



IIM

भारतीय प्रबंध संस्थान विशाखपट्टणम
Indian Institute of Management Visakhapatnam

Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530 003
Andhra Pradesh, INDIA. Tel: +91 891 2824 444 | e-mail: info@iimv.ac.in

Ref: Tender No.: IIMV/Admin/Tender/ Accommodation/2018-19/002 dated Sep 6, 2018

Tender Enquiry for Guest House / Service Apartment Accommodation at Visakhapatnam

Indian Institute of Management Visakhapatnam, having its office at Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530 003, invites tenders from Guest House / Service Apartment (no brokers, intermediaries or aggregators) located in Visakhapatnam to provide accommodation to Visiting Faculty and guests of the Institute with restaurant facility.

A. Bids Timelines:

1	Ref. No. IIMV/Admin/Tender/ Accommodation/2018-19/002 dated Sep 6, 2018			
2	Name of the Tender	Invitation of tender for providing accommodation and restaurant facility		
3	Type of Tender	Tender fee in INR	EMD in INR	Period
	Item Rate	NIL	NIL	One year
4	Last Date for Submission of bids (technical and financial bids separately)	Thursday, September 20, 2018 1500 Hrs		
5	Date and time of opening of technical bids	Thursday, September 20, 2018 1530 Hrs		
6	Date and time of opening of Financial Bids	Tuesday, September 25, 2018 1530 Hrs		
7	Place of submission	Submission at Institute Campus		
8	Contract Start Date	Monday, October 1, 2018		

If the last date of opening of the tender coincides with a holiday, then the next working day shall be the receiving/opening date. Any corrigenda or amendments will be posted on the Institute's website only and the bidders are advised to keep visiting the Institute's website regularly for updates/changes.

B. Contract Period:

1. The contract shall be for a period of one year from the date of award. IIMV reserves the right to extend the contract for a period of one more year, at the same rates, terms & conditions, subject to performance review of the Guest House / Service Apartment done by IIMV at the end of the term herein mentioned.
2. If the successful bidder has an existing contract with IIMV, it shall stand automatically terminated and the new contract will commence.
3. For any deficient services, the Institute reserves the right to terminate the contract and initiate such further penal / legal action as deemed fit.
4. Exit clause: The contract can be terminated by giving 60 days' notice by either party. The contractor has to provide services till the next Guest House / Service Apartment is engaged. However, IIMV shall be free to terminate the contract by giving notice for a lesser period, without any implications or liability of whatever nature to IIMV. Further, unless and until renewal is done beyond the duration period of this contract (i.e., two years), the contract shall stand automatically terminated.
5. Mode of Issue of notice: Any notice sent by Speed post only by either party to the addresses recorded in the contract shall be deemed to have been properly served for any of the purposes mentioned herein.

C. Technical Eligibility Criteria :

1. The Guest House / Service Apartment should be based in **Visakhapatnam only** within a proximity of 3 km radius to the Institute and should have at least 20 rooms in the Guest House / Service Apartment.
2. The room should be of at least 150 sq ft (excluding wash room) and should have attached washroom.
3. The bidder should have occupancy certificate for the premises issued by GVMC / concerned authority.
4. The Guest House / Service Apartment should either be owned by the bidder or should have a minimum of two years lease period from date. Documentary proof regarding ownership / lease should be enclosed.
5. The Guest House / Service Apartment should provide 24-hour check in and check out facility.
6. The Guest House / Service Apartment should also have in-house facility of preparation of food and should be in a position to provide the same to the guests. Coffee / Tea should also be available 24x7. Food should be available on all days of the year including any holidays.
7. The bidder should have registered for GST & Income Tax (Self-attested copy of GST Registration Certificate and PAN Card to be submitted with the bid).
8. An undertaking on the letter head of the bidder that all the terms and Conditions as given in the tender document are acceptable. (as per format provided in Annexure 3). This tender document must be duly signed by Authorized signatory with bidders company seal and initial as an acceptance on each page of the tender document and all other required documents.
9. A declaration to the effect that the Guest House / Service Apartment has not been blacklisted by any of the organization at any point of time and no criminal case is pending against the said firm / Guest House / Service Apartment. (as per Annexure 3).
10. List of clients (along with their location) served in the last 3 years. Please mention if you have served any educational institution / PSUs.
11. The average financial turnover of the last three financial years upto FY 2016-17 should at least be Rs 50 Lakhs. The following audited documents must be submitted along with tender of last three years:
 - a. Balance Sheet
 - b. Profit and Loss Account
 - c. Income tax return

D. Requirements of IIM Visakhapatnam / Scope of Work

1. Present requirement is approx. accommodation for 400 person-nights in a period of one year. The Institute shall increase or decrease the requirement depending upon its needs. By default, room requirement is on single occupancy basis. However, in the Financial Bid document, please indicate additional charges for double occupancy accommodation as sometimes guests may come with their family for which the guest will pay the amount directly (split bill). Financial Bid should include the quote for room charges, breakfast and one major-meal basis and shall specify the details giving breakup for the room-rate, breakfast-rate, major-meal rate, taxes etc.

2. Additional complimentary services required:

- a. Newspaper (generally of the Guest's choice) in the room.
- b. Standard Toiletries: Soap, Bath Towel, Hand Towel, Toilet Roll, Shampoo, Shower Cap, etc. with supplies made good on day-to-day basis and also on demand, as per consumption / usage.
- c. Other consumables on request : Tooth Paste, Tooth Brush, Comb, Sewing Kit, Shaving Kit, Moisturiser.
- d. 24 x 7 Premium quality Wi-Fi with internet facility
- e. Daily Housekeeping of room and change of bed linen and towels (bath and hand towels)
- f. TV with cable connection
- g. Fruit and Snacks Basket in the room
- h. 24-Hr Hot and Cold Water Service
- i. 24-Hr power backup for all equipment and amenities including TV, Air Conditioning etc.
- j. Digital Locker in the room
- k. 24-hours room service facility for coffee / tea on request
- l. Two mineral water bottles (1 ltr each) per day
- m. Luggage rack and hanger facility in the room

3. Other Requirements:

- a. Doctor on call in Emergency
- b. Premises should be spick and span at all times meeting with IIM Visakhapatnam standards
- c. The Guest House / Service Apartment is required to bid for the entire room requirement. However, IIM Visakhapatnam at its discretion may enter into one or more contracts with different Guest House / Service Apartments, depending on various factors such as proximity, availability of rooms, facilities provided etc.
- d. Smoking/Non-smoking rooms shall normally be provided, as required by the Guests.
- e. Availability of adequate internal security / CCTV surveillance in the Guest House / Service Apartment premises
- f. Availability of fire-fighting detection and protection system
- g. Privacy/Safety/Security of IIMV Guests and their belongings during their stay shall be sole responsibility of the Guest House / Service Apartment service provider.
- h. The Guest House / Service Apartment shall honour all the requirements (within the limits of the contracted number of rooms and information received one week before the actual requirement) even in case of a sold-out situation. However, in the event of non-availability of committed rooms of the category of rooms contracted for, then the IIM Visakhapatnam shall be accommodated in a higher category room without any additional charges. In the event of no substitute higher category room being available to the IIM Visakhapatnam guests for whatsoever reason, alternate accommodation is to be arranged by the Guest House / Service Apartment in other Hotels or Guest House / Service Apartment / Rooms of comparable standard. Such instances should however be extremely rare and exceptional. If the Guest House / Service Apartment is not able to arrange for alternate accommodation, the Institute shall arrange the accommodation and debit the difference in cost to the Guest House / Service Apartment along with penalty, as deemed fit by the Institute. The Guest House / Service Apartment is required to notify IIM Visakhapatnam at least one week in advance in case of non-availability of committed rooms.

E. PERFORMANCE SECURITY

1. The successful bidder will have to furnish performance security of 5% of the final Work Order value (before taxes) calculated for the entire contract period, i.e., one year, in the form of bank transfer or Demand Draft in favour of Indian Institute of Management Visakhapatnam, payable at Visakhapatnam within 10 days of award of contract. It shall be kept renewed during the currency of this contract and of its subsequent extensions, if any, to ensure due performance of all the duties and responsibilities of the vendor under this contract. In the case the security deposit falls short of the amount specified for any reason whatsoever, the same will be made good within a period of one week from the date such shortfall occurs.
2. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier.

3. Performance Security will be forfeited if the firm fails to perform any of the terms or conditions of the contract, besides the firm may also be black listed.
4. Performance Security will be refunded to supplier without any interest, whatsoever, after it duly performs and completes the contract in all respects.
5. In case of non-receipt of Security Deposit within the stipulated time, the amount will be recovered from the bill submitted for the payment.

F. GENERAL TERMS AND CONDITIONS

1. The vendor has to comply with all guidelines while providing the service.
2. Guest House / Service Apartment personnel should be conversant in Hindi apart from English.
3. The contractor shall comply with all the statutory and legal provisions as laid down under various Labour Laws in force from time to time at his own cost. In case of violation of any statutory provisions or any other applicable laws, IIM Visakhapatnam will not be held responsible.
4. In case of any dispute arising out of the terms and conditions of contract, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIM Visakhapatnam as per the relevant Act and the award of the Sole Arbitrator will be binding on both the parties. The cost of such arbitration shall be shared by both the parties equally. Further, any legal dispute arising shall be settled in the court of competent jurisdiction located within the local limits of Visakhapatnam, Andhra Pradesh, India.
5. Indian Institute of Management Visakhapatnam reserves the right to accept or reject any or all the tenders or cancel this process at any stage without assigning any reason whatsoever. The decision of IIMV in the matter shall be final and binding on the parties.
6. The bidders, who do not meet the eligibility criteria; or do not submit all the necessary documents in support of the eligibility criteria; or do not submit documents that are complete and valid or do not pay the requisite amount - shall be disqualified.
7. The bidder is expected to read and understand all instructions, terms and specifications given in this tender document. Failure to furnish all information required or to submit a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of the bid.
8. Prior to detailed evaluation, the Institute will determine the substantial responsiveness of each bid to the tender document. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding/tender document and is without any material defects and deviations. Deviations from, or objections or reservations to critical provisions such as those concerning qualification/eligibility criteria, availability of facilities and amenities as needed, availability of government/statutory approvals and clearances, ready and explicit willingness to accept and honour the terms and conditions of contract etc. will be deemed to be material deviations.
9. If a bid is not substantially responsive, it will be rejected by the Institute and may not subsequently be made responsive by the bidder by correction of the non-conformity.
10. Only those bidders whose technical bids have been found substantially responsive would be evaluated and compare the financial bids of only those Technical bids which have been determined to be substantially responsive. The Institute will award the contract to the successful bidder who has been determined to have qualified in the technical evaluation whose bid has been determined to be substantially responsive, and is the lowest evaluated bid.
11. If at any stage it is found that any of the details/documents furnished by the bidder is false/misleading/fabricated, his/her/its bid would be liable for cancellation without intimation to the bidder.
12. Conditional offer shall not be accepted.
13. Notwithstanding anything contained above, the Institute reserves the right to reject all or any bid as recommended by the Tender Committee and is not bound to divulge any reason to the unsuccessful bidders.
14. Any form of canvassing/influencing will attract rejection of bid submitted by the bidder and the institute reserves the right to take such penal action (e.g. blacklisting the bidder for the present and future etc.) as it deems fit.
15. The Bidder shall have necessary licenses/ authorizations for providing Services and obtain the same at its costs and expenses, as and when required. The Bidder himself, shall be responsible for any statutory / mandatory claims or penalties in light of the default concerning the above provisions.
16. The contractor shall be liable to comply with all the rules and regulations in respect of all statutory obligations applicable to the workmen including safety regulations.
17. The contractor is liable for the payment of any and all existing taxes of the Central or State Government or of any other authority with respect to the contract or services rendered pursuant thereto.

18. The contractor shall be responsible and liable for all the claims of his employees.
19. The Institute will correspond with shortlisted bidders only whenever there is a requirement.

G. Payment Terms and Conditions:

1. IIM Visakhapatnam will not pay any deposits (security, advance etc.) to the Guest House / Service Apartment. Nor shall the guests of the Institute pay any deposits (security, advance etc.) to the Guest House / Service Apartment on any matter regarding their stay in the Guest House / Service Apartment or use of any of its facilities and amenities.
2. It is mandatory for the Guest House / Service Apartment to take Guest's signature on the bill without which the payment will not be made by IIM Visakhapatnam. The Institute is not under any obligation to follow up with the Guest House / Service Apartment for complete documentation of bills.
3. Bills to be made on the actual rooms utilized on a 24-hour basis. Service provider shall submit invoices on fortnightly basis along with all documentation of bills. Payment will be made after deducting TDS and any other taxes as applicable from time to time as per Gol rules within 21 days of receiving the Invoice and supporting documents through bank transfer.
4. In case of any increase in the taxes and levies implemented by the Govt. during the contract period, the same shall be paid by IIMV at actuals, on production of Govt. notification and proof of payment. Similarly, in case of any reduction in taxes and levies, the same must be passed on to IIMV.

H. QUOTATION SUBMISSION

Two separate envelopes super-scribed as per the details given below and kept in **one big envelope** along with all required documents are to be submitted in hard copies by the bidders as per the timelines specified under the "Bids Timelines" Section in this document, failing which the bids shall be treated as invalid. Given below is the address to which above documents are to be submitted in person through entry by the Security at the Institute's Reception.

To
The Head – Academic Programs & Administration
Indian Institute of Management Visakhapatnam
Andhra Bank School of Business Building
Andhra University Campus
Visakhapatnam 530 003
Andhra Pradesh

Top (Outer) envelope should be super-scribed as **"Application for Tender for Guest House / Service Apartment Accommodation"**.

Inner Envelope 1: This should be super-scribed as "Technical Bid"

1. Annexure-1: Technical Bid along with all supporting documents
2. Annexure – 2: Bidder Particulars
3. Annexure – 3 : Declaration regarding Non-Blacklisting of company and acceptance of tender terms and conditions

Inner Envelope 2: This should be super-scribed as "Financial Bid"

1. Annexure – 4: Financial Bid

Please visit <http://www.iimv.ac.in/tender-notices.html>. For further details, please contact the Head – Academic Programmes & Administration (+91 891 282 4453) / Executive – Administration +91 891 282 4469.

I. PROCEDURE FOR OPENING AND EVALUATION OF BIDS

1. The Committee or a Sub-Committee constituted by the Institute will open the technical bids in the presence of bidders or their duly authorized representatives (max one person / representative per bidder), on the date and time specified under “Bids Timelines” Section. The decision of IIMV on bid evaluation shall be final.
2. Detailed evaluation of the Technical Bids then follows, about their conformity with the requirement specifications as well as other relevant factors. For the bids that qualify in the first stage of evaluation, the second stage (spot study) follows, wherein, inspection of the premises offered along with facilities and amenities would follow. This will lead to a third-stage, where the Financial (Price) bids of the finally short-listed bidders (only) would be opened and evaluated for finalisation of contract. However, the Institute reserves the right to split the order quantity between/among two or more successful bidders, by normalizing the financial bids of all bidders to L1.
3. Validity of financial bids: The price quoted in the financial bid shall be valid for a period of 60 days from the date of opening of the financial bid. During the validity period of the offer, the bidder should not withdraw/modify the offer in terms and conditions quoted.
4. Any corrigenda/amendments will be posted on the Institute’s website only and the bidders are advised to keep visiting the Institute’s website regularly for updates/changes. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by IIM Visakhapatnam.

J. Evaluation Criteria:

Technical evaluation: This will be used to shortlist the bidder for the next stage, i.e. financial bids evaluation.

Bid is open to all bidders who fulfill the eligibility criteria. The minimum eligibility criteria for selecting the vendors for the purpose stated above have been listed in this section. All bidders are requested to study the eligibility criteria carefully and submit the bids only if they fully qualify for bidding.

Financial Bid Evaluation

Please refer to Annexure – 4

TECHNICAL BIDS

NAME OF THE GUEST HOUSE / SERVICE APARTMENT: _____

S. No.	Criteria	Documents required to be attached	Documents Submitted (Yes/No)	Document Name to be given
1	Bidder's Particulars as per the Annexure - 2			T-1
2	The Guest House / Service Apartment should be based in Visakhapatnam only within a proximity of 5 km radius to the Institute and should have at least 20 rooms in the Guest House / Service Apartment.	Address proof Self-declaration of having at least 20 rooms and total number of rooms in the Guest House / Service Apartment		T-2, T-3
3	Proximity of Guest House / Service Apartment to IIMV Campus	_____ Kms		
4	Room Size The room should be of at least 150 sq. ft (excluding wash room) and should have attached washroom.	Declaration _____ sq. ft		T-4
5	Attached wash room	Yes No		
6	Occupancy certificate for the premises issued by GVMC / concerned authority.	Relevant Certificate		T-5
7	The Guest House / Service Apartment should either be owned by the bidder or should have a minimum of two years lease period from date.	Documentary proof of ownership / lease		T-6
8	The Guest House / Service Apartment should provide 24-hour check in and check out facility	Self-declaration / acceptance		T-7

9	The Guest House / Service Apartment should also have in-house facility of preparation of food and should be in a position to provide the same to the guests. Coffee / Tea should also be available 24x7. Food should be available on all days of the year including any holidays.	Self-declaration / acceptance		T-8
10	The bidder should have registered for GST, Income Tax	Self-attested copy of PAN Card Aadhar card GST Registration		T-9, T-10, T-11
11	A declaration (on the letterhead of the bidder) to the effect that the Guest House / Service Apartment has not been blacklisted by any of the organization at any point of time and no criminal case is pending against the said firm/Guest House / Service Apartment. An undertaking on the letter head of the bidder that all the terms and Conditions as given in the tender document are acceptable.	Undertaking as per format in Annexure-3 and This Tender document signed on all pages of the document by the bidder and Guest House / Service Apartment seal		T-12 T-13
12	List of clients (along with their location) served in the last 3 years. Please mention if you have served any educational institution / PSUs	Self-declared Clients List / Experience Certificate / POs		T-14
13	The average financial turnover of the last three financial years upto FY 2016-17 should at least be Rs 50 Lakhs	Copy of the audited Balance Sheet, Profit & Loss Statement, Income-Tax Return of last 3 financial years		T-15, T-16, T-17
14	Availability of adequate internal security / CCTV	Yes No		

	surveillance in the Guest House / Service Apartment premises			
15	Doctor on call in Emergency (tie-up with a clinic / specific doctor)	Yes No		
16	Availability of fire-fighting detection and protection system	Yes No		
17	Availability of alternate source of electricity in case of power failure (24-Hr power backup for all equipment and amenities including TV, Air Conditioning etc.)	Yes No		
18	Privacy/Safety/Security of IIMV Guests and their belongings during their stay shall be sole responsibility of the Guest House / Service Apartment/Service Apartment service provider.	Accepted Not-accepted		

I hereby certify that all the information furnished above are true to the best of my knowledge and belief. I have no objection to IIM Visakhapatnam verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely and unconditionally.

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.

Company Seal

BIDDER PARTICULARS

S No.	Particulars	Details
1	Bidder's name / Guest House / Service Apartment Name	
2	Year of Establishment	
3	Type of Firm (Ownership / Leased)	
4	Address for communication	
5	Contact Details	
	Name of the contact person	
	Designation	
	Telephone Number (Office)	
	Mobile Number	
	Email Id	
6	GST Registration Number	
7	PAN No.	
8	Bank Particulars	
	Account name	
	Type of A/C : (SB/CA/CC)	
	A/C No.	
	IFS code	
	Name of the Bank	
	Branch	

Enclose all certificates in support of above statements.

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.

Company Seal

Declaration regarding Non-Blacklisting of company and acceptance of tender terms and conditions

(To be provided on letter head of the Bidder)

I / We _____ do hereby certify that our firm is not blacklisted and no enquiries / cases are pending against us by Govt. of India / Govt. of Andhra Pradesh or any State Board Universities, since inception of the firm / company.

All the terms and conditions given in the document "**Tender for Guest House / Service Apartment Accommodation at Visakhapatnam**" issued by IIM Visakhapatnam are acceptable to us.

We also certify that the above information is true and complete in any every respect and explicitly agree that in case at a later date it is found out by the Institute (IIMV) that any details provided herein by us are incomplete/incorrect, any contract given to us may be summarily terminated forthwith, our firm may be blacklisted, and that the Institute may also initiate any other legal/penal proceedings, as deemed fit by it.

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.

Company Seal

FINANCIAL BID

Name of the Guest House / Service Apartment: _____

S.No.	Description	Unit of Measurement (UoM)	Quantity *	Rate ** (INR)	Amount (INR)
1	Basic Room Rate per day per person (24-Hour check-in and check-out) and Complimentary Breakfast on Single Occupancy Basis	Per Night (24 hrs)	400		
2	Basic Room Rate per day per person (24-Hour check-in and check-out) and Complimentary Breakfast on Double Occupancy Basis	Per Night (24 hrs)	Rate only		
3	Unlimited Lunch / Dinner (Veg Food)	Per Pax	400		
4	Breakfast (other than complimentary Break Fast)	Per Pax	Rate only		
5	Laundry of clothes (Delivery should be within a maximum of 48 hours)	Per Piece	Rate only		
6	Ironing of clothes (Delivery should be within a maximum of 12 hours)	Per Piece	Rate only		
TOTAL					

Amount in words: Rupees _____

*Quantity is estimated and for indication only.

**Rates should be inclusive of applicable taxes.

Date:

Place:

Authorized Signatory

Name:

Designation:

Contact No.

Company Seal
