

Indian Institute of Corporate Affairs
Ministry of Corporate Affairs (Govt. of India)
Plot No. 6, 7 & 8, Sec. - 5, IMT Manesar, Gurgaon

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**TENDER FOR DAY TO DAY FUNCTIONING & MANAGEMENT OF TRAINEES HOSTEL
AND LIVING-IN ACCOMODATION AT IICA, MANESAR.**

Tenders are invited for the day to day functioning & management of trainee's hostel and living in accommodation area at IICA, Manesar on a 24X7 basis at Indian Institute of Corporate Affairs, Plot No. P-6,7 & 8, Sector 5, IMT Manesar, Gurgaon, with a high quality provisions of House Keeping, Catering (F&B), Reception, Limited Room Service and ensuring adequate Cleanliness and Hygiene of the Rooms, Kitchen, Pantry, Toilets and adjoining areas. Profile of the Residents of Hostel is expected to be Group 'A' officers of the Government and senior executives of PSUs/ Corporate Sector. The number of persons to be served can vary from time to time for which pro rata remuneration will be provided.

SCHEDULE

Last Date/Time for receipts of Bids	:	2.8.2012/3:00PM
Date/Time for Opening of Tech Bids	:	2.8.2012/3:00PM
Place of Opening of Bids	:	Indian Institute of Corporate Affairs Plot No – 6, 7 & 8, Sector – 5, IMT, Manesar, Gurgaon.
Address for Communication	:	Indian Institute of Corporate Affairs Plot No – 6, 7 & 8, Sector – 5, IMT, Manesar, Gurgaon.

ELIGIBILITY CRITERIA FOR BIDDERS

- A. Bidder should be reputed and experienced dealing firm/agency in the area of hospitality, catering, housekeeping, guest house maintenance and caretaking etc.
- B. Bidder should have a minimum turn-over of Rs. 50 lakhs per annum.
- C. Bidder should have the experience of providing all round (including all aspects mentioned above) hospitality facilities in Reputed Academic & Research Institutions/ Govt. or PSU Guest Houses/ National Level Organizations, on a 24X7 basis.
- D. Minimum experience in the line: 5 years.

TASK SPECIFICATIONS & STANDARDS

The selected bidder would be required to undertake the following tasks:-

- (a) Deploy manpower in specified areas on a 24X7 basis. Setup Reception Counter at the Hostel, to cater for arrival, departure and billing etc. for the trainee officers/executives.
- (b) Bidder will employ trained and qualified manpower as per the Food Safety Standards and IHM norms, for housekeeping, catering, F&B, receptionists, supervisors, janitors, laundry etc.
- (c) Provide all round House keeping facilities, initially in the 42 rooms of Officers Trainees Hostel with single occupants, 16 one-BHK apartments with double occupants and 12 Guest Rooms with single/double occupants.
- (d) In addition to the upkeep of the individual rooms & toilets the selected bidder will have to maintain the dining hall, kitchen, pantry, common toilets and adjoining areas in a clean and hygienic condition.
- (e) The house keeping would also entail periodic changing of linen, towels, toilet kits, tea kits etc. permanent items such as bed sheets, covers, blankets, towels, etc. would be replenished by IICA. Bidder would provide consumables and replenish them wherever required charging will be on actual basis.
- (f) The bidder will also provide Laundry Facilities as part of House Keeping. Individual laundry requirements will be charged separately to the occupants.
- (g) The meals and tea requirements are as follows:-
 - Bed Tea (In room-Water boiling flask/ Kettle exists. Tea kit to be provided.)
 - Breakfast in dining hall.
 - Tea at 11.30 AM in Training Area (With Biscuits/Light Snacks)
 - Lunch in dining hall.
 - Afternoon Tea at 3.30 PM in Training Area (With Biscuits/Light Snacks)
 - Evening Tea (In rooms-From individual tea kits)
 - Dinner in dining hall.
- (h) Menu for meals:-
 - Indian cuisine of befitting standard. Weekly menu to be provided.
 - Other types can be given on mutual agreement.
 - Facilities to provide additional items an extra charge should exist.
 - Should be ready to undertake catering services during seminars/ Conferences in the Campus.
 - Facilities to provide meals to faculty or officials of IICA on actual charging basis should exist.
- (i) The Tea Kit is to be placed in a tray with Cups/Saucer consisting of Tea, Coffee, Milk and Sugar in sachets with stirrer. Similarly the Toilet Kit should be placed in the bathroom on the shelf in a packed condition consisting of Glass Cover, Coaster, Shoe Strip, Shoe Shiner, Laundry Bag, Shampoo, Soap 20 Gm, Soap 35 Gm, Comb, Swing Kit, Shaving Kit, Morning Kit, Disposable Bags, Toilet Rolls, W/C Band, Shower Cap and Hair Oil.
- (j) Basic utensils, kitchen space and pantry provisions are available with IICA for use by the selected bidder.
- (k) Normal electricity and water provision would be made by IICA. The bidder will make use of the RO System and Water Coolers of IICA to provide drinking water to the occupants. Bidder should have arrangement of water dispensers and big water bottles to cater for contingents.
- (l) To maintain high standards of catering services, befitting crockery and cutlery for a maximum of 12 dozens (144) people will be freshly procured by the selected bidder and bills submitted to IICA. The cost of Crockery and Cutlery not exceeding Rs. 1.0 lakh. These items will become the asset of IICA and as a onetime expenditure the cost will be borne by IICA. Subsequent replenishment will be done by the bidder as an ongoing process.

TENDER PROCESS AND INSTRUCTIONS

1. Reputed firms/agencies experienced in running and day to day functional management of officers Hostel/Guest Houses and dealing in all round hospitality departments including catering, housekeeping and caretaking may apply.
2. Tender bid should be in a sealed cover as a single composite bid which should include the duly filled Tender Performa, along with the eligibility/experience/qualification certificates. They are to be delivered by hand/post at IICA Manesar by last date and time as mentioned in the schedule.
3. All sealed envelopes shall be marked with name of the work and name of the bidder and shall be submitted by 3:00PM on 02 Aug 2012. Tender received after due date/time shall not be entertained.
4. The bid should be accompanied by an Earnest Deposit Money (EMD) by Demand Draft/Pay Order of Rs. 25,000/- (Rupees Twenty Five Thousand only) in favour of Indian Institution of Corporate Affairs, Payable at New Delhi, drawn on any schedule Bank. Tender bids without EMD will be rejected.
5. Tenders should sign at the bottom space of all pages of tender document. The tender bid shall be opened at IICA, Manesar.
6. EMD of the successful bidder shall be forfeited in the event of withdrawal of his bid before the bid validity period on non-completion of the task.
7. EMD of unsuccessful bidder shall be returned after a decision on the tender is taken. No interest will be paid by IICA on the EMD.
8. No bidder shall contact the IICA on any matter relating to its bid, from the time of bid opening till the contract is awarded.
9. Any effort by a bidder to influence the IICA in the IICA's bid evaluation, bid comparison or contract award decisions may result in rejection of the bidders bid.
10. The notification of award will constitute the formation of the contract.
11. The Tenders submitted beyond the date and time fixed shall be summarily rejected.
12. Any postal delay or loss in transit will not bind IICA.
13. Indian Institute of Corporate Affairs, reserves the right either to accept or reject any or all the tenders at any time prior to award of contract.

TERMS AND CONDITIONS

1. The complex would be provided by IICA to the caretaker (Selected bidder) in an operational condition with furniture's, fixtures and equipments.
2. The caretaker should utilize the property only for the purpose of hospitality project and not for any other purpose unless authorized by IICA. No addition, alterations and modifications to the existing building shall be made without the consent of IICA caretaker.
3. The caretaker should take over the task within one week of the award of the contract, failing which IICA reserves the right to cancel the contract and forfeit the EMD.
4. A Bank Guarantee equivalent to Rs. 2.5 Lakhs will be furnished towards performance guarantee by the caretaker within 15 days from the date of award of contract. The caretaker will maintain the building and all movable properties like furniture, electrical installations, equipments, kitchen items etc in good condition and shall compensate IICA for any damages to such properties.

5. All licenses approvals, NOCs and statutory requirements/Obligation including payment of taxes etc. will be the responsibility of the caretaker. IICA will assist in obtaining permissions etc wherever applicable.
6. The initial contract will be for three years, which can be extended with mutual agreement. Either party reserves the right to terminate the contract by giving 60 days written notice.
7. In the event of any dispute or difference between the parties, such dispute will be referred to the DG & CEO, IICA Manesar who shall be the sole Arbitrator and whose decision shall be final and binding on both sides. The jurisdiction of court of Law will be of New Delhi in case of any dispute.
8. The caretaker will confine his activity and manpower only within the specified area provided to him by IICA and will not exercise any right to property within the campus.
9. The Standard of all around services of hospitality including housekeeping, catering(F&B), cleaning and janitor services, limited room service, laundry, upkeep and caretaking aspects of the complexes and surroundings, shall always be kept to the satisfaction of the authorized representative of IICA, whose decision would be final and binding on the caretaker. A complaint register would be maintained by caretaker and put up for perusal of Admin Head of IICA Manesar on daily basis.
10. The caretaker or his representative shall supervise the job of the personnel deployed regularly and shall be responsible for the good conduct and behavior of its manpower deployed at the premises of IICA. The caretaker's manpower shall restricted to the allotted areas in the campus and not violate the open space/other areas.
11. No unlawful activities like betting, gambling, etc. shall be allowed inside the campus.
12. Anti Government activities shall not be allowed inside the premises. In case the caretaker commits breach of any of the terms and conditions and stipulation herein contained on the part of the caretaker to be observed and performed, then in such cases IICA shall be at liberty to give a notice in writing to the caretaker to set right or rectify the breach or omission of any of the terms, conditions and stipulations of this agreement and in case of non compliance on the part of caretaker within 30 days of the receipt of such notice, this agreement at the option of IICA may be terminated and upon such termination this agreement shall become null and void and all the rights of the caretaker herein shall immediately cease and determine. The agreement may also be terminated for any criminal acts on the part of the caretaker which need not be referred to arbitration.
13. The caretaker should cover his establishment under EPF and Miscellaneous Provision Act, ESI Act and other industrial legislations without fail.
14. IICA shall have the right to re-enter the premises and terminate the franchise agreement, in case of default or any type of malpractice noticed on the part of the caretaker.
15. The normal catering/meals/food charges as per menu given in Task Specification will be limited to Rs 500/- per day + taxes. A minimum guarantee of 25 persons will be given to the selected vendor. Escalation in future will be subjected to mutual agreement.
16. TDS will be made as applicable.
17. The caretaker should take possession of all the movable articles belonging to him at the time of handing over the unit to the IICA failing which the properties will be disposed off by IICA as deemed fit without further notice to caretaker.

18. IICA will not be vicariously liable for any act of the caretaker and the caretaker shall alone be liable for violation of any law of the land. On the expiry of the contract the caretaker shall handover all articles which were entrusted in good conditions as per stock register. IICA shall reserve the right to renew or otherwise, the contract after expiry of contract.
19. The option to enhance/change the scope/terms and conditions of the contract with mutual agreement exists.
20. Prior to signing of the contract/agreement with the selected bidder, a PNC/CNC process may be conducted by IICA, if required.

TENDER DOCUMENT TO BE SUBMITTED

1. Duly Filled Tender Performa.
2. EMD – DD/Pay Order.
3. Eligibility/ Experience/ Qualification Certificates.

Accepted terms & conditions

**Administrative Officer
IICA**

Signatures of tenderer.....

Date:

TENDER PERFORMA

TENDER FOR DAY TO DAY FUNCTIONING & MANAGEMENT OF TRAINEES HOSTEL AND LIVING-IN ACCOMODATION AT IICA, MANESAR.

Sr.No	Work Description	Rate per room/ per month	Total Amount
1.	House Keeping of 42 Hostel Rooms(single occupant) including consumables tea kit, toilet kit, cleaning, janitor services, laundry and upkeep of surroundings- kitchen, dining hall, pantry, verandah, common toilets etc.		
2.	House Keeping of 16 one- BHK Room (double occupants) including consumables tea kit, toilet kit, cleaning, janitor services , laundry and upkeep of surroundings - kitchen, dining hall, pantry, verandah, common toilets etc.		
3.	House Keeping of 12 Retreat Rooms (8 single +4 double occupant) and entire complex including consumables tea kit, toilet kit, cleaning, janitor services, laundry and upkeep of surroundings- kitchen, dining hall, pantry, verandah, common toilets etc.		
Grand Total			

Note:-

Catering charges as per menu given in Task Specification will be limited to Rs. 500/- per day + taxes.

Date:

SIGN OF TENDERER
WITH STAMP