

	<p>भारतीय प्रौद्योगिकी की संस्थान मद्रास चेन्नै 600 036  <b>INDIAN INSTITUTE OF TECHNOLOGY MADRAS Chennai 600 036</b>  भंडार एवं क्रय अनुभाग  <b>STORES &amp; PURCHASE SECTION</b>  Email: <a href="mailto:adstores@iitm.ac.in">adstores@iitm.ac.in</a>  दूरभाष / Telephone : (044) 2257 8285/8287/8288  <b>GSTIN: 33AAAAI3615G1Z6</b></p>	
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**SHEBA SABARI P.K.**

**Assistant Registrar (Stores & Purchase)**

**Date: 26.04.2023**

**Tender No. IITM/SPS/Departmental Store/006/2023/SPL**

**Due Date: 16.05.2023**

**Before 2.00 p.m.**

Dear Sir,

On behalf of the Indian Institute of Technology Madras, Tenders are invited in two bid system namely technical and financial bids for **OPERATING DEPARTMENTAL STORE AT SHOPPING CENTRE OF IIT MADRAS CAMPUS**, conforming to the specifications enclosed. All tender documents including Technical and Financial bids should be submitted in **Central Public Procurement Portal (e-procurement)**

<b>1</b>	<b>LAST DATE for receipt of Tender</b>	<b>:</b>	<b>16.05.2023 before 02.00 p.m.</b>
<b>1</b>	<b>Pre-bid meeting</b>	<b>:</b>	<p>The <b>Pre-bid Meeting</b> will be scheduled on <b>03.05.2023 @ 03:00 p.m.</b> at 2<sup>nd</sup> floor Conference Room, Admin Building, IIT Madras, Chennai – 600036</p> <p>Prospective bidders are requested to register their participation by sending an email to <a href="mailto:adstores@iitm.ac.in">adstores@iitm.ac.in</a>, with name/designation of the representative who will attend the meeting along with queries on or before <b>02.05.2023</b>.</p>
	<b>Date &amp; Time of opening of Tender</b>	<b>:</b>	<b>17.05.2023 @ 03.00 p.m.</b>

**GUIDELINES FOR TENDER SUBMISSION IN CENTRAL PUBLIC PROCUREMENT PORTAL (E-PROCUREMENT MODE)**

<b>A</b>	<b>Submission of Tender</b>	<b>:</b>	<p>As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal URL: <a href="https://etenders.gov.in/e procure/app">https://etenders.gov.in/e procure/app</a></p> <p>The bidders are required to <b>submit soft copies of their bids electronically on the CPP Portal</b>, using valid <b>Digital Signature Certificates</b>. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal</p> <p>More information useful for submitting online bids on the CPP Portal may be obtained at: <a href="https://etenders.gov.in/e procure/app">https://etenders.gov.in/e procure/app</a></p> <p>All tender documents including Technical Bid &amp; Financial Bid should be submitted separately in online CPP portal as per the specified format only. Right is reserved to ignore any tender which fails to comply with the above instructions. <b>Manual bid submission (hard copy) will not be entertained.</b></p>
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B	Instructions for online bid submission	<p><b>: REGISTRATION</b></p> <ul style="list-style-type: none"> <li>Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal URL <a href="https://etenders.gov.in/e procure/app">https://etenders.gov.in/e procure/app</a> by clicking on “<b>Online Bidder Enrollment</b>”. Enrolment on the CPP Portal is free of charge.</li> <li>As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.</li> <li>Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.</li> <li>Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify /TCS / nCode / eMudhra etc.) <a href="https://e procure.gov.in/e procure/app">https://e procure.gov.in/e procure/app</a> with their profile.</li> <li>Only one valid Digital Signature Certificate (DSC) should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC to others which may lead to misuse.</li> <li>Bidder will then be able to log in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.</li> </ul>
C	Searching for tender documents	<p><b>:</b></p> <ul style="list-style-type: none"> <li>There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.</li> <li>Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective “<b>My Tender</b>” folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.</li> <li>The bidder should make a note of the <b>unique Tender ID</b> assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.</li> </ul>
D	Preparation of bids	<p><b>:</b></p> <ul style="list-style-type: none"> <li>Bidder should take into account any corrigendum, if any, published on the tender document before submitting their bids.</li> <li>Bidder should go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.</li> </ul> <p>Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender document / schedule and generally shall be in PDF / XLS formats as the case may be. Bid documents may be scanned with 100 dpi with black and white option.</p> <ul style="list-style-type: none"> <li>To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GSTIN Details, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “<b>My Documents</b>” area available to them to upload such documents. These documents may be directly submitted from the “<b>My Documents</b>” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required</li> </ul>

			for bid submission process.
E	<b>Submission of bids</b>	:	<ul style="list-style-type: none"> <li>• Bidder should log into the site well in advance for bid submission so that he/she can upload the bid on or before the bid submission date and time. Bidder will be responsible for any delay due to other issues.</li> <li>• The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.</li> <li>• Bidder has to transfer the EMD as applicable by online mode only. The EMD should be transferred on or before the closure date and time of the tender. If the EMD is not transferred before the closure date and time, the tender will be summarily rejected. <b>The proof of online transfer of EMD has to be submitted in the Technical Bid. Otherwise, the tender will be summarily rejected.</b></li> <li>• A standard BOQ format has been provided in <b>Annexure-D</b> with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the detail with their respective financial quotes and other details (such as name of the bidder). If the BOQ file is found to be modified by the bidder, the bid will be rejected.</li> <li>• The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.</li> <li>• The <b>Tender Inviting Authority (TIA)</b> will not be held responsible for any sort of delay, or the difficulties faced during the submission of bids online by the bidders due to local issues.</li> <li>• The uploaded tender documents become readable only after the tender opening by the authorized bid openers.</li> <li>• Upon the successful and timely submission of bids, the portal will give a successful bid submission message &amp; a bid summary will be displayed with the bid no. and the date &amp; time of submission of the bid with all other relevant details.</li> </ul> <p><b>Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.</b></p>
F	<b>Assistance to bidders</b>	:	<ul style="list-style-type: none"> <li>• Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.</li> <li>• Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is [0120-4200462, 0120-4001002, 0120-4001005]</li> </ul>
G	<b>General Instructions to the Bidders</b>	:	<ul style="list-style-type: none"> <li>• The tenders will be received online through portal <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a>. In the Technical Bids, the bidders are required to upload all the documents in single pdf file.</li> <li>• Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a></li> <li>• Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <a href="https://etenders.gov.in/eprocure/app">https://etenders.gov.in/eprocure/app</a> under the "Information about DSC".</li> </ul>

TERMS AND CONDITIONS OF TENDER	
2	<p><b>Earnest Money Deposit (EMD)</b> :</p> <p>i. EMD of <b>INR 2,00,000/-</b> (Rupees Two lakhs only) should be transferred through NEFT/RTGS to the following bank account on or before <b>31.01.2023 before 2:00 p.m.</b>  Name : Registrar IIT Madras  Bank : State Bank of India  Account No. : 10620824305  Branch : IIT MADRAS  IFSC CODE : SBIN0001055</p> <p>ii. As per O.M. No.F.1/2/2023-PPD Dated 01.04.2023, the EMD will be returned to the unsuccessful Bidder(s), within 30 days after declaration of result of first stage i.e. technical evaluation etc. The EMD shall be forfeited if any Bidder withdraws the offer before finalization of the tender.  The EMD amount should not be sent through Demand Draft.</p> <p>iii. Non-submission of EMD details on or before the due date and time will result in rejection of the e-bid.</p> <p>iv. As per Rule 170 of GFR 2017, exemption of EMD will be given subject to submission of document proof by the firm seeking such exemption. Copies of relevant orders/ documents regarding such exemption should be submitted along with the tender document.</p> <p>The successful bidder shall submit a <b>Performance Security deposit of Rs.2,00,000/-</b> in the form of Demand Draft in favour of <b>“The Registrar, IIT Madras”</b> to be obtained from any commercial bank within 15 (fifteen) days from the date of issue of Order by IIT Madras, which shall be released on expiry/termination of the contract after adjustment of dues, if any without any interest.</p> <p>In case of successful bidder, the EMD will be adjusted towards the Performance Security Deposit on request.</p> <p>The amount of EMD is liable to be forfeited, if the bidder withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit.</p>
3	<p><b>Preparation of Tender:</b></p> <ol style="list-style-type: none"> <li>1) <b>The bidders are advised to inspect and examine the site and satisfy themselves before submitting their tenders.</b></li> <li>2) The bids should be submitted through online only in two bid system i.e. Technical Bid and Financial Bid separately.</li> <li>3) The bidder has to submit the tender document duly signed on all pages by an authorized person and his / her full name and status be indicated below the signature along with official stamp of the firm. Submission of wrong / forged information / document will be liable to legal action, and rejection of tender submitted by the firm.</li> <li>4) The tenders of the contracting agency/firm/company not in possession of valid statutory license/ registrations are liable for rejections.</li> <li>5) If any relative of the bidder is an employee of the IIT Madras, the name, designation and relationship of such employee shall be intimated to the Registrar, IIT Madras in writing while submitting the tender.</li> <li>6) No bidder will be allowed to withdraw / alter / modify after submission of tenders within the bid validity period.</li> </ol>

4	<p><b>Signing of Tender:</b></p> <p>The Tender is liable to be rejected if complete information is not given therein or if the particulars and date (if any) asked for in the schedule to the Tender are not fully filled in or not duly signed/authenticated. Specific attention is drawn to the delivery dates and terms and conditions enclosed herewith. <b>Each page of the bids required to be signed and bears the official seal of the Bidders.</b></p> <p>If the application is made by a firm in partnership, it shall be signed (with seal) by all the partners of the firm above their full typewritten names and current addresses or alternatively by a partner holding power of attorney for the firm in which case a certified copy of the power of attorney shall accompany the application. A certified copy of the partnership deed along with current addresses of all the partners of the firm shall also accompany the application.</p> <p>If a limited company or a corporation makes the application, it shall be signed by a duly authorized person holding power of attorney for signing the application, in which case a certified copy of the power of attorney shall accompany the application. Such limited company or corporation may be required to furnish satisfactory evidence of its existence. The applicant shall also furnish a copy of the Memorandum of Articles of association duly attested by a Notary Public.</p>
5	<p><b>Period for which the offer will remain open:</b></p> <p>The Tender shall remain open for acceptance/validity till: <b>120 days from the date of opening of the tender.</b> However, the day up to which the offer is to remain open being declared closed holiday for the Indian Institute of Technology Madras, the offer shall remain open for acceptance till the next working day.</p>
6	<p><b>Terms and Conditions:</b></p> <p>Failure to comply with any of the instructions stated in this document or offering unsatisfactory explanations for non-compliance will lead to rejection of offers.</p>
7	<p><b>Right of Acceptance:</b></p> <p>IIT Madras reserves the right to reject the whole or any part of the Tender without assigning any reason or to accept them in part or full.</p>
8	<p><b>Communication of Acceptance:</b> Letter of Intimation and acceptance will be communicated by post /email to the successful bidder to the address indicated in the bid.</p>
9	<p><b>Duration of the contract:</b> Initially, the contract will be awarded for Two years. The period may be further extended up to a maximum of three more years on annual basis, based on the feedback and performance. Performance appraisal of the shops will be carried out by the IITM by obtaining Feedback from the end users on half yearly basis / yearly basis. The total tenure of the contract cannot be more than 5 years.</p>
10	<p>All information including selection and rejection of technical or financial bids of the prospective bidders will be communicated through CPP portal. In terms of Rule 173(iv) of General Financial Rule 2017, the bidder shall be at liberty to question the bidding conditions, bidding process and/or rejection of bids.</p>
11	<p><b>Conditions of contract:</b></p> <p>Bidder should quote on the basis of the conditions referred to in the invitation to tender and tender papers.</p>
12	<p><b>Bidder shall submit along with this Tender:</b></p> <p>Name and full address of the Banker and their swift code and PAN No. and GSTIN number.</p>
13	<p><b>Jurisdiction:</b></p> <p>All questions, disputes, or differences arising under, out of or in connection with the contract, if concluded, shall be subject to the exclusive jurisdiction at the place from which the acceptance of tender is issued.</p>
14	<p><b>Dispute Settlement:</b></p> <ul style="list-style-type: none"> <li>• It is mutually agreed that all differences and disputes arising out of or in connection with these agreements shall be settled by mutual discussions and negotiations if such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the sole Arbitrator appointed by the <b>Director, IIT Madras</b> whose decision shall be final and binding on both the parties.</li> <li>• It is also agreed that in case of any disagreements/disputes in connection with the contract, the same shall be settled under the Court of Law within its jurisdiction at Chennai. The resultant contract will be interpreted under Indian Laws.</li> </ul>

15	<p><b>Breach of Terms and Conditions:</b></p> <p>IITM may, without prejudice to any other remedy for breach of contract by written notice of default sent to the bidder, terminate the contract in whole or part:</p> <ol style="list-style-type: none"> <li>If the bidder fails to provide any or all of the services within the period(s) specified in the contract.</li> <li>If the bidder fails to perform any other obligation(s) under the contract.</li> <li>If the bidder has engaged in corrupt or fraudulent or unethical practices in competing for or in executing the contract.</li> </ol>
16	<p><b>Right of IIT Madras:</b></p> <ul style="list-style-type: none"> <li>The Registrar, IIT Madras reserves the right to withdraw/relax/alter/modify any or all the terms and conditions mentioned in this tender document so as to overcome the problem encountered by the contracting parties.</li> <li>The Registrar, IIT Madras reserves the right to accept or reject any or all the tenders without assigning any reason whatsoever and his / her decision shall be final and binding on the Bidder.</li> <li><b>The Registrar, IIT Madras reserves the right to terminate the contract at any time without assigning any reasons by giving a one-month notice to the contracting agency/firm/company.</b></li> </ul>
17	<p><b>PENALTY:</b> Penalty will be imposed for violation / non-compliance in respect of any one or more of the following - Hygiene, Quality, Service, Behavior of the personnel, Ambience, Cleanliness, littering &amp; garbage disposal, Display, Availability of items (as per tender), <b>selling expired product</b>, Not registering complaint, late remittance of payments / dues, violation of Institute rules. The penalty will be as follows:</p> <ul style="list-style-type: none"> <li>Warning for the first three occasions</li> <li>20% of license fee for the fourth time</li> <li>40% of license fee for the fifth time</li> <li>60% of license fee for the sixth time</li> <li>Thereafter, cancellation of contract if any of the complaints listed above is repeated after sixth time.</li> </ul>
18	<p><b>Indemnity clause:</b> The successful bidder has to take responsibility of issues arising due to un-hygienic, personal hygiene issues and (or) storage of items and any such issues that may cause harm to the customers due to inefficient/improper operation.</p>
19	<p><b>Gate Passes:</b> 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.</p>
20	<p><b>Force Majeure:</b> If at any time, during the continuance of the agreement/contract, the performance in whole or in part, by the Individual/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/pandemic, 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 IITM within <b>seven calendar days</b> 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 IITM 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.</p>
21	<p>The bidder shall certify that the tender document submitted by him / her are of the same replica of the tender document as published by IIT Madras and no corrections, additions and alterations made to the same. If any deviation found in the same at any stage and date, the bid / contract will be rejected / terminated and actions will be initiated as per the terms and conditions of the contract.</p>
22	<p><b>Number of Bids and their Submission:</b></p> <p>The bidders should submit the bids in <b>two bid system</b> as detailed below:</p> <p><b>Bid I Technical Bid</b></p> <p>The technical bid should consist of <b>proof of EMD transfer, filled-in proforma of Technical bid</b></p>

**submission** as per details given in **Annexure-C along with Appendix A.**

The bidder should go through the scope of work (Annexure- A) and Technical bid (Annexure – B) of the tender document, understand the requirement of IITM before bidding and submit the technical bid covering the details given in Annexure C along with all relevant document proof. **Any tender documents without these details shall be invalid and rejected.**

**Bid II Financial Bid**

The financial bid should be submitted in excel format (BoQ) as per the proforma (**Annexure D**) and uploaded in the CPP e-procurement portal. **The Quote in Percentage (%) should be Exclusive of GST.**

**23 Evaluation of Bids:**

**Stage I: Technical Bid Evaluation**

Technical bid evaluation will be done in two stages:

In the 1<sup>st</sup> stage, each point given in technical bid (Annexure-B) will be evaluated. Bidders who have satisfied all the conditions stipulated in the Annexure - B alone will be qualified for 2<sup>nd</sup> stage evaluation.

In the 2<sup>nd</sup> stage, the technical bid offered by the bidders will be evaluated by the Committee as per the parameters in **Table I and II** at Sl.no.23 of terms and conditions of this tender and marks will be given as per the parameters mentioned in the Table I & II. **Onsite visit is part of technical bid evaluation.**

The parameter to be considered for Technical Evaluation and the maximum marks for each parameter of the technical bid are as under

Sl. No	Parameter	Maximum Marks																		
<b>TABLE - I</b>																				
1	<b>Background of the Organization:</b>	20																		
	<table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Parameter</th> <th>Max.Marks</th> </tr> </thead> <tbody> <tr> <td>a</td> <td><b>Aggregate Turnover for 5 years</b> (2017-18, 2018 -19, 2019-20, 2020-21and 2021-22) i) Minimum Rs.10 Crores : 3 marks ii) More than Rs.10 Crores and Upto Rs.15 Crores : 4marks iii) Above Rs.15 Crores : 5 marks</td> <td style="text-align: center;">5</td> </tr> <tr> <td>b</td> <td><b>Total Years of experience in operating Departmental Store outlets in Greater Chennai Corporation Limits</b> i) Minimum 5 years of experience : 8 marks ii) More than 5 to 7 years of experience : 10 marks iii) More than 7 to 10 years of experience : 12 marks iv) Above 10 years of experience : 14 marks</td> <td style="text-align: center;">15</td> </tr> </tbody> </table>		Sl. No.	Parameter	Max.Marks	a	<b>Aggregate Turnover for 5 years</b> (2017-18, 2018 -19, 2019-20, 2020-21and 2021-22) i) Minimum Rs.10 Crores : 3 marks ii) More than Rs.10 Crores and Upto Rs.15 Crores : 4marks iii) Above Rs.15 Crores : 5 marks	5	b	<b>Total Years of experience in operating Departmental Store outlets in Greater Chennai Corporation Limits</b> i) Minimum 5 years of experience : 8 marks ii) More than 5 to 7 years of experience : 10 marks iii) More than 7 to 10 years of experience : 12 marks iv) Above 10 years of experience : 14 marks	15									
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<b>TOTAL Technical Score (TS)</b>		<b>30</b>																		

**Onsite Visit to Bidders' Functioning Locations:** Details of currently running outlets of the bidders must be enclosed with the Technical bid as per **Appendix A.** The Tender Evaluation Committee will carry out surprise visits to location(s) as a part of Technical Evaluation. After evaluation of Technical bid including their onsite visit, the financial bids of only those firms which have **secured a minimum of 21 marks (70%)** in the stage II of Technical bid evaluation will only be declared as technically qualified for opening of financial bid.

	<p><b>Stage II: Financial Bid Evaluation</b></p> <p>The technically qualified bidder who <b>has offered the highest discount on MRP</b> will be declared as successful bidder (H1) and the contract will be awarded to the successful bidder (H1) subject to other usual conditions.</p> <p>In case of tie among the bidders in the financial bid evaluation, those bidders alone will be asked to resubmit the financial bids as a tie breaker.</p> <p>In the event of tie in the resubmitted financial bids, the bidder who has the highest turnover will be selected as successful bidder.</p>
24	<p><b>Execution of Contract and Security Deposit</b></p> <ul style="list-style-type: none"> <li>• A formal Contract / Agreement shall be entered into with successful service provider.</li> <li>• The Security deposit will be liable to be forfeited or appropriated in the event of unsatisfactory performance of the contract and loss or damage, if any, sustained by the Institute on account of failure or negligence on the part of employees of contractor.</li> </ul>
25	<p>The bidders will not be entertained to participate in opening of Bids. Since the tender is e-tender, the opening of the bids may be checked using the respective logins of the bidders.</p>
26	<p>The pre-bid meetings will be conducted through online. Bidders can submit their queries and doubts to the email id: <a href="mailto:adstores@iitm.ac.in">adstores@iitm.ac.in</a> till the date of the online pre-bid meeting. Clarification to the queries and doubts raised by the bidders will be issued as a corrigendum/addendum in the e-tenders portal and Institute Website (<a href="http://tenders.iitm.ac.in">tenders.iitm.ac.in</a>). For the bidders, submitting bids on downloaded tender document, it is 'bidders' responsibility to check for any amendment/corrigendum on the website of IIT Madras or check for the same CPP Portal before submitting their duly completed bids.</p>

**Sd/-**  
**(SHEBA SABARI P.K.)**  
Assistant Registrar  
Stores and Purchase



**DECLARATION OF THE TENDER**

It is hereby acknowledged that I/We have gone through all the points listed under “**Scope of work and Terms and Conditions**” of tender document, the same is abided and agreed to be executed. In case, if any of the information furnished by me/us is found false, I/We are fully aware that the tender /contract will be rejected / cancelled by IIT Madras and EMD shall be forfeited.

Signature of the Bidder Name &  
Address of the Bidder with Office Stamp

## SCHEDULE OF TENDER

### RUNNING DEPARTMENTAL STORE AT SHOPPING CENTRE OF IIT MADRAS CAMPUS

Tender No. IITM/SPS/Departmental Store/006/2023/SPL

Name of Organization	Indian Institute of Technology Madras
Tender Type (Open/Limited/EOI/Auction/Single)	OPEN
Tender Category (Services/Goods/Works)	Services
Type/Form of Contract (Work/Supply/Auction/ Service/ Buy/ Empanelment/ Sell)	Service
Name of the Service	Operating Departmental Store at Shopping Centre of IIT Madras Campus
Source of Fund (Institute/Project)	IIT Madras
Is Multi Currency Allowed	No
Date of Issue/Publishing	26.04.2023
Document Download Start Date	26.04.2023
Document Download End Date	16.05.2023 @ 02.00 pm
Pre-bid Meeting (Offline)	03.05.2023 @ 03.00 pm
Bid Submission Start Date	08.05.2023
Last Date and Time for Uploading of Bids	16.05.2023 before 02.00 pm
Date and Time of Tender Opening	17.05.2023 at 03.00 pm
No. of Covers (1/2/3/4)	2
Bid Validity days (180/120/90/60/30)	120 Days
Address for Communication	The Assistant Registrar Stores & Purchase Section IIT Madras Chennai – 600 036
Contact No.	For Queries : 044- 2257 8287/8288
Email Address	<a href="mailto:adstores@iitm.ac.in">adstores@iitm.ac.in</a>

**OPERATING DEPARTMENTAL STORE AT SHOPPING CENTRE OF IIT MADRAS CAMPUS**

**Tender No. IITM/SPS/Departmental Store/006/2023/SPL**

**SCOPE OF WORK**

1. IIT Madras (IITM) requires a service provider to operate Departmental Store in the campus to cater the campus residents and student community.
2. The bidder can be a Franchisor / Franchise or Partnership firm of the Departmental Store.
3. The service provider is expected to sell good quality and variety of products. The service provider should **make all attempt to sell the items based on the requirement of the campus community.**
4. Daily usage items like edible oils, all types of pulses, flours, kitchen grocery items, dry fruits, baby / toddler items, non-alcoholic drinks, spices, toiletries (Soap, shower gel, detergent, hand wash, toothpaste, hair oil etc), packed snacks (biscuit, namkeen, chocolates etc.), drinking bottles, perfume, deodorant, room fresheners and miscellaneous items etc. should be made available at all the time at a reasonable price, best quality, right quantity and range of reputed brands.
5. The service provider should **operate the shop from 7.00 am to 8.00 pm (without any break)** on all the 7 days of the week.
6. The service provider should make necessary arrangements for installation of racks and shelves and other facilities required for display and sale at their own cost with the prior approval of IITM.
7. Alteration / installation work of any nature shall be carried out in the shop only with the prior approval of IITM.
8. The service providers are not allowed to sell any other item incidental to groceries without prior permission. However, freebies by companies like utensils etc. along with the product will be counted as Groceries.
9. Adequate number of shopping cart/baskets should be made available at the departmental store.
10. Necessary arrangement/facility to place orders through phone, mobile app like WhatsApp should be provided. **The door delivery should be provided free of charge for the purchase value of Rs.500/- and above. For orders less than Rs.500/, delivery charge of Rs.10/- may be collected for each order.**
11. **Multiple payment options (like BHIM, GPay, PayTM, Net Banking, Swipe payment machine etc.) should be provided.** Bill indicating the rate of the items and receipt for payment of money should be provided for all sales.
12. Price list of each item should be displayed prominently. All items kept for sale shall clearly indicate the discounted rate on MRP.
13. Sufficient man power to run the shops should be provided and should not engage persons below the age of 18 years as labourers and **shall adhere to all applicable Labour laws.**
14. The service provider and their employees should have a courteous and cordial relationship with the customers.
15. The shop should not go non-operational except in case of emergencies and with the prior information / permission of the Institute.
16. The service provider shall not store any oil and other items that are combustible in the premises and shall take necessary steps to safeguard against fire, explosion and other related hazards.
17. The arrangements for waste disposal should be made as per the terms and conditions specified by the Institute.
18. The service provider should make their own arrangements for obtaining necessary licenses / clearances / approvals, i.e. FSSAI, permission for waste disposal, etc., from the Corporation of Greater Chennai and Government of Tamil Nadu, as the case may be wherever necessary, and also ensure compliance of all necessary statutory regulations. The Institute shall not hold any responsibility in any manner whatsoever for any breach of Law/Rules of the government by the service provider on this account.
19. All food safety norms and other guidelines pertaining to the operation of the Departmental Store shall be adhered by the service provider.

**The campus is a “Plastic – Free Zone”.** One time use and throwaway plastics are strictly prohibited. The service provider should have paper covers/bags or jute/cloth bags (at nominal charges) and biodegradable material to pack the items sold in their shops, failing which it will attract penalty and also will lead to the cancellation of license.

20. IITM will provide space of **1893 sq.ft. in the ground floor** of Shopping Complex, IITM premises. Power supply and water supply will be provided in the shop on payment basis.
21. The service provider will be charged a license fee of **Rs.32/- per sq.ft** and 5% will be increased on yearly basis plus GST, Water charges of Re.1/- per sq.ft., Solid waste disposal at 20% on license fee and Electricity charges at the TNEB rates.
22. The license fee and other charges payable is subject to revision from time to time at the discretion of the Institute and payable from the date of its effect.
23. **TERMINATION OF LICENSE:** Application for discontinuing the trade and vacating the premises should be sent one month in advance from the date from which they desire to discontinue and vacate. The Institute has the sole and inalienable right to **terminate the agreement by giving one month's notice without assigning any reason.**
24. Any violation of the terms and conditions mentioned herein will entail immediate cancellation of the license and forfeiture of the Performance Security Deposit. In matters of disputes, the decision of the Institute shall be final and binding on the service provider.
25. Following shall be the responsibilities of the successful vendor:
  - a. Bills have to be provided to every customer
  - b. As far as possible, all the material to be sold are to packed and of standard and reputed brand.
  - c. Hygiene and sanitation standards should strictly comply with prevalent norms. The licensee shall maintain full hygienic conditions in the shop/outlet, in storage and in keeping the floor, furniture neat and clean, so as to maintain the standards and aesthetic values in the Shop/outlet. The licensee shall also have to make his own arrangements for safe storage of materials. Compliance to the hygiene standards will be checked periodically. Non-compliance to hygiene standards will be sufficient reason to terminate the contract.
  - d. Cleaning and maintenance of shop.
  - e. The licensee shall maintain the quality in goods/items to be sold / services to be provided. There shall be no compromise with regard to the quality of items to be sold / services to be provided in the shop / outlet premises.
  - f. The premises should be kept well ventilated and well lit. No display/encroachment/ storage is allowed outside the premises such as Corridor / Staircase space etc.
  - g. Pest / rodent control should be done on regular basis to control the harmful insects and rodents.
  - h. Unusable/old/not working/stale/expired items/parts/goods should not be kept for sale.
  - i. All expenses related to the employees engaged by the shop shall be borne by the Bidder / 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.
  - j. **Suggestion/Compliant Book** should be kept at the billing counter visible to all the customers. The Monitoring Committee shall have the rights to check this book (for a review of suggestions /complaints registered and action taken by the service provider) at any time.

**Sd/-**  
**(SHEBA SABARI P.K.)**  
Assistant Registrar  
Stores and Purchase

**TECHNICAL BID****Eligibility Criteria:**

1. The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020. A declaration shall be submitted with the bid as per format given in **Annexure – E**.
2. Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P-45021/2/2017-PP (BE II) dated 16<sup>th</sup> September 2020 and other subsequent orders issued therein, shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format as per **Annexure – F**.
3. Neither the tender participating firm nor any of its partner has been blacklisted / debarred /involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is **pending** against firm or any partner of the Firm before any Court of Law / Police. A self-declaration format given in **Annexure – G**.
4. The firm must have an aggregate financial turnover of at least Rs.10.00 Crores in the last 5 years i.e.2017-18, 2018-19, 2019-20, 2020-21 and 2021-22 (Should enclose the audited financial statement signed by the Chartered Accountant)
5. The firm should have experience in operating minimum of 2 similar departmental store outlets for the last five years in Greater Chennai Corporation Limits. (Relevant document proof should be attached i.e. Agreement etc).
6. The firm should have registration with GST and PAN (Necessary document proof should be attached).

**Sd/-**  
**(SHEBA SABARI P.K.)**  
Assistant Registrar  
Stores and Purchase

**PROFORMA FOR TECHNICAL BID**  
**OPERATING DEPARTMENTAL STORE AT SHOPPING CENTRE OF IIT MADRAS CAMPUS**

**Tender No. IITM/SPS/Departmental Store/006/2023/SPL**

1	Name of the Tender Company / Firm / Agency		
2	Name of the Director / Proprietor of the Firm / Agency		
3	Full address of the Registered Office		
4	Contact Numbers	Office No.	
		Mobile No.	
5	Email ID		
6	GST Identification Number		
7	Labour License		
8	Local (Chennai) Office address		

Sl. No.	ELIGIBILITY CRITERIA	Compliance (Yes/No)	Page Ref.No.
1.	The bidder shall not be from a country sharing land border with India and if the bidder is from a country sharing land border with India the bidder should have been registered with the competent authority as per orders of DIPP OM No. F. No. 6/18/2019-PPD dated 23rd July 2020, and MoCI Order No. P-45021/112/2020-PP (BE II) (E-43780) dated 24th August 2020. A declaration shall be submitted with the bid as per format given in <b>Annexure – E.</b>		
2.	Only 'Class-I local suppliers' and 'Class-II local suppliers', as defined under DIPP, MoCI Order No. P-45021/2/2017-PP (BE II) dated 16 <sup>th</sup> September 2020 and other subsequent orders issued therein, shall be eligible to bid in this tender. Declaration for Class-I / Class-II local suppliers should be submitted in the prescribed proforma format as per <b>Annexure – F.</b>		
3.	Neither the tender participating firm nor any of its partner has been blacklisted / debarred /involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is <b>pending</b> against firm or any partner of the Firm before any Court of Law / Police. A self-declaration format given in <b>Annexure – G.</b>		
4.	The firm must have an aggregate financial turnover of at least Rs.10.00 Crores in the last 5 years i.e.2017-18, 2018-19, 2019-20, 2020-21 and 2021-22 (Should enclose the audited financial statement signed by the Chartered Accountant)		
5.	The firm should have experience in operating minimum of 2 similar departmental store outlets for the last five years in Greater Chennai Corporation Limits. (Relevant document proof should be attached i.e. Agreement etc).		
6.	The firm should have registration with GST and PAN (Necessary document proof should be attached)		

**The proof attached should be indexed and page numbers of the attached proof should be clearly mentioned in the Technical Bid format.**

Place:

Date:

Signature of the Bidder  
Name & Address of the  
Bidder with Office Stamp

**DETAILS OF DEPARTMENTAL STORE OPERATING IN GREATER CHENNAI CORPORATION LIMITS***(Copies of relevant documents may be enclosed)*

Sl.No.	Period of operation	Details of Departmental Store with Address and Contact No.	Sq. ft. of the shop	Consolidated Billing Amount per annum
1.				
2.				
3.				
4.				
5.				

Certified that the above furnished information is true and correct. IIT Madras is permitted to verify the above details from any of the clients listed above.

Place:

Date:

Signature of the Bidder  
Name & Address of the  
Bidder with Office Stamp

**PROFORMA FOR FINANCIAL BID (BOQ)**

**OPERATING DEPARTMENTAL STORE AT SHOPPING CENTRE OF IIT MADRAS CAMPUS**

**Tender No. IITM/SPS/Departmental Store/006/2023/SPL**

<b>Sl.No.</b>	<b>Description</b>	<b>Exclusive of GST (in %)</b>
1	Highest Discount offered on the MRP for the sale of goods in the Departmental Store	

Place:

Date:

Signature of the Bidder

Name & Address of the

Bidder with Office Stamp



(To be given on the letter head of the bidder)

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No. \_\_\_\_\_

Dated: \_\_\_\_\_

**CERTIFICATE**

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I am not from such a country.

***OR (whichever is applicable)***

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that I from \_\_\_\_\_ (Name of Country) and has been registered with the Competent Authority. I also certify that I fulfill all the requirements in this regard and is eligible to be considered.

*(Copy/ evidence of valid registration by the Competent Authority is to be attached)*

Place:  
Date:

Signature of the Bidder  
Name & Address of the  
Bidder with Office Stamp

**FORMAT FOR SELF-CERTIFICATION UNDER PUBLIC PROCUREMENT POLICY**  
**(PREFERENCE TO MAKE IN INDIA) 2017**

Tender Reference No. **IITM/SPS/Departmental Store/006/2023/SPL**

Name of the Service: **OPERATING DEPARTMENTAL STORE AT SHOPPING CENTRE OF IIT MADRAS CAMPUS**

Date: \_\_\_\_\_

I/We \_\_\_\_\_ S/o, D/o, W/o, \_\_\_\_\_ resident  
of \_\_\_\_\_ hereby solemnly  
affirm and declare as under:

That I will agree to abide by the terms and conditions of the Public Procurement (Preference to Make in India) Policy vide  
GoI Order no. P-45021/2/2017-PP (B.E-II) dated 15.06.2017 (subsequently revised vide orders dated 28.05.2018,  
29.05.2019 and 04.06.2020) MOCI order No. 45021/2/2017-PP (BE II) Dt.16th September 2020 & P- 45021/102/2019-BE-  
II-Part(1) (E-50310) Dt.4th March 2021 and any subsequent modifications/Amendments, if any and

That the local content for all inputs which constitute the said item/service/work has been verified by me and I am  
responsible for the correctness of the claims made therein.

<b>Tick (✓) and Fill the Appropriate Category</b>	
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 50% and come under " <b>Class-I Local Supplier</b> " category.
<input type="checkbox"/>	I/We _____ [name of the supplier] hereby confirm in respect of quoted items that Local Content is equal to or more than 20% but less than 50% and come under " <b>Class-II Local  Supplier</b> " category.

The details of the location (s) at which the local value addition is made and the proportionate value of local content in  
percentage

Percentage of Local content : \_\_\_\_\_ %\*\*  
Location at which value addition done : \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

For and on behalf of ..... (Name of firm/entity)

**Authorized signatory (To be duly authorized by the Board of Directors)**

<Insert Name, Designation and Contact No.>

[Note: In case of procurement for a value in excess of Rs. 10 Crores, the bidders shall provide this certificate from  
statutory auditor or cost auditor of the company (in the case of companies) or from a practicing cost accountant or practicing  
chartered accountant (in respect of suppliers other than companies) giving the percentage of local content.]

**This letter should be on the letterhead of the quoting firm and should be signed by a competent authority.**

\*\* Services such as transportation, insurance, installation, commissioning, and training and after sales service support like  
AMC/CMC cannot be claimed as local value addition

<Insert Name, Designation and Contact No.>

(To be given on the letter head of the bidder)

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**Self-Declaration that the Service Provider has not been Blacklisted**

I ..... S/o .....

R/o ..... police station ..... District ..... Director

/ partner/ sole proprietor (Strike out whichever is not applicable) of .....

..... (Firm or Company) do hereby declare and solemnly affirm:

- I. That the Firm ..... has not been Blacklisted or declared insolvent by any of the Union or State Government / Organization.
- II. That none of the individual / firm / Company Blacklisted or any partners or shareholder thereof has any connection directly or indirectly with or has any subsistence interest in the deponent business / firm company.
- III. That neither the Firm nor any of its partner has been involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police.

Place:

Date:

Signature of the Bidder

Name & Address of the

Bidder with Office Stamp

**DECLARATION BY THE BIDDER**

I / We \_\_\_\_\_ hereby declare that I / we will comply and adhere to the provisions of Labour Laws and statutory provisions pertaining to Labour management while running the Departmental Store of IIT Madras if tender No. IITM/SPS/Departmental Store/006/2023/SPL is awarded to my / our firm.

Signature of the Bidder  
Name & Address of the Bidder  
with Office Stamp