

**Pre-bid queries received on E-mail and clarification of the Committee
& Extension of Tender submission date**

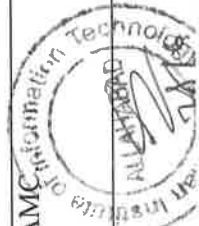
Bid submission end date: 12- July- 2021 (upto 12:00 Noon)

Bid opening date : 13 –July- 2021 (at 04:00 PM)

Integrated Hostel and Mess Management Service (Pre Bid-Queries)					
Sl. No.	Document Name	Clause No.	Clause	Query	Response
1	Financial Bid	Clause 4.2	Variable cost - Mess charges per student per month	In view of the current pandemic situation, there could be a situation where there are less than 1800 students (mentioned lower limit as per the tender) present on-campus. In such a scenario, it might get difficult to operate the mess at the rate quoted for 2000 students. We suggest IIIT Allahabad to either take slab based pricing or split mess charges into two components establishment cost (fixed cost) and variable cost, where establishment cost shall be paid for all students irrespective of the student count and variable cost can be paid on the actual count	There is only variable cost associated with the mess as mentioned in the tender document. No other changes are possible at this stage. Due to COVID pandemic mess charges will be paid as per the number of students present in the hostels.
2	Tender document	Genera 1		OYO is a global hospitality brand with a presence in 100+ countries and 800+ cities globally. OYO operates an end-to-end service delivery model in which we take complete ownership of all the components of Integrated Hostel Management Services - Housekeeping, Security, Hostel Mess, and other Value Added Services like Day/Night Canteen, Laundry. OYO will establish key performance indicators (KPI's) with the institution for all its services to ensure quality and will ensure all statutory compliances such FSSAI, ISO, Labour License etc. in its name (OYO Apartment Investments LLP Entity). To ensure that students, faculty and institute benefit from our vast hospitality experience across geographies, we leverage our internal partner network of vendors across the value chain to provide superior services and experience. We request IIIT Allahabad to consider and accept our model in view of this tender	No comments.



3	Tender document	Clause 4.1.1. Section B	Value Added Services	Institute to clarify if there is kitchen and dining space available for providing fast food snacks counter? What infrastructure including equipment will be provided for such services from the institute's side?	Kitchen and dining space is available in the mess. Details are provided in the tender document. Snacks counter may be opened after seeking permission from the Institute.
4	Tender document	6.xix	The Vendor will ensure and comply with the provisions of various municipal and other Rules/Regulations/Laws of the Central/State/UT Government in respect of wages and other Rules/Regulations/Laws of the Central/State/UT Government in respect of wages and other	Institute to clarify whether we should consider central wages or state wages for mess staff	As per the central wages act.
5	Tender document	General 1	List of equipments	Will the institute provide some CAPEX / equipments for Mess operations like dough kneader, Pulveriser, Bain Marie, vegetable chopper etc for smooth functioning	List of equipment provided by the institute is mentioned in the tender document.
6	Tender document	11.1.i	Six messes are to be operational in various hostels to cater 2000 ±10% persons.	Do we need to prepare food in all the messes or can a few messes be clubbed for main production? Live items can be prepared in all the messes	This will be left on the vendor discretion. However live counters as per need to be ensured in each hostel.
1	Can New Join Venture Firm (joint venture with experienced and high turnover firm) illegible for the tender.				Institute will accept joint venture with the terms and conditions mentioned in the tender document. Refer to tender document.
2	Please clarify the Sl No 1.05 and 1.06 of BOQ - (Projection of capital investment - One time capital investment by the agency and Repair and maintenance by the Agency)				
	Page No.	Point/Clause No.	Tender clause	Our Query	Response
1	8	Housekeeping - 01 - 5	Common room and Recreation Area (e.g. Gym etc)	Does the scope include GYM equipment maintenance also please and is there any AMC?	Yes. There is no AMC



2	8	C.Housekeeping - 5	Please provide a detailed scope /checklist of Repair and Maintenance items that you will cover as part of the Housekeeping facilities management	Does the scope include Electrical, Plumbing, Civil, Carpentry work also please? - Minor or Major type?	Scope includes Electrical, Plumbing, Civil, Carpentry work Minor type.
3	9	4.2 - A.Cost - 4	Mess charges per student per month*	Month of 30 days or 31 days please?	As per calendar month.
4	10	6.v	NSIC/MSME registered bidders must submit copy of valid NSIC/MSME Registration Certificate for exemption of EMD & Tender fee.	Do we need to submit a Soft copy online or hard copy please?	Please attach soft copy while submitting tender.
5	11	6.ix.	The maintenance of kitchen/cooking equipment will be sole responsibility of the vendor;	Do all equipment will be handed over in working condition please?	Yes.
6	11			Is there AMC for all major equipment like Chappathi machine, Exhaust duct, Atta kneeders etc...	No.
7	11	6.xii.	The vendor has to pay electricity bill of mess kitchen on actual consumption	Approx. amount per month please?	As per actuals. Clarification given in annexure 1.
8	11	6.xv	The vendor will not be permitted to franchise / sublet the Hostel Mess for any other commercial activity. In case same is reported may lead to cancellation of the contract and EMD will be forfeited.	Integrated Mess Management system has just started in few Institutions, where subletting / leasing out is happening. Request to devise a mechanism to detect and eliminate this please	This will be dealt as per the terms and condition mentioned in the tender document. There cannot be any changes in the tender document at this stage.



9	11	6.xix	The Vendor will ensure and comply with the provisions of various municipal and other Rules/Regulations/Laws of the Central/State/UT Government in respect of wages and other benefits to his employees.	This is also not followed or insisted upon. Need to ensure please.	All terms and condition of the tender documents will be ensured by the institute.
10	14	9.1.iii	The vendor will provide 4 items in a week from List-1 and 6 items in a week from List-2 in breakfast in unlimited quantity but not item should repeat more than 2 times in a week.	Point is not clear please.	The vendor will provide 4 items in a week from List-1 and 6 items in a week from List-2 in breakfast (in unlimited quantity) but no item should repeat more than 2 times in a week.
11	15	9.1.3 Wednesday & Sunday	Kadhai Paneer (125 gm), Rice, Mix Veg, Roti, Chicken (125 gm, paid basis for non-veg.)	Paneer is in basic menu and NV is to be paid extra - is that right please?	Kadhai Paneer (125 gm) /, Chicken (125 gm), Rice, Mix Veg, Roti.
12	20	11.1.i	Six messes are to be operational in various hostels to cater 2000 ±10% persons	Planning to install Convotherm Combi oven and few other volume cooking equipment. Can we cook at one kitchen and distribute to all dining halls please? This will also bring down the food cost.	This is left on the vendor discretion. However live counters as per need to be ensured in each hostel.
13	20	11.1.i	Six messes are to be operational in various hostels to cater 2000 ±10% persons	How many dining points need to be serviced please?	In each hostel. 06 points at present.
14	20	11.1.i	Six messes are to be operational in various hostels to cater 2000 ±10% persons	Are the students restricted to eat at a particular mess or allowed to eat in any mess of their choice?	Student is restricted to eat at a particular mess only.



15	20	11.1.i	Six messes are to be operational in various hostels to cater 2000 ±10% persons	In case of any drop in strength (other than semester break) will there be any change in the daily rate - as our rates is worked on the strength of 2000	Not possible. There is only variable cost associated with the mess as mentioned in the tender document. No other changes are possible at this stage. Due to COVID pandemic mess charges will be paid as per the number of students present in the hostels.
16	21	11.2.vii	The vendor has to pay charges of water consumption/capita in restaurant/hotel as per the standard norms.	Approx. amount per month please?	@ Rs. 10,000 per month. This will cover all the messes.
17	General	Fire extinguisher Lift maintenance / AMC Insect net for windows/doors Laundry Night Canteen Day Canteen	Scope these items are to be clarified please.	By the Institute By the Institute By the Institute By the Vendor. It will be decided later. Not Allowed.	
			Area of the following is not provided for housekeeping (a) common area (b)lobbies (c)hostel and dining hall.	At the discretion of the vendor without compromise with the services. Vendor is advised to visit the hostels. All required services need to be maintained in the hostels 24*7 as per the tender document.	
			(2) number of required man force not given	At the discretion of the vendor without compromise with the services. Vendor is advised to visit the hostels. All required services need to be maintained in the hostels 24*7 as per the tender document.	
			(3)designing material is not given as you know that design contain many things	At the discretion of the vendor without compromise with the services. Vendor is advised to visit the hostels for details.	
			(4) whether presentation offline or online	It will be informed to the vendors as per the prevailing circumstances.	

	(5) required machinery is not given such as vacuum cleaner or grass cutter etc	This will be as per the vendor's discretion.
	(6) Is institute follow central or state minimum wages. Request you to kindly consider our request to extend the last date of submission of bid by at least 4-5 days, considering the ongoing pandemic situation.	As per central wages act. There will be an extension of around a week in last date of tender submission. Corrigendum will be issued by the purchase section in this regard.

Sl.N o.	Particulars	Page #	Serial No	As per bid doc	Queries	Response from Client
1	Menu details	15		Lunch & dinner menu composition on Wednesday & Sunday	Requesting to share weekly menu sample to understand the menu composition	It will be as per the items mentioned in the tender document.
2	Menu details	15	9.1.5	Tea Time/Beverages with lite snacks	What is the menu composition of light snacks?	1 Samosa/ Chips/ Biscuits/ a Aloo Chop + Tea/Coffee.
3	Menu details	22	xii	On special occasions, the menu will be identified by the Hostel Mess Committee and the rates for the same will be approved by the COW, IIIT ALLAHABAD BEFORE the actual event.	How many special occasions in a year?	1 Special meal every Month in each mess.
4	Quantity	1	1	The services must be applicable for 2000 ±10% users.	Request to share hostel wise strength?	
5	Electricity charges	11	xii	The vendor has to pay electricity bill of mess kitchen on actual consumption as per IIIT ALLAHABAD Tariff & Rules	What is the average monthly charges?	As per actuals. Clarification given in annexure 1.
6	Water Charges	22	vii	The vendor has to pay charges of water consumption/capita in restaurant/hotel as per the standard norms.	What is the average monthly charges?	Rs. 10,000 per month. This will cover all the messes.
7	Manpower Wages	11	xix	The Vendor will ensure and comply with the provisions of various municipal and other Rules/Regulations/Laws of the Central/State/UT Government in respect of wages and other benefits to his employees.	Which wages act is applicable ?	Central Wages Act.



8	Existing Manpower take over	11	xx	This Institute shall not be the party in case of any dispute that takes place between the Vendor and his employees or among vendors and any firm outside to whom the vendor is dealing for mess running goods etc. The health of workers shall be the responsibility of the vendor, Labour employed shall not have any communicable disease, and Medical certificate to this effect shall be submitted annually by the vendor.	Will the new service provider to take-over any existing manpower already working in IIIT-Allahabad?	It is left to the vendor discretion. Institute is no party in this matter.
9	Manpower Medical check-up	11	xxii		Medical check-up for food handlers is as per FSSAI guidelines or any specific test to be done?	Check-up for food handlers is as per FSSAI guidelines is mandatory. Institute can also do random sampling and checking. Rest of the matter will be dealt with as per govt. guidelines.
10	Drinking water facilities				Is there drinking water facility available in each mess or service provider to procure water cans?	It is available in each mess.
11	Billing process				What is the billing process for student meal per day?	Monthly billing after the service period.
12	Payment Terms				What is the payment terms?	Monthly.
13	Operational days				How many days is the vacation period in a year?	Approx. 30 days in a year mess remains close. However one mess remain operational throughout the year.
14	Transition period				What will be the mobilization period if contract is awarded?	One month.
15		30	11.5 / iii	The housekeeping staff will be responsible for garbage collection from all floors including hostel rooms.	Total numbers of available rooms	
16		30	11.5 / vi	The Vendor will ensure sweeping and mopping of all the tiled areas including the thoroughfares, common areas, lobbies with environmentally friendly chemicals and equipment.	Size & Common area details required	
17		30	11.5 / xii	The Vendor will ensure that the dustbins are emptied in the washrooms	Washroom details required	



18		30	11.5 / xii	The vendor will arrange for grass cutting in hostel premises at least twice in a month	Lawn area where vendor has to cut grass twice in month	This has to be manazed by the vendor. Vendor is advised to visit the hostels.
19		30	11.5 / iii	The housekeeping staff will be responsible for garbage collection from all floors including hostel rooms.	Garbage collection & disposal area.	This has to be manazed by the vendor. Vendor is advised to visit the hostels.
20		30	11.4 / ii	The vendor will maintain substantial inventory of dustbin bags, cleaning equipment and chemicals for at least 2 cycles of deep cleaning and 2 weeks of daily cleaning.	1. Machine requirement 2. Details of Chemicals & Consumables 3. Cleaning schedule	This has to maintain the cleanliness of the hostels 24*7.
21		30	11.5 / ii	The vendor will contract the sufficient number of housekeeping cleaning staff to meet the institute's service level agreement on housekeeping.	Manpower Detail	At the discretion of the vendor without compromise with the services. Vendor is advised to visit the hostels.



Clarification of electricity charges applicable in the institute (For Example)

Meter Location	Work Order	MeterNo	CL	KWH Meter Reading		Consumption		Connection Charges					User Rent	Payable Amount	GST 18%	Total Amount
				Prev.	curr.	Units	Charges	Fixed	SubTotal	PLC	ED	Sur				
At ATM	ATM	16923811	5.5	13380	13617	237	1777.5	1980	3757.5	1980	281.81	0	6019.31	1083.48	7102.79	

