

No. R(AC)/Night Canteen/2022

Date : 20<sup>th</sup> March 2022

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

**For**

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

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

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

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

1. A minimum five years of experience in catering/ Hotel business in Bengaluru.
2. A minimum turnover Rs 35.00 lakhs per annum during the last three financial years (2018-2019, 2019-2020 and 2020-2021).
3. 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 employees, residents and visitors to the Institute.

#### **General Scope**

1. The Catering agency will be provided an earmarked space in the building for establishing a self-service Food Court at a nominal License fee, 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; this will be shared by all the occupants on a pro-rata basis, which implies that each occupant will pay in proportion to the space occupied.

2. The Institute will provide electricity connection (with meter) to the Food Court and the vendor will be charged at the rates BESCOM supplies such power to the Institute. Electricity consumption in the common area will be charged on pro-rata basis, which implies that each occupant will pay in proportion to the total usage.
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 the 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 branded 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; Chinese; Continental-veg /non-veg; burgers, noodles, 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 9.00 P.M to 6.00 A.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 two 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 canceled and he shall vacate the premises immediately. The Hotelier/Caterer can also terminate the contract by giving 3 months notice and clearing all the dues to the Institute, if they are not willing to continue.
3. The Hotelier/Caterer should possess a License to run catering establishment by the appropriate authority. In case the contract is awarded, before opening their eatery on the campus, they should obtain Central License from Food Safety and Standards Authority of India (FSSAI) without which catering services on the campus will not be allowed. They should be willing to subject themselves to the periodic audit by FSSAI agents.
4. The Hotelier/Caterer shall obtain and produce License under the Contract Labour (Regulations and Abolition) Act 1970 from the Labour Department. Child Labour should not be employed.
5. The Hotelier/Caterer shall ensure that all their personnel deployed under this contract will obtain additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojna or Pradhan Mantri Jeevan Jyothi Bima Yojna and they shall submit the proof of such insurance coverage to the satisfaction of IISc.
6. The Hotelier/Caterer 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.

7. The Contract is to provide catering services at the Sarvam complex, to the Institute community and at no stage; this should be construed and interpreted as Labour Contract.
8. Where counter terms and conditions, printed/photocopied, have been offered by the Hotelier/Caterer, the same shall not be deemed to have been accepted by the Institute, unless a specific written acceptance thereof is obtained.
9. The suitable seating arrangements would be made available in the common area of the venue by the Institute. The necessary equipments for running the facility in terms of storage and preparations would be the obligation of the caterer/hotelier.
10. An EMD of Rs. 50,000/- or **Bid Security Declaration** (please see Annexure-A) would be required to be provided at the time of submission of the bid/tender/expression of interest. EMD of the successful agency will be returned after the entering into contract and on submission of security deposit. EMD of unsuccessful bidders will be returned within one month of the finalization of the contract with the successful bidder. EMD will not carry any interest.
11. The successful Hotelier/Caterer need to deposit a **Security Deposit or Performance Bank Guarantee (PBG)** of Rs.2.00 Lakhs in the form of Demand Draft favouring “The Registrar”, Indian Institute of Science, Bengaluru. Which will be refunded without interest after termination of the contract by deducting dues, if any, to the Institute. However, if they fail to carry out the catering services as per the terms and conditions agreed upon, the Security Deposit is liable to be forfeited.
12. On award of the contract, the successful bidder has to execute an agreement as per the terms & conditions of the Institute and in the format to be provided by the Institute.
13. The Hotelier/Caterer 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.
14. The Hotelier/Caterer shall provide uniform and name badge to its workers, ensure that they wear the same in the Food Court and shall be responsible for the discipline of their workers. They must provide the names and addresses of the workers employed by them. Their workers are not employees of the Institute and shall not have any claim whatsoever on the Institute and shall not act detrimental to the interest of the Institute. Their workers shall have to follow the security regulations as directed by Security & Fire Fighting Officer of the Institute. Workers shall not form Union or carry out Trade Union activities in the Campus.
15. No accommodation will be provided on the campus for the workers of the Hotelier/Caterer and they shall make its own arrangements.
16. The proposal i.e. expression of interest shall be valid for a period of 60 days from the date of its opening.
17. The Proposal i.e. Expression of Interest and cover should bear the name and address of the Hotelier/Caterer and all documents shall bear their seal and signature.
18. The Institute reserves its right to accept or reject any or all the Proposals i.e. expression of interest wholly or partly without assigning any reason thereof.
19. On all matters pertaining to this contract, the decision of the Director of the Institute shall

be final and binding.

20. Any legal disputes arising out of any breach of contract pertaining to this EoI shall be settled in the court of competent jurisdiction located within the city of Bengaluru, India.

#### **D. MODE OF FURNISHING THE PROPOSAL:**

Interested hoteliers/caterers shall submit the proposal i.e. expression of interest in two cover system. **Cover 'A'** should have all **technical details (Part-I)** and **cover 'B'** should be contained with **commercial bid (Part-II)** only (in prescribed format). **Both the covers should be kept in to bigger cover and submitted.**

The **Bid Security Declaration** statement in prescribed format stating that their bid will not be withdrawn during the period of bid validity or during extended bid validity period, should be submitted with cover 'A'. The **Bid Security Declaration** is appended as with this document and the same has to be filled with due signature and submitted along with bid documents (please see annexure- 'A'). Tenders received without Bid Security Declaration will be summarily rejected.

#### **The technical bid (Cover- 'A') should contain the following:**

1. Copy of the License obtained from the competent authority to run catering establishment/services.
2. Copies of audited financial statements for the preceding three years i.e., **2018-2019, 2019-2020 and 2020-2021.**
3. Copy of PAN Card
4. Copy of the GST Certificate
5. Testimonials of present / previous contract at Bangaluru for the past 5 years.
6. Certificate issued by the Labour Department (Central/State)
7. Copy of the EPF, ESI Registration No. / certificate
8. Certificate of Ethical Practice (specified below).

#### **The Commercial bid (Cover-B) should contain the following:**

1. Commercial bid (Part-II).

#### **SUBMISSION OF BID/PROPOSAL:**

The sealed cover containing the proposal (Cover- 'A' Technical bid and Cover- 'B' Commercial bid), complete in all respects, the DD for EMD or **Bid Security Declaration** (Please see Annexure-A), and the copies of the documents may please be super-scribed as **'Proposal for operating a Night Canteen Catering Service at the Sarvam Complex** and submitted to the Office of the Deputy Registrar (Amenities), Indian Institute of Science, Bangalore- 560 012 on or before **11/04/2022** up to 12.30 p.m.

---

The proposals will be opened at 3.30 p.m at the **Purchase Section Committee room** on the same day in the presence of the bidders who wish to be present.

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 /Deputy Registrar – Phone No. 080-2293 2647.

#### E. MODE OF SELECTION

The bidders are invited to submit their technical and financial proposals in separate sealed envelopes (in Prescribed format only) 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. On satisfactory report from the Sub Committee, the financial bids will be opened. The Sub Committee will evaluate the submitted technical bids.

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.	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 manpower to run the night canteen	The bidder's ability to run the night canteen will be assessed by the committee on securing the details of present staff deployed.	5
7.	Waste management	The Sub Committee will examine the methodology applied for waste management.	5
	Total marks		50
	Minimum qualifying marks will be		30

1. After satisfactory report from the Sub Committee, the financial bids of selected hotels/catering units 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- I  
FORMAT FOR SUBMISSION PROPOSAL i.e. EXPRESSION OF INTEREST  
**Technical Bid (Cover- 'A')**

SL No	Particulars	Information furnished
1	Name of the agency	
2	Address of registration	
3	Telephone No. Mobile No. e-mail ID Website	
4	Month and year of Establishment	
5	Name of Proprietor/Partner(Copy of the ownership/partnership needs to be enclosed)	
6	Annual turnover during the last 3 financial years 2018-19 2019-20 2020-21 (copies of the Audited financial statements to be enclosed)	
7	Please give the details of PAN No. and copy of the latest Assessment order	
8	Registration No.	
9	EPF No.	
10	ESI No.	
11	GST No.	
12	Do you have office at Bangalore? If so, please provide the Address and Tel No.	
13	Do you have branches at Bangalore. If so furnish the details.	
14	Details of present infrastructure. Please furnish the details of the equipments, cost and year of purchase.	
15	Details of the persons employed. Please furnish the number of persons employed, their educational qualifications, etc.	
16	Name at least 2 References of repute with address and tel.nos (enclose the certificates)	

**17. Details of Previous contracts.**

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

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

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

**CERTIFICATE OF ETHICAL PRACTICES**

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

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

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

**SIGNATURE**

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

Place:  
Date:

Signature of the authorized person  
of the Hotelier / Caterer / Franchisee with seal



**PART- 2**  
**COMMERCIAL BID**

(Cover- 'B')

(The Commercial Bid should be submitted in a separate cover duly super scribed as “Commercial Bid” (Cover-B) for Night Canteen at Sarvam Complex, IISc., Bengaluru. The bidders must quote minimum 25 items from the below list.)

Meals & Snacks			
Sl No.	Menu	Quantity/UOM	Price/Rate
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 Hyderabad 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

**Bid Security Declaration (Annexure – A)**

(This declaration has to be given in a stamp paper of Rs. 100/-)

To  
The Registrar, Indian Institute of Science (IISc) Bangalore – 560012 (India)

Sir,

I/we, -----hereby submit my/our bid with reference to your notice inviting tender No.R(AC)/Night Canteen/2022, date: 20.03.2022.

1. I/We , the understand that, according to your Conditions, bids must be supported by a Bid Securing Declaration for the bidders not submitting Bid Security/Earnest Money Deposit.
2. I/We accept that I/ We will be blacklisted and debarred from bidding for any tender/contract with Indian Institute of Science (IISc), Bangalore forever, if I am/ We are in a breach of any obligation under the tender / bid conditions, because I/We
  - a) Have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity or during extended bid validity period as specified in the tender document; OR
  - b) Withdraw the proposal or increases the quoted prices or change in technical specifications/brand/model etc, of the item after opening of the bid during the period of Bid validity period or its extended period, OR
  - c) Having been notified of the acceptance of our bid by the bidder is placed on us by IISc during te period of bid validity or during extended bid validity, and I/we
    1. Fail or refuse to execute the contract or
    2. Fail or refuse to furnish the performance security, in accordance with the tender condition OR
  - d) Indulge in any act as would jeopardize or unnecessarily delay the process of bid evaluation and finalization during the bid process.
3. IISc, Bangalore may inform about our debarment/blacklisting in the form of notice on its website/cPPP/ any other organisation, if i / we are debarred/blacklisted.
4. I/We will pay fine of an amount equal to the amount of Bid security/EMD of this tender, within fifteen(15) days from receipt of the written demand by IISc., Bangalore if I / We are debarred/blacklisted due to the enforcement of this bid securing declaration.
5. I/We understand this bid Securing declaration shall cease to be valid If I am /we are not the successful bidder, upon the purchase order is placed on another bidder/vendor.

Thanks & Regards

Date:

Place:

For Bidders (Signature)

List of documents enclosed (specify)

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