



IIM NAGPUR

भारतीय प्रबंध संस्थान नागपुर  
Indian Institute of Management Nagpur

## Minutes of the Pre-Bid meeting

IIMN/155/2021-22/19 dated 25.03.2022

**Pre-Bid meeting (Hybrid mode) was held on zoom and physically at IIM Nagpur on 04.04.2022 at 11 AM.**

### Attendees:

IIM Nagpur –

- |                            |   |                                  |
|----------------------------|---|----------------------------------|
| 1. Lt.Col.Ateendra Godbole | - | Sr.Officer Technical             |
| 2. Mr.N.Baskaran           | - | Manager EEP                      |
| 3. Mr.Pushkar Deshpande    | - | Asst.Manager Finance & Accounts  |
| 4. Ms.Aarti Pophali        | - | Asst.Manager Stores & Purchase   |
| 5. Mr.Anil Chaudhary       | - | Asst.Engineer Estate Maintenance |

Bidders –

- |                                   |   |           |
|-----------------------------------|---|-----------|
| 1. Pride Hotels                   | – | In person |
| 2. Stanza Living                  | - | In person |
| 3. Sarovar Hotels                 | - | Online    |
| 4. Ranjeet Services               | - | Online    |
| 5. Sakthi's Kitchen               | - | Online    |
| 6. Shree Raja Rajeshwari services | - | Online    |
| 7. Firstman services              | - | Online    |



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Queries raised and their responses discussed are as below:

S. No.	Vendor Queries	IIMN Reply
<b>SAROVAR: -</b>		
1	Page 7: Do we need to maintain a manual allotment register?	Not required as long as the Occupancy/ vacancy detailed report is generated from the Hospitality Mgt software on as decided periodicity
2	Page 8: HK & Catering Mgt., during institute events in EEP-What is the average number of events and participants expected in a month	Since this EEP Hospitality facility is being started for the first time in IIMN, no historic data is available to share with the vendors about the utilization/ participant room occupancy in the facility
3	Pg.8. J-Food Bill Book, Bills to be generated from POS.	Yes, bills can be generated from POS
4	Page 10: Can façade cleaning be outsourced to a specialized agency.	Yes, as long as the desired quality of cleaning is achieved. However, the sub-contracted agency must ensure all standard labour compliances
5	Can General Pest control be outsourced to a specialized agency	Yes, as long as the desired quality of cleaning is achieved. However, the sub-contracted agency must ensure all standard labour compliances
6	Page 10: Do offices need to be cleaned thrice in a day	Not required. Offices can be cleaned once a day. However, in case sometimes required may have to be cleaned twice due to spoiling of the floors.
7	Who are the guests who live in the H4 block? Are they EEP participants or Faculty?	The guests would be either EEP participants or Institute guests only
8	Do we need to provide dish washing service in the H4 block?	No, since the Dinning facility for both blocks would be one and the same, i.e in the EEP block
9	What is the expected occupancy in EEP Block and H4 block?	Since this EEP Hospitality facility is being started for the first time in IIMN, no historic data is available to share with the vendors about the utilization/ participant room occupancy in the facility
10	Page 13, Point 1: Can cleaning equipment be sourced from IPC – Italy	Yes, as long as the desired quality of cleaning is achieved.
11	Page 13, Point 1: Can HK tools and tackles be sourced from Conta	Yes, as long as the desired quality of cleaning is achieved.



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12	Page 17: Are the areas indicated under the head First to Fourth Floor the area per floor?	The areas are each floor wise
13	Page 18: 5.4-Are the buffet counter tables, linen, chairs, seating tables, chaffers required for special events to be provided by IIM.	In case of ODC catering events, the complete setup along with catering shall be with the vendor
14	Pg.26-Is there a printer/scanner/xerox machine at FO	Yes, an MFD Printer will be provided to the vendor. It is upto the vendor to decide whether to place the same at the FO or the office
15	Appendix B – List of kitchen Equipment – Can pictures of the equipment be provided for a better understanding of the equipment	The pictures of the Bought-out Kitchen equipment are enclosed below at the end of this document
16	Will IIM N provide the equipment listed under the head “Bought out Kitchen Equipment by IIM Nagpur”	Yes, these will be provided by IIMN
17	Who will provide the equipment tagged B01 to B23 etc.?	This equipment pertains to an additional F&B bar counter in the Dining area of EEP block comprising of equipment such as Juicer, tea/coffee vending machine, ice-cream display, pastry display etc. The only items being provided by IIMN is Water coolers 2 Nos. (B 22,23); sink pedestal (B 20), a microwave oven and connection for a POS machine. Rest of the equipment the vendor may bring in of their own subject to foreseen utilization.
18	Who will provide the equipment tagged BF01 to BF05?	These equipment are at the food service counter such as cereal dispenser, salad & fruit service display, hot food service counter. In actuals this would be Granite platform with racks below for keeping the crockery for service. IIMN will provide 8 Nos. over the counter Induction cook-tops for hood good service. Other equipment the vendor may bring in of their own for better service management.
19	Page 21: Can we have indicative numbers for each category of meals? Silver BF, LN & DN: Gold BF, LN & DN and Platinum BF, LN & DN	Since this EEP Hospitality facility is being started for the first time in IIMN, no historic data is available to share with the vendors about the utilization/participant room occupancy in the facility. However, prior to a beginning of an EEP course, the vendor would be well in advance intimated about the details of the occupancy and the menu to be provided, which would be kept constant for that course.



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20	Fresh fruits round the year for juices would not be available and the cost of fresh juices would be very high. It is advisable to provide juices from Tetra packs	Accepted, however this cannot be a service norm and only an exception in case of non-availability of fresh fruits in the local market. However, fresh fruit juice will be the requirement.
21	What about the following critical kitchen equipment: Slotted angle shelving for Food stores, Slotted angle shelving for HK stores Onion & Potato Bins Wet Grinder Centrifugal Juicer Toaster Sandwich griller Potato peelers Vegetable processor Mixer blenders Vegetable Puree machines Hand Held spray machines for Dish Washing Palettes for stores-5.11, Page 19	IIMN will provide the following equipment out of these: Slotted angle shelving for Food stores, Slotted angle shelving for HK stores Wet Grinder Stone grinder Hand Held spray machines for Dish Washing Palettes for stores-5.11, Page 19  Rest of the other minor kitchen equipment, the vendor may bring in at their own as per the requirement or necessity
22	Page 25 – who will provide the following items in the guest room Tea & Coffee Kettle Waste bin in guest room Pedal bin in bathroom	Yes, IIMN will provide the same
23	What about the Hardware & Software for the FO Operations	2 Nos. PCs and software for FO operations will be provided by IIMN
24	What about office accommodation, office furniture, computers etc. for BOH offices - Unit Manager HR & Finance Ex	Office space with work-stations will be provided by IIMN



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Stores & Purchase Ex		
25	What about staff toilets and staff lockers	The existing facility in the IIMN Estate Management building can be utilized by the vendor staff
26	What about staff dining area	No designated earmarked area exists for the same. The vendor shall have to designate the same in the existing infrastructure without affecting the overall ambience of the facility
27	What about uniform room and linen exchange room	A small launderette and a store room on the 1 <sup>st</sup> floor of the EEP block will be provided to the vendor, who can decide the utilization of the same as per requirement
28	What about wet & dry garbage rooms	4 Nos. Kitchen garbage bins will be provided by IIMN. The vendor will be required to organize the garbage disposal on daily basis through the Garbage disposal facility being provided by MADC (which IIMN is also utilizing). IIMN will provide necessary liaison assistance to the vendor in availing this facility.
29	Annual Escalation	Please refer Page 47 Para 16 (g) – “All quoted rates will remain fixed during the first year. Any annual escalation from second year onwards may be done on mutually agreed terms. A duly constituted committee by the IIM Nagpur will decide the percentage of increase.” In same page Para 16 (h) for “The rate/price quoted for hospitality, catering & housekeeping are subject to escalation after successful completion of initial contract”; read “The rate/price quoted for hospitality, catering & housekeeping are subject to escalation after successful completion of each year”.
30	Will IIM N reimburse any increase in the Central MW payable? If MW is not going to be reimbursed then the Basic Wage & VDA will need to be padded from Day ONE for the 36-month duration of the contract	Yes; IIMN will pay to the vendor for the F&B MW as per the prevalent rates under the Central Government Minimum Wages Act and time to time revisions thereof.
31	Please confirm the accuracy of the following areas in square meters	The details are checked for accuracy and confirmed.



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	<p>EEP Block Common Areas: <math>1070.13 + 554.95 + 1459.05 = \text{Total } 3084.13</math></p> <p>EEP Block Single &amp; Double Guest Rooms: <math>4981 - 3084.13 = \text{Total } 1896.87 / 57 \text{ Rooms}</math></p> <p>Road Area: <math>195 \times 6 = \text{Total } 1170</math></p> <p>EEP Block Terrace Areas: <math>815 + 785 = \text{Total } 1600</math></p> <p>Area under Landscape: Total 5230</p> <p>Façade Area: <math>1271.20+1241.76+534.38+391.05+138.05+343.50 = \text{Total } 3919.94</math></p> <p>H4 Block Common Areas: <math>219.94 + (231.41 \times 4 \text{ floors} = 925.64) = \text{Total } 1145.58</math></p> <p>H4 Block Single Bedroom Apartments: <math>3940 - 1145.58 = \text{Total } 2794.42 / 50 \text{ 1 BHK Apartments}</math></p> <p><b>Summary</b></p> <p>EEP Block 57 Guest Rooms: 1896.87 Sq. meters</p> <p>EEP Block Internal Common Areas: 3084.13 Sq. meters</p> <p>EEP Block Terrace Areas: 1600 Sq. meters</p> <p>H4 Block 50 1 BR Apartments: 2794.42 Sq. meters</p> <p>H4 Block Internal Common Areas: 1145.58 Sq. meters</p> <p>Façade Area: 3919.94 Sq. meters</p> <p>Landscape area" 5230 Sq. meters</p>	
32	What is the scope of work in the landscaped area of 5230 Sq. meters	The same is mentioned in detail in the Part III of the Tender
33	Will IIM N pay for HK of kitchen and Dining areas?	HK of Kitchen and Dining areas is part of the Scope of Work Please refer Part II of the Tender for the same.
34	BOQ A: Does the area under serial 1 include Façade Area and Landscape Area	Yes; the Façade Area and Landscape Area is part of common areas in the BOQ A.
35	BOQ B: Will IIM reimburse the cost of manpower used in F & B services. If not, why has the cost of Variable Manpower been asked in BOQ C	Yes; IIMN will reimburse the cost of both fixed as well as variable manpower deployed by the vendor for F&B. However, the deployment of the variable manpower has to be with prior concurrence of IIMN with



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		justification of the need. The per person rate is asked in the BOQ C primarily to arrive at a base-line rate for each category of manpower.
36	BOQ C: How can we manage with a single Hospitality Supervisor for F & B and Store Management	The deployment can be discussed as per the actual requirement justification by the selected vendor during the time of finalizing the Contract
37	BOQ C: Who is an Assistant	Kitchen Assistant as understood by IIMN (Vendor can highlight on a separate sheet along with the BOQ about the correct nomenclature for this category of manpower).
38	BOQ C: Who is a server	Person for serving of food at the Food counter/ on the table as understood by IIMN (Vendor can highlight on a separate sheet along with the BOQ about the correct nomenclature for this category of manpower).
39	BOQ C: Should we consider the October 2021 Central Government Minimum Wages whilst filling in columns 4 & 5	Yes; however as highlighted by the vendor that the revised April 2022 Central Government Minimum Wages has been notified by the Central Govt, vendor will take the revised April 2022 rates whilst filing the BOQ C.
<b>Stanza living</b>		
40	Will the cost of manpower quoted and agreed to as per BOQ C be paid as fixed cost?	The manpower agreed to as per BOQ C during contract signing will be payable as per actual manpower deployed. The contract terms will indicate the process to increase or decrease the manpower and subsequent payments for the same.
41	Which vendor will be utilized for Local Travel desk for guests?	The contractor will tie-up with a reliable travel partner for the services and the standard rates to be charged will be approved by IIM Nagpur. The services requested by guests will be charged and collected directly.
42	Who will take out the Annual Maintenance Contract (AMC) for bought out kitchen equipment?	New Kitchen equipment will be bought and handed over to the contractor. Post warranty period, the contractor will take out the AMC for the equipment.
43	Who will be responsible for technical maintenance like ACs, electricity, plumbing etc.	IIM Nagpur and in turn the O&M agency of IIM Nagpur will maintain the technical services. The contractor will raise the complaints to institute authorities.
44	Will the contractor be required to keep all variety of menu available at all times?	No. The Executive Education department will give a pre-decided programme for its courses and their requirements including menu



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		(Silver/Gold/Platinum). The other guests partaking meals on these days will be served the same menu. In case of a requirement of different menu for different events, the same will be informed well in advance.
45	Is staff accommodation available?	No
46	Will the contractor staff need to have police verification?	Yes. Before deployment
47	Can the uniforms of the contractor staff carry the branding (logo & name) of the company?	Yes
48	In the food brands given in the tender document, equivalent brands is mentioned. Which brands can we use as equivalent?	The brands in the tender document are suggested and contractor can quote equivalent standard brands of their choice. However, it is advised to submit a list of two or three brands for food items which will be approved for usage.
49	What will be the rules applicable to the guests of Executive Education block pertaining to discipline and permissions?	The rules for the guests will be drafted and implemented by Executive Education department and the same will be informed to the contractor.
50	Will the contractor conduct baggage checking or frisking? This pertains to the pilferage of room consumables.	No. baggage checking and frisking is not permitted for guests. The contractor can devise mechanisms like putting up the inventory list in the room cupboard, SOPs of checkout in a subtle and discreet language to prevent pilferage.
51	Will the contractor have to provide laundry services for guests?	Yes. On chargeable basis. The charges will be approved by IIM Nagpur and placed in the rooms for information.
52	Do the contractor need to provide room services?	No except medical emergencies.
<b>Pride Hotels</b>		
53	Do we need the service of concierge to carry luggage of the guests to their rooms at the time of check-in and check-out?	No
<b>Sakthi's Kitchen</b>		
54	Whether deemed universities will be acceptable in the client list.	Yes. Provided the scope of services offered are similar in nature and of similar standard.
55	Whether bidders can come for site visit.	Yes. Site visit is recommended before submission of bid.
<b>Ranjeet Services</b>		





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56	What is the difference in guest composition of Executive Education and H4 block	Both the blocks will accommodate Executive education and institute guests and all the services to be rendered are same.
57	How many catering contractors are presently working in the campus	One. For PGP student mess.
58	Can EMD be paid by DD	Yes. DD to be drawn in favour of Indian Institute of Management Nagpur payable at Nagpur. Scanned copy of DD to be uploaded and physical copy to be sent to IIM Nagpur before the last date
59	Can the list of Kitchen equipment with pictures be provided	Attached with the MoM.

Stores & Purchase Office

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