



OFFICE OF AMENITIES
INDIAN INSTITUTE OF SCIENCE
Bangalore – 560 012

No. R (AC) /Bakery/Oct 2024

Date: 29.10.2024

REQUEST FOR PROPOSAL

for

OPERATING A BAKERY AT JANATHA BAZAAR, IISc., BANGALORE

The Indian Institute of Science is a premier research and academic institution of higher learning in the Country, having more than 500 faculty, 5000 students, and 1000 support staff in its sprawling campus of around 400 acres. The Institute also hosts many National / International – Conferences, Workshops, Seminars, Symposia, Training programs on its Campus.

The Institute is presently planning to provide Bakery for the benefit of students, faculty, staff, and visitors to the Institute at Janatha Bazar.

The Institute is hereby seeking a ‘Request for Proposal’ from vendors for providing Bakery for the Institute community.

Sl. No.	Name of Shop	No's	Place
1	Bakery	1	Janatha Bazar

A. Preliminary Requirements

1. The Vendors and Vendor Firms/Franchisee should have :

- a. Previous experience of providing services to major Government/Public Sector/Private Sector Institutions.
- b. The Vendors/Firms/Franchisees should be running similar type/category shops on their own during the last 03 (three) financial years in the state of Karnataka.
- c. They should possess a valid license issued by appropriate authority, if required based on the nature of business.
- d. The Vendors/Firms/Franchisees should be in the same line of business and should have an exclusive Bakery.

e. A minimum turnover of Rs 20.00 lakhs per annum during the last three financial years.

B. General Scope

The Bakery is for the Institute community which includes students, faculty, staff, temporary residents, and visitors to the Institute.

General Scope for all categories of vendors

1. The Vendors/Firms/Franchisees will be provided with an earmarked space on the campus for establishing a Bakery at a nominal license fee of Rs.15/sq.ft. and Rs. 7.50/sq.ft for the common area, plus applicable taxes. The charges for the common area will be shared by all the occupants on a pro-rata basis, which implies that each occupant will pay in proportion to the license fee.
2. The Institute will provide an electricity connection (Metered) to the shop/ premises, and the Vendors/Firms/Franchisees will be charged at the rates at which BESCOM supplies such power to the Institute. Electricity consumption in the common area will be charged on a pro-rata basis, which implies that each occupant will pay in proportion to the license fee.
3. The Institute will also provide a water connection (Metered) wherever necessary at BWSSB rates.
4. It is expected that the shop will offer concessional rates for the service provided on the campus, in view of the lower establishment costs.
5. The rate list (Menu/rates for services rendered) mutually agreed with the successful vendor, will be valid for a period of one year. An upward revision of 5% per annum is allowed after the completion of one year.
6. The Vendors/Firms/Franchisees should be able to digitize their transactions and accept payments through PoS Machines / UPI wallets, etc.
7. All the items provided to the community should be served “fresh and hot” or “fresh and cold”, as appropriate to the type of the item.
8. It is mandatory that norms of hygiene as prescribed by FSSAI be maintained by all services dealing with food. Violation of the above can lead to immediate closure. FSSAI Audit by an external agency (FSSAI certified) will be conducted monthly to ensure hygiene and standard of items served. Non-compliance with FSSAI norms will attract a penalty. If the overall rating (on a scale of 1 to 10) for three consecutive months is less than 5, it will result in a cancellation contract and forfeiture of the security deposit.
9. Purified UV and RO-treated water should be supplied for drinking purposes wherever required. Moreover, for the preparation of food items also, the vendors should ensure that the water used is of HIGH QUALITY.
10. It is the sole responsibility of the Vendor/Franchisee to collect the garbage and dispose of it

appropriately. Under no circumstances, the food waste shall be disposed of through the sewage pipes or the drains. If a violation is found, it will be viewed seriously.

11. The use of plastic is completely prohibited. If found with plastic bags or disposable plastic cups, a penalty of Rs. 10,000/- will be levied for the first instance, and if repeated, the license will be terminated.
12. All items/equipment/storage/display must be contained within the allotted area.
13. Sub-letting or sub-contracting is not permitted under any circumstances; if any violation is noted, the contract will be terminated immediately, and the security deposit will be forfeited.
14. In case the contract is awarded, the successful bidder should start the operations within 15 days from date of awarding of contract; any delay will lead to cancellation of the award of contract.
15. The agency must have no outstanding debts with IISc and should not be involved in any litigation with IISc and other parties.
16. The price of items/ value of the service should be clearly and prominently displayed in front of the facility.
17. The existing vendors having negative feedback will not be entertained. The decision of the Amenities Committee, in this connection will be final.

THE VENDOR/FRANCHISEE WHO WISHES TO SUBMIT THE PROPOSAL MAY PLEASE VISIT THE SITE BEFORE THE PROPOSALS ARE SUBMITTED.

C. General Terms and Conditions

1. The Contract will be for a period of 3 (Three) years with annual renewal based on review/community feedback. The contract can be extended for a further period on mutual consent at the discretion of the Institute.
2. The Institute reserves the right to terminate the contract by giving ONE month's notice without assigning any reasons. However, if any serious lapses are noticed, the License will be canceled, and the vendor shall vacate the premises immediately. The Vendors/Firms/Franchisees 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 Vendors/Firms/Franchisees should possess a license by appropriate authority, to run the establishment. 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 Vendors/Firms/Franchisees shall obtain and produce a 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 Vendors/Firms/Franchisees shall strictly observe the required standards to maintain a proper account of payments, including minimum wages and 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 Janata Bazar, and at no stage should this be construed and interpreted as a Labor Contract.
7. Interested parties who wish to submit their proposals must enclose a demand draft for Rs. 20,000/- in favour of "The Registrar, IISc, Bangalore" towards EMD.
8. The successful Vendors/Firms/Franchisees for facilities need to deposit a Security Deposit of a sum equal to an 11-month License fee in the form of a Demand draft.
9. On awarding the contract to the successful bidder, the bidder must execute an agreement as per the terms & conditions of the Institute and in the format to be provided by the Institute.
10. The Vendors/Firms/Franchisees shall solely be responsible for any injury, damage, or accident to their workers or for any loss or damage to the equipment/property in the areas of work because of fire/negligence/carelessness of its workers.
11. The Vendors/Firms/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 the Security & Fire Fighting Officer of the Institute. Workers shall not form a Union or carry out Trade Union activities on 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 Vendors/Firms/Franchisees and all documents should bear their seal and signature.
16. The Institute reserves the 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 disputes arising out of this tender shall be settled by mutual negotiation. The courts at Bangalore shall have exclusive jurisdiction over this tender in the event such settlement cannot be reached.
19. In technical evaluation, institute reserves the right to verify the technical specifications through various sources including the submitted brochure, company website, etc. Inconsistency or ambiguity in information may lead to disqualification. Feedback of the existing vendors from Institute

te Community will also be taken into consideration. In case of any negative feedback from Institute Community, institute reserves the right to summarily reject the bid during technical evaluation without any further clarification.

D. Mode of furnishing the Proposal:

Interested bidders shall submit the proposal i.e. expression of interest in TWO BID system in two separate sealed covers. The first cover or **COVER 'A'** (Annexure-1) should contain technical details, and second cover or **COVER B** should contain commercial bid. Both cover 'A' and cover 'B' should be kept in a bigger cover and super scribed as "EXPRESSION OF INTEREST FOR RUNNING A BAKERY AT JANATHA BAZAR"

The **COVER A** should have the following documents:

Interested bidders shall submit the proposal i.e. expression of interest in the prescribed format along with following documents.

1. Copy of the License obtained from the competent authority to run bakery services.
2. Copies of audited financial statements for the preceding three years i.e., 2021-2022, 2022-2023 and 2023-2024.
3. Copy of PAN Card
4. Copy of the GST Certificate
5. Testimonials of present / previous contract at other locations
6. Certificate issued by the Labour Department (Central/State)
7. Copy of the EPF, ESI Registration No. / certificate
8. Certificate of Ethical Practice (Please see Annexure - III).
9. Tentative list of ITEMS WITHOUT PRICE

Sl. No.	PARTICULARS	Net Wt.
1	Veg Puff	110gm
2	Aloo Bun	150gm
3	Veg Samosa	120gm
4	Bread Toast (2+1)	90gm
5	Veg cutlet	100gm
6	Egg Puff	130gm
7	Vada Pav	130gm
8	Veg Roll	130gm
9	Veg Burger	170gm
10	Sandwich Veg	120gm
11	Dil Pasand (1PCS)	90gm
12	Cream Bun	130gm
Butter Cream Cake		
13	Apple Cake	100gm
14	Honey Cake	100gm
15	Pineapple Cake	70gm
16	Vanilla Cake	70gm
17	Mango Cake	70gm
18	Butterscotch Cake	70gm
19	Chocolate Cake	80gm
20	Choco Walnut Brownie	50gm

Pastries Cake (only cut Pc's)		
21	Mango Cake	60gm
22	Pineapple	60gm
23	Vanilla	60gm
24	Black Forest	60gm
25	Blue Berry	60gm
26	Rich Chocolate	60gm
27	Mix Fruit	60gm
28	Chocolate Cake	60gm
29	Choco Walnut Cake	60gm

COVER B- Commercial bid should contain duly filled in form which is given in Annexure -2.

The sealed cover containing Cover 'A' and Cover 'B' may please be super-scribed as "EXPRESSION OF INTEREST FOR RUNNING A BAKERY AT JANATHA BAZAR, IISc." and submitted to the Office of the Deputy Registrar (Amenities), Indian Institute of Science, Bengaluru- 560 012 on or before 20/11/2024 up to 04.00 p.m.

If the Cover-B is exposed / unsealed, the bid will be summarily rejected. The standard Annexure-2 format has been provided with the tender document to be filled in by all the bidders. Bidders are requested to note that they should submit their financial bids in the format provided and no other format is acceptable.

The sealed cover containing the proposal complete in all respects, and the copies of the documents may please be super-scribed "Proposal for operating a Bakery' at Janatha Bazar", IISc to the Deputy Registrar (Amenities), Indian Institute of Science, Bengaluru- 560 012 on or before 20/11/2024 up to 04.00 p.m.

If the bidders 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. A Sub Committee will carry out the evaluation of the technical proposal without accessing the financial part of the proposal. A subcommittee from the Institute will make a site visit to the establishments of the selected bidders, and the bidder should have at least one branch in Bangalore for evaluation. (Supporting documents should be attached)

The final selection will be made based on the prices of menu items. Prices of the quoted items will be summed, and the average will be taken as the price. The lowest one of the averaged prices will be considered for selection of Vendors/Firms/Franchisees. The quoted prices will not be changed within one year from the date of allotment. After one year a maximum of 5% of the rate will be hiked.

Methodology of calculations: All prices will be summed, and average will be taken for calculations. The lowest average price of the menu will be the determining factor for selecting the lowest bidder. For example: Bidder 'A' has quoted 10 items, and his total sum of menu prices is Rs. 100. Bidder 'B' has

quoted for 11 items and his total sum of menu is Rs. 99. Bidder ‘C’ quoted for 12 items and his total sum of menu prices is Rs. 110. Then average price for Bidder “A” is Rs. 10.00; for Bidder “B” is Rs. 9.00 and for Bidder “C” is 9.16. Here, Bidder “B” will be awarded the contract.

F.Disclaimer:

- 1 . IISc reserves the right to accept or reject any or all proposal without assigning any reason and is not obliged to correspond with the agencies in this regard.
2. IISc reserves the right to issue amendments to the Request for Proposal by issue of addendums, at any stage, without liability or any obligation and without assigning any reason. The request for proposal does not give rise to any rights and is not an offer or an invitation to offer.
3. All the documents and other information submitted by an applicant to IISc shall remain and/or become the property of IISc. The Institute will not be liable to return any application(s) or any information provided therewith.
4. Submission of proposal by a party shall not create any contractual obligation between that agency and IISc.
5. The bidding agency shall bear all costs associated with the preparation and submission of its proposal. IISc shall in no case be responsible or liable for these costs, regardless of the conductor outcome of the process.

G. Penalties / Fine

The following penalties will be levied to the Vendors/Firms/Franchisees in case of violation/s

Violation	Penalty per violation
Cockroaches, flies, insect etc., in cooked food	Rs.10,000/-
Usage of spoiled/stale food ingredients eg: rotten Vegetables, infected grains, expired items.	Rs.10,000/-
Poor maintenance/tampering with institute property	Rs.5,000/-
Presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails, Pieces of plastics etc.	Rs.10,000/-
Improper cleaning of utensils	Rs.1000/-
Three or more complaints of unclean utensils in a day/week	Rs.5,000/-

If certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily	Rs.5,000/-
Food poisoning	Forfeiture of security deposit & cancellation of contract
Non adherence to the timings mentioned in the tender or decided with the respective amenities Committee	Rs.5,000/-
Waiting time is more than 20 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin	Rs.5,000/-
Inappropriate personal hygiene of workers including their dress and / or misbehaviour by workers etc.	Rs.5,000/-
Use of spurious brands, goods or accessories in preparation / presentation	Rs.10,000/-
Damage to Institute infrastructure over and above cost of repair / replacement (which shall be levied extra)	Rs.5,000/-
Possession or consumption of Tobacco items	Rs.5,000/-
Non-compliance with FSSAI norms (audited by an external FSSAI-certified agency) will attract a penalty. If overall rating (in the scale 1 to 10) for three consecutive months is less than 5 out of 10.	Forfeiture of security deposit & cancellation of contract
The representatives of Amenities Committee of IISc may conduct surprise checks. If any lacunas/violations found appropriate action will be taken	As per the norms

ANNEXURE - I

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

Sl. No.	Particulars	Information furnished
1	Name of the Vendors/Firms/Franchisees	
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	Annualturnoverduringthelast3financialyears 2021-22 2022-23 2023-24 (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 an 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, and year of purchase.	
17	Details of the people employed. Please furnish the number of persons employed, the 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 applies to you.

Details of Previous contracts

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

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

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

List of documents enclosed (specify)

COMMERCIAL BID

(The Commercial Bid should be submitted in a separate cover duly super scribed as “Commercial Bid” for Bakery at Janata Bazar IISc., Bengaluru. The bidders must quote minimum 40 items from the below list)

Sl. No.	PARTICULARS	Net Wt.	Rate with GST
1	Veg Puff	110gm	
2	Aloo Bun	150gm	
3	Veg Samosa	120gm	
4	Bread Toast (2+1)	90gm	
5	Veg cutlet	100gm	
6	Egg Puff	130gm	
7	Vada Pav	130gm	
8	Veg Roll	130gm	
9	Veg Burger	170gm	
10	Sandwich Veg	120gm	
11	Dil Pasand (1PCS)	90gm	
12	Cream Bun	130gm	
BUTTER CREAM CAKE			
13	Apple Cake	100gm	
14	Honey Cake	100gm	
15	Pineapple Cake	70gm	
16	Vanilla Cake	70gm	
17	Mango Cake	70gm	
18	Butterscotch Cake	70gm	
19	Chocolate Cake	80gm	
20	Choco Walnut Brownie	50gm	
PASTRIES CAKE (only Cutting Pc's)			
21	Mango Cake	60gm	
22	Pineapple	60gm	
23	Vanilla	60gm	
24	Black Forest	60gm	
25	Blue Berry	60gm	
26	Rich Chocolate	60gm	
27	Mix Fruit	60gm	
28	Chocolate Cake	60gm	
29	Choco Walnut Cake	60gm	

BIRTHDAY CAKE BUTTER CREAM			
30	Pineapple	1kg	
31	Strawberry	1kg	
32	Mango	1kg	
33	Vanilla	1kg	
34	Chocolate	1kg	
35	Butter Scotch	1kg	
36	Plum Cake	1kg	
BIRTHDAY CAKE EGGLESS			
37	Pineapple	1kg	
38	Strawberry	1kg	
39	Mango	1kg	
40	Vanilla	1kg	
41	Black Forest	1kg	
42	Chocolate	1kg	
43	White Forest	1kg	
44	Butter Scotch	1kg	
45	Blue Berry	1kg	

Place:
person
Date:

Signature of the Vendor/Authorized
with seal

CERTIFICATE OF ETHICAL PRACTICES

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

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

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

SIGNATURE

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

Place:

Date:

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