



INDIAN INSTITUTE OF SCIENCE  
BENGALURU – 560012  
(Ph. No.22932293; 22932988)

No. R(IC)063-Sarvam/2018

Date : 28 June , 2018

**REQUESTS FOR PROPOSAL i.e. EXPRESSION OF INTEREST**

**for**

**OPERATING A FOOD COURT AT SARVAM COMPLEX ON ITS CAMPUS**

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The Indian Institute of Science is a premier research and academic institution of higher learning in the Country having more than 500 faculty, 4000 students and 1000 support staff in its sprawling campus of more than 400 acres. The Institute also hosts a large number of National / International – Conferences, Workshops, Seminars, Symposia, Training programs on its Campus.

The Institute has constructed a new building to house different amenities and facilities for the benefit of students, faculty, staff, and visitors to the Institute. This building called *Sarvam Complex* is nested with in students' hostels area, thus having a large student population. The building currently houses several shops and amenities that cater to the student community. A large shared dining area along with the facility to house four kitchens is ready for occupation.

The Institute is hereby seeking 'Request for Proposal i.e., 'Expression of Interest' from Hoteliers/Caterers/Franchisees who are willing to establish and operate a Food Court within this premises. Four categories of vendors are being sought; these are:

1. South Indian vegetarian, including chats and snacks
2. North Indian vegetarian and Non-vegetarian
3. Chai Point, Hatti Kaapi, Cafe Coffee Day and the like to provide Tea, Coffee and Snacks.
4. Dominos/KFC/Sub-way or one such International chain.

**A. The Caterer/Hotelier/Franchisee should have**

1. Experience of providing catering services to major Government / Public Sector/Private Sector Institutions/Hotel of reputation of serving a minimum of 500 persons per day.

2. a minimum five years of experience in catering/ Hotel business.
3. a minimum turnover Rs.50 Lakhs per annum during the last three financial years.
4. possess a License issued by appropriate authority to run Hotel/catering establishment.

The existing eateries (Canteen/Restaurants/Snack Parlour) on the campus are not eligible to apply.

## **B. Scope of Food Courts**

The catering services are for the Institute community that includes Students, faculty, staff, temporary-residents, and visitors to the Institute, typically for official work/transactions.

### **General Scope for all four categories of vendors**

1. The Catering agency will be provided an earmarked space in the building for establishing a self-service Food Court at a nominal License fee of Rs.10/sq.ft. plus taxes as applicable. Additionally, a nominal fee of Rs.10/sq.ft. plus taxes will be charged for the common area; this will be shared by all the occupants on a pro-rata basis, which implies that each occupant will pay in proportion to the license fee.
2. The Institute will provide electricity connection (with meter) to the Food Court and the vendor will be charged at the rates BESCO supplies such power to the Institute. Electricity consumption in the common area will be charged on pro-rata basis, which implies that each occupant will pay in proportion to the license fee.
3. The Institute will also provide water connection (with meter) for all drinking and cooking purposes @ BWSSB rates
4. It is expected that hoteliers/caterers/franchisees shall offer concessional rates in the campus, in view of the lower establishment costs. The bidders who will offer the highest concessional rates (at the time of submitting their quote) compared to their outside rates will be preferred in each category.
5. The Hotelier/Caterer/Franchisees should display the rates and quantity at prominent places in the Food Court.
6. The hotelier/caterer/franchisee should be able to digitize their transactions and accept payments through PoS Machines / m wallets, etc.

7. All the food items should be served fresh and hot or fresh and cold, as appropriate, through counters on self-service basis. However, the used plates, etc., should be taken out immediately from the dining area to the dish-washing area.
8. Only fresh and good quality ingredients should be used for preparing dishes. Oil should be used only once for deep frying.
9. Purified UV and RO treated water should be supplied for drinking purposes.
10. Maintaining good hygiene in kitchen and dining areas is of the highest priority. The kitchen, dining areas, dish-washing areas, store room, etc. shall be cleaned and disinfected by the Hotelier/Caterer as per the standards of the Food Safety and Standards Authority of India (FSSAI). The Institute authorities or their representatives may periodically inspect these areas and suggest measures for upkeep and hygiene and such suggestions are to be complied with meticulously.
11. It is the sole responsibility of the Hotelier / Caterer to collect the garbage generated from the Kitchen, dining areas, dish wash area, etc. and dispose the same outside the Institute at their own cost. Under no circumstances, the food waste shall be disposed through the sewage pipes or the drains.
12. The premises of the Food Court should be cleaned and washed daily in order to be free from flies, insects around the premises.
13. All items/equipment/storage/display must be contained within the allotted area.
14. All the workers of the Hotelier/Caterer/Franchisee should wear a uniform with the name badge while on duty and should be clean and well mannered. All the workers must undergo periodical medical check-up and anyone suffering from contagious and/or chronic diseases shall not be put on duty. Workers shall not form Trade Union or carry out Trade Union activities in the campus.
15. Sub-letting or Sub-contracting is not permitted under any circumstances and petty shops should not be put up near the Food Court premises; if any violation is noted, the contract will be terminated immediately, and security deposit will be forfeited.
16. In case the contract is awarded, the successful bidder should start the operations within two months from the date of award of the contract; any delay will lead to cancellation of the award of the contract.

### **Specialized scope for the specific category of vendors**

#### **South Indian Vegetarian**

1. The service must include breakfast, lunch, tea/ coffee with snacks and dinner; service must be provided from 7.00 AM to 10.00 PM on all the seven days of the week.

2. Only South Indian pure vegetarian dishes are to be cooked and served in the premises allotted to the vendor.

#### North Indian Vegetarian and Non-vegetarian

The service must include – breakfast, lunch, tea/coffee with, chats, snacks, and dinner; service must be provided from 7.00 AM to 10.00 PM on all the seven days of the week.

#### Chai Point, Café Coffee Day, Hatti Kaapi, etc.

The service must include – Chats, snacks, cakes and pastries, coffee/tea/lassi/milkshakes; service may be provided from 7.00 AM to 02.00 AM the next day on all the seven days of the week.

#### Dominos/KFC/Sub-way or one such International brand

The services must include continental style items, such as sandwiches, pizzas, burgers, rolls, salads, etc.; service may be provided from 7.00 AM to 02.00 AM the next day on all the seven days of the week.

THE HOTELIER/CATERER WHO WISHES TO SUBMIT THE PROPOSAL OR EXPRESSION OF INTEREST MAY PLEASE VISIT THE SITE BEFORE THE PROPOSALS ARE SUBMITTED.

### **C. General Terms and Conditions**

1. The Contract will be for a period of Five Years with annual renewal based on review/ community feedback. The contract can be extended for further period on mutual consent at the discretion of the Institute.
2. The Institute reserves the right to terminate the contract by giving 3 months notice without assigning any reasons. However, if any serious lapses are noticed, the License will be cancelled and he shall vacate the premises immediately. The Hotelier/Caterer can also terminate the contract by giving 3 months notice and clearing all the dues to the Institute, if they are not willing to continue.
3. The Hotelier/Caterer/Franchisee should possess a License to run catering establishment by the appropriate authority. In case the contract is awarded, before opening their eatery on the campus, they should obtain Central Licence from Food Safety and Standards Authority of India (FSSAI) without which catering services on the campus will not be allowed. They should be willing to subject themselves to the periodic audit by FSSAI agents.
4. The Hotelier/Caterer/Franchisee shall obtain and produce License under the Contract Labour (Regulations and Abolition) Act 1970 from the Labour Department. Child Labour should not be employed.

5. The Hotelier/Caterer/Franchisee shall strictly observe the required standards to maintain proper account of payments including minimum wages, statutory benefits (ESI,PF etc.) being made to the workers of the Agency. They shall be solely responsible for any failure to fulfill the statutory obligations and shall not indemnify the Institute against such liabilities which are likely to arise out of the Agency failure to fulfill such statutory obligations.
6. The Contract is to provide catering services at the Food Court, to the Institute community and at no stage, this should be construed and interpreted as Labour Contract.
7. Where counter terms and conditions, printed/photocopied, have been offered by the Hotelier/Caterer, the same shall not be deemed to have been accepted by the Institute, unless a specific written acceptance thereof is obtained.
8. EMD of the successful agency will be returned after the entering into contract and submission of security deposit. EMD of unsuccessful bidder will be returned within one month of the finalization of the contract with the successful bidder. EMD will not carry any interest.
9. The successful Hotelier/Caterer/Franchisee need to deposit a Security Deposit of Rs. 3 Lakhs in the form of Demand draft which will be refunded without interest after termination of the contract by deducting dues, if any, to the Institute. However, if they fail to carry out the catering service as per the terms and conditions agreed upon, the Security Deposit is liable to be forfeited.
10. On award of the contract to the successful bidder, he has to execute an agreement as per the terms & conditions of the Institute and in the format to be provided by the Institute.
11. The Hotelier/Caterer/Franchisee shall solely be responsible for any injury, damage, accident to their workers or for any loss or damage to the equipment/property in the areas of work as a result of fire/negligence/carelessness of its workers.
12. The Hotelier/Caterer/Franchisee shall provide uniform and name badge to its workers, ensure that they wear the same in the Food Court and shall be responsible for the discipline of their workers. They must provide the names and addresses of the workers employed by them. Their workers are not employees of the Institute and shall not have any claim whatsoever on the Institute and shall not act detrimental to the interest of the Institute. Their workers shall have to follow the security regulations as directed by Security & Fire Fighting Officer of the Institute. Workers shall not form Union or carry out Trade Union activities in the Campus.
13. No accommodation will be provided on the campus for the workers of the Hotelier/Caterer/Franchisee and they shall make its own arrangements.
14. The proposal should be completed in all respects.

15. The proposal i.e. expression of interest shall be valid for a period of 60 days from the date of its opening.
16. The Proposal i.e. Expression of Interest and cover should bear the name and address of the Hotelier/Caterer/Franchisee and all documents shall bear their seal and signature.
17. The Institute reserves its right to accept or reject any or all the Proposals i.e. expression of interest wholly or partly without assigning any reason thereof.
18. On all matters pertaining to this contract, the decision of the Director of the Institute shall be final and binding.

#### **D. Mode of furnishing the Proposal:**

Interested hoteliers/caterers/franchisees shall submit the proposal i.e. expression of interest in the prescribed format enclosing EMD in the form of DD and supported with the copies of the following documents :

1. An EMD of Rs.20,000/- in the form of Demand Draft drawn in favour of 'The Registrar, Indian Institute of Science, Bengaluru.'
2. Copy of the License obtained from the competent authority to run catering establishment/service
3. Copies of audited financial statements for the preceding three years i.e, 2014-2015,2015-2016 and 2016-2017.
4. Copy of PAN Card
5. Copy of the GST Certificate
6. Testimonials of present / previous contract at other locations
7. Certificate issued by the Labour Department (Central/State)
8. Copy of the EPF, ESI Registration No. / certificate
9. Certificate of Ethical Practice (specified below)

The sealed cover containing the proposal complete in all respects, the DD for EMD and the copies of the documents may please be super-scribed '**Proposal for operating a Food Court Catering Service at the Sarvam Complex** and submitted to the Office of the Registrar, Indian Institute of Science, Bengaluru-560012 on or before 18<sup>th</sup> July 2018 upto 12.30 p.m.

The Proposals will be opened at 3.30 p.m at the Deans' Committee room on the same day in the presence of the bidders who wish to be present.

If the Hoteliers/Caterers/Franchisees need any further information/clarification on the above OR wish to visit the site, please contact the Evaluation Section – Phone No.080-22932293 / Deputy Registrar – Phone No.22932988.

#### **E. Mode of Selection**

The Proposal submitted by the bidders will be evaluated based on the norms of the Institute and a committee from the Institute will make a site visit to the hotels/catering units of the bidders. The Institute will issue commercial bid documents with the list of items to be catered only to the shortlisted bidders. The date of opening of the commercial bids will be intimated at a later date. The final selection will be the lowest quoted price as per the conditions set in the commercial bid.

FORMAT FOR SUBMISSION PROPOSAL i.e. EXPRESSION OF INTEREST

SL No	Particulars	Information furnished
1	Name of the agency	
2	Address of registration	
3	Telephone No. Mobile No. e-mail ID Website	
4	Month and year of Establishment	
5	Name of Proprietor/Partner(Copy of the ownership/partnership needs to be enclosed)	
6	Annual turn over during the last 3 financial years 2014-15 2015-16 2016-17 (copies of the Audited financial statements to be enclosed)	
7	Whether the firm is an income-tax Assessee? If yes please give the details of PAN No. and copy of the latest Assessment order	
8	Registration No.	
9	EPF No.	
10	ESI No.	
11	GST No.	
12	Do you have office at Bengaluru? If so, please provide the Address and Tel No.	
13	Do you have branches. If so furnish the details.	
14	Details of present infrastructure. Please furnish the details of the equipments, cost and year of purchase.	
15	Details of the persons employed. Please furnish the number of persons employed, their educational qualifications, etc.	
16	Name at least 2 Reference of repute with address and tel.nos (enclose the certificates)	

17. Details of Previous contracts.

Period of Contract		Name & Address of Organization	Type of Contract Undertaken	Number of Persons serviced	Value of Contract (annual) and Other details
From	To				



18. Give details of current contracts/Hotels being run, if any, of similar nature being rendered by you and which will be open for inspection by our Committee

Period of Contract		Name & Address Of organization	Type of contract Undertaken	Number of Persons serviced	Value of Contract (annual) and other details
From	To				

**CERTIFICATE OF ETHICAL PRACTICES**

I/we assure the Institute that neither I/we nor any of my/our workers will do any act/s, which are improper/illegal during the execution of the contract that may be awarded to us.

Neither I/We nor any of my/our workers/representatives will indulge in any corrupt activities/practice in my/our dealing with the Institute.

I/We will have no conflict of interest in any of our work/contracts at the Institute.

SIGNATURE

We have understood the scope and the terms and conditions and will agree to the same.

Place:

Signature of the authorized person

Date:

of the Hotelier / Caterer / Franchisee with seal

List of documents enclosed (specify)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.