

AMENITIES
INDIAN INSTITUTE OF SCIENCE
BANGALORE – 560 012
(Ph. No.22932370)

No. R(AC)/Vayu Vihar Canteen/2022

Date : 10th January 2022

REQUESTS FOR PROPOSAL i.e. EXPRESSION OF INTEREST

for

OPERATING VAYU VIHAR CANTEEN AT DEPT OF AEROSPACE BUILDING, IISC CAMPUS

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 around 400 acres. The Institute also hosts a large number of National/ International – conferences, workshops, seminars, symposia, training programs on its Campus.

The Institute is hereby seeking 'Request for Proposal i.e., 'Expression of Interest' from Hoteliers/Caterers who are willing to establish and operate a Vayu Vihar Canteen within this premises.

Hotelier/ Caterer is being sought to provide Indian dishes (North, South), Chinese, Continental, vegetarian and non-vegetarian snacks including burgers, chats with hot as well as cold beverages.

A. The Caterer/Hotelier should have

1. Experience of providing catering services to Major Government/ Public Sector/ Private Sector Institutions.
2. A minimum five years of experience in catering/ Hotel business in Bengaluru.
3. A minimum turnover Rs 30.00 lakhs per annum during the last three financial years.
4. Possess a License issued by appropriate authority to run Hotel / catering establishment.

THE EXISTING EATERIES (CANTEEN/RESTAURANTS/SNACK PARLOUR/JUICE CENTRE/MOBILE FOOD VAN) ON THE CAMPUS ARE NOT ELIGIBLE TO APPLY.

B. Scope of Food Courts

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

General Scope

1. The Catering agency will be provided an earmarked space in the building for establishing a Food Court at a nominal License fee, plus GST, as applicable to all amenities at the campus from time to time. Additionally, a nominal fees plus taxes would be chargeable for the common area or open area.
2. The Institute will provide electricity connection (with meter) to the Food Court, common area or open area and the vendor will be charged at the rates BESCO supplies such power to the Institute.
3. The Institute will also provide potable water connection (with meter) for all purposes @ BWSSB rates.

4. It is expected that hoteliers/caterers shall offer concessional rates in the campus, in view of the lower establishment costs. The bidders who will offer the highest concessional rates (at the time of submitting their financial quote) compared to their outside rates will be preferred.
5. The Hotelier/Caterer should display the rates and quantity at prominent places in the Food Court.
6. The hotelier/caterer should be able to digitize their transactions and accept payments through PoS Machines / m wallets/E Wallets, etc
7. All the food items should be served fresh and hot or fresh and cold, as appropriate, through counters on self-service basis. However, the used plates, etc., should be taken out immediately from the dining area to the dish-washing area.
8. Only fresh and good quality ingredients should be used for preparing dishes. Branded oil should be used only once for deep frying.
9. Purified UV and RO treated water should be supplied for drinking purposes.
10. Maintaining good hygiene in kitchen and dining areas is of the highest priority. The kitchen, dining areas, dish-washing areas, store room, etc. shall be cleaned and disinfected by the Hotelier/Caterer as per the standards of the Food Safety and Standards Authority of India (FSSAI). The Institute authorities or their representatives may periodically inspect these areas and suggest measures for upkeep and hygiene and such suggestions are to be complied with meticulously.
11. FSSAI Audit will be conducted by an identified agency on monthly basis to ensure Hygiene and Standard of items served.
12. It is the sole responsibility of the Hotelier / Caterer to collect the garbage generated from the Kitchen, dining areas, dish wash area, etc. and dispose the same outside the Institute at their own cost on daily basis. Under no circumstances, the food waste shall be disposed through the sewage pipes or the drains.
13. The premises of the Food Court should be cleaned and washed daily in order to be free from flies, insects around the premises.
14. All items/equipment/storage/display must be contained within the allotted area.
15. The bid/EoI should be complete in all sense.
16. Sub-letting or Sub-contracting is not permitted under any circumstances and petty shops should not be put up near the Food Court premises; if any violation is noted, the contract will be terminated immediately, and security deposit will be forfeited.
17. In case the Contract is awarded, the successful bidder should start the operations within one month from the date of award of the contract; any delay will lead to cancellation of award of contract

Specialized Scope

1. The service must include – South Indian-North Indian veg/non-veg; chats, snacks with hot & cold beverages. These dishes are to be cooked and served in the premises allotted to the vendor.
2. Service must be provided mandatorily from 7.00 A.M to 7.00 P.M on all the seven days of the week.

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

C. General Terms and Conditions

1. The Contract will be for a period of 3 (Three) 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 the vendor 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/Franchisee shall strictly observe the required standards to maintain proper account of payments including minimum wages, statutory benefits (ESI, PF etc.) being made to the workers of the Agency. They shall be solely responsible for any failure to fulfill the statutory obligations and shall indemnify the Institute against such liabilities which are likely to arise out of the Agency's failure to fulfill such statutory obligations.
6. The contract is only to provide services to the Institute community at the Department of Aerospace Engineering 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. 18,000/- in favour of "The Registrar IISc, Bangalore" towards EMD.
8. The successful Vendor/Franchisee for facilities need to deposit a Security Deposit of a sum equal to 5 months License fee, in the form of Demand draft.
9. On award of the contract to the successful bidder, the bidder has to execute an agreement as per the terms & conditions of the Institute and in the format to be provided by the Institute.
10. The Vendor/Franchisee shall solely be responsible for any injury, damage, accident to their workers or for any loss or damage to the equipment/property in the areas of work as a result of fire/negligence/carelessness of its workers.
11. The Vendor/Franchisees must provide the names and addresses of the workers employed by them. Their workers are not employees of the Institute and shall not have any claim whatsoever on the Institute and shall not act detrimental to the interest of the Institute. Their workers shall 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 their own arrangements.
13. The proposal should be completed in all respects.
14. The proposal shall be valid for a period of 180 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.
18. Any dispute arising of this contract, the jurisdiction will be Bangalore only.

D. Mode of furnishing the Proposal:

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

1. An EMD of Rs. 18,000/- 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/services.
3. Copies of audited financial statements for the preceding three years i.e, 2018-2019, 2019-2020 and 2020-2021.
4. Copy of PAN Card
5. Copy of the GST Certificate
6. Testimonials of present / previous contract at other locations
7. Certificate issued by the Labour Department (Central/State)
8. Copy of the EPF, ESI Registration No. / certificate

9. Certificate of Ethical Practice (specified below)

The sealed cover containing the proposal complete in all respects, the DD for EMD and the copies of the documents may please be super-scribed 'Proposal for operating Vayu Vihar Canteen' at the Dept of Aerospace Engineering building and submitted to the Office of the Deputy Registrar (Amenities), Indian Institute of Science, Bengaluru- 560 012 on or before 31/01/2022 up to 12.30 p.m.

If the Hoteliers/Caterers need any further information/clarification on the above OR wish to visit the site, please contact the Amenities Section – Phone No.080-2293 2370 & office.css@iisc.ac.in

E. **Mode of Selection**

The bidders are invited to submit their technical and financial proposals in separate sealed envelopes to **The Deputy Registrar, Amenities, New Admin Building, Indian Institute of Science, Bangalore- 560 012**. The evaluation of the technical proposal will be carried out by a Sub Committee without accessing to the financial part of the proposal. A Sub Committee from the Institute will make a site visit to the hotels/catering units of the bidders. The Sub Committee will evaluate the submitted technical proposals on following criteria:

| Sl No. | Description | Method | Grading/Marks |
|--------|--|---|---------------|
| 1. | Quality of the food | The Sub Committee will visit the hotel/eatery and check the quality of the food served. (The sub committee will comprise of one expert in hospitality industry). The sub committee may opt for one external subject expert and Student committee Head | 10 |
| 2. | Health and hygiene | The Sub Committee will visit the hotel/eatery and check the quality of health and hygiene. | 10 |
| 3 | Multi cuisine | The Sub Committee will assess the ability to provide multi cuisine within the affordable budget | 10 |
| 4. | Ambiance | Cleanliness and good ambiance will secure highest marks | 5 |
| 5. | Customer relations | Good customer relations will secure highest marks. The Sub Committee will check customer relations in its visit. | 5 |
| 6 | Ability to deploy skilled manpower to run the Vayu Vihar Canteen | The bidder's ability to run the Vayu Vihar Canteen will be assessed by the committee on securing the details of proposed staff to be deployed. | 5 |
| 7. | Waste management | The Sub Committee will examine the methodology applied for waste management. | 5 |

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|--|----------------------------------|----|
| | Total marks | 50 |
| | Minimum qualifying marks will be | 30 |

After obtaining report from the Sub Committee, the financial bids of selected hotels/catering units of the technically qualified bidders will be opened. The date of opening of the financial bids will be intimated at a later date. The final selection will be based on the lowest quoted price as per the conditions set in the commercial bid.

PART - 1
FORMAT FOR SUBMISSION PROPOSAL i.e. EXPRESSION OF INTEREST

| Sl.No. | Particulars | Information furnished |
|--------|--|-----------------------|
| 1 | Name of the Vendor/Franchisee | |
| 2 | Address | |
| 3 | Registered Address(for establishments) Telephone No. Mobile No. e-mail ID Website | |
| 4 | Name of the service proposed | |
| 5 | No. of years of experience in running similar establishments | |
| 6 | Month and year of Establishment | |
| 7 | Name of Proprietor/Partner(Copy of the ownership/partnership needs to be enclosed) | |
| 8 | Annual turnover during the last 3 financial years 2018 - 19 2019 - 20 2020 - 21 (copies of the Audited financial statements/certificate issued by Chartered Accountant to be enclosed) | |
| 9 | Whether the firm is an income-tax Assessee? If yes, please give the details of PAN No. and copy of the latest Assessment order | |
| 10 | Registration No. | |
| 11 | EPF No. | |
| 12 | ESI No. | |
| 13 | GST No. | |
| 14 | Do you have office at Bengaluru? If so, please provide the Address and Tel No. | |
| 15 | Do you have branches. If so furnish the details | |
| 16 | Details of present infrastructure. Please furnish the details of the equipments, cost and year of purchase. | |
| 17 | Details of the persons employed. Please furnish the number of persons employed, their educational qualifications, etc. | |
| 18 | Name at least 2 Reference of repute with address and tel.no's (enclose the certificates) | |
| 19 | Whether rate list attached to this proposal? If Yes please submit the details. | |

* Furnish the details whichever is applicable to you.

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 | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

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

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

CERTIFICATE OF ETHICAL PRACTICES

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

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

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

SIGNATURE

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

Place:

Signature of the Vendor/ Authorized person

Date:

with seal

List of documents enclosed (specify)

PART- 2
COMMERCIAL BID

(The Commercial Bid should be submitted in a separate cover duly super scribed as “Commercial Bid” for Vayu Vihar Canteen at Dept of Aerospace Engineering, IISc., Bengaluru. The bidders must quote minimum 25 items from the below list.)

| SI No. | BREAKFAST/EVENING SNACKS | | Price/Rate |
|--------|--|----------------------|------------|
| | TIMINGS: BREAKFAST 7AM TO 11AM & EVENING SANCKS 4 PM TO 6 PM | Quantity/UOM | |
| 1 | Idly - 2 Nos | 100G(2NOS) | |
| 2 | Rava Idly | 250G(1NO) | |
| 3 | Vada | 100G(1NO) | |
| 4 | Kara Bath | 300G | |
| 5 | Ven Pongal | 300G | |
| 6 | Kesari Bath | 300G | |
| 7 | Plain Dosa | 100G | |
| 8 | Masala Dosa | 150G | |
| 9 | Set Dosa | 200G | |
| 10 | Poori | 50G(3NOS) | |
| 11 | Rava Dosa | 150G | |
| 12 | Rava Masala | 200G | |
| 13 | Onion Dosa | 150G | |
| 14 | Onion Pakoda | 250G | |
| 15 | Banana Bajji | 50G(4NOS) | |
| 16 | Maddur Vada | 80G(2NOS) | |
| 17 | Chilly Bajji | 50G(4NOS) | |
| 18 | Mangalore Bonda | 50G(4NOS) | |
| 19 | Gobi - 65/ Pudina Dry/ Pepper | 250G | |
| 20 | Carrot 65 | 250G | |
| 21 | Panner- 65/Kebab/Pepper | 250G | |
| 22 | Babycorn- Golden fried/ 65/ Pepper | 250G | |
| 23 | Mushroom Shollay Kebab/Pepper/65 | 250G | |
| 24 | Mushrom Tikka | 250G | |
| 25 | Panner Tikka | 250G | |
| 26 | Chicken Lollipop dry | 30G(8PCS) | |
| 27 | Chicken Kebab | 30G(8PCS) | |
| 28 | Chilly Chicken | 40G(6PCS) | |
| 29 | Guntur Chicken | 40G(6PCS) | |
| 30 | Chicken Fry | 30G(8PCS) | |
| 31 | Mutton Fry | 30G(8PCS) | |
| 32 | Chicken Cheese Dum Kebab | 40G(6PCS) | |
| 33 | Chicken Tandoori Delight | 40G(6PCS) | |
| 34 | Murgh Malai Kebab | 40G(6PCS) | |
| 35 | Tandoori Chicken Half/Full | 200G(2PC)/200G(4PCS) | |
| 36 | Tandoori Mixed Platter | 40G(10PCS) | |
| 37 | Shangai Chicken | 40G(6PCS) | |
| 38 | Paneer Butter Masala | 250G | |
| 39 | Palak Paneer | 250G | |
| 40 | Paneer Kadai | 250G | |
| 41 | Malai Koftha | 250G | |
| 42 | Kothimeera Paneer Curry | 250G | |
| 43 | Paneer Tikka Masala | 250G | |

| | | | |
|----|----------------------------|----------|--|
| 44 | Mushroom Chettinad Curry | 250G | |
| 45 | Mushroom Pepper Masala | 250G | |
| 46 | Chicken Guntur Curry | 250G | |
| 47 | Chicken Hyderabadi Curry | 250G | |
| 48 | Chicken Chettinad | 250G | |
| 49 | Chicken Masala | 250G | |
| 50 | Mutton Gongura Curry | 250G | |
| 51 | Fish Curry | 250G | |
| 52 | Prawn Curry | 250G | |
| 53 | Chicken Raseela | 250G | |
| 54 | Tandoori Chicken Masala | 250G | |
| 55 | Methi Chicken | 250G | |
| 56 | Mutton Rogan Josh | 250G | |
| 57 | Chicken Kolapuri | 250G | |
| | CHINEESE & CONTINENTAL | | |
| 58 | Veg Noodles | 150G | |
| 59 | Non Veg Noodles | 150G | |
| 60 | Veg Fried Rice | 200G | |
| 61 | Egg Fried Rice | 200G | |
| 62 | Chicken Fried Rice | 200G | |
| 63 | Gobi Manchurian | 200G | |
| 64 | Chicken Manchurian | 200G | |
| 65 | Chilly Chicken | 200G | |
| 66 | Spring Rolls | 1 No | |
| 67 | Hakka Noodles | 150G | |
| 68 | Veg Sandwich | 4 Slices | |
| 69 | Chicken Sandwich | 4 Slices | |
| 70 | Cheese Sandwich | 4 Slices | |
| 71 | Egg Sandwich | 4 Slices | |
| 72 | Veg Burger | 150G | |
| 73 | Chicken Burger | 150G | |
| 74 | Mixed Burger | 150G | |
| | MEALS | | |
| 75 | South Indian Veg Thali | | |
| 76 | North Indian Veg Thali | | |
| 77 | South Indian Special Thali | | |
| 78 | North Indian Special Thali | | |

Place:

Signature of the Vendor/ Authorized person

Date:

with seal