

**REQUEST FOR EXPRESSION OF INTEREST (EOI)
DESIGN,BUILD,SUPPLY,INSTALLATION,TRAINING,
COMMISSIONING, AND MANAGEMENT OF FOOD AND
BEVERAGE SERVICES FOR IMSF AT IISC CAMPUS,
BANGALORE**



Eoi DOCUMENT

**No: IMSF/Eoi/25-26/01 –
Design,Build,Supply,Installation,Training,Commissioning
and Management of Food & Beverage Services**

Date: 21/05/2025

**Director,
IISc Medical School Foundation, Bangalore – 560012.**

This Expression of Interest (Eoi) invites proposals for a turnkey solution to design, build, Supply, Install, Train, Commission and operate a modern hospital kitchen and Food & Beverage (F&B) service. The solution should include everything needed for bulk cooking and delivery of safe, hygienic, and nutritionally balanced meals to inpatients (including day care patients), staff, and visitors. It must support dietary planning and compliance with therapeutic and specialized diets as prescribed by clinical nutritionists. The kitchen design should ensure proper segregation of raw and cooked food, vegetarian and non-vegetarian areas, therapeutic and non-therapeutic cooking and plating to avoid cross-contamination, meet clinical needs appropriately and to maintain cultural sensitivities.

The scope includes design and construction of the kitchen, supply and commissioning of all equipment and accessories (such as crockery, cutlery, and utensils), and trained manpower to manage kitchen operations and food service. The system should also include efficient food delivery and service mechanisms across all the zones in the hospital including the multiple dining areas, kiosks and bed side delivery to patients and their attendants. The services for certain critical areas in the hospital may need to be provided 24x7 (for e.g.; night admissions, emergency surgeries at night, service for the night duty staff etc. The goal is to provide a complete, compliant, and well-integrated F&B solution that ensures quality, safety, and satisfaction for all users.

The turnkey solution must comprehensively cover all related construction and infrastructure work, including **civil, mechanical, electrical, plumbing (MEP) works, HVAC and kitchen exhaust systems, grease traps, fire safety systems, pest control measures, management** and all **architectural modifications** required to ensure a hygienic, safe, and efficient kitchen workflow. The detailed scope of work is given in page number 4 of this document.

All aspects of the solution must comply with applicable national and international standards and manpower regulatory guidelines, including but not limited to those set by the **National Building Code of India 2016 (NBC 2016)**, **Food Safety and Standards Authority of India (FSSAI)**, **National Accreditation Board for Hospitals and Healthcare Providers (NABH)**, and **Hospital Infection Control Committee (HICC)** norms.

PROJECT BRIEF:

The Proposed IMSF project is being constructed at Indian Institute of Science Campus, Bangalore - 560 012. The said Project is a combination of RCC and Steel Structure Building and it is 02 Basements + Ground + 9 Storeys + Helipad. Both basements are in RCC - Concrete Structure, but columns and roof framing works are in Structural Steel. The Design, Build, Supply, Installation, Training, commissioning and management of Food and Beverage Services are to be executed in co-ordination with all other services. The project details are listed below.

- Total number of Beds: 832 Nos. (General Ward: 326 Nos, ICU/HDU: 222 Nos, Private Ward: 284 Nos)
- Day care beds: 47 Nos

- Type of Structure: RCC + Structural Steel.
- Total site area: 14.35 Acres.
- Total built up area: 14,67,478.62 Square feet.
- Total number of basements(B): 02
- Building overall length (outer to outer): Length 239.58mtrs x Breadth 90.41 Mtrs.
- Total height of the building: 49.85 Mtrs. (Including Helipad)
- Total number of Block: 05 along with Core and Atrium areas etc., (A, B, C, D and E)
- Block A and Core areas (2B + GF + 03 upper floors + terrace) @ Height of 17.55 Mtrs
- Block B and Core areas (2B + GF + 09 upper floors + terrace) @ Height of 41.85 Mtrs
- Block C and Core areas (2B + GF + 09 upper floors + terrace) @ Height of 41.85 Mtrs.
- Block D (2B + GF + 07 upper floors + terrace) @ Height of 33.75 Mtrs
- Block E (GF + 05 upper floors + terrace) @ Height of 25.65 Mtrs.
- Atrium and Core areas.
- Basement 2 and 1 Parking Area – Partial areas.

At IISc Medical School Foundation, the planned infrastructure is designed to support a wide range of advanced clinical capabilities essential for patient care, teaching, and research. This comprehensive setup will facilitate the integration of cutting-edge technologies and services across various clinical areas, ensuring optimal outcomes and fostering innovation in healthcare practices.

SITE BRIEF

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- Location: IISc Medical School Foundation Campus Bangalore
- Kitchen total area: 8500 SQF Approximately (Ground Floor including issue counter)
- Basement 1 Store(1000 SQF Approximately)
- Three Cafeteria (Ground Floor, 3rd Floor and 4th Floor): 9800 SQF approximately.
- Vending Machine (Kiosk) for food and beverages in each floor from 2nd floor onwards.(Approximately 26 vending machines in the fully commissioned hospital at a steady state)

KEY CONSIDERATIONS TURNKEY WORK EXECUTION OF KITCHEN

- Aesthetically coordinated and functionally efficient kitchen and servery layouts.
- Civil construction and modifications including PCC, brickwork, lintels, waterproofing, and surface finishes to meet new operational layouts.
- High-durability floor finishes for skid-resistance and easy maintenance.
- Hygienic wall finishes including washable tiles, stainless steel cladding, and protective corner guards.
- Robust and accessible ceiling systems for ease of maintenance of concealed services.

- Comprehensive dismantling, debris removal, and proper disposal of waste and other materials procedures adhering to safety protocols, including pre-disposal organic waste conversion
- Proper installation of metal doors, fire-rated doors (inside the Kitchen complex), windows.
- Necessary access points location to be provided to the ELV contractor appointed by the hospital.
- Anti-termite treatment and scaffolding provisions, where required, during civil works.
- Structured furniture provision like server counters, storage units, etc., designed for heavy usage and easy cleaning.
- Electrical installations including mains, sub-mains, cable trays, DBs, SDBs, point wiring, switch sockets, and lighting for service and working areas inside the kitchen areas.
- Plumbing installations for drain and water supply systems, including fixture installation.
- HVAC systems for temperature control, ventilation, and maintaining indoor air quality.
- Integration of kitchen software with BMS (Building Management System) and hospital HIS/EMR
- Emphasis on safety measures including proper PPE usage, scaffolding safety, service isolation, and work permit procedures during execution.
- Vendors are required to address energy efficiency, serviceability, and long-term maintenance considerations in their proposals and to comply with GRIHA norms wherever applicable.
- Exhaust system with Fire suppression to be considered with required CFM along with the consultant's approval on HVAC layout.
- Professional signage system covering fire exits, evacuation plans, and service area markings in compliance with the hospital branding guidelines.
- Optimized flow of staff, materials, and food to enhance service efficiency and minimize cross-contamination risks.

FOOD PRODUCTION UNIT – KEY PROCESS AREAS

1. Receiving Area

- Dedicated space for receiving, sorting, and sanitizing vegetables.

2. Material Storage Areas

- Separate storage provisions for dry goods, vegetables, non-vegetarian items, dairy, eggs, and allergens, long term storage and perishable items.
- Dedicated sorting area for groceries.
- Additional stores for packaging materials, hardware, and chemicals.
- Hazardous materials to be kept separate

3. Production Areas

- Specialized sections for Gravy, South Indian, North Indian, continental, pan Asian, Halwai (including a dry sweets area), Cold Kitchen, Vegetable Preparation, Grinding, Butchery, Non-Vegetarian Processing, Steam Cooking, and Bakery etc.

- Includes dedicated day kitchens, a frying section, a chapatti-making section and other areas as required.
 - It should include a dedicated Therapeutic Kitchen.
4. **Pot Wash Areas**
 - Two separate pot wash stations for vegetarian utensils.
 - One dedicated pot wash station for non-vegetarian utensils.
 5. **Hoffman Container and Crate Wash**
 - Dedicated washing line for Hoffman containers and crates, with storage capacity for up to 1200 containers or more as appropriate.
 6. **Dispatch Area**
 - Designated space for packing and dispatching food for IPD (In-Patient Department) patients, therapeutic diet, and others.
 7. **Equipment Storage**
 - Organized area for storing kitchen equipment and related materials.

SCOPE OF WORK

The scope of this turnkey project will include, but is not limited to, the **design, build, supply, installation, testing, commissioning, and management of food & beverage services** which should include food preparation, ward side distribution, waste disposal and food safety/quality assurance.

The facility should support the hospital's food service requirements with dedicated areas for **receiving, storage, food production, pot washing, container washing, dispatch, and equipment storage**, among other critical functions.

Quality and Compliance

All materials, equipment, and workmanship shall comply with the approved specifications and applicable industry standards including GRIHA norms.

The vendor shall be responsible for obtaining all statutory approvals and clearances (FSSAI, fire safety, electrical, gas, etc.) before commissioning. Performance will be monitored through KPIs, audits, patient feedback, etc during hospital operational stage.

Vendors are encouraged to offer innovative solutions, state-of-the-art equipment, and efficient workflow designs that enhance operational productivity while maintaining strict segregation of vegetarian and non-vegetarian processing as per FSSAI and hospital standards.

SCOPE OF WORK MATRIX				
Sl. No	Group	Scope of Work	Responsibility (Vendor/Client)	Remarks
	Civil	Civil construction	Vendor scope	Inside the kitchen area, Construction of new masonry walls, PCC works, cinder block fillings, waterproofing of wet areas, RCC lintel installation where necessary inside the kitchen area
1		Plain Cement Concrete	Vendor scope	
2		Floor & Wall Tiles	Vendor scope	Floor leveling and flooring is under the scope of turnkey vendors.
3		Glass Partition	Vendor scope	As applicable
4		Gypsum Partition	Vendor scope	As applicable
5		Wall Panelling	Vendor scope	As applicable
6		Outer Glazing Work	Client scope	
7		Outer Walls with Plastering and Painting	Client scope	Vendor to share main Door dimension to Client as external works outside turnkey perimeter is under the scope of Client.
8		Painting	Vendor scope	As applicable
9		Windows	Vendor scope	As applicable
10		Doors	Vendor scope	As applicable
		Ceiling	Vendor scope	Supply and installation of metal ceilings, GI grid systems with washable tiles, gypsum ceiling with moisture-resistant boards, access panels for MEP services.
		Furniture	Vendor scope	Fabrication and installation of kitchen counters, under- counter storage, SS shelving units, and preparation

				tables.
11	Electrical	Power, Lighting & Earthing	Vendor scope	Client will provide the main cable line to the turnkey area distribution panel. Vendor to define load requirements and cable sizes.
12	Plumbing	Plumbing work (Supply, Distribution & drain)	Vendor scope	<p>Plumbing works must be connected to the client's main drainage system. The vendor shall provide detailed requirements for any trenching necessary to facilitate these connections.</p> <p>The execution of the grade slab shall be the responsibility of the client.</p> <p>Treated water will be made available by the client at the designated shaft location; all further plumbing connections and distributions from this point onward shall fall under the vendor's scope</p>
13	HVAC	Air Conditioning, AHU, Chilled Water Lines	Vendor scope	<p>Vendors scope (Design, Supply, execution and commissioning)</p> <p>Including Placement of AHU with consideration of acoustic noise reduction</p> <p>Air Filtration should be in line ASHRAE STANDARDS or better</p>
14		Exhaust point at the required places.	Vendor scope	Vendor is to connect the exhaust duct to the common duct of the client.

15	MGPS	Gas Work	Vendor scope	<p>Client scope: Providing Termination point of Gas points with isolation valve Connection</p> <p>Vendor scope: Integration with equipment</p>
16	ELV	Networking and Data Boards	Client scope	Turnkey vendor to specify required network port locations.
		CCTV For Central Monitoring	Client scope	Turnkey vendor is responsible for providing the necessary technical input
		CCTV for workflow	Vendor scope	As applicable or required
17		Internet Connection	Client scope	Turnkey vendor to specify required port locations. The vendor is responsible for providing the necessary technical input, and overseeing the execution by the client's onboard contractor.
18	Fire	Fire Detection System	Client scope	Vendor to recommend layout; Client to execute based on approved vendor designs. Necessary openings in false ceiling to be provided by the vendor.
19		Fire Suppression System (Water Based)	Client scope	Includes pipe routing and placement of sprinklers/detectors. Client to execute as per approved vendor design.
20		Fire Suppression System (Gas Based)	Client scope	As applicable
21	Interior	Fixed Furniture inside kitchen area (Cupboards, etc.)	Vendor scope	As applicable
22		Loose Furniture inside kitchen	Vendor scope	As applicable

		area		
23	Waste Disposal	Comprehensive dismantling, debris removal, disposal of waste and other materials including pre-disposal organic waste conversion.	Vendor scope	As per applicable safety and environmental regulations
24	Others	Signage	Vendor scope	Should align with IMSF branding requirement branding
25		Workflow items	Vendor scope	As applicable
26		Pneumatic Chute Work	Client Scope	

VENDOR QUALIFICATION CRITERIA

To ensure the successful execution of this turnkey kitchen project, vendors participating in this proposal process must meet the following qualification criteria:

1. The vendor must be a legally registered entity in India with a valid GST registration.
2. The vendor should have a minimum of 3 years of experience in executing turnkey kitchen projects, preferably within healthcare, hospitality, or institutional sectors.
3. The vendor must have successfully completed at least 3 turnkey similar kitchen projects which are certified ISO 22000 comparable scope. Please provide details.
4. Experience in executing kitchen projects for JCI/NABH/NABL accredited hospitals or healthcare facilities.
5. The vendor must provide average annual turnover for the last 3 years.
6. Vendors must provide Kitchen software with a proper diet plan which should be interoperable with the hospital HIS/ EMR system.
7. The vendor shall indicate whether any Joint Commission International (JCI) audits have been conducted for their F&B services. If yes, relevant details shall be provided.
8. Vendors should have clients of more than 500 bedded hospitals in India. Please provide details.
9. Ability to supply and install kitchen equipment from reputed brands approved by the hospital management.
10. Valid licenses and certifications for carrying out civil, electrical, and gas installations as applicable.
11. FSSAI, fire safety, and environmental regulation compliance is mandatory.
12. The vendor must maintain adequate technical and skilled manpower for the timely execution of the project.
13. Ability to provide all operation and maintenance manuals, as-built drawings, warranty certificates, and statutory clearances at the time of project handover.

14. The vendor should declare that they have not been blacklisted or debarred by any government, healthcare, or institutional body.
15. Declaration of no ongoing legal disputes that may affect project execution.

The Conditions of EoI are the terms under which IMS will receive and assess Expressions of Interest (EoI). Non-compliance with these conditions may result in the EoI being disqualified without further review.

The EoI must include all relevant details and information requested in this document. Following the submission of the Expression of Interest (EoI), vendors who meet the initial requirements will be invited to deliver a presentation. This presentation serves as an opportunity for vendors to showcase their proposed solutions, including technical capabilities, product features, and how their offering aligns with the project's objectives. Vendors are required to bring all their Original Equipment Manufacturer (OEM) partners to the presentation and fully demonstrate their complete potential, including all components relevant to the EoI. During the presentation, vendors should also address any questions from IMSF, clarify details of their solution, and demonstrate the suitability of their approach. If necessary, IMSF will communicate any additional specifications or OEM requirements that need to be incorporated into the solution.

After the presentation phase, Selected vendors will be required to submit detailed technical bid, including comprehensive information on the technology, equipment, systems, and services they plan to provide. The technical bid must also demonstrate compliance with the relevant global and national industry standards. If any updates or modifications are required based on discussions during the presentation, the technical bid may have to be revised as per the points raised in the discussion. Once all the technical criteria are evaluated. The vendors whose technical bid matches with the requirements of IMSF will be asked to submit the financial bid.

These financial bids should outline the financial aspects of their proposals, including costs for equipment, installation, support, and any other related services. The final selection will be based on a combination of technical merit and cost-effectiveness to ensure the best overall solution for IMSF.

TIMELINES AND CONTACT DETAILS

The due date for submission of EoI is 12th June 2025.

Enquires, and requests for further information about this RFQ, should be directed to the Contact Officer as follows:

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