TENDER NOTIFICATION

NAME OF WORK	:	ESTABLISHMENT, OPERATION, MAINTENANCE AND COMPREHENSIVE MANAGEMENT OF A DEPARTMENTAL STORE AT STUDENT FACILITIES CENTER (SFC), IIT MADRAS.
PERIOD	:	For the Years 2019-2022 (THREE YEARS)

TENDER NOTICE

Last date for submission of Tender: 3.00 p.m. on 21st January 2019

The Office of the Dean (Students) invites tender for Establishment, Operation, Maintenance and Comprehensive Management of a **Departmental Store** located at Student Facilities Center (SFC) of the IIT Madras campus, conforming to the specifications given in the Schedules here. Those having experience in running such a Departmental Store, or possess the necessary professional expertise and are looking for such an opportunity, are eligible to apply. The Tender document can be obtained either:

(a) in person/by post from the Office of the Dean (Students), IIT Madras Campus, Chennai 600036, or
(b) by downloading from www.tenders.iitm.ac.in**.**

The proposals/offers should be submitted under the two-bid system, i.e., Technical bid and Financial bid (in separate sealed covers indicating clearly the specific bid on the cover). The duly signed tender documents (Technical and Financial bids in separate covers) shall be either:

(a) sent to the Office of the Dean (Students), IIT Madras Campus, Chennai 600036 by speed/registered post, or
(b) dropped in the tender box kept in the said Office, **by 03:00 p.m., on 21st January 2019.**

The offers/bids will be evaluated by a duly constituted Committee. The technical bids will be opened first. The Committee will examine the technical bids and decide upon the suitability of each valid bidder as per the requirements, terms and conditions. Inspection committees may carry out surprise visit(s) to the bidder's clients' places and their report(s) will form a valuable input for the short-listing process.

Opening of the Technical bid: 03:30 p.m., 21st January 2019.
Venue: Conference Hall, Office of the Dean (Students), IIT Madras.

Technical bids with any explicit or implicit price indications will be rejected. The financial bids/offers will be opened only for the technical bids which meet the specifications. The Schedule for opening the financial bids will be intimated only to the shortlisted bidders. The final selection from among the bidders will be based on a weighted criteria system to be derived from the bid documents and inspection reports.

The decision of the Tender Committee shall be final and binding.

Yours sincerely

Dean (Students), IIT Madras
Chennai 600036

Office of the Dean (Students)
IIT Madras, Chennai 600036

Tender Schedule
(To be read along with Schedules A, B and C)
Important Conditions of the tender to be strictly adhered to by the bidders

Eligibility to participate in the tender:

1. The bidders should have either:
   (a) continuous experience of **at least five years** in Operation, Maintenance and Comprehensive Management of a comparable Departmental Store, and/or
   (b) a strong proposal for Establishment, Operation, Maintenance and Comprehensive Management of a comparable Departmental Store, containing full details of relevant:
      (i) available expertise,
      (ii) past work,
      (iii) financial resources and capabilities for running the business,
      (iv) formal business relationships and networks across the value chain,
      (v) letters of reference,
      (vi) commercial/professional certifications and/or endorsements, including service quality and other business certifications.

2. The bidder(s) shall declare that he/she (they), including partners if any, was (were)/is (are) not involved in any criminal proceedings as per Indian law.

Pre-bid Meeting:
The bidder(s) wishing to get any clarifications on the tender is (are) welcome to attend the pre-bid meeting at 02:00 p.m., on 14th January 2019 in the Office of the Dean (Students), IIT Madras Campus, Chennai 600036.

Submission of Bid:
The bid can be submitted on all working days (Monday to Friday) between 09.00 a.m. and 05.30 p.m. The due date for submission of the bid is on or before 03.00 p.m., 21st January 2019. In the event of this day being declared as a holiday, the bids can be submitted up to 03:00 p.m., on the following working day.

Two bid system:
The proposals/offers/bids should be submitted under the two-bid system, namely: (a) Technical bid; and (b) Financial bid. The Technical Bid should consist of all the details, along with general terms and conditions, as specified in the Schedule A. *There should be no specific cost/financial indication in the Technical Bid.* The Financial bid should indicate price information for the Departmental Store items mentioned in Annexure I *The Technical bid and Financial bid should be put in separate covers and super scribed as* "Technical Bid" and "Financial Bid" respectively; the covers should be sealed properly. These two sealed covers should be put into a bigger envelope, along with a covering letter and a refundable Earnest Money Deposit (see below), and sealed. The words "**Tender for Establishment, Operation, Maintenance and Comprehensive Management of Departmental Store at IIT Madras**" should be super scribed on the outer cover.

Earnest Money Deposit (EMD):
The bidder(s) should submit a refundable EMD amount of Rs.50,000/- (Rupees Fifty Thousand only) along with the bid vide Demand Draft or Banker's pay order drawn in favour of "The Registrar, IIT Madras" payable at Chennai. *Any bid without the said EMD will be considered INVALID and hence summarily REJECTED.* Photo/Fax copies of the Demand Draft/Banker's pay orders will not be accepted. No interest will be paid on the refundable EMD, which shall be converted as a part of the Security Deposit in the case of

the successful bidder(s). For unsuccessful bidders, their EMD will be returned within one month from the date of opening the Financial Bid.

Authority to Sign:
All documents must be duly signed by authorized representative(s) of the respective bidders. If an individual or a proprietor / proprietress of a firm is a signatory, he/she should sign above the printed full name and current address (to be presented in block letters). In case of a partnership firm, all the Partners of the firm or a Partner holding Power of Attorney for the firm should sign. A certified copy of the Power of Attorney document must accompany the full set of Documents. In both cases, a certified copy of the Partnership Deed and current address of all the partners of the firm must be furnished. In the case of a limited Company or a Corporation, the documents shall be signed by a duly authorized person holding Power of Attorney for signing them, and accompanied by copies of the Power of Attorney and the Memorandum of Articles of Association duly attested by a Notary Public.

Compliance/acceptance:
Compliance or acceptance with reference to the Basic Technical Details (Schedule-A), Terms & Conditions for providing General Facilities for Students (Schedule-B) and Scope of Work (Schedule-C), must be included in the Technical bid.

Opening of the bids:
The bids will be opened at the appointed place, time and date by a duly constituted Committee in the presence of the bidders or their authorized representatives who choose to be present. The larger envelope (containing the covering letter, EMD and the said two separate envelopes indicated as Technical bid and Financial bid) will be opened first. Offers found without the EMD or an invalid EMD (or the EMD presumably kept inside one of the two envelopes containing the Technical/Financial bids) will be summarily rejected; unopened bids will be returned to the respective bidders. On verifying the EMD, the respective Technical bids will be opened. The Committee will examine the Technical bids and decide upon their suitability as per the Schedules. The bidders whose Technical bids are not found acceptable will be advised of the same and their sealed cover containing their Financial Bids will not be opened; their EMD will be returned to them promptly.

Visit to Bidder's Business Outlet(s):
Complete details of Departmental shop(s) operated by the bidders must be enclosed with their respective Technical bids; the name of the contact person with phone numbers must be printed/ written on the envelope. Inspection committees will carry out surprise visits to the Departmental shop(s) run by the bidders and their reports will form a valuable input for the shortlisting process.

Quote Price:
The prices of each and every item mentioned in the Annexure-I, should be mentioned by the bidders. In case the prices are variable and there is a stated Maximum Retail Price (MRP), the percentage discount on the MRP should be indicated at the specified "Quote". The prices mentioned without any reference to MRP shall be fixed and remain valid for a period of one year. Tenders of firms received with prices quoted on variable basis will be rejected straightaway.Each bidder may additionally specify, using additional pages to Annexure-I in "Financial Bid", the discounts that he/she wishes to offer to the students. Quotations qualified by vague and indefinite expressions such as "subject to confirmation", "subject to immediate acceptance" will be treated as vague offers and rejected.

Risk Purchase :

i. Requirement of any items indicated immediate will have to be supplied urgently not later than 2 days. In case of delay a penalty of Rs.200 per day will be levied.
ii. In the case of rejected items, the replacement is to be made within 2 days of rejection of items. Else, penalty at Rs.200 per day will be levied. The expenses incurred on this account shall be borne by the tenderer.
iii. In case of short supply, the items are to be replaced within stipulated time. Otherwise, penalty at Rs.200 per day of delay will be levied.
iv. In case the tenderer fails to supply the ordered quantity within the stipulated time limit, O/o Dean (Students) (hereinafter referred as 'department') may purchase the goods from open market and recover the difference in cost of purchase from the tenderer.

Alternative Proposals:
Each bidder shall submit offers that strictly comply with the requirements of the Tender Document. Any alternatives or modifications shall render the corresponding bid invalid; offers with conditional rebate will also be held invalid.

Validity of Offer:
Each bidder shall agree to keep the bid open for sixty (60) days from the date of opening of tender and not make any modifications in the terms and conditions.

Late offer:
The offers received after the due date and time will not be considered and the same will be returned unopened to the respective bidders.

Acceptance of tender:

i. The authority for acceptance of the tender documents and tendered rates will rest with the competent authority of the department, who does not bind itself to accept the lowest or any other tender, nor does it undertake to assign reasons for its decision in this matter.
ii. Acceptance of tendered rates will be communicated to the firm through an award letter.
iii. All the tender documents submitted by a tenderer shall become property of the department, and the department shall have no obligation to return the same to the tenderer.
iv. Canvassing in any form is strictly prohibited and tender submitted by the tenderer who resorts to canvassing is liable for rejection.
v. If the tenderer deliberately gives wrong information or conceals any information/facts in the tender or uses any fraudulent means for acceptance of the tender, then the department reserves the right to reject the tender at any stage of execution without any financial liability and initiate legal action against such tenderer as it deems fit.
vi. Bidders/Establishments who have served in IIT Madras earlier and whose services were terminated before completion of their contract period are not eligible to participate in this tendering process.

Final Selection:
Final selection shall be based on a weighted criteria system to be derived from the submitted bid documents and inspection reports. Various factors, namely, availability of items; quality of service; condition of existing Departmental shop(s) and reliability of services, apart from the quote, shall be considered during the finalization process.

The Tender Committee reserves the right to negotiate the price(s) quoted by the bidder(s); services can be stripped off or awarded partly to a selected bidder by the Tender Committee on the basis of evaluation.

Disputes and Jurisdiction:
Dean(Students) shall constitute a Dispute Redressal Committee (DRC) to resolve the disputes. The DRC shall have to give decision on the claims of the tenderer or department within 60 days of receipt of reference. If no decision is given by DRC within this period then the claimant shall be at liberty to seek appointment of Arbitrator. In case, either the department or the tenderer is not satisfied with the decision of DRC, each can seek appointment of arbitrator . The tenderer shall be only entitled to invoke the arbitration clause after invoking the remedy available under the DRC. All unresolved disputes shall be referred to Dean (Students), who shall be the sole arbitrator and who may appoint his assignee to be the sole arbitrator between the parties. The place of arbitration between parties shall be at Chennai and applicable law shall be Arbitration and Reconciliation Act, 1996 or any amendment to the said law thereafter. The cost of arbitration shall be borne equally by both the parties.

Indemnity clause:

1. The tenderer shall fully indemnify and hold harmless the other party, its affiliates and its respective shareholders, directors, officers, employees and agents from and against any claims, demands (including reasonable attorney's fees), legal proceedings, administrative inquiries, investigations and proceedings, damages, losses, settlements, fines, penalties, costs and expenses asserted against any of them as a result of any one or more than one of the following:

    i. Any breach of any provision of the agreement by or attributable to the indemnifying party;
    ii. Any breach of any law required to be complied with by indemnifying party; or
    iii. Any claim against non-indemnifying party or its directors, officers, representatives, or employees arising out of act or omission attributable to the indemnifying party.

2.The tenderer shall fully indemnify and keep indemnified IITM against any action, claim or proceeding relating to theft or willful/unforeseen damage of goods or equipments related to, by the users and other residents of the campus.

3. IIT Madras or its employees shall not be liable for claims or damages of any kind for injury to or death of any person, or damage or loss of property arising out of such injury, attributed directly or indirectly to the operations or performance of the tenderer.

Acknowledgement:
It is hereby acknowledged that we have gone through all the Schedules as well as the conditions mentioned above and we agree to strictly adhere to them.

Date: Signature of Bidder(s)
Place: along with official seal and address

Schedule – A: Basic Technical Details

Sl. No.	Description		Information	
1 A	**Name of the Bidder**			
	Complete Address			
	Phone No.		**E-mail ID Website**	
1 B	**Contact Person / Representative of firm:** **Name** **Designation**			
	Phone:		**Mobile Phone:**	
2 A	**License No:**		**Registration No:**	
	PAN:		**TAN:**	
	ESI:		**EPF :**	
	(Enclose copies of the above)			
2 B*	**Proof for payment of income tax and GST (last one year) (copy of income tax and GST payments to be enclosed) (avoid if a start-up)**			
3*	**No. of shops/facilities operated elsewhere** **(Enclose list of shops/facilities handled up to 2013, and ongoing work separately with all the relevant documents) (List to be included with name and the duration, type of service provided etc.)**			
4*	**Whether Quality Certification obtained for any of the services provided** **(If Yes, copy to be enclosed)**			
5*	**Bidders Solvency (Capital Employed) in Rs. (in lakhs)**			
6*	**Turnover per annum Rs. (in lakhs)**			

7	**No. of Employees: Regular**		**Temporary**	
8	**Litigations, if any, connected with the facility**		**Yes/ No (if yes, details to be furnished)**	
9	**Any other information, bidder wishes to provide in support of their credentials**		**(separate sheets may be used)**	
10	**Criminal proceedings, if any, against the bidder**		**Yes/ No (if yes, details to be furnished)**	

Date: Signature with Seal

Note:

i) Authenticated certificates, testimonials and proofs of experience to be produced in support of Sl. Nos. 2, 3, 4 & 5.

ii) For items marked by *, the bidder need not furnish any detail if the firm is a start-up, but then has to compulsorily provide a detailed business plan regarding nature of work.

Schedule – B: Terms & Conditions for providing General Facilities for Students

1.	Institute shall provide the following: a) Water for basic activities on the basis of metered consumption at the applicable rates. b) Electricity for the purpose of running the facilities (excluding decorative purposes) at prevailing rates in the Institute. Every effort must be exercised by the tenderer to minimize electricity and water usage and desist from unnecessary usage.
2.	The contract shall be valid initially for a period of three years from the date of award of the contract. The contract could be renewed further for terms of one year each on mutually agreed terms & conditions, depending upon satisfactory services of the Tenderer.
3.	The Departmental shop which holds the license for the operation of the facility, shall fulfill the following responsibilities regarding cleanliness and sanitation: a) Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms. Compliance to the hygiene standards will be checked periodically. Noncompliance to hygiene standards will be sufficient reason to terminate the contract. b) keeping the premises and surroundings neat, clean and hygienic. Periodic fumigation as per laid down norms.
4.	The shop's performance will be monitored on a regular basis through the Committee for Monitoring General Facilities for Students (CMGFS). Meetings of the CMGFS, scheduled every month, should be attended by the Licensee and the Manager of the IIT Madras facility, and not by any others. All recommendations made by the CMGFS shall be notified to the tenderer who must strictly comply with the same.
5.	The rates stipulated during the award of the contract may be changed according to the mutual agreement after negotiations. The rates referenced to MRP shall change according to market variations.
6.	The shop shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.
7.	On expiry/termination of the license, the tenderer must vacate the licensed premises promptly. All fixtures, furniture, etc. which are properties of IIT Madras should be handed over to the Institute in good and tenable conditions. The cost of repair charges incurred following mishandling and/or willful damage (except normal wear and tear) will be deducted from the caution deposit.
8.	The shop shall not construct or make any structural/electrical alterations or install additional fittings inside the premises of the work place without prior approval from the Institute.
9.	Employment of child labor, defined as per relevant laws is strictly prohibited. The contract will be terminated with immediate effect if those laws are violated.

10.	The shop shall maintain a register with name, age and address of all their employees working at IIT Madras premises and submit the same to the CMGFS in a prescribed format after obtaining contract. The shop must report any changes in their list of employees to the CMGFS immediately following changes.
11.	The shop shall arrange to obtain security passes from the Security Section of IIT Madras for all their employees and issue the same to them. No employee must stay in the premises of IIT Madras after working hours. The shop must obtain the necessary written permission from the competent authority to enable overnight stay of their employees in the campus at times of exigencies. The facility cannot also be used for the accommodation of staff when they are not on duty.
12.	The shop shall be responsible for the proper conduct and behavior of the employees engaged by them.
13.	Smoking, consumption/distribution of alcohol, use of pan and gutka, and drug/substance abuse by the employees is strictly prohibited.
14.	All expenses related to the employees engaged by the shop shall be borne by the Tenderer/ Licensee. In case of any accident or mishap to any employee of the shop, the Institute and its functionaries shall not be held responsible/liable in any manner whatsoever.
15.	The shop is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Government of Tamil Nadu and Government of India norms as applicable and should meet any other statutory and non-statutory benefits/obligations. The shop shall not pay differential wages based on gender, caste, community or on linguistic basis. The record of duty hours and pay structure must be maintained as per rules for inspection by the government authorities.
16.	The shop shall carry out periodic cleaning of fixtures (including lights, fans, etc.). The maintenance of the tools and equipment provided by IIT Madras shall be taken care of by the tenderer and returned in the same condition as received.
17.	Waste disposal is the responsibility of the shop. All biodegradable and Non-biodegradable waste has to be segregated at source (by not mixing with biodegradable wastes) and handed over to 0WZONE personnel. No wastage should be thrown out of the windows of the shop and surrounding premises nor should be fed to the animals. Non-compliance of waste disposal will invite penalty. Garbage and waste disposal should be strictly done as per the institute norms. Pest/rodent control should be done regularly every six months. Usage of plastic bags is a strict NO and the same shall not be used under any circumstances, whatsoever. Instead use of Paper bags/plates/cups etc. is encouraged. Cloth bags may made available for users at nominal charges.
18.	The shop shall be required to display the price list of all the items. The prices of the items given in IIT Madras shall not be more than the local market rate and shall be approved and reviewed by CMGFS periodically. The Service Provider shall display the approved rate list at a prominent location within the allotted premises.
19.	The tenderer shall promptly inform the competent authority if anyone from outside or inside the campus uses compulsion or coercion against them or in any way obstructs the functioning of the facility.
20.	
21.	The shop and their staff shall comply with all instructions and directions of the CMGFS/Institute functionaries given from time to time. In the event of any emergency,

	the staff of the tenderer shall comply with instructions given by the CMGFS (the format for the shop evaluation and the instruction sheet are given in Annexure-II), without waiting for confirmation by the Licensee and if found violating the instructions, the shop will be penalized severely.
22.	CMGFS members shall have free access to inspect the facility used and items/goods provided by the shop at any time during the working hours of the facility and beyond, if needed. The tenderer shall guarantee that the stores, articles sold/ supplied to the department under this tender shall be of the best quality and new (i.e. fresh stock) in all respects and shall be strictly in accordance with the specification and particulars contained/ mentioned in the Tender enquiry. The items supplied shall be fresh and in no case it shall be beyond the date of expiry. If any substandard or unauthorized items or goods are found to be provided, the shop shall be penalized by the CMGFS and the shop shall have to abide by the corresponding rulings.
23.	A "Suggestions Book" must be kept at the billing counter, visible to all the customers, so that the customers may record comments about any item. A copy of the complaint/suggestion should be given to the customer after obtaining signature from the shop in-charge. The CMGFS shall have the right to check the complaint book at any time.
24.	The advertisements of special offers and other items/ goods provided by the shop shall be the sole responsibility of the shop and the space allotted may be used for the same. However, any other publicity within the campus can only be carried out after taking permission from the CMGFS.
25.	While accepting the offer, the shop shall execute a bond accepting the terms and conditions for serving the general facilities, as listed in the schedules given here. . The CMGFS reserves the right to review and modify the terms and conditions, periodically. Decisions of the CMGFS shall be final and binding in extending the licenses after the award of the contract.
26.	The tenderer will have to give an undertaking to the effect that they have not been blacklisted or their business dealings with government departments have not been banned.
27.	FORCE MAJEURE**:** If at any time, during the continuance of the agreement/contract, the performance in whole or in part, by the firm, of any obligation specified in the agreement/contract, is prevented, restricted, delayed or interfered, by reason of war or hostility, act of the public enemy, civil commotion, sabotage, act of State or direction from statutory authority, explosion, epidemic, quarantine restriction, fire, floods, natural calamities or any act of GOD, (hereinafter referred to as event), the firm may be excused from performance of its obligation provided that notice of happenings of any such event is given by the firm to the department within seven calendar days from the date of occurrence thereof. Provided further that the obligations under the Agreement shall be resumed by the firm, as soon as practicable, after such event comes to an end or ceases to exist. The decision of department as to whether the obligations may be so resumed (and the time frame within which the obligations may be resumed) or not, shall be final and conclusive.
28.	EVALUATION CRITERIA: The L-l bidder will be determined based on total cost of the items to be worked out on the basis of unit price quoted by the firm multiplied by the weightage (in %) indicated for the items in the financial bid.

	• For a valid quote, a bidder is required to quote for all the items in the financial bid. • Contract will be awarded to the firm which emerges as L1 (as determined by the procedure given in Evaluation Criteria).
29.	Department will have the authority to place order for supply of items beyond office hours and on holidays, for which, no additional payment will be made.
30.	The bidders shall bear all costs associated with the preparation and submission of the bid. The department would be in no case be responsible for these costs regardless of the conduct or outcome of the bidding process.
31.	The bidder is expected to examine all instructions, forms, terms and specifications in the Bid Document. Failure to furnish all the information required as per Bid Document or submission of the bids not substantially responsive to the Bid Document in every respect will be at the bidder's risk and may result in rejection of the Bid.
32.	The bidder should give a certificate that none of his/her near relative is working in the department. In case of proprietorship firm certificate will be given by the proprietor, for partnership firm certificate will be given by all the partners and in case of limited company by all the directors of the company. Any breach of these conditions by the company or firm or any other person, the tender/work will be cancelled and earnest money/security deposit will be forfeited at any stage whenever it is so noticed. The department will not pay any damages to the company or firm or the concerned person. The company or firm or the person will also be debarred for further participation in any tender of the department. The near relatives for this purpose are defined as: (a) Members of a Hindu undivided family. (b) They are husband and wife. (c) The one is related to the other in the manner as father, mother, son(s), & son's wife (daughter in law), daughter(s) & daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother-in-law). The format of the certificate is given as Annexure-IV.
33.	The departmental store shall operate from 0600 hrs to 2300 hrs. Running the shop beyond the scheduled timings shall be carried out only with the prior permission of the department
34.	The departmental store shall operate on all seven days of the week and there shall be not holiday under any circumstances, save with the prior instructions/approval of the department.
35.	Safety standards should be maintained. Fire extinguishers, sand buckets, should be installed in accessible places and should be in working condition. List of emergency numbers should be displayed in a prominent place. First aid measure should also be available for emergencies.
36.	Termination of Contract: 1. Either party may terminate the contract by giving 30 days notice to the other party without assigning any reasons, whatsoever. 2. The licensor/department shall be at liberty to terminate the license of the allotted premises and also forfeit security/caution deposit for any breach of the Terms and Conditions of the Tender Document/Agreement besides also on the following grounds:- a) Sale or storage of banned drugs/alcoholic material/items, narcotics and psychotropic substances within the IIT Madras Campus b) Sale of substandard goods/overcharging of price more than MRP or rates approved by

	the department. c) Indulgence in any illegal activity/occupation/illegal groupism or gathering/allowing anti-social elements to use the allotted premises for any other purpose, other than the purpose for which premises have been allotted. d) To indulge in *Gherao/*blocking of any IITM building/properties or officer/official and demonstration or taking out procession within the Institute premises. 2. The contract may be terminated in terms of any provisions stipulated elsewhere in the contract. 3. In case, the contract is terminated or it comes to an end by efflux of time, the contractor shall handover the vacant possession of the licensed premises immediately. Failure to handover the vacant possession of the premises as aforesaid, would render the tenderer to pay a penal rent to the department as fixed by the department. 4. The department shall further be within its absolute rights to enter the premises and assume absolute possession of the premises licensed under this contract from the tenderer and same shall not be subject to challenge. All the goods belonging to the tenderer in such circumstances shall be deemed forfeited there from and may be sold or put to auction at the discretion of the department. The department may, if it so desires, proceed against the tenderer in terms of provisions of Public Premises (Eviction of Unauthorized Occupants) Act, 1971 since the entire premises is governed by the provisions of the said Act in case of non handing over its possession to the department as aforesaid.

I/We agree to the above terms and conditions specified**.**

Signature of Bidder(s)
Official seal and address

Schedule – C: Scope of Work and Prevailing charges for services (subject to revision)

Office of the Dean (Students), IIT Madras

Scope of Work and the Working Hours:

The "Departmental Store" will function at the SFC. The bidder(s) shall visit this facility and ascertain the available infrastructure before submitting the bid. Any additional requirements, necessary for efficient services, shall be taken care of by the bidder(s). The rates quoted by the bidder(s) shall include the overall operational costs related to the rendering of the items / services as well as all taxes. The working hours for the facility, to begin with, shall be between 08:00 a.m., and 10:00 p.m. However, this can be changed on mutually agreeable terms.

Area and Rent:

The rent for the (Departmental Store) facility (815 sq ft) is Rs.21,117/- per month. subject to revision as per the latest Govt Regulation.

Water Charges:

At the rates made applicable by the department.

Electricity charges:

Use of electricity for the common areas is borne by the department . However, usage of electricity by the tenderer within the earmarked total premises (enclosed as well as open) is chargeable as per prevailing TNEB rates. Presently, the charge is Rs.7/- per unit of electricity consumed.

Waste disposal charges to 0WZONE:

Towards waste disposal charges, an amount equivalent to 10% of the rent should be paid to 0WZONE every month. This amount is subject to revision and will be specified by the CMGFS. The hygiene of the surroundings is given utmost priority and in case certain prudent waste management measures are sought by the Institute, the the tenderer must abide by them.

Caution Deposit:

A caution deposit of Rs.1,00,000 shall be paid to IIT Madras within a month of receiving the work order.

I/We agree to the above terms and conditions specified**.**

Signature of Bidder(s)
Official seal and address

TO BE KEPT IN SEPARATE ENVELOPE
PROFORMA FOR FINANCIAL BID

Item No.	Description of the item	Make/Brand/Specification or equivalent	Unit	Unit price	Tax rate	Weightage (in %)	Total
a	b	c	d	e	f	g	h=e*g

Annexure – I: List of Items

List of items for Departmental Store			
No.	**Name of the Item**	**Particulars/Brands**	**Quote (MRP & % discount)**
Cosmetics			
1	Mouth Wash	Colgate Plax	
2		Listerine	
3		Scope	
4		Colgate plax	
5		Dentyl Active	
6	Tooth Brush	Colgate	
7		Oral B	
8		Pepsodent	
9		Cibaca	
10	Tongue Cleaner	Dentek	
11		Trisa	
12		Orlex	
13		Sonic	
14	Dental Floss	Oral B	
15		Johnson & Johnson Reach floss	
16		Glide	
17		Colgate	
18		Fresh up	
19	Toothpastes	Colgate	
20		Closeup	
21		Pepsodent	
22		Himalaya	
23		Dabur	
24		Aqua fresh original	
25		Crest	

26		Denta care	
27	Hand Wash	Dettol	
28		Lifebuoy	
29		Medimix	
30		Lux	
31		Pears	
32		Herbal	
33		Olive leaf	
34		Johnson's	
35		Redox	
36	Soaps	Lifebuoy	
37		Hamam	
38		Cinthol	
39		Dove	
40		Lux	
41		Margo	
42		Rexona	
43		Dettol	
44		Yardley	
45		Pears	
46		Liril	
47		Mysore sandal	
48	Body wash	Dial	
49		Himalaya	
50		Softsoap	
51		Dove	
52		Cares	
53		Lux	
54		Dettol	
55		Aveena	
56	Shampoo	Clinic Plus	
57		Dove	
58		All Clear	
59		Head & Shoulders	
60		Garnier	
61		Himalaya	
62		Panteen	
63	Hair Serum	Matrix Biolage	

64		Livon	
65	Hair Conditioner	Dove	
66		Himalaya	
67		Panteen	
68		Garnier	
69	Hair Gel	Flirt	
70		Gellac	
71		Enliven	
72		Gatsby	
73		Bryl Cream	
74	Hair Oil	Parachute	
75		Vatika	
76		Clinic All clear oil	
77		Clinic plus oil	
78		Dove elixir	
79		Dabur amla	
80		Dhathri hair care herbal oil	
81		Navratna	
82	Shaving Cream	Gillette	
83		Axe	
84		Palmolive	
85		Old Spice	
86		Nivea	
87		Lavera	
88		Veet	
89	Shaving Foam	Goorej	
90		Gillette	
91		Gelleme	
92	Razor	Gillette	
93		Shick Hydro 5	
94		Wilkinson sword	
95	After Shave lotion	Gillette	
96		Axe	
97		Nivea	
98	Body lotion (Moisturizer)	Vaseline	
99		Lux	
100		Himalaya	

101	Face creams	Ponds	
102		Garnier	
103		Olay	
104		American Swan	
105		Rich Moisture - Avan Care	
106		Himalaya	
107	Face wash	Garnier	
108		Nivea	
109		Himalaya	
110		Vivel	
111		Neutrogena	
112		Ponds	
113		Nature	
114	Face scrubs	Himalaya	
115		Walnut	
116		Botanics	
117		Clinique	
118		Cocoa Butter	
119		Eternal youth	
120	Perfumes & Deodorants - Male and Female	Axe	
121		Reebok	
122		Nivea	
123		Denim	
124		Fogg	
125		Adidas	
126		Nike	
127		Old spice	
128		Eva	
129	Talcum powders	Nycil	
130		Boro plus	
131		Cuticura	
132		Yardley	
133		Ponds	
134		Shower-to-shower	
135		Himalaya	
136		Dermi cool	
137	Lip Care	Vaseline	

138		Himalaya	
139		Nivea	
140		Labello	
141	Body scrub	Sr Ives	
142		Hempz	
143		Scrubzs	
General Utilities			
144	Detergent Cake	Rin	
145		Surf	
146		V-care	
147		Ariel	
148		Tide	
149	Detergent Liquid	Ariel	
150		Tide	
151		Attack	
152		Surf Excel	
153	Detergent powder	Surf Excel	
154		Ariel	
155		Tide	
156		Mr. White	
157	Fabric Conditioner/Smoothner	Surf	
158		Comfort	
159		Lenor	
160	Mattress	Kurlon	
161		Cotton (Thin)	
162		Cotton (Thick)	
163	Bucket	20 litre	
164		10 litre	
165		5 litre	
166	Mug	1 litre	
167		500 millilitre	
168	Towel	Cotton	
169		Turkey towel	
170	Backpacks	American tourister	
171		VIP	
172		Samsonite	
173		Travelon	

174		Mcklein	
175	Blanket	Bombay Dyeing	
176		Normal	
177	Lock & Key	Godrej	
178		Globe	
179		Number lock	
180	Coir Mat		
181	Door Mat	Rubber	
182		Cloth type	
183	Pillow Cover		
184	Pet Bottle		
185	Bed Sheet		
186	Pillow	Kurlon	
187		Blow air pillow	
188		Cotton	
189	Candles		
190	Umbrella		
191	Rain coats		
192	Sandals		
193	Cloth hangers		
194	Broom Stick		
195	Tooth pick		
196	Surgical Cotton		
197	Mosquito mesh/net		
198	Spoons		
199	Knives		
200	Room freshners	Airwick	
201		Nice n Fresh	
202		Odonil	
203		Seasons	
204	Tissues	Roll	
205		Individual	
206	Hand towel		
207	Hand Kerchief	Vinda	
208		Burberry	
209		Frank leder	
210	Cloth Clips		
211	Mop stick		

212	Tumbler		
213	Wet tissue	Pigeon	
214		Tendersoft	
215	Under garments		
216	Cloth bags		
217	Bags		
218	Laptop bags		
219	Lady Fancy Items	Comb	
220		Hair clips	
221		Clutchers	
222		Safety pins & Saree pins	
223		Eyeliner	
224		Kajal	
225		Bindi	
226		Nail polish	
227		Nail polish remover	
228	Clocks		
229	Watches		
230	Cycle locks		
231	Ropes		
232	Yoga mats		
233	Sports Items	Tennis	
234		Badminton	
235		Cricket	
236		Football	
237		Table Tennis	
238		Basket Ball	
239		Volley ball	
240	Fiber mats		
241	IIT Authorized Merchandise – T/Shirts, Mugs etc.		
Stationery Items			
242	Fountain Pens	Parker	
243		Waterman	
244		Pelikan	
245		Camilin	
246		Flair	

247		Chelpark	
248		Lamy	
249	Ball Point & Pilot Pens	Parker	
250		Reynolds	
251		Linc	
252		Cello grip	
253		Uniball	
254		Luxor	
255		Staedtler	
256		Faber Castell	
257		Rotomac	
258		Lamy	
259	Gel Pens	Parker	
260		Add gel	
261		Cello	
262		Reynolds	
263		Uniball	
264		Stick pens	
265		Staedler	
266		Camilin	
267		Rotomac	
268		Sakura	
269	Glitter pens & Fine liners	Staedler	
270		Flair	
271		Montex	
272		Rotomac	
273		Faber castell	
274	Sketch Pens	Faber castell	
275		Staedler	
276		Camilin	
277		Luxor	
278	Crayons & Colour pencils	Faber castell	
279		Apsara	
280		Camilin	
281		Staedler	
282		Natraj	

283	OHP Markers & Permanent Markers	Camel	
284		Fabel castell	
285		Luxor	
286		Staedler	
287		Flair	
288	Highlighters & Whitener	Camel	
289		Fabel castell	
290		Luxor	
291		Flair	
292	Ink	Camilin	
293		Parker	
294		Luxor	
295	Lead pencils - HB, 2B, 2H	Apasara	
296		Fabercastell	
297		Staedtler	
298		Camel	
299		Natraj	
300	Micro tip pencils - 0.5 & 0.7 lead 2B,HB,2H	Staedtler	
301		Camel	
302		Fabercastell	
303	Leads - 0.5 & 0.7 lead 2B,HB,2H	Staedtler	
304		Camel	
305		Fabercastell	
306	Eraser	Apsara Non-Dust	
307		Camilin	
308		Fabercastell	
309		Natraj	
310	Sharpener	Fabercastell	
311		Camilin	
312		Natraj	
313	Papers - A3, A4, Bond papers	TNPL	
314		ITC	
315	Notebooks - Short & long	Classmate	
316		TNPL	

317		BILT	
318	Gum/Glue	Fevistick	
319		Feviquick	
320		Fevicol	
321		Fevibond	
322		M-seal	
323		Camel paste	
324	Stapler - Small & large	Kangaroo	
325		Swingline	
326		Vintage	
327		Stanley bostitch	
328	Paper punching Machine	Kangaro	
329		Stellar	
330	Stamp Pad	Faber castell	
331		Camel	
332	Paper Clip	Acco	
333		Maped	
334		Staples	
335		Vintage	
336	Drawing sheets		
337	Writing Pad		
338	White Boards		
339	Board Pin		
340	Cellophane Tapes	Transparent - small & large	
341		Brown	
342		Blue	
343	Invisilbe/Double Sided Tape		
344	Drafter & Set Square	Camilin	
345		Natraj	
346	Files	Box File ARO / Asiard	
347		Plastic File	
348		Clip File	
349		Strip File (solo)	
350		Plastic File 'L' Folder (filemax)	
351		Stick file	
352	Greeting Cards	Archies	
353	Envelopes	Paper	

354		Cloth - small, medium & large	
355	Chart Papers		
356	Blades		
357	Folders	Solo Report file folder	
358		Strip file folder	
359		1/3 size ring binder	
360		L Folder	
361		Core Folder A3	
362		Core folder A4	
363	Painting Kit	Water colours	
364		Oil painting	
365	Chalk Set	Dust Free chalks	
366	Packing Tapes	Scotch	
367	Diaries		
368	Spiral Pad		
369	Note Pad		
370	Calendars		
371	Greeting Cards	Brands/ Varieties	
372	Gift articles		

NB

1. The rates of items shall be submitted in the above given format.
2. The prices/rates quoted shall be indicated in words as well as figures.
3. Prices/rates against all items should be quoted excluding taxes. Taxes, if any, shall be indicated separately.
4. Tenderers should furnish samples of the items along with rates, as asked for. Samples submitted after tender opening shall not be accepted.
5. Selected tenderer should deliver items at site free of cost.
6. The department will not be bound to accept the lowest quotation and tender could be awarded to any other firm or agency whose samples/items are found superior or as per requirements of the department. The decision of department shall be final in this regard.
7. The tenderer should submit an analysis of rates if called upon to do do by the department.
8. The rate quoted by the tenderer shall be applicable irrespective of the volume of supplies ordered.
9. In case of more than one, L-1 bidder first preference will be given to the bidder who is lowest in maximum items.

I/We agree to the above terms and conditions specified.

Signature of Bidder
Official seal and address

Annexure – II: Shop Evaluation Form and Instruction Sheet

Date: Shop (Name & No.): Name of Evaluator:

Shop Evaluation Form

Evaluation scale 1 to 5 with 1 for worst and 5 for the best (weights in brackets)

No.	**Performance Parameter**	**Score**
1.	Quality of service (3)	1 2 3 4 5
2.	Availability of skilled workforce (3)	1 2 3 4 5
3.	Availability of minimal required infrastructure (2)	1 2 3 4 5
4.	Speed of service (3)	1 2 3 4 5
5.	Courteousness/Hospitality of the staff (2)	1 2 3 4 5
6.	Shop Cleanliness (2)	1 2 3 4 5
7.	Availability of items/service (3)	1 2 3 4 5
8.	Adherence to operational timings (2)	1 2 3 4 5

Net Score

Weighted Average

/ 100

Comments/Observations

Annexure - III: Instructions to Shop Licensee

Date:

Shop (Name & No.)

No.	Instruction	Deadline

Reasons for Instructions:

Name & Signature of Shop licensee/Manager :

Names & Signatures of CMGFS Team Members :

I/We agree to the above terms and conditions specified.

Signature of Bidder
Official seal and address

Annexure-IV

CERTIFICATE FOR NON PARTICIPATION OF NEAR RELATIVE

I _____Son of / W/o_____
R/o _____here by certify that none of my relative(s) as defined in tender condition 32 of tender document is/are employed in IITM or its ancillaries as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, the department shall have the absolute right to take any action as deemed fit/ without any prior intimation to me.

Signed _____
For and on behalf of the Bidder
Name (Caps)_____
Position_____
Date_____