision Clause:** All quoted rates will remain fixed during the three years of the contract.
19. **Mode of Payment:**
- a. The Service Provider shall submit the bills on a monthly basis, at the concerned office for the executed work, complete in all respects. The bills will be submitted in the manner and form that may be prescribed by IIM Ranchi from time to time. Appropriate evidence of payment for PF/ESI/statutory dues, etc. should be furnished on a monthly basis along with the declaration stating that the PF contribution/ESI deduction pertaining to the personnel engaged for this tender have been included in the respective Challans.
 - b. Payments will be made by IIM Ranchi only by Account payee cheque/DD/Online payment. The Competent Authority of IIM Ranchi will have the right to recover penalty for less satisfactory service, delay, or slow progress of the work (if any), penalty etc. from the bills submitted for payment. The successful bidder shall submit necessary bank details for bill payment at the time of entering into contract. Tax (Direct/Indirect) from time to time will be applied/ deducted from the bill furnished by the Contractor.
20. **Settlement of Bills:** The final Settlement of the bills and refund/adjustment/appropriation of any amount retained from the bills of the Service Provider shall be made fully after the Competent Authority is satisfied that all the contractual obligations have been fully met and no amount remains due for recovery from the Service Provider on any account. Payment shall be made at the quoted rates on monthly basis only on satisfactory execution of the work and submission of bills, which, on scrutiny shall have to be certified by the Finance and Accounts Department of IIM Ranchi. The contractor shall raise monthly bill in the first week of succeeding month for release of payment after fulfilling all-necessary formalities. Contractor must submit a copy of (a) ESIC challan (b) EPF challan (c) Payment of wages and (d) Monthly report showing work executed as defined in scope of work along with monthly bill. Appropriate government notifications should be submitted for wage calculations and statutory payments. Proportionate deduction shall be made for non-compliance. Decision of IIM Ranchi in this regard shall be final and binding.
21. **Contract Price:** The contract price should be based on the scope of work which will include the (a) Monthly wages to the personnel deployed at the facility, ESIC payment, EPF payment, Charges for uniform and shoes etc, (b) the cost of consumables and all other amenities, (c) the Cost of Food and Beverages with reference to the Scope of work and (d) the cost of equipment, tools, and machineries. The bidders are expected to do their due diligence by visiting the site and referring to the relevant Annexures provided along with this tender.
22. **Price Variation:** The price should be firm for the contract period and there shall be no variation / escalation on any account. Rate of the wages should not be less than minimum wages as prescribed by the applicable Government orders/notifications (Central/State) as applicable to the Registered Contractor from time to time. No claim in respect of GST, or other tax, duty or levy shall be entertained separately in addition to the quoted rate. Any upward/downward revision in GST shall be considered at actual, subject to production of documentary evidence. Rate of GST included in the price should be specified. The TDS and

all other statutory taxes as applicable will be effected from each running bill/ final bill at the rate in vogue at the relevant time.

23. **Payment for Additional Services:** For additional services such as Night Mess, Fast Food Centre, Bakery Products Centre, Fruit and Juice Centre, Laundry services etc., it may be collected from the users separately as per rates in the tender quote/as decided by IIM Ranchi/mutually decided by the vendor and IIM Ranchi as the case may be.
24. All compensation or other sums of money payable by the Contractor to IIM Ranchi under the terms of this contract will be deducted from the Earnest Money Deposit/Security Deposit or any other process or recovery of such dues.
25. The service provider must ensure the wages to deployed personnel by the 7th day of each month through Bank transfer, and proof of credited amount should be produced along with bill furnished for payment by the Contractor.
26. If there is any stoppage of service in any area, for any reason, the Contractor is liable for penal liquidated damage as decided by IIM Ranchi. In the event of any failure on the part of Contractor, IIM Ranchi shall have the right, without any prejudice, to get the work done through any other alternate agency at the risk and cost of the Contractor. The additional cost/loss, if any, incurred by IIM Ranchi will be recovered from the Contractor. The period of failure to carry out and all matters of delay, damages or unsatisfactory performance of the services mentioned in several clauses above shall be as determined and judged by the competent authority of IIM Ranchi whose decision shall be final and binding on the Contractor.

MANPOWER RELATED TERMS AND CONDITIONS

27. Adequacy of Contractor's Staff: It is understood that the service activities are to be performed with utmost diligence and expediency to maintain the highest standards of catering, facility management and hospitality services to the satisfaction of IIM Ranchi. To achieve this, the Contractor shall always maintain an adequate level of staff of good skill and competence acceptable to IIM Ranchi at site. The contractor is expected to refer to relevant annexures in this document and in addition to that, do their own due diligence in this regard by visiting the site to provision accurate manpower for providing satisfactory services.
28. IIM Ranchi shall not have any liability/responsibility to absorb the persons engaged by the service provider. IIM Ranchi will not be liable for any of their activities under any circumstances.
29. Any change of manpower deployed by the service provider should be intimated in advance. IIM Ranchi shall have the right to replace or stop any job/services without assigning any reason whatsoever and the substitute shall have to be provided by the service provider immediately, if required.
30. The persons deployed by the service provider should not have any adverse Police Records/Criminal cases against them. Service Provider will be required to produce antecedents duly verified by police, for the personnel deployed at IIM Ranchi. The character and antecedents of each personnel of the service provider will be verified by the service provider before their deployment after investigation by the Local Police & collecting proofs of identity like Driving License, Previous Work Experience, Proof of Residence and recent

photograph and a certification to this effect submitted to the Institute. The service provider will also ensure that the personnel deployed are medically fit and will keep a record of their medical fitness. The contractor shall withdraw such employees who are not found suitable for any reasons immediately on receipt of such a request. The service provider should ensure that his worker does not smoke, not indulge in drinking alcohol or intoxicants or in gambling.

31. The persons deputed shall not be below the age of 18 years and not more than 50 years and should be physically fit, healthy for performing assigned duties.

ADMINISTRATION RELATED TERMS AND CONDITIONS

32. The documents submitted by the bidder against the eligibility / qualifying criteria may be cross verified from the issuer end.
33. The details of the persons deployed by the contractor with bio data, attested proof of identity, the latest photographs of all the persons shall be supplied to IIM Ranchi for record.
34. The deployed personnel by the service provider (including the managers) will always wear an Identity Card with them for verification while working. Identity cards for the vendor's employees, would have to be provided at their own cost. IIM Ranchi shall not pay any extra charges to the service provider against these items.
35. The Service Provider shall ensure that all workers engaged by the Service Provider are supplied with proper Uniform on all days of work within the Premises of IIM Ranchi. Separate Designated Uniforms shall be worn at all times by all Service Provider employees engaged in:
- i. Housekeeping and Facility Management
 - ii. Hospitality Management
 - iii. Catering Services
 - iv. Other additional services
- The workforce shall wear appropriate disposable gloves while working. The Cook shall wear a cap on his head while cooking and the same shall be worn by the serving staff in the dining hall. The above uniform materials and color should have the approval of IIM Ranchi.
36. The IIM Ranchi Authorized Person in charge of dealing with the Contractor, or any authority superior to him, shall have the powers to either disallow entry of workmen found without Uniform inside the IIM Ranchi premises or alternatively mark the workers found working without proper uniform as absent for the day.
37. The Manager-in-charge (or, equivalent) of the service provider posted at site shall be in charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. 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.
38. The persons deployed by the service provider should be disciplined and should not participate in any activity prejudicial to the interest of IIM Ranchi. In case any of the persons so deployed by the service provider is found to be failing in terms of general discipline/etiquette or does not perform her / his duties properly or indulges in any unlawful

- activity including riots or disorderly conduct, the service provider on the order of the Institute, shall immediately withdraw such person(s) from the premises of the Institute.
39. The Competent Authority of IIM Ranchi may assign an officer/ Office incharge/committee to assess and evaluate the quality of services rendered by the contractor and all other matters and such decisions shall be final and binding.
 40. The service provider will maintain a daily Attendance Register of the personnel along with their deployment position at the Institute, to be produced as and when required by the Institute.
 41. The Contractor shall ensure hygiene and due periodical medical check-up of all personnel employed by him/her to make them fit and healthy.
 42. The contractor should comply with all security procedures adopted by IIM Ranchi and they should furnish the list of people deployed for this contract for verification of their antecedents to IIM Ranchi Security In-charge. Gate passes will be issued to the personnel deployed and it should be renewed periodically.
 43. IIM Ranchi officials shall inspect Contractor's work at each stage, and shall either accept or reject the same. The rejected work shall be rectified by Contractor, entirely at his own cost and to the entire satisfaction of IIM Ranchi.
 44. Contractor shall remove any unwanted/old materials and clear the area and keep the removed materials, account the same and should be properly stored/disposed as directed by IIM Ranchi.
 45. The Contractor shall not allow any visitor to the site without the prior written approval of IIM Ranchi. 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. If the contractor notices any theft it should be reported immediately to IIM Ranchi with all supporting information and documents.
 46. If and whenever any of the Vendor's agent(s) / subagent(s), consultant(s), or employee(s) is in the opinion of the IIM Ranchi's Authorized Person (IIM Ranchi's opinion in this situation 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's Authorized Person (which shall be binding on the vendor) is undesirable for any reason (which need not be disclosed to the Service Provider) to be employed in the work, the Vendor, if so directed by the IIM Ranchi's 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's Authorized Person.
 47. The Contractor will name a single point contact person, who will be finally responsible for the entire operations of catering, housekeeping and facility management, hospitality, and other services, and the person should be available on full time basis to manage the operations at IIM Ranchi.
 48. The personnel deployed for managing the catering, hospitality and facility management services may be offered a rest room by IIM Ranchi to ensure round the clock services. One or two managers/officers may be provided rooms to stay in the Institute premises to ensure

effective service delivery. Such decisions would be under sole discretion of IIM Ranchi and not an entitlement for quality of services to be offered. No Staff would be permitted to stay in the Campus. The Contractor would make suitable provision for the persons to stay outside the Campus.

49. The Contractor shall make his/her own arrangement for providing working breakfast/lunch/snacks/dinner to their employees.

WORK RELATED TERMS AND CONDITIONS

50. The Service Provider will provide job/service of the specified standards only (in terms of qualifications and skill requirements) for each area/department of job/service as required by the Institute.
51. The scope of work & the terms and conditions of tender shall form the part and basis of the contract and decision of the Institute in reference to all matters of dispute shall be final and binding.
52. No accommodation/transport/any other facility not explicitly stated in the tender document will be provided by IIM Ranchi for the personnel deployed by the contractor.
53. The Contractor should take utmost care to ensure that no damage to the property of IIM Ranchi takes place due to any act of workmen while carrying out the work under the contract.
54. **Performance Evaluation:** The performance of the Service Provider in compliance with the terms and conditions of the tender document may be reviewed by the Institute on completion of every year.
55. **Safety rules to be followed by the Contractor during execution of work:** Contractor to ensure that whilst on site premises, he will comply with all health and safety legislation as required by the applicable laws/IIM Ranchi.

Safety code responsibilities of the service provider in respect of safety of men, equipment, material, and environment: Before commencing the work, SERVICE PROVIDER shall submit a "SAFETY PLAN" to the authorized IIM Official. The 'Safety Plan' shall indicate in detail the measure that would be taken by the SERVICE PROVIDER to ensure safety of men, equipment, material, and environment during execution of the work. The plan shall take care to satisfy all requirements specified hereunder. The SERVICE PROVIDER shall submit the said safety plan during execution of contract. During negotiations before placing of work order and during execution of the SERVICE PROVIDER, IIM Ranchi shall have the right to review and suggest modification in the Safety Plan. SERVICE PROVIDER shall abide by IIM Ranchi decision in this respect.

DISPUTES, PENALTY, AND SEPARATION RELATED TERMS AND CONDITIONS

56. **Dispute resolution:** All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to performance, which cannot be settled amicably, shall be referred to the Director, IIM Ranchi whose decision shall be final and binding on both parties. The Agreement shall be governed by laws of India and courts at Ranchi shall have exclusive Jurisdiction.

Arbitration: In case either party is aggrieved with the decision of the Director, IIM Ranchi relating to any matter arising out of or connected with the contract, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The decision of the arbitral tribunal shall be final and binding upon both the parties. The cost and expenses of the arbitration proceedings will be paid equally by the parties unless determined otherwise by the arbitral tribunal. However, the expenses incurred by each party in connection with the preparation, presentation etc. of its proceedings, as also fees and expenses paid to the arbitrator appointed by such party or on its behalf shall be borne by each party itself. The seat and place of arbitration shall be Ranchi.

57. **Access to books of accounts:** In case it is found to the satisfaction of IIM Ranchi that the bidder has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the bidder, on a specific request of IIM Ranchi, shall provide necessary information/ inspection of the relevant financial documents/information.
58. **Non-disclosure of contract documents:** Except with the written consent of the IIM Ranchi/Bidder, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample, or information thereof to any third party.
59. **Penalty for use of undue influence:** The bidder shall undertake that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of IIM Ranchi or otherwise in procuring the work Orders or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Work Order or any other work order for showing or forbearing to show favor or disfavor to any person in relation to the present work Order or any other work Order. Any breach of the aforesaid undertaking by the bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the bidder) or the commission of any offers by the bidder or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 (as amended from time to time) or any other Act enacted for the prevention of corruption, shall entitle IIM Ranchi to cancel the work Order and all or any other work Orders with the Bidder and recover from the Bidder the amount of any loss arising from such cancellation. A decision of IIM Ranchi or the nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Bidder towards any officer/employee of IIM Ranchi or to any other person in a position to influence any officer/employee of the IIM Ranchi for showing any favour in relation to this or any other Work Order, shall render the Bidder to such liability/penalty as IIM Ranchi may deem proper, including but not limited to termination of the Work Order, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by IIM Ranchi.
60. **Penalty for Un-Satisfactory Services:** In the event of unsatisfactory services provided/any deviation from the scope of work (without prior approval of the Institute) by the service provider, appropriate penalty (if any) as decided by the competent authority of the Institute

will be levied and recovered from the monthly bill and/or SD. The service provider will have the option to represent the case as may be to the Institute. However, the decision of the competent authority of the institute shall be final and binding upon the service provider. Please refer Annexure F2-F4 for further details regarding the operational aspects of the penalty and/or termination in this regard.

61. **Termination of contract with Cause:** The IIM Ranchi shall have the right to terminate this contract immediately in any of the following cases without payment of compensation: -
1. The successful Bidder is declared bankrupt or becomes insolvent.
 2. The IIM Ranchi has noticed that the successful bidder has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
 3. For non-performance/default in compliance of the terms and conditions of the contract. To be used when performance of services is not found satisfactory and does not improve despite feedback/ request(s)/ complaint(s)/ reminder(s).
 4. Assigns or sub contracts or transfers any of the service without obtaining prior approval of the Competent Authority of IIM Ranchi.
 5. Violates/ contravenes any of the terms and conditions mentioned herein like not having a valid license etc.
 6. violates Government or Institute guidelines / Terms of Contract or suppression of fact(s)
 7. Act or action by its personnel that adversely affects the Institute and/or its brand/image/reputation.
62. **Termination without Cause:** IIM Ranchi may terminate this contract without assigning any reason whatsoever, at any time with a notice of 30 days in advance. The contractor may terminate this contract without assigning any reason whatsoever, at any time with a notice of 90 days in advance.
63. On termination of the contract, it shall be the sole responsibility of the Service Provider to remove/withdraw her/his persons on expiry of the notice period. IIM Ranchi shall not indemnify any loss caused by the contractor by such termination, whatsoever it may be.
64. During the notice period of the termination of the contract in the situations contemplated above, the Service Provider shall keep on discharging his duties till the expiry of the notice period.
65. At the end of contract period / termination of the contract, the contractor shall hand over the charge to the new Service Provider (appointed by IIM Ranchi), or to IIM Ranchi, without any hindrance. In case of non-compliance, the security deposit shall be forfeited.
66. In the event of Termination of Contract with Cause, the security deposit money shall be forfeited by IIM Ranchi.
67. The parties agree that they are entering into a commercial transaction and they have read and fully understood the terms of the agreement. They also had the opportunity to get the agreement reviewed by their counsels. No rule of interpretation would apply which would state that the agreement should be interpreted against the party merely because it drafted the agreement.
68. Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by registered post/speed post, at the address of the party mentioned in the agreement.
69. No provision of present Contract shall be changed or modified in any way (including this

provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

GENERAL LEGAL PROVISIONS RELATED TERMS AND CONDITIONS:

1. The Service Provider will be responsible for compliance of all statutory provisions relating to required Licenses, Minimum Wage, Provident Fund and Employee State Insurance etc. in respect of the persons deployed in IIM Ranchi.
2. The Service Provider shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by him to IIM Ranchi to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
3. The Service Provider shall maintain all Statutory Registers under the applicable law. The contractor shall produce the same on demand to the concerned authority of the Institute or any other authority under law.
4. In case the Service Provider fails to comply with any statutory/taxation liability under appropriate law and as a result thereof IIM Ranchi is put to any loss/obligation, monetary or otherwise, IIM Ranchi 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. After Award of Contract, if the Service Provider is found to be charging any amount from the employees on its roll in any manner, in that case the contractor shall be liable to be terminated immediately with forfeiture of performance security amount and the firm will be blacklisted.
5. Any personal, legal, financial, or medical matter (including but not limited to possible injury in the course of work) concerning the service provider's personnel shall have to be dealt with solely by the service provider her/himself. IIM Ranchi shall not be held responsible or obligated in any such case.
6. In case IIM Ranchi is implicated in any law / suit on account of not fulfilling of any or all obligations under any law or arising out of issues related to performance/delivery of duties by any personnel of the service provider, all cost of defending such suit, settlement of claims, penalty etc. shall be borne by the service provider, or else such amounts shall be liable to be recovered from the due amounts payable to the contractor and/or from the Security Deposit held by IIM Ranchi.
7. Any discrepancies or disputes arising on account of non-adherence to statutory & Labour laws would be the responsibility of the service providers & IIM Ranchi will not be responsible for the same.
8. IIM Ranchi will not be liable to pay any amount other than settled in the contract. Any payment under provision of the ESI Act 1948, Workmen's Compensation Act 1923, Payment of Gratuity Act 1972, Employees Provident Fund and Miscellaneous Provisions Act 1952, or any other statutory liability shall be made by the service provider.
9. Necessary licenses, permit, consent, sanction etc., as may be required under law from any authority, for doing any service/job/activity under this Tender, shall have to be obtained by the Service Provider. The Service Provider shall comply at its own cost with all applicable laws, rules, and regulation in force from time to time, whether of the Central or State Govt.,

as applicable to him or this contract, without any cost, liability and responsibility to IIM Ranchi, whatsoever it may be.

10. Any dispute arising out of or in any way connected with the contract shall be deemed to have arisen in Ranchi and only courts in Ranchi shall have jurisdiction to determine/decide the same.
11. Any violations of the terms and conditions will lead to termination of the contract with the contractor, forfeiture of the security amount and blacklisting of the service provider for future works.
12. The Contractor shall keep IIM Ranchi, its servants or agents indemnified against claims, actions or proceedings brought or instituted against IIM Ranchi, its servants or agents by any of his employees or any other third party employed by the Contractor in connection with relating to, or arising out of the performance of the services under the Contract. The contractor will maintain all insurances as required by the applicable laws for the services provided under this agreement, at his own cost.
13. Contractor shall indemnify IIM Ranchi against any liability for any accident, death or injury to IIM Ranchi employees or agents or against any loss of or damage to any property belonging to IIM Ranchi, its employees or agents which shall arise out of the performance of the services under this Agreement and against all costs, claims, demands and damages involved therewith.
14. 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. Approval by IIM Ranchi of any insurer or terms of insurance proposed by Contractor shall not relieve Contractor from any of his obligations liabilities under or arising from this Contract or generally by law. IIM Ranchi shall not accept any responsibility whatsoever for any loss of or damage to any property or personal effects belonging to Contractor's employees.
15. **Force Majeure:** Neither party shall be in breach of any obligation under this contract if it is unable to perform that obligation in whole or part by reason of Force Majeure. The Force Majeure conditions would include Flood, Fire, Earthquake, Cyclone, Notified Natural Disasters, and other acts of God, as well as War, Military Operations, Blockade, Acts or Actions of State Authorities, pandemic, epidemic, accidents, or other serious circumstances beyond the control of the parties, which might arise during the duration of the Contract. If either party seeks to rely on this clause, it shall immediately give notice to the other with full particulars of the matter claimed as a Force Majeure event. The parties so affected shall take all reasonable steps to remedy the failure to perform and to keep the other party informed of the steps being taken to mitigate the effects of Force Majeure. In the event of Force Majeure lasting for more than three months, either party may, following consultation with the other, give a notice of termination.
16. Contractor shall be responsible for the engagement, employment, transport, working and living conditions of his/her personnel and in respect of all matters connected therewith. Contractor shall at all times during the continuance of this Contract conform in all respects to and carry out all obligations imposed on it by the provisions and requirements of the Employees Provident Fund (Miscellaneous Provision) Act, 1952, Employment State Insurance Act, 1948, Maternity Benefit Act, 1961, Minimum Wages Act 1948, Equal

Remuneration Act, 1976, Payment of Wages Act, 1936, Contract Labour (Regulation and Abolition) Act, 1971, Shops & Establishment Act and any applicable law in the country where any of the services are performed or regulations issued including without limitation all laws, regulations and requirements of State Government/ Central Government of Jharkhand or as applicable to the vendor. All the proposed staff/personnel shall possess high standard of Integrity, have no affiliation with any political parties or trade unions. This must be followed during the entire contract period.

17. Contractor shall administer his Labour on employment, on terms and conditions not less favorable than those established for equivalent sites or locations within India.
18. Contractor shall at all times take all reasonable precautions to prevent any unlawful, riotous or disorderly conduct by or amongst his/her employees and for the preservation of peace and protection of persons and property in the neighbourhood of the site against the same.
19. Upon the outbreak of any strike or labour dispute involving any of Contractor's personnel engaged on the services, Contractor shall forthwith give details thereof to IIM Ranchi. If any dispute arises between the contract labour / labour / employees and Contractor agency, IIM Ranchi will not be responsible in any manner. The Contractor shall not stop or cause stoppage of work on account of strike or other agitation during the period of contract. The Contractor agrees that it shall be liable for all consequences for the delay caused or loss/damages suffered by IIM Ranchi due to the stoppage/strike by the Contractor. IIM Ranchi shall recover the cost incurred due to this from the Contractor's running account bills.
20. Contractor shall report within twenty-four (24) hours of any occurrence of any accident at or about the site or in connection with the execution of the services or any injury, loss or damage to any personnel or to property of Contractor, IIM Ranchi or of a third party, such occurrence to the competent authority whenever such a report is required by law.
21. Contractor shall, to the extent permissible under applicable laws, comply with and be bound by such terms and conditions of any labour agreement established by IIM Ranchi and applicable to the services of the personnel appointed in India.
22. The Contractor will also keep the Institute indemnified against any claims in relation to issues of vendors/employees/related parties engaged by the contractor. The contractor will have a one-to-one relation and settlement with their vendors and Institute will not be involved in the same.
23. All Bidders must comply with the provisions of Order (Public Procurement No. 4) issued by Ministry of Finance vide Letter No. F.7/10/2021-PPD(1) dated 23.02.2023, which is available at <https://doe.gov.in/divisions/order-public-procurement-no-4-restrictions-under-rule-144xi-general-financial-rules-gfrs> and provide a duly signed copy of the "Model Certificate for Tenders for Works involving possibility of Sub-contracting" along with the Technical Bid.
- 24. LIMITATION OF LIABILITY:** In any case, notwithstanding anything contrary contained in any of the provisions of this agreement and except for claims arising from a) gross negligence, or b) wilful misconduct, each party's aggregate liability for the term, under this agreement, shall in no event exceed the amount invoiced by the Bidder during the preceding financial year i.e., April to March or INR 5 Crore whichever is less. If the Bidder has not completed a full year of service during the preceding financial year, then the cap of INR 5

Crore will apply.

25. EXCLUSION OF CONSEQUENTIAL & INDIRECT DAMAGES: Notwithstanding any provision of this agreement to the contrary, neither party will be liable to the other party in respect of any consequential or punitive economic loss or damage, including but not limited to loss of profit, loss of trade, and business interruption (whether or not foreseeable at the date of this agreement), that may arise out of situation of breach of this agreement, linked to situations not within its control.

26. SPECIAL PROVISION FOR COMPENSATION FOR WAGE INCREASES: For Manpower to be deployed for: (a) catering services at the student mess and the auditorium, and (b) Housekeeping services across the Campus, the Institute may permit a special compensatory charge to be paid to the Contactor, which will be equivalent to the additional outgo of the contactor as a result of an increase in the Minimum Wage Rate for the specific category of workers by the appropriate government. The Contractor will have to take approval from the Institute before increasing or decreasing manpower deployment at any site at the Institute.

Sd/-

Administrative Officer (Purchase & Stores)

Place: Ranchi

Date: 10.10.2023

ANNEXURE-A1: TECHNICAL BIDS EVALUATION DETAILS

(TOTAL WEIGHT- TECHNICAL BID: 50/100)

The bidders are required to upload as one consolidated pdf format document, (a) the technical bids documents including the filled in forms given in the Annexure series E (E6-E9) followed by (b) the associated supporting documents. All the annexures and the supporting documents must be arranged in the sequence given below in the Technical Bid Criteria Table and the details of the same be indexed (in the format Sl. No., document short description, page numbers) at the beginning of the consolidated pdf document.

SCORABLE TECHNICAL BID CRITERIA (TO BE USED FOR TECHNICAL BID EVALUATION SCORING)			
Sl. No.	Parameters	Attributes	Weight Assigned
1.	Number of Clients in (a) <u>Top 100 Rank of Fortune India 500:2022*</u> List or (b) <u>Top 100 India's Best Companies to Work For (Top 100): 2023*</u> List or (c) <u>Top 15 NIRF India Rankings 2023: Management List Institutions</u> *Served by the Bidder Refer Annexure E8 for filling details and document requirements	20 and above	20
		1 to 19	As many marks/score/weights as the number of relevant Companies/Institutions
2.	Annual Turnover of Bidder in Catering/Facility/Hospitality Management Services (Year 2021-22 or 2022-23) Refer Annexure E7 for filling details and document requirements	Above 2000 Cr	5
		Above 1000 Cr to Up to 2000 Cr	4
		Above 500 Cr to Up to 1000 Cr	3
		Above 100 Cr to Up to 500 Cr	2
		Above 50 Cr to Up to 100 Cr	1
3.	Total no. of workers on the role of the Bidder (Year 2022-23) Refer Annexure E6 for filling details and document requirements	Above 10000	05
		Above 7500 and up-to 10000	04
		Above 5000 and up-to 7500	03
		Above 2500 and up-to 5000	02

		Above 1000 and up-to 2500	01
4.	Reputed National/International Awards won in the last 05 years (2018-19 to 2022-23) by the Bidder (decision of IIM Ranchi as regards to reputation of the awards will be final and binding) Refer Annexure E9 for filling details and document requirements	05 or more Awards	05
		04 Awards	04
		03 Awards	03
		02 Awards	02
		01 Award	01
5.	Detailed Presentation on value to be added by the bidder with evidence/case studies of having done so elsewhere in (i) catering (ii) housekeeping and (iii) hospitality management through (a) increasing efficiency, cost effectiveness and quality of the services to be offered for IIM Ranchi by using state – of – the – art Technology and automation (b) following SOPs to ensure highest levels of Hygiene for the ingredient, consumables, products and services (c) following SOPs and using equipment for waste management, and (d) use of green processes in the ingredients, services, consumables and products (Decision of IIM Ranchi as regards to scores awarded to the bidders on the parameters will be final and binding) Note 1: Ability and experience of the bidders to ensure best quality overall (integrated) services for catering, housekeeping, and hospitality management will be positively considered for evaluation purpose. 2. All the bidders will be required to submit their PPTs to IIM Ranchi. 3. The qualifying bidder would be expected to incorporate the measures suggested in the presentation at IIM Ranchi.	Best In Class (Leading Industry Practice)	11- 15
		Better than Most (Doing/Following what the Best in the Industry are Doing)	06-10
		Good (Doing better than many other competitors in the Local markets)	01-05

***Fortune India 500: 2022** List

(https://www.fortuneindia.com/fortune-500/company-listing/?year=2022&page=1&query=&per_page=500) 2022

***India's Best Companies to Work For (Top 100)** List (<https://www.greatplacetowork.in/indias-best-companies-to-work-for>) 2023

NIRF India Rankings 2023: Management (Top 15) List (<https://www.nirfindia.org/2023/ManagementRanking.html>)

Notes:

1. Interpretations regarding various parameters/criteria, attributes, the weight assigned and scores awarded, will be at the sole discretion of IIM Ranchi and will be final and binding on all the parties.
2. A **minimum score of twenty (out of 50)** on the technical bid evaluation is required for a bidder to be considered eligible for opening of the financial bid.

ANNEXURE A2: FINANCIAL BID SUMMARY FOR PROVIDING CATERING, HOUSEKEEPING AND HOSPITALITY SERVICES AT IIM RANCHI (TO BE FILLED IN THE PORTAL BY THE VENDOR FOR FINANCIAL BID/ NOT TO BE SUBMITTED AS A PART OF TECHNICAL BID)

(TOTAL WEIGHT-FINANCIAL BID: 50/100)

Sl. No.	Criteria Description	Rate (in Rs.)	Weight Assigned
	Housekeeping Services related Costs (in INR per sq. ft. per month basis) 1. In this criterion, the bidder should be able to factor in costs associated with (a) proportionate manpower (housekeeping, managerial, and support functions) provisioning in serving mentioned parts of the premises and (b) proportionate provisioning of housekeeping consumables and equipment to maintain the mentioned premises related expenses etc. 1. 2. Pest control and sanitization costs (manpower, equipment, and consumables) to be included as part of housekeeping services costs 3. Please refer Annexure C1-C2, C5-C6, D1, D4, F5 to make more informed decision; 4. Please note the rates must be on per month basis irrespective of number of days in the month (Payment will be made for 30 days irrespective of number of days in a month)		10
a)	Housekeeping Services rate for the Hostels in Housing Premises (in INR per sq. ft. per month)		02
b)	Housekeeping services rate for the hostel premises (in INR per sq. ft. per month)		01
c)	Housekeeping Services rate for the Guest House (room upkeep services not included here) parts in the Housing Premises (in INR per sq. ft. per month)		01
d)	Housekeeping services rate for the roads, pathways, and pavements (in INR per sq. ft. per month)		01
e)	Housekeeping services rate for the Administrative Buildings (in INR per sq. ft. per month) Note: This includes the faculty offices/cabins		02
f)	Housekeeping services rate for the Academic (classroom) Buildings (in INR per sq. ft. per month)		02
g)	Housekeeping services rate for the Community Centre, Director Residence area and Service Block (in INR per sq. ft. per month)		01
1.	Averaged Housekeeping Services related Costs = Weight average of 1(a) to 1 (i)= ((2*1a) + (1*1b) + (1*1c)) + (1*1d) + (2*1e) + (2*1f) + (1*1g))/10		
2.	Room Upkeep Services for the Guest Houses Related Costs: (in INR per sq. ft. per day basis) 1. In this criterion, the bidder should be able to provisions for costs associated with housekeeping of (a) unoccupied rooms (to be done twice in a week) and (b)		03

	occupied rooms (daily basis when occupied) by factoring in (i) proportionate manpower (operational, managerial, and support), and (ii) proportionate housekeeping consumable and equipment related costs etc. 2. Please refer Annexure C1-C3, C4-C6, D1, D4, F5 3. The receptionists and bell boys should not be factored in this cost as these will be on gross salary plus management charges basis		
a)	Room Upkeep Services for Guest Houses When Unoccupied (in INR per room per day basis)		01
b)	Room Upkeep Services for Guest Houses when Occupied (in INR per room per day basis; can assume double occupancy)		02
2.	Averaged Room Upkeep Services for the Guest Houses related Costs = Weight average of 2(a) and 2(b) = ((1*2a) + (2*2b))/3		
3.	Customized Packaged Products Cost (in INR per pack of the 11 items basis): Please refer Annexure C3-Part A and Annexure A6 (Add the cost of each of the 11 items in C3-Part A)		01
4.	Multi-Tasking Manpower Services Related Management Charges (in % of Gross Salary of the Manpower) – Refer Annexure D1-PART C 1. The upper cap of % allowed to be quoted in the bid is 7% of the gross salary of the multi-tasking resource person 2. The bids with numbers higher than 7% of gross salary as management charges will not be considered for bid evaluation 3. The bids can be placed up-to two decimal places. Bids with higher decimal numbers will be converted to nearest two decimal point.		05
5.	Student dining, Guest House/Events, High-Tea Menu, and additional Catering Services Costs: 1. In this criterion, the relevant proportionate, design, development, installation, commissioning of fully functional customized kitchens set-up costs; utensils and equipment costs, and manpower costs (operational, managerial and support) need to be factored in for the two fully functional catering facilities in the student mess (student dining, night mess counter, snacks counter, and fresh fruit and juice counter) and the auditorium (events arrangement and bakery and related products counter). 2. Food and Beverages, and other consumable costs for student dining, events, conferences, meetings etc. (unless explicitly put under other mode of payment) 3. The manpower cost for housekeeping for the kitchen, dining, and counter premises 4. The consumable costs for the night mess counter, snacks counter, fresh fruit and juice counter, and bakery and related products counter should not be factored here.		18
a)	For per day per student four meals basis (B/F, Lunch, Dinner, Snacks) for student catering in student mess, (in INR per day per head)- please refer Annexure B1, B3-B4, B12, D1-D2, D4, F5		08

	(Upper Cap: Max. INR 300 per day per head excluding GST)		
b)	For Swami Vivekananda Auditorium (SVA) catering averaged meals and Breakfast options in Annexure B7-B10 (in INR; average rate of the three menus; Silver, Gold and Diamond and Breakfast menu)- please refer Annexure A4, B2-B3, B7-B10, B12, D1, D3, D4, F5		04
c)	For Meeting Snacks/High Tea (in INR per head basis after averaging the rate of all the High- Tea menus in Annexure B6)- please refer Annexure A4, B2-B3, B6, B12, D1, D3, D4, F5		03
d)	For Non-Veg option per guest Lunch/Dinner basis (in INR per person after averaging the rate for all the five non-veg options in Annexure B11)- Please refer Annexure B2-B3, B11-B12, D1, D3-D4, F5		03
5.	Within Criteria Bid Calculation (Catering services related) Costs = Weight average of Catering Rates of 5 (a), 5 (b), 5 (c), and 5 (d) = $((8*5a) + (4*5b) + (3*5c) + (3*5d))/18$		
6.	Catering Goods and Equipment Related Capital Expenditure Costs: in this criterion, the bidder is expected to cover cost of procuring catering goods and equipment to be considered as part of capital expenditure to be handed over to IIM Ranchi after the termination of the contract (Refer Annexure B1- B3, F1, F5). The vendors are additionally expected to factor in goods and equipment costs for design, development, installation, commissioning of fully functional customized counters for night mess, snacks, fresh fruit and juice, and bakery products.		08
a)	Cost of Capital Expenditure Goods for a fully functional customized student catering with 1200 capacity and associated services including Night Canteen, Snacks, and Fresh Fruit and Juice Counters (in INR)- please refer Annexure B1, B3, F1, F5		05
b)	Cost of Capital Expenditure for a fully functional customized kitchen to take care of Guest Houses/Events/Functions/ Meetings/Conferences and bakery counter requirements in the Swami Vivekananda Auditorium (in INR)- please refer Annexure B2-B3, F1, F5		03
6.	Average Cost of Design, development, installation, commissioning of fully functional customized kitchen and associated services for student catering and Swami Vivekananda Auditorium- $((5*6a) + (3*6b))/8$		
7.	Cost of Procurement of Capital Expenditure Goods - Equipment/tools/Machines for Housekeeping Services (including pest control) to be handed over to IIM Ranchi on termination of the contract (in INR) – please refer Annexure A5, C2, F1-F4		02
8.	Laundry Rates (Refer Annexure A5) – in this criterion, the bidder is expected to factor in cost of expected quality equipment, consumables, manpower etc. (or all costs associated with sub-letting of this services)		03
a)	Laundry Rates (Refer Annexure A5)- Please quote the rate in INR per piece after averaging the consolidated laundry rates		01

	(wash, press, fold total) in Table A5A Item No. 1 to Item No. 08. ((Sum of rates for Item #1 to Item # 8)/8)		
b)	Guest Houses Room Upkeep Laundry Rates (Refer Annexure A5)- Please quote the rate in INR per piece after averaging the laundry rates in Table A5B Item No. 1 to Item No. 06. ((Sum of rates for Item #1 to Item # 6)/6)		01
c)	Dry-Cleaning Rates (Refer Annexure A5)- Please quote the rate in INR per piece after averaging the dry-cleaning rates in Table A5C Item No. 1 to Item No. 10. ((Sum of rates for Item #1 to Item # 10)/10)		01
8.	Within Criteria Bid Calculation (Laundry services related) Costs - Weight average of Laundry Services Rates of 8 (a), 8 (b), and 8 (c) = $((1*8a) + (1*8b) + (1*8c))/3$		

Note:

1. *The bidder needs to fill up the rates in the designated cell and upload the same in designated location of BOQ in the portal.*
2. *Bidders are also expected to keep, “note for site visit” and other relevant information in tender document and as applicable in mind while quoting the rates.*
3. *Please refer Annexure A3 for understanding the methodology for scoring of financial bid evaluation. The criteria scores will be normalized and then added to arrive at the total score of the financial bid for each qualified bidder. The financial bid scores will then be added with the technical bid scores to get the overall scores.*
4. *Interpretations regarding various parameters/criteria, attributes, the weight assigned and scores awarded will be at the sole discretion of IIM Ranchi and will be final and binding on all the parties.*
5. *Wrong/Inconsistent Information or error in calculation will be the sole responsibility of the bidder. Incomplete/missing information may lead to rejection of the bid during evaluation round.*
6. *It may be noted that all the rates quoted should be exclusive of GST.*
7. *The bids can be placed up-to two decimal places. Bids with higher decimal numbers will be converted to nearest two-decimal points.*

ANNEXURE-A3: FINANCIAL BIDS EVALUATION METHODOLOGY
(WEIGHTAGE :50/100)

Financial Bid Evaluation

The Institute will open the financial bids of technically qualified bidder. Scoring of Financial Bids will be as follows: -

The scores for financial bids will be computed as below. The above formula can be explained as below.

$$\text{Normalized Financial Bid Score} = \frac{(\text{Lowest Tender Price in the Category}) * \text{Criteria weight}}{\text{Tender Price Quoted by respective tenderer}}$$

Example (please note the numbers and weights are put for illustration purpose only):

Name of the Party	Averaged Criteria #1 Rate in Rs.	Criteria #1 weight	Averaged Criteria #2 Rate in Rs.	Criteria #2 weight
X	600	18	400	32
Y	300		600	
Z	450		800	

Calculation: Normalization Calculation for Party Z on Criteria#1: $(300*18)/450 = 12$

The normalized financial bid scores (rounded to two decimal places) on the two financial criteria would be as follows:

Bidder	Normalized Score for Criteria#1	Normalized Score for Criteria#2
X	9	32
Y	18	24
Z	12	16

It may be noted that lower the price, higher the score.

The composite ratings of Technical Bids and Financial Bids will be as below:

Sl. No.	Particulars	Total Score
01	Total Technical Score of the Bidder Out of 50 marks weight (please refer Annexure A1)	
02	Financial Bid (Normalized) of the Bidder Score Out of 50 marks (please refer Annexure A2)	
	Total Score (Technical + Financial Bid Scores) Out of 100	

Note: Financial Bids of only the technically qualified Bids will be opened and evaluated.

**ANNEXURE A4: DETAILED FINANCIAL BID QUOTES FOR SWAMI
VIVEKANANDA AUDITORIUM (SVA) CATERING (TO BE FILLED IN THE
PORTAL BY THE VENDOR FOR FINANCIAL BID/ NOT TO BE SUBMITTED AS
A PART OF TECHNICAL BID)**

SL. NO	ITEM DETAIL	Proposed Rate (in Rs.) by the Vendor
A. SWAMI VIVEKANANDA AUDITORIUM MESS OPTIONS #1- HIGH TEA (please refer Annexure B6)		
1	Silver Menu Rate	
2	Gold Menu Rate	
3	Diamond Menu Rate	
4	Average Rate of High Tea Menu = (A.1+A.2+A.3)/3	
B. SWAMI VIVEKANANDA AUDITORIUM MESS OPTIONS #2 - #5- MEALS (please refer Annexure B7-B10)		
1.	Silver Menu for Lunch/ Dinner (Rate) – Refer Annexure B7	
2.	Gold Menu for Lunch/ Dinner (Rate) – Refer Annexure B8	
3.	Diamond Menu for Lunch/ Dinner (Rate) – Refer Annexure B9	
4.	Breakfast Menu (Rate) – Refer Annexure B10	
5.	Average Rate of Meals Menu = (B.1+B.2+B.3+B.4)/4	
C. SWAMI VIVEKANANDA AUDITORIUM MESS OPTIONS #3- NON-VEG (please refer Annexure B11)		
1.	Mutton Menu (Rate)	
2.	Chicken Menu (Rate)	
3.	Rice Non-veg Menu (Rate)	
4.	Starter (Chicken) Menu (Rate)	
5.	Starter (Fish) Menu (Rate)	
6.	Average Rate of Non-veg items = (C.1+C.2+C.3+C.4+C.5)/5	

Note: Missing/ wrong/Inconsistent Information or error in calculation will be the sole responsibility of the bidder. Incomplete/missing information may lead to rejection of the bid during evaluation round. It may be noted that all the rates quoted should be exclusive of GST. The bids can be placed up-to two decimal places. Bids with higher decimal numbers will be converted to nearest two-decimal points.

ANNEXURE A5: DETAILED FINANCIAL BID QUOTES FOR LAUNDRY AND DRY-CLEANING SERVICES (TO BE FILLED IN THE PORTAL BY THE VENDOR FOR FINANCIAL BID/ NOT TO BE SUBMITTED AS A PART OF TECHNICAL BID)

TABLE A5A: LAUNDRY (Wash + Press + Fold) rates by the bidder

Sl. No.	Item Details	Laundry (Wash + Press + Fold) Rate (in INR per piece)
1.	Shirt/T-Shirt/ Trouser/Jean/Night Gown/Shawl/Frock/Kurta/Pyjama/Frock/Towel	
2.	Turban/Dhoti/Lungi	
3.	Saree	
4.	Salwar Kameez	
5.	Blouse/Petti Coat/Skirt/Dupatta/Shorts	
6.	Child Garments	
7.	Panty/Underwear/Vest/Socks/Brassiere/ Slip/Tie/ Handkerchief	
8.	Muffler/Scarf/Cap	
A5A: Average (Wash + Press + Fold) Rate ((Sum of A5A.1- A5A.8 Rates)/8)		

TABLE A5B: LAUNDRY RATES (FIXED RATE- TO BE CHARGED ON ACTUAL USAGE BASIS FOR GUEST ROOMS UPKEEP): Please refer Annexure C3- Part C			
		Max. Rate (in INR)	Proposed Rate (in INR per piece) by the Bidder for wash, press and fold
1	DOUBLE BEDSHEET	25	
2	DOUBLE DUVET COVER	40	
3	BATH TOWEL	20	
4	HAND TOWEL	10	
5	PILLOW COVER	10	
6	BATH MAT	15	
A5B: Averaged Laundry Rate (Laundry Services for the Guest Rooms) – ((Sum of Item A5B.1-A5B.6 rates)/6)		20	

TABLE A5C: DRY CLEANING rates by the bidder

Sl. No.	Item Details	Dry Cleaning Rate- Dry-Clean + Press + Fold + Envelope (in INR per piece)
1.	Suit (2 PCS/3 PCS)	
2.	Safari Suit	
3.	Coat/Jacket/Blazer	
4.	Waist Coat/Hoodies/Bath Towel (Large)/Sofa Cover (Single Seater)/Sweater/Pullover	
5.	Pattu/Work Saree/Sofa Cover (Double Seater)	
6.	Curtain (Window)/Quilt (Single)/ Blanket (Single)	
7.	Curtain (Door)/ Quilt (Double) / Blanket (Double)	
8.	Quilt Cover/Sofa Cover (3seater)	
9.	Hand Towel/Bath Towel (Small)	
10.	Cushion Cover/Table Cloth	
A5C: Average Dry-Cleaning Rate- Dry-Clean + Press + Fold + Envelope ((Sum of A5C.1 to A5C.10)/10)		

Note: For those items of Laundry and Dry-Cleaning not present in the lists above, the charges will be decided mutually by the vendor and IIM Ranchi and should be competitive as compared to the prevailing market rates. Missing/wrong/Inconsistent Information or error in calculation will be the sole responsibility of the bidder. Incomplete/missing information may lead to rejection of the bid during evaluation round. It may be noted that all the rates quoted should be exclusive of GST. The bids can be placed up-to two decimal places. Bids with higher decimal numbers will be converted to nearest two-decimal points.

ANNEXURE A6: DETAILED FINANCIAL BID QUOTES FOR CUSTOMIZED PACKAGED/DESIGNED PRODUCTS (TO BE FILLED IN THE PORTAL BY THE VENDOR FOR FINANCIAL BID/ NOT TO BE SUBMITTED AS A PART OF TECHNICAL BID)

SL. NO	ITEMS	Unit	Proposed Rate (in INR) by the Vendor
A. PRODUCTS WITH CUSTOMIZED PACKAGING/DESIGN (TO BE CHARGED ON ACTUAL USAGE BASIS)			
1	SOAP (20 gm) (Dettol, Liril, Lux, or equivalent)	01	
2	LAUNDRY BAG	01	
3	LAUNDRY SLIP	01	
4	ORAL HYGIENE KIT (Toothbrush and Toothpaste) – (Colgate, Oral-B or equivalent)	01 Each	
5	GROOMING KIT (SHAVING CREAM, SHAVING RAZOR) (Gillette, LetsShave or equivalent)	01 Each	
6	SLIPPERS (Disposable)	01 Pair	
7	SHAMPOO 10 ML (Clinic Plus, Head & Shoulder or equivalent)	01	
8	CONDITIONER 10 ML (Biotique, Himalaya or equivalent)	01	
9	BODY LOTION 10 ML (Himalaya, Nivea or equivalent)	01	
10	SHOWER CAP	01	
11	COMB	01	
COST PART A- Products with Customized Packaging/Design (Add the proposed rates for Item # A.1 to Item # A.11 by the vendor)			

Note: Missing/ wrong/Inconsistent Information or error in calculation will be the sole responsibility of the bidder. Incomplete/missing information may lead to rejection of the bid during evaluation round. In case of unavailability of exact specification, the nearest specification with approval of IIM Ranchi will be procured by the vendor with pro-rata adjustment in the rates. It may be noted that all the rates quoted should be exclusive of GST. The bids can be placed up-to two decimal places. Bids with higher decimal numbers will be converted to nearest two-decimal points.

ANNEXURE B1: STUDENT MESS KITCHEN SET UP REQUIREMENT (NOT EXHAUSTIVE)

Item No.	Description	Total Quantity	Capacity	Dimensions	Remarks
1	Weighing Scale.(Electric)	1	300 Kg.		Receiving Area / Vegetable Washing Area
2	Vegetable Washer	1	500 Litres	1800 x 1000 x 850	
3	Weighing Scale.(Electric)	1	300 Kg.		Dry Store
4	Pallet.(Nilkamal or equivalent)	6		1200 x 1000 x 100	
5	SS Storage Rack with SS Uprights.	6		1200 x 450 x 1800	
6	SS Rice Cleaning Work Table.(As Per Drawing) for Lamb Mounting.	1		1500 x 650 x 850 + 600 Spl.	
7	SS Platform Trolley.	1		900 x 600 x 850	
8	SS Platform Trolley. Nilkamal or equivalent Scissor Lift trolley	1		900 x 600 x 850	
9	Air Conditioner	2	2 tonne		
10	Celfrost/Voltas/Whirlpool (or equivalent) Chest freezer	1	100 Litres	2400x2100x2700	Vegetable Preparation Area
11	SS Perforated Storage Rack for (Walk In Cooler)	1		1000 x 450 x 1800	
12	SS Perforated Storage Rack for (Walk In Cooler)	5		1200 x 450 x 1800	
13	SS Big Bowl Sink Unit.	1		1500 x 650 x 850 + 150 Spl.	
14	SS Work Table with 1 No.U/s.	3		1500 x 650 x 850 + 150 Spl.	
15	SS 4 Door Refrigerator (Celfrost or equivalent)	2	1200 Litres	1400 x 800 x 2100	
16	Vegetable Cutting Machine.	1	Essemm corporation/ PKR/ Electrolux/ robo cube	500 x 800 x 1350	
17	SS Big Bowl Sink Unit.	1		1200 x 650 x 850 + 150 Spl.	Non Vegeterian Preparation Area
18	SS Work Table with 1 No.U/s.	1		1500 x 650 x 850 + 150 Spl.	
19	SS Chopping Block.	1		600 x 650 x 850	
20	SS Work Table with 1 No.U/s.	1		1000 x 650 x 850 + 150 Spl.	
21	SS 2 Door Refrigerator.(Celfrost or equivalent)	1	600 Litters.	600 x 650 x 2100	
22	SS 2 Door Freezer.(Celfrost or equivalent)	1	600 Litters.	600 x 650 x 2100	
23	SS Tilting Boiling Pan.	1	150 Liters.		Cooking Section
24	SS Tilting Brat Pan.	1	150 Liters.		
25	SS Single Burner Gas Range.(High Pressure)	5		750 x 750 x 400	
26	SS 4 Burner Gas Range.	1		900 x 900 x 850	
27	Dough Kneader With Safety grill & Limit switch with DOL Starter	1	30 Kg.	1325 x 650 x 1000	

28	Hot Water Geyser (Horizontal)	1	100 Liters.		
29	Chapatti Plate/Puffer (R.H.S)	2		1500 x 600 x 850 + 150 Spl.	
30	SS Granite top Work Table on Castors with 1 No. under shelf.	1		1200 x 600 x 850	
31	SS Work Table with 1 No.U/s.	2		900 x 900 x 850 + 150 Spl.	
32	Tandoor.(Gas Operated)	2		900 x 900 x 850	
33	SS Work Table on Castors with 1 No. Under shelf.	3		1200 x 650 x 850	
34	SS Exhaust Hood with (Wall Type) With fire suppression System of Swastik Synergy or equivalent	1		6300 x (1100 + 200) x 500	
35	SS Exhaust Hood with (Wall Type) With fire suppression System of Swastik Synergy or equivalent	1		9200 x (1100 + 230 Wall +1300)+ 200 + 200) x 500	
36	SS Exhaust Hood with (Wall Type) With fire suppression System of Swastik Synergy or equivalent	1		9200 x (1300 + 200) x 500	
37	SS Masala Trolley.	1		900 x 500 x 850	
181	Queen Chapati Machine	1		1000 rotis per hour	
38	Blender.	2			Servery Area
39	Multipurpose Juicer.	3			
40	Citrus Juicer.	2			
41	Sandwich Griller.(Celfrost or equivalent)	2			
42	Electric Dosa plate	2		1500 x 600 x 850 + 150 Spl	
43	SS Exhaust Hood (Wall Type)	1		1800 x 750 x 450	
44	Visi Cooler.	2		600 x 600 x 1800	
45	SS Neutral Counter.	2		900 x 650 x 850 + 100	
46	Spoon Sterilizer (2 compartments)	2		200 x 300 x 250	
47	SS Bain Marie Counter with Sneeze Guard.(6 hot + 2 cold pan)	6		2100 x 650 x 850 + 100	
	SS Bain Marie Counter with Sneeze Guard.(5 hot + 2 cold pan)	2			
48	SS Refrigerated Salad Counter.	2			
49	Electric Hot Plate	2		1000 x 750 x 850 + 150	
50	Table Top Induction Plate.	6			
51	Microwave oven	2	25 Litres		
52	Utility Trolley 2 Tier.	2		650 x 500 x 1000	
53	Utility Trolley 3 Tier.	1		650 x 500 x 1000	
54	Food Display Counter.	1		900 x 750 x 1200	
55	Cold Display.	1		1200 x 750 x 1200	
56	Hot Display.	1		1200 x 750 x 1200	
57	Soup Turin.	4			
58	Tray Cutlery Trolley.	2			
59	Hot Water Geyser (Horizontal)	1	100 Liters.		Pot Wash Area

60	SS Dirty Dish Landing Table With Garbage Chute.(L.H.S)	1		1200 x 650 x 850	Dish Wash Area
61	SS Two Bowl Sink Unit.	1		1650 x 650 x 850 + 150 spl.	
62	Table Top Mounted Pre-Rinse Jet Spray.(Electrolux Make)	1			
63	SS Work table 1 No.U/s Dish Wash Rack Holder	1		900 x 650 x 850 + 150 spl.	
64	Dish Washer. 65 Rack. (IFB or equivalent)	1			
65	SS Unloading Table With Roller & with Dish Wash Rack Holder.(Manual)	1		1500 x 650 x 850 + 150 Spl.	
66	SS Dish Storage Rack.	2		1200 x 450 x 1800	
67	Exhaust Hood Canopy Without Filter.	1		1200 x (1100 + 200) x 300	
68	Hot Water Geyser (Horizontal)	1	100 Liters.		
69	Insect o Killer.	12			Miscellaneous
70	Air Curtain.	3			
71	SS Hand wash sink with Faucet. (Knee Operated)	2			
72	Garbage Trolley.(Nilkamal or equivalent)	8	50 Liters		
73	Garbage Bin with Lids.(Nilkamal or equivalent) Pedal Operated	8	50 Liters		
74	Garbage Bin with Lids.(Nilkamal or equivalent)	8	50 Liters		
75	Fire Blanket.	2			
76	1/1 GN Pan, 200mm deep with lid.	8			
77	1/1 GN Pan, 150mm deep with lid.	6			
78	1/2 GN Pan, 200 mm deep with lid.	8			
79	1/3 GN Pan, 200 mm deep lid.	4			
80	1/4 GN Pan, 200 mm deep lid.	4			
81	Dish wash Rack - Plate.	6			
82	Dish wash Rack - Glasses / Cups.	6			
83	Dish wash Rack - Tray.	6			
84	Dish Wash Rack - Cutlery.	6			
85	SS Bhojan Thali 6 Compt	1400			Pots/ Pans/ Serviceware/ Utensils
86	SS Snacks Plates (Small – 3 Compt.)	1400			
87	SS Glass (200ml)	1500			
88	Ladle Service Flat	50			
89	Ladle Service round	50			
90	Tongs (Big)	20			
91	AP Spoon	1500			
92	AP Fork	1500			
93	Tea Glass (200ml)	1500			
94	Bowl (150ml)	750			
95	Ice Scooper	2			
96	Parantha Palta	6			
97	Balen	20			

98	Pauni Puri	7		
99	Knife & Chopper Holder	4		
100	Chopping Board Stand	3		
101	Sauce Pan SS	8		
102	Kitchen Knife 10"	30		
103	Kitchen Knife 8"	10		
104	Kitchen Knife 6"	20		
105	Potato Peeler	10		
106	Soup strainer Conical 12"	6		
107	Tea Stainer (5 No)	8		
108	Fry Pan Non Sticking	10		
109	Lighter 18"	12		
110	Veg Basket	30		
111	Plastic Bucket	12		
112	Chapati Tong 18"	12		
113	Flour Strainer 12"	2		
114	Pressure Cooker 10 Ltr	2		
115	Pressure Cooker 22 Ltr	2		
116	Tea Spoon	750		
117	AP Knife	750		
118	Dessert Tong	15		
119	Salad Tong	15		
120	Service Tray	20		
121	Sauce Dispenser	12		
122	Chutney Bowels Big	6		
123	SS Container 5 Ltr	20		
124	Water Jug	24		
125	Service Tray Big	6		
126	Dori SS with Wooden Handle 2Ltr	4		
127	SS Grater 15"x12"	3		
128	Conical Strainer 15"	2		
129	SS Palta Med 2'	6		
130	SS Palta Big 3'	6		
131	Non Stic Pan 15"	8		
132	Salad Mixing Bowl SS 12"	6		
133	Salad Mixing Bowl SS 15"	6		
134	Menu Stand	75		
135	Buffet Menu Stand	5		
136	Flask 2 Ltr	6		
137	Choping Board Green	3		
138	Choping Board White	3		
139	Choping Board Red	3		
140	Choping Board Yellow	3		

141	Choping Board Blue	3			Pots/ Pans/ Serviceware/ Utensils
142	SS Chapad	4			
143	Carving Knife	4			
144	Kettle (2.2ltr. Ajanta or equivalent)	4			
145	Tin Cutter Wall Fixed/Table Mount	1			
146	Mota Jham	2			
147	Whipping Cream (Whisker) Big 12"	3			
148	Whipping Cream (Whisker) Small 6"	3			
149	Dosa Slicer 15"	5			
150	Jucie container 10 ltrs	2			
151	Cruet set	12			
152	Coffee pot small	4			
153	Palletes Neelkamal or equivalent 48x48	6			
154	Tea Pot Set (4 pcs.) Small	5			
155	Salver	8			
156	Tea Urns (20ltr)	10			
157	Idli Maker Heavy duty	2			
158	Kadai Big	2			
159	Alimunim Bhagone 400 ltr	2			
160	Aluminium Handi Shibu make or equivalent 350 L with lid	1			
161	Aluminium Handi Shibu make or equivalent 250 L with lid	1			
162	Aluminium Handi Shibu make or equivalent 200 L with lid	1			
163	Aluminium Handi Shibu make or equivalent 150 L with lid	1			
164	Aluminium Handi Shibu make or equivalent 100 L with lid	1			
165	Aluminium Handi Shibu make or equivalent 50 L with lid	1			
166	Aluminium Handi Shibu make or equivalent 40 L with lid	1			
167	Aluminium Handi Shibu make or equivalent 20 L with lid	2			
168	Aluminium Parat with Dia 36"	1			
169	Aluminium Parat with Dia 30"	1			
170	Casserole Stainless Steel Big 7 Litrs.	8			
171	Cutlery Bin	8			
172	Palta Big	8			
173	SS Drum 50 Litr	5			
174	SS Drum 60 Litr	5			
175	Rice Colander	2			
176	Conveyor type Toaster	2			
177	Plate form Trolley	2			
178	PVC Curtain	3			
179	Mixer Grinder heavy duty	2			

180	Vegetable Crates (yellow)	20		
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Note: The above requirement in terms of the type, specification, and number of utensils, equipment, material, is only indicative and is emphasized to highlight the need to maintain highest levels of service quality (equivalent to 4-Star level in Hospitality Industry). The actual requirement may vary and the contractor must ensure the availability and use of additional type, specification, and quantity of tools, equipment, and machinery of such requirements (of expected quality and availability in expected time frame as approved by IIM Ranchi). The type and number of tools, equipment and machinery will be approved by IIM Ranchi and timely procurement will be done by the vendor to provide satisfactory level of hygiene and cleanliness. Non-availability of any additional tool, equipment, or machinery or for that matter, number beyond the list provided by IIM Ranchi shall not be claimed as reason for failure of satisfactory performance level by the vendor. The vendor is required to provision for such additional requirements of equipment at own cost. Apart from student mess catering requirements mentioned above, the vendor is expected to factor in requirements pertaining to all night counter, snacks counter, and fresh fruit and juice counter while quoting the bid amount. The vendor is expected to factor in best brands with best features (as applicable in the case of IIM Ranchi), best warranty options at most competitive rate while quoting and the same would be expected during procurement. The Vendor will be required to obtain comprehensive Annual Maintenance Contracts (AMC) for all equipment whose procurement cost is more than Rs. 10,000 (Rupees Ten Thousand Only), and has been procured for services under this Agreement. The AMC will be valid till one month after the date of termination of this Contract. Material and equipment of lesser value will be maintained in working condition by the vendor and will be replaced by the vendor with equivalent quality material as and when needed at vendor's cost.

Please refer Annexure F1 regarding details of capital expenditure. All the material and equipment need to be of reputed national/international brands such as IFB, Rational, Philips, LG, Electrolux, Celfrost, Nilkamal, Havells, etc. Please refer Annexure B3 for customized material quality requirements. It is to be noted that the final decision regarding products (quality, specification, and brand) to be procured by the vendor will be taken by IIM Ranchi and will be final and binding on the bidder. The bidders are expected to factor in the same in their bid.

Bidders are encouraged to apply innovative approaches and deploy automation to achieve desired service quality and promptness. Decision of IIM Ranchi regarding service quality, service delivery timeliness and cost efficiency will be final and binding.

**ANNEXURE B2: SWAMI VIVEKANAND AUDIROIUM KITCHEN SET UP
REQUIREMENT (NOT EXHAUSTIVE)**

Item No.	Description	Total Quantity	Capacity	Dimensions	Remarks
1	SS Single Bowl Sink Unit.(L.H.S)	1		1200 x 650 x 850 + 150 Spl.	Bakery Section
2	SS Work Table with 1 No.U/s.	2		1500 x 650 x 850 + 150 Spl.	
3	Table Top Weighing Scale.(Electric)	1	25 Kg.		
4	Cake Swivel Plate.	1		Dia 300 x 115	
5	Bread Cutting Machine.(Indulge or equivalent)	1			
6	Planetary Mixer. (Berjaya Make I / BSP - BM60) Buffalo or equivalent	1	60 Litter.		
7	Combi Oven.(10 GN Pan) (Rational or equivalent)	1		845 x 770 x 1050	
8	2 Deck Oven (Berjaya Make or equivalent) I BSP - E12KW – 2	1		1225 x 870 x 1210	
9	SS Exhaust Hood with Double Skinned & Fresh Air Grill (Wall Type)	1		3000 x (1300 + 200) x 500	
10	SS Tray Trolley Rack on Castors.	3		950 x 620 x 1500	
11	Blender.	2			Servery Area
12	Multipurpose Juicer.	2			
13	Citrus Juicer.	2			
14	Sandwich Griller.(Celfrost or equivalent)	2			
15	Electric Dosa plate	1		1500 x 600 x 850 + 150 Spl	
16	SS Exhaust Hood (Wall Type)	1		1800 x 750 x 450	
17	Visi Cooler.	2	500 Litres	600 x 600 x 1800	
157	Chest Freezer	2	500 Litres		
18	SS Neutral Counter.	2		900 x 650 x 850 + 100	
19	Spoon Sterilizer (2 compartments)	1		200 x 300 x 250	
20	SS Bain Marie Counter with Sneeze Guard.(5 hot + 2 cold pan)	2		2100 x 650 x 850 + 100	
	SS Bain Marie Counter with Sneeze Guard.(6 hot + 2 cold pan)	2			
21	SS Refrigerated Salad Counter.	1			
22	Electric Hot Plate	1		1000 x 750 x 850 + 150	
23	Table Top Induction Plate. (Philips or equivalent)	4			
24	Microwave oven	1	25 Litres		
25	Utility Trolley 2 Tier.	1		650 x 500 x 1000	
26	Soup Turin.	2			
27	Tray Cutlery Trolley.	1			
28	Hot Water Geyser (Horizontal)	1	100 Ltr.		Pot/ Dish Wash Area
29	SS Dirty Dish Landing Table With Garbage Chute.(L.H.S)	1		1200 x 650 x 850	
30	SS Two Bowl Sink Unit.	1		1650 x 650 x 850 + 150 spl.	
31	SS Dish Storage Rack.	2		1200 x 450 x 1800	

158	Dish Washer. 50 Rack. (IFB or equivalent)	1			
32	Insect o Killer.	10			Miscellaneous
33	Air Curtain.	2			
34	SS Hand wash sink with Faucet. (Knee Operated)	1			
35	Garbage Trolley.(Nilkamal or equivalent)	4	50 Litters		
36	Garbage Bin with Lids.(Nilkamal or equivalent) Pedal Operated	4	50 Litters		
37	Garbage Bin with Lids.(Nilkamal or equivalent)	4	50 Litters		
38	Fire Blanket.	1			
39	SS Tilting Boiling Pan.	1	150 Liters.		Cooking Section
40	SS Tilting Brat Pan.	1	150 Liters.		
41	SS Single Burner Gas Range.(High Pressure)	4		750 x 750 x 400	
42	SS 4 Burner Gas Range.	1		900 x 900 x 850	
43	Dough Kneader With Safety grill & Limit switch with DOL Starter	1	30 Kg.	1325 x 650 x 1000	
44	Hot Water Geyser (Horizontal)	1	100 Liters.		
45	Chapatti Plate/Puffer (R.H.S)	1		1500 x 600 x 850 + 150 Spl.	
46	SS Granite top Work Table on Castors with 1 No.Under shelf.	1		1200 x 600 x 850	
47	SS Work Table with 1 No.U/s.	2		900 x 900 x 850 + 150 Spl.	
48	Tandoor.(Gas Operated)	2		900 x 900 x 850	
49	SS Work Table on Castors with 1 No. Under shelf.	1		1200 x 650 x 850	
50	SS Exhaust Hood with (Wall Type) With fire suppression System of Swastik Synergy or equivalent	1		6300 x (1100 + 200) x 500	
51	SS Exhaust Hood with (Wall Type) With fire suppression System of Swastik Synergy or equivalent	1		9200 x (1100 + 230 Wall +1300)+ 200 + 200) x 500	
52	SS Exhaust Hood with (Wall Type) With fire suppression System of Swastik Synergy or equivalent	1		9200 x (1300 + 200) x 500	
53	SS Masala Trolley.	1		900 x 500 x 850	
54	Chafing dishes small size (Induction or fuel base)	10			Pots/ Pans/ Serviceware/ Utensils
55	Juice Glass (100ml) Hi Ball	500			
56	Chafing dishes Big (Induction or fuel base)	10			
57	Ladle Service Flat	10			
58	Ladle Service round	10			
59	Tongs (Big)	6			
60	AP Spoon	500			
61	AP Fork	500			
62	Tea Glass (200ml)	500			
63	Bowl (150ml) Porcelain	750			
64	Ice Scooper	2			
65	Parantha Palta	2			

66	Balen	10			Pots/ Pans/ Serviceware/ Utensils
67	Pani Puri	3			
68	Knife & Chopper Holder	2			
69	Chopping Board Stand	1			
70	Sauce Pan SS	4			
71	Kitchen Knife 10"	10			
72	Kitchen Knife 8"	5			
73	Kitchen Knife 6"	5			
74	Potato Peeler	5			
75	Soup strainer Conical 12"	4			
76	Tea Strainer (5 No)	8			
77	Fry Pan Non Sticking	6			
78	Lighter 18"	12			
79	Veg Basket	10			
80	Plastic Bucket	6			
81	Chapati Tong 18"	6			
82	Flour Strainer 12"	2			
83	Pressure Cooker 10 Ltr	1			
84	Pressure Cooker 22 Ltr	1			
85	Tea Spoon	500			
86	Tea Cup & Saucer Porcelain	500			
87	AP Knife	500			
88	Dessert Tong	6			
89	Salad Tong	6			
90	Service Tray	6			
91	Tong Small (Sugar Cube)	4			
92	Sauce Dispenser	12			
93	Chutney Bowls Big	6			
94	Bowl Med With Lid (Bone China)	8			
95	SS Container 5 Ltr	10			
96	Water Jug	10			
97	Service Tray Big	4			
98	Dori SS with Wooden Handle 2Ltr	2			
99	SS Grater 15"x12"	2			
100	Conical Strainer 15"	2			
101	SS Palta Med 2'	3			
102	SS Palta Big 3'	3			
103	Non Stic Pan 15"	4			
104	Salad Mixing Bowl SS 12"	2			
105	Salad Mixing Bowl SS 15"	2			
106	Dessert Spoons	500			
107	Menu Stand	25			
108	Buffet Menu Stand	5			
109	Flask 2 Ltr	2			
110	Chopping Board Green	1			

111	Choping Board White	1			Pots/ Pans/ Service ware/ Utensils
112	Choping Board Red	1			
113	Choping Board Yellow	1			
114	Choping Board Blue	1			
115	B&B plate (porcelain)	500	7 Inches		
116	SS Chapad	2			
117	Carving Knife	2			
118	Kettle (2.2ltr. Ajanta or equivalent)	2			
119	Tin Cutter Wall Fixed/Table Mount	1			
120	Mota Jham	1			
121	Whipping Cream (Whisker) Big 12"	1			
122	Whipping Cream (Whisker) Small 6"	1			
123	Dosa Slicer 15"	2			
124	Dinner Plate 12" (porcelain)	500			
125	Dessert Plate (porcelain)	500			
126	Juice container 10 ltrs	3			
127	Glass cover coster (300ml)	50			
128	Cruet set	12			
129	Coffee pot small	4			
130	Pallets Neelkamal or equivalent 48x48	4			
131	Tea Pot Set (4 pcs.) Small	5			
132	Salver	6			
133	Tea Urns (20ltr)	2			
134	Idli Maker Heavy duty	1			
135	Kadai Big	1			
136	Aluminium Handi Shibu make or equivalent or equivalent 200 L with lid	1			
137	Aluminium Handi Shibu make or equivalent 150 L with lid	1			
138	Aluminium Handi Shibu make or equivalent 100 L with lid	1			
139	Aluminium Handi Shibu make or equivalent 50 L with lid	1			
140	Aluminium Handi Shibu make or equivalent 40 L with lid	2			
141	Aluminium Handi Shibu make or equivalent 20 L with lid	2			
142	Aluminium Parat with Dia 36"	1			
143	Aluminium Parat with Dia 30"	1			
144	Casserole Stainless Steel Big 7 Litrs.	4			
145	Cutlery Bin	4			
146	Palta Big	2			
147	SS Drum 50 Litr	3			
148	SS Drum 60 Litr	3			
149	Rice Colander	2			
150	Conveyor type Toaster	1			
151	Plate form Trolley	1			

152	PVC Curtain	2			
153	Mixer Grinder heavy duty	1			
154	Vegetable Crates (yellow)	10			
155	Room Service Trolley	03			
156	Plates Service Trolley	03			

Note: The above requirement in terms of the type, specification, and number of utensils, equipment, material, is only indicative and is emphasized to highlight the need to maintain highest levels of service quality (equivalent to 4-Star level in Hospitality Industry). The vendor should be able to cater to small meetings as well as large gatherings such as convocation ceremony. The actual requirement may vary and the contractor must ensure the availability and use of additional type, specification, and quantity of tools, equipment, and machinery of such requirements (of expected quality and availability in expected time frame as approved by IIM Ranchi). The type and number of tools, equipment and machinery will be approved by IIM Ranchi and timely procurement will be done by the vendor to provide satisfactory level of hygiene and cleanliness. Non-availability of any additional tool, equipment, or machinery or for that matter, number beyond the list provided by IIM Ranchi shall not be claimed as reason for failure of satisfactory performance level by the vendor. The vendor is required to provision for such additional requirements of equipment at own cost. Apart from requirements for meetings, events, conferences, guest house, convocation, etc., the vendor is expected to factor in requirements pertaining to bakery and related products related counter while quoting the bid amount. The vendor is expected to factor in best brands with best features (as applicable in the case of IIM Ranchi), best warranty options at most competitive rate while quoting and the same would be expected during procurement. The Vendor will be required to obtain comprehensive Annual Maintenance Contracts (AMC) for all equipment whose procurement cost is more than Rs. 10,000 (Rupees Ten Thousand Only), and has been procured for services under this Agreement. The AMC will be valid till one month after the date of termination of this Contract. Material and equipment of lesser value will be maintained in working condition by the vendor and will be replaced by the vendor with equivalent quality material as and when needed at vendor's cost.

Please refer Annexure F1 regarding details of capital expenditure. All the material and equipment need to be of reputed national/international brands such as IFB, Rational, Philips, LG, Electrolux, Celfrost, Nilkamal, Havells, etc. All the cutlery must be of high-quality porcelain. Please refer Annexure B3 for customized material quality requirements. It is to be noted that the final decision regarding products (quality, specification, and brand) to be procured by the vendor will be taken by IIM Ranchi and will be final and binding on the bidder. The bidders are expected to factor in the same in their bid.

Bidders are encouraged to apply innovative approaches and deploy automation to achieve desired service quality and promptness. Decision of IIM Ranchi regarding service quality, service delivery timeliness and cost efficiency will be final and binding.

ANNEXURE B3: GENERAL KITCHEN EQUIPMENT SPECIFICATIONS

All SS specified in specifications shall be Stainless Steel 304 only from Jindal/Salem/equivalent brands pre coated sheets.

Tops

Made of suitable gauge of Stainless Steel 304 duly polished with all resulting edges rounded with no burrs or other excess material left. Top shall be turned down and under, in channel shape on all exposed sides. Where tables are placed against walls, they shall be turned up at back approximately 150 to 200 mm splash back returned 25 mm at 45° degrees to wall with all exposed ends closed, argon arc welded and smooth polished.

Undersides

Undersides of all stainless-steel tops for table counters, sinks dish and pot tables shall be mounted on sturdy SS 304 angle or pipes. The undersides shall be suitably sound deadened.

Under shelves

The Under shelves shall be constructed of suitable gauge of SS sheeting uniformly polished and reinforced with sturdy SS angle frame. All shelves shall be turned down and under, with resulting corners cut out to fit contour of legs.

Legs

All legs shall be constructed of suitably sized Stainless Steel 304 square / round pipe spaced as per load requirements. All legs shall be fitted with nylon adjustable bullet feet.

Cross Bracings

Front to back forming an 'H' frame wherever required shall be constructed of stainless-steel tubes / pipes. All cross bracing shall run horizontal and level between all legs approximately 150 mm above floor level. All joints shall be completely welded around entire perimeter forming a complete seal, with all welds ground and polished.

Sinks

All sinks shall be die pressed made of suitable gauge of SS 304 (18/10 SS) quality with radial corners, argon arc welded, smooth ground and uniformly finished, duly fitted with 38mm Ø BSP drain coupling with a lever operated drain valve.

Bain Marie Water Chamber

Made from suitable gauge of SS 304 quality, radius corner construction, argon arc welded fitted with suitable dia of lever operated drain valve for easy drain out and provided with a cavity to house a water immersion heater for efficient heating. All bain maries shall have water sensor and a minimum of 2 heating elements.

Sliding Doors

Wherever provided to cabinets shall be constructed of SS 304 SS beaded panels duly mounted on top hung easy rolling nylon roller and stainless-steel guiding rails below.

Blinder / Enclosures

Wherever called for, shall be made of SS 304 sheeting uniformly polished and duly beaded from all sides.

Interior of Hot Box

All interior of hot box shall be constructed of SS 304 beaded panels duly insulated with high quality rockwool of suitable thickness.

Front / Control Panel

All equipment shall have front panel made of SS 304 duly beaded and die pressed SS 304 recessed control panel for safety operations.

Electricals

All electrically operated equipment shall be thermostatically controlled with indicating bulbs duly fitted with ISI approved heater and FRLS Teflon coated cable with industrial plug top of necessary rating.

Gas Equipment

All gas equipment shall be duly connected with ISI certified Copper pigtails, needle valves. Burners shall be of heavy-duty industrial type operating on LPG.

Insulation

All equipment shall be suitably insulated with high quality rockwool of suitable thickness.

Argon Welding

Argon welding shall be used for fabrication of equipment. The welded joints shall be smooth polished.

Marble / Granite Tops

Wherever called for, shall be made of granite duly placed on bison board and framed with stainless steel.

Freezing Equipment

All frameworks shall be made of SS 304 and SS 304 angle duly covered with 304 SS quality. Inner section shall be made of SS 304 quality with PUF insulation and fitted with hermetically

sealed compressor. Compressor shall be from Emerson or Copeland or Tecumseh or equivalent brand.

Fitting

All nuts, bolts, screws, rivets and other joining material to be of SS 304.

Castors

Castors shall be heavy duty type made of rubber or nylon (depending on surface) with SS frame.

ANNEXURE B4: STUDENT MESS REPRESENTATIONAL MENU

B4A: BREAKFAST MENU (REPRESENTATIONAL)

BREAKFAST MENU (REPRESENTATIONAL)	
ESSENTIALS: Following List Required on Everday Basis	ANY TWO: One Menu each from Option 1 and Option 2 for daily breakfast to be decided by IIM Ranchi
	OPTION 1
Assorted cereals	Poori, Ghugni, Curd, Pickle
Eggs	Stuffed Paratha, Curd, Pickle
Seasonal Fresh Fruit	Veg Poha, Chutney
Tea, Coffee	Chhole Bhature, Curd/Pickle
Sprouts	Plain Paratha, Aloo-Tomato, Pickle
Milk (Hot/Cold)	Mutter Kulcha, Curd/Pickle
Health Drink	Sandwich with dressing
	Bread (White & Brown) with Butter/Jam
	OPTION 2
	Uttapam, Chutney
	Pav Bhaji, Chopped Onion, Lemon Wedges
	Pongal, Chutney
	Medu Vada/ Chutney/ Sambhar
	Upma, Chutney

B4B: SNACKS MENU (REPRESENTATIONAL)

SNACKS MENU (REPRESENTATIONAL)		
SNACKS	Dhokla	Chutney (Tamarind/Coriander/Mint/Ketchup etc.)
	Chowmein	
	Cucumber lettuce sandwich	
	Onion/Bread Pakoda	
	Bread Roll	
	Veg Cutlet	
	Kachori	
	Pasta with Red/White Sauce	
	Papdi Chaat	
	Samosa	
	Vada Pav	
BEVERAGE	Tea, Coffee	
	Lassi/Nimbu Paani/Sharbat	

B4C: LUNCH/DINNER MENU (REPRESENTATIONAL)

LUNCH/DINNER MENU (REPRESENTATIONAL)			
DAL	Dal Lehsuni	BREADS	Roti
	Dal tadka		Poori/Besan Poori/Palak Poori etc.
	Lauki Chana Dal		Plain/Malabar Paratha etc.
	Dal Makhani	RICE	Jeera Rice
	Mixed Dal		Plain Rice
	Urad Chane ki dal		Matar Pulao
	Masoor Daal		Lemon Rice
	Dal tadka		Veg pulao
	Chana Daal		Fried Rice
CURRIES	Punjabi Chole		Herbed Basil Rice
	Rajma Raseela		Veg Biryani
	Kadhi Pakoda		Chicken Lababdar
	Vegetable kofta	Chicken Biryani	
	Malai Kofta	Chicken Pasta	
	Methi matar malai	Chilli Chicken	
	Aloo Dum banarasi	Chicken Curry	
	Kaale Chane Gravy	Kadhai Chicken	
	Veg Nargisi Kofta	Butter Chicken	
Punjabi Aloo Tamatar (gravy)	NON-VEG	Kheera Raita	
VEG		Seasonal Vegetables	Boondi Raita
		Bhindi	Dahi vade
		Ghobi	Plain Curd (undiluted): 5 times a week
		Parwal	Tomato Raita
		Torai	Pineapple raita
		Lauki	Buttermilk
		Baingan	Lunch Options
		Beans	Peda/Balusahi
	Palak	Barfi (Various Types)	
Gourds	Rasgulla/Gulab jamun		
Other Seasonal Vegetables	Ladoo (Various Types)		
Mix Veg	SWEETS	Dinner Options	
Vegetables mix with Potato, capsicum, carrot etc.		Kheer (various types)	
		Halwa (Gajar/Kesari etc.)	
		Ice Cream	
		Rasmalai	
		Shahi Tukda	
		Fruit Custard	
		ESSENTIAL ITEMS	Pickle, Fryum
			Papad
PANEER	Butter Paneer masala	Salad (Onion/Cucumber/Tomato/Carrot) - should be good mix of multiple options	
	Kadhai Paneer		
	Matar Paneer		
Paneer Lababdar			
Chilly Paneer gravy			
Matar paneer			
Paneer Do pyaza			

Note:

1. Approximately 800-900 students (numbers may vary based on annual intake of students) avail the mess facilities for about 9 months in a year in normal circumstances (except situations like spread of a pandemic) when the academic session in physical mode (in-campus) is ongoing. For about 2 months (summers), the student strength drops to less than 100. During about a month (in March-April and June-July; exact dates vary and are decided based on academic calendar of the batch) the student presence is typically about half of the complete student strength. During term breaks, summer break and during long duration approved leaves (decided by IIM Ranchi), the concerned students are not required to pay for the mess facilities.
2. The mess facility is available for faculty, staff, guests, and other stakeholders (as decided by IIM Ranchi) of IIM Ranchi. The student payments and Institute guest payments are made by the Institute to the vendor whereas faculty, staff, etc. make the payment directly to the vendor.
3. Maximum Rate Charges that can be quoted by vendors will be **Rs. 300** (excluding applicable taxes) per day per head basis. The student mess menu rate must be provided by the vendor by considering the above spread of preparation mentioned in the tables and the requirements/guidelines mentioned below.

B4D: General Guidelines for the Student Dining:

1. Best Quality Ingredients to be used. The consumables/ingredients brands will have to be as per quality expectations of IIM Ranchi.
2. No repeat of Ingredients (e.g., oil for multiple preparations)
3. No items should be stored which have remaining shelf-life less than 50%.
4. Any ingredient which is not certified by appropriate Govt. agencies or is un-branded can only be used after written approval by IIM Ranchi.
5. Use of Potato with other vegetables must be such to ensure enough quantity of other vegetables.
6. Menu combinations will be as per approval from IIM Ranchi and changes will have to be approved by IIM Ranchi.
7. Provision of Special Diet for Sports Students, fasting students, special recommended diet for medical conditions, sick diet, without onion and garlic food etc.
8. All aspects of food services and management by the vendor must be around healthy food with best services catered to meet highest level of customer satisfaction.
9. Mess Duration
 - i. Breakfast Duration: 2 hours
 - ii. Lunch Duration: 2 Hours;
 - iii. Snacks Duration: 1 Hour
 - iv. Dinner Duration: 2 Hours
 - v. Night Canteen Duration: 6 Hours of operation
10. The meal duration and timing can be changed based upon requirement (to be decided by IIM Ranchi)
11. 1-Daal Item; 1-Rice Item; 1- Bread Item; 1-Veg Item (Dry); 1-Curry/Paneer Item; 1-Curd Item for every Lunch and Dinner
12. Paneer Items to be served four times a week in Lunch/Dinner (to be decided by IIM Ranchi)
13. Non-Veg to be served four times a week (Lunch/Dinner decision to be taken by IIM Ranchi)
14. Sweet Items (of standard size and serving) to be served everyday twice (in both- Lunch and Dinner)
15. "Essential" Items to be served on every meal basis.
16. Not more than one potato-based dish for Lunch/Dinner
17. Curd item for all days Lunch/Dinner. Curd (undiluted) to be served five times a week (Lunch/Dinner). Raita can be served alternatively with Curd on everyday basis for Lunch/Dinner
18. The dishes are representational. The dishes in Daal/Rice/Breads/Veg/Non-Veg/Curry/Paneer/Curd/Sweets can be changed by IIM Ranchi
19. Once a month, international menu to be served for a day (4 meals of the day)
20. On Festivals and Special Occasions (e.g., Republic Day/Independence Day/New Year etc.) special menu to be served)
21. Decision of IIM Ranchi regarding quality, quantity, promptness etc. of the service will be final and binding.
22. The cleanliness must be of highest standards before operation, during operation and after operation in the kitchen area, dining area and other areas of the dining premises.
23. As the classes for many students are over at the same time, it is normal to see a sudden rush of up-to 300 students for availing food services in one go. The operations should be geared to address such peak hour rush with utmost efficiency.

ANNEXURE B5: ALL NIGHT CANTEEN REPRESENTATIVE MENU (STUDENT MESS)

IIM RANCHI NIGHT CANTEEN MENU (REPRESENTATIONAL)	
ITEM	
Veg Momos (Steamed/Fried)	Chicken Tangri Kabab
Chicken Momos (Steamed/Fried)	Murtani Kabab
Paneer Roll	Chicken Sekh Kabab
Chicken Roll	Mutton Botti Kabab
Egg Roll	Mutton Sekh Kabab
Veg Burger	Chicken Kalmi Kabab
Chicken Burger	Chicken Miloni Kabab
Assorted Pakoda	Plain Naan
Bread Pakoda	Butter Naan
Chola Bhatura	Garlic Naan
Kachori and Aloo Sabzi	Tawa Roti
Chicken Biriyani	Aloo Paratha
Veg Biriyani	Gobi Paratha
Mushroom Biriyani	Paneer Paratha
Daal makhani	Chicken Dehati
Mughlai Dal	Paneer Lababdar
Chicken Butter Masala	Chicken Handi
White Sauce Pasta	Murg Masallam
Red Sauce Pasta	Murg Makhan
Small Pizza	Chicken Do Pyaaza
Garlic Bread	Chicken Kassa
Chicken Sandwich	Chicken Raba
Veg Sandwich	Chicken Mushroom
Idli Sambhar	Chicken Kastori
Vada Sambhar	Paneer Butter Masala
Chicken Tikka	Khathi Kabab
Mushroom Do Pyaza	Jungli Kabab
Mushroom Paneer	Mushroom Masala
Fresh Juice and Shakes	
Chips, Wafers, Bottled juices, Canned juices, Chocolates, Cakes etc.	

Note: The all-night canteen/counter (ANC) will operate after the dinner. The vendor is expected to factor in only the cost of consumables while setting the prices for the items to be offered in the night canteen counter as the manpower and equipment costs are expected to have been already incorporated in student meals cost calculations in the bid document. The vendor is required to seek written approval of IIM Ranchi on ANC menu details and the item prices for the ANC. The vendor must ensure satisfactory menu at competitive price with expected quality of service, hygiene, and timeliness. Decision of IIM Ranchi regarding service quality, service delivery timeliness and cost efficiency will be final and binding.

**ANNEXURE B6: SWAMI VIVEKANANDA AUDITORIUM (SVA) CATERING
OPTIONS #1- HIGH TEA FOR MEETINGS, EVENTS, FUNCTIONS,
CONFERENCES, etc.**

Hi Tea	Silver	Rate (in Rs.)	Gold	Rate (in Rs.)	Diamond	Rate in Rs.
	Tea/coffee		Tea/coffee		Tea/coffee	
	Cookies 2 pcs		Cookies 2 pcs		Cookies 2 pcs	
	Choose any one		Choose any Two		Choose any Three	
	Fruit cake slice		Fruit cake slice		Fruit cake slice	
	Samosa		Samosa		Samosa	
	Chocolate brownie slice		Chocolate brownie slice		Chocolate brownie slice	
	Banana cake slice		Banana cake slice		Banana cake slice	
	Veg puf		Veg puf		Veg puf	
	Veg vol-u vent		Veg vol-u vent		Veg vol-u vent	
	Veg calzone		Veg calzone		Veg calzone	
	Veg sandwich		Veg sandwich		Veg sandwich	
	Veg cutlet		Veg cutlet		Veg cutlet	
	Veg assorted bhajiya		Veg assorted bhajiya		Veg assorted bhajiya	
	Veg spring roll		Veg spring roll		Veg spring roll	
			Veg mini round pizza		Veg mini round pizza	
			Cocktail samosa,		Cocktail samosa,	
			Bhel puri chaat		Bhel puri chaat	
			Veg kathi roll		Veg kathi roll	
			Veg paneer s/w		Veg paneer s/w	
Additional Option 1	Branded Packed Juice (Paper Boat, Real, Tropicana)	MRP	Branded Packed Juice (Paper Boat, Real, Tropicana)	MRP	Branded Packed Juice (Paper Boat, Real, Tropicana)	MRP
Additional Option 2 (From Local Reputed Sweet houses)	Desserts	As per Actuals	Desserts	As per Actuals	Desserts	As per Actuals
Additional Option 3	Dry Fruits	As per Actuals	Dry Fruits	As per Actuals	Dry Fruits	As per Actuals

ANNEXURE B7: SVA CATERING OPTION #2: SILVER MENU FOR EVENTS, FUNCTIONS, CONFERENCES, etc.

Starter(Select any 2 Items)	Salad(Select any 1 item)	Dry /Gravy Veg(Select any 1 item)	Paneer(Select any 1 item)	Dal (Select any 1 item)	Desserts(Select any 1 item)	Indian Bread (Select any 2 items)	Rice(Select any 1 item)	Raita(Any one)
Paneer Tikka	Beetroot & dil salad	Dum Aloo	Paneer Lababdar	Dal Tadka	Shahi Tukda	Roti	Pudina Pulao	Dahi bhalla with banana saunth
Veg Seekh Kabab	Pudina aur lachha Pyaza,	Aloo baingan	Paneer Makhani	Dal Maharani	Phirni	Butter Roti	Jeera Pulao	Boondi raita
Honey Chilli Potato	Aloo Chana chaat	Carrot And Beans Poriyal	Paneer Methi Malai	Adraki Dal	Rasgulla	Plain Paratha,	Makai Pulao	Mix raita
Chilli Paneer	Indian green salad	Kashmiri Aloo mutter	Palak Paneer	Moong Dal	Coconut Laddu	Chapati	Peas Pulao	Pineapple raita
Veg Spring Roll	Tossed beans & carrot salad	Baigan Bharta	Paneer Kadai	Rajma Masala	Balushahi	Poori	Veg Pulao	Mint Cucumber raita
Hara bhara kabab	Tossed Indian salad	Makai shimla mirch	Paneer chilly	Bhagara Dal	Lauki Ki Kheer		Masala Bhaat	
Cocktail Samosa	Kachumber Salad	Sukhi Moong Ki Sabji	Paneer Shimla Mirch	Palak Dal	Semiya Kheer		Steam Rice	
Spinach&Cheese Cutlet	Dil cucumber salad	Doodhi Channa Ki Subzi	Paneer mutter	Panchrathan Dal	Kala Jamun		Lemon Rice	
Dry veg Manchurian		Lobhia Masala	Paneer Bhurji	Khati Meethi Dal	Besan Ka Halwa,		Dhaniya Pudina Pulao	
Corn and Cheese Ball		Vegetable Korma	Paneer Handi	Masala Dal,	Double ka Meetha		Steam Rice	
Falafal		Aloo Palak	Paneer Methi Malai	Pakode Ki Kadhi	Coconut Barfi		Coconut rice	
Veg Quasidilla		Bhindi Masala	Paneer Do Pyaza	Chole, Methi Dal	Moti Chur Ladoo,		Veg Pulao	
Panee Finger		Vegetable Chettinadu	Paneer in Schezwan sauce	Kali Dal,Masoor dal Fry	Fruit jelly			
Broccoli Bite		Cabbage foogath		Dal Fry	Rawa ka Halwa,			
Tandoori Bharwa Aloo		Beetroot poriyal		Dal makhni	Fruit custard,			
Paneer Popcorn		Veg Kofta Masala		Lasooni dal	Rice Kheer			
Maggi noodle Cutlet		Rasedar Aloo		Pindi Channa	Trifle pudding			
		Vegetable Makhn Wala		Peshawari Channa	Malpua			
		Veg Hyderabad			Meetha Boondi			
		Veg saagwala						
		Veg jalfreizi						
		Aloo methi						
		Hyderabadi Baigan						
		Tawa Vegetable						

ANNEXURE B8: SVA CATERING OPTION #3: GOLD MENU FOR EVENTS, FUNCTIONS, CONFERENCES, etc.

Starter(Select any 3)	Salad(Select any 3)	Dry /Gravy Veg(Select any 2)	Paneer(Select any 1)	Dal(Select any 1)	Desserts(Select any 2)	India n Bread (Select any 3)	Rice(Select any 1)	Raita (Select any one)
								Dahi bhalla with banana saunth
Paneer Tikka	Corn & Chickpea salad	Jaipuri Bhindi Masala	Paneer Lababdar	Dal Tadka	Shahi Tukda	Roti	Pudina Pulao	Boondi raita
Veg Seekh Kabab	Papdi chaat	Bharva Baigan	Paneer Makhani	Dal Maharani	Phirni	Butter Roti	Jeera Pulao	Mix raita
Honey Chilli Potato	Beetroot & dil salad	Carrot And Beans Poriyal	Paneer Methi Malai	Adraki Dal	Rasgulla	Plain Paratha,	Makai Pulao	Pine apple raita
Chilli Paneer	Pudina aur lachha Pyaza	Bharva Parwar	Palak Paneer	Moong Dal	Coconut Laddu	Chapati	Peas Pulao	Mint Cucumber raita
Veg Spring Roll	Corn & pepper salad	Kashmiri Dum Aloo	Paneer Kadal	Rajma Masala	Balushahi	Poori	Veg Pulao	
Hara bhara kabab	Aloo Channa chaat	Makai shimla mirch	Paneer chilly	Bhagara Dal	Lauki Ki Kheer	Laccha Pratha	Masala Bhaat	
Cocktail Samosa	German potato salad	Baigan Bharta	Paneer Shimla Mirch	Palak Dal	Semiya Kheer		Navrathan Pulao	
Spinach&Cheese Cutlet	Indian green salad	Sukhi Moong Ki Sabji	Paneer in Schezwan sauce	Panchrathan Dal	Kala Jamun		Paneer Pulao	Noodles and pasta(Select Any one)
Dry veg Manchurian	Tropical pasta salad	Padwal Masala,Doodhi	Paneer mutter	Khathi Meethi Dal	Besan Ka Halwa,		Lemon Rice	Penne Arrabaita
Corn and Cheese Ball	Tandoori salad	Channa Ki Subzi	Paneer Bhurji,	Masala Dal,	Double ka Meetha		Zaffrani Pulao	Veg noodles
Falafal	Tossed beans & carrot salad	Baby Corn Mushroom Masala,	Harre Masalew ali Paneer	Pakode Ki Kadhi	Coconut Barfi		Kashmiri Pulao	Veg Hakka noodles
Veg Quasidilla	Tossed Indian salad	Stuffed Capsicum,	Paneer Handi	Chole, Methi Dal	Moti Chur Ladoo		Dhaniya Pudina Pulao	Schezwan veg noodles
Panee Finger	Pineapple pepper & pasta salad	Kurkuri Bhindi	Paneer Do Pyaza	Kali Dal,Masoor dal Fry	Fruit jelly		Coconut rice	Egg noodles
Broccoli Bite	Sirke wale Pyaza	Veg kolhapuri		Dal Fry	Rawa ka Halwa,		Steam Rice	Masala Noodles
Tandoori Bharwa Aloo	Tomato & Mozzarella	Avial		Dal makhni	Fruit custard,		Coconut rice	Singapore noodles

Paneer Popcorn	Tandoori Aloo Chaat	Malai Kofta		Lasooni dal	Rice Kheer		Veg Pulao	Veg Chowmein
Maggi noodle Cutlet	Grilled Vegetable Salad	Lobhia Masala,		Pindi Channa	Trifle pudding			Pasta Ala Crème
	Green Salad	Kerala Style Vegetable		Peshawari Channa	Malpua			Basil pesto pasta
	Mexican Three Bean Salad	Stew, Vegetable Korma			Meetha Boondi			
	Hara Bhara Salad	Stew, Vegetable Korma			Gajar Ka Halwa,			
	Spicy noodle & Spring Onion Salad,	Aloo Palak			Banana custard,			
	Laccha Pyaza,	Bhindi Masala			Chocolate Mousse			
	Apple Slaw	Rasedar Aloo			Vanilla pastry			
	Chat pat Makkai Chat	Palak Kofta Masala			Vermicelli Payasam			
	Greek Salad	Kofta Masala			Jelabi with Rabri			
	Mixed Sprouts Salad	Vegetable Makhan Wala			Chocolate tarts			
		Veg Hyderabad			Banana Fritters,			
		Hyderabadi Baigan			Rasmalai			
		Tawa Vegetable						

ANNEXURE B9: SVA CATERING OPTION #4: DIAMOND MENU FOR EVENTS, FUNCTIONS, CONFERENCES, etc.

Starter(Select any 4)	Salad (Select any 4)	Dry /Wet Veg(Select any 2)	Paneer(Select any 1)	Dal(Select any 2)	Desserts(Select any 2)	Indian Bread (Select any 4)	Rice (Select any 2)	Soup (Select any one)	Raita (Select any one)	Beverages (Select any one)
								Cream of tomato soup	Dahi bhalla with banana saunth	Assorted Soft Drink
Paneer Tikka	Corn & Chick pea salad	Jaipuri Bhindi Masala	Paneer Lababdar	Dal Tadka	Shahi Tukda	Roti	Veg Biryani	Minestrone soup	Boondi raita	Mocktail
Veg Seekh Kabab	Papdi chaat	Bharva Baigan	Paneer Makhani	Dal Maharani	Phirni	Butter Roti	Pudina Pulao	Mulligatawny soup	Mix raita	Smoothies
Honey Chilli Potato	Beetroot & dil salad	Carrot And Beans Poriyal	Paneer Methi Malai	Adraki Dal	Rasgulla	Plain Paratha,	Jeera Pulao	Sweetcorn soup	Pine apple raita	Shakes (Vanilla/Strawberry/Choco)
Chilli Paneer	Pudina aur lachha Pyaza	Bharva Parwar	Palak Paneer	Moong Dal	Coconut Laddu	Chapati	Makhi Pulao	Cream of red pepper & tomato soup		
Veg Spring Roll	Corn & pepper salad	Kashmiri Dum Aloo	Paneer KadaI	Rajma Masala	Balushahi	Poori	Peas Pulao	Lentil soup		
Hara bhara kabab	Aloo Channa chaat	Makhi Shimla mirch	Paneer chilly	Bhagar a Dal	Lauki Kheer	Lachha Pratha	Veg Pulao	Tomato Shorba		
Cocktail Samosa	German potato salad	Baigan Bharta	Paneer Shimla Mirch	Palak Dal	Semiya Kheer	Butter naan	Masala Bhaat	Cream of veg		
Spinach& Cheese Cutlet	Indian green salad	Sukhi Moong Ki Sabji	Paneer in Schezwan sauce	Panchathan Dal	Kala Jamun	Plain Naan	Navrathan Pulao			
Dry veg Manchurian	Tropical pasta salad	Padwal Masala, Doodhi	Paneer mutter	Khati Meethi Dal	Besan Ka Halwa	Pudina Pratha	Paneer Pulao	Cold Soups (Select anyone)	Continental and Chinese (Select any one)	
Corn and Cheese Ball	Tandoori salad	Channa Ki Subzi	Paneer	Masala Dal,	Double ka	Missi Roti	Lemon Rice			

			Bhurji,		Meetha			
Falafal	Tossed beans & carrot salad	Baby Corn Mushroom Masala,	Harre Masle wali Paneer	Pakode Ki Kadhi	Coconut Barfi		Zaffrani Pulao	Lemon coriander soup Veg au gratin
Veg Quasidilla	Tossed Indian salad	Stuffed Capsicum,	Paneer Handi	Chole, Methi Dal	Moti Chur Ladoo,		Kashmari Pulao	Cucumber Soup Veg au gratin
Paneer Finger	Pineapple pepper & pasta salad	Kurkuri Bhindi	Paneer Tikka Masala	Kali Dal, Masoor dal Fry	Fruit jelly		Dhaniya Pudina Pulao	Veg soup Stir fried vegetables
Broccoli Bite	Sirke wale Pyaza	Veg kolhapuri	Paneer Do Pyaza	Dal Fry	Rawa ka Halwa,		Cocunut rice	Babycorn mushroom salt & Pepper
Tandoori Bharwa Aloo	Tomato & Mozzarella	Avial		Dal makhni	Fruit custard,		Paneer Biryani	Veg Manchurian
Paneer Popcorn	Tandoori Aloo Chaat	Malai Kofta		Lasooni dal	Rice Kheer		Steam Rice	Noodles and pasta (Select any one) Vegetables in hot garlic
Maggi noodle Cutlet	Grilled Vegetable Salad	Lobhia Masala,		Pindi Channa	Trifle pudding		Cocunut rice	Veg green Curry
	Green Salad	Kerala Style Vegetable		Peshawari Channa	Malpua		Veg Fried Rice	Veg noodles Chilly mushroom
	Mexican Three Bean Salad	Stew, Vegetable Korma			Meetha Boondi			Veg Hakka noodles Veg red curry
	Hara Bhara Salad	Stew, Vegetable Korma			Gajar Ka Halwa,			Schezwan veg noodles Thai honey Potato
	Spicy noodle & Spring Onion Salad,	Aloo Palak			Banana custard,			Egg noodles Cottage Cheese Steaks
	Laccha Pyaza,	Bhindi Masala			Chocolate Mousse			Masala Noodles Herbed Potatoes

	Apple Slaw	Rasedar Aloo		Vanilla pastry		Singapore noodles	Herbed Potatoes
	Chat pat Makkai Chat	Palak Kofta Masala		Vermicelli Payasam		Veg Chowmein	Veg paneer shashlik
	Greek Salad	Kofta Masala		Jelabi		Pasta Ala Crème	
	Mixed Sprouts Salad	Vegetable Makhan Wala		Chocolate tarts		Basil pesto pasta	
		Veg Hyderabad		Banana Fritters,		Penne Arrabaita	
		Hyderabad Baigan		Rasmalai			
		Tawa Vegetable					

ANNEXURE B10: SVA CATERING OPTION #5: BREAKFAST MENU FOR EVENTS, FUNCTIONS, CONFERENCES, etc.

Breakfast	<ol style="list-style-type: none">1. Cornflakes/ Choco flakes/ oats/ wheat flakes with milk & honey2. Assorted cereals or sprouts3. Eggs to order (Boiled/ Scrambled/ Omelet etc.)4. Bread Plain and Toast (Brown/White) with Butter & Jam etc.5. One North Indian Dish Option- Aloo/Gobi/Paneer paratha with curd, pickle/ poori bhaji, poha etc.6. One South Indian Option - masala dosa/ idli sambar chutney/ upma/Oothappam, etc.7. Fresh Fruit Juice8. Fresh Seasonal Whole/Cut Fruits9. Tea and Coffee
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ANNEXURE B11: SVA CATERING OPTION #6: NON-VEG MENU FOR EVENTS, FUNCTIONS, CONFERENCES, etc.

Mutton (any one)		Chicken (any one)		Rice (any one)		Starter Chicken (any one)		Starter Fish (any one)
1	Mutton Masala	1	Chicken Lababdar	1	Chicken Biryani	1	Chicken Tikka	Fish Curry
2	Mutton Roganjosh	2	Kadai Chicken	2	Hyderabadi chicken Biryani	2	Chicken Seekh Kabab	Fish Curry Goan style
3	Rara Mutton	3	Chicken Bhuna Masala	3	Chicken Dum Biryani	3	Murg Malai Tikka	Amritsari Fish Tikka
4	Mutton Kholapuri	4	Chicken Handi	4	Chicken Fried Rice	4	Pudina Chicken	Baked Fish Masala
5	Keema Matar	5	Butter Chicken	5	Mutton Biryani	5	Kali Mirch Murg	Kerala style fish curry
6	Saag Mutton	6	Tawa Chicken	6	Hyderabadi Mutton Biryani	6	Tangri Kabab	Fish Tikka
7	Sukha Mutton	7	Chicken Curry			7	Tandoori Chicken	Masala Fish Curry
8	Kadai Mutton	8	Chicken Malai Methi			8	Chilli Chicken	
		9	Chicken Masala			9	Lemon Chicken	
		10	Saag Chicken			10	Shami Chicken Kabab	
		11	Chicken Tikka Masala			11	Grill Chicken	
		12	Chicken Manchurian			12	Chicken 65	
		13	Sezwan Chicken					
		14	Chicken Seekh Masala					
		15	Chicken Do Pyaza					
		16	Rada Chicken					

Note: For all the menu options for guest house, Institute functions, meetings, events, conferences, convocation etc. (including those arranged by outside Individuals/Institutions/Organization after approval from IIM Ranchi) above in Annexure B6-B11

1. All modern self-service equipment / Gadgets like Bread Toaster, Cornflakes dispenser machine, Food Warmers etc. and the equipment and other material mentioned in Annexure B2 with specifications mentioned in Annexure B3 to be made available by the Contractor at the time of commencement of services as per the tender document and Contract.
2. Standard accompaniments including Salad, Papad, Curd, Pickle, Sachet of Saunf etc. to be provided without any additional charge.
3. All Packaged Drinks, Dry Fruits & Snacks provided will be charged at M.R.P or lower rate only. Locally procured desserts, dry fruits and snacks will be charged on actuals basis after production of valid bills. All procurements to be done at competitive rate than the prevailing market rate.
4. The contractor must provide the best quality food in most hygienic conditions. It is the prime responsibility of the contractor to provide excellent catering services, facility, and hospitality management to the utmost satisfaction of IIM Ranchi (equivalent to 4-Star level in Hospitality Industry).
5. Other equivalent menu options will also be made available by the vendor as and when asked by IIM Ranchi on mutual agreement basis at no additional cost to be charged from IIM Ranchi.

**ANNEXURE B12: PERMISSIBLE BRANDS OF CONSUMABLES FOR A FEW
MESS AND GUEST HOUSE CATERING ITEMS (REPRESENTATIONAL)**

ITEM	BRAND
Salt	Iodised salt such as Tata, Annapurna, Nature Fresh
Spices	MDH/MTR/Catch/Kitchen Treasures/Everest brands
Ketchup	Maggi, Kissan, Heinz
Oil	Refined oil such as Sundrop, Nature Fresh, Saffola/Fortune
Pickle	Priya/Mother's Recipe/ Dabur/Tops/Kisan
Atta	Aashirvad, Pillsbury, Nature Fresh, Annapurna
Butter and Cheese	Amul, Britannia, Sudha, Medha
Sweet/White/Brown Bread	Modern/Elite/Britania/Moriesh make
Jam	Kissan, Nafed, Tops
Milk	Amul/Sudha/Medha
Paneer	Amul/Sudha/Medha/Mother Dairy/ or equivalent
Tea	Brook Bond, Lipton, Tata
Coffee	Nescafe, Rich Bru
Sugar (cubes/packets)	Fortune/Trust/Madhur
Biscuits	Britania, Parle, Sunfeast, Horlicks
Ice Cream, Lassi, Curd	Amul/ Cream Bell/Sudha/Medha – all varieties
Mixtures/Chips	Haldiram/Bikaner or equivalent
Mineral Water	Kinley/Bisleri/Aquafina
Besan, Dal	Rajdhani
Rice	Premium Quality Basmati of Kohinoor/Badshah/Heritage/ Dawat/Equivalent brand for Auditorium Dinning and any other variety of the above brands for student mess dinning
Atta	Ashirvad/Annapurna/Fortune /Equivalent brand
Masala	Everest/MDH/Catch/Badshah/ Equivalent brand (All Masala powder should be Agmark)
Ghee	Amul/Mother dairy /Nestle or equivalent brand
Papad	Lijjat/or equivalent
Cornflakes	Kelloggs/Baggrys/Nestle/Tops
Sauces	Maggie/Kisan/or equivalent
Biscuits	Britannia/Unibic/Cadbury/Sunfeast/or equivalent

Note:

1. No items should be stored which have remaining shelf-life less than 50%.
2. The consumables/ingredients brands will be approved by IIM Ranchi from time to time and will be of high and premium quality offering.
3. The above list of brands is representative. IIM Ranchi reserves the right to ask for specific good quality brands from the list of brands. Similarly, the vendor must provision similar level best quality brands for other food items which are not mentioned in the above list. Decision of IIM Ranchi in this regard will be final and binding on the vendor.
4. Any ingredient which is not certified by appropriate Govt. agencies or is un-branded will have to be approved by IIM Ranchi for use. In no case "not certified" ingredients should be used without written approval of IIM Ranchi.
5. Colouring agents and controversial products such as ajinomoto/MSG not be used.

ANNEXURE C1: HOUSEKEEPING CONSUMABLES REQUIREMENT (NOT EXHAUSTIVE)

Housekeeping (HK) consumable & Chemicals			
Sr. No.	Brands	Description	Monthly Chemicals Requirement (in Litres)
1	Diversey/Ecolab/ Schevaran	Bathroom Cleaner-Cum- Sanitizer Concentrate	25
2	Diversey/Ecolab/ Schevaran	Hygienic Hard Surface Cleaner Concentrate	25
3	Diversey/Ecolab/ Schevaran	Glass Cleaner Concentrate	15
4	Diversey/Ecolab/ Schevaran	Furniture Maintainer	15
5	Diversey/Ecolab/ Schevaran	Air Freshener	15
6	Diversey/Ecolab/ Schevaran	Toilet Bowl Cleaner	25
7	Diversey/Ecolab/ Schevaran	Steel polisher	15
8	Diversey/Ecolab/ Schevaran	Carpet shampoo for carpet and upholstery	10
9	ISI brand	Caddies	30
10	Unger/ ISI brand	Telescopic Rod-9 Meter	5
11	Unger/ ISI brand	Double Bucket Trolley	15
12	Unger/ ISI brand	Dust control set	18
13	TASKI/ ISI brand	Wet mop set	22
14	TASKI/ ISI brand	Wet mop refill	15
17	ISI brand	Urinal Screen (Vector)	48
18	ISI brand	Micro fiber duster	16
20	ISI brand	Garbage bag big	As per consumption
21	ISI brand	Garbage bag Small	As per consumption
22	ISI brand	Hand gloves rubber blue	60
23	ISI brand	Dust pan with brush	60
26	ISI brand	Urinal cubes	50 PKTS
29	Lifebuoy/ Dettol/ Savlon	Liquid Hand wash with dispenser	As per consumption
27	presto/ Scott/ Origami	Toilet Rolls	As per consumption
30	2 ply (Origami/ Scott/ Softouch)	M fold napkin	As per consumption
31		Diffuser (Lemon Grass)	50

E&OE

Note: The deployment of the above-mentioned type, specification and number of consumables is emphasized to highlight the need to maintain highest levels of hygiene and cleanliness (equivalent to 4-Star level in Hospitality Industry). The actual requirement may vary and the vendor must ensure the availability and use of additional type, specification, and quantity of consumables of such requirements (of expected quality and availability in expected time frame). The final choice of products from the given list of equivalent consumables will be done by IIM Ranchi and the bidders are expected to factor in the same while bidding. Bidders are encouraged to apply innovative approaches and deploy automation to achieve desired service quality and promptness with appropriate consumption of consumables. Non-availability of any additional type and quantity of equipment and consumables beyond the list approved by IIM Ranchi shall not be claimed as reason for failure of satisfactory performance level by the vendor. The vendor is required to provision for such additional requirements of consumables at own cost. The Vendor will be required to obtain comprehensive Annual Maintenance Contracts (AMC) for all equipment whose procurement cost is more than Rs. 10,000 (Rupees Ten Thousand Only), and has been procured for services under this Agreement. The AMC will be valid till one month after the date of termination of this Contract. Material and equipment of lesser value will be maintained in working condition by the vendor and will be replaced with equivalent quality material by the vendor as and when needed at vendor's cost. Decision of IIM Ranchi regarding service quality, service delivery timeliness and cost efficiency will be final and binding.

ANNEXURE C2: HOUSEKEEPING MACHINES AND EQUIPMENT REQUIREMENT (NOT EXHAUSTIVE)

Housekeeping Equipment				
S.no.	Housekeeping equipment	Specifications	Qty	Brands
1	Single Disc	165 RPM	9	Taski/ Charnock/ IPC
2	Vacuum Cleaner (Wet and Dry)	22 L, 1000watt	9	Taski/ Charnock/ IPC
3	Walkbehind Scrubber Dryer (battery operated)	10 Litre		Taski/ Charnock/ IPC
4	Walkbehind Scrubber Dryer (battery operated)	15 L, 585 Watt	5	Taski/ Charnock/ IPC
5	Hand Scrubber		4	Taski/ Charnock/ IPC
6	High Pressure Jet Cleaners	150 Bar, 3000 watt	3	Taski/ Charnock/ IPC
7	Burnisher	1200 rpm	1	Taski/ Charnock/ IPC
8	Steam Cleaner	4 bar steam, 2000 watt	1	Taski/ Charnock/ IPC
9	Foam Generator	It should be fixed on Single Disc, and Power should be Source of Single Disc itself	1	Taski/ Charnock/ IPC
10	Manual Road Sweeper	Should have tandom roller system	1	Taski/ Charnock/ IPC
11	Ride ON Road Sweeper (battery operated)	Working speed of 5km/hr or above, should have tandom roller system	1	Taski/ Charnock/ IPC
12	Ride ON Scrubber Dryer (Battery operated)	Should have inteli flow system for saving water and chemicals, workspeed - 5km/hr or more	1	Taski/ Charnock/ IPC
Note 1	Battery operated products should have battery operating capacity of 3-5 hours/charge			

E&OE

Note: The deployment of the above-mentioned type, specification and number of tools, equipment and machinery is emphasized to highlight the need to maintain highest levels of hygiene and cleanliness (equivalent to 4-Star level in Hospitality Industry). The actual requirement may vary and the contractor must ensure the availability and use of additional type, specification, and quantity of tools, equipment, and machinery of such requirements (of expected quality and availability in expected time frame as approved by IIM Ranchi). The type and number of tools, equipment and machinery will be approved by IIM Ranchi and timely procurement will be done by the vendor to provide satisfactory level of hygiene and cleanliness. Non-availability of any additional tool, equipment, or machinery or for that matter, number beyond the list provided by IIM Ranchi shall not be claimed as reason for failure of satisfactory performance level by the vendor. The vendor is required to provision for such additional requirements of equipment at own cost. The Vendor will be required to obtain comprehensive Annual Maintenance Contracts (AMC) for all equipment whose procurement cost is more than Rs. 10,000 (Rupees Ten Thousand Only), and has been procured for services under this Agreement. The AMC will be valid till one month after the date of termination of this Contract. Material and equipment of lesser value will be maintained in working condition by the vendor and will be replaced by the vendor with equivalent quality material as and when needed at vendor's cost.

Please refer Annexure F1 regarding details of capital expenditure. It is to be noted that the final decision regarding products (quality, specification, and brand) to be procured by the vendor will be taken by IIM Ranchi and will be final and binding on the bidder. The vendor is expected to factor in best brands with best features (as applicable in the case of IIM Ranchi), best warranty options at most competitive rate while quoting and the same would be expected during procurement.

Bidders are encouraged to apply innovative approaches and deploy automation to achieve desired service quality and promptness. Decision of IIM Ranchi regarding service quality, service delivery timeliness and cost efficiency will be final and binding.

**ANNEXURE C3: SUPPLIES FOR THE GUEST HOUSE ROOMS UPKEEP
(INDICATIVE LIST - NOT EXHAUSTIVE)**

SL. NO	ITEMS	Unit	Proposed Rate (in INR) by the Vendor
A. PRODUCTS WITH CUSTOMIZED PACKAGING/DESIGN (TO BE CHARGED ON ACTUAL USAGE BASIS)			
1	SOAP (20 gm) (Dettol, Liril, Lux, or equivalent)	01	
2	LAUNDRY BAG	01	
3	LAUNDRY SLIP	01	
4	ORAL HYGIENE KIT (Toothbrush and Toothpaste) – (Colgate, Oral-B or equivalent)	01 Each	
5	GROOMING KIT (SHAVING CREAM, SHAVING RAZOR) (Gillette, LetsShave or equivalent)	01 Each	
6	SLIPPERS (Disposable)	01 Pair	
7	SHAMPOO 10 ML (Clinic Plus, Head & Shoulder or equivalent)	01	
8	CONDITIONER 10 ML (Biotique, Himalaya or equivalent)	01	
9	BODY LOTION 10 ML (Himalaya, Nivea or equivalent)	01	
10	SHOWER CAP	01	
11	COMB	01	
	COST PART A- Products with Customized Packaging/Design (Add the proposed rates for Item # A.1 to Item # A.11 by the vendor)		
B. STANDARD PRODUCTS (MRP OR LESSER PRICE)- ON ACTUAL USAGE BASIS			
12	MEDICAL KIT (band-aid)		
13	SHOE SHINE STRIP		
14	BOTTLE MINERAL WATER (1 L)		
15	SUGAR SACHETS/CUBES/SUGAR FREE SACHETS		
16	TEA SACHETS		
17	COFFEE SACHETS		
18	MILK SACHETS		
19	TOILET ROLL		

C. LAUNDRY RATES (FIXED RATE- TO BE CHARGED ON ACTUAL USAGE BASIS)			
		Max. Rate (in Rs.)	Proposed Rate (in INR) by the Bidder (Wash+Press+Fold)
20	DOUBLE BEDSHEET	25	
21	DOUBLE DUVET COVER	40	
22	BATH TOWEL	20	
23	HAND TOWEL	10	
24	PILLOW COVER	10	
25	BATH MAT	15	
	TOTAL (Laundry)	120	
D. OTHER SUPPLIES (TO BE FACTORED IN ROOM UPKEEP COSTS BY THE VENDOR)			
26	MOSQUITO REPELLENT MACHINE AND REFILL (All Out/Good Night or equivalent)		
27	FRESHENERS / DIFFUSERS / ODOUR BUSTERS (Odonil/Godrej/Equivalent)		
28	ROOM FRESHNERS (Air wick/Aer matic/equivalent)		
29	NAPHTHALENE BALLS		
30	MOISTURIZER		
31	LIQUID HAND WASH (Lifebuoy/Dettol/Equivalent Brand)		

Notes:

- i. All the consumable mentioned above in the table will be procured and provided in timely manner by the vendor for efficient running of the guest house. Consumables can be added and deleted from the list at the sole discretion of IIM Ranchi with the relevant change in costs.
- ii. The customized product and packaging/design items mentioned in part A need to be of reputed brands and wrapped in attractive packaging of IIM Ranchi brand. Due approval from IIM Ranchi will have to be taken by the vendor in this regard. Within the limits of the bid quoted by the vendor, he will have to procure the items at the least cost among the three quotations arranged by him and any quotation arranged by IIM Ranchi for the specifications and brand approved by IIM Ranchi. Specification can be changed (on account of unavailability) by IIM Ranchi with relevant proportionate change in cost from the bid quote. Decision of IIM Ranchi will be final and binding in this regard on all parties.
- iii. For the items mentioned as part of B in the above table, the vendor will have to procure the items at the least cost among the three quotations arranged by the vendor and any quotation arranged by IIM Ranchi for the specifications and brand approved by IIM Ranchi at MRP or lesser cost basis.
- iv. For Part C, the vendor must ensure laundry services at the rates quoted by the vendor for guest rooms laundry services (this rate should be less than or equal to the maximum rate cap put above in the table) and be paid by IIM Ranchi on actual basis upon production of verifiable bills. Please refer Annexure A5.
- v. The items mentioned in Part D need to be reputed national/international brands as decided from time to time by IIM Ranchi. The vendor will be required to provide such required specifications, numbers and brands material as decided by IIM Ranchi and to ensure best quality services.
- vi. Branding of the customized supplies must reflect IIM Ranchi and must be done with due approval of IIM Ranchi.
- vii. Use of plastic products is to be minimized.
- viii. Only reputed brands should be used. Items procured should be equivalent or higher to the those provided in 4-star level in the hospitality industry. IIM Ranchi may choose any brand from the list provided or equivalent brands. The vendors must factor in the bid quotes accordingly.

ANNEXURE C4: ROOM UPKEEP GUIDELINES

IIM Ranchi will provide the fixed assets for the purpose of running the guest house. The vendor must ensure proper up-keep of the same. In-case, the vendor is asked to procure fixed assets in writing by IIM Ranchi, the payment for the same will be made on actual basis on production of valid bills and procured through process decided by IIM Ranchi. The vendor is expected to visit the premises and take stock of present availability and additional needed requirements. The vendor must coordinate with IIM Ranchi and ensure that all rooms are provided with the following items in required numbers and good condition at any point of time. The decision regarding quantity and quality in this regard would be decided by IIM Ranchi from time to time.

1. Bed Sheet
2. Bed Covers
3. Pillow Covers
4. Duvet/Comforter
5. Duvet/Comforter Cover
6. Bath Towels
7. Hand Towels
8. Tumblers (Glass)
9. Coasters
10. Hangers
11. Buckets
12. Foot Mats
13. Mugs
14. Dustbins
15. Bathmat
16. Doormats
17. Pillow
18. Bath Stool
19. Slippers
20. Tea Trays
21. Cup and saucers
22. Hot water kettle
23. Water jars
24. Mosquito repellent machine and refill
25. Fresheners / Diffusers / Odour busters
26. Laundry bags with slips
27. Room service Trolley.
28. Plates Services Trolley.
29. Moisturizer
30. Toilet Tissue Rolls (2nos.)
31. Room fresheners
32. Naphthalene balls
33. Liquid hand wash

Note: The above list is not exhaustive, the vendor is required to add any other additional items after obtaining necessary approvals from IIM Ranchi which may add ambience to the facility to ensure satisfaction of service to IIM Ranchi (*equivalent to 4-star level in hospitality industry*) guests. The vendor shall ensure these items are replenished immediately whenever needed.

ANNEXURE-C5: HOUSEKEEPING CLEANING AND PEST CONTROL SERVICES GUIDELINES

The following service standards to be followed categorically to carry out the Cleaning Service:

- i. Basic Standard: Always maintain in good condition - office areas, service areas, public areas, utility areas, fire exits, stairways, terrace, lifts, and external areas.
- ii. Prestige Standard: High standard of cleanliness and appearance always including maintaining higher floor gloss levels –Suites, Classrooms, guest rooms, Important Offices, Dining area, Storerooms, Reception areas, Lobbies floors, etc.
- iii. Hygiene Standard: Areas where a high hygiene standard is mandatory – Toilets, kitchens, Dining area, 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

- i. Routine Cleaning: Cleaning tasks to ensure that offices, rooms, 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.
- ii. Reactive Cleaning: Reactive service to maintain full & safe use of facilities – response to spillages, replenishing consumables & monitoring the cleanliness of all sanitary facilities.
- iii. Periodic Cleaning: Activity includes all deep cleaning and periodic cleaning activities of the communal & public areas including facades.

The following jobs are to be carried out under Cleaning Service considering service standards and type of cleaning, with the help of cleaning items mentioned below.

Daily Cleaning

- i. Sweeping of the entire premises
- ii. Damp mopping of tiles, vitrified floors, staircases, sidewalls, corridors, passages.
- iii. Dusting of desk, table, chair, and furniture located in the rooms occupied.
- iv. Special attention will be paid to the cleaning of washbasins.
- v. Thorough cleaning and sanitization of the toilets, wash basins, mirrors, dustbins, and WC facilities using suitable non-abrasive cleaners and disinfectants.
- vi. All the wash basins and toilet pans should be kept stain free using harpic or equivalent.
- vii. All surfaces shall be free of germs, soap, and mud at the washrooms/ WCs;
- viii. Replacement of bathing towels/hand towels (wherever provisioned as required from time to time by IIM Ranchi)) daily in all the WC facilities/wash-up area;
- ix. Cleaning of Doormats; aluminum doors, Fish plates, etc.
- x. Naphthalene balls, urinal cubes, should be supplied sufficiently in the toilets;
- xi. All waste wet and dry from dustbin waste paper baskets, kitchen, dining halls, etc. will be collected and disposed-off every day as per the guidelines.
- xii. Cleaning of bath fittings.
- xiii. Cleaning of all dustbins and replacing garbage of dustbin daily as per occupancy.
- xiv. All glass doors, windows of the premises would be cleaned using the damp and dry method;

- xv. Glass table tops, doors partitions, and glass accessories would be cleaned using solvent;
- xvi. Wipe/clean/polish all staircases/ metal railings, passages, corridors with detergents/brasso/silvo etc.

Weekly Cleaning:

- i. Cleaning of photos, sculptures, panels, glass/board partitions, etc.;
- ii. Dusting /cleaning of blinds.
- iii. Terrace cleaning all areas.
- iv. Scrubbing of all floor areas;
- v. To remove cobwebs from the entire premises wherever they exist;
- vi. All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition;
- vii. Carpets in Guest Rooms/ Auditorium if any to be cleaned with shampoo by experienced personnel and using most suitable equipment and consumable;

Monthly Cleaning:

- i. Facade cleaning (all sides) including glass facades. The vendor can engage specialized service provider for the glass façade cleaning if not done in-house. The cost of the glass façade cleaning is assumed to be factored in by the bidder in bid quote. No additional charge will be paid by IIM Ranchi in this regard.
- ii. Overhead tank cleaning as per requirement.

Note: *The activity list and the frequency of the activities to be done as mentioned above are indicative. These may be changed as and when needed by IIM Ranchi based on requirements of maintaining highest levels of hygiene and cleanliness (equivalent to 4 Star level in Hospitality Industry). In case of events, the frequency can be changed at short notice by IIM Ranchi. Only approved branded and certified list of consumables as decided from time to time by IIM Ranchi will be used. Please refer Annexure C6 for further details about frequency of works.*

Pest Control Services:

The vendor can either manage pest control services in-house or can get it done through another agency. The cost of pest control equipment, manpower, supervisor, consumables, and activities however must be factored in housekeeping cost for various premises, roads, pathways etc. while quoting the bid by the vendor. No payment for these activities will be made by IIM Ranchi to the vendor or to any third party. The vendor is required to manage entire pest control activities on campus as and when required basis under consultation with IIM Ranchi. The vendor is required to allocate dedicated well trained resource persons on full time basis to cater to IIM Ranchi requirement in this regard (both male and female manpower). All the chemicals/equipment, and activities should be eco-friendly and should be approved by applicable Indian Central/Local Govt. authorities. They should also comply with WHO guidelines (where applicable). The deployed agency should have relevant Govt. approval and certification for the said purpose.

Pest control team should carry following activities:

1. Rodent, Snakes control (Both External and Internal treatment on weekly basis)
2. Cockroach gel treatment (Weekly or more frequent)
3. Lizard (Weekly- Spot treatment and physical trapping)
4. Spider control (Weekly- Spot treatment)
5. Bed bugs treatment (As and when required)
6. Termite control (As and when required)
7. Mosquitoes and flies' control (Daily Basis- during the monsoons; weekly or as needed during other seasons; both internal and external integrated treatment works)
8. Kitchen fumigation (Regularly- Weekly or more frequent)
9. Drains (including open drain and storm water drain chambers) and washroom spray to control insects and clogging (Weekly basis; more frequently during the monsoon)
10. Removal of Honeybee hives (As and when required)
11. Fogging (Weekly or as needed; daily basis during the monsoons)
12. Sanitizer and sanitizing (Weekly or as and when required by IIM Ranchi)

The vendor should maintain register of pest control activities in relevant format and shall allow inspection by IIM Ranchi or labour inspectors and should abide by all laws applicable. The vendor must adhere to statutory and proactive requirements regarding procurement, storage, usage, and disposal of the chemicals and equipment in this regard including provisioning of necessary material to address situations of exposure to harmful chemicals. Additional pest control services (if required by IIM Ranchi) will be provided at competitive rates than the prevailing market rate at the time upon production of quotation from both the sides on lesser cost basis.

ANNEXURE C6: HOUSEKEEPING FREQUENCY REQUIREMENT

Sl. No.	Building/Facility	Service Type: 1. Regular Cleaning (RC) - Dusting and Mopping (Wet and Dry), Cobweb etc. 2. Reactive Cleaning (RCC) – as and when spillages etc. happen 3. Periodic Cleaning - Deep Cleaning (DC) 4. Please refer Annexure C5	Remarks
I	ACADEMIC BLOCKS		
A	Classrooms- Big	RC- Once a day and as and when required	Classrooms: Regular cleaning to be done before the commencement of the sessions in the morning; In between the sessions or during the lunch breaks the classes or rooms need to be cleaned for spillages etc. or as per the emergent needs (reactive cleaning). Meeting Rooms, Staircase, Lifts, and Basement: Regular cleaning to be done in the morning, as and when for the spillages; or as per the emergent needs
B	Classrooms -Medium	RCC – as and when required	
C	Classrooms -Small	DC- Once a week	
D	Meeting Rooms		
E	Staircase & Lifts		
F	Basement		
G	Toilets	RC- Throughout the Day	Regular cleaning to be done before the commencement of the sessions in the morning and wherever required during the sessions, during the lunch breaks, and after the end of all the sessions in the evening
H	Passages	RCC – as and when required DC- Once a week	
II	ADMINISTRATIVE BLOCKS		

A	Staff Office Hall		RC- Once a day RCC- As and when required DC- Once a week	During placement season, the placement wing- passages and toilets to be cleaned throughout the day.
B	Library			
C	Faculty Offices/Cabins			
D	Toilets			
E	Passages			
F	Staircase			
G	Director's Wing		RC- Throughout the Day RCC- As and when required DC- Once a week	
III	HOSTELS (LOWER/MIDDLE/UPPER WING)			
A	Student Rooms		RC- Once a day DC- Once a week	
B	Toilets		RC- Once a Day	
C	Staircase & Lifts		RCC - as and when required	
D	Guest Rooms		DC- Once a week	
E	Offices			
F	Passages and Common Areas		RC- Throughout the Day RCC - as and when required DC- Once a week	
IV	RESIDENTIAL AREA HOSTELS (Faculty I, Faculty II, and Type A Hostels)			
A	Student Rooms		RC- Once a day DC- Once a week	
B	Toilets		RC- Once a Day	
C	Staircase & Lifts		RCC - as and when required	
D	Passages and Common Areas		DC- Once a week	
V	GUEST HOUSE AREAS (Faculty II and Type C)			
A	Guest Rooms			

B	Attached/Common Toilets	RC-Once a day and as and when needed (when occupied) or twice a week (when not occupied) DC- Once a Week	
C	Passages and Common Areas	RC - Once a day	
D	Staircase & Lifts (Type C)	RCC - as and when required DC - Once a Week	
VI	STUDENTS' DINING AREA		
A	Kitchen Open Area	RC and RCC- Throughout the Day DC- Once a week	The floors and working platform and areas should be spotlessly clean
B	Cleaning Area		
C	Dry Storage	RC and RCC- Once a day and as and when needed DC - Once a Week	
D	Wet Storage		
E	AC Room		
F	Staircase & Lift		
G	Dining Area	RC and RCC- Throughout the Day	The dining areas, toilets, passages, and common areas, need to be cleaned before, during, and after the operations. At no point of time, the tables, chairs, service areas, and floors should be untidy.
H	Toilets	DC- Once a week	
I	Passages and Common Areas		
VII	SWAMI VIVEKANANDA AUDITORIUM		
A	Auditorium Area	RC- Once a Day (when not in use) and as and when needed (when in use) DC- Once a week	
B	Kitchen Area	RC- Once a Day (When not in use) and Throughout the Day (when in use) DC- Once a week	The kitchen, dining areas, toilets, passages, common areas, rooms, and lounges need to be cleaned before, during, and after the operations when in use. At no point of time, the tables,
C	Dining Area		
D	Open Areas and Passages		
E	Toilets		
F	Conference/Meeting Rooms, Lounge	RC- Once a Day (when not in use) and as and when needed (when in use)	

		DC- Once a week	chairs, sofas, service areas, and floors should be untidy.
G	Staircase & Lifts		
VIII	Community Centre, Director's Residence, Service Block		
A	First Floor Area	RC- Once a Day and as and when needed (when in use or during the events) DC- Once a week	Only those areas which are not let-out to shops.
B	Ground Floor Unoccupied Areas		
C	Passages and Common Areas		
D	Toilets		
E	Staircases		
F	Director Residence	RC- Twice a Day and as and when needed DC- Once a week	
G	Service Block	RC- Once a Day DC- Once a week	Only relevant areas
IX	OTHERS AND MISCELLANEOUS		
A	Courtyards	RC (daily), RCC (daily), and DC (weekly) During the rainy seasons, the courtyards may need to be attended during and immediately after the rains too apart from regular and deep cleaning services	
B	Pantry	RC and RCC- Throughout the Day DC- Once a week	
C	Terraces	RC- Once a week	
D	Roads, Pathways, and Backyards	RC- Once a Day and as and when (during the events) needed	
E	Façade	Once a Month and as and when required	
F	Pest Control	As and When Needed (frequency may vary from daily to weekly to monthly depending upon service type and season)	

**ANNEXURE-D1: MANPOWER QUALIFICATIONS & EXPERIENCE
REQUIREMENT (REPRESENTATIONAL)**

PART A: CATERING SERVICES

SI No.	Category	Minimum Qualification and Experience
1	Highly Skilled Staff (Managerial/Executive Level, Head Cook etc.)	Graduate from a recognised Hotel Management Institute with minimum 10-15 years' work experience (as per requirement) in Hospitality Services. Should be able to maintain records, should have a good communication skill, polite behavior etc.
2	Skilled Staff (Supervisors, Executives, Receptionist, Cook etc.)	Graduate from a recognised Hotel Management Institute with minimum 5-10 years' work experience in hospitality services. Should have good communication skill in English and Hindi, good etiquettes, etc. as per specific requirement.
3	Semi-Skilled Staff (Stewards, Helpers, Assistant Cooks, Doorman, Bell Boys etc.)	12 th Class pass or higher with minimum 3-5 years' experience in hospitality services. For Customer facing roles, should be able to communicate in Hindi with understanding of English.
4	Unskilled Staff (Cleaners, Multi- purpose Staff, Office Boy, etc.)	10 th Class pass with minimum 1-3 years' experience in hospitality services For customer facing roles, should be able to communicate in Hindi with understanding of English.

PART B: HOUSEKEEPING SERVICES

SI No.	Category	Minimum Qualification and Experience
1	Highly Skilled Staff (Managerial/Executive Level etc.)	Graduate from a recognised Hotel Management Institute with minimum 10-15 years' work experience (as per requirement) in Housekeeping Services. Should be able to maintain records, should have a good communication skill (English and Hindi), polite behavior etc.

2	Skilled Staff (Supervisors, Executives, Receptionist, Cook etc.)	<p>Graduate from a recognised Hotel Management Institute with minimum 5-10 years' work experience in hospitality services.</p> <p>Should have good communication skill in English and Hindi, good etiquettes, etc. as per specific requirement.</p>
3	Semi-Skilled Staff (Stewards, Helpers, Assistant Cooks, Doorman, Bell Boys etc.)	<p>12th Class pass or higher with minimum 3-5 years' experience in hospitality services. For Customer facing roles, should be able to communicate in Hindi with understanding of English.</p>
4	Unskilled Staff (Cleaners, Multi-purpose Staff, Office Boy, etc.)	<p>10th Class pass with minimum 2-3 years' experience in hospitality services</p> <p>Should be able to communicate in Hindi with understanding of English.</p>

PART C: MULTI TASKING STAFF

Sl No.	Category	Work Requirements
1	Highly Skilled Staff (Managerial/Executive Level etc.) – Post Graduate/Graduate from a recognised University/Institute with minimum 5-15 years’ work experience (as per requirement)	Proficiency in Office Works. Should be able to maintain records, should have excellent command over English (particularly written), good communication skill, should have working know-how of MS Office, should be IT savvy, etc.
2	Skilled Staff (Graduate or higher with minimum 5-10 years’ experience as office assistant etc.)	
3	Semi-Skilled Staff (12 th Class pass or higher with minimum 3-5 years’ experience as Office Boy, Multi-purpose Staff, etc.)	<ol style="list-style-type: none"> 1. General cleanliness & upkeep of the section/unit. 2. Shifting of any items from one place to another or carrying of files and other papers. 3. Photocopying, making sets, stapling, spiral bindings, etc. 4. Other non-clerical Work in the section/unit 5. Assisting in routine office work like diary, dispatch (including on computer entries) etc. 6. Watch & ward duties. 7. Opening & closing of rooms, windows, machineries etc. 8. Cleaning of rooms in all buildings & campus of the Institute. 9. Dusting & shifting of furniture etc. 10. Work as classroom attendant even during odd hours. 11. Upkeep of area including parks, gardens, lawns, potted plants etc. 12. Cleaning and filling of water bottles, dispensers etc. 13. Book shelving, labelling, and rubber-stamping on books. 14. Data entry/Computer related work 15. Preparation and serving of tea/coffee/snacks 16. Proper cleaning and upkeep of pantry section including the equipment, cutlery, and utensils 17. Purchase of consumables 18. Any other work assigned by IIM Ranchi authority. Work can be allotted in- all sections of the Institute like Admin/ Academic/ Accounts/ Store/ Hostel/ Library/ Sport Complex etc.
4	Unskilled Staff (10 th Class pass or higher with minimum 2-3 years’ experience as Office Boy, Multi-purpose Staff, etc.)	

Note: The personnel employed by the Contractor should be less than 50 (fifty) years old and above 18 years, medically fit and having good personality and pleasing manners. The contractor needs to factor-in additional job-related expectations while deploying manpower to ensure highest service quality and promptness (equivalent to 4-star level in hospitality industry). IIM Ranchi will convey the exact job requirements from time to time to the vendor. IIM Ranchi reserves the right to ask for CVs, scrutinize the CVs, interview the candidates, and reject the candidates. The vendor would have to make timely suitable replacements in such cases to the satisfaction of IIM

Ranchi. IIM Ranchi may ask for additional specific requirements such as male and female ratio etc. The vendor would have to fulfil such additional requirements too. The deployment of number of manpower at the site will be determined by IIM Ranchi, and the total number of personnel deployed may be varied as per IIM Ranchi's requirements with one-month prior notice.

**ANNEXURE D2: MANPOWER REQUIREMENT FOR CATERING SERVICES AT
STUDENT MESS FACILITY (REPRESENTATIONAL)**

Type	Category	Skill Level	Total Staff
Management Team	Unit Manager	Highly Skilled	1
	Executive Chef	Highly Skilled	1
	Storekeeper	Skilled	1
	F&B Supervisor	Skilled	6
	F/B Executive	Highly Skilled	1
Kitchen Team	CDP	Highly Skilled	3
	Cook	Skilled	7
	Asst. Cook	Semi Skilled	7
	Kitchen Helper	Semi Skilled	11
Service Team	Multi Purpose Worker	Unskilled	12
	Steward	Semi Skilled	19
TOTAL			69

Note:

- The salary structure must ensure salary equal to or above minimum Wages admissible to employees under prevailing State/Central Labour Rules (as applicable) will be paid to all employees and the same should be factored in while quoting the rates. Also, please refer, "Special Provision for Compensation for Wage Increase."*
- The requirement may be increased or decreased as per need of IIM Ranchi.*
- The contractor must ensure best quality and prompt services to the highest level of satisfaction of IIM Ranchi (equivalent to 4-star level in hospitality industry) across various shifts with the given manpower calculation. Bidders are encouraged to apply innovative approaches and deploy automation to achieve desired service quality and promptness. The bidder is expected to provide student dining (4 times a day- B/F, Lunch, Snacks, Dinner), all night canteen (after dinner), snacks counter (one shift), and fresh fruit and juice counters (2 shifts) with the above manpower calculation. It is assumed that the bidder arranges manpower suitably to provide the different types of catering services mentioned above. The bidder should be able to pool resources efficiently across various shifts, events, and locations. Weekly leaves and absences should be assumed to be factored in the above manpower calculation. Shortage of sufficient number of manpower cannot be claimed as reason of un-satisfactory or poor performance by the vendor. Decision of IIM Ranchi regarding service quality, service promptness, level of hygiene and cleanliness and cost effectiveness as performance satisfaction requirement will be final and binding on the vendor.*

**ANNEXURE D3: MANPOWER REQUIREMENT FOR CATERING SERVICES AT
SWAMI VIVEKANANDA AUDITORIUM (REPRESENTATIONAL)**

GUEST HOUSE/EVENTS CATERING MANPOWER DEPLOYMENT- SWAMI VIVEKANANDA AUDITORIUM IIM RANCHI			
Type	Category	Skill level	Total Staff
Management Team	Unit Manager	Highly Skilled	-
	Executive Chef	Highly Skilled	-
	Storekeeper	Skilled	-
	F&B Supervisor	Skilled	-
	F/B Executive	Highly Skilled	1
Kitchen Team	CDP	Highly Skilled	-
	Cook	Skilled	2
	Asst. Cook	Semi Skilled	5
	Kitchen Helper (Multi Purpose)	Semi Skilled	2
Service Team	Multi Purpose Worker	Unskilled	2
	Steward (Multi Purpose)	Semi Skilled	4
TOTAL			16

Note:

1. *The salary structure must ensure salary equal to or above minimum Wages admissible to employees under prevailing State/Central Labour Rules (as applicable) will be paid to all employees and the same should be factored in while quoting the rates. Also, please refer, "Special Provision for Compensation for Wage Increase."*
2. *The requirement may be increased or decreased as per need of IIM Ranchi.*
3. *The contractor must ensure best quality and prompt services to the highest level of satisfaction of IIM Ranchi (equivalent to 4-star level in hospitality industry) across various shifts with the given manpower calculation. Bidders are encouraged to apply innovative approaches and deploy automation to achieve desired service quality and promptness. The bidder is expected to provide guest house related catering services, meetings, events, conferences etc. related catering services, bakery products related catering services (2 shifts) with the above manpower. The above manpower should be able to cater to other requirements as and when needed. It is assumed that the bidder arranges manpower suitably to provide the different types of catering and other services mentioned above. The bidder should be able to pool resources efficiently across various shifts, events, and locations. Weekly leaves and absences should be assumed to be factored in the above manpower calculation. Shortage of sufficient number of manpower cannot be claimed as reason of un-satisfactory or poor performance by the vendor. Decision of IIM Ranchi regarding service quality, service promptness, level of hygiene and cleanliness and cost effectiveness as performance satisfaction requirement will be final and binding on the vendor.*

ANNEXURE D4: MANPOWER REQUIREMENT FOR HOUSEKEEPING (HK) SERVICES (REPRESENTATIONAL)

Manpower Deployment Plan With Area Overview		
S.no.	Location	Approximate Manpower Requirement across Various Shifts
1	Outer areas and Backyard of all the buildings; All the pavements, roads, pathways, outer courtyards and other outer areas	3
2	Hostel Lower Block	22
3	Hostel Middle Block	
4	Hostel Upper Block	
6	Faculty Housing 1 (presently used as Hostel)	18
7	Faculty Housing 2 (presently used as partly hostel, partly guest house and partly faculty residences; faculty residences internal housekeeping not required)	
8	Housing Type A (presently used as partly hostel and partly as staff residences)	
9	Housing Type C (presently used as Guest House)	
10	Community Centre, Director Residence Area and Service Block	3
11	Academic Block I and II	34
12	Admin Block I and II	
Housekeeping (HK) Sub Total Strength (Approximate)		80
Housekeeping Supervisors		7
HK Manager		1
Total (Approximate) HK Strength for Premises other than Student Dining and SVA		88
HK Strength for Student Dining		12
HK Strength for Swami Vivekananda Auditorium (SVA) Premises		5
Total (Approximate) HK Strength for All the Premises		105
<p>Note: Laundry and Pest Control manpower is not factored in. The vendor is expected to factor in pest control and laundry manpower requirements (if any) while bidding. Six flats in faculty housing, Two in A type housing and One in C type are presently being used by faculty and staff; internal housekeeping of these have not been factored in the calculations, as these are not required to be done by the vendor.</p>		
Tentative Shift Timings		Male
A Shift		7:00-16:00
B Shift		13:00-22:00
C Shift		22:00-07:00
Gen Shift		08:30-17:30
Shift Timing		FEMALE
A Shift		7:00-16:00
B Shift		11:00-20:00
C Shift		21:00-06:00
<p>Additional Notes: 1. IIM Ranchi may specify male and female ratio to follow; the vendor will have to abide by the same. 2. IIM Ranchi may ask for CVs of the staff and may recommend against suitability of the staff; the vendor will be required to find a suitable replacement in such cases 3. The vendor will be expected to manage the manpower strength and manpower work shifts across various places in the campus depending upon IIM Ranchi events and requirements 5. Weekly offs and leaves are assumed within the above overall manpower calculations. 6. The vendor is expected to use well the managerial know how and technology to ensure highest level of efficiency and service quality. 7. Manpower count should not be used as reason for less satisfactory performance by the vendor</p>		

Further Note:

1. The salary structure must ensure salary equal to or above minimum Wages admissible to employees under prevailing State/Central Labour Rules (as applicable) will be paid to all employees and the same should be factored in while quoting the rates. Also, please refer, "Special Provision for Compensation for Wage Increase."
2. The requirement may be increased or decreased as per need of IIM Ranchi.
3. The bidder must ensure best quality and prompt services to the highest level of satisfaction of IIM Ranchi (equivalent to 4-star level in hospitality industry) with the given manpower calculation. Bidders are encouraged to apply innovative approaches and deploy automation to achieve desired service quality and promptness. The bidder should be able to pool resources efficiently across various shifts, events, and locations. Decision of IIM Ranchi regarding service quality, service promptness, level of hygiene and cleanliness and cost effectiveness as performance satisfaction requirement will be final and binding on the vendor.

ANNEXURE-E1: CHECKLIST CERTIFICATE FOR PRE-BID ELIGIBILITY AND TECHNICAL EVALUATION DOCUMENTS

Sl. No.	Details	Page Nos. in the Index	Supporting Documents	Page Nos. in the Index	Complied (Yes/No)
Pre-Eligibility Related Requirements Checklist (Refer Pre-Eligibility Criteria Table 1 in the main document)					
1	Bidder's Profile Self Declaration Certificate		Copy of valid PAN, GST documents and Filled in Annexure E2		
2	Earnest Money Deposit (EMD) Certificate		Payment/Exemption details and Filled in Annexure E3		
3	Clean Track Record Certificate		Filled in Annexure E4		
4	Relevant Work Experience certificate		Company Incorporation Certificate and Filled in Annexure E5		
5	Manpower Capability Certificate		Supporting PF documents and Filled in Annexure E6 (these documents are common for pre-eligibility and technical bid evaluation; please ensure details of up-to 10000 employees (as applicable in the bidder's case) are provided so that requirements of both pre-bid eligibility and technical bid evaluation can be addressed)		
6	Financial Capability Certificate		ITR certified by the authorized person, a certificate by practitioner CA with UDIN on Turnover, and Filled in Annexure E7 (these documents are common for pre-eligibility and technical bid evaluation)		
7	The Solvency Certificate				
8	Quality of Work Certificate 1 (Self Certified)				
9	Quality of Work Certificate 2 (Self Certified)				
10	Authorization Letter				
11	Land Border Certificate				
Technical Bid Related Checklist (Refer Annexure A1)					
1	Number of Clients in Fortune India 500:2022 / India's Best Companies to Work For (Top 100)/ NIRF India Rankings 2023: Management (Top 15) Companies/Institutions * Served by the Bidder (Refer: Annexure A1.1)		Self-certified copies of Each of the three- Work Orders, invoices, and snapshot of payment received from the bank against the invoice for one month during the contract period for each client or Self-Certified Work Completion Certificates from the client and Filled in Annexure E8		
2	Reputed National/International Awards won in the last 05 years (2018-19 to 2022-23) by the Bidder (decision of IIM Ranchi as regards to reputation of the awards will be final and binding) (Refer: Annexure A1.4)		Self-certified copies of award certificates (mandatory) and media clippings (if available) and Filled in Annexure E9		

Note: Annexures E6 and E7 are common for Both Pre-Eligibility and technical round parameters

I, in my capacity as authorized representative of the firm/ company hereby certify that the above information is true and correct in all respects and relevant supporting documents have been provided as required and are genuine. In any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Ranchi, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand, that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



SEAL

ANNEXURE-E2: BIDDER'S PROFILE DECLARATION CERTIFICATE
(STATUTORY COMPLIANCE SELF DECLARATIONS)

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

Profile		
Registered Name		
Date of Incorporation / Establishment		
Permanent Account Number (PAN)		
GST Registration Number		
Registered Address		
Postal address for communication		
Authorized Signatory Details	Name	
	Designation	
	Email	
	Phone	

I, in my capacity as authorized representative of the firm/ company hereby certify that the above information is true and correct in all respects and relevant supporting documents have been provided as required and are genuine. In any case later it is found that any details provided above are incorrect, (a) any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Ranchi, (b) also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand, that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-E3

FINANCIAL COMMITMENT CERTIFICATE

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

To,
Administrative Officer (Purchase & Stores)
Indian Institute of Management Ranchi
Prabandhan Nagar, Naya Sarai Road,
Ranchi – 834 004

Subject: DETAILS OF EMD DEPOSITED, WITH A SELF- DECLARATION FOR ACCEPTING ALL TENDER TERMS AND CONDITIONS

Dear Sir,
I/we hereby submit our tender for Catering, Housekeeping, and Hospitality Management Services at IIM Ranchi along with other required documents.

I / we are enclosing herewith the following towards Earnest Money Deposit.

Particular	Amount	Transaction No & Date	Bank Name	Remarks (in case of waiver applicable, please provide relevant details)
EMD	20,00,000.00			

I/We have gone through all terms and conditions of the tender document, corrigendum/ addendum/responses issued (if any) till the Bid Submission close time and date for this tender.

I/We agree to accept all the terms and conditions of the tender document and assure you that I/We will comply with the above referred tender document including instructions, terms & conditions, annexures, technical specification, etc. stated therein.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-E4

CLEAN TRACK RECORD CERTIFICATE

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

I, in my capacity as authorized representative of the firm/ company hereby certify that it is neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm/company or its owner/ partner(s)/ director(s) anywhere in India as on date of submission of this self-declaration. I further declare that the firm/company is not in any litigation against IIM Ranchi.

I also certify that the above information is true and correct in all respects and in any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Ranchi, also the EMD/ Performance Security Deposit (if any) shall be forfeited.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-E5

RELEVANT WORK EXPERIENCE CERTIFICATE

(Duly sealed and signed certificate on Company/ Firm’s Letterhead)

The firm/ company has been incorporated/ established and is currently in the business of offering Catering, Housekeeping, and Hospitality services for at least a period of ten years or more.

Name of firm	Date of Establishment/ Incorporation (DD/MM/YYYY)	Number of Years of Incorporation as on 31.08.2023	Self- certified copy of Incorporation Certificate/ Equivalent Document Attached (Yes/No):

Currently the firm is in the same (Hospitality/ Catering/ Housekeeping services) business (Yes/No): _____

I, in my capacity as authorized representative of the firm/ company hereby certify that the above information is true and correct in all respects and relevant supporting documents have been provided as required and are genuine. In any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Ranchi, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand, that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm’s bid.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-E6

MANPOWER CAPABILITY CERTIFICATE

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

The bidder/ firm fulfills the requirement of having on their wage rolls minimum 1000 employees as on 31.08.2023. Also, the total number of employees enrolled with the firm as on 31.08.2023 is tabulated below.

Sl. No.	As on Date	Total Number of Employees	Remarks
1	31.08.2023		Supporting self-certified documents PF/EPF, are to be provided along with this Annexure

I, in my capacity as authorized representative of the firm/ company hereby certify that the above information is true and correct in all respects and relevant supporting documents have been provided as required and are genuine. In any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Ranchi, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand, that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-E7

FINANCIAL CAPABILITY CERTIFICATE

(Duly sealed and signed certificate on Company/ Firm's Letterhead)

The firm/company's annual turnover during the financial year 2022-23 is not less than INR 50 Crores (Rupees Fifty crores only) from Hospitality Management/ Housekeeping/Catering Services. The Annual Turnover of the Firm for the financial year 2022-23 is tabulated below.

Financial Year	Annual Turnover (Figure in INR)	Attached Certificate by CA with UDIN (Yes/No)	Attached Self Certified ITR (Yes/No)
2022-23			

I, in my capacity as authorized representative of the firm/ company hereby certify that the above information is true and correct in all respects and in any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Ranchi, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand, that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

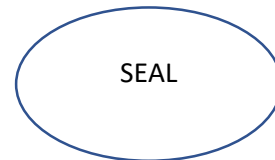
Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE-E8: CLIENT LIST CERTIFICATE

Number of Clients in the List of Top 100 Rank of Fortune India 500:2022 / India's Best Companies to Work For (Top 100)/ NIRF India Rankings 2023: Management (Top 15) Companies/Institutions*

Please note that below is the list of **all** those Institutions/Organizations in which the bidder has provided Catering/Hospitality Management /Housekeeping services and which have appeared in any of the above-mentioned lists of reputed organizations.

Sl. No.	Name of the Client	Duration of the contract (in months)	Mention the Listing (Fortune India 500:2022 (Top 100)/ India's Best Companies to Work For (Top 100)/NIRF MBA 2023 Top 15) Name Example: NIRF MBA 2023 Top 15	Mention the Client's Rank in the Listing Example – 40 in Fortune 500:2022	Remarks
1					Self-certified copies of Each of the three- Work Orders, invoices, and snapshot of payment received from the bank against the invoice for one month during the contract for each client or Self Certified Work Completion Certificates pertaining to the mentioned works are to be submitted
2					
3					
Please add/delete rows as required					

*"Fortune India 500: 2022" List

(https://www.fortuneindia.com/fortune-500/company-listing/?year=2022&page=1&query=&per_page=500) 2022

*"India's Best Companies to Work For (Top 100)" List (<https://www.greatplacetowork.in/indias-best-companies-to-work-for>) 2023

*"NIRF India Rankings 2023: Management (Top 15)" List (<https://www.nirfindia.org/2023/ManagementRanking.html>)

I, in my capacity as authorized representative of the firm/ company hereby certify that the above tabulated information is true and complete in all respects and in any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Ranchi, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand, that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:

SEAL

ANNEXURE-E9: REPUTED AWARDS CERTIFICATE

Reputed National/International awards won in the last 05 years (2018-19 to 2022-23) by the bidder Company/Firm (decision of IIM Ranchi as regards to reputation of the awards will be final and binding). Multiple awards per year can be considered.

Year	Mention Title of the Award: Type: National/ International Date: (DD/MM/YYYY)	Awarding Organization	Remarks
2018-19			Self- certified Copy of the certificate for the awards mentioned need to be submitted by the bidder with this annexure. Also, please attach references of the award (website link/newspaper clipping details etc.)
2019-20			
2020-21			
2021-22			
2022-23			

I, in my capacity as authorized representative of the firm/ company hereby certify that the above tabulated information is true and complete in all respects and in any case later it is found that any details provided above are incorrect, any contract given to the above firm/company may be summarily terminated and the firm will be debarred/blacklisted as decided by the competent authority of IIM Ranchi, also the EMD/ Performance Security Deposit (if any) shall be forfeited. I further understand, that all entries need to be made in legible form and incomplete information/documentation may lead to rejection of the Firm's bid.

Authorized Signatory

Name:

Designation:

Place and Date:

Company:



ANNEXURE F1: CAPITAL EXPENDITURE TRANSFERRABLE TO IIM RANCHI

Please refer Annexure B1, B2, and C2: *Goods and equipment of the nature and quality to provide quality services and experience (at 4-star or higher level), and those mentioned in the annexures B1, B2, and C2 or any subsequent revision in these annexures and for additional catering services through night mess counter, snacks counter, bakery products counter, fresh fruits and juice counter will be considered in the scope of capital expenditure made by the vendor, which will be transferrable to IIM Ranchi. The bid amount quoted by the vendor for the items related to these three annexures and additional services mentioned above will be considered as upper threshold of cumulative expenditure transferrable to IIM Ranchi. In case expenses incurred in procuring all such goods mentioned in the three annexures and additional services is less than the quoted amount by the vendor, the actual transferrable capital expenditure amount will be the actual cost incurred by the vendor in procuring these goods, provided the goods are of expected quality, quantity, and specification, and are procured through the approved process as decided by IIM Ranchi. In case expenses incurred in procuring all such goods mentioned above is more than the amount quoted by the vendor, the actual transferrable capital expenditure will be the amount quoted by the vendor in the bid document, and any additional expenditure incurred, will be solely borne by the vendor, and such additional amounts will not be part of the capital expenditure transferrable to IIM Ranchi. All the goods and equipment in such case will be transferrable to IIM Ranchi at no additional cost to be borne by IIM Ranchi. The vendor will be required to make all procurements in line with expected quality, quantity, warranty, brands, and specifications and follow due process as decided by IIM Ranchi. All goods procured as a part of this tender and linked Contract(s) should be brand new, unused, and not refurbished.*

The requirement in terms of the type of new goods and the quantity of the items in the aforementioned annexures and associated catering services, is the minimum required goods and material to be purchased by the vendor as part of capital expenditure. The vendor is required to factor in any additional type and quantity of goods for the expected level of quality and performance (of the 4-star level in hospitality industry) for expected capacities (catering for 1200 persons max. for the student mess; catering services for small Institutional events such as meetings to large Institutional events such as convocation, hospitality management for guest rooms, housekeeping and pest control for the entire campus and additional services such as food counters and laundry). Additional cost in procuring and commissioning of all such additional goods as required to maintain such level of services will be borne by the vendor and will not be considered as part of the capital expenditure transferrable to IIM Ranchi.

After issue of LoA, the selected vendor is required to take written approval from IIM Ranchi for specification, quality, brand, and quantity, of all new tools, equipment, machinery, material which are factored in as part of capital expenditure transferrable to IIM Ranchi as quoted in the bid by the vendor, and mentioned in the relevant annexures. IIM Ranchi reserves the right to compare the products of expected quality and specifications and choose any of those. The bidders are therefore expected to factor in this in their bid quotes accordingly.

The vendor is required to ensure timely procurement and commissioning of such approved material to provide satisfactory service quality. In case more goods need to be procured to ensure expected service quality and performance, the vendor is required to do due diligence in this regard and ensure timely procurement and commissioning of such additional items to ensure expected quality service and performance delivery. Non-availability of any requisite tool, equipment, machinery, material, or items, in terms of quantity or quality, beyond the list provided as a part of consideration of capital expenditure or additional costs to be incurred in this regard by the vendor, shall not be claimed by the vendor as reason for failure to provide satisfactory service and performance level. The vendors are expected to visit the site to make more informed decision in this regard.

Goods as mentioned in the relevant annexures, procured at his own cost by the vendor after and as per due approval of IIM Ranchi and up-to the cost quoted by the vendor as the capital expenditure in the

bid document shall be property of IIM Ranchi at the end of the contract period (please read as three years from the issue of LoA) without any payment to be made by IIM Ranchi to the vendor. In case of termination without cause, the ownership of above-mentioned goods considered as part of capital expenditure will be transferred to IIM Ranchi on 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 goods will be divided into 36 equal instalments. The cumulative value of instalments remaining as on the date of termination will be the value at which IIM Ranchi will procure the goods from the vendor. For termination with cause, please refer to Sl. No. 15 of 'General Information and Instructions for the Bidders' of the main tender document. Any additional procurements in terms of additional items/quantity for the two kitchens and housekeeping, beyond those specified in the annexure B1, B2, C2, which have been made by the vendor at his cost beyond the cumulative amount mentioned in the bid quotation by the vendor for catering and housekeeping items and equipment, to ensure satisfactory service quality, and are not part of the capital expenditure, will be considered as property of the vendor, and the vendor will be required to remove those goods from the premises of IIM Ranchi within 7 days of termination of the contract. The expenditure made for the pest control equipment, goods and equipment for night canteen, snacks counter, bakery products counter, and fresh fruits and juice counter or expenditure made within the amount quoted in the bid document (after due approval by IIM Ranchi) will not be considered as part of such additional expenditure as part of property of the vendor. The new goods which are considered as part of capital expenditure transferrable to IIM Ranchi, will be procured by the vendor at a rate which is lesser than MRP, and at such rate, which is lowest among the three quotations arranged by the vendor, and any quotation arranged by IIM Ranchi, for the items of approved specifications, quality, and brands as provided by IIM Ranchi. Vendor is expected to ensure procurement of highest quality goods at most competitive rate in the market around the time of purchase.

Maintenance of all goods- equipment, tools, machinery, and material is an essential part of the contract, and will be the responsibility of the vendor during the entire duration of the contract. The vendor is required to make a complete and exhaustive inventory duly signed by both the parties, of all goods complete with specification, brand, unique identification number, and other relevant details, at the time of commencement of the services. This requirement extends to all such goods which will be considered as part of the cost of capital expenditure, and the specifications and quantity of such goods will be equal to that specified in Annexures B1, B2 and C2 and for those needed for the additional catering services mentioned earlier. The value of such goods will be deemed to be equal to the amount quoted by the vendor as capital expenditure transferrable to IIM Ranchi (if the actual amount spent is higher or equal to this amount), or the actual amount spent by the vendor (if the actual amount spent is lower than the quoted amount). This inventory list will need to be matched with the available list of goods in good/working condition at the time of handing over (at the end of contract/ due to termination of contract), and vendor is required to take the written consent of IIM Ranchi that the goods match in both the list. In case any material at the time of handing over is found to be in faulty/ unsatisfactory condition, the cost of such material (equivalent to cost of new item) will be recoverable from the vendor. Such recovery will be made from performance guarantee/security deposit amount deposited by the vendor, and/or bills submitted by the vendor, and/or recovery proceedings commenced by IIM Ranchi. The bidder will be required to have annual maintenance contract (AMC) for ensuring good working condition of the equipment and replace the damage/loss of any required item not covered as part of AMC (on account of being of lesser monetary value). The AMC will be valid till one month after the date of termination of this Contract.

Bidders are encouraged to apply innovative approaches and deploy automation to achieve desired service quality and promptness. Decision of IIM Ranchi regarding quality, delivery timeliness, cost efficiency and interpretation of above provisions will be final and binding.

ANNEXURE F2: UNSATISFACTORY (NON) PERFORMANCE PENALTY PROVISIONS

Minor deviation on performance (non-performance) on the below mentioned or other matters (either after on the spot inspection or through filled in inspection report) will be verbally communicated by IIM Ranchi and the vendor would be expected to incorporate changes on immediate basis. Any major instance of non-performance in terms of magnitude/importance/frequency on one or more inspection item will be put by IIM Ranchi in writing as warning and that would be considered as 1st instance of Non-Performance of the vendor for record purpose for the entire duration of the contract. Any subsequent written communication regarding non-performance on one or more inspection item would be considered as 2nd Instance of non-performance of the vendor and so on for the entire duration of the contract. The evaluation of satisfactory or un-satisfactory (non-performance) performance will be done based on inspection of services provided in a format decided from time to time by IIM Ranchi (representational inspection forms are attached as Annexure F3 and Annexure F4). Low scores on one or more inspection item will be considered matters of un-satisfactory performance. For imposing penalty, the non-performance in the inspection report item/items will be considered as part of relevant parameters below in the table and penalty will be imposed accordingly. All the services including catering, housekeeping, pest control, façade cleaning, and laundry will be considered as part of penalty provisions. Deviations in terms of timeliness, quality, quantity, hygiene, behavior, etc. as mentioned below in the table will be considered as part of penalty provisions. Appropriate inspection forms for one or more services will be created from time to time by IIM Ranchi.

S. No.	Parameter	Non-Performance Related Penalty/ Fine		
		1st Instance	2nd Instance	3rd Instance
Penalty/ Fine on Service Provider				
1	Timeliness	Written Warning	2% of monthly billing amount	5% of monthly billing amount and/or termination of agreement
2	Quality Related		2% of monthly billing amount	5% of monthly billing amount and/or termination of agreement
3	Quantity Related		2% of monthly billing amount	5% of monthly billing amount and/or termination of agreement
4	Hygiene Related		5 % of monthly billing amount	10% of monthly billing amount and/or termination of agreement

5	Behavior/Conduct Related		10% of monthly billing amount and/or termination of agreement	10% of monthly billing amount and Termination of agreement
6	Theft/Damage of Property etc. Related	Equivalent payment/replacement of material and staff, and/or termination of agreement	Equivalent payment/replacement of material and staff and 10% of monthly billing amount and Termination of agreement	
7	Breach of Other Terms mentioned in the Tender Document	Written Warning and/or Monetary penalty and/or termination of agreement	Monetary penalty and/or termination of agreement	Monetary penalty and termination of agreement

ANNEXURE F3: CATERING SERVICES INSPECTION REPORT (REPRESENTATIONAL)

This report is for date _____, checked at _____, by _____.

1. Manpower and Efficiency

1.	Timely refill in the counters	5= Always fast and before time	4= Mostly fast and before time	3= Just on time	2= Once or twice slow	1= Many times Slow
2.	Sufficient counter's availability with modern provision of keeping meals at right temp.	5= More than Sufficient	4= Sufficient	3=Just enough	2= Less	1= Very less
3.	Availability of sufficient manpower on each counter	5= More than Sufficient	4= Sufficient	3= Just enough	2= Less	1= Very less
4.	Availability of Sufficient manpower for cleaning of counters, floors, tables, and chairs during meals	5= More than Sufficient	4= Sufficient	3= Just enough	2= Less	1= Very less
5.	Start of Meals Counters	5= Well Before time	4= Just before time	3= Just on Time	2= Late	1= Very late
6.	Closing of Meals Counters	5= sufficiently after the mentioned time	4= Few Minutes after the mentioned time	3= Just on time	2= Early	1= Very Early

2. Quality checks:

2.1 Ingredient check:

1.	Use of All certified ingredient only	1: Yes	0: No
2.	Absence of colouring and other additives	1: Yes	0: No

2.2 Quality Checks- Raw material

1.	Overall Freshness	5= Exceptional Quality	4= High Quality	3= Acceptable	2= Below Standard	1=Deteriorated
2.	Expected Appearance, Size and Color of raw material and their consistency	5= Most Desirable	4= Highly Desirable	3= Desirable	2= Less Desirable	1= Undesirable
3.	Aroma and Odour	5= Inviting	4= Fresh	3= Neutral	2= Weak	1= Unpleasant

2.3 Expiration Date of Ingredients

1.	Rotation of stock and FIFO Practice	5= Meticulously followed	4= Well implemented	3= Applied	2= occasional	1= Ignored
2.	Prompt Removal of Items nearing Expiry	1: Yes	0: No			

2.4 Ingredient Mix

1.	Appropriate Mix of ingredients (Spices, Oil, Masalas, vegetables, curry)	5= Perfect mix	4= Adequate Mix	3= Normal mix	2=Improper mix	1= worst mix
2.	Use of Healthy recipe standards	5= Exemplary	4=Exceeds standards	3=Compliant	2=Partially compliant	1=Non-compliant
3	Measure of oiliness and spices in food	5= Perfect, appropriate	4= Adequate	3= Medium	2= More	1= Too much

3. CLEANLINESS AND HYGIENE

3.1 Personal Hygiene and Grooming of staff:

1	Overall appearance and Cleanliness	5=Immaculate	4= Neat	3=Presentable	2=Disheveled	1=Unkempt
2	Uniform	5= Professional	4= Fine	3= Appropriate	2= Wrinkled	1= Stained
3	Hygiene (Oral, Hair, Hand)	5= Exemplary	4=Thorough	3=Satisfactory	2= Inadequate	1= Neglected

3.2 Kitchen Hygiene Assessment

1.	Overall Cleanliness and Sanitation	5=Impeccable	4= Very Clean	3=Adequate	2=Dirty	1=Unsanitary
2.	Work Surfaces and Countertops	5= Optimally Cleaned	4= High Sanitation	3= Tidy	2= Messy	1= Contaminated
3.	Appliance and Utensil Cleanliness and drying	5= Spotless	4= Very Clean	3=Acceptable	2=Not clean	1= Greasy/Dirty
4.	Waste Disposal and Recycling	5=Optimal	4= Highly Effective	3= Proper	2=Inefficient	1= Proper
5.	Pest Control measures (Absence of Flies, Mosquitoes, insects, Pests, Rodents etc.)	5= Highly effective	4= Effective	3= Adequate	2= Moderate	1= Inadequate

3.3 Utensils Cleaning Assessment

1	Overall Cleanliness	5= Spotless	4= Clean	3=Adequate	2= Dirty	1=Filthy
2	Removal of food residue	5= Meticulous	4= thorough	3=Effective	2= Partial	1= Inefficient
3	Drying and draining of plates, spoons and utensils	5 = Optimal	4= Effective	3= Adequate	2= Partial	1= Inadequate
4.	Use of cleaning agents	5 = Sustainable	4 = Minimal	3 = Appropriate	2= Excessive	1 = Harmful

3.4 Freezer Contents Spoilage Assessment

1.	Freezer cleanliness and organization	5= Impeccable	4= Tidy	3=Acceptable	2= Messy	1= Disorderly
2.	Odor Assessment	5 = Comprehensive	4= Thorough	3= Regular	2= Occasional	1=Neglected
3.	Texture and Consistency Check for spoilage	5 = Comprehensive	4 = Thorough	3 = Regular	2=Occasional	1 = Neglected
4.	Proactive Removal Items nearing Spoilage	5 = Instantaneous	4 = Immediate	3= Prompt	2 = Occasional	1= Delayed

3.5 Garbage Disposal

1.	Overall Disposal Efficiency	5= Highly efficient	4= Efficient	3= Acceptable	2= subpar	1= Inefficient
2.	Segregation and Sorting practices	5=Exemplary	4= Well managed	3= Satisfactory	2= Inconsistent	1= Poor
3.	Proper use of Bins and Containers	5= Consistent	4= Regular	3= Frequent	2=Occasional	1= Neglected
4.	Frequency of disposal	5 = Daily	4= Frequent	3= Regular	2=Occasional	1=Infrequent
5.	Odor and pest control measures	5 = Highly effective	4 = Effective	3= Adequate	2= Moderate	1= Ineffective

3.6 Dining Premises Hygiene

1.	Surface disinfection of tables, chairs and food counters	5= Comprehensive	4= thorough	3=Adequate	2= limited	1= inadequate
2.	Overall Cleanliness of floors	5=Spotless	4 = clean	3=Acceptable	2= Dirty	1=Unsanitary
3.	Hygiene practices and table set up	5= Exceptionally hygienic	4 = very hygienic	3= hygienic	2= basic hygienic	1= unsanitary
4.	Absence of Flies, Mosquitoes, insects, Pests, Rodents etc.	1: Yes	0: No			

4. Maintenance and Management

4.1 Kitchen Equipment Assessment

1.	Overall condition	5=Perfect; No issues	4= Well-maintained	3=Acceptable	2= Semi-functional	1= Damaged
2.	Functionality and Maintenance	5= Optimal	4= Efficient	3= Functional	2= Unreliable	1= Inoperable
3.	Availability of Equipment and Utensils	5 = More than Sufficient	4 = Sufficient	3= Just Enough	2= Less	1= Not enough

4.2 Stores Management

1.	Overall cleanliness and orderliness	5= Immaculate	4= Tidy	3=Acceptable	2= Messy	1= Disorderly
2.	Shelving and Storage Organisation	5= Efficient	4= Well- Structured	3= Arranged	2=Unorganised	1= Cluttered
3.	Inventory Management	5 = Optimized	4= Well managed	3=Controlled	2= Inefficient	1= Chaotic

5. Quantity checks:

1.	Serving in sufficient quantity	1: Yes	0: No			
2.	No Shortage of food on counters	1: Yes	0: No			
3.	Adherence to Menu	1: Yes	0: No			
4.	Proportions of green vegetables, paneer etc.	5 = Optimal	4= sufficient	3= Satisfactory	2 = Slightly Less	1= unsatisfactory
5.	Wastage of Food	5= Negligible	4= Very Less	3= Less	2= High	1= Very High

Note:

1. The inspection parameters can be changed by the student representative body (Student Council/SIC) or the Institute from time to time.
2. The vendor is expected to incorporate required changes on immediate basis.
3. The Inspection report signed by the vendor and the student representative body (Student Council/SIC) or the Institute representative will be considered as acceptance of the report by the vendor.
4. In case the vendor representative refuses to sign the inspection report, in such cases, the report signed by the student representative body (Student Council/SIC) or the Institute representative will be considered final.
5. Scores of "1" or "2" on five-point scales and "No" on Yes/No type scale will be considered as un-acceptable and unsatisfactory service scores.

Additional comments:

Signature of Vendor Representative

Signature of Student/Institute Representative

ANNEXURE F4: HOUSEKEEPING SERVICES INSPECTION REPORT
(REPRESENTATIONAL)

Date of Inspection:

Inspector's Name:

Cleanliness

Overall cleanliness of the area	5= Very Clean	4=Clean	3=Average	2= Somewhat dirty	1=Dirty
Absence of dust, marks, stains, dirt, cobwebs, and Clutter	5= No dust	4=Minimal Dust or clutter	3=Some dust present	2=Noticeable dust and dirt	1=Significant Dust or clutter
Condition of floors, walls, and surfaces evaluation	5=In pristine condition	4=Very well maintained	3=Well maintained with minor perfections	2=Noticeable wear and damage	1=In need of significant cleaning

Odor control Evaluation

Freshness of air	5= Very Fresh air	4= Just Fresh	3=Neither Fresh nor pleasant	2=Slightly Stale	1=Noticeably stale and unpleasant
Absence of Unpleasant odors	5=No odors	4= Very minimal Odors	3=Some neutral odors	2=Mildly unpleasant	1=Very unpleasant
Proper disposal of Trash	5= Properly disposed with clean containers	4=Very good and maintained disposal	3=Adequate trash disposal	2= Fair, some issues with disposal	1=Very problematic and dirty containers

Bathroom Cleanliness Evaluation

Cleanliness of Sinks, Toilets and Showers (if any)	5= Fixtures Very clean	4=Clean with minimal stains/ spots	3=Some spots but clean	2=Noticeably dirty	1=Extremely dirty or unsanitary
Overall Hygiene Practices	5= Very Hygienic	4=Hygienic	3=Adequate	2=Unhygienic	1= Very Unhygienic
Odor Control	5=Exceptionally Fresh	4=Clean and Pleasant	3=Neutral Odor	2= Stale odor	1= Very stale odor

Inventory Assessment Evaluation

Availability of Cleaning supplies/ equipment	5= Fully Stocked	4= Just sufficient	3= Somewhat less	2=very less	1=Not available
Quality of Materials (Use of approved Material)	1: Yes	0: No			
Frequency of Changing equipment and consumables	5= Immediately changed	4= Just on time changed	3= Changed sometimes	2= Changed very less, although damaged	1= Never changed
Expected Quality Cleaning equipment used	1: Yes	0: No			

Frequency of cleaning Evaluation

Adequacy and Frequency of cleaning	5=Highly effective and performed effectively	4= Adequate and consistent	3= Cleaning performed but improvements needed	2=cleaning performed but improvements needed	1=Irregular and not effective
Attention to detail	5= Excellent	4= Very Good	3=Generally attentive to details	2=Limited attention	1= no attention
Timeliness of cleaning	5= Excellent and Scheduled	4= On time	3=Occasionally delayed	2=Frequently delayed	1= No attention to detail

Waste Management

Placement of bins in strategic locations	5 = Highly Efficient	4 = Efficient	3 = Acceptable	2 = Subpar	1 = Inefficient
Empty bins on time to prevent overflow	5= Frequently	4=Sometimes	3=Average	2= Rarely	1= Almost Never
Condition and cleanliness of bins	5 = Consistently clean and well-maintained	4 = Generally well-maintained, with occasional minor issues	3 = Adequately maintained, with some noticeable issues	2 = Often in poor condition and require attention	1 = Consistently dirty, damaged, and in need of immediate replacement

Maintenance of Outdoor Areas

Maintenance of lawns and gardens	5 = Immaculate	4 = Very Clean	3 = Acceptable	2 = Needs Improvement	1 = Poor
Pathways and Walkways maintenance	5= Immaculate with no trash	4= Generally clean with minor issues	3=Average clean	2= Clean	1= Dirty

Note:

1. The inspection parameters can be changed by the Institute from time to time.
2. The vendor is expected to incorporate required changes on immediate basis.
3. Scores of “1” or “2” on five-point scales and “No” on Yes/No type scale will be considered as un-acceptable and unsatisfactory service scores.
4. The Inspection report signed by the vendor and the Institute representative will be considered as acceptance of the report by the vendor.
5. In case the vendor representative refuses to sign the inspection report, in such cases, the report signed by the Institute representative will be considered final.

Additional comments:

Signature of Vendor Representative

Signature of Institute Representative

ANNEXURE F5: HOUSEKEEPING AREA DETAILS

Sl	Location	Area in sqm
ADMIN I – PART I		
1	Corridor	980.15
2	Courtyard	483.14
3	Waiting lounge	204
4	Lift lobby	156.24
5	Lift	4.48
6	Toilet Type 1	378.32
7	Toilet Type 2	
8	Toilet Type 3	
9	Toilet Type 4	
10	Toilet Type 5	
11	AHU	214.72
12	Janitor Room	39.68
13	Office Space	1270.17
14	Hall	562.06
15	Pantry	44.92
16	Electrical Room	107.36
17	Faculty Office	951
18	Terrace	686.04
19	Bridge	146.16
ADMIN I – PART II (LIBRARY)		
1	Corridor	456.96
2	Lift lobby	156.24
3	Lift	4.48
4	Toilet Type 1	378.32
5	Toilet Type 2	
6	Toilet Type 3	
7	Toilet Type 4	
8	Toilet Type 5	
9	AHU	214.72
10	Janitor Room	39.68
11	Office Space	349.95
12	Hall	1366.23
13	Pantry	44.92
14	Electrical Room	107.36
15	Terrace	135.24
SEMINAR HALL		
1	Corridor	438.32
2	Lift lobby	19.98
3	Toilet Type 1	145.65
4	Toilet Type 2	
5	Toilet Type 3	

6	Toilet Type 4	
7	Toilet Type 5	
8	Toilet Type 6	
9	AHU	339.86
10	Dinning	1100.18
11	Conference Room	49.92
12	Kitchen	186.18
13	Electrical Room	49.35
14	Terrace	2338.2
15	Room	118.04
16	Auditorium Seating Area	650.89
17	Stage	119.42
TYPE A HOUSING COMPLEX		
1	Bedroom Type 1	328.64
2	Bedroom Type 2	295.144
3	Bedroom Type 3	212.8
4	Outer room	172.732
5	Toilet Type 1	7.752
6	Toilet Type 2	69.76
7	Toilet Type 3	179.8
8	Dinning	771.12
9	Kitchen	155.4
10	Hall	248.332
11	Corridor	136.75
12	Lift lobby	144.54
13	Terrace	502.19
14	Courtyard	541.46
15	Lift	31.66
TYPE C HOUSING COMPLEX		
1	Bedroom Type 1	91.32
2	Bedroom Type 2	201.08
3	Bedroom Type 3	92.43
4	Corridor	341.43
5	Toilet Type 1	29.9
6	Bathroom	97.42
7	Balcony	58.63
8	Dinning	389.86
9	Kitchen	143.14
10	Lift lobby	81.8
11	Courtyard	521.128
12	Terrace	429.58
FACULTY I and II HOUSING COMPLEX		
1	Bedroom Type 1	588.8
2	Bedroom Type 2	601.6
3	Bedroom Type 3	756.96

4	Bedroom Type 4	717.85
5	Outer room	668.16
6	Toilet Type 1	193.66
7	Toilet Type 2	268.8
8	Toilet Type 3	319.2
9	Toilet Type 4	194.37
10	Hall	4448.8
11	Kitchen	778.12
12	Balcony	929.04
13	Corridor	1531
14	Lift lobby	729.6
15	Terrace	858.624
16	Courtyard (Parking)	739.2736
17	Lift	40.28
18	Stair	180.48
19	Cutout	96.75
STUDENTS' HOSTEL (LOWER, MIDDLE, AND UPPER WINGS)		
1	Room	9015.57
2	Bathroom	1205.54
3	Lift	8.96
4	Lift lobby	561.52
5	Hall	798.1975
6	Corridor	2924.43
7	Terrace	1520.12
8	Ramp	267.68
9	Courtyard (Parking)	732.88
10	Interior Lobby	714.6
11	Other Area	32.37
ACADEMIC BLOCK – PART I		
1	Classroom 130 Seater	530.12
2	Classroom 80 Seater	
3	Toilet Type 1	
4	Toilet Type 2	377.776
5	Toilet Type 3	
6	Lift lobby	73.12
7	Hall	581.81
8	Corridor	871.72
9	Janitor Room	39.68
10	Electrical Room	117.18
11	Common Room	181.84
12	Pantry	48.768
13	AHU	114.3
14	Terrace	1174.4688
15	Bridge	83.4288

ACADEMIC BLOCK – PART II		
1	Classroom 80 Seater	956.83
2	Classroom 30 Seater	291.92
3	Toilet Type 1	326.84
4	Toilet Type 2	
5	Toilet Type 3	
6	Toilet Type 4	
7	Lift lobby	73.12
8	Hall	581.81
9	Corridor	725.48
10	Janitor Room	39.68
11	Electrical Room	155.16
12	Office Room	364.9
13	Pantry	44.92
14	AHU	118.8
15	Terrace	1174.46
DIRECTOR'S RESIDENCE		
1	Bedroom	89.38
2	Servant Room	19.14
3	Hall	97.05
4	Room	70.45
5	Kitchen	29.05
6	Toilet	33.65
7	Lift	1.1
8	Corridor	19.11
9	Terrace	253.27
10	Courtyard/ Common outer space	618.4
11	Security room	12.74
12	Utility Area	5.88
SERVICE BLOCK AREA		
1	WTP Carpet Area	174.93
2	Service Floor	212.37
3	Server Room	196.08
4	Toilet	8.77
5	Room	83.07
6	Terrace	819.06
7	HVAC Plant Area	187.44
8	DG Room	187.44
9	Panel Room	142.88
10	LT Panel Transformer Side	158.4
STUDENT DINING		
1	Dinning Hall	1704.67
2	Lift lobby	64.54
3	Toilet Male	54.45

4	Toilet Female	50.49
5	Toilet PH	6.72
6	Balcony	154.8
7	Kitchen	375.79
8	Ramp	109.8
9	Terrace	1503.8
10	Food Serving Area	218.88
11	Electrical Room	6.3
12	Stair side	33.02
13	Corridor	219.64
14	Lobby	79.68
COMMUNITY CENTRE		
1	Corridor	667.08
2	Shop	960
3	Toilet Male	75.84
4	Toilet Female	63.36
5	Toilet PH	26.52
6	Common Space/ Stadium Sitting Area	351.06
7	Gymnasium	248.97
8	Sports Hall	140.61
9	Terrace	1304.262
10	Store	16.77
ADMIN II – PART I		
1	Interview Room	210.48
2	Discussion Room	527.58
3	Lab 40 Seater	264.37
4	Corridor	2858.04
5	Waiting lounge	506.61
6	Lift lobby	161.28
7	Lift	4.48
8	Toilet Type 1	452.79
9	Toilet Type 2	
10	Toilet Type 3	
11	Toilet Type 4	
12	Toilet Type 5	
13	AHU	68.93
14	Janitor Room	39.68
15	Office Space	1460.37
16	Pantry	49.92
17	Electrical Room	107.36
18	Faculty Office	6478.28
19	Terrace	956.94
20	Bridge	
ADMIN II – PART II		
1	Class Room	565.5

2	Computer Lab (80)	569.17
3	Computer Lab (40)	697.67
4	Computer Lab (50)	282.17
5	Corridor	2301.54
6	Waiting lounge	67.33
7	Lift lobby	171.84
8	Toilet Type 1	452.79
9	Toilet Type 2	
10	Toilet Type 3	
11	Toilet Type 4	
12	Toilet Type 5	
13	AHU	143.52
14	Janitor Room	39.68
15	Office Space/Room	448.21
16	Pantry	93.8
17	Electrical Room	189.28
18	Terrace	956.94
19	Bridge	139.45
OTHERS		
1	Bitumen Roads	15031.5
2	PPC Connecting Roads	19242.489
3	Paver Blocks	7976.23
4	Lifts	49.28

E & OE

Note:

1. Staircase areas not included here. The cleaning of staircases however is an integral part of housekeeping services.
2. Façade areas not included here. The cleaning of façade however is an integral part of housekeeping services.
3. Glass doors measurements not included here. The cleaning of façade however is an integral part of housekeeping services.