



IIM NAGPUR
भारतीय प्रबंध संस्थान नागपुर
Indian Institute of Management Nagpur

**EXPRESSION OF INTEREST FOR RUNNING OF VARIOUS
SHOPS/SERVICES IN ESSENTIALS BLOCK AT IIM NAGPUR, MIHAN
CAMPUS**

EOI No. IIMN/138/22-23/09

Issued by:

**INDIAN INSTITUTE OF MANAGEMENT
NAGPUR**



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Indian Institute of Management Nagpur

INDIAN INSTITUTE OF MANAGEMENT, NAGPUR

EOI No.	IIMN/138/2022-23/09 dated 29.04.2022
Name of Service	RUNNING OF VARIOUS SHOPS AND SERVICES IN ESSENTIALS BLOCK AT IIM NAGPUR, MIHAN CAMPUS
Location of the Shops	Essentials Block, IIM Nagpur, MIHAN, Nagpur
Link to download the tender document	https://www.iimnagpur.ac.in/tenders/
Start date for Download of EOI forms	02-05-2022
Last date for submission of EOI	23.05.2022 upto 03:00 PM
Pre-bid meeting	11-05-2022 at 11:30 A.M at Estate office IIM Nagpur, MIHAN CAMPUS.

Pre-Qualified bidders will be invited for Presentations on the proposals submitted by them. (Pre- qualification criteria as per clause 3.0 page no.10)



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EXPRESSION OF INTEREST

1.0 INTRODUCTION:

- 1.1** Indian Institute of Management Nagpur (IIM Nagpur) is located at MIHAN non-SEZ area, Nagpur.
- 1.2** The institute houses 480 students on campus and approximately 100 residents of staff families. The student strength will increase over a period of time. IIM Nagpur plans to create facilities to make essential services and goods available to the campus residents.
- 1.3** IIMN invites **“EXPRESSION OF INTEREST FOR RUNNING OF VARIOUS SHOPS/ SERVICES IN ESSENTIAL BLOCK AT IIM NAGPUR, MIHAN CAMPUS” FROM INTERESTED AGENCIES / FIRMS.**
- 1.4** The link for EOI document will be available on IIM Nagpur website <https://www.iimnagpur.ac.in/tenders/> from **02-05-2022 to 23-05-2022.**
- 1.5** Services are expected to start from 11th June 2022 at MIHAN campus.



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Sl. No.	Description	Shop Dimensions (In mts.)	Area of the shop in Sq.ft.	Utility charges per Month per shop	Security Deposit
A.	General store - Grocery + Green Groceries + Daily needs + General Stationary + Photocopy service	8.4 X 17.7 m	1599.80 Sq. ft.	Rs.5/- Per sq.ft The area given is approximate only and may vary as per site conditions. The utility charges will be charged as per actual internal area measured.	3 months Utility charges
B.	Café – To serve Tea, Coffee, Snacks, Fresh Fruit and Juice, Soft beverages	9.2m x 8.5m	841.43 Sq. ft.		
C.	Barber shop (Unisex services)	3.2m× 3.0m	103.30 Sq. ft.		
D.	Laundry services (Washing, Ironing, dry-cleaning services)	3.2m× 3.7m	127.40 Sq. ft.		
E.	Courier Services	3.2m× 5.7m	118.14 Sq. ft.		

Water & Electricity will be charge as per actual consumption**A. Items to be stocked and sold in department store (in good variety / quality and quantity):**

Sr No	Items
1.	Packed grocery items including Organic food items with complete packing labels of quantity, price, packing date, best before date etc.
2.	Plasticware, Crockery and Cutlery Mugs, Buckets, Cups, Glasses, Plates etc.
3.	Common household items - Foot mats, cleaning brushes, brooms, floor / clothes washing agents, Soaps, Sanitary items, Tissue papers, fast relief balms, creams & lotions etc.
4.	Baked Goods of multiple brands – Breads, Cookies etc.
5.	Dairy products – Milk, Curd (plain & flavored), cheese, butter etc.
6.	Ready to eat packed snacks – Biscuits, Chips, pickles, noodles etc.
7.	Soft beverages
8.	Stationery – Notebooks, Diaries, Notepads, Drawing sheets, pen, pencils, erasers, colour pens/pencils etc.
9.	A photocopy machine to be kept for prints and copies.
10.	Any other items may be proposed by the bidder during the EOI submission or after the beginning of services based on demand of the residents and after informing the institute authorities.
11.	The layout of the Departmental store would be on the lines of a super-market store wherein the residents can pick up the items from the racks and move to the billing counter. Adequate numbers of Baskets/ trolleys for the same would be placed by the contractor. The vendor will install billing software at the billing counter and all purchases would be properly billed. The vendor should provide Card/ UPI payment facility for the customers.
12.	Only IIM Nagpur campus residents and community will access the facility.

Signature of the Bidder



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B. Barbershop

The contractor will setup a Unisex Salon for the residents of the campus. Trained manpower is to be deployed for the services.

The required furniture and fixtures will be setup by the contractor. The timings of the services to be provided will be finalized in consultation with the institute authorities. Also, the services offered will be finalized in consultation with the institute authorities, which may be increased/ changed as per demand and in consultation with the institute authorities. These services offered will be only for the campus residents.

C. Laundry services

1. The contractor will provide washing, ironing and dry-cleaning services for the campus residents.
2. The institute provides washing machines in the hostels for students. It is expected that though the major requirement is of ironing clothes, washing and dry-cleaning of clothes would also be required routinely.
3. The contractor will have to deploy one manpower for stipulated hours in the allocated shop, as mutually decided with institute authorities for ironing and managing the laundry shop.
4. For washing, ironing, dry-cleaning the Laundry contractor can collect the clothing to complete the required job at the contractor's workshop and deliver back at the campus.
5. Collection and delivery of clothing will be only at the Laundry Shop location.
6. The contractor will be responsible for maintaining the laundry record and billing of customers.
7. The contractor will be responsible for timely delivery of clothes and allied matters.

D. Café

1. The contractor will setup a café to serve the campus residents only.
2. The café should serve variants of tea, coffee, juices, and soft beverages.
3. The café should serve a multicuisine variety of snacks such as South Indian, Chinese, Pizzas, Sandwiches, Patties etc. The vendor can subsequently increase the range of the snacks based on the demand pattern in consultation with the institution.
4. The contractor will ensure that the layout of the Café is on the lines of counters-based Food & beverages Court. The contractor will be responsible for placing café furniture, counters, kitchen appliances, light fixtures, furnishings, serving crockery and kitchen utensils.
5. The contractor will create appropriate décor for the café to suit the campus environment.
6. The timings of the café will be decided mutually by institute authorities, students' representatives and the contractor. However, it is expected that the café provides late night services for students.
7. The contractor will not only ensure health and safety standards of edible food & beverages items, but also will ensure hygiene and sanitation standards of the area within and around the Café.
8. The contractor shall install F&B vending machines/ kiosks (can be outsourced by him/ her) at designated places in the campus as per requirements of IIM Nagpur.



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E. Courier Services

1. The contractor will set up a counter-based outlet for collection and delivery service from a reputed courier service having pan India as well as international courier service delivery network (suggested – DTDC/ BlueDart/ First Flight/ Professional Couriers).
2. The contractor will ensure deployment of requisite manpower for stipulated hours in the allocated courier shop, as mutually decided with institute authorities for collection/ delivery services.
3. The contractor and in-turn his/her courier service provider will be responsible for maintaining proper records of courier/ parcels and billing of customers.
4. The contractor should be willing to provide, in future, based on the need and demand, additional service facilities such Taxi & travel booking in consultation with the institute authorities.

For all the above services the contractor/s will ensure generation of bills (paper / e-bills) and provide Cards/ UPI payment facility.

The contractors will ensure that the rates of items being sold/ services provided will be commensurate to the prevailing market rates for those items/ services. Discounts if any to be given shall be the prerogative of the contractor.

The respective contractors will ensure the cleanliness, hygiene and sanitization of their respective shops and areas around these shops.

Contractors will strictly ensure that no credit purchases are extended to the customers. If he/she does, it would be solely at his/her risk and in case of litigation, the institution will have no role or say or responsibility of resolution in the same.

The institute may request meetings with the contractor/s of the shop/s for the business generated for the purpose of future planning of the facilities / change of terms and the contractor is expected to cooperate.



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2.2 General information to Bidders

1. Bidders with experience in running operations/ services of similar nature will submit their interest and present the operational model proposed.
2. IIM Nagpur encourages startups and will make a decision for award of contract based on presentation / operational model submitted.
3. Agencies can submit interest for one, several or all services.
4. Agencies/firms/companies/proprietors should have valid shop registration certificate/PAN/ Goods & Service Tax registration from the competent authority as required for a particular type of shop.
5. Firms/agencies/companies/proprietors should have valid FSSAI Food License certificate and any other Compliance certification that may be required for operation of the respective shop/s (in cases where applicable). The contractor will have to submit the copies of the same to the institution prior to commencement of operations of the shop/s.
6. The institute will provide the basic infrastructure for the shops. The contractor will be responsible for installation of counters, equipment, shelves, required furniture and fixtures.

2.3 Obligations of the Firms/Agencies/companies/proprietors after award of contract

1. The Firms/Agencies/companies/proprietors shall use only the space earmarked or license allotted for a particular shop and shall not use the same/any other space for any other purpose.
2. Only allotted space for running of a particular shop shall be used without any major alternation (i.e. painting/electrical wiring/casing/partition etc.) unless prior written permission is obtained from IIM Nagpur.
3. The Firms/Agencies/companies/proprietors shall not sell expired/substandard material.
4. The Firms/Agencies/companies/proprietors shall be responsible for maintaining cleanliness in the area at all times. All waste generated shall be collected by them in separate bins and the same shall be daily disposed off by them outside the campus at their own cost at appropriate places earmarked by the MADC or IIM Nagpur.
5. The shops shall be opened/operational only for the students, employees, inhabitants of the campus and their family members. Business with outsiders/unauthorized persons/general public is not permissible.
6. The timings of the shops/business hours will be decided by IIM Nagpur.
7. The shops shall not be kept closed for unreasonable time without prior permission of the IIM Nagpur.
8. Rent and other charges for the allotted shops shall be payable during the vacation period also.
9. Rent and other charges for the allotted shops shall also be payable for the period of their possession over and above the sanctioned/allotment period.

2.4 General Terms and Conditions for running of Shop/ Services at Essential Service Block

1. IIM Nagpur will let/rent out the scheduled properties initially for a period of 11 months. It may be extended for further period depending on satisfactory performance and recommendations of the IIM Nagpur officials. In case of extension beyond the initial 11 months, the rent will be increased by 10% for every extension of 11 months.
2. The Firms/Agencies/Companies/Proprietors will have to pay fixed monthly rent and security deposit of the allotted space to the IIM Nagpur in advance, which may be revised from time to time by IIM Nagpur.

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3. The Firms/Agencies/Companies/Proprietors shall pay the monthly rental charges within 10 days of issuance of monthly charges bill through Demand draft/NEFT in favour of IIM Nagpur account and receipt of the same shall be immediately submitted to the Accounts Section.
4. If any damage is caused to any property of IIM Nagpur or any payment is due to be paid to the IIM Nagpur or any demand is made by authorities of the IIM Nagpur, the Firms/Agencies/Companies/Proprietors, shall pay the same within 10 days, failing which the IIM Nagpur shall be empowered to recover the same from their security deposit.
5. Periodic/surprise inspection of shops and places shall be carried out by officials nominated/authorized by the IIM Nagpur from time to time. All damages/breakages etc. to the IIM Nagpur property noticed by the officials will have to be set right by the concerned firms/agencies/companies/proprietors within ten days of inspection failing which the IIM Nagpur will get the repairs/renovation works done and the cost/charges of the same shall be recovered from the security deposit of the concerned firms/ agencies/companies/proprietors.
6. The firms/agencies/companies/proprietors shall obtain all required registration certificates, licenses and NOCs from all concerned departments designated by the State Government/District Government/local authorities authorized for issuing the relevant certificates/licenses time to time.
7. The firms/agencies/companies/proprietors shall submit to the IIM Nagpur, the Police Verification Reports/Medical Fitness Certificates of self/authorized persons/employees deployed for carrying out the commercial activities before commencement of their services. They shall also bear identity cards issued by the concerned firms/agencies/companies/proprietors countersigned by the IIM Nagpur authorities.
8. If the concerned firms/ agencies/companies/proprietors do not vacate the allotted space after the expiry of the agreement period or after one month of notice period of termination of agreement or mutual communication from either side, the agency shall be liable to pay a daily penal rent of Rs. 500/- per shop in addition to the other charges as applicable. In addition, in event of the same, IIM Nagpur (if deemed needed) can initiate legal actions against the concerned firms/ agencies/companies/proprietors for vacation of the allotted shop.
9. The concerned firms/agencies/companies/proprietors shall hand over the allotted space along with infrastructure provided, if any, in original condition to the IIM Nagpur, at the time of completion of the allotted period.
10. The firms/ agencies/companies/proprietors shall carry out only the specified approved activities in each shop at utility Centre and shall not carry any unauthorized activity in contravention with the agreement conditions.
11. If the firms/agencies/companies/proprietors indulge in carrying out any unapproved activities, IIM Nagpur has liberty to cancel the agreement by giving one month written notice to the concerned firms/ agencies/companies/proprietors.
12. The concerned firms/agencies/companies/proprietors shall maintain and develop their allotted space or shop with prior permission of the IIM Nagpur and shall not cause any damage to its surroundings.
13. The institute reserves the right to cancel the License after giving one month written notice to the concerned firms/agencies/companies/proprietors and also the right to inspect the operational work undertaken by the firms/ agencies/companies/proprietors at all times and the concerned firms/ agencies/companies/proprietors shall obey the orders and directions issued by the IIM Nagpur.
14. In case the concerned firms/ agencies/companies/proprietors desire to terminate the contract of operations of the shop/s; two month's advance notice will have to be provided by the concerned firms/ agencies/companies/proprietors for the same.
15. The firms/agencies/companies/proprietors shall carry out the activities in the allotted space or shops as per the law, rules and regulations of the IIM Nagpur and the Government in force from time to



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- time and shall not carry out any activity in contravention of the same, failing which the IIM Nagpur shall be at liberty to terminate the lease without assigning any reasons.
16. Selling of alcohol, tobacco or any contraband item/product is completely banned or prohibited.
 17. Any other conditions deemed necessary may be subsequently be imposed by the IIM Nagpur which shall be binding on the firms/agencies/companies/proprietors.
 18. The above Terms and Conditions shall be the part of the License agreement.
 19. Expression of Interests may be submitted for each shop separately or a combined proposal for all the services by a single bidder.

Firms/Agencies/Companies/Proprietors agreeing to the above terms and conditions, satisfying the eligibility conditions and interested in running the above activities shall have to submit the following documents and proposal along with the Expression of Interest.

- a. Firm's/Agency's/Company's/Proprietor's profile (background) including contact details (address, Telephone and Fax no., Email ID, details of branches, if any).
- b. In case of company - Please enclose Memorandum and Articles of Association along with certificates of incorporation, and date of commencement of business etc.
- c. In case of Firm, registered under the Partnership Act 1932- Please enclose details of partners along with certificate of registration, details of their business and partnership deed etc. duly attested by Notary.
- d. Major Clients list and details of running contracts of similar nature executed previously.

The expression of Interest (EOI) Firm's/Agency's/Company's/Proprietor's letter head complete in all respects with stipulated documents and the bidder's proposal should be submitted to the address given below. All pages of the EOI and connected documents should have the Firm's/Agency's/Company's/Proprietor's seal and signatures of the authorized signatory.

Assistant Engineer (Facilities & Estate Management)

IIM Nagpur,

Plot No.1. Sector 20, MIHAN (non-SEZ)

Nagpur, Maharashtra, 441 108

Mobile/ Phone: +91 77670 18721/ +91 72185 67324

in a sealed cover by super scribing the envelope with **"EXPRESSION OF INTEREST FOR RUNNING OF VARIOUS SHOPS/SERVICES IN ESSENTIALS BLOCK AT IIM NAGPUR, MIHAN CAMPUS"**.

Expression of Interest should be submitted or should reach the above address on or before the stipulated date and time.

The expression of Interest received after the last date and time shall not be entertained. The institute shall not be responsible for any postal delay or loss.



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3.0 EOI EVALUATION

The institute shall pre-qualify interested Firms/ Agency/ Company/ Proprietor to be invited for presentation. Pre-qualification will be based on criteria such as

- capacity of the Firm/ Agency / Bidder as evaluated from proposal.
- past performance in the business (if any)
- operational model proposed
- financial strength & stability
- References

After completion of the evaluation process including verification of documents, the shortlisted firms / bidders will be invited for presentations / interaction with the committee.

Based on presentations and recommendations of the committee, notification will be sent to the short listed Firms/ bidders for final discussions and negotiations before award of contract.

IIM Nagpur reserves the right to inspect the Firm/ Agency/ Company/ Proprietor work-sites before award of contract by the nominated officer, if required.

This EOI and the evaluation process does not make the Institute liable for any agreement with bidders.

IIM Nagpur reserves the right to accept or reject any Expression of Interest (EOI) without assigning any reason and any liability or any obligation to inform the affected firms.



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Annexure-I

PROFORMA FOR APPLICATION

Sr.No.	Description	To be filled by the Bidder	
1	Description of the Shop/service applied for		
2	Name of the agency/ firm/ Company/ Proprietor		
	Complete Address		
	Phone No.	E-mail ID	
3	Contact Person / Representative's Name Designation		
	Contact No-	E-mail ID	
4	Registration No/ License No.		
	PAN:	GST:	
	ESI: (if applicable)	EPF: (if applicable)	
	(Enclose copies of above)		
5	Proof for payment of income tax and service tax (last three years) if applicable (copy of income tax and service tax payments to be enclosed)		
6	Experience certificate of running particular shops as mentioned		
7	References/clients/customers list (Enclose list of work handled from last 3 years with all the relevant documents), if applicable		

Date:

Authorized person's Signature with Seal

Note: Authenticated certificates, testimonials & proof of experience to be produced in support of the information given above.

 Signature of the Bidder

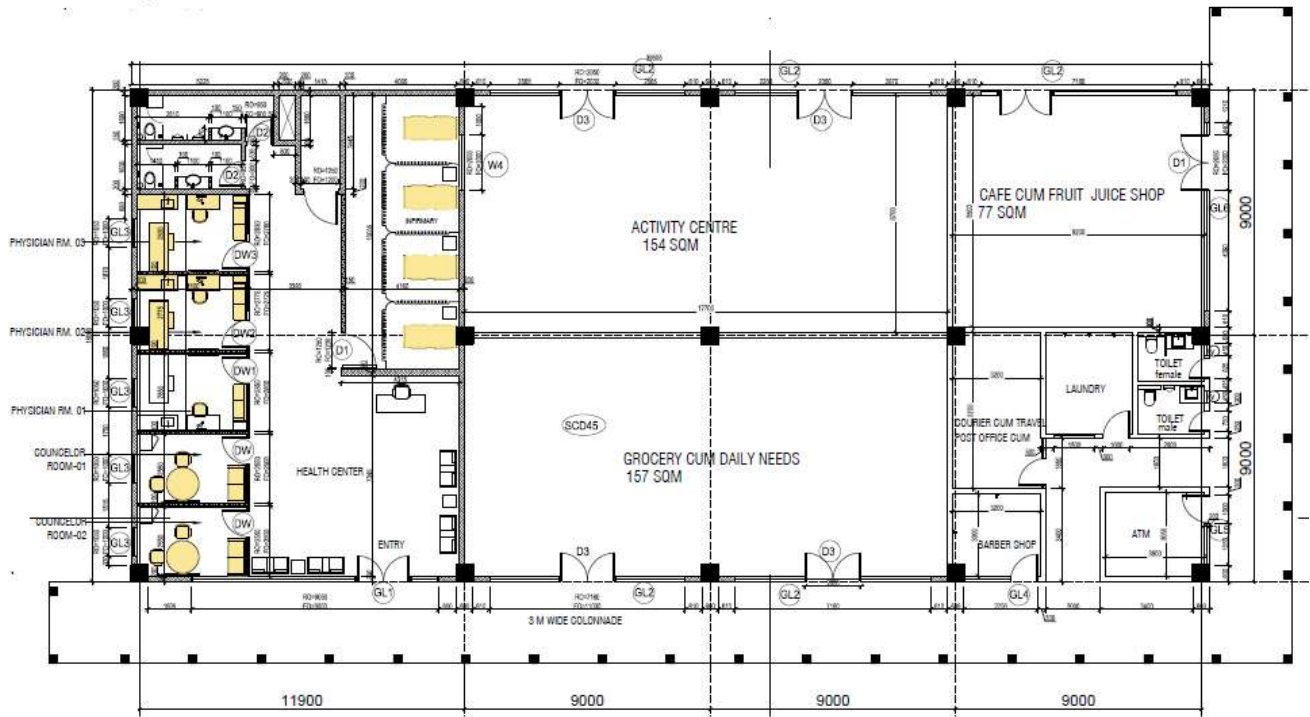


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Annexure-II

Details of proposed Essentials block



Signature of the Bidder



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UNDERTAKING

I/We _____ hereby declare and affirm that I/we have read and understood the terms and conditions of this enquiry/ as stipulated in the Document **“EXPRESSION OF INTEREST FOR RUNNING OF VARIOUS SHOPS IN ESSENTIALS BLOCK AT IIM NAGPUR, MIHAN CAMPUS”**.

I/We are submitting the EOI document with our proposal and hereby state that we are interested to offer our services.

Authorized person's signature with seal
(On behalf of the Agency/firm/Company/Proprietor)