



Institute of Hotel Management, Catering Technology and Applied Nutrition

Veer Savarkar Marg, Dadar (W), Mumbai-400 028. India.
Phone: 022-24457241/42, 2445 9154 Fax: 022-24449779
Email: director@ihmctan.edu / admin@ihmctan.edu

E-TENDER NOTICE

NIT No: IHM/e-Tender/AMC WC/Mumbai/12/2020-2022

Dated: 10/10/2020

Online tender, (Two Bid System- Technical and Financial) are invited from reputed manufactures/suppliers for Annual Maintenance of **Water Coolers for the period from November 2020 to April 2022** at Institute of Hotel Management, Catering Technology and Applied Nutrition Veer Savarkar Marg, Dadar (W). Mumbai-400028.

Note: Only EMD and Tender fee to be submitted to the cashier in offline mode, rest all the documents to be submitted strictly online mode.

Sr. No	Name of work	P.AC.	EMD	Time for start the AMC after receiving purchase order	Cost of tender Document	
					Tender Cost	Online Processing fee
1	Annual Maintenance Contract of Water Coolers at Institute of Hotel Management, Catering Technology and Applied Nutrition at IHM Mumbai.	NA	Rs. 4,000/- payable through DD/Bankers cheque/ Transaction Details as per the tender document.	1 week	Rs. 200/- payable through DD/Bankers cheque/Transaction details as per the tender document.	AS PER TENDER WIZARD

1. The Tenderers intending to participate in this Tender are required to get enrolled on the portal www.tenderwizard.com/IHM. Enrolment on the above mentioned Portal is mandatory.
2. The tenderers have to digitally sign their bids before submitting the bids hashes online thus the tenderers are advised to obtain Digital Certificates. The Bidders may contact **Mr. Kunal Mahajan (8800907637) & Mr. Mayank Singh (8800115628)** for obtaining Class - III Digital Signature Certificates and get registration.
3. Tender documents are also available in our website www.ihmctan.edu but for participation purpose you have to through www.tenderwizard.com/IHM website.
4. The tenders are required to upload on e-tendering portal: www.tenderwizard.com/IHM as per dates Indicated in Key Dates.
5. Tender cost and processing fee are non-refundable.
6. Submit EMD, of **Rs. 4,000/-** in the form of Demand draft drawn from any Nationalized Bank in favor of **Principal, Institute of Hotel Management, Catering Technology and Applied Nutrition, Mumbai** payable at **Mumbai**. **For successful bidder the EMD will be retained as part payment of Security Deposit and will be returned after the completion of contract period.**
7. Tenderer which qualifies the Technical bid will only be considered for opening of Financial Bid, rest of the financial bid will be rejected. **Institute of Hotel Management, Catering Technology and Applied Nutrition** reserve the right to reject any or all the Tenders received without assigning any reason(s) thereof.

Sd/-
PRINCIPAL
Institute of Hotel Management
Catering Technology and Applied
Nutrition, Mumbai.

Technical Document

Kindly upload scan copies of the below mentioned documents under Technical Qualification.

<u>Online Tender Schedule:</u>			
S. No	Stages Name		Start Date and Time
1	Start of downloading of tender document		10.10.2020 10:00 HRS
2	Closure of downloading of tender document		30.10.2020 16:00 HRS
3	Last date and time of online submission of Bid.		02.11.2020 11:00 HRS
4	Last Date of EMD, Tender Fee submission Online/ Offline Mode to Cashier		02.11.2020 17:00 HRS
5	TENDER OPENING Technical		03.11.2020 11.00 HRS
6	TENDER OPENING Financial		Will be intimated later to the eligible tenderer
7	Minimum Validity of Tender offer/bids		180 Days

Note: - Only online submission of technical bid and financial bid is mandatory.

Procedure for submission of E-tender by bidder:

Interested bidders who wish to participate should visit website www.tenderwizard.com/IHM which is the ONLY website for bidding their offer. Further, the procedure is as follows:

1. Register your company in website www.tenderwizard.com/IHM for obtaining a Login ID and Password.
2. Using the login ID, password and digital signature, enter the tender portal to download the tender document.
3. Pay EMD through online mode/ DD and upload the scan copy in website.
4. Attach supporting documents first in "Document Library". Then attach them by selecting in particular tender.
5. Submit the tender. You will receive a system generated "Acknowledgement Copy" of tender submission.
6. Bidder must submit the offer before the online closing date & time. The website will automatically stop accepting the offer after online closing date and time.

e-Tendering Helpline no: 011-49424365 For Support: For e-tendering queries kindly contact **Mr. Kunal Mahajan** (twhelpdesk701@gmail.com) Mob- 8800907637, **Mr. Mayank Thakur** (twhelpdesk605@gmail.com) Mob- 8800115628

sd/-
PRINCIPAL
Institute of Hotel Management
Catering Technology and Applied
Nutrition, Mumbai-400028

**INSTITUTE OF HOTEL MANAGEMENT
CATERING TECHNOLOGY & APPLIED NUTRITION
Veer Savarkar Marg, Dadar West, Mumbai 400 028**

E-TENDER NOTICE

ONLINE tenders are invited for the supply of the following items on a rate contract basis, for the period NOVEMBER 2020 to APRIL 2022.

The tender is subject to the following terms and conditions:

1. Each tenderer will have to pay Earnest Money Deposit in online Mode/ DD. **DD SHOULD BE SUBMITTED SEPARATELY AND SHOULD NOT BE SEALED TOGETHER WITH THE TENDER FORM.** Earnest Money Deposit will be forfeited in case after the acceptance of tender, the tenderer does not furnish the requisite security deposit and execute the agreement.
2. Past experience in AMC to reputed organizations is necessary.
3. The Institute reserves the right to reject any or all the tenders without assigning any reasons whatsoever and no representation shall be entertained on this account.
4. All rates will be inclusive of taxes. All service will be provided at the Institute premises.
5. Each tender will be accepted subject to the existing tax laws prevalent in the State of Maharashtra and must state his registration number of taxes.
6. The tenders will be opened on **03.11.2020 11.00 a.m.**
7. Detailed tender form our website www.ihmctan.edu. **Tender forms can be downloaded from the website.**
8. **The Financial bids** needs to be submitted online on www.tenderwizard.com/IHM , no hard copy needs to be submitted.

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General terms and conditions of Water Coolers:

1. Tenderers who wish to quote should have at least 3 years' experience in the field of providing Annual Maintenance for Water Coolers in Government/Private Organization.
2. Contractors should inspect the premises and water coolers before submitting their Quotes for AMC.
3. Earnest Money Deposit must be paid in Demand Draft/Online.
4. Each page uploaded along with tender copy must be stamped and signed.
5. All tenderers must disclose the names of their partners, if any. Any tenderer failing to do so will render himself liable to have his security deposit forfeited and contract, entered into, Cancelled at any time during its completion.
6. In the event of the tender being accepted, the contract must be signed by all the members of the firm after depositing a suitable amount required by the Institute as security deposit. This security deposit is for the due performance of all conditions of the contract, such as quality, quantity and service etc. The security deposit of a tenderer will be forfeited in the event of unsatisfactory performance of the contract.
7. The firm should have at least 5 years' experience in the field of providing Annual Maintenance for Water Coolers.
8. Payment for the Annual Maintenance will be made on equal installments after expiry of each quarter.
9. A record of such preventive maintenance carried out should be submitted on each occasion before the Authorized Officer.
10. The contract shall remain in force for a period of from November 2020 to April 2022.
11. In case the service is found to be unsatisfactory, the contract will be cancelled without assigning any reason.
12. Performance Security will be discharged after completion of contractor's performance obligations.
13. If the contractor fails or neglects any of his obligations under the contract, Institute reserve the right to forfeit either whole or any part of Performance Security furnished by the bidder as penalty for such failure.

14. TDS and any other Government levies applicable shall be deducted from bill amount as per Government of India instructions issued from time to time.
15. It is distinctly understood that the tenderer will be strictly required to confirm to the conditions of this contract and any pleas will not on any account be admitted as an excuse on their part for infringement of any of the condition.
16. Tenderers are requested to fill in the tender carefully after noting the size by numbers etc. of articles mentioned in the specifications. Workout the amount tendered for each items and total up for all the tendered items.
17. If any time, during the continuance of this contract, the performance in whole or in part by either part of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lock-outs or acts of God (hereinafter referred to as "events") provided Notice of happening of any such eventuality is given by either party have any claim for damages against the other in respect of such Non-performance or delay in performance; and deliveries under the contract shall be resumed as soon as practical work after such event has come to an end or ceased to exist and the decision of the Secretary/Principal shall be final and conclusive have, provided further that if the performance in whole or part or any obligation under this contract is prevented or delayed by a reason of any such event for a period exceeding 30 days either party may at its option terminate the contract PROVIDED ALSO that if the contract is terminated under this clause, the Institute shall be at liberty to take over from the tenderer at a price to be fixed by the Secretary/Principal which shall be final; all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture in the possession of the tenderer at the time of such termination or such portion thereof as the Institute may deem fit accepting such materials, bought out components and stores as the tenderer may with the concurrence of the Institute elect to retain.
18. The Institute also reserves the right to enter into parallel contracts simultaneously or at any time during the period of this contract with one or more tenderer(s)/supplier(s) for such quantity of such item(s) as the Secretary/Principal (whose decision shall be final) may determine and to forfeit the security deposit and terminate the contract within 21 days in the case of the unsatisfactory performance of the tenderers.
19. The Institute also reserves the right to terminate the contract any time during the year, in the case of the unsatisfactory performance of the tenderers and in such a case 50% of Security Deposit will be forfeited.
20. All disputes are subject to Mumbai Jurisdiction only.
21. All future **Corrigendum's, addendums, amendments, extensions of bid submission date with regard to this Bid, if any, shall be published only at** website www.ihmctan.edu , www.tenderwizard.com/IHM and Not through press advertisement. All the bidders are requested to look at the said websites for this purpose regularly.
22. The rates quoted should be "**NET RATES**" inclusive of all taxes and Freight on Road IHM, Mumbai. Rates should be quoted strictly according to the unit of the measurement specified against each item. The rates tendered shall be on the basis of bulk quantity and NO increase in rates during the contract period will be entertained. The rates need to fill online.
23. Please Note that "Terms & Conditions" accompanying the tender documents are for general guidance and successful tenderer will have to sign an agreement, with amendments, if any, considered necessary by the Corporation. **Conditional tender will be summarily rejected and NO correspondence in this regard shall be entertained.**

In case of breach of any of the conditions stipulated herein the unit shall be at liberty to terminate contract without prejudice to the right of the Corporation to claim damages on account of breaches

24. The service provider shall not be directly concerned or in any way deal with the officers or other persons employed by or under the authority of the unit in making the supplies hereby contracted for, Nor shall be suppliers either directly or indirectly give or promise to pay or give, or permit to be given to any person or persons or in any department under the unit, money or gratuity, fee or reward for any matter or thing or any way relating to the performance of the contract.
25. The supplier shall not assign the present contract or in any manner allow any other person or persons to interfere in the Management or performance thereof, without the written permission of the unit management.
The bills for the supplies as aforesaid may be preferred by supplier on the unit within a month from the last date of the billing period. The bills should be made on proper printed bill form serially numbered and in NO case on the letterheads.
Any over payment of the Suppliers bills for the supplies made under these terms and conditions shall be recovered from the suppliers from his bills subsequently submitted for payment and if such over payments or any portion thereof or thereafter remitted by the supplier. The amount so recovered will be refunded to the supplier. The unit shall have the right to recover the overcharges, from the security deposit as well.
26. The management reserves the right to **accept or reject all/any offers without assigning any reason. The management does Not bind itself to accept the lowest rate or any tender or to give any reasons for rejection of tender without assigning any reasons thereof.**
27. The successful AGENCY shall execute the Agreement with IHM MUMBAI, positively within **15 days (fifteen days)** of award of the Contract, failing which his tender/contract shall be liable for Cancellation. It is made clear that the
General Terms & Conditions, Technical Bid, Financial Bid etc. attached with the Tender Documents are deemed to form an integral part of the contract.
28. In the event of contract being extended, the management reserves the right to call upon the suppliers to continue the supplies for **Three month** in excess of the contract period at the rates of the immediately preceding month.
29. **Supporting Documents-** All the required supporting documents must be uploaded as per the prescribed method along with Techno Commercial Bid of the tender.
30. **The Financial Bids** of only those parties, who qualify in technical bid and in samples, will be opened on a later date which will be informed to the technically qualified parties.
31. **The financial bids** needs to be submitted online on www.tenderwizard.com/IHM, **NO hard copy needs to be submitted.**
32. Incase any additional documents /clarification can be called from bidders before finalization of tender.

33. Trade license true copy (attested by gazette officer), Photo copies of PAN certificate, Income tax filing (last year) and GSTIN Registration and Clearance certificate (last year) to be submitted along with the Tender form.
34. Parties must provide service as per specification mentioned in the tender paper.
35. Discontinuance of service before the contract period will lead to forfeit the security deposit.
36. The items not supplied by the supplier because of some or other reasons, will be purchased by the Institute from open market and the amount difference in the rates would be recovered from supplier.
37. **Final Authority:** If the tenderer desires to appeal against any matter he shall appeal to Principal/Secretary, Institute of Hotel Management Catering Technology & Applied Nutrition, Mumbai whose decision on such matters shall be final and conclusive.
38. **Arbitration:** Any dispute or difference between the parties with regard to this document and all connected and related matters whatsoever shall be discussed and settled amicably. In the event of any failure to resolve the disputes or difference whatsoever shall be referred to the sole Arbitrator appointed by the Institute. The decision of the Arbitrator will be final and binding on both sides.
39. Security deposit will be 5% of quoted value of tender.
40. The contractor shall be responsible for any injury caused to persons, property of Institute etc. which may arise from the operations or neglect of any person of the tenderer/contractors team or any person engaged by him for any purpose related to the execution of this contract. The tenderer/contractor shall indemnify Institute of all liabilities arising out of his operations in any way under any acts of the Government and also in award of any compensation or damaged consequent upon any claim arising out of the above.
41. It is expressly understood and agreed to between the parties to this tender that the persons deployed by the contractor for the above work shall be employee of the contractor for all intents and purposes and in no case, shall a relationship of employers & employees between the said persons & Institute shall accrue implicitly and explicitly.
42. The successful tenderer shall not sub-let the part or complete work without written permission of Institute. The tenderer is fully responsible to Institute for the work if awarded to him.
43. Any dispute or difference arising from interpretation of the tender items or its terms & conditions, the matters in dispute shall be settled at Mumbai jurisdiction whose decision shall be final and binding on the parties to the contract.
44. The quantities mentioned in the schedule are only indicative of the estimated requirements of the Institute, and the Institute does not bind itself to complete any or all the quantities indicated therein.
45. Tenderer are required to start service contract within one week from the date of order issued.
46. **As per notification no. 50/2018 central Tax dated 13.09.2018 applicable from 1st October 2018, TDS @2 % (SGST & CGST) will be applicable on GST and the same will be deducted by the Institute and Deposited. The supplier or service provider will be issued GSTR 7A for the TDS deducted.**

Technical terms and conditions for Water Coolers:

01. Rates quoted should be comprehensive, includes compressor, gas charging, all electrical parts, fan motor, PCB, remote, knobs but excluding condenser coil, cooling coil, grill and sheet metal.
02. Necessary spares including gas should be available at site.
03. As far as possible all the repairs should be carried out at site.
 - a) Bi-monthly service of unit.
 - b) BDS 2 services in a year
 - c) Breakdown call should be immediately attended to.
 - d) Major breakdown should be completed within 24 hrs.
04. The firm shall have its own qualified water cooler mechanics and the work should not be given to any sub-contractor.
05. Any complaint call made should be attended to within 2 Hrs. from the receipt of such call;
06. In case of any machine break down and where the machine/part has to be taken to the work-shop/repair Centre then it shall be the duty of the contractor to bear it at his own cost.
07. Payment for the Annual Maintenance will be made on equal installments after expiry of each quarter;
08. Preventive maintenance would be carried out twice in a year by the Annual Maintenance Contractor so that the machines run in a trouble free manner. A record of such preventive maintenance carried out should be submitted on each occasion before the Authorized Officer;
09. In case the Annual Maintenance Contractor defaults in rendering the service beyond 24 hrs then a penalty of Rs.200/- per day shall be imposed and the discretion of which shall lie with the administration;
10. The contractor shall specifically list consumable parts which are not covered under Annual Maintenance Contract for which it will raise separate bills.
11. The successful tenderer shall not sub-let the part or complete work without written permission of Institute. The tenderer is fully responsible to Institute for the work if awarded to him.
12. Water Cooler units covered under this AMC are in working condition. It is, therefore, shall be binding on the contractor that they maintain them throughout the period of AMC and hand over the same in good running condition at the time of expiry of this contract.
13. The contractor shall be replacing spare parts and materials free of charge which get defective during the AMC period. However, this excludes parts already mentioned above in point no.1 of AMC.
14. Replacement shall be obtained from the manufacturer or their authorized dealers of the original equipment manufacturer only and the required invoice, challan etc. are to be produced and verified before reinstallation.
15. Spare parts should be of reputed brands or of the original equipment.

The Following Documents must be uploaded along with Technical Bid otherwise the tender shall be summarily rejected.

CHECK LIST:

- 1. Previous Experience in the same trade (Copy of work order/Purchase order)**
- 2. Self-attested copy of last year Income Tax Return.**
- 3. Self-attested copy of PAN card.**
- 4. Self-attested copy of Trade License.**
- 5. EMD fee of Rs. 4,000/- (dd/bankers cheque/Transaction Details).**
- 6. Self-attested copy of MSME Certificate (if applicable)**
- 7. GST registration No. (if applicable)**
- 8. Technical Specification and Tender terms and conditions –All pages duly signed and stamped and Annexure-A and Annexure-B**

IHM, Mumbai reserves the right to ask for additional documents /clarificatory documents which are not post-dated to the opening at the technical bid.

All original documents would be verified from the successful bidder before awarding tender/contract.

I/we have read and understood various forms and documents and am/are submitting tender complete in all respects. I/we agree to the terms & conditions as detailed in the tender documents.

Thanking You

Yours Sincerely

Signature, Name and designation (Stamp)

ANNEXURE-A

SR. No.	Particulars	
1.	Name of the Firm	
2.	Address of the Firm	
3.	Name of the Banker	
4.	Contact No. & Email id (if any)	
5.	In case of MSME Firm (upload the Registration certificate)/NSIC Certificate	
6.	Status of the Firm -please state whether Registered, Co-operative society, Public Ltd company,	
7.	Previous Experience of 3 years in the same trade with names of Hotels /Institutions served (Copy of work order/Purchase order to be uploaded)	
8.	Last year Income Tax Return (Copy to be uploaded)	
9.	Income Tax permanent Account No.(PAN) Copy to be uploaded.	
10.	EMD Fee of Rs.4,000/- (dd/bankers cheque/Transaction details)	
11.	RTGS/NEGT Details Account Name (For refund of EMD)-	Account Name- Bank Name- Account Number- IFSC Code-
12.	GST registration No.(if applicable Copy to be uploaded)	
13.	Under MSME ACT exempted from payment of EMD and tender for fee- if yes, please Enclose a copy of relevant certificate.	

(Signature of the tenderer & designation of the signatory status and office seal.)

**INSTITUTE OF HOTEL MANAGEMENT, CATERING TECHNOLOGY &
APPLIED NUTRITION
VEER SAWARKAR MARG, DADAR WEST, MUMBAI 400 028**

Annexure – B: TECHNICAL BID

Name of the Firm of the Tenderer

Names of all the partners of the Firm, if any.....

.....

Address of the tenderer: Shop/Office

.....

Telephone No., Fax No.

E-Mail Address:

State if the tenderer owns a factory/workshop anywhere. If so, give full details:

How long is the tenderer in this business of supplies? Years

State if the tenderer is at present AMC to any of the Hotels, Hostels, Hospitals, Clubs, etc. and give particulars and attach copies where necessary.

1.

2.....

3.....

4.....

5.....

State details of Registration No. of Goods and Service Tax and enclose latest Income Tax Clearance Certificate.

.....
Signature of the Tenderer

.....
Seal of the tenderer