



NOTICE INVITING TENDER

FOR

**“INTEGRATED STUDENT HOSTEL & MESS MANAGEMENT SERVICES AT
MANAGEMENT DEVELOPMENT INSTITUTE GURGAON CAMPUS”**

Last Date for submission of filled tender at MDI Gurgaon: 29 March 2023 up to 3 p.m.

Date of Pre-Bid meeting at MDI Gurgaon: 16 March 2023 at 1130 Hrs.

(Tender document is to be submitted in original in sealed covers, duly filled and signed in blue/black colour ink on all pages by Authorized Signatory with Company's seal stamped on each page).

**Management Development Institute Gurgaon
Mehrauli Road, Sukhrali, Gurugram -122001**

INDEX

	Description	Page No.
Annexure		
Annexure I	Notice Inviting Tender for providing Integrated Student Hostel & Mess Management Services at MDI Gurgaon campus	3
Annexure II	Important Information related to Tender	4
Annexure III	Instruction for Bidders	5-13
Annexure IV	Brief Scope of Work	
	A. Scope of work for Housekeeping Services	14-16
	B. Scope of Work for Catering Services	17-20
	C. Scope of Work for Security Services	21-22
	D. Scope of Work for Electrical Maintenance Services	23
	E. Scope of Work for Plumbing & Sanitary Services	24-25
	F. Scope of Work for Air-Conditioning Maintenance Services at Students hostel & dining hall	26-27
	G. Scope of Work For Carpentry Services at Students hostel & dining hall	28-29
Annexure V	Terms and Conditions of Contract	30-38
Annexure VI	Bidder Details Form	39-40
Annexure VII	Proforma for Application	41
Annexure VIII	Letter for Financial Bid	42
Annexure IX	Penalty	43-44
Annexure X	Self-Declaration for Non Black Listing	45
Annexure XI	Financial Bid Proforma (Total 6 pages)	46-51
Annexure		
Annexure XII	Menu For Hostel Students	52-53
Annexure XIII	Details of Electrical/Air conditioner/carpentry/plumbing items	54-55
Annexure XIV	Proforma for Average Annual Turnover	56
Annexure XV	Proforma for details of similar contracts successfully executed during financial Years 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22	57
Annexure XVI	Proforma for Technical Bid Evaluation (Out of 60 Marks)	58
Annexure XVII	Check list for Bidder	59-60

The bidders are requested to enclose an Index Table on first page of the Technical Bid along with enclosures giving details about - Sl. No., Particulars, and Page Nos. from-to, so that during scrutiny of the documents no document is left overlooked by the Institute.

NOTICE INVITING TENDER
“FOR PROVIDING INTEGRATED STUDENT HOSTEL & MESS MANAGEMENT
SERVICES AT MDI GURGAON CAMPUS”

Management Development Institute Gurgaon (hereinafter referred to as the “MDI” or “MDI Gurgaon” or “Institute”), established in 1972, is a top-ranking business school in India, with a vision to be a ‘Global Business School’, a center of excellence in management education, deliver high-quality research, executive management development programmes, and value-added consultancy. The institute integrates knowledge, research, industry experience and international exposure to offer comprehensive programmes. The Post Graduates Programmes in Management offered by MDI are recognized and accredited by All-India Council for Technical Education (AICTE).

The Institute invites bids from the interested eligible and reputed vendors in “**Two Bid System**” consisting of **Technical Bid & Financial Bid** as mentioned hereunder, strictly in the format attached, for “providing Integrated student hostel & Mess Management Services at MDI Gurgaon for approximately 840 students, based on the requirements of the Institute from time to time i.e. should be innovating with Student-Centric approach and Technology, for a period of three years from the date of commencement of services. However, the bidder’s performance during the year will be evaluated/ assessed on completion of one year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year on mutually agreed terms and conditions. However, the Institute, at its discretion, at any time can alter/reduce/modify the scope of work without citing any reasons to the bidder/vendor.

Interested eligible bidders may submit bids in two separate envelopes duly super-scribed as “**Technical Bid**” and “**Financial Bid**” as per Financial Bid Proforma (comprising of Total 6 pages) respectively, and both these envelopes of the bids should be put in one big envelope superscribed **NIT for “Integrated Student Hostel & Mess Management Services at Management Development Institute Gurgaon Campus”**.

Tender form can be downloaded from Management Development Institute Gurgaon website: <https://mdi.ac.in> from 09 March 2023 onwards. Duly filled NIT document along with enclosures should be submitted in physical form through speed post /by hand latest by 29 March 2023 up to 1500 Hrs at the address mentioned below. Any bid received beyond the last date and time for bid submission will not be accepted and will be summarily rejected.

Chief Administrative Officer (Institutional Services),
MDI Gurgaon,
Mehrauli Road, Sukhrali,
Gurugram-122007 Haryana

Manpower Providing agencies are requested not to participate in the Tender process, as their bids will not be considered and summarily rejected, without citing any reasons thereof.

Annexure - II**IMPORTANT INFORMATION RELATED TO TENDER**

S.No.	Information	Dates
1.	Date of Publishing of Tender	09 March 2023
2.	Bid Document Download from website	09 March 2023/ 1100 hrs onwards https://www.mdi.ac.in/infrastructure/tenders.html .
3.	Date/Time of Pre-Bid Meeting (for Clarification)	16 March 2023/ 1130 hrs (at MDI Gurgaon). Bidders are requested to depute only one person to attend the meeting.
4.	Date/Time of closing of Tender	29 March 2023/up to 1500 Hrs
5.	Date/Time/Place of Opening of Technical Bid	30 March 2023/ 1130 hrs at MDI Gurgaon. Bidders are requested to depute only one person to attend the meeting.
6.	EMD Amount (Interest free, Refundable to unsuccessful Bidder)	Rs. 15,00,000/- (Rupees Fifteen Lakh only) to be paid through a Demand Draft in favour of " Management Development Institute Society ", issued by any nationalized Scheduled bank payable at Gurgaon. The DD should be attached with the application form, in the envelope of the Technical Bid, without which the bid would not be considered valid.
7.	Period of validity of Tender	180 days from the date of closing of Tender
8.	Address for pre-bid and communication	Deputy Administrative Officer (Institutional Service), Management Development Institute Mehrauli Road, Sukhrali, Gurugram-122007 (Haryana) Contact no.: 0124-4560545 (9.30 a.m. to 5.30 p.m. on working days Mon-Fri), e-mail is@mdi.ac.in .
9.	Term of Contract	The contract shall be valid for a total period of three years from the date of commencement of services. However, the vendor's performance during the year will be evaluated/ assessed on completion of one year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year on a mutually agreed terms and conditions.

INSTRUCTIONS FOR BIDDERS

1. Eligibility Criteria:

The bidders having following minimum qualification are eligible for bidding: -

- a) The bidder should be either registered as a company under Companies Act 1956/2013/LLP/SME or as a Partnership (including Limited Liability Partnership) under Partnership Act, 1932 or Private or Private Limited or Government Undertakings as the case may be and should be in existence as such entity for not less than Five years before 31/03/2022. Bids of tenderer's having the status of sole proprietorship firms in any of the last 5 years shall not be considered.
- b) Should be providing similar kind of services "using innovating and Student-Centric approach & Technology" during the last five financial years (*in respect of providing **Integrated Student Hostel & Mess Management Services** viz. housekeeping, catering, security, electrical maintenance, plumbing & sanitary, comprehensive Air-Conditioning Maintenance and carpentry Services etc.* in Regulatory bodies, Large Educational/Research Institutions, Universities, Schools, Colleges, Public or Private Sector Companies/Undertakings, Autonomous Bodies etc.
- c) For catering services, the Bidder should be registered with the appropriate registration authority and Certification from food departments (FSSAI) of Haryana State and Central Government and should have Proof of labour license, Municipal Food License (FDA) etc. The bidder should comply with all legal requirement related to Food Safety & Standards Authority of India at Gurugram on award of contract. The bidder should have valid ISO 9001-2015 certification or above, any other national or international acclaimed certification related to food safety, quality and hostel management Services.
- d) Must have achieved Average Annual Turnover of Rs. 20 crores during financial years' 2017-18, 2018-19 and 2019-20, 2020-21 & 2021-22 and should be a profit making entity.
- e) Should have own Bank Account and office at Delhi/NCR/Gurugram.
- f) Should be registered with Income Tax department and GST departments.
- g) Should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts or any other regulatory authorities including under the Contract Labour (Regulation and Abolition Act) and should be in compliance with applicable Act/laws. Should hold a valid License for running the *housekeeping, catering, security, electrical maintenance, plumbing & sanitary, Air-Conditioning Maintenance and carpentry Services etc.*
- h) The bidder or any of its partners /directors etc. should not have been black listed/debarred by any of the government agencies/Private company or department or should not have been found guilty of commission of acts of moral turpitude or convicted for any economic offence or for violation of any labour laws etc. by any court or any authority appointed to enforce any labour laws or regulations including by PF/ESI authorities.

- i) Bidder should have minimum five years' experience i.e. financial years' 2017-18, 2018-19 and 2019-20, 2020-21 & 2021-22 in doing similar work and have successfully completed the same. Please attach support documents.
- j) Should have successfully completed at least ONE similar work of value equal to Rs. 5 Crores (Rupees Five Crores) or more from any Public Sector Company / Public Sector Bank / Central or State Government Undertaking / Autonomous Institute / Corporate Establishment / Educational Institution/Schools each year during the last five financial years. Attach Certificate of Experience and Satisfactory Completion of work awarded by concerned Establishments/Companies and Balance Sheet in support of proof.
- k) The bidder should be specialized in operating the area of Integrated Student Hostel and Mess Management Services and should be able to provide the downloaded MIS reports of the services and feedback on the mobile app and dashboards etc. on a periodic basis.
- l) Bidder should quote for providing all the integrated services as mentioned in the Scope of Work(s) in the NIT/tender document. Any bid received quoting for the partial services will not be entertained at all and will be summarily rejected by the Institute, without making any explanation to the bidder.
- m) The Institute, at its discretion, at any time can alter/reduce/modify the scope of work without citing any reasons to the bidder/vendor.

2. Documents required in support of eligibility and Qualification: -

Tenderer should submit the following documents along with Technical Bid: -

- a) Self-attested copy of the Certificate of Incorporation in respect of the applicant organization issued by the Registrar of Companies or a partnership deed duly registered under the Partnership Act.
- b) Self-attested copy of the Company Registration Certificate and Profile of the Company.
- c) Self-Attested copies of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in such territory from February 2021 to January 2023 (for 2 years).
- d) Self-attested copies of all valid and applicable licenses for providing Integrated Student Hostel & Mess Management Services at an academic Institution.
- e) Self-attested copies of valid registration certificate from FSSAI, Labour Department / EPFO / ESIC etc., as may be required for smooth doing the business.
- f) Self-attested copies of the GST registration certificate and PAN.
- g) Statement of Average Annual Turnover of financial years' 2017-18, 2018-19 and 2019-20, 2020-21 & 2021-22 in support of eligibility criteria mentioned, from a registered practicing Chartered Accountant as per Annexure 3.

- h) Audited Balance Sheet of five financial years' 2017-18, 2018-19 and 2019-20, 2020-21 & 2021-22.
- i) Income Tax Return of the Company (duly attested by the CA/CA Firms) for five financial years' 2017-18, 2018-19 and 2019-20, 2020-21 & 2021-22.
- j) EMD of the required amount as specified in this tender document.
- k) Crossed Bank Account Cheque of the company.
- l) Self-Declaration stating that the Company/Firm/vendor/agency has not been black listed by Centre/ State Government/ PSU/ Academic institution as per the format in this tender document as per Section X.
- m) Detail list of Employees on roll of the vendor/bidder registered with EPFO during the last three years
- n) Experience proof documents (Work Orders/P.O. and Successfully Completion certificates) issued by the competent authorities of the organizations served on the organizations letter head from at least five or more clients during financial years' 2017-18, 2018-19 and 2019-20, 2020-21 & 2021-22 as per Annexure XV.
- o) NIT dully signed and official stamped on all the pages to be submitted in original.
- p) The bidder should be able to provide the downloaded MIS reports on a periodic basis of the services and feedback with the help of mobile app and dashboards etc.

3. Tender Validity

The validity period of the bid will be 180 days from the date of opening of tender documents, which may be extended by the bidders for such period as may be requested by MDI Gurgaon. A proposal valid for a shorter period may be rejected as non-responsive.

4. Earnest Money Deposit (EMD)

- a. The bidders should submit the tender document complete in all respects along with earnest Money Deposit (EMD) of Rs 15,00,000/- (Rupees Fifteen Lakh Only) in the form of Demand Draft issued by a nationalized bank in favour of "**Management Development Institute Society**", payable at Gurugram.
- b. Any Tender not accompanied by EMD shall be summarily rejected and will not be considered at all.
- c. EMD of the unsuccessful bidders will be returned to them without any interest within 30 days after finalization of tender and Award of work.
- d. EMD amount of the successful bidder shall be returned on receipt of Performance security for Integrated Student Hostel & Mess Management Services at MDI Gurgaon and after signing the contract.

- e. The EMD shall be forfeited if:
 - (i) The Bidder/Tenderer withdraws his Tender during the validity period of Tender.
 - (ii) The Successful Bidder/Tenderer fails to comply with all the terms and conditions of the Tender during the currency of the contract.
 - (iii) The Successful Bidder/Tenderer fails to comply with the rules and regulations set forth by Government such as FSSAI, PF, ESI, Minimum Wages and all other statutory requirements.

5. Preparation and Submission of Bids:

- a) Tenders are to be submitted as per two bid system i.e. - Technical Bid and Financial Bid.
- b) All entries in the tender form should be legible and filled clearly.
- c) Tender should be typewritten in English and any correction and interlineations in the bid should be attested with full signature by the Tenderer, failing which the bid will be treated as ineligible. No overwriting will be accepted.
- d) All documents/papers should be numbered, signed and official stamped by the Tenderer on each page.
- e) Technical Bid should contain all the documents required and EMD Demand Draft as has been specified in the relevant paras of the NIT document. Technical Bid should also contain Tender Form, Declaration Form, Manpower Details, Performance Statement, Details of Staff available with the Vendor, and any other details as stipulated in this Tender document.
- f) Financial Bid should only contain the Price Schedule, strictly duly filled as per Financial Bid Proforma only. No overwriting, corrections, interlineations etc. are permitted in the Financial Bid. If found, bid shall be liable to be rejected.
- g) The rates should be quoted for all the services to be provided as per instructions given in the tender document. Bid received with rates quoted for partial/selected services only will not be entertained and summarily rejected, without citing any reason to the bidder.
- h) Both the bids (Technical Bid and Financial Bid) are to be separately sealed in the envelopes duly super-scribing "Technical Bid" and "Financial Bid", respectively. Both the sealed envelopes should be sealed in a third envelope and super scribed as **"Integrated Student Hostel & Mess Management Services at Management Development Institute Gurgaon Campus"**.

6. Bid Submission:

Sealed Tenders should be addressed and submitted along with requisite documents at **Chief Administrative Officer (Institutional Services), Management Development Institute Gurgaon, Mehrauli Road, Sukhrali, Gurugram-122007 Haryana** on or **before 29 March 2023 by 1500 hrs through Speed Post/by Hand only**. Any bid received online shall be rejected.

7. Late Bids:

Tender submitted or received after the closing date and time will not be considered and shall be returned to the Tenderer/bidder, unopened. The bidders shall ensure that timelines are adhered to and any bids received later than the specified time and date shall not be entertained.

8. Opening of tender:

- a) The Tender shall be opened at the scheduled date, time and venue as mentioned in the Tender document, unless there is any change which will be informed by the Institute. One Tenderer's representative may attend the Tender opening.
- b) During the tender opening as above, the envelopes containing Technical Bid shall be opened. The envelopes containing financial bids shall be signed by the committee members and kept unopened for opening at a later date.

9. Evaluation of Technical Bids:

- a) The committee constituted by the competent authority of MDI Gurgaon shall evaluate the Technical Bids with reference to technical requirements and other criteria's mentioned in the Tender Document, including presentation by the bidder. All eligibility conditions have to be satisfied on the last date of submission of bid and not later.
- b) The bid of the bidders who submit their bid in the proper format along with EMD will be evaluated. The bids of the non-conforming bidders shall be rejected without further evaluation.
- c) Any conditional bids received shall not be considered and will be summarily rejected in very first instance without any recourse to the bidder and shall not be evaluated.
- d) MDI Gurgaon at any stage may seek such clarification/information/document from the bidder, as may be required, for it to satisfy the eligibility of the bidder. Failure on the part of the bidder to submit such information within the stipulated time may entail cancellation of the bid of such bidder. MDI Gurgaon Committee at its own discretion may visit any of the premises of the client(s) as per the list provided by them and to make quality assessment of the services provided, at its own expense.
- e) Only Technically qualified bids shall be considered for opening and evaluation of financial bids.
- f) The metric for evaluation of Technical Bids on a scale of 60 marks shall be as per **"Annexure XVI - Proforma for Technical Bid Evaluation (Out of 60 Marks)"** subject to the requirement condition that the **Minimum Qualifying Marks for Technical Bid would be 45 out of 60**. The short listing of the bidder will be as per the evaluation of eligibility criteria, demonstration of ability to provide MIS reports of the services on a periodic basis downloaded on the mobile app and dash board etc. and presentation by the bidder to the evaluation committee of MDI Gurgaon.

10. Evaluation of financial Bids: -

The metric for evaluation of financial bids on the scale of **40 marks** shall be as follows: -

Sl. No.	Financial Criteria	Total Marks
1.	L-1 (Lowest Bidder)	40
2.	L-2 (Bidder)	$40 \times (L1/L2)$
3.	L-3 (Bidder)	$40 \times (L1/L3)$
4.	L-4 (Bidder)	$40 \times (L1/L4)$
5.	L-5 (Bidder)	$40 \times (L1/L5)$

11. The successful bidder shall be declared on the basis of final marks (100) obtained in Technical Evaluation Score (**TS**) (60) + Financial evaluation Score (**FS**) (40 marks) to highest scorer. Financial score of the proposals will be determined using the following formula: -

$$FS = 100 \times (FL/F)$$

Where,

'FS' is the Financial Evaluation Score of a bidder,

'FL' is the Lowest Financial Proposal among all the bids received and

'F' is the Financial proposal of a particular bidder.

For the purpose of calculation of Composite Score (**CS**) for each bidder, the weightage is 60 % for the Technical Evaluation Score (TS) and 40% for Financial Evaluation Score (FS) of the respective bidder. The Composite Score shall be calculated using the following formula: -

$$CS = TS \times 0.60 + FS \times 0.40.$$

Tenderers will be ranked accordingly to their Composite Scores and will be listed in the order of merit. The top scorer would be eligible for award of work.

12. Award of Contract:

- MDI Gurgaon may award the contract to the successful bidder whose bid is found to be responsive and who is eligible and qualified to perform the contract as per terms and conditions of the Tender document.
- MDI Gurgaon will communicate to the successful bidder that its proposal has been accepted and will issue "Letter of Award".
- The successful bidder will be required to execute an Agreement with MDI Gurgaon.
- Failure of the successful bidder to comply with the requirements of the above clauses shall constitute sufficient grounds for annulment of the award and forfeiture of EMD.

13. Performance Security Deposit and Award of Contract:

The successful bidder who is awarded the contract shall be required to deposit a Performance Security Deposit of **Rs 30 Lakh (Thirty Lakh) in the form of Bank Guarantee** from any Scheduled Commercial Bank drawn in favour of "**Management Development Institute Society**" covering the period of contract and 180 days beyond the contract period.

In case, the contract is further extended the Bank Guarantee will have to be accordingly extended/renewed by the successful vendor. All incidental charges whatsoever such as premium, commission etc. with respect to the Bank Guarantee shall be borne by the successful bidder. Non deposit of Bank Guarantee within the stipulated time shall render the contract invalid at the discretion of MDI Gurgaon.

- (a) The successful bidder shall execute an Agreement on a non-judicial stamp paper of value Rs. 100/- (stamp duty to be paid by the tenderer) within 15 days from the date of the intimation from Tender Inviting Authority informing that his tender has been accepted.
- (b) If the successful bidder fails to execute the Agreement and / or to deposit the required Performance Security deposit within the specified time or withdraw its bid, after the intimation of acceptance of his tender has been sent to him or owing to any other reasons, he is unable to undertake the contract, his contract will be cancelled and the EMD deposited shall stand forfeited by the Tender Inviting Authority.

14. Effectiveness and Duration of Contract

The contract shall come into effect on the date of signing the contract by both the parties. The contract shall be valid for a total period of three years from the date of commencement of services. The vendor's performance will be evaluated/ assessed on completion of a year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year on mutually agreed terms and conditions.

15. Commencement of Services:

The Integrated Student Hostel & Mess Management Services Provider should commence the Services on the date of signing the Agreement or any other date mutually agreed by both the parties.

16. Amendment of Bidding Documents:

- i) At any time prior to the deadline for submission of bids, the Institute may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bidding documents by amendment.
- ii) In order to allow prospective bidders reasonable time within which to take the amendment into account in preparing bids, if any, the Institute, at its discretion, may extend the deadline for the submission of bids.
- iii) Bidders are advised to forward queries in advance through e-mail to the "Address for pre-bid and communication" mentioned at **Annexure - II** of the NIT.

17. Language of Bid

The bid prepared by the Bidder, all correspondence and documents relating to the bid shall be written in English language.

- 18.** The Competent Authority, MDI Gurgaon reserves the right to cancel all bids or discontinue this tender process, without assigning any reason at any time.
- 19.** The bidder will be bound by the details furnished by him/her to MDI Gurgaon while submitting the bid or at subsequent stage. In case, any of such documents furnished if found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable for legal action besides termination of contract.

20. This document does not constitute nor should it be interpreted as an offer or invitation for the appointment of the Vendor described herein.
21. This document is meant to provide information only. It does not purport to be all inclusive or contain all the information about the Integrated Student Hostel & Mess Management Services Provider or be the sole basis of any contract. No representation or warranty, expressed or implied, is or will be made as to the reliability, accuracy or the completeness of any of the information contained herein. It shall be assumed that there shall be no deviation or change in any of the herein mentioned information. While this document has been prepared in good faith, neither MDI Gurgaon, nor any of the officer make any representation or warranty or shall have any responsibility or liability whatsoever in respect of any statements or omissions here from. Any liability is accordingly and expressly disclaimed by MDI Gurgaon and any of the officer even if any loss or damage is caused by any act or omission on the part of MDI Gurgaon or any of the officer, whether negligent or otherwise.
22. By acceptance of this document, the bidder agrees that any information herewith will be superseded by any subsequent written information on the same subject made available to the bidder by or on behalf of MDI Gurgaon. MDI Gurgaon and any of the officer undertake no obligation, among others, to provide the bidder with access to any additional information or to update this document or to correct any inaccuracies therein which may become apparent, and they reserve the right, at any time and without advance notice, to change the procedure for the selection of or any part of the interest or terminate negotiations or the due diligence process prior to signing of any binding agreement.
23. This document constitutes no form of commitment on the part of MDI Gurgaon. Furthermore, this document confers neither the right nor an expectation on any bidder to participate in the “Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus” selection process.
24. When any proposal is submitted pursuant to this Tender, it shall be presumed by MDI Gurgaon that the bidder has fully ascertained and ensured about its eligibility to render services of “Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus”, in the event of the same being selected ultimately to act as such, under the respective governing laws and regulatory regime and that there is no statutory or regulatory prohibition or impediment to the bidder for providing Integrated Hostel Management Services and it has the necessary approvals and permissions and further suffers no disability in law or otherwise to act as such.
25. The bidder for providing Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus shall comply with and abide by all such directions that MDI Gurgaon may issue from time to time.
26. The bid and all correspondence and documents shall be written in English. All proposals and accompanying documents received within the stipulated time shall become the property of Management Development Institute Gurgaon.
27. The bids shall be valid for a period of **six** months from the date of opening of the bids. A bid valid for a shorter period may be rejected as non-responsive.
28. Any matter relating to the appointment a bidder for providing Integrated Student Hostel & Mess Management Services or the procedure for the appointment of the bidder for

providing Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus shall be governed by the Laws of Union of India and State of Haryana from time to time. Disputes, if any, shall be subject to the exclusive jurisdiction of the competent courts at Gurgaon, only.

29. The intended bidders are advised to undertake a survey of the Institute related premises and satisfy themselves about the scope of work before submitting their rates in prescribed **Financial Bid Proforma** (comprising of Total 6 pages) enclosed at **Annexure - XI**. In general, intended bidders shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their financial bid. A bid once submitted shall be deemed to have been submitted with full knowledge of aforesaid factors and no representation by the bidder will be entertained/ accepted for whatsoever may be the reason(s).

30. Definitions of common terms:

- i) "Bid" (including the term "tender") means an offer to supply goods, services or execution of works made in accordance with the terms and conditions set out in a document inviting such offers.
- ii) "Bidder" (including the term "Tenderer" or "Bidder") means any eligible firm or company or Bidder participating in a competitive process and having necessary qualification and eligibility and hold all licenses as per statutory laws of the nation;
- iii) "Bid/ Tender documents" means a document issued by the Tender Inviting Entity, including any amendment thereto, that sets out the terms and conditions of the given procurement and includes the invitation to bid;
- iv) "EMD" (including the term "Earnest Money Deposit"), means a security from a bidder securing obligations resulting from a prospective contract award with the intention to avoid: the withdrawal or modification of an offer within the validity of the bid, after the deadline for submission of such documents; failure to sign the contract or failure to provide the required security for the performance of the contract after an offer has been accepted; or failure to comply with any other condition precedent to signing the contract specified in the solicitation documents.;
- v) "Competent authority" means the Director or any officer(s) of Management Development Institute Gurgaon who is empowered to approve the decision.
- vi) "Notice Inviting Tender" means a document and any amendment thereto published or notified by the Tender Inviting Entity, which informs the prospective bidders that it intends to procure goods, services and/or works.;
- vii) "Contract" (including the terms "Work Order"), means a formal legal Agreement in writing relating to the subject matter of procurement, entered into between the Tender Inviting Entity and bidder on mutually acceptable terms and conditions and which are in compliance with all the relevant provisions of the laws of the country.

BRIEF SCOPE OF WORK

Housekeeping, Catering, Security, Electrical Maintenance, Plumbing & Sanitary Maintenance, Comprehensive Air Conditioning Maintenance and Carpentry Services are to be provided by the bidder of “Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus” as per the details mentioned in the tender document and requirements of the Institute from time to time and should be innovating with Student-Centric approach and Technology, **for a period of three years’**. The student’s hostels are **Change Master (3 Floors), Odyssey (3 Floors), Taksha Shila – D, E & F Block (3 Floors), Chaitanya (11 Floors), Kaveri (3 Floors), Kshitiz (1 Floor) and Nalanda (3 Floors)**. The total area of these student’s hostel rooms, dining hall, hostel office premise, common areas is approximately **2,68,809 sq ft**. The Institute, at its discretion, at any time can alter/reduce/modify the scope of work without citing any reasons to the bidder/vendor. The approximate resident students at hostels strength is **840**.

The bidder should depute one of his qualified and trained supervisors as operational in-charge who will be accountable to integrate and control/coordinate smooth delivery of all operations pertaining to Housekeeping, Catering, Security, Electrical Maintenance, Plumbing & Sanitary Maintenance, Comprehensive Air Conditioning Maintenance and Carpentry Services etc.

The detailed scopes of work for different services to be provided by the bidder are category wise mentioned below: -

A. SCOPE OF WORK FOR HOUSEKEEPING SERVICES

To provide the highest level of clean, hygienic and presentable ambience in the student Hostels and Dining Hall buildings etc. and includes all open and covered areas of hostel buildings, its vicinity open spaces, corridors and other places etc.

The minimum service criteria for the Hostel housekeeping is indicated below:

1. All the hostel premises are to be regularly cleaned properly. No foul smell in the toilets at any time will be accepted.
2. Premises should be regularly cleaned and no dust layer and stains on the floor, ceiling and walls are to be seen.
3. The chemicals and equipment to be used should be of good quality and brand, environment friendly and of good standard.
4. Regular Sweeping and mopping of the areas viz. lobby, rooms, pathways, open driveways, security area, pavements, roof, staircases, handrails, passages etc.
5. Dusting of the entire area including windows, window panes, doors, ledges, elevation frames etc.
6. Dusting, cleaning and wipe-dry of the furniture tables, chairs, side racks, cup boards, sofas, wood paneling etc., as available, in common utility areas including the dustbin and trash pot etc.

7. Garbage disposal and Waste management (dry and wet waste) on a daily basis, as required. The Bidder shall collect, segregate and dispose of the garbage at the place earmarked by MDI Gurgaon/ or at the areas designated by Municipal Corporation of Gurugram (MCG), on its own expenses, as the case may be. No extra payment whatsoever will be made on this account to the bidder by MDI Gurgaon.
8. Regular scrubbing, cleaning and refreshing of the toilets – including disinfectant treatment of toilet seats and bowl, water closets, urinals, wash basins, mirrors, sanitary fittings, toilet drain pipes, sanitary fittings etc.
9. Cleaning the porch and landscape area in the immediate periphery of the buildings and utility rooms.
10. Pruning and removal of grass or unwanted plants around Hostel buildings & dining hall premises, as and where required. Picking up the dry leaves, paper waste etc., in and around the periphery and dispose of at the designated place.
11. One onsite qualified supervisor shall be deputed by the bidder for overall supervision of cleaning of the premises satisfactorily and monitoring of usage of cleaning material.
12. The bidder will provide sufficient number of housekeeping staff to meet the institute's Service Level Agreement on housekeeping services.
13. The housekeeping staff of the bidder will be responsible for garbage collection from all the floors including hostel rooms and other assigned places.
14. The bidder should ensure that adequate housekeeping material is available and stocked for cleaning.
15. The bidder shall have clearly defined key performance indicators for housekeeping.
16. Ladies supervisor/ adequate number of sweepers shall be provided to supervise/ clean the girl's student hostels (Day & Night basis) and dining hall toilets.
17. Common rooms and student facilities are to be cleaned daily basis.
18. Surroundings and roof tops are to be cleaned minimum twice a week.
19. Students' hostel rooms to be cleaned daily. If students are not available in their rooms, then as and when requested by them, the rooms are to be cleaned.
20. Every day sweeping and cleaning of areas and roads in front of entry/ exit gates of hostels/ dining buildings and office etc. is to be done.
21. The bidder will provide necessary cleaning machineries on his own cost, as required, to carry out day to day house-keeping activities viz. Auto Scrubber, Single Disc. Scrubbing Machines, Vacuum Cleaners (Wet & Dry), High Jet Pressure, Sanitization machines, Wringer Trolleys, Normal dusting and sweeping tools etc.
22. The bidder will provide, maintain, and refill good quality/branded hand wash/ sanitizer in all the toilets/restrooms as per requirement in all the student hostels.
23. 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.
24. The bidder will provide and maintain the supplies required for waste management.

25. The bidder shall use standard quality & branded environmental friendly sanitation/cleaning/disinfectant consumable materials viz. phenyl of brand Gainda/Clenzo/Trishool, naphthalene balls of brand Trishool/Tiger/Winall, liquid soaps of brand Dettol/Lifeboy/Fem, detergents of brand Tide/Henko/Surf excel/Ariel, toilet cleaner of brand Harpic/Lizol/ Domestoz, floor cleaner of brand Izol/Astonish/Duomax/Marine/Pledge, cubes for urinal pots and washbasins and brooms, dusting & mopping clothes. The bidder may be allowed to use equivalent quality standard material of reputed brands after approval of the Institute.
26. The bidder will be responsible for safe storage of the material and prevent any unwanted incidents.
27. Housekeeping services complaint record along with action taken by the bidder is to be maintained and produced as per instructions of the Institute.
28. Attendance record of the staff, weekly report of activities is to be maintained and produced as per instructions of the Institute.
29. Any other cleaning and other work as per directions of Institute from time to time.
30. Bidder shall provide all safety appliances viz. safety belts, safety shoes, Helmets, Goggles, earmuffs, Hand Gloves, uniforms, rain wears etc. to his staff deployed for the work and ensure their safety and health all the times on his own expenses.
31. The bidder shall take due safety precautions of its staff while performing their duty.
32. The bidder will make own arrangement for movements of the staff, material, conveyance, repairs and maintenance including conveyance of dry and wet garbage to dump the same at a suitable place as per MCG directions.
33. The bidder will maintain the equipment and other properties of MDI Gurgaon in good condition at 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 staff or agents shall be brought to the notice of the bidder for recovery of such damages from the amounts payable to the bidder, including from the Security Deposit.

B. SCOPE OF WORK FOR CATERING SERVICES AT STUDENT'S HOSTEL

1. OBLIGATIONS OF THE INSTITUTE

A. The Institute shall only provide the following facilities:

- i. Space for the catering service
- ii. Free lighting and water supply for the services;
- iii. Existing Cooking range; *
- iv. Existing Equipment's like deep freezer, boiler, water cooler, grinders etc.*
- v. Electric and Plumbing fittings in the kitchen;
- vi. Dish washing facilities*
- vii. Potato peeler machine*

*above mentioned machines/equipment's are to be maintained in good serviceable condition by the bidder all the time at his own cost.

B. The Institute shall also provide the following:

- i. Dining tables and Chairs
- ii. Ceiling Fans and ACs
- iii. Curtains
- iv. Store Room

2. OBLIGATION OF THE VENDOR/VENDOR

The bidder shall provide the following services/meals to the students:

- Breakfast
- Lunch
- Evening Tea/ Coffee with snacks etc.
- Dinner
- Special Dinners (Festivals or as decided by the Student's Council/Students Mess Committee)

3. The catering services are to be provided exclusively to approximate 840 resident students at hostels only (the actual strength may vary due to any reasons beyond the Institute normal control) as per the academic calendar or as may be directed by the concerned officials of the Institute. Also, for two months when the students proceed on Summer Internship the dining hall will be non-operative.
4. The menu will be prepared in advance and got approved from the Institute.
5. Cyclic Menu shall be strictly adhered to unless any change is mutually agreed upon. The menu will be provided to vendor by the Institute. Present menu details are enclosed at "**Annexure - XII**".
6. The bidder shall be responsible, at its cost, for the standard maintenance and hygienic cleanliness of the dining halls, kitchens, stores, toilets /urinals attached to the kitchen/ dining hall and the stair cases inside the dining halls, all glass panes/panels, common passages under their charge and control and regular cleaning of grease chamber to avoid blockage of sewage lines.
7. The bidder will ensure preventive maintenance of equipment and machinery is carried out regularly as per the instructions of the manufacture at its own cost.

8. The bidder shall abide by all the instructions given by the Institute or by its representative(s).
9. The bidder should assign dedicated onsite qualified food and beverage Manager preferably qualified manager from Institute of Hotel Management and Catering Technology (IHMCT), who has undergone 4 year full time campus study or has equivalent recognized education duly recognized by the Govt. of India.
10. It shall be bidder's responsibility to ensure that all statutory obligations, prevailing from time to time under the various statutory enactments, such as FSSAI certification, Minimum Wages Act, Industrial Disputes Act, Workman's Compensation Act, Provident Fund Act, ESI Act, Contract Labor (Regulation & Abolition) Act, Gratuity Act, Bonus, Child Labor Act, Service tax, Sales Tax, WCT etc. are complied and none of the staff shall have any privy with the Institute. The bidder shall ensure that payment to the its staff is made of not less than Minimum Wages prescribed in Haryana State/NCR, as applicable from time to time.
11. The bidder shall be required to ensure maintain health cards for all the staff engaged by him at students hostel, dining hall/kitchen, as per relevant provisions for running the catering business.
12. On award of contract, the bidder will submit a list of its staff working in the student hostel of the Institute. The bidder will submit a certificate along with challan towards deposit of PF and ESIC (subscription of employees & Contribution of the employer) to the statutory authority on monthly basis along with payment Invoice.
13. If in the execution of the work, any infraction / breach / infringement of any law, rules / bye – laws for the time being in force, takes place; bidder shall indemnify the Institute against the consequence of any or all litigation / prosecution in any matter connected with or arising out of the subject license including the result of any labor dispute, and should any claim be made against the Institute by any authority / court bye laws of any award or decree including awards of any Labor Court and / or Arbitrator which might be enforced / sought against the Institute, the Institute shall be compensated by bidder in totality in respect of all such claims / awards etc.
14. The quality of eatables served should be best and up to satisfaction of the Institute & applicable laws on the subject by the concerned authority. No compromise on this will be entertained. On violation the Institute shall have the right to impose penalty and deduct the penalty amount, as deemed fit and appropriate by the Institute, from the monthly bill.
15. The bidder will be required to provide Khichari or any other food items, including boiled vegetables etc. for sick students in lieu of the regular meal.
16. For students observing fasts the bidder will provide the substitute item in lieu of the regular meal, if a minimum 15 resident students ask for the substitute meal.
17. No liquor will be served at any office building/hostels/dining hall or any other place inside the Institute campus.
18. The bidder for catering purpose shall arrange all the raw materials including controlled items, Commercial cooking gas etc. at its own cost.

19. The bidder at all the times shall maintain high standards of services for which they will arrange sufficient trained/qualified staff, i.e. Supervisor(s), Cook(s), Helper(s), Bearer(s) and Cleaner(s) etc. for Catering/cooking as well as services incidental to catering.
20. The bidder shall be responsible for cleaning and proper maintenance of kitchen, dining halls, toilets, bathrooms etc. and shall use earlier indicated cleaning / washing materials – dish washer powder, soap powder, detergent, phenyl, floor cleaner etc. so that the entire surroundings are hygienically cleaned and well maintained. The bidder shall be in possession of valid license from Public Health Department or other Statutory / Local Authorities concerned, where ever required, without fail.
21. The food stuff will be prepared fresh in most hygienic manner and good quality of the food items shall be maintained at all times.
22. The manner, time and place of services shall be as per the instructions of the Institute from time to time.
23. The bidder will ensure that utensils are hygienically cleaned, applying good quality medically recommended cleaning material and disinfectants.
24. The bidder shall ensure that:
 - All glass panels, electric fittings etc. in the kitchen and dining area are kept serviceable, tidy and neatly cleaned,
 - Disinfectant spray should be carried out at regular intervals in the allocated premises - Deodorant spray should be applied in the dining room after cleaning and washing,
 - Adequate supply of cleaning material, table clothes, cloth napkins & towels etc.
 - Ensure proper upkeep and maintenance of the area, equipment's and furniture under the bidder charge at all the times.
25. For cooking foodstuffs, refined vegetable oil viz. Sundrop, Saffola, Sweekar, Godrej, etc. only shall be used.
26. Nescafe brand coffee and Lipton / Brooke Bond / Taj Mahal / Assam brand tea will be used.
27. The bidder will provide soap cakes for the wash basin.
28. The bidder shall provide proper and neat uniforms to the staff at his own cost. Staff without uniform shall not be allowed to work in the Institute premises. The bidder will ensure that food handlers are equipped with suitable clothes e.g. aprons, gloves, headgear etc. wherever necessary.
29. All the kitchen appliances / equipment's will be handed over to the bidder in good working condition. These items will be repaired / maintained by the bidder at own cost during the period of contract and the bidder shall handover the equipment's in working conditions to the Institute on termination/expiry of the contract.
30. The food supplied should conform to the standards fixed by the concerned statutory / authority of Haryana state/ Central Govt. For any infringement of these standards the bidder shall be held responsible wholly and solely for the purpose and the institute will have no responsibility of any kind in this regard.

31. The bidder has to ensure that prepared food/meals are not wasted on any day. A report on the daily basis food prepared and consumed is to be maintained in a register by the bidder and details are to be submitted to Hostel Office, MDI Gurgaon on weekly basis.
- 32. The bidder shall implement dining feedback system through mobile base app and dashboards to collect regular feedback and address the dining related complaints of the students arising from time to time.**
33. The bidder shall be responsible for proper segregation and disposal of waste generated in the dining hall of Hostel on a daily basis appropriately.
34. The bidder will maintain substantial inventory of dustbin bags, cleaning equipment and chemicals for at least 2 cycles of deep cleaning and 2 weeks of daily cleaning.
35. The bidder shall be required to adjust/change the meal timings as and when required depending upon the progress of any special event. It shall be ensured that tea/coffee are served steam hot.
36. On special occasions, if required by the hostel Mess Committee, the rates for the additional food items should be mutually agreed for a special menu before the actual event.
37. The payment for the special meal will be made as per the approved rates after deducting the rates of the corresponding regular meal as approved by the Institute.
38. One qualified supervisor should always be present in dining hall during breakfast, lunch & dinner time. It is desirable that the same supervisor continues for at least one year. In case of any change, student hostel office should be informed.
39. The bidder will ensure that only fresh vegetable & meat are used for the food preparation.
40. All items/ingredients required by the bidder for preparation of food and other approved items are to be purchased by the bidder at his own cost. All items/raw materials purchased will have to conform to the quality standard, prescribed under the prevention of Food Adulteration Act, and/or any other Act applicable and as far as possible shall have the standards/brand bearing "AGMARK" or "ISI", or "FSSAI" mark as applicable. An approval of the brands and raw materials to be used should be taken from the institute. Surprise checks/visits may be done by the concerned institutes officials.
41. For any suggestions or complaints made by the student; it is the responsibility of the bidder to address the issue within 24 hours.
42. A designated representative of the bidder shall attend a monthly meeting, failing which suitable action will be taken by Institute.
43. In case the bidder fails to provide the catering services as per the expectations of the Institute, the suitable punitive actions will be taken by MDI Gurgaon.
- 44. Mess Timings:-**
Following is a tentative schedule of the mess timings. However, schedule of the mess timings may change as per decision of the Institute.
- Breakfast: 07:15 AM to 09:30 AM (Sat/Sun - 8:00 AM to 10 AM)
 - Lunch: 12:15 PM to 02:15 PM
 - Evening tea with snacks: 04:30 PM to 6:00 PM
 - Dinner: 07:30 PM to 9:30 PM

C. SCOPE OF WORK FOR SECURITY SERVICES

The bidder shall provide round-the-clock trained security guards (male and female security guards, as may be required) at the identified student hostels. The security guards shall ensure protection and safety of the students and property of MDI Gurgaon under their charge, perform watch and ward functions at the hostels and prevent entry of any unauthorized person inside the student hostels. In case of any incident of theft, robbery, fight, misbehavior or any other incident/accident inside hostel premises, it is the responsibility of the bidder to coordinate with the local administration for lodging FIR/complaints etc. in consultation and permission of the Institute.

DUTIES AND RESPONSIBILITIES OF BIDDER

1. The bidder will be responsible for ensuring round the clock security arrangements at the student's hostels **Change Master (CM) (3 Floors), Odyssey (3 Floors), Taksha Shila – D, E & F Block (3 Floors), Chaitanya, Kshitiz (1 Floor), Kaveri (3 Floors) and Nalanda (3 Floors) including the dining hall.**
2. To maintain the safety and security of students, hostels and dining hall infrastructure, round the clock i.e. 24x7 basis, it is estimated that the bidder will provide minimum **2 trained Security Supervisor and total 34 trained Security Guards (includes 8 male and 26 female Security guards) @ 12 hrs a day shift basis (1 trained Security Supervisor and 17 security guards in a shift).**
3. The bidder shall be responsible for :-
 - a) Supervising the work of his security guards deployed.
 - b) Maintaining the discipline, dress and decorum of the security guards.
 - c) That security guards arrange for any medical help to the hostel students in case of any medical emergency.
 - d) Deployment of security guards, after daily roll call and briefing about duties and responsibilities.
 - e) Define and implement student's hostel safety and evacuation drills on a regular basis.
 - f) Ensure good discipline of the security guards, take up night checks, provide on job training to the security guards to make them acquainted with the security requirements of the student hostels.
 - g) Maintain a daily Attendance register which will be verified by the authorized person of the institute.
4. The security guards be rotated weekly basis on the allocated posts.
5. The bidder will ensure that the instructions given by MDI Gurgaon are strictly followed and there are no lapses.
6. No items are allowed to be taken out of the student hostels and mess dining hall without proper authority and Gate Pass issued by the Institute.
7. Deployment of trained security guards/ security supervisor will be as per the instructions of the Institute from time to time.
8. Trained Ladies' security guard should be appointed at girls' hostels.
9. The security guards should take care of the water taps, valves, water hydrants etc. installed inside and near the hostel premises.

10. The security guards should be minimum 12th standard pass, healthy, smart, of good physic and have minimum 2 years work experience in security assignment of an educational environment. The age of the security guards should be preferably between 40-50 years. The security guards should not have any contagious disease.
11. The security guards / supervisors should be well trained to extinguish fire with the help of fire extinguishing system/ cylinders and other fire-fighting material available on the spot.
12. The security guard on duty shall not leave the premises until the reliever reports for duty.
13. The bidder will provide security guards with seasonal and protective clothing, torches (with adequate supply of battery cells on monthly basis), whistle, lathies, raincoats, gum boots, umbrellas and cycles etc. as may be required. Institute will not provide any accommodation to the security supervisor/guards.
14. The bidder will provide security guards the required stationary, registers, pen and pencils etc.
15. No person who has been convicted by a competent courts has been dismissed or removed on grounds of misconduct or moral turpitude while serving in any of the armed forces of the Union, State police organization, central or state governments or in any private security service, shall be deployed as security guard or supervisor by the bidder.
16. In case of any misbehavior of security guard reported by the Institute to the bidder, the security guard is to be removed immediately by the bidder. Institute will not make any explanations to the bidder for the same.
17. The bidder will submit list of security guards deployed to the Institute for information.
18. The bidder will prepare and submit a "Safety & Security SOP (Standard Operating Procedure)" for the safety & security of the students and property of Institute for information and approval of the Institute.
19. The bidder will provide a man-power plan for information and approval of the Institute.

D. SCOPE OF WORK FOR ELECTRICAL MAINTENANCE SERVICES

The bidder will be responsible for repairs and maintenance of following categories of electrical installations & maintenance works on 24x7 basis. The Institute will not provide any accommodation for the technical staff.

- 1) Replacement of fuses (all types), repair/replacement of faulty switches, sockets, holders, screws, wiring, tube light, bulbs, chokes and starters etc.
- 2) Oiling, greasing of fans (ceiling and exhaust) and checking of earthing as and when required.
- 3) Rewiring of circuit wiring point on need basis
- 4) Maintenance of different types of pumps, motors and general electric equipment's including H.T/L.T. Panels, relays, internal wiring, singes, etc.
- 5) Electrical panel maintenance installed in the allotted buildings of the student's hostels and such other work directly related to electrical maintenance.
- 6) As the work will have to be carried out in building and area in use the bidder shall ensure that the normal functioning of hostel activity is not affected as far as possible and the work is carried out in an orderly manner without noise and obstruction. All rubbish etc. is disposed of at the earliest and the place is left clean and orderly at the end of each day's work.
- 7) The bidder shall ensure that the repair and maintenance staff is ITI qualified and licensed for their part of work. Further, it is estimated that minimum manpower deployment for Institute's work is as under:
 - i. **Supervisor (9:30 am – 5:30 pm and 6 days a week) – 01 no.**
 - ii. **Experience electrical staff (7 days in a week) - 02 No.**
 - iii. **Helper, if required (7 days in a week) - 03 No.**
- 8) The bidder shall be responsible for the staff conduct. The staff should behave in a courteous manner.
- 9) The bidder shall be held responsible for any loss or damage of electrical equipment and property of the hostel and the Institute.
- 10) The bidder shall ensure safety of staff and others at site of work and shall be responsible for any consequence arising out of execution of the repair and maintenance work. When instructed to do so, the bidder shall ensure proper recordkeeping and storing of irreparable/dismantled material.
- 11) All breakdowns/ faults shall be attended to immediately and rectified promptly within maximum 24 hrs.
- 12) Registers are to be maintained by technicians and regularly report to the Physical Infrastructure (PI) office, MDI Gurgaon.
 - i) Complaint Register: All complaints received with respect to electrical installation are to be recorded with time and date of receipt and as and when complaints are addressed should be maintained.
 - ii) Spare Tool and Tackle Register: All the spares issued by the Institute and tools and tackles are to be recorded in the register. Spares, if any, are to be taken outside the Institute premises are to be recorded with serial number of the part, in and out date and time and should be through a valid gate pass issued by the PI department.
- 13) No accommodation to the bidder staff will be provided by MDI Gurgaon.

E. SCOPE OF WORK FOR PLUMBING & SANITARY SERVICES

1. It shall be responsibility of the bidder for providing and arranging services of qualified plumbers required for carrying out regular routine and preventive maintenance works, including necessary repair/replacement works of plumbing & sanitary in nature, maintaining smooth and unhindered operational and working condition of the entire plumbing grid / system i.e. both internal and external plumbing line (underground, concealed and open) at all levels in the hostel and mess 24x7 basis.
2. The Institute will not provide any accommodation for the technical staff.
3. Removal of choakages/ blockage in soil waste line, gully/ nahani traps, manholes, inspection chambers, bottle traps, sinks, wash hand basin, urinals, water closets and removal of debris outside the hostel premises at own cost.
4. Disconnecting and reconnecting plumbing connection in case of water heaters, geysers, boilers, coolers, electrical gadgets, whenever such electrical gadgets are required to be replaced/ repaired.
5. Cementing of joints of various drainage lines, gaps between wash basins, sinks, pointing of joints of tiles of floors and dados, cementing of loose tiles, floors and dados, including re-fixing the same with white cement and matching pigment.
6. Refixing of loose fixtures and fittings including supporting brackets of wash basins, sinks, flushing cistern, drain boards, towel rods, mirrors, glass shelves, soap holders, nahani traps, gratings and other existing fixtures and fittings in the hostel/dining hall, removal of existing fittings/fixtures without causing any damage to the property, grouting of new wooden gutties in cement mortar and re-fixing with new screws; and removing where necessary etc.
7. All equipment, testing appliances, tools, safety belt, helmets, scaffolding etc. for carrying out the work and tackles necessary for completing the work shall be procured by the bidder at its own cost, unless otherwise directed.
8. Bidder shall deploy ITI passed qualified Supervisor (having good knowledge in plumbing and sanitary works). Further, it is estimated that minimum manpower deployment for Institute's work is as under-

i. Supervisor (9:30 am – 5:30 pm and 6 days a week)	01 No.
ii. Experienced plumber (7 days in week)	02 No.
iii. Helper to plumber (7 days in week)	02 No.
9. In case of absence of regular supervisor/plumbers, alternate arrangement shall be made by the bidder so as to maintain the continuity without suffering the work, as per the convenience of the Institute.
10. There shall be a regular/routine check on plumbing system, taps, valves, traps, overhead tank & underground tanks inlet & outlet lines and other allied works related to plumbing

nature, water supply and sanitary system from hostel drainage, external drainage to municipal trunk /sewer line by taking round and visiting ducts on daily basis.

11. The complaints registered by the students in the complaint book maintained with the student hostel office will be checked daily and all complaints will be attended promptly. After satisfactory completion of the complaint the signature shall be obtained from respective students or their representative or student's hostel office.
12. The bidder shall ensure effective maintenance throughout the year with due diligence under advise and directions of Institute.
13. Registers are to be maintained by technicians and regularly report to the Physical Infrastructure (PI) office, MDI Gurgaon
 - i) Complaint Register: All complaints received with respect to Plumbing & Sanitary items are to be recorded with time and date of receipt and as and when complaints are addressed should be maintained.
 - ii) Spare Tool and Tackle Register: All the spares issued by the Institute and tools and tackles are to be recorded in the register. Plumbing & Sanitary items will be issued by the Institute and proper records of the same are to be maintained and to be shared to the concerned department for their records.
14. No accommodation to the bidder staff will be provided by MDI Gurgaon.

SCOPE OF WORK FOR COMPREHENSIVE AIR-CONDITIONING MAINTENANCE SERVICES AT STUDENT HOSTEL & DINING HALL

1. The bidder will provide the comprehensive maintenance of Air conditioners installed at Student Hostel, Kitchen and dining hall, including replacement of spares, periodical servicing, break down servicing etc.
2. Bidder will ensure replacement of faulty spares like Compressors, Starting Capacitors, Running Capacitors, Relays, Thermostats, Fan Capacitors, Fan Motors, Selector switches, Power Contactors, Control Contactors, External Time Switch Units provided for specific time running of AC's, rewinding of motors, providing Ball bearing of motors, Fan blades, Electronic Control Circuitry, Gas charging and attending related complaints and breakdowns of all types of air-conditioners etc. at own cost.
3. Original spare parts as per quality approved by the PI department of the Institute will only be permitted to be used for the maintenance.
4. Periodic preventive servicing has to be carried out at least once in three months for all the Air conditioners. During the quarterly servicing, the bidder should water service the AC unit including water washing of filter, drain tray and pipe cleaning, Evaporator brush cleaning, oiling/greasing of all fans, checking of current consumption, checking of output performance, testing of gas pressure , water washing of condenser coil etc.
5. Defective spares - compressors / condensers are to be replaced with new compressors / condensers, **repairing of old compressors is not permitted**. Whenever new compressors / condensers are used, the bidder has to produce original invoice and Warranty Card of the new compressor/ condenser and submit to PI department of the Institute. The compressor/ condenser being replaced should match with the original star rating of the air conditioner.
6. Complaints regarding non-functioning of air-conditioners are to be attended immediately. Major faults - which are to be got serviced from authorized service centers of manufacture, within 48 hrs or by making available serviceable standby air conditioners, in case of window air conditioners immediately.
7. Air-conditioners covered in this contract have to be maintained as per the standards of the Original Equipment Manufacturer (OEM). The bidder has to repair /service/ maintain the air conditioners under this contract as is where is basis condition when handed over to the bidder.
8. **The bidders should deploy adequate manpower at the site on all the days of the week including holidays, i.e. 24x7 basis.** The payment for the mechanic and assistant engaged by the bidder shall be made by the bidder as per the existing Minimum Wage Act (Haryana), Ministry of Labour, Govt. of Haryana, as applicable on the date of commencement of issue of tender and amended time to time.

9. The bidder will report to the PI department, MDI Gurgaon through operational in-charge.
10. The replacement of components shall be as per manufactures instructions and as per the decision of PI department, MDI Gurgaon.
11. Registers are to be maintained by the technicians and should report to PI department, MDI Gurgaon.
 - i) Complaint Register: All complaints received with respect to air conditioners are to be recorded with time and date of receipt and as and when complaints are addressed should be maintained.
 - ii) Spare Tool and Tackle Register: All the spares and tools and tackles are to recorded in the register. Spares/equipment to be taken outside the premises are to be recorded with serial number, serial number of spare part and in and out date and time.
12. No accommodation to the bidder staff will be provided by MDI Gurgaon.

F. SCOPE OF WORK FOR CARPENTRY SERVICES AT STUDENT HOSTELS & DINING HALL

The bidder should provide (a) one experienced and competent carpenter and (b) one helper to attend day-to-day carpentry maintenance works at hostel.

The detailed scope of work and the profile of the carpenter includes as follows:

1. The carpenter and helper should wear proper uniform & carry identity card during the work between 09:30 am to 5:30 pm. The same is to be provided by the bidder at his own cost. The carpenter and helper are to work on **six days** a week (Mon-Sat) and should have essential tools to attend all day to day maintenance works.
2. Carpenter should attend to the complaints mentioned in complaint register relating to carpentry and rectify the defects urgently. Required items like adhesives, screws, nails, nut & bolt, washer, brackets, clips etc. will be provided by the PI Department.
3. Repairing of wooden door, wooden cabinets, wooden table, sofas, chairs, shelves, cupboards, pelmets and other wooden members, windows, shutters, knobs, tower bolts, safety locks etc.
4. Rectifying and replacing hooks, hinges, aldrops, handles, door locks, door closers, door stoppers, floor springs, hold fasts, bearing, clamps, picture hooks, nails, screws, nylon rope and brackets for cloth drying arrangement etc.
5. Repairing of aluminum windows, doors, ventilators, partitions cutting and removing the damaged sections and replacement with suitable material like the existing one, levelling doors and window surfaces to ensure proper functioning of doors, windows ventilators etc.
6. Repairing of hostel rooms wooden fixtures wherever needed.
7. Repair works of doors/window shutters in the hostel rooms. The bidder has to provide mini welding machine for cutting/fixing the grills; required for repairing the window's shutter etc.
8. Fixing and replacement of glass panes to windows ventilators of different sizes at all places including fixing of putty to existing glass panes of windows. The putty and glass will be provided by the PI Department.
9. Fixing Pelmet for curtains, its channels and drapery rod for curtains with brackets. The drapery rod, brackets, end knobs etc. will be provided by the PI Department.
10. For any other work not covered above but related to carpentry, the bidder shall ensure that the job is effectively and properly done.
11. No accommodation to the bidder staff will be provided.

12. The payment to the carpenter engaged by the bidder shall be made by the bidder as per existing Minimum Wage Act (Haryana), Ministry of Labour, Govt. of Haryana as applicable on the date of commencement of issue of tender.
13. Carpenter will report to the PI Department, MDI Gurgaon through operational in-charge.
14. The replacement of components shall be as per manufactures instructions and as per the decision of Estate Office, MDI Gurgaon.
15. Registers are to be maintained by technicians and report to PI Department, MDI Gurgaon.
 - i) Complaint Register: All complaints received with respect to carpentry work are to be recorded with time and date of receipt and as and when complaints are addressed should be maintained.
 - ii) Spare Tool and Tackle Register: All the spares and tools and tackles issued by the Institute are to recorded in the register.

The detailed work specifications of the student's Hostels for Housekeeping Services/Electrical/Air-Conditioning/Plumbing/Carpentry & Maintenance work is attached as Annexure-2 and is taken to be correct. However, the details can be verified by the bidder. Pro-rata rates shall be applicable accordingly.

TERMS AND CONDITIONS OF CONTRACT

The contract shall tentatively commence from The contract shall be valid for a total period of **three years** from the date of commencement of services. However, the bidder's performance during the year will be evaluated/ assessed on completion of one year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year on mutually agreed terms and conditions. The contract can be curtailed or terminated at any time by MDI Gurgaon owing to deficiency of services OR sub-standard quality of Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus, breach of contract. non-compliance with any relevant statutory laws, Labour laws, or change in requirements of MDI Gurgaon or for any other reasons as stipulated in the contract to be entered into with the successful bidder. However, the Institute, at its discretion, at any time can alter/reduce/modify the scope of work without citing any reasons to the bidder/vendor.

1. The bidder should be specialized in the area of providing "Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus" using "Innovating Student-Centric approach and Technology" and shall be able to provide & maintain services with the help of mobile app and dashboards etc. MDI should be able to download the MIS reports on a periodic basis from the mobile app.
2. Bidder's performance will be measured/ evaluated by MDI Gurgaon Committee on a regular basis in respect of quality and standards. If standard and quality are not met financial penalty up to maximum 10% of the daily billing amount will be levied.
3. Bidder will meet the Committee of the Institute for an interaction and feedback related issues minimum on a quarterly basis.
4. Bidder will provide professionally qualified and dedicated staff for different services required in respect of "Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus"; having professional Certificates/Diploma/Degrees pertaining to the concerned areas, as detailed in the Scope of Work and should ensure that the best services are regularly rendered.
5. The contract shall automatically expire on unless extended further by the mutual consent of contracting bidder and MDI Gurgaon.
6. No accommodation for the bidder staff shall be provided by the Institute. The Bidder shall have to make his own agreement for lodging and boarding of his staff.
7. The contract will be for a total period of three years from the date of commencement of services. Bidder's performance during the year will be evaluated/ assessed on completion one year by MDI Gurgaon. On satisfactory performance the contract will be continued for the next year on the mutual agreed terms and conditions or with some additions / deletions / modifications mutually agreed upon.
8. The bidder shall not be allowed to transfer, assign, pledge or sub contract its rights and liabilities under this contract to any other vendor without the prior written consent of MDI Gurgaon.

9. The bidder or his representative will not allow any unauthorized person including his own staff to stay in the student Hostel. If at any time or during surprise check it is found that any unauthorized person is staying in the student Hostel, the bidder will be directly responsible and a financial penalty as decided by the Institute will be imposed on the bidder.
10. MDI Gurgaon reserves right to terminate the contract at any time after giving a three months' notice to the selected bidder.
11. The bidder shall not employ any person below the age of 18 years. Generally, the age of staff deployed should be between 40-50 years. Employment of child labour will lead to termination of contract.
12. The staff deployed shall be all the time employee of the bidder at all times and all statutory liabilities of the bidder staff will be paid by the bidder viz. ESI, PF, Workmen's Compensation, etc. The staff deployed by the bidder should be properly trained and have requisite experience and skills.
13. The bidder at all times shall maintain all statutory registers under the applicable Law. The bidder shall produce the same on demand to the concerned authority of MDI Gurgaon or any other authority under Law.
14. The bidder shall engage only such staff and supervisors, whose antecedents and health have been thoroughly verified, character and police verification and other formalities have been done. Institute will not make any payment to the bidder for any such verification. The bidder shall be fully responsible for the conduct of his staff.
15. The bidder, at all times should indemnify MDI Gurgaon against all claims, damages or compensation under the provisions of payment of wages Act 1936, Minimum wages Act 1948, Employer's Liability Act 1938, Workmen Compensation Act 1923, Private Housekeeping Agencies (Regulation) Act 2005, Industrial Disputes Act 1947, Maternity Benefit Act 1961 or any modification thereof or any other law relating thereof and rules made hereunder from time to time in this regard. Payment of minimum wages as notified by the appropriate government from time to time, shall be ensured all the time by the bidder. Above all, the bidder will indemnify MDI Gurgaon from all legal, financial statutory, taxation, and associated other liabilities. If any law has not been mentioned in the para and is applicable for the services should also be applicable to indemnify MDI Gurgaon for liabilities of any nature.
16. The bidder shall specifically ensure compliance of various Laws / Acts in force, including but not limited to with the following and their re-enactments / amendments / modifications:
 - (a) The Employees Provident Fund Act, 1952
 - (b) Payment of Wages Act 1936
 - (c) Minimum Wages Act 1948,
 - (d) The Contract Labour (Regulation) Act, 1970
 - (e) The Payment of Bonus Act, 1965
 - (f) The Payment of Gratuity Act, 1972
 - (g) The Employees State Insurance Act, 1948
 - (h) The Employment of Children Act, 1938
 - (i) The Motor Vehicle Act, 1988

- (j) The Industrial Disputes Act 1947
- (k) The Industrial Employment (Standing Orders) Act 1946
- (l) Pollution Control and Environment Protection Laws in force from time to time

17. The bidder will provide the Institute list of personnel deployed for work at MDI Gurgaon along with their credentials, permanent and present address and latest photographs.
18. It shall be responsibility of the bidder to issue employment card / photo / identity card to the staff deployed and maintain the muster roll, the wage register and other registers as provided in the Contract Labour (Regulation & Abolition) Act. Bidder has to ensure that its employees deployed in MDI Gurgaon invariably wear uniform and carry ID card during office hours, issued by the bidder at his own cost.
19. The bidder shall replace immediately any of its staff if they are unacceptable to MDI Gurgaon because of any risk, incompetence, conflict of interest breach of confidentiality or misconduct on the part of the staff deployed by the bidder, upon receiving a communication from the Institute. Notwithstanding the above, the Institute shall have the right to ask to change / replace the staff at any point of time without assigning any reason.
20. MDI Gurgaon shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the bidder.
21. The bidder shall be responsible for any damage done to the property of the Institute by his personnel deployed. MDI Gurgaon will be free to recover it from the Security Deposit or from any other dues payable to the bidder.
22. The bidder staff should be polite, cordial, positive and efficient while handling the assigned works and their actions should promote good will and enhance the image of the Institute. The bidder shall be responsible for any act of indiscipline on the part of staff deployed by him.
23. In case of any disorderly behavior, criminal offence, indiscipline or misbehavior by bidder's staff with hostel residents or Institute personnel the contract is liable to be terminated, without assigning any reasons.
24. Any incident of bidder's staff deployed related to sexual abuse/ harassment will invite zero tolerance from the Institute. Immediate strict punitive action will be taken against the bidder by MDI Gurgaon.
25. The bidder staff deployed shall not claim any benefit, compensation, absorption or regularization of their services in MDI Gurgaon either under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970. The bidder shall have to obtain an undertaking from his deployed staff to the effect that his staff is the employee of the bidder and shall submit the said undertaking to MDI Gurgaon. In the event of any litigation on the status of the deployed staff, MDI Gurgaon shall not be a necessary party to such proceedings. However, in any event, either the deployed person or to the order of the Court, MDI Gurgaon is made a party to such dispute, the bidder shall take all steps to protect the interest of MDI Gurgaon. The bidder shall reimburse the expenditure that would have been borne by MDI Gurgaon to defend itself, if so required.
26. The bidder will be exclusively responsible to meet and comply with all legal requirements with respect to food items prepared, raw material and ingredients used, and shall be

exclusively responsible for any infraction of the provisions of any applicable law with regard to storage, preparation, service etc., including the provision of the Prevention of Food Adulteration Act, The Essential Commodities Act, The Weight & Measures Act and other applicable rules, regulation and order framed thereunder, including safety and health of all consumers/residents under the said contract.

27. Logo/Name of the Institute cannot be used by bidder or his staff deployed for any purpose. MDI Gurgaon endeavors to be a plastic free campus and use of plastic is prohibited, as per Government norms.
28. The bidder shall ensure that the staff disciplined and do not make use of alcoholic drinks, paan, gutkha, smoke, loiter, use mobile phones for entertainment purpose and in gambling, satta or any immoral act. MDI Gurgaon is a plastic free campus.
29. The bidder staff shall work under overall supervision & direction of the bidder.
30. The bidder will properly maintain muster roll of the staff at work in the premises of MDI Gurgaon.
31. For all intents and purposes, the bidder shall be the "Employer" within the meaning of different labour Legislations in respect of staff deployed by it. There shall be no claim by such deployed staff of any employment in MDI Gurgaon. The staff deployed by the bidder in MDI Gurgaon shall be the employees of the bidder only at all times and not have any stake or claims like employer and employee relationship with MDI Gurgaon, in any case whatsoever.
32. The bidder shall be solely responsible for redressal of grievances of its staff deployed at MDI Gurgaon. MDI Gurgaon shall, in no way, be responsible for settlement of such issues whatsoever.
33. The bidder will not allow or permit its staff to participate in any trade union activities or agitation in MDI Gurgaon campus.
34. The bidder cannot contact any media/or any other persons/agencies for any issue related to services at the MDI Gurgaon.
35. MDI Gurgaon shall not be responsible for any financial loss or liabilities arising out of accident or death to any of the staff deployed by bidder in the course of their performing the functions / duties or for payment towards any compensation for any reason.
36. The bidder will be responsible for compliance of all statutory provisions including Minimum Wages, Provident Fund, and Employees State Insurance, contract labour and any other applicable law in respect of the staff deployed at MDI Gurgaon. MDI Gurgaon shall have no liability in this regard. Payment of the bill will be made only after successful submission of statutory payment receipts.
37. The bidder shall be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to MDI Gurgaon to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.
38. The bidder shall maintain all statutory registers under the Law and submit periodical returns and statements. The bidder shall produce the same, on demand, to the concerned authorities and to MDI Gurgaon or any other authority under Law.
39. In case, the bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof MDI Gurgaon is put to any loss / obligation, monetary or

otherwise, MDI Gurgaon will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the bidder, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.

40. In case of breach of any terms and conditions as specified in the contract signed, the Performance Security Deposit of the bidder will be liable to be forfeited by MDI Gurgaon besides annulment of the contract and other legal resource.
41. The successful bidder, who is awarded the contract by MDI Gurgaon, will retain all the documentary proof / papers deposited with the respective statutory bodies / Government departments i.e. Employees State Insurance, Provident Fund and GST etc. All such documents / papers are to be necessarily submitted within seven days by the vendor as and when requisitioned by MDI Gurgaon, failing which a penalty of Rs. 100/- per day shall be deducted from the monthly bill.
42. The staff employed by the bidder shall be required to undergo a medical test by a medical practitioner/doctor once in three months from the date of employment at the cost of the bidder.
43. If there arises any dispute relating to this Contract the same shall be referred to sole arbitration of the Competent Authority, MDI Gurgaon whose decision shall be final and binding on both the parties.
44. The bidder shall not sub contract, fully or partially catering service or any other services awarded to any other person / persons or vendors/agencies.
45. It shall be the duty and responsibility of the bidder to ensure that the staff for the work are physically fit and free from all communicable contagious, infectious and other diseases. If any of the staff is found to be suffering from any disease or if any staff commit misconduct or misbehave, the bidder shall be required to remove such staff immediately, without demur and questioning the decision of MDI Gurgaon in this respect and restrain the entry of such individuals in the Institute Campus.
46. The rates quoted and accepted shall remain unchanged for a period of one year from the date of signing of Agreement / taking over the operational charge.
47. In case of MDI being called upon by any statutory authority for any purpose relating to the matters of infection, food poisoning or illness arising from any bad, stale or defective food or materials provided as meals during the entire contract period, the bidder shall be solely responsible to bear all costs that MDI may have to incur on account of such infringement by the bidder or indemnify MDI for any such loss in total including the legal expenses incurred thereof.
48. The Institute has absolute liberty to reduce/alter/modify the scope of work at any time before or after awarding the work without citing any reasons to the bidder.

49. Payment Terms & Process

- a) The bidder shall be solely responsible for making payment to its deployed staff at MDI Gurgaon by 7th of each month without fail.
- b) The bidder shall raise the bill enclosing PF and ESIC statements, as applicable, and submit the same to MDI Gurgaon in the succeeding month. Payment of the bill will be made only after successful submission of statutory payment receipts.
- c) The bidder will be solely responsible for making the payment directly to his deployed staff. Since there may be occasional delay in releasing payment by MDI Gurgaon to the bidder due to contingencies, payment of wages to the staff by bidder should not be linked with receiving of payment from MDI Gurgaon and shall be independent of the same.
- d) Payment to deployed staff must be made by the bidder through e-transfer only.
- e) The entire financial liability in respect of staff deployed in MDI Gurgaon shall be of the bidder and MDI Gurgaon in no way will be liable for the same.
- f) The bidder will be responsible for compliance of all statutory provisions including Minimum Wages, Provident Fund, Employees State Insurance, Contract Labour Act and any other applicable law in respect of the staff deployed at MDI Gurgaon. MDI Gurgaon shall have no liability in this regard.
- g) The bidder shall be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to MDI Gurgaon to the concerned tax collection authorities from time to time as per extant rules and regulations in the matter.
- h) The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax Act / Rules, as amended from time to time and a certificate to this effect shall be provided to the bidder by MDI Gurgaon.
- i) The bidder shall maintain all statutory registers under the Law and submit periodical returns and statements. The bidder shall produce the same, on demand, to the concerned authorities and to MDI Gurgaon or any other authority under Law.
- j) If as a result of post payment audit any overpayment is detected in respect of any work done by the bidder or alleged to have been done by the bidder it shall be recovered by MDI Gurgaon from the bidder.
- k) In case, the bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof MDI Gurgaon is put to any loss / obligation, monetary or otherwise, MDI Gurgaon will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit, to the extent of the loss or obligation in monetary terms or shall be entitled to recover the same by legal recourse.

50. Service Level Agreements

The bidder has to ensure that prepared food/meals are not wasted on any day. A report on the daily basis food prepared and consumed is to be maintained in a register by the bidder and details are to be submitted to Hostel Office, MDI Gurgaon on weekly basis. The following details are for responding and closure of the complaints by the bidder. These may be modified, if required, by the Competent Authority, MDI Gurgaon at any time.

Description of Complaints	Service required	Report	Complaint closure time
Minor issues	Rectification without any replacement by the bidder.	Immediately	2 hrs
Major issues	Rectification/ Replacement by bidder.	Immediately	Consult with the Student Hostel Office/Estate Department to close the issue at the earliest

A. Housekeeping & Maintenance Services:

Sl. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit
1	Routine housekeeping/cleaning services of all the premises in the Hostels.	2 Times / Day	Compulsory
3	Cleaning of Toilets as per defined scope of work	4 Times / Day	Compulsory
4	Cleaning of dustbins / waste bins and disposing the same up to the main container or garbage collection point.	2 Times / Day	Compulsory
5	Collecting of garbage, segregation of dry and wet waste and disposing off at the place earmarked by MDI Gurgaon/ or at the areas designated by MCG Gurgaon, on its own expenses. Should be completed before 9:30 a.m. every day.	Once / Day	Compulsory
6	Cleaning of windows from inside & outside in hostel premises, mess, passages and corridors and all glass facade outside and around the allocated buildings.	Once / Day	1 Day

Sl. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit
7	Sweeping, wet mopping, dusting of stairs (including terrace & all floors) and compound area.	Once / Day	Compulsory

B. Catering Services at Student Hostels:

CATERING SERVICES			
Sl. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit
1	Proper segregation and disposal of waste generated in the dining halls on a daily basis	3 times a day	Compulsory
2	Dining feedback system: - To collect regular feedback from the students.	weekly	weekly
3	Address the complaints arising from time to time relating to catering services on urgent basis.	Immediately	1 Day
4	Other related services as per the defined scope of work		

C. Security Services:-

SECURITY SERVICES			
Sl. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit
1	To provide round-the-clock security services at boy's and girl's hostels and dining hall. Resolve any security related issues.	Immediately	Compulsory
2	Other related services as per the defined scope of work		

D. Other Maintenance Services

Sl. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit
1.	Electrical fixtures, regular maintenance, as and when required.	Immediate	Compulsory
2.	Regular cleaning of lamps, light poles, railing lamps, fans, tube lights, CFL's etc.	On Alternate Days	4 Days

Sl. No.	Service Level Requirement	Minimum Requirement	Non Compliance Limit
3.	Regular cleaning and maintenance of switch boards, sockets, plug points, main and sub panels replacement of fixtures if found damaged.	On Alternate Days	4 Days
4.	Comprehensive maintenance of Air Conditioners and Plumbing fixtures etc.	On Alternate Days	1 Week
5.	Removal and replacement of damaged sanitary fittings and fixtures and lavatories, if required.	Immediate	Compulsory
6.	Repair & installation and/or replacement of small carpentry items, as required.	Immediate	Compulsory
7.	Pest Control - Disinfestations Treatment, Rodent Control, Fly Control & Mosquito Control	1 Time / Fortnightly	Compulsory
8.	Other related services as per the defined scope of work		

51. TERMINATION OF CONTRACT

If for any reason, the bidder is not in a position to render the services as required under this contract or to maintain the service standard required the Institute shall be entitled to terminate the contract by serving three months' notice to the bidder. The bidder shall also have the right to terminate the contract by giving three months' notice in writing to the Institute to make alternative arrangement(s).

However, the contract can be terminated in case of serious lapses which include, but are not limited to, the following:-

- i) Food poisoning: single or multiple instances,
- ii) Lapses in Security Services at the Hostel
- iii) Mismanagement/loss of Institute property/ Mishandling of student data/ misbehavior etc.

The Institute has unfettered right hereunder to terminate the Agreement at any time without assigning any reason whatsoever.

The Institute reserves the right to reject any or all quotes without assigning any reason (s) thereof. The competent courts at Gurgaon shall have the jurisdiction.

Chief Administrative Officer (Institutional Services)

BIDDER DETAILS FORM

**For providing Integrated Student Hostel and Mess Management Services
at Management Development Institute Gurgaon Campus**

Sl. No	Description	Information
1	Name of Bidder participating for providing “Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus”	
2	Date of Incorporation of Company (Attach ROC Registration certificate/, Registered Partnership Deed)	
3	Details of Earnest Money Deposit (EMD) (in favour of “Management Development Institute Society”)	DD No. date of Rs. 15,00,000/- drawn on Bank Payable at
4	Name of Director/ Partner of Bidder	
5	Full Address of Registered Office of Bidder: Telephone No.: FAX No.: E-Mail Address :	
6	Full address of Operating Branch/Office: Telephone No. FAX No. E-Mail Address	
7	Banker of the Bidder (Attach certified copy of statement of A/c for the last three years)	
8	PAN No./GIR No. (attach documentary proof)	
9	GST Registration No. (attach documentary proof)	
10	Employee Provident Fund Registration No. (attach documentary proof)	
11	Employee State Insurance Registration No. (attach documentary proof)	
12	Number of years of experience in providing similar Integrated Student Hostel & Mess Management Services	

Sl. No	Description	Information
13	Experience proof documents (Work Orders/P.O. and Successfully Completion certificates) issued by the competent authorities of the organizations served on the organizations letter head from at least 5 or more clients during financial years i.e. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22 mentioning the details of numbers/strength served as per Annexure XV (attach documentary proof)	
14	Details of equipment along with supporting documents proof available with the bidder to be used for each service. (attach separate sheet for separate services)	
15	Income Tax Return of the Company (duly attested by the CA/CA Firms) for financial years' 2017-18, 2018-19, 2019-20, 2020-21, 2021-22	
16	Average Annual turnover during financial years' 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 as per format given at Annexure XIV.	
17	Self-Declaration stating that the bidder has not been black listed by Centre/ State Government/ PSU/ Academic institution as per format given at Annexure X.	
18	Ability of the bidder to provide the downloaded MIS reports of the services on a periodic basis with the help of mobile app and dashboards etc. Enclose documentary proof for the same.	

Note: Bidders may annex separate sheets wherever required for furnishing details. However, such sheets must be duly signed and shall bear official seal. Unsigned documents may lead to rejection of bid submitted.

PROFORMA FOR APPLICATION

**For providing Integrated Student Hostel and Mess Management Services
at Management Development Institute Gurgaon Campus**

(on the letter head of the Bidder)

1. Name of the Bidder
2. Permanent address of the Bidder
Tel No. Email
Mob.....
3. Registration & incorporation particulars of the Bidder
(please attach attested copies of document of registration/incorporation)
4. Permanent Account Number.....
5. GST No

Declaration:

I/We hereby declare that the information furnished above are true and correct. In case the above information is found incorrect at any stage, the Competent Authority, MDI Gurgaon may take appropriate action as warranted.

Signature

Name of the authorized person

PLACE:

DATE:

Official seal

**LETTER FOR FINANCIAL BID
(To be printed on the bidder letter head)**

Date:...../...../.....

Chief Administrative Officer (Institutional Services)
Management Development Institute Gurgaon
Mehrauli Road, Sukhrali Gurgaon-122007 (Haryana)

Dear Sir,

Ref: Tender for providing “Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus”

Having examined the Tender document, the receipt of which is hereby duly acknowledged, I/we, the undersigned, offer to provide the services as required and outlined in the Tender for providing “Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus”.

To meet such requirements and to provide services as set out in the tender document, we attach hereto our response as required by the tender document, which constitutes our proposal. We undertake, if our proposal is accepted, to adhere to the terms and conditions put forward in the tender and the agreement to be entered with MDI Gurgaon. If our proposal is accepted, we will submit the Performance Security Deposit Bank Guarantee in favour of “Management Development Institute Society” for the amount specified in the NIT Document and issued by a scheduled commercial bank in India as acceptable to MDI Gurgaon.

We agree for unconditional acceptance of all the terms and conditions set out in the tender document as also in the Agreement to be signed with MDI Gurgaon for provision of Integrated Student Hostel & Mess Management Services. We confirm that the information contained in this proposal or any part thereof, including its exhibits, schedules and other documents and instruments delivered or to be delivered to MDI Gurgaon are true, accurate and complete. This bid includes all information necessary to ensure that the statements therein do not in whole or in part mislead MDI Gurgaon as to any material fact." we understand that if at any point of time it is noticed/discovered by MDI Gurgaon that as information given by us is false or incorrect or misleading MDI Gurgaon shall have the right to take such necessary action as it may deem fit including cancellation of contract.

It is hereby confirmed that I/we are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this financial bid (attached) document as well as such other documents, which may be required in this connection.

Signature

Name of the authorized person

PLACE:

DATE:

Official seal

Annexure - IX**PENALTY****A. Housekeeping Services at Student Hostels & Dining Hall**

Sl. No.	Shortage / Defaults	Penalty	Frequency
1	Shortage of material	Rs. 5,000/-	each occasion
2	Using substandard material	Rs. 5,000 /-	each occasion
3	Non-adherence to the cleaning schedule, as approved in the SOP provided by the bidder	i. Number of Rooms x Rs.100/- for hostel rooms/dining hall. ii. Rs 2000/- for the common areas	each day
4	Poor quality of cleaning and foul smell from common areas and toilets in and around the hostel premises	Rs 5,000/-	each occasion
5	Failure to attend complaints / request related to housekeeping services	Number of complaints x Rs 500/-	each day
6	Theft by Housekeeping Staff	Rs 50,000/-	each occasion

B. Security Services at Student Hostel & Dining Hall

Sl. No.	Shortage / Defaults	Penalty	Frequency
1	Lock breaking/ opening and theft of goods (each incident)	Rs 50,000/-	each occasion
2	Non-compliance with instructions /orders of Institute Authority	Rs 10,000/-	each occasion
3	Rude and unpleasant behavior of security personnel with students/campus resident (for each incident) (Immediate removal of the security guard)	Rs 5000/-	each occasion
4	Recruiting/deploying illiterate/incapable personnel as security guard	Rs 5000 /-	each person
5	Breach/violation of contractual conditions pertaining to Safety &Security only (for each act of commission/omission) not covered in any of the above Columns	Rs 10,000/-	each occasion

C. Catering Services at Student Dining Hall/Mess

Sl No.	Item	Penalty (Rs.)	Frequency
1	Insect found in the cooked food	Rs. 5,000/-	each occasion
2	Soft objects like hair, rope, plastic, cloth etc. found in the cooked food	Rs. 5,000/-	each occasion
3	Three or more complaints of unclean utensils being used in the mess / dining hall in a week and complaints not resolved by the bidder.	Rs. 5,000/-	Per week basis
4	Meal Timings as approved by the Institute or decided with the respective students mess committee to be followed strictly. Failing which the penalty will be levied on the bidder.	Rs. 5,000/-	Day basis
5	Use of non-FSSAI/ non-approved brands of food items by the bidder.	Rs 15,000/-	each occasion
6	In case of any incidence of student's food poisoning due to consumption of the food cooked/served by the bidder in the mess/dining hall. This may also lead to Termination of the contract awarded to the vendor.	Rs 50,000/-	each occasion

The bidder has to ensure that prepared food/meals are not wasted on any day. A report on the daily basis food prepared and consumed is to be maintained in a register by the bidder and details are to be submitted to MDI Gurgaon on weekly basis.

D. Penalties for the Maintenance related services (Electrical, Plumbing & Sanitary, comprehensive Air-conditioning, Carpentry)

Repair and Maintenance related complaints shall be attended to within two-hours, failing which a penalty of Rs. 1000/- per event per hour shall be levied. Exceptions will be accepted with full justifications only.

Note: The penalty(ies) amount will be deducted from the monthly bill payment to the vendor or Performance Security Deposit.

SELF-DECLARATION FOR NON BLACK LISTING
For providing Integrated Student Hostel and Mess Management Services
at Management Development Institute Gurgaon Campus

(To be printed on the bidder letter head)

Date:...../...../.....

Chief Administrative Officer (Institutional Services)
Management Development Institute Gurgaon
Mehrauli Road, Sukhrali, Gurugram -122007 (Haryana)

Dear Sir,

In response to the Tender for “Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus”, I / we hereby declare that presently our company / firm has not been black listed or debarred and not declared ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time by any State / Central Government / PSU / Autonomous Body.

We further declare that presently our Company / firm is not blacklisted or debarred and not declared ineligible for reasons other than corrupt & fraudulent practices by any State / Central Government / PSU / Autonomous Body on the date of Bid Submission including violation of relevant Labour laws.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, the EMD/Performance Security Deposit submitted for providing “Integrated Student Hostel and Mess Management Services at Management Development Institute Gurgaon Campus” may be forfeited in full by the Institute, the bid may be cancelled at any stage, and the Agreement may be terminated and I/we shall be barred from bidding in future tender.

Thanking you,

Signature

Name of the authorized person

PLACE:

DATE:

Official seal

FINANCIAL BID PROFORMA**For providing Integrated Student Hostel and Mess Management Services
at Management Development Institute Gurgaon Campus**

(To be printed on the letterhead of the Bidder and Total 6 pages)

(Page 1&2/6)

In consideration of the integrated services detailed in the Brief Scope of Work (Annexure IV A - G) and Annexure XII & XIII, the bidder shall provide the financial in the below given format only.

Sl. No.	Item (Add separate sheets wherever required for submission of details, if required)	Amount (in INR) (Exclusive of GST)	
		Amount in Figure	Amount in Words
1	<u>Students Hostel and Dining Hall Housekeeping Services on all days - Charges for total area 2,68,809 Sft. (Per Month)</u> Rates per Sft for reference..... (Please refer the scope of work for housekeeping services at Annexure IV-A . Provide total number of Housekeeping Manager/ Supervisor and staff to be deployed) 		
2	<u>Catering/ Mess Charges at Students Hostel per student/ month (to be provided on days as per academic calendar) (Per Month)</u> (Please refer the scope of work at Annexure IV-B & sample menu provided at " Annexure XII ". (Note:- Bidder will raise the Invoice for payment on the basis of actual student strength intimated by Institute and actual number of days the meals served to the students only.)		
	Break up of cost of individual meal, per day basis:- 1. Breakfast 2. Lunch 3. Evening Tea with Snacks 4. Dinner:		
3	<u>Security Services: - (Per Month)</u> Security Supervisor (2 No.) & Security Guard (24x7 basis) (34 Nos.) Charges Provide cost break up in the table provided on the following pages. GST, as applicable, will be additional paid. (Please refer Scope of work for Security Services at Annexure IV-C .)		

Sl. No.	Item (Add separate sheets wherever required for submission of details, if required)	Amount (in INR) (Exclusive of GST)	
		Amount in Figure	Amount in Words
4	<u>Electrical Maintenance Services 24x7 basis</u> (Per Month) Supervisor (1 No.), Experienced Electrician (2 No.) & Helper (3 No.) Charges Provide cost break up in the table provided on the following pages. GST, as applicable, will be additional paid. (Refer Scope of work at Annexure IV-D)		
5	<u>Plumbing & Sanitary Services 24x7 basis</u> (Per Month) Supervisor (1 No.), Experienced Plumber (2 No.) & Helper (2 No.) Charges Provide cost break up in the table provided on the following pages. GST, as applicable, will be additional paid. (Refer scope of work at Annexure IV-E)		
6	<u>Comprehensive Air conditioning maintenance services at Students Hostel, dining hall and kitchen 24x7 basis</u> (Per Month) (Refer Scope of work at Annexure IV-F)		
7.	<u>Carpentry Services 6 days a week basis</u> (Per month) Experienced Carpenter (1 No.) & Helper (1) Charges Provide cost break up in the table provided on the following pages. GST, as applicable, will be additional paid. (Please refer Scope of work at Annexure IV-G)		
Grand Total of (1+2+3+4+5+6+7) above			

Important Note:-

1. The payment to the staff deployed by the bidder at MDI Gurgaon for “Integrated Student Hostel and Mess Management Service at Management Development Institute Gurgaon Campus” shall be made by the bidder as per applicable Minimum Wages Act, 1950 (as applicable in Haryana), Ministry of Labour, Govt. of Haryana, amended from time to time, and as applicable on the date of commencement of issue of the Tender.
2. Bids received for partial services will not be entertained and summarily rejected.
3. Bidders are encouraged to submit if they intend to bring any improvement in the aesthetics and functionality of the MDI infrastructure available at the place of services to be provided by them at their own cost and in consultation with the Institute, on award of the Work Order. The proposed details may be submitted separately in the Technical Bid envelope for information to the Institute. The Institute decision in the matter shall be final. Please note that this does not carry any weightage for evaluation of the bid submitted by the bidders.

(To be printed on the letterhead of the Bidder: FINANCIAL BID PROFORMA)**Format for arriving Monthly Cost for Security Services as per Annexure IV-C**

At MDI Gurgaon 12 Hrs duty a day (24 Hrs x 7day) basis	Rate per Security Supervisor (Exclusive of Tax)	Rate per Security Guard Male/Female (Exclusive of Tax)
Wages		
HRA		
Washing Allowance		
Total Wages @ 8 hrs		
PF		
ESIC		
Gratuity		
LWF		
Sub-Total		
Relieving Charges		
Sub-Total		
Management Fee/Service Charges @		
Total Cost for Security Supervisor (2 No.)		
Total Cost for Security Guards (34 Nos.)		
Grand Total Cost for Security Supervisor (2 No.) & Security Guards (34 Nos.)		

(To be printed on the letterhead of the Bidder: FINANCIAL BID PROFORMA)

**Format for arriving monthly cost for Electrical Maintenance Services 24x7 basis
as per Annexure IV-D**

At MDI Gurgaon	Rate per Supervisor @ 6 days a week 9:30 am – 5:30 pm (Exclusive of Tax)	Rate per Experienced Electrician 24x7 basis @ 7 days a week (Exclusive of Tax)	Rate per helper 24x7 basis @ 7 days a week (Exclusive of Tax)
Wages			
HRA			
Washing Allowance			
Total Wages @ 8 hrs			
PF			
ESIC			
Gratuity			
LWF			
Sub-Total			
Relieving Charges			
Sub-Total			
Management Fee/Service Charges @			
Total			
Total Cost for Supervisor (1 No.)			
Total Experienced Electrician (1 No.)			
Total Cost for Helper (1 No.)			
Grand Total Supervisor (1 No.), Experienced Electrician (2 No.) & Helper (3) Charges			

(To be printed on the letterhead of the Bidder: FINANCIAL BID PROFORMA)

Format for arriving monthly cost for Plumbing & Sanitary Services 24x7 basis as per Annexure IV-E)

At MDI Gurgaon	Rate per Supervisor @ 6 days a week 9:30 am – 5:30 pm (Exclusive of Tax)	Rate per Experienced Electrician 24x7 basis @ 7 days a week (Exclusive of Tax)	Rate per helper 24x7 basis @ 7 days a week (Exclusive of Tax)
Wages			
HRA			
Washing Allowance			
Total Wages @ 8 hrs			
PF			
ESIC			
Gratuity			
LWF			
Sub-Total			
Relieving Charges			
Sub-Total			
Management Fee/Service Charges @			
Total			
Total			
Cost for Supervisor (1 No.),			
Total			
Cost for Experienced Plumber (1 No.)			
Total			
Cost for Helper (1 No.)			
Grand Total			
Supervisor (1 No.), Experienced Plumber (2 No.) & Helper (2 No.)			

(To be printed on the letterhead of the Bidder: FINANCIAL BID PROFORMA)

Format for arriving monthly cost for Carpentry Services 6 days a week basis as per Annexure IV-G

At MDI Gurgaon 6 days a week during 9:30 am – 5:30 pm	Rate per Experienced Carpenter (Exclusive of Tax)	Rate per helper (Exclusive of Tax)
Wages		
HRA		
Washing Allowance		
Total Wages @ 8 hrs		
PF		
ESIC		
Gratuity		
LWF		
Sub-Total		
Relieving Charges		
Sub-Total		
Management Fee/Service Charges @		
Total		
Grand Total Experienced Carpenter (1 No.) & Helper (1) Charges		

MENU FOR HOSTEL STUDENTS
(Tentative and subject to change)

Annexure XII

	Breakfast	Lunch	Evening Tea with Snacks	Dinner
Monday	Bread roll	Rajma	Bread Pakora	Arhar daal
	Daliya	Bharva Capicum		Aloo Zeera
	Corn Flakes	Raita (Tomato Onion)		Chicken masala
	Bread	Seasonal fruit		Gulab Jamun
	Butter & Jam	Moong salad		Curd
	Milk	Roti		Roti
	Omelette	Rice		Rice
				Salad
Tuesday	Uttapam	Yellow Dal	Samosa	Manchurian Balls
	Corn Flakes	Aloo Gobi		Veg fried rice
	Bread	Lemon rice		Veg noodles
	Butter & Jam	Seasonal Fruit		Ice Cream
	Milk	Pineapple Raita		Curd
	Sambar	Roti		Salad
	Coconut Chutney	Salad		
	Omelette			
Wednesday	Gobi Parantha	Masoor Dal	Sandwich	Maahki Daal
	Aloo Parantha	Patta gobi mattar		Mutton Keema
	Corn Flakes	Boondi Raita		Paneer kadhahi
	Bread	Seasonal fruit		Rice
	Butter & Jam	Moong salad		Ice Cream
	Milk	Roti		Curd
	Phudina Chutney	Rice		Roti
	Omelette			Salad
Thursday	Sandwich (Maonisse)	Urad chana	Veg Cutlet	Baingan masala
	Daliya	Capicum		Maah ki daal
	Corn Flakes	Salad		Parantha
	Bread	Jeera Rice		Rice Kheer
	Butter & Jam	Lassi		Curd
	Milk	Roti		Rice
	Omelette	Seasonal Fruit		Salad
Friday	Upma	Lobhiya	Mixed Pakora	Chana Masala
	Corn Flakes	Aloo Gobi		fried Chicken
	Bread	Khira Raita		Mutter Paneer
	Butter & Jam	Yellow Rice		Roti
	Milk	Seasonal Fruit		Jalebi
	Omelette	Moong salad		Rice
		Roti		Salad

	Breakfast	Lunch	Evening Tea with Snacks	Dinner
Saturday	Dosa	french fry / potato chips	Sandwich	Malai Kofta
	Corn Flakes	Dahikadi		French Beans
	Bread	Veg Pulao		Lemon Rice
	Butter & Jam	Moong salad		Parantha
	Milk	Seasonal Fruit		Suji ka halwa
	Sambar	Roti		Curd
	Coconut Chutney	Lassi		Rice
	Omelette			
Sunday	Moong Daal Chilla	Puri	Veg Cutlet	Gobi Paratha
	Corn Flakes	Aaloo MATAR		Onion Parantha
	Bread	Kala Chana		Paneer Parantha
	Butter & Jam	Rice		Sewiya
	Milk	Seasonal Fruit		Salad
	Omelette	Lassi		Pudina Chutney
		Roti		
		Salad		

Details of Electrical/Air Conditioner/Carpentry/Plumbing items (Page 1)**STUDENT HOSTELS AT MDI GURGAON CAMPUS**

Details of Electrical / Air Conditioners / Carpentry / Plumbing items														
Sr. No	Room / Corridor / Washroom / Dining hall	Ceiling Fan with regulator / Exhaust Fan	Switch 6 & 16 Amp	Socket 6 & 16 Amp	Tube Light Fitting 20 / 36 W	7 / 11 / 9 / 5 / 12 Watt CFL set	Light / Power DB	Main Panel	Geysers (15 / 35 / 50 Ltr)	KENT RO Unit	AC Window	AC Split	AC Tower	Curtain
1	Change Master (GF,FF,SF)	225	1242	627	574	206	21	3	36	8	101	50	12	276
2	Odyssey (GF,FF,SF)	111	642	291	105	201	6	0	15	3	34	17	0	102
3	Kshitij (FF)	57	435	188	49	154	15	1	28	1	28	0	0	154
4	Nalanda (GF,FF,SF)	36	507	228	96	177	36	3	30	3	0	30	0	60
5	Kaveri (GF,FF,SF)	94	519	189	111	119	13	2	26	3	32	20	0	156
6	Taksha Shila (D ,E ,F)	59	629	305	94	118	8	1	59	3	59	0	0	177
7	Chaitanya (11 Floor)	237	2131	1230	609	517	44	12	1	11	18	1	0	360
	Total	819	6105	3058	1638	1492	143	22	195	32	272	118	12	1285
Details of Electrical / Air Conditioners / Carpentry / Plumbing items														
Sr. No	Room / Corridor / Washroom / Dining hall	Dining Chair	Dining Table	Bed	Table	Chair	Door	Book Self	Cupboard wooden set	Urinal	WC / EWC with system / health faucet set	Washbasin with mixture / Connection pipe	Looking Mirror	
1	Change Master (GF,FF,SF)	256	72	308	311	311	221	308	154	21	40	48	48	
2	Odyssey (GF,FF,SF)	0	0	102	105	105	57	102	102	0	15	9	9	
3	Kshitij (FF)	0	0	28	43	43	43	28	28	0	14	29	28	
4	Nalanda (GF,FF,SF)	0	0	60	60	60	92	60	60	9	36	39	69	
5	Kaveri (GF,FF,SF)	0	0	104	106	108	91	104	52	0	52	39	39	
6	Taksha Shila (D ,E ,F)	0	0	118	118	118	182	118	118	0	59	59	59	
7	Chaitanya (11 Floor)	200	50	342	466	477	226	342	344	58	70	87	33	
	Total	456	122	1062	1209	1222	912	1062	858	88	286	310	285	

Details of Electrical/Air Conditioner/Carpentry/Plumbing items (Page 2)

STUDENT HOSTELS AT MDI GURGAON CAMPUS

Details of Electrical / Air Conditioners / Carpentry / Plumbing items													
Sr. No	Room / Corridor / Washroom / Dining hall	Angel valve	Shower / Tape / Concealed tape	Soap Dish / Dispenser	Towel road	Air Curtain / Mosquito killer	Cold Room / fridge	Fresh / Exhaust System	Ductable unit 8.5 / 11 / 17 / TFA unit TR	VRV in each floor outdoor qty 16 / 12 HP (0.75 TR)	window set iron with glass pane	window set with aluminum	Curtain road with hinges
1	Change Master (GF,FF,SF)	209	193	43	6	7	4	2	0	0	194	0	159
2	Odyssey (GF,FF,SF)	51	15	36	21	0	3	0	0	0	72	0	51
3	Kshitij (FF)	116	14	14	28	0	0	0	0	0	0	31	56
4	Nalanda (GF,FF,SF)	102	96	39	39	0	0	0	0	0	39	0	30
5	Kaveri (GF,FF,SF)	234	52	39	0	0	3	0	0	0	78	0	78
6	Taksha Shila (D ,E ,F)	298	59	59	0	0	0	0	0	0	64	0	177
7	Chaitanya (11 Floor)	375	111	43	43	7	1	5	5	21	0	198	180
	Total	1385	540	273	137	14	11	7	5	21	447	229	731

PROFORMA FOR AVERAGE ANNUAL TURNOVER

**NIT for providing Integrated Student Hostel and Mess Management Services at
Management Development Institute Gurgaon Campus**

(ATTACH AUDITED DOCUMENTS)

Financial Year	Amount in Rupees (in Figure)	Amount in Rupees (in Word)	Average Annual Turnover (in Rupees)
2017-18			
2018-19			
2019-20			
2020-21			
2021-22			

Signature of authorized person of Bidder

Date:

Name:

Place:

Official Seal:

PROFORMA FOR DETAILS OF SIMILAR CONTRACTS SUCESSFULLY EXECUTED
DURING F.Y. 2017-18, 2018-29, 2019-20, 2020-21 & 2021-22

**NIT for providing Integrated Student Hostel and Mess Management Services at
Management Development Institute Gurgaon Campus**

(A) FOR TOTAL NUMBERS/STRENGTH SERVED = 750 - 1000 Nos.

Sl. No.	Name of the Client, Address, Telephone No. & Name/ Designation/Tel. No. of the Concerned Officer	Services Provided by the Bidder		Total Numbers/ Strength served	Amount of Contract (INR)	Duration of Contract	
		Type of Services	Manpower Deployed			From	TO
1							
2							
3							
....							

(B) FOR TOTAL NUMBERS/STRENGTH SERVED \geq 1000 Nos.

Sl. No.	Name of the Client, Address, Telephone No. & Name/ Designation/Tel. No. of the Concerned Officer	Services Provided by the Bidder		Total Numbers/ Strength served	Amount of Contract (INR)	Duration of Contract	
		Type of Services	Manpower Deployed			From	TO
1							
2							
3							
....							

Please submit details for each financial year strength served wise, as applicable.

Signature of authorized person of the Bidder

Date:

Name:

Official Seal:

Place:

Annexure XVI**Proforma for Technical Bid Evaluation**

S. No	Technical Criteria	Tenderer to tick the appropriate column	Marks	Maximum Marks
1	Experience of the Bidder - for providing similar services (Hostel and Mess Management Services at Regulatory bodies, Large Educational/Research Institutions, Universities, Schools, Colleges, Public or Private Sector Companies/Undertakings, Autonomous Bodies etc. using “Innovating with Student-Centric Technology”) - Vendor Operational Experience (attach proof in support)			5
	5 year		2 Marks	
	6 years		3 Marks	
	More than 6 years		5 Marks	
2	Experience of the Bidder <u>strength wise</u> during F.Y. 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22 (for providing similar Hostel and Mess Management Services at Regulatory bodies, Large Educational/Research Institutions, Universities, Schools, Colleges, Public or Private Sector Companies/Undertakings, Autonomous Bodies etc. using “Innovating with Student-Centric Technology”) - Vendor Operational Experience (attach proof in support in the Annexure XV)			20
	750 - 1000 numbers/strength served in every financial year.		@ 4 Marks for each completed contract in a financial year. (average of marks of 5 financial years contracts executed will be taken)	
	≥ 1000 numbers/strength served in every financial year.		@ 5 Marks for each completed contract in a financial year. (average of marks of 5 financial years contracts executed will be taken)	
3.	Average Annual Turnover of the Bidder during the Financial Years 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22 in providing similar Services (Attach proof in support)			5
	Average Annual Turnover between Rs. 20 Crore to Rs. 22 Crores		01 Marks	
	Average Annual Turnover above Rs. 22 Crores to Rs. 25 Crores		03 Marks	
	Average Annual Turnover above Rs. 25 Crores		05 Marks	
4.	Number of employees on payroll of bidder currently providing similar “Integrated Student Hostel & Mess Management Services” in Public Sector Company/ Bank/Central or State Government / Autonomous Institute / Corporate Establishment of repute / reputed academic Institutes (attach proof in support)			10
	Between 50 to 75		04 Marks	
	Above 75 to Less than 100		06 Marks	
	More than 100		10 Marks	
5.	Presentation by the bidder : maximum of 15 minutes duration only to the Committee, MDI Gurgaon in terms of his past experience for providing similar services, understanding of MDI Gurgaon and its requirements as defined in the Scope of Work in the NIT, use of app based solution on the user mobile and dashboards, case studies and related other strengths.		20 marks	20
TOTAL MARKS				60

CHECK LIST FOR BIDDER**NIT for providing Integrated Student Hostel and Mess Management Services at
Management Development Institute Gurgaon Campus**

Sl. No.	Details	Please mention if the document attached YES/NO
a	Self-attested copy of the Certificate of Incorporation in respect of the applicant organization issued by the Registrar of Companies or a partnership deed duly registered under the Partnership Act.	
b	Self-attested copy of the Company Registration Certificate and Profile of the Company.	
c	Self-Attested copies of Telephone bill/Electricity Bill/Registered Lease Deed indicating the address evidencing its location in such territory from February 2020 to January 2022 (for 2 years).	
d	Self-attested copies of all valid and applicable licenses for providing Integrated Student Hostel and Mess Management Services at an academic Institution.	
e	Self-attested copies of valid registration certificate from FSSAI, Labour Department / EPFO / ESIC etc., as may be required for smooth doing the business.	
f	Self-attested copies of the GST registration certificate and PAN.	
g	Statement of Annual Turnover of financial years 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22 in support of eligibility criteria mentioned, from a registered practicing Chartered Accountant as per Annexure XIV.	
h	Audited Balance Sheet of three financial years 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22.	
i	Income Tax Return of the Company (duly attested by the CA/CA Firms) for financial year's 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22	
j	EMD of the required amount as specified in this tender document.	
k	Crossed Bank Account Cheque of the company.	

l.	Self-Declaration stating that the bidder has not been black listed by Centre/ State Government/ PSU/ Academic institution as per the format in this tender document as per Annexure X.	
m.	Detail list of Employees on roll of the bidder registered with EPFO during the last three years	
n.	Experience proof documents (Work Orders/P.O. and Successfully Completion certificates) issued by the competent authorities of the organizations served on the organizations letter head during financial years 2017-18, 2018-19, 2019-20, 2020-21 & 2021-22 as per Annexure XV.	
o.	NIT dully signed and official stamped on all the pages to be submitted in original.	
p.	The bidder should be able to provide the downloaded MIS reports of the services on a periodic basis with the help of mobile app and dashboards etc. Enclose proof of experience for the same.	

Signature of authorized person of the Bidder

Date:

Name:

Official Seal

Place: