



NIT No: K1-1105/7/2022-ENGG/1814

Dated: 27th Sept 2022

NOTICE INVITING e-TENDER

**ENGAGEMENT OF CONSULTANT FOR PROVIDING SIGNAGE
DESIGN AND WAY FINDING SOLUTIONS FOR IIM
SHILLONG AT UMSAWLI CAMPUS.**

INDIAN INSTITUTE OF MANAGEMENT SHILLONG
UMSAWLI
SHILLONG- 793018
Tel: 0364-2308012/2308070; Website: www.iimhillong.ac.in

NIT No: K1-1105/7/2022-ENGG/1814

Date 27th Sept 2022

IIM Shillong invites e-tender notice for engagement of Consultant for providing signage design and way finding Solutions at IIM Shillong at Umsawli.

SCHEDULE	
Date of Issue/Publishing	28 th Sept 2022
Document Download Start Date	18:00 hrs of 28 th Sept 2022
Last Date and Time for Submission of Bids	17:00 hrs of 18 th Oct 2022
Last Date and Time for receipt of queries	15:00 hrs of 06 th Oct 2022
Date & Time of Opening of Technical Bids	17:00 hrs of 19 th Oct 2022
Email Address	spo@iimshillong.ac.in
Performance Bank Guarantee	3% of contract value

Sd/-
Chief Administrative Officer
IIM Shillong

1 INTRODUCTION

- 1.1 Indian Institute of Management Shillong hereinafter called “the Institute/IIM Shillong which term shall include its duly authorized representatives and assigns”, wishes to get the campus signage and way finding solution design and signage for buildings, offices, class rooms, facilities, etc for its campus at Umsawli New Shillong”, hereinafter called “the Project”/ Site
- 1.2 The consultant responsible for Providing Signage Design and Way Finding Solutions shall hereinafter called ‘The Consultant’.
- 1.3 As a part of the process of selection of Consultant for Providing Signage Design and Way Finding Solutions at IIM Shillong at Umsawli are hereby invited from reputed organizations that possess proven professional capabilities in Signage Design for different type of establishments, and are eligible as per the primary eligibility criteria contained in this document. Such organization is hereinafter referred to as “Applicant”. (Please refer Annexure 1 for the primary eligibility criteria.)
- 1.4 The Tender document can be downloaded from the institute’s website (www.iimshillong.ac.in) & Central Public Procurement Portal (CPPP) (www.eprocure.gov.in).
- 1.5 Information contained in this tender document reflects various assumptions and assessment based on current understanding of the Institute. Each applicant may require to augment this information with their own experience to develop and submit technical and financial proposals.
- 1.6 Applicants are expected to make their own assessment and satisfy themselves fully with all aspects of the Institute’s structure, Project needs, Site conditions, local environment, functional and statutory requirements for development of the various components of such a campus and accordingly make proposals.
- 1.7 Applicants are required to submit their proposals strictly according to the terms and conditions and in the form and manner as specified in this document.
- 1.8 The consultant to whom the contract is awarded will require to submit a Performance Bank Guarantee (PBG) equivalent to three percent (3%) of the contract value.
- 1.9 The Institute reserves the right to cancel this Tender at any stage without any liability or any obligation, and without assigning any reason.
- 1.10 The progress of the work will be monitored by the Institute or its authorized personnel/committee on monthly basis. If the quality or progress of work is not found satisfactory, then the contract would be terminated without notice at the sole discretion of the Institute.
- 1.11 All queries and clarifications regarding this Tender Documents and its contents must be send to email id spo@iimshillong.ac.in on or before 03:00 P.M. on 06th October 2022. The Institute reserves the right not to entertain and/or answer any queries, clarifications and the like that are received after the said date and time.

2 PROJECT BACKGROUND AND SCOPE

IIM Shillong is located at about 16.00 KM from Shillong Town. The total area of the campus is 120 acres with beautiful vistas of the hills which gives an abundance of raw beauty in and around the campus.

2.1 Project Brief

Part 1: Signage Consultancy

Currently the Phase 1 works is completed & Phase-II & III are under construction. IIM Shillong is expecting to have a way finding solution for Phase 1, and also for Phase-II & III which is in the current scope of this tender document.

Part 2: Guideline Design Document

IIM Shillong will be expanding its campus in the coming years; a proposed design document will help to integrate the signage solution with future expansion plan.

Deliverables:

Design consultancy for wayfinding signage and delivery of design intent drawings.

Sl. No	Deliverables	Timeline in weeks
1	Preliminary design	1
2	Final design with relevant specifications and BOQ	3
3	Good for Fabrication and Installation drawings and their detailed Technical specifications;	
4	Submission of the following documents for formulation of final tender documents for Supply Installation Testing and Commissioning (SITC)	
	a. Scope of Work & Timelines for executions	
	b. Technical Specification with detailed design	
	c. Estimate & BOQ	
	d. Special Condition of Contract	
5	Sample of signages as per Final Designs	2
6	Total	6
7	Periodic Supervision during implementation & Final Completion Installation Certificate	As per Completion Schedule for execution as suggested above at Sl.No 4, including time for Tender processing

All deliverables should be completed within 6 weeks from the date of issue of LOI/work order.

2.2 DETAILED SCOPE OF WORK

Stages	Activities
Stage 1	<ul style="list-style-type: none"> • Understanding space and environment, operational requirements, client's expectations and establishing benchmarking and collecting all the data. • Site Visit and Survey – Identify and understand the type of facility, building and other natural features. • Understand the element of Client's Signage requirement in terms of layouts, zone design themes and features.
Stage 2	<ul style="list-style-type: none"> • Design of wayfinding solution and other signage strategy, sign solution as principle of signing, establishing sign hierarchy • Sign types under design scope - Main Building sign, Exterior Site Signs, Direction signs, name signs, Floor directories, regulatory and statutory signs, Information signs. • It would include signage for Offices, rooms, Classrooms, facilities, name plates, etc.
Stage 3	<ul style="list-style-type: none"> • Detailing of signages – Dimensions, materials, Tentative costing, Colours • Signs design drawings and material specifications • Schematic And typical sign application through illustrations. Typical signing situations. • Graphic design standards. Treatment to symbols, maps, colours and typical templates. • Indicative thumb rule estimates for sign fabrication and installation. • Final samples of all types of signage's along with the fixtures shall be installed at IIM Shillong campus before moving to the next stage.
Stage 4	<ul style="list-style-type: none"> • Signage application and coordination with other Services, operational requirements. • Preparing sign application drawings (PDF, CAD) Preparing sign schedules (Excel) • Suggesting vendors for project implementation and preparing the tender document
Stage 5	<ul style="list-style-type: none"> • Briefing Vendor on details and drawings • Checking first prototypes and samples for approval of quality, detailing and construction, use of materials and colors. • Approval of typical sign design prototypes • Checking the customized artworks and graphics prepared by vendor. • Checking shop drawings and customized sign fixing details.
Stage 6	<ul style="list-style-type: none"> • Periodic supervision of sign production and installation. (Minimum 2 visit in a month).

3 PAYMENT SCHEDULE:

- 3.1 The total fees payable (phase wise) to The Consultant in accordance with the scope of project and stages is given below:

<i>S. No.</i>	<i>Description</i>	<i>Payment Schedule</i>
1	On completion of Deliverables Sl.No 1 to 5	60%
2	On completion of Deliverables Sl.No 6	40%

- 3.2 The fees shall be inclusive of all expenses (both direct and indirect) relating to the performance of the Contract for the entire period of Contract excluding GST, which shall be payable extra as applicable as reimbursement.
- 3.3 The Consultant shall not be entitled to any payment or remuneration, over and above the fees herein before stipulated, on account of any delay caused by any reason, whatsoever.
- 3.4 Deductions on account of Income tax and other statutory provisions shall be made by at source upon payment of fees or any other payments whatsoever to the Consultant as per prevalent rules / provisions.
- 3.5 The payment schedule as prescribed in para 3.1, shall be payable within 15 days of completion of the specified component of the work to the entire satisfaction of the Institute and in accordance with the terms of Contract and the Scope of Services as enunciated in this document.

4. THE SELECTION PROCESS

The process of selection of firm for Providing Signage Design and Way Finding Solutions at IIM Shillong at Umsawli shall be conducted as detailed below:

4.1 EVALUATION OF TECHNICAL CAPABILITY & PRESENTATION

- 4.1.1 The purpose of evaluation of technical capability & Presentation is to shortlist the Applicants as per criteria at Annexure-I.
- 4.1.2 The Institute will constitute a Committee to award marks out of 100 marks on the basis of the submitted documents and presentations.
- 4.1.3 A proposal will be considered unsuitable and shall be rejected if it does not comply with the terms and conditions laid down in this tender document.
- 4.1.4 Financial bid of only the top three (3) ranking technical proposals shall be opened.
- 4.1.5 The Technical evaluation score of the applicants shall be announced before opening of the financial bids.

4.2 OPENING OF FINANCIAL BIDS, FINAL SELECTION, AND AWARD OF WORK :

The final selection will be done Cost Evaluation under Combined Quality Cum Cost Based System (CQCCBS), the technical evaluation shall be allotted weightage of 70% while the financial proposals will be allotted weightages of 30%. Proposal with the lowest bid may be given a financial score of 30 and other proposals may be given financial score that is proportional to lowest bid. Total score, both technical (70 marks maximum) and financial (30marks maximum), shall be obtained by weighing the quality and cost scores and adding them up. **THE BIDDER WITH HIGHEST COMBINED SCORE SHALL BE SELECTED.**

$$\text{Overall Score} = \frac{\text{Score of Technical Bid} \times 70}{\text{Highest Score in Technical Bid}} + \frac{\text{Lowest Financial Bid} \times 30}{\text{Price of Financial Bid}}$$

In case of a tie at the top position between two or more applicants, preference shall be given to the applicant who has a higher Technical Evaluation Score, and this applicant will be required to match the lowest price bid amongst those in the tie.

5. SUBMISSION OF PROPOSALS:

5.1. Applicants shall submit their tender only if they satisfy the conditions as mentioned in this tender document.

Submission shall include:

5.1.1 Applicant Profile as per Annexure 2

5.1.2 Covering letter as per Annexure 3

5.1.3 Documents for Eligibility Criteria & Evaluation

5.1.4 Financial Proposal for Providing Signage Design and Way Finding Solutions at IIM Shillong at Umsawli as per BOQ format at CPPP

6. PRESENTATION:

6.1 After the submission of the proposal, IIM Shillong shall call all of the applicants to make a presentation, within 7 (Seven) days of last date of submission.

6.2 Each invited applicant will be allowed maximum 30 minutes for the presentation followed by up to 15 minutes for discussion on presentation.

6.3 The presentation shall cover the all the criteria mentioned at point 4 of Annexure 1, including the following;

- a. A brief Introduction about the firm, similar projects undertaken, not more than 2 to 3 slides.
- b. The proposal as per scope of works
- c. Qualification and competence of the key personnel for the assignment
- d. Proposed work plan, design concept of campus signage design and way finding solution specific to IIM Shillong campus and time schedule

6.4 Applicants are advised to make themselves available for the physical presentation and discussion at the time and date given by IIM Shillong

7. FORMAT FOR FINANCIAL PROPOSAL:

- 7.1 The financial proposal shall be submitted as per CPPP format.
- 7.2 The fees are to be quoted in Lumpsum amount shall remain fixed for the entire period of Contract with no condition for escalation whatsoever.
- 7.3 Omissions if any, shall not entitle the Applicant to be compensated. The liability to fulfill obligations as per scope of work within the total quoted fees shall rest solely with the Applicant.

8. GENERAL CONDITIONS AND IMPORTANT INSTRUCTIONS:

- 8.1 The applicant shall bear all costs relating to the preparation and submission of proposals at all stages as sought in this tender document.
- 8.2 The Institute reserves the right to issue corrigenda and addenda to this tender document which shall be binding on all applicants.
- 8.3 The documents, and other information provided by IIM Shillong or submitted by the applicants to IIM Shillong, shall become and remain the property of the Institute.
- 8.4 All Intellectual Property Rights of the schemes and proposals submitted during the process of selection, shall rest with IIM Shillong.
- 8.5 No explanation and/or justification in any aspect relating to the selection process shall be given, and the decision of the Institute shall be final and binding on all without any right of appeal.
- 8.6 All provisions in this document are supplementary and complementary to each other and are not to be read in isolation.

9. SPECIAL CONDITIONS OF CONTRACT

9.1 Effectiveness of Contract: This Contract shall come into force and effect on the date of execution of the Contract by the successful applicant subject to the Consultant furnishing the Performance Guarantee as laid down below.

9.2 Performance Guarantee:

- a. The Consultant shall initially submit an irrevocable Performance Guarantee @3% of contract value only as the case may be, in addition to any other deposits required to be made under the Contract for his proper performance of the Contract, notwithstanding and/or without prejudice to any other provisions of the Contract, on or before the execution of the Contract.
- b. This guarantee shall be in the form of Bank Guarantee of any scheduled bank in accordance with the proforma prescribed by the Institute.
- c. The Performance Guarantee shall be initially valid upto the stipulated date of completion plus sixty (60) days beyond that. In case the time for completion of work gets enlarged, the Consultant shall get the validity of Performance Guarantee extended to cover such enlarged time for completion of work, before the expiry of the Performance Guarantee. After recording of the completion certificate for the work by the Institute, the Performance Guarantee shall be returned to the Consultant, without any interest.

- d. The Institute shall not make a claim under the Performance Guarantee except for amounts to which the Institute is entitled under the Contract (not withstanding and/or without prejudice to any other provisions in the Contract agreement) in the event of:
- e. Failure by the Consultant to extend the validity of the Performance Guarantee as described herein above, in which event the Institute may claim the full amount of the Performance Guarantee.

9.3 Modification: If at any time after the award of work, the Institute decides to enlarge or reduce the scope of Services for any reason and hence require the Services to be performed in accordance with the enlarged or reduced scope, the Institute shall give notice in writing to that effect to the Consultant and the Consultant shall act accordingly in the matter. In the event of reduction in the scope of Services, the Consultant shall have no claim to any payment of compensation or otherwise, on account of any profit or advantage which could be derived from the rendering of the Services in full but which cannot be derived in consequence of the reduction in the scope of Services.

9.4 Termination of the Contract

The Institute, on occurrence of any of the events specified in paragraphs (a) through (j) of this para 1.2.8.1, may, by not less than thirty (30) days' written notice to the Consultant, terminate this Contract:

- a) if the Consultant fails to remedy a failure in the performance of their obligations, as specified in the notice given by the Institute, within fifteen (15) days of receipt of such notice or within such further period as the Institute may have subsequently approved in writing;
- b) if the Consultant becomes (or, if the Consultant consists of more than one entity, if any of their Members becomes) insolvent or bankrupt or enter into any agreements with their creditors for relief of debt or take advantage of any law for the benefit of debtors or go into liquidation or receivership whether compulsorily or voluntarily;
- c) if the Consultant fails to comply with any final decision reached, within thirty (30) days of receipt of the said final decision;
- d) if the Consultant submits to the Institute a statement or notice which has a material effect on the rights, obligations or interests of the Institute and which the Consultant knew to be false;
- e) if the Consultant suspends his activities for reasons which, in the opinion of the Institute, are not genuine and bonafide.
- f) if any statement, declaration or information or details submitted by the Consultant during the course of this Contract is found to be misleading, false.
- g) if the Institute, in its sole discretion and for any reason whatsoever, decides to terminate this Contract.

ANNEXURE 1

Evaluation Criteria for Short-Listing of Applicants

NAME OF THE APPLICANT:

ADDRESS:

CONTACT DETAILS:

Sr. No	Criterion	Max Marks	Required Documents	Marks Awarded
1.	Past Experience of The firm	15 Marks		
	a. 7 Years' Experience as Design Consultancy agency- 07 Marks b. 8-15 Years Experience as Design Consultancy agency- 11 Marks c. More Than 15 Years Experience as Design Consultancy agency-15 Marks		Certified copy of Certificate of Incorporation/ Relevant work Experience Certificate issued by Client/ Relevant Work Orders.	
2	Past Experience of work in Signage Design Consultancy with PSUs / Govt. clients/Pvt Organisation	20 Marks	Copy of relevant Work Orders/ Completions Certificates from clients/ In case of ongoing project, payment received till date for respective project.	
	Single work order for Signage Design Consultancy for Metro/Airport/Public Utility Spaces, Hospitals, Educational Institutions, Museums, Malls; a) For Rs. 5.00 Lakhs- 10 Lakhs (each works 2 marks) b) For Rs. 10.00 Lakhs- 20 Lakhs (each works 3 marks) c) For Rs. 20.00 Lakhs- 30 Lakhs (each works 4 marks)	20 Marks		
3.	Financial Strength of the Consultant.	15 Marks	Audited copy of Balance sheet and Profit & Loss Accounts	
	Average Turn-over of the bidder or the agency during last five years ending 31st March 2022; a. Rs 30 lakhs to Rs 50 Lakhs- 5 Marks b. Rs 50 lakhs to Rs 100 Lakhs- 10 Marks c. Above 100 Lakhs- 15 Marks.	15 Marks		
4.	Presentation and Elaboration of the Concept.	50 Marks	Present the concept on informed date	
a)	Design Concept and understanding of project need, execution approach and methodology	25		
b)	Creativity and Innovative Values	5		
c)	Overall suitability and ability of integration of new technologies	10		
d)	Uniqueness to IIM	5		
e)	Experience of key personnel	5		

ANNEXURE 2.**APPLICANT'S PROFILE:**

S.No.	Description	Details
1.	Name of the Bidder	
2.	Status of the Agency whether Public Ltd/Pvt. Ltd/Partnership firm/Sole Proprietorship/Individual concern (Document to be attached)	
3.	PAN, (Copy to be attached)	
4	GSTIN No. , (Copy to be attached)	
5	Registration No. and year of Establishment of firm/Company etc.(if any)	
6.	Name and Designation of the authorized signatory	
7.	Bidders address for correspondence & contact numbers	
8	Bank Details Bank Name and Account no, IFSC Code	

Name and Signature of Bidder

Annexure 3

BID COVERING LETTER

(To be submitted in official letterhead of bidder)

To:

The Director,
IIM Shillong,
Umsawli
Shillong 793018

Dear Sir,

Sub: Engagement of Consultant for Providing Signage Design and Way Finding Solutions for IIM Shillong at Umsawli Campus.

1 Terms & Conditions

- 1.1 I/ We, the undersigned Bidder(s), having read all the tender documents including eligibility criteria and terms and conditions and accept all of the unconditionally and found me eligible to provide the services as specified in the bidding document.
- 1.2 I/ We, the undersigned Bidder(s) having submitted the qualifying data as required in your Tender, do hereby bind ourselves to the conditions of your Tender. In case any further information/ documentary proof in this regard before evaluation of our bid is required, I/We agree to furnish the same on demand to your satisfaction.

2 Rates & Validity

All the rates mentioned in our proposal are in accordance with the terms as specified in bidding documents.

3. Non-Blacklisting

I/We hereby declare that my/our firm has not be backlisted/ debar form any of Central Govt/ State Govt / PSUs/ Govt Autonomous organization.

4. Declaration

I/ We hereby declare that my/ our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of my/ our knowledge and belief and nothing has been concealed therefrom.

Thanking you,

Yours faithfully,

(Signature and Seal)

Name of Agency

ANNEXURE 5

Financial Bid

1. The bidders should download the BOQ.xls from CPP Portal and filled in the blank spaces provided for mentioning the name of bidder and rates. Bidders need not modify any other text or background shown in the BOQ template or replace it with any other copy of same BOQ in .xls format. The Central Public Procurement Portal (www.eprocure.gov.in) will accept the BOQ template only and hence the rate should not be quoted in any other place except BOQ template.
2. The Financial bid (price bid) i.e Bill of Quantity (BOQ) of only technically qualified bidders will be opened online by a committee of members and the result will be displayed on the www.eprocure.gov.in which can be seen by all bidders who participated in the tender.
3. If there is a discrepancy between the unit price and total price THE UNIT PRICE shall prevail.
4. A sample BOQ is placed herewith in excel sheet format.

If any column is not applicable, keep the sheet as it is or quote '0'. The BOQ is in excel sheet, as such only number will be taken calculable

**SAMPLE FORMAT OF FINANCIAL BID (TO BE SUBMITTED IN BOQ ONLY)
NO FINANCIAL DETAILS TO BE MENTIONED IN THE TECHNICAL BID**

Tender Inviting Authority: Director IIM Shillong									
Name of Work: NleT for Engagement of Consultant for providing signage design and way finding Solutions at IIM Shillong at Umsawli.									
Contract No:									
Name of the Bidder/ Bidding Firm / Company :									
PRICE SCHEDULE									
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)									
NUMBER #	TEXT #	NUMBER #	TEXT #	TEXT #	NUMBER #	NUMBER	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Quoted Currency in INR / Other Currency	BASIC Rate RATE Excl. Taxes In Figures To be entered by the Bidder in Rs. P	GST Amount in Rs.	TOTAL PREMIUM AMOUNT Without Taxes in Rs. P	TOTAL PREMIUM AMOUNT With Taxes	TOTAL PREMIUM AMOUNT In Words
1	2	4	5	12	13	14	53	54	55
1.01	Consultancy service for providing signage design and way finding Solutions at IIM Shillong at Umsawli.	1	Set of work	INR			0.00	0.00	INR Zero Only
Total in Figures							0.00	0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only							