

**INDIAN INSTITUTE OF SCIENCE  
BENGALURU – 560012**

No. R(IC)063-Sarvam/2019

Date : 10<sup>th</sup> July , 2019

**REQUEST FOR PROPOSAL**

for

**OPERATING VARIOUS FACILITIES AT SARVAM COMPLEX, IISc**

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 within the students’ hostels area, thus having a large student population. The building currently houses several shops and amenities that cater to the student community.

The Institute is hereby seeking ‘Request for proposal’ from various vendors for providing various services listed below for the Institute community in its SARVAM complex:

- |  |   |       |
|--|---|-------|
| 1. General and Fancy Stores                                | - | 1 no. |
| 2. Men’s Hair Saloon                                       | - | 1 no  |
| 3. Mobile repair shop                                      | - | 1 no  |
| 4. Authorised shops of Milk vendors like Nilgiris/Amul etc | - | 1 no  |
| 5. Ladies’ and Gent’s tailor shop                          | - | 1 no  |
| 6. Laundry/Ironing/Drycleaner shop                         | - | 1 no  |
| 7. Fruit Juice Centre                                      | - | 1 no  |
| 8. Ladies’ Beauty Parlor                                   | - | 1 no  |

**A. The Vendors and Vendor firms should have**

1. Experience of providing services to major Government / Public Sector/Private Sector Institutions of reputation or to the public serving a minimum of 200 persons per day.
2. The vendor/Firm should have been running similar shops on its own during the last three financial years.
3. Possess a License issued by appropriate authority, if required, based on the nature of business

## **B. Scope of work**

These services are for the Institute community that includes Students, faculty, staff, temporary-residents, and visitors to the Institute.

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

- 1. The vendors agency will be provided an earmarked space in the building for establishing one of the above specific amenities at a nominal monthly 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 shop 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) wherever necessary @ BWSSB rates.**
- 4. It is expected that the shops shall offer concessional rates in the campus, in view of the lower establishment costs.**
- 5. The rate list mutually agreed with the successful vendor, for items without MRP, will be valid for a period of 2 years. A review and potential revision of the rates is allowed post 2 years.**
- 6. The Vendor/Franchisees should be able to digitize their transactions and accept payments through PoS Machines / M wallets, etc.**
- 7. All the food items provided by the facility should be served fresh and hot or fresh and cold, as appropriate. The vendor should ensure that no stale foods are sold.**
- 8. It is mandatory that norms of hygiene as prescribed by FSSAI be maintained by all services dealing with food. Violation of the above can lead to immediate closure. Purified UV and RO treated water should be supplied for drinking purposes wherever required.**
- 9. It is the sole responsibility of the Vendor/Franchisee to collect the garbage and dispose appropriately. Under no circumstances, the food waste shall be disposed through the sewage pipes or the drains.**
- 10. Use of disposable materials such as, plates, cups, glasses, spoons, straws etc. made out of plastic or paper is completely prohibited. No shopping bags are to be given away for free. Shopping bags made of cloth may be made available to the customers at a price. A penalty of Rs. 5000/- will be levied for the first violation of any of the above and if repeated, the license will be terminated.**
- 11. All items/equipment/storage/display must be contained within the allotted area.**
- 12. Sub-letting or Sub-contracting is not permitted under any circumstances, if any violation is noted, the contract will be terminated immediately, and security deposit will be forfeited.**
- 13. In case the contract is awarded, the successful bidder should start the operations within 15 days from the date of award of the contract; any delay will lead to cancellation of the award of the contract.**
- 14. The agency must have no outstanding debts with IISc and should not be involved in any litigation with IISc and other parties.**

15. The price of items / value of the service should be clearly and prominently displayed in front of the facility.

**THE VENDOR/FRANCHISEE WHO WISHES TO SUBMIT THE PROPOSAL 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 Vendor 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 Vendor/Franchisees should possess a License to run establishment by the appropriate authority. In case the contract is awarded, they should be willing to subject themselves to the periodic audit by FSSAI agents for the food items served in their outlets.
4. The Vendor/Franchisees shall obtain and produce License under the Contract Labour (Regulations and Abolition) Act 1970 from the Labour Department, if it is required as per Law. Child Labour should not be employed.
5. The Vendor/Franchisees 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 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 only to provide services to the Institute community at the SARVAM complex and at no stage, this should be construed and interpreted as Labour Contract.
7. Interested parties who wish to submit their proposals have to enclose a demand draft for Rs. 5000/- in favour of " The Registrar IISc, Bangalore" towards EMD.
8. The successful Vendor/Franchisees for facilities, need to deposit a Security Deposit of a sum equal to 5 months Licence fee, in the form of Demand draft.
9. On award of the contract to the successful bidder, the vendor has to execute an agreement as per the terms & conditions of the Institute and in the format provided by the Institute.
10. The Vendor/Franchisees 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.
11. The Vendor/Franchisees must provide the names and addresses of the workers employed by them. Their workers should not be employees of the Institute, 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.

12. No accommodation will be provided on the campus for the workers of the Vendor/Franchisees and they shall make own arrangements.
13. The proposal should be completed in all respects.
14. The proposal shall be valid for a period of 60 days from the date of its opening.
15. The Proposal and cover should bear the name and address of the Vendor/Franchisees and all documents shall bear their seal and signature.
16. The Institute reserves its right to accept or reject any or all the Proposals wholly or partly without assigning any reason thereof.
17. 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 vendors/franchisees shall submit the proposal 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. 5,000/- 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, 2016-17, 2017-18 and 2018-19.
4. Copy of PAN Card 5
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 if required
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 \_\_\_\_\_(fill the service proposed to be offered) at the Sarvam Complex and submitted to the Office of the Registrar, Indian Institute of Science, Bengaluru-560012 on or before 02<sup>th</sup> August 2019 up to 12.30 p.m.

The Proposals will be opened at 3.30 p.m at the Council Chamber on the same day in the presence of the bidders who wish to be present.

If the Vendor/Franchisees need any further information/clarification on the above OR wish to visit the site, please contact the Establishment Section – Phone No.080- 22932916 / Deputy Registrar(HR) – Phone No.22933583.

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

The Proposal submitted by the bidders will be evaluated based on the criteria decided by the committee and norms of the Institute and a committee from the Institute will make a site visit to the establishments of the bidders.

#### **Disclaimer:**

1 IISc reserves the right to accept or reject any or all Proposal without assigning any reason and is not obliged to correspond with the agencies in this regard.

2 IISc reserves the right to issue amendments to the Request for Proposal by issue of addendums, at any stage, without liability or any obligation and without assigning any reason. The request for proposal does not give rise to any rights and is not an offer or an invitation to offer.

3 All the documents and other information submitted by an applicant to IISc shall remain and/or become the property of IISc. The Institute will not be liable to return any application(s) or any information provided along therewith.

4 Submission of proposal by a party shall not create any contractual obligation between that agency and IISc.

5 The bidding agency shall bear all costs associated with the preparation and submission of its proposal. IISc shall in no case be responsible or liable for these costs, regardless of the conduct or outcome of the process.

**FORMAT FOR SUBMISSION OF PROPOSAL**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Information furnished</b>
<b>1</b>	<b>Name of the Vendor/Franchisee</b>	
<b>2</b>	<b>Address</b>	
<b>3</b>	<b>Registered Address(for establishments)</b>  <b>Telephone No.</b> <b>Mobile No. e-mail ID</b> <b>Website</b>	
<b>4</b>	<b>Name of the service proposed</b>	
<b>5</b>	<b>No. of years of experience in running similar establishments</b>	
<b>6</b>	<b>Month and year of Establishment</b>	
<b>7</b>	<b>Name of Proprietor/Partner(Copy of the ownership/partnership needs to be enclosed)</b>	
<b>8</b>	<b>Annual turnover during the last 3 financial years</b> <b>2016-17</b> <b>2017-18</b> <b>2018-19</b> <b>(copies of the Audited financial statements/certificate issued by Chartered Accountant to be enclosed)</b>	
<b>9</b>	<b>Whether the firm is an income-tax Assessee?</b> <b>If yes, please give the details of PAN No. and copy of the latest Assessment order</b>	
<b>10</b>	<b>Registration No.</b>	
<b>11</b>	<b>EPF No.</b>	
<b>12</b>	<b>ESI No.</b>	
<b>13</b>	<b>GST No.</b>	
<b>14</b>	<b>Do you have office at Bengaluru? If so, please provide the Address and Tel No.</b>	
<b>15</b>	<b>Do you have branches. If so furnish the details</b>	
<b>16</b>	<b>Details of present infrastructure. Please furnish the details of the equipments, cost and year of purchase.</b>	
<b>17</b>	<b>Details of the persons employed. Please furnish the number of persons employed, their educational qualifications, etc.</b>	
<b>18</b>	<b>Name at least 2 Reference of repute with address and tel. no's (enclose the certificates)</b>	
<b>19</b>	<b>Whether rate list attached to this proposal</b>	

**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/shops 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:  
Date:**

**Signature of the Vendor/ Authorized person  
with seal**

**List of documents enclosed (specify)**