EXPRESSION OF INTEREST (EOI)

FOR

SELECTION OF A HOSPITALITY OPERATOR FOR ESTABLISHMENT, OPERATION AND MANAGEMENT OF A MULTI-CUISINE DINING RESTAURANT AT INDIAN INSTITUTE OF SCIENCE (IISc), BENGALURU

Tender No.: R/Amenities /MCDR- 2026

Tender Document	The tender document can be downloaded from the Institute website:
Name of Work	Establishment, Operation and Management of Multi-Cuisine Restaurant at IISc Campus
Nature of Process	Stage–I Expression of Interest for shortlisting
Date of Issue of EOI	04.11.2026
Last Date and Time of submission of the EoI	24.11.2026, 3:00 PM
Address For Submission	Office of Amenities, IISc, Bengaluru
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All applicants are advised to regularly visit the Institute website for updates: https://iisc.ac.in/all-tenders/

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1. INVITATION FOR EXPRESSION OF INTEREST (EOI)

Indian Institute of Science, Bengaluru invites Expressions of Interest from reputed, experienced, financially sound and professionally managed hospitality operators, restaurant chains, hotel groups, food service companies and premium food & beverage brands for the establishment, operation, maintenance and management of a Multi-Cuisine Restaurant within the IISc campus.

Ser	Type of Shop	Timing	Name of the Premises
1	Multi-Cuisine Restaurant	8:00 AM to 10:00 PM	Within IISc Campus Closed Area : 6788 Sq. ft. Open Area: 2779 Sq. ft.

The proposed facility is intended to provide a high-quality dining and hospitality experience to students, faculty members, officers, staff, residents, visitors, alumni, dignitaries and guests of the Institute, while maintaining reasonable and competitive pricing. The facility is expected to reflect premium standards of food quality, ambience, service, hygiene, menu diversity, operational efficiency and institutional suitability.

The present EOI is intended only for identifying and shortlisting suitable applicants based on their credentials, concept proposal, interior design approach, menu strategy, service model, investment capability and overall suitability for the IISc campus environment.

No financial bid shall be opened or evaluated at this EOI stage. Shortlisted applicants will be invited for presentation, interaction, food tasting, design discussion and/or participation in the subsequent RFP / commercial bid process.

2. ABOUT IISc CAMPUS

Indian Institute of Science, Bengaluru is one of India's premier research and academic institutions. The Institute has a large and diverse campus community comprising faculty members, students, researchers, officers, staff, residents, visitors, alumni and guests.

The Institute regularly hosts national and international conferences, workshops, seminars, symposiums, meetings, training programmes and institutional events. In view of the academic, research and residential character of the campus, the proposed restaurant is expected to provide premium, hygienic, professionally managed and service-oriented dining experience.

3. OBJECTIVE OF THE EOI

The objective of this EOI is to invite high-quality proposals from suitable hospitality operators for developing and operating a multi-cuisine restaurant within the designated premises of IISc.

The Institute intends to shortlist applicants who demonstrate:

(a) Proven experience in operating restaurants, hotel restaurants, fine-dining facilities, institutional hospitality facilities, clubs, convention centers or similar establishments;
(b) Capability to create a premium dining concept suitable for an academic and institutional campus;
(c) Strong food quality, hygiene, safety and service standards;

	(d) Ability to develop aesthetically pleasing interiors and ambience at their own cost, subject to approval of IISc; (e) Capacity to provide diverse menu offerings including Indian, Continental, Chinese, regional, healthy and specialty cuisine options; (f) Professional manpower deployment and customer service systems; (g) Financial and operational capability to establish and sustain the proposed facility; and (h) Commitment to statutory compliance, sustainability, campus discipline and institutional standards.
4.	**DETAILS OF DESIGNATED PREMISES**
	The proposed restaurant shall be established within the designated premises identified by IISc. The basic premises particulars are set out in **Annexure I – Premises Data Sheet** for general information and reference. **A site visit shall be mandatory**. Each applicant shall inspect the premises before submission of its EOI and shall satisfy itself regarding the location, area, available infrastructure, utilities, access, operational feasibility, campus environment and all other relevant site conditions. The applicant shall submit a duly completed Site-Visit Certificate in the prescribed format enclosed at **ANNEXURE II** along with its EOI. Submission of the EOI without the duly completed Site-Visit Certificate shall be summarily rejected. Submission of the EOI shall constitute confirmation that the applicant has inspected the premises, understood the scope of work, assessed the available infrastructure and operational requirements, and submitted its proposal after due consideration of all relevant factors. No claim arising from lack of site knowledge, incorrect assessment of the premises, misunderstanding of the available facilities or operational constraints shall be entertained after submission of the EOI.
5.	**BROAD SCOPE OF THE PROPOSED FACILITY**
	The selected operator shall be responsible for establishment, operation, maintenance, administration and overall management of the proposed multi-cuisine restaurant in accordance with the standards and requirements prescribed by IISc. **5.1 Restaurant Operations** The operator shall: (a) Establish, operate, and maintain a Multi-Cuisine Dining Restaurant within the Institute campus. (b) Provide a diverse range of **high-quality Vegetarian and Non-Vegetarian food and beverage offerings**. (c) Offer a well-curated menu comprising **Indian, Continental, Chinese, and other specialty cuisines**, catering to the varied preferences of the campus community and visitors.

(d) Maintain consistently **high standards of food quality, taste, hygiene, food safety, and customer service** in accordance with applicable statutory requirements and industry best practices.

(e) Provide a professional dining experience with trained staff, proper uniforms, courteous behaviour and efficient service.

(f) Maintain adequate seating, ambience, lighting, furniture, décor and customer facilities.

(g) Provide digital payment facilities, efficient billing systems and order management systems.

(h) Maintain cleanliness and hygiene of the kitchen, dining area, service area, storage area, washrooms and adjoining premises.

(i) Implement appropriate waste management, sustainability, and environmental practices in the operation of the restaurant.

(j) Ensure compliance with all applicable laws, regulations, licences, and approvals governing food service operations.

5.2 Interior and Infrastructure Development

The operator shall be responsible, at its own cost, for planning, designing, developing and maintaining the interiors and operational infrastructure of the restaurant, subject to prior approval of IISc.

The proposal shall include:

(a) Interior design concept;
(b) Seating layout and space utilization plan;
(c) Kitchen and service flow plan;
(d) Furniture, fixtures and equipment plan;
(e) Lighting, décor, signage and ambience proposal;
(f) Customer facilities and washroom upkeep plan;
(g) Proposed branding and visual identity;
(h) Estimated investment proposed by the applicant; and
(i) Proposed timeline for fit-out and commencement of operations.

For the avoidance of doubt, the estimated capital investment proposed for interiors, kitchen equipment, furniture, fixtures, technology, utilities, fit-outs and other operational infrastructure may be disclosed at the EOI stage as part of the Technical Proposal. Such disclosure shall not constitute a commercial or financial bid.

However, no applicant shall disclose at the EOI stage:

(a) proposed menu prices;
(b) licence fee payable to IISc;
(c) revenue share;
(d) minimum guaranteed payment;
(e) event-catering rates;
(f) any commercial rebate or concession; or
(g) any other financial quotation required to be submitted under the subsequent RFP or commercial-bid process.

No structural alteration, civil modification, electrical work, plumbing work, kitchen installation, exhaust arrangement, gas installation, signage, branding or interior work shall be undertaken without prior written approval of IISc.

5.3 Menu and Cuisine Strategy

The applicant shall submit a detailed menu concept covering:

(a) Indian, Continental, Chinese and regional cuisine offerings;
(b) Premium dining items;
(c) Student-friendly and reasonably priced options;
(d) Healthy food options;
(e) Millet-based, vegan, Jain and diet-sensitive food options, wherever feasible;
(f) Café, beverage and dessert offerings;
(g) Signature dishes and specialty menus;
(h) Seasonal menus and festival menus;
(i) Event catering menus; and
(j) Proposed approach for maintaining reasonable and competitive pricing, without disclosing any item-wise prices or other financial information at the EOI stage.

The proposed menu concept shall be evaluated at the EOI stage without reference to any item-wise price or other commercial information. The item-wise menu prices shall be submitted separately by the shortlisted applicants at the subsequent RFP/commercial-bid stage and shall be evaluated in accordance with the methodology prescribed therein.

5.4 Catering & Event Hospitality

The operator may also be asked to provide catering and hospitality services for institutional events, including:

(a) Conferences;
(b) Seminars;
(c) Workshops;
(d) Meetings;
(e) Training programmes;
(f) Institutional and departmental events;
(g) Official functions;
(h) High tea, buffet meals, packed meals and special dining arrangements; and
(i) Other events as may be required by the Institute from time to time.

Departments and units of IISc shall not be obliged to procure all catering services exclusively from the operator. IISc may engage other caterers or service providers where considered appropriate, and no exclusivity or right of first refusal shall arise unless expressly provided in the final agreement.

The scope, service standards, rates and other commercial terms applicable to event catering and hospitality services shall be specified in the subsequent RFP/commercial-bid process and incorporated in the final agreement .

5.5 Outdoor Dining / Kiosks / Value-Added Concepts

Subject to availability of space and prior approval of IISc, the operator may propose:

(a) Outdoor seating;
(b) Café or beverage counters;
(c) Snack kiosks;
(d) Weekend food concepts;
(e) Seasonal food festivals/Private Events;
(f) Healthy breakfast or evening menu concepts; and
(g) Other innovative campus-suitable hospitality ideas.

No such activity shall commence without prior written approval of competent authority of IISc.

5.6 Nature of Arrangement – Leave and Licensee Basis

The premises shall be made available to the successful bidder strictly on a Leave and Licensee basis for the purpose specified in this tender. The arrangement shall not be construed as a lease, tenancy or transfer of any right, title or interest in the premises in favour of the Licensee. The Licensee shall not claim any tenancy rights or any other proprietary rights over the premises. The licensee shall be governed by the terms and conditions stipulated in the tender document and the License Agreement executed between IISc and the successful bidder. Upon expiry or termination of the license, the Licensee shall vacate and hand over the premises to IISc in accordance with the terms of the Agreement.

5.7 Force Majeure

(a) Neither the Institute nor the Licensee shall be held liable for failure or delay in performing its contractual obligations to the extent such failure or delay is directly attributable to events such as calamities, floods, earthquakes, fire, war, riots, epidemics, pandemics, government-imposed restrictions or that render performance of the relevant obligations impossible or unlawful.

(b) The Institute may, in the interest of safety, security, public health, administration or any other legitimate institutional requirement, order the closure of the campus or any part thereof, restrict access to the premises, or direct the temporary suspension of restaurant or canteen operations. The Licensee shall comply with such directions issued by the Institute.

(c) Campus vacations, semester breaks, holidays and periods of reduced student occupancy shall not, by themselves, constitute Force Majeure events. The Licensee shall take such periods into account while planning and operating the establishment and shall not be entitled to any automatic waiver or reduction of license fee, utility charges or other contractual dues on this ground alone.

(d) Where the Institute orders a complete or partial closure of the premises or suspends operations for reasons beyond the Licensee's control, the Institute may, at its discretion and subject to the terms of the agreement, determine whether any adjustment to the license fee, operating period or other contractual obligations is warranted. No such adjustment shall be automatic unless expressly approved in writing by the Institute.

(e) If a Force Majeure event continues for a prolonged period and materially prevents the performance of the contract, the Institute may review the arrangement and take appropriate action, including suspension or termination, in accordance with the agreement.

5.8 Dispute Resolution

Any dispute arising out of this tender or contract shall first be resolved through mutual discussions. Failing such resolution, the matter shall be subject to the exclusive jurisdiction of the courts at Bengaluru.

5.9 Exit, Vacating and Handover of Premises

(a) Upon expiry or termination of the contract or licence, for any reason whatsoever, the Licensee shall discontinue operations and vacate and hand over the premises to the Institute within the period specified by the Institute or in accordance with the applicable agreement.

(b) Before handing over the premises, the Licensee shall remove its movable assets, equipment, materials, and other belongings, except items that the Institute has expressly permitted to remain. The Licensee shall not remove any assets, fittings or equipment belonging to the Institute.

(c) The Licensee shall settle all outstanding dues relating to license fees, electricity, water, gas, waste management, penalties, damages and any other charges payable under the contract up to the date of handover. The final utility meter readings, wherever applicable, shall be jointly recorded by the Licensee and the Institute's authorized representative for final billing and settlement.

(d) The Institute may adjust any outstanding dues, assessed damages or other recoverable amounts against the security deposit or other amounts payable to the Licensee, in accordance with the contract. Any balance security deposit shall be processed for refund after verification of the handover and settlement of all dues, subject to applicable deductions and Institute procedures.

(e) In the event of failure to vacate the premises, return Institute property, or settle outstanding dues within the stipulated period, the Institute shall be constrained to take possession of the premises and dispose of the items left therein. The costs incurred towards taking possession and disposal of such items shall be recovered from the Licensee.

5.10 Operating Days and Hours

The Licensee shall operate the restaurant/canteen on the days and during the hours prescribed by the Institute. The specific operating days and timings shall be communicated through the Work Order, as applicable. Any change in the prescribed operating schedule shall require prior written approval from the Institute. The Licensee shall ensure uninterrupted food services during the prescribed operating hours, except when otherwise permitted by the Institute.

5.11 Restriction on Third-Party Food Delivery Platforms

The Licensee shall not list or offer food items from the restaurant/canteen through third-party online food delivery platforms or applications, including Swiggy, Zomato or similar services, or undertake deliveries through such platforms within or outside the Institute campus, unless expressly authorized in writing by the Institute. The restaurant/canteen shall primarily cater to the requirements of the Institute community and shall operate in accordance with the conditions stipulated in the tender document and the directions issued by the Institute from time to time.

5.12 Display of Menu and Prices, and Prohibition of Service Charges

The approved menu and price list shall be prominently displayed at the restaurant. Prices of food items, beverages and other products shall be clearly indicated in the menu cards, price lists or display boards, as applicable, and shall not exceed the approved rates. Any revision to the approved menu or prices shall require prior written approval from the Institute. The Licensee shall not levy or collect any service charge from customers. Any violation of these requirements shall

constitute a breach of the terms and conditions of the Eol and the License Agreement and may invite appropriate action by the Institute.

5.13 Use of Institute Name, Logo and Branding

The Licensee shall not use the name, logo, emblem or any other identifying marks of the Indian Institute of Science (IISc) in any advertisement, publicity material, signage, packaging, digital platform or other communication without obtaining prior written approval from the Institute Any approved use of the Institute's name or logo shall be strictly in accordance with the conditions specified by the Institute. Any unauthorized use shall constitute a breach of the terms and conditions and may invite appropriate action by the Institute.

5.14 POSH Compliance and Prohibition of Child Labour

The Licensee shall comply with all applicable labour laws and statutory requirements, including the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH Act), wherever applicable. The Licensee shall ensure a safe and harassment-free working environment for all its employees engaged in restaurant operations and shall take appropriate action on complaints of sexual harassment in accordance with applicable law. The employment of children in violation of applicable child labour laws is strictly prohibited. The Licensee shall be solely responsible for ensuring compliance with these requirements by its employees and personnel engaged in the operation of the restaurant. Any violation may constitute a breach of the terms and conditions and may invite appropriate action by the Institute.

6 ELIGIBILITY CRITERIA

Applicants must satisfy the following minimum eligibility criteria.

6.1 Experience

(i) The applicant shall have a minimum of **five (05) years**' experience in the operation and management of one or more of the following:

(a) Multi-Cuisine Restaurant
(b) Fine-Dining Restaurant
(c) Hotel Restaurant
(d) Food Court
(e) Club / Convention Centre
(f) Institutional Hospitality Facility
(g) Corporate dining or hospitality facility; or
(h) Similar food and beverage establishment.

Experience in institutional, educational, research, corporate, airport, hotel, club or convention centre environments shall be given due weightage.

Note: Experience obtained by the applicant through an authorized franchise, brand-operating, management-contract or similar arrangement may be considered, provided that the applicant itself has directly operated and managed the establishment for the period claimed as experience and submits valid documentary evidence of such operation and authorization. Experience or credentials of a franchisor, brand owner, parent company, group company, subsidiary, associate company or any other third party shall not be considered as the applicant's own

experience unless the applicant itself has directly operated and managed the establishment.

6.2 Bengaluru Presence

The applicant shall have at least one similar establishment currently in operation in Bengaluru, which has been continuously operational for a minimum period of two years as on the date of submission of the EOI.

6.3 Financial Capability

The applicant shall have an average annual turnover of not less than **₹2 crore** during the last three financial years from restaurant, hospitality and/or food & beverage operations.

The applicant shall submit **audited financial statements**, income tax returns and a Chartered Accountant certificate confirming turnover and net worth.

Any revision to the prescribed financial eligibility criteria shall be made only through a formal corrigendum issued before the submission deadline, with such extension of time as IISc may consider appropriate.

6.4 Minimum Operational Area and Customer Handling Capacity:
The bidder should have experience in operating at least one food service facility of a similar nature, having a minimum operational area of **3,000 sq. ft**., with a capacity to handle at least **1,500 customers per day** and **100 customers at a time**. The bidder shall submit documentary evidence in support of the above, such as work orders, contracts/agreements, client certificates, invoices/billing records, seating capacity documents, or any other relevant documents clearly indicating the operational area and customer handling capacity of the facility.

6.5 Statutory Registrations

(a) FSSAI licence;
(b) PAN;
(c) GST registration;
(d) EPF registration;
(e) ESI registration;
(f) Labour law registration / contract labour licence, wherever applicable;
(g) Shops and Establishment registration, wherever applicable; and
(h) Any other licence, permission or statutory registration required for the proposed operation.

6.6 Reputation and Compliance

The applicant shall submit a declaration confirming that:

(a) It has not been blacklisted, debarred or prohibited from participating in any tender process by any Government Department, PSU, Autonomous Body, Educational Institution, Research Institution or Statutory Authority during the preceding five years;
(b) No major penalty, suspension, cancellation of license, closure order, prosecution or material adverse order has been imposed upon the applicant, its relevant

establishments or responsible managerial personnel by FSSAI, any public-health authority, municipal authority, labour authority or other statutory authority during the preceding five years, except as specifically disclosed in the proposal.;
(c) All information submitted in the EOI is true, correct and complete; and
(d) The applicant shall comply with all applicable laws and IISc instructions.

6.7 Assessment by IISc

The Institute reserves the right to inspect the applicant's existing facilities and operations to assess food quality, hygiene, sanitation standards, menu variety, customer service, operational capability, and overall suitability for operating the Multi-Cuisine Restaurant.

6.8 Constitution of Applicant and Use of Credentials

(a) The EOI shall be submitted only by a single legal entity in its own name.

(b) Consortiums, joint ventures and special-purpose entities established solely for participation in this EOI shall not be permitted. An applicant operating an establishment under a duly authorized franchise, management-contract, brand-licensing or similar arrangement shall not be disqualified solely on that basis, provided the applicant itself has directly operated and managed the establishment and satisfies the documentary requirements of this EOI.

(c) The applicant shall participate on the basis of its own experience, financial capability, statutory registrations, operational infrastructure, manpower and technical credentials.

(d) The experience, turnover, net worth, operational record or other credentials of any parent company, holding company, subsidiary, affiliate, associate concern, group company, franchisor, brand owner or any other third party shall not be counted or relied upon for satisfying the eligibility criteria.

(e) All establishments claimed as experience shall have been directly operated and managed by the applicant for the period claimed. Ownership of the premises or establishment by the applicant shall not be mandatory where the applicant establishes its direct operation and management under a valid authorized arrangement.

(f) The applicant shall submit documentary evidence establishing that the establishments relied upon for experience are operated by the applicant in its own legal name.

(g) No applicant shall participate in more than one proposal, either directly or indirectly, through any commonly owned, controlled or managed entity.

(h) Any material change in the legal constitution, ownership or control of the applicant after submission of the EOI shall require the prior written approval of IISc. IISc may reject the proposal where such change materially affects the applicant’s eligibility or capability.

(j) Subletting or subcontracting of the premises or services is strictly prohibited. Any violation shall result in immediate termination of the contract and forfeiture of the Security Deposit.

6.9 Food Safety, Hygiene and Compliance Record

The applicant shall demonstrate that it maintains effective food-safety, sanitation and hygiene-management systems across its existing operations.

The applicant shall submit the following information and records, wherever applicable:

(a) copies and current status of relevant FSSAI licences;

(b) details of pest-control arrangements, including the name of the service provider, frequency of treatment and specimen records;

(c) standard operating procedures relating to procurement, storage, preparation, cooking, serving, temperature control, cleaning, sanitation, allergen management, waste disposal and prevention of cross-contamination;

(d) details of the food-safety officer, quality-control manager or designated hygiene supervisor employed or proposed to be deployed.

IISc may inspect the applicant's existing establishments and verify kitchens, storage areas, washrooms, pest-control records, employee medical-fitness records and food-safety systems.

7. CONCEPT PROPOSAL REQUIREMENTS

Each applicant shall submit a detailed concept proposal. The proposal should be clear, practical, premium in presentation and suitable for the IISc campus environment.

The concept proposal shall include the following:

7.1 Dining Concept

(a) Proposed theme and positioning;
(b) Nature of restaurant proposed;
(c) Brand concept and customer experience vision;
(d) Suitability for IISc campus;
(e) Proposed service model;
(f) Dining experience strategy; and
(g) Distinguishing features of the proposal.

7.2 Interior Design and Ambience

(a) Interior concept note;
(b) Indicative layout plan;
(c) Seating plan;
(d) Mood board / visual references;
(e) Indicative 3D views or design renders, if available;
(f) Furniture and fixture concept;
(g) Lighting and décor proposal;
(h) Signage and branding proposal;
(i) Kitchen and service flow plan; and
(j) Customer convenience and accessibility features.

7.3 Menu Proposal

(a) Proposed menu booklet;
(b) Cuisine mix;
(c) Signature dishes;
(d) Healthy food options;
(e) Student-friendly meal options;
(f) Premium dining options;
(g) Beverage and café offerings;
(h) Breakfast, lunch, evening and dinner concepts;
(i) Event catering menu;
(j) Proposed strategy for providing reasonably priced, student-friendly and premium menu options, without disclosure of item-wise prices or any other commercial information, and
(k) Any special menu suitable for faculty, guests, visitors, conferences and institutional events.

Note: The Menu Proposal submitted at the EOI stage shall not contain any item-wise prices, licence fee, revenue share, minimum guarantee or other financial or commercial information. Such information shall be submitted only at the subsequent RFP/commercial-bid stage in the manner prescribed by IISc.

7.4 Investment and Infrastructure Proposal

(a) Estimated investment proposed by the applicant;
(b) Kitchen equipment plan;
(c) Dining area development plan;
(d) Furniture, fixtures and equipment details;
(e) Technology systems proposed;
(f) Billing and Point-of-Sale System;
(g) Order management system;
(h) Feedback and complaint management system; and
(i) Proposed timeline for completion of fit-out and commencement of operations.

7.5 Manpower and Service Plan

(a) Proposed organization structure;
(b) Managerial staff;
(c) Chefs and kitchen staff;
(d) Service staff;
(e) Housekeeping staff;
(f) Supervisory system;
(g) Training plan;
(h) Uniform and grooming standards; and
(i) Customer service protocol.

7.6 Food Safety, Hygiene and Quality Control

(a) Food safety practices;
(b) Ingredient sourcing and quality control;
(c) Kitchen hygiene standards;
(d) Storage and refrigeration system;
(e) Pest control mechanism;

	(f) Medical fitness of food handlers; (g) Waste disposal system; (h) Cleaning and sanitation protocol; and (i) Internal inspection and audit system. **7.7 Sustainability and Environmental Measures** (a) Waste segregation; (b) Reduction of single-use plastics; (c) Eco-friendly packaging; (d) Energy-efficient practices; (e) Water conservation measures; (f) Food waste reduction; and (g) Environment-friendly operational practices.
8	**DOCUMENTS TO BE SUBMITTED**
	(a) Application form; (b) Company / firm / LLP profile; (c) Details of ownership and management; (d) Details of existing restaurants / hospitality operations; (e) Experience certificates, work orders, agreements or client certificates; (f) Photographs of existing facilities; (g) Details of Bengaluru operations, if any; (h) Audited financial statements for the last three financial years; (i) Income tax returns for the last three financial years; (j) Chartered Accountant certificate for turnover and net worth; (k) PAN copy; (l) GST registration certificate; (m) FSSAI licence; (n) EPF and ESI registration, wherever applicable; (o) Labour law registration, wherever applicable; (p) Concept proposal; (q) Interior design and layout proposal; (r) Menu proposal without item-wise prices or any other financial or commercial information; (s) Investment and infrastructure proposal; (t) Manpower deployment plan; (u) Food safety, hygiene and sustainability plan; (v) Specimen pest-control, cleaning and sanitation records; (w) Standard operating procedures relating to food safety, storage, preparation, cleaning and sanitation; (x) Details of the employee medical-fitness and health-monitoring system; (y) Details of food-safety incidents, complaints, penalties, closures, prosecutions or adverse orders during the preceding five years, if applicable; (z) Documentary evidence establishing that the establishments relied upon for experience were directly operated and managed by the applicant for the period claimed, together with the relevant agreement, authorization or client confirmation, wherever applicable; (aa) Documentary evidence of Bengaluru presence as required under Clause 6.2. (ab) Board resolution, power of attorney or other proof of authority of the authorised signatory; (ac) Site-Visit Certificate; (ad) Conflict-of-Interest Declaration;

(ae) Non-Blacklisting and Compliance Declaration;
(af) Declaration regarding Correctness of Information; and
(ag) any other document required by IISc.

Incomplete, unsigned, conditional or unsupported proposals may be rejected.
The bidder shall submit a duly signed and stamped copy of the complete tender/EOI document, including all annexures, terms and conditions, along with the EOI, as a token of acceptance of the terms and conditions stipulated therein.

9 EOI VALIDITY, AUTHORISATION, WITHDRAWAL AND VERIFICATION

9.1 Validity of EOI

The proposal submitted in response to this EOI shall remain valid and binding upon the applicant for a period of **180 days** from the last date prescribed for submission.
IISc may, before expiry of the original validity period, request applicants to extend the validity of their proposals.
An applicant may accept or decline such request in writing. No applicant shall be permitted to alter the substance of its proposal while granting an extension.

9.2 Authorisation of Signatory

The EOI and all accompanying documents, declarations and undertakings shall be signed by a person duly authorised to act on behalf of the applicant.

The applicant shall submit, as applicable:

(a) a certified copy of the board resolution authorising the signatory;
(b) a valid power of attorney;
(c) an authorisation letter issued by the proprietor, partners or designated partners; or
(d) such other documentary evidence as may establish the authority of the signatory.

A proposal signed by a person whose authority is not duly established may be rejected.

9.3 Withdrawal, Modification and Substitution

An applicant may withdraw, modify or substitute its proposal only before the prescribed submission deadline and in the manner specified by IISc.

No proposal may be withdrawn, modified, supplemented or substituted after expiry of the submission deadline, except pursuant to a written clarification sought by IISc that does not alter the substance or commercial character of the proposal.

9.4 Verification of Information

IISc shall have the right to independently verify any information, certificate, licence, financial statement, work order, experience certificate, declaration or other document submitted by an applicant.

For this purpose, IISc may directly approach any client, statutory authority, bank, auditor, certifying agency, government department or other concerned person.

	Submission of the EOI shall constitute the applicant's authorisation for such verification. **9.5 False Information and Material Misrepresentation** Where any information or document submitted by an applicant is found to be false, forged, misleading, materially incomplete, suppressed or otherwise incorrect, IISc may: (a) reject the proposal; (b) cancel the applicant's shortlisting; (c) disqualify the applicant from the subsequent RFP process; (d) cancel any award or agreement issued pursuant to the proposal; (e) forfeit any applicable deposit or performance security; (f) initiate debarment proceedings in accordance with applicable rules; and (g) initiate civil, criminal or other legal proceedings. Before taking adverse action, IISc may provide the applicant an opportunity to submit an explanation, except in cases involving forged documents, fraud or circumstances requiring immediate action.
10	**MANDATORY SITE VISIT**
	The mandatory site visit shall be conducted from **16.11.2026 to 20.11.2026, between 10:00 AM and 05:00 PM**. Interested parties intending to visit the site shall intimate the Office of Amenities in advance through email (**amenities@iisc.ac.in**). Applicants may seek clarifications during the site visit within the period prescribed by IISc. The Site-Visit Certificate issued or countersigned by the authorised representative of IISc shall be submitted along with the EOI. Any clarification, amendment, addendum or corrigendum issued by IISc shall form part of the EOI and shall be binding upon all applicants.
11	**SHORTLISTING AND EVALUATION PROCESS**
	11.1 Evaluation Sequence The evaluation shall be conducted in the following sequence: Step 1 – Eligibility Verification: Examination of mandatory eligibility conditions and required documents as indicated in Annexure III. Step 2 – Concept Evaluation: Eligible applicants shall be evaluated against the predefined parameters and criteria specified in this EOI under Para 11.2. Step 3 – Presentation / Food Tasting: Qualifying applicants may be invited for presentation and, where required, food tasting/service demonstration. These shall be confined to the predefined technical parameters and shall not introduce any new evaluation criterion. Step 4 – Final Stage-I Shortlisting: Final technical scores shall be determined, and qualifying applicants shall be ranked in descending order based on the applicable evaluation criteria. Step 5 – Stage-II – RFP / Commercial-Bid Process: Shortlisted applicants shall be invited to participate in the subsequent RFP/commercial-bid process. The Quality and Cost Based Selection (QCBS) method shall be followed for Stage-II evaluation, with minimum 50% weightage assigned to the Technical Concept Evaluation. The details shall be communicated separately to the

applicants qualifying from the preceding stage, as per the terms and conditions stipulated by the Institute.

11.2 Technical Concept Evaluation

Ser	Section	Marks	Documents to be submitted
1	**Relevant Hospitality Experience** (The bidder shall have a minimum of **Five** (05) completed years of experience in operating hospitality/food-service establishments such as multi cuisines restaurants,, or similar food-service facilities in educational institutions, corporate offices, shopping malls, hospitals, hotels in premium locations, or other reputed organizations.)	15	Workorders, agreements, experience certificates, client certificates or other verifiable documents clearly indicating the nature and exact period of operation.
2	**Existing Operations, Turnover and Public Customer Reviews** (The bidder shall provide details of its existing hospitality/food-service operations, including the location of the establishment, area of operation, and annual turnover.)	15	Documents establishing existing operations and area/location of operation, including premium locations/malls/airports; CA-certified/audited financial statements or other verifiable documents establishing annual turnover; and screenshot/printout or verifiable link to the public review profile of the outlet, clearly showing the outlet name, rating and number of customer ratings/reviews (minimum 1,000).

	3	**Proposed Restaurant Design, Layout & Infrastructure Proposal** (Proposed interior design and layout, including furniture and equipment, kitchen and service areas, infrastructure approach, customer seating, effective utilization of available indoor and open areas, and overall suitability of the proposed design for the IISc campus.)	15	(a) Brief design proposal, theme/concept, indicative material/finish palette, lighting/decor concept, and 2–3 reference images/3D views/sketches. (b) Indicative floor layout showing seating arrangement, circulation, service areas and proposed furniture types/style (c) Indicative kitchen layout, list of proposed major equipment, utilities/infrastructure requirements and brief description of kitchen setup (d) Brief proposal/layout/sketch showing proposed use of available open area, including outdoor seating, landscaping, furniture, etc., as applicable
	4	**Menu Diversity & Innovation** (Proposed cuisine and menu variety, including student-friendly, healthy and nutritious options, specialty and innovative offerings, and the approach to maintaining food quality and consistency.)	15	**(a)** Detailed Proposed Menu: The bidder shall submit a detailed proposed menu indicating different cuisines, meal categories, food and beverage options, value-oriented options for students, and healthy, nutritious and balanced food choices. **(b)** A brief Food Quality & Consistency Plan/Note covering sourcing of ingredients, standardization of recipes, portion control, quality checks, food preparation practices and measures proposed to maintain consistency.

	5	**Food Safety, Hygiene, Compliance & Certifications** (FSSAI License, Food Safety and hygiene SOP's.)	15	(a) FSSAI licence, applicable statutory documents, (b) Food-safety SOPs
	6	**Service Model, Staffing & Operational Systems** (Proposed manpower deployment plan, including staff- to-table ratio, order handling capacity, service efficiency, customer support mechanism, and customer feedback and grievance redressal system.)	10	Proposed Operations & Service Management Plan: A brief proposal covering manpower deployment, staff strength, roles and responsibilities, qualifications, shifts, staff-to-table/seat ratio, customer feedback and complaint handling mechanism, order-taking and tracking system, kitchen-service coordination, order delivery process, measures to minimize delays/errors, and billing/POS arrangements.
	7	**Sustainability, Waste Management & Value-Added Features** (Proposed waste segregation and disposal plan, use of environmentally friendly packaging materials and technologies, and innovative sustainability and value-added initiatives.)	5	Brief proposal detailing the bidder's plan for waste segregation, collection, storage and disposal/recycling; use of recyclable, compostable, reusable or other environmentally preferable packaging/materials; and proposed technology-enabled/customer-focused value-added services such as digital menu, online ordering, self-ordering kiosk, table reservation, celebration arrangements or other relevant initiatives
	8	**Bengaluru Presence** (Bengaluru presence shall be a mandatory eligibility condition under Clause 6.2)	10	Documentary evidence establishing the bidder's current operation of at least one similar establishment in Bengaluru for a continuous period of minimum two years as on the date of submission of the EOI, such as valid FSSAI licence. GST registration, work order/agreement, or other relevant supporting documents clearly

			indicating the establishment's location and operational period.
	TOTAL	100 Marks	

Applicants securing an aggregate score of not less than 60 marks out of 100 shall qualify for next stage (RFP)in order of ranking, subject to fulfilment of all mandatory eligibility conditions and the critical-parameter thresholds below.

In addition to the aggregate qualifying score, an applicant shall secure at least 50 per cent of the marks allocated under each of the following critical parameters:

(a) Proposed Restaurant Design, Layout & Infrastructure Proposal ;
(b) Menu Diversity & Innovation; and
(c) Food Safety, Hygiene, Compliance & Certifications.

The evaluation criteria, marks and scoring methodology shall not be materially altered after opening of proposals. Any change before the submission deadline shall be made only through a formal corrigendum / addendum.

No commercial parameters, including **menu prices, licence fee, revenue share, minimum guarantee, or any other financial/commercial terms**, shall be submitted or evaluated at the EOI stage.

Vendors are **strictly advised not to include or disclose any commercial or financial information** in their EOI submission. Any submission containing such commercial parameters may be treated as **non-compliant and may lead to disqualification of the vendor from the EOI process**.

12 PRESENTATION, FOOD TASTING AND INTERACTION

The Institute may require eligible applicants to make a presentation before the Evaluation Committee.

The presentation may cover:

(a) Restaurant concept;
(b) Interior design and ambience proposal;
(c) Menu strategy;
(d) Signature dishes;
(e) Service model;
(f) Staffing plan;
(g) Hygiene and food safety system;
(h) Sustainability measures;
(i) Investment proposal;
(j) Operational timeline; and
(k) Overall suitability for IISc.

The Institute may also require applicants to conduct a food tasting and service demonstration at their own cost. The Committee may assess food quality, taste, presentation, portion size, hygiene, menu variety, service behavior and overall dining

	experience. The mechanism of food tasting will be decided by the evaluation committee and informed the eligible bidders accordingly The presentation and food tasting shall be considered only within the **evaluation parameters specified in Section 11** and shall not introduce any new evaluation criterion. No menu price, licence fee, revenue share, minimum guarantee or other commercial quotation shall be sought, disclosed, discussed or negotiated during this stage. The decision of the Evaluation Committee / Institute shall be final and binding.
13	**NEXT STAGE AFTER SHORTLISTING**
	The present EOI is only for **Stage-I shortlisting** and shall not constitute a financial or commercial bid. nor shall it create any right or claim for award of the contract. Shortlisted applicants shall be invited to participate in the subsequent RFP, which may include: (a) Detailed technical proposal wherever applicable (b) Detailed design and layout proposal; (c) Final menu proposal together with item-wise prices, to be submitted in the manner prescribed in the RFP; (d) Commercial / financial bid; (e) Licence fee / revenue share / minimum guarantee proposal; (f) Security deposit / performance security; and (g) Any other information required by IISc. At the EOI stage, applicants shall provide only **concept-level information**. The proposed food offering may include a **diverse mix of premium, regular, value-oriented and student-friendly options**, considering quality, variety, nutrition and affordability. The detailed menu, pricing parameters, financial and commercial requirements, evaluation criteria, weightages, scoring methodology and final selection methodology, as applicable, shall be specified in the **RFP**. Shortlisting under this EOI shall not guarantee award of the contract. IISc reserves the right to modify, defer or cancel the subsequent RFP process in accordance with applicable rules. Shortlisted applicants from Stage -I shall be invited to participate in the subsequent RFP/commercial-bid process. The **Quality and Cost Based Selection (QCBS)** method shall be followed for Stage-II evaluation, with minimum 50% weightage assigned to the Technical Concept Evaluation. The details shall be communicated separately to the applicants qualifying from the preceding stage, as per the terms and conditions stipulated by the Institute.
14	**IMPORTANT OPERATIONAL CONDITIONS**
	The following broad operational conditions shall apply, subject to detailed terms to be incorporated in the final agreement: (a) The operator shall operate the facility only for the approved purpose; (b) The operator shall not undertake any activity not approved by IISc;

	(c) The initial menu and item-wise prices accepted pursuant to the RFP and commercial-bid evaluation shall be subject to approval by IISc before commencement of operations; (d) No revision in the approved menu prices shall be permitted without the prior written approval of IISc and except in accordance with the price-revision mechanism prescribed in the final agreement; (e) The operator shall maintain high standards of hygiene, food safety and service quality; (f) The operator shall bear all costs relating to manpower, equipment, consumables, licences, statutory compliance, insurance, maintenance and operations; (g) Utility charges such as electricity, water, gas, waste disposal, internet and other applicable charges shall be borne by the operator as determined by IISc; (h) The operator shall not sublet, assign, transfer or part with possession of the premises without prior written approval of IISc; (i) The operator shall not sell, store or permit consumption of alcohol, tobacco, banned substances or prohibited items within the premises; (j) The operator shall maintain campus discipline and comply with all security instructions issued by IISc; and (k) The operator shall conduct operations in a manner befitting the reputation, academic environment and institutional character of IISc. (l) The operator shall install, display, and maintain a uniform name board/signage at the allotted premises strictly in accordance with the design, dimensions, color scheme, branding guidelines, and specifications prescribed by the Office of Amenities, IISc. No alteration, modification, or additional signage shall be installed without the prior written approval of IISc. (m) In the event IISc implements a **Centralized Menu System** during the tenure of the Agreement, the Operator shall implement and comply with such system as may be prescribed by IISc from time to time. The Operator shall adhere to the approved menu, item specifications, portion sizes, pricing, and other operational guidelines issued by IISc, and shall not deviate therefrom without prior written approval of IISc. (n) The Operator shall ensure that all personnel deployed are subject to the requisite **security/police verification and clearance**. Further, the personnel shall obtain the necessary security clearance and authorization for entry into and exit from the IISc campus, in accordance with the Institute's security procedures.
15	**INTERIOR WORKS AND ASSETS**
	(a) All interior works, fit-outs, equipment installation, branding, signage and operational infrastructure shall be subject to prior written approval of IISc. (b) No permanent structural alteration shall be permitted unless specifically approved by the competent authority. (c) All movable equipment, furniture and assets brought by the operator at its own cost shall remain the property of the operator, unless otherwise agreed in writing. (d) However, any fixture, installation, civil work or improvement attached to the premises shall not be removed without prior written approval of IISc. (e) Upon expiry or termination of the agreement, the operator shall hand over peaceful vacant possession of the premises in good condition, subject to normal wear and tear.

16	**FOOD SAFETY, HYGIENE AND SUSTAINABILITY**
	The operator shall strictly comply with FSSAI regulations and all applicable food safety laws. The operator shall ensure: (a) Use of fresh and good-quality ingredients; (b) Proper storage, preparation and serving practices; (c) Clean and hygienic kitchen and dining areas; (d) Medical fitness of food handlers; (e) Regular pest control; (f) Proper waste segregation and disposal; (g) No use of adulterated ingredients, unsafe substances or prohibited additives; (h) Reduction of single-use plastics; (i) Use of eco-friendly materials wherever feasible; and (j) Compliance with all directions issued by IISc. (k) Maintenance of temperature-control records for refrigerators, freezers and cooked food; (l) Maintenance of cleaning, sanitation, pest-control and employee medical-fitness records; (m) Identification and management of allergens; (n) Prevention of cross-contamination between raw, cooked, vegetarian and non-vegetarian food; (o) Immediate reporting of any suspected food-poisoning incident or public-health risk to IISc and the appropriate statutory authority; and (p) Deployment of a designated food-safety or hygiene supervisor. IISc shall have the right to conduct inspections, audits, food sampling, food-quality checks and hygiene reviews at any time and may require immediate corrective action in the interest of public health and safety.
17	**LABOUR, INSURANCE AND STATUTORY COMPLIANCE**
	(a) The operator shall be solely responsible for compliance with all applicable labour laws, including minimum wages, EPF, ESI, contract labour laws, bonus, gratuity, shops and establishment laws and any other applicable statutory provisions. (b) The personnel engaged by the operator shall not be treated as employees of IISc and shall have no claim whatsoever against IISc. (c) The operator shall be responsible for wages, statutory benefits, insurance, welfare, safety, discipline and conduct of its personnel. (d) The operator shall obtain and maintain adequate insurance coverage, including manpower insurance, equipment insurance and public liability insurance, as may be required. (e) IISc shall not be responsible for any injury, accident, death, loss, damage, claim or liability arising out of the operator's activities.
18	**INDEMNITY**
	The operator shall indemnify and keep IISc, its officers, employees and representatives fully indemnified against all claims, losses, damages, penalties, demands, proceedings, liabilities, costs and expenses arising out of:

	(a) Food safety violations; (b) Labour claims; (c) Statutory non-compliance; (d) Injury, accident or death; (e) Negligence or misconduct; (f) Breach of contract; (g) Damage to Institute property; (h) Intellectual property violation; or (i) Any act or omission of the operator, its employees, agents, contractors or representatives**.**
19	**INSPECTION AND PERFORMANCE REVIEW**
	IISc or its authorized representatives shall have the right to inspect the premises, kitchen, dining area, storage area, washrooms, equipment, records and operations at any time. The performance of the operator shall be reviewed periodically based on: (a) Food quality; (b) Hygiene and sanitation; (c) Customer feedback; (d) Service standards; (e) Adherence to the approved menu prices and continued reasonableness and competitiveness of pricing; (f) Staff conduct; (g) Statutory compliance; (h) Maintenance of premises; and (i) Overall operational efficiency. Deficiencies may attract warning, penalty, corrective directions, suspension of operations, forfeiture of security deposit or termination, as may be decided by IISc. Except in cases involving an immediate risk to public health, food safety, campus security or Institute property, the operator may be given a reasonable opportunity to rectify a remediable deficiency before imposition of major penalties or termination.
20	**CONFLICT OF INTEREST**
	(a) The applicant shall disclose any actual, potential or perceived conflict of interest relating to its participation in the EOI process. (b) Such disclosure shall include: (i) common ownership or control with another applicant; (ii) any relationship with any person involved in the EOI process; (iii) any arrangement with another applicant that may restrict competition; and (iv) any other circumstance capable of affecting the fairness or independence of the evaluation. (c) An applicant with an undisclosed material conflict of interest may be disqualified. (d) IISc may require suitable mitigation measures or reject the proposal where the conflict cannot be adequately addressed.

21	**CONTRACT DURATION AND RENEWAL**
	(a) The Agreement shall initially remain valid for a period of **five (5) years**, unless terminated earlier in accordance with the terms of the Agreement. (b) The Operator's performance shall be reviewed periodically by IISc. In the event of unsatisfactory performance, repeated adverse feedback, or breach of the Agreement, IISc reserves the right to terminate the Agreement in accordance with the termination provisions. (c) The Agreement may, at the sole discretion of IISc and subject to satisfactory performance and mutual agreement, be extended for a further period on such terms and conditions as determined by IISc.
22	**TERMINATION**
	Detailed termination provisions shall be incorporated in the final agreement**.** (a) Broadly, IISc shall have the right to terminate the arrangement by giving one month's written notice without assigning any reason. (b) In cases involving serious breach, food safety violation, statutory non-compliance, misconduct, damage to Institute property, unauthorized subletting, activity prejudicial to the reputation of IISc or repeated service deficiencies, IISc may terminate the arrangement forthwith, without prejudice to its right to recover damages and forfeit security deposit / performance security**.** (c) The Operator may terminate the Agreement by giving three (3) months' prior written notice to IISc, subject to fulfillment of all contractual obligations and settlement of all outstanding dues, unless otherwise agreed by IISc**.** (d) IISc may also terminate the agreement forthwith in cases involving: (i) serious food-safety risk; (ii) adulteration or use of prohibited substances; (iii) fraud or material misrepresentation; (iv) wilful statutory non-compliance; (v) unauthorised subletting or transfer; (vi) criminal misconduct; (vii) material threat to public health, campus security or safety; or (viii) any activity seriously prejudicial to the reputation or interests of IISc.
23	**NO EXCLUSIVITY**
	The operator shall not claim any exclusive right over food services within IISc campus unless expressly provided in the final agreement. IISc shall be free to permit, continue or appoint other food service providers, caterers, kiosks, canteens, cafés or hospitality operators within the campus.
24	**CONFIDENTIALITY**
	The applicant / operator shall maintain confidentiality of all information, records, documents, layouts, operational matters and institutional information relating to IISc. No information shall be disclosed to any third party without prior written approval of **IISc.**

25 DISCLAIMER

(a) Participation in this EOI, submission of proposal, site visit, presentation, food tasting, interaction or shortlisting shall not confer any right, claim or entitlement upon any applicant.

(b) IISc reserves the right to accept or reject any or all proposals, cancel, modify, defer, withdraw or reissue the EOI process, alter the scope of work, or seek additional information or clarification from applicants, as may be considered necessary. **Any change to the eligibility criteria, evaluation criteria, evaluation methodology or weightage shall be made only before the EOI submission deadline through a formal corrigendum/addendum.**

(c) **Where such change is material and may affect the preparation or submission of proposals, the submission deadline shall be appropriately extended.**

(d) The decision of IISc in all matters relating to this EOI shall be final and binding.

26 DISPUTE RESOLUTION AND JURISDICTION

Any dispute arising out of or in connection with this EOI process shall, as far as possible, be resolved through mutual discussion.
Subject to the final agreement, the courts at Bengaluru, Karnataka shall have exclusive jurisdiction.

27 AMENDMENTS AND CORRIGENDA

(a) Any clarification, amendment, addendum or corrigendum relating to this EOI shall be issued through the official website of IISc and shall form an integral part of the EOI and be binding on all applicants.

(b) Any change to the scope, eligibility criteria, qualifying requirements, evaluation criteria, weightages, scoring methodology or other material condition shall be issued only before the submission deadline through a formal corrigendum / addendum. Where such change is material and may affect proposal preparation, IISc shall provide an appropriate extension of the submission deadline.

(c) Applicants are advised to regularly check the Institute website for all updates. No applicant shall rely on any oral communication or informal clarification that has not been formally issued by IISc.

28 TENTATIVE TIMELINE

Activity	Date
Issue of EOI	04.11.2026
Site Visit / Pre-EOI Meeting	16.11.2026 to 20.11.2026 (10:00 AM to 05:00 PM)
Last Date for Submission of EOI	24.11.2026
Presentation / Interaction	To be notified
Food Tasting / Demonstration, if required	To be notified

Shortlisting of Applicants	To be notified
Issue of RFP / Commercial Bid to Shortlisted Applicants	To be notified

29 CONTACT DETAILS

Registrar
Indian Institute of Science
Bengaluru
Phone: 080-22932370
Email: amenities@iisc.ac.in

30 ANNEXURES

Annexure I	Premises Data Sheet
Annexure II	Site-Visit Certificate
Annexure III	Checklist of Documents
Annexure IV	Experience Details Format & Financial Capability Format
Annexure V	Applicant Profile Format
Annexure VI	Concept Proposal Format
Annexure VII	Interior Design and Infrastructure Proposal Format
Annexure VIII	Menu Proposal Format
Annexure IX	Food Safety and Hygiene Record
Annexure X	Non-Blacklisting Declaration
Annexure XI	Declaration Regarding Correctness of Information
Annexure XII	Conflict-of-Interest Declaration
Annexure XIII	Application Form

ANNEXURE I

PREMISES DATA SHEET

Particulars	Details
Location of Premises	IISc Campus
Closed / Covered Area	6,788 sq. ft. Approx
Open Area	2,779 sq. ft. Approx
Total Area	9,567 sq. ft. Approx
Approximate Seating Capacity	Approximate 150 Persons
Existing Electrical Load / Available Capacity	25 kw
Water Supply Arrangement	Water supply connection available
Drainage Arrangement	Existing drainage connection available
Exhaust / Ventilation Provision or Feasibility	Existing ventilation available; exhaust system to be provided/augmented by the Licensee, subject to approval
Fire-Safety Facilities / Access	Fire-safety facilities available

Storage Availability	Limited storage space available within the premises
Customer / Service Access	Direct customer access from the designated common area
Waste-Disposal Arrangement	Designated waste-disposal facility available; waste shall be handled and disposed of by the Licensee as per IISc requirements
Other Relevant Site Information / Restrictions	Use of premises shall be restricted to the approved business activity. Any alteration, installation, signage, structural modification or additional utility requirement shall be subject to prior approval of IISc.

Note: The above particulars are provided for general information and shall be read together with the mandatory site visit. Applicants shall independently verify all dimensions, infrastructure, utilities, access arrangements and other site conditions before submission of the EOI.

ANNEXURE II

SITE-VISIT CERTIFICATE

This is to certify that the authorized representative of _____ inspected the designated premises on _____ and examined the site conditions, available infrastructure, access, utilities and operational constraints relevant to the proposed Multi-Cuisine Restaurant.

Applicant's Representative
Name: _____
Designation: _____
Signature: _____
Date: _____
IISc Representative
Name: _____
Designation: _____
Signature: _____
Date: _____

ANNEXURE III

CHECKLIST OF DOCUMENTS

Ser	Document	Attached Yes / No
1	Application Form	
2	Company / Firm Profile	
3	PAN	
4	GST Registration Certificate	
5	FSSAI Licence	
6	EPF / ESI Registration, if applicable	
7	Labour Law Registration, if applicable	
8	Evidence of Bengaluru Presence / Registered or Operational Office in Bengaluru, as applicable	
9	Experience Documents, including documentary evidence of similar operations	
10	Evidence of Direct Operation and Management of the Establishment(s) claimed as experience	
11	Franchise / Management / Brand-Operation Authorisation, wherever applicable	
12	Existing Operations Details	
13	Audited Financial Statements	
14	Income Tax Returns	
15	CA Turnover Certificate	
16	Concept Proposal	
17	Menu Proposal	
18	Manpower Plan	
19	Food Safety and Hygiene Plan	
20	Sustainability Plan	
21	Site Visit / Site Inspection Certificate	
22	Non-Blacklisting / Non-Debarment Declaration	
23	Declaration of Correctness and Authenticity of Information	
24	Declaration of Acceptance of the Terms and Conditions of the EOI	

ANNEXURE IV

EXPERIENCE DETAILS FORMAT

Ser	Name of Establishment	Location	Type of Facility	Seating Capacity	Year of Start	Average Footfall	Documentary Proof Attached

FINANCIAL CAPABILITY FORMAT

Financial Year	Turnover	Net Worth	Profit / Loss	Audited Statement Attached

Certificate from Chartered Accountant to be enclosed.

ANNEXURE V

APPLICANT PROFILE FORMAT

1. Brief profile of applicant;
2. Ownership and management details;
3. Key promoters / directors / partners;
4. Brand names under which operations are carried out;
5. Details of existing operations;
6. Details of premium restaurant / hospitality experience;
7. Institutional / corporate / campus experience, if any;
8. Awards, ratings, recognitions or certifications, if any;
9. Any other relevant information.

ANNEXURE VI

CONCEPT PROPOSAL FORMAT

The applicant shall provide a detailed concept note covering:

1. Proposed theme and positioning;
2. Suitability for IISc campus;
3. Dining experience strategy;
4. Proposed service model;
5. Proposed cuisine mix;

6. Signature offerings;
7. Customer profile strategy;
8. Event hospitality concept;
9. Innovative features;
10. Any other value addition.

ANNEXURE VII

INTERIOR DESIGN AND INFRASTRUCTURE PROPOSAL FORMAT

The applicant shall submit:

1. Interior concept note;
2. Indicative layout plan;
3. Seating arrangement;
4. Kitchen plan;
5. Service flow plan;
6. Mood board / design references;
7. Furniture and fixture proposal;
8. Lighting and décor proposal;
9. Signage and branding proposal;
10. Estimated investment;
11. Implementation timeline**.**

Note: The applicant may disclose its estimated capital investment for interiors, equipment, furniture, fixtures, utilities and fit outs as part of the Technical Proposal.

However, no menu price, licence fee, revenue share, minimum guaranteed payment or other commercial quotation shall be included.

ANNEXURE VIII

MENU PROPOSAL FORMAT

The applicant shall submit:

1. Proposed detailed menu;
2. Cuisine-wise offerings;

3. Signature dishes;
4. Healthy food options;
5. Student-friendly options;
6. Premium dining options;
7. Beverage and café offerings;
8. Event catering menu;
9. Special dietary options.

Note: No item-wise prices, license fee, revenue share, minimum guarantee, event-catering rates or other financial / commercial information shall be included in the Menu Proposal submitted at the EOI stage. Such information shall be called for separately from shortlisted applicants under the subsequent RFP / commercial-bid process. The RFP shall separately evaluate an approved representative menu-price basket and the license fee / revenue-share / minimum-guarantee component in accordance with a predetermined formula disclosed before submission of commercial bids.

ANNEXURE IX

FOOD SAFETY AND HYGIENE RECORD

The applicant shall provide:

1. FSSAI licence details and current status;
2. details of pest-control arrangements;
3. employee medical-fitness system;
4. food-safety, cleaning and sanitation standard operating procedures;
5. details of food-safety incidents during the preceding five years;
6. details of hygiene and food-quality complaints during the preceding three years; corrective actions taken in respect of incidents or complaints;

Annexure X

NON-BLACKLISTING DECLARATION

To
The Registrar / Competent Authority
Indian Institute of Science
Bengaluru

Subject: Declaration regarding non-blacklisting

I / We hereby declare that our organization has not been blacklisted, debarred or prohibited from participating in any tender / EOI / procurement process by any Government Department, PSU, Autonomous Body, Educational Institution, Research Institution, Statutory Authority or any other public authority during the preceding five years.

I/We further declare that no major penalty, suspension, cancellation of licence, closure order, prosecution or material adverse order has been imposed upon the applicant or its relevant establishments by FSSAI, any public-health authority, municipal authority, labour authority or other statutory authority during the preceding five years, except as disclosed below.

Disclosures, if any:
In the event of the above declaration being found false or incorrect at any stage, IISc shall be entitled to reject our proposal, cancel our shortlisting, forfeit applicable deposits and take such other action as may be deemed appropriate.

Signature of Authorized Signatory
Name:
Designation:
Seal:
Date:

Annexure XI

DECLARATION REGARDING CORRECTNESS OF INFORMATION

I / We hereby declare that all information, documents, certificates, statements and details submitted by us in response to this EOI are true, correct and complete to the best of our knowledge and belief.

I / We understand that if any information is found to be false, misleading, suppressed or incorrect at any stage, IISc shall have the right to reject our proposal, cancel our shortlisting, terminate any subsequent arrangement and take such other action as may be deemed appropriate.

Signature of Authorized Signatory
Name:
Designation:
Seal:
Date:

Annexure XII

CONFLICT-OF-INTEREST DECLARATION

I/We declare that all actual, potential or perceived conflicts of interest relating to our participation in this EOI have been fully disclosed.

I/We further declare that we have not entered into any arrangement with another applicant that may restrict competition or improperly influence the evaluation process.
Details of conflict, if any:

Signature of Authorised Signatory: _____
Name: _____
Designation: _____
Seal: _____
Date: _____

Annexure XIII

APPLICATION FORM

1. Name of Applicant:
2. Constitution: Company / LLP / Partnership / Proprietorship / Others

3. Registered Office Address:
4. Contact Person:
5. Mobile Number:
6. Email ID:
7. PAN:
8. GST Registration No.:
9. FSSAI License No.:
10. Years of Experience in Hospitality / Restaurant Operations:
11. Number of Existing Restaurants / Hospitality Facilities Operated:
12. Details of Bengaluru Operations, if any:
13. Average Annual Turnover during last three financial years:
14. Whether blacklisted / debarred by any authority: Yes / No
15. Whether site has been inspected: Yes / No
16. Whether all experience and financial credentials claimed in the EOI belong exclusively to the applicant: Yes/No
17. Whether any establishment relied upon for experience is operated under a franchise, sub-franchise, brand-licensing, management-contract or third-party operating arrangement: Yes/No
18. If yes, provide details. Such experience shall not be considered for eligibility or technical evaluation.
19. Whether any food-safety incident, penalty, closure order or prosecution occurred during the preceding five years: Yes/No
20. Whether the Board Resolution, Power of Attorney or other authority of the signatory is enclosed: Yes/No
21. Whether the prescribed Site-Visit Certificate is enclosed: Yes/No

Signature of Authorized Signatory
Name:
Designation:
Seal:
Date: