

**TENDER ENQUIRY**  
**for**  
**OPERATING A BAKERY AT JANATHA BAZAAR, IISc, BANGALORE**



**Tender No.: R/Amenities /Bakery - TE/Feb - 2025**

<b>Tender Document</b>	The tender document can be downloaded from the Institute website <a href="https://iisc.ac.in/all-tenders/">https://iisc.ac.in/all-tenders/</a>
<b>EMD Amount</b>	Rs. 20,000/-
<b>Issue of tender document date</b>	10.02.2025
<b>Last Date and Time of submission of the tender</b>	03.03.2025, up to 4 PM
<b>Date, Time and Venue of opening of the Technical Bids</b>	Will be intimated subsequently. Kindly visit the Institute website for regular updates

All bidders are requested to visit the Institute website for regular updates: <https://iisc.ac.in/all-tenders/>

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## 1. Introduction

The Indian Institute of Science (IISc) is a premier research and academic institution in India, home to over 500 faculty members and their families, 4,000 students, and 1,000 support staff. Spread across a sprawling 400-acre campus, the Institute regularly hosts national and international conferences, workshops, seminars, symposia, and training programs.

To enhance the convenience and well-being of its community, the Institute intends to establish a bakery shop catering to students, faculty, staff, and visitors.

IISc invites **Tender Enquiry** from eligible bidders for operating a **Bakery at Janatha Bazar** within the **IISc Campus**.

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

## 2. Pre-Qualification Criteria:

- (a) Previous Experience of providing services to major Government / Public Sector/Private Sector Institutions of reputation.
- (b) The bidder should be running similar bakery service works and an exclusive bakery during the last 03 (three) financial years in the state of Karnataka.
- (c) Proof of IT returns for the last 3 years. Bidder should submit all the copies of the documents as mentioned in para 5 below or otherwise the offer will be summarily rejected.
- (d) Depending on the nature of business, the bidder must possess a valid License issued by the appropriate authority.
- (e) A minimum Turnover of **Rs. 20.00 Lakhs per annum** for the last three financial years.

**Bidders who have already submitted bids for tender document no. No. R (AC) /Bakery- Retender/Dec- 2024 dated 04.12.2024 for the campus are not required to reapply.**

## 3. General Scope

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

#### General Scope for all categories of bidders

- (a) The selected bidder will be allotted a designated space on campus to establish a bakery. A nominal License fee of Rs.15/sft. per month plus applicable taxes will be charged for the allotted space.
- (b) The Institute will provide a metered electricity connection to the allotted premises. The selected bidder will be charged at the prevailing BESCO electricity rates applicable to the institute. Electricity consumption for common areas will be charged on a pro-rata basis (wherever applicable)
- (c) In consideration of the lower establishment cost on campus bidders are expected to offer concessional rates for their services.
- (d) The rate list for services rendered, mutually agreed upon with the successful bidder, will remain valid for 1 year. Based on the request received from the selected bidder, the institute may consider an annual upward revision of up to 5 % in the service rate list, subject to approval.
- (e) The selected bidder must digitize their transactions and accept payments via PoS machines, digital wallets or other digital payment methods.
- (f) The use of plastic is strictly prohibited. If Plastic bags or disposable plastic cups are found, a penalty of Rs. 5000/- will be imposed for the first violation. Repeated violations will result in termination of the contract.
- (g) All equipment, storage and any other items must be contained within the allotted area.
- (h) Sub-letting or Sub-contracting is strictly prohibited. Any violation will result in immediate termination of the contract and forfeiture of the security deposit.
- (j) The agency must have no outstanding dues with IISc and should not be involved in any litigation with IISc or any other parties.
- (k) The prices for services rendered must be clearly and prominently displayed at the facility.
- (l) Upon award of the Contract, the selected bidder must commence operations within one month from the date of issue. Failure to do so will result in cancellation of the contract award.

**NOTE:** The bidders intending to submit proposal are encouraged to visit the site before submission.

#### **4. General Terms and Conditions**

##### **(a) Contract Duration and Renewal**

The contract shall be valid for a period of 3 (three) years, subject to annual renewal based on performance review and community feedback. The contract may be extended for an additional period upon mutual agreement and at the sole discretion of the Institute.

##### **(b) Termination of Contract**

- (i)** The Institute reserves the right to terminate the contract by providing one (1) month's written notice without assigning any reason.
- (ii)** In cases of serious lapses or breaches, the Institute may cancel the contract with immediate effect, requiring the bidder to vacate the premises forthwith.
- (iii)** The bidder may terminate the contract by providing three (1) months' written notice and settling all outstanding dues to the Institute.

##### **(c) Licensing Requirements**

The bidder must possess all valid licenses and permits from the appropriate authorities to operate the establishment. Additionally, the bidder shall obtain and produce a license under the Contract Labour (Regulation and Abolition) Act, 1970, if required by law. The employment of child labor is strictly prohibited.

##### **(d) Compliance with Labor Laws**

The bidder shall maintain accurate records of payments, including minimum wages and statutory benefits for all workers. The bidder is solely responsible for compliance with labor laws and shall indemnify the Institute against any liabilities arising from non-compliance and failure of statutory obligations.

##### **(e) Scope of Contract**

This contract is solely for the provision of services to the Institute community at the Janatha Bazar. It shall not be construed or interpreted as a labour contract under any circumstances.

##### **(f) Security Deposit**

The selected bidder must deposit a security amount equivalent to 11 (eleven) months' license fee in the form of a demand draft.

**(g) Agreement Execution**

Upon award of the contract, the selected bidder must enter into an **agreement** with the Institute as per the prescribed terms and conditions.

**(h) Liability for Injury, Damage, or Loss**

The bidder shall be solely responsible for any **injury, damage, or accidents** involving their workers, as well as for any **loss or damage to equipment or property** within the work area due to fire, negligence, or carelessness.

**(j) Worker Information and Conduct**

- (i) The bidder shall provide the names and addresses of all workers employed under this contract.
- (ii) Workers employed by the bidder are not employees of the Institute and shall have no claims against the Institute. They shall not act in any manner detrimental to the Institute's interests.
- (iii) Workers must comply with all security regulations as directed by the Institute's Security & Fire Fighting Officer.
- (iv) Workers are prohibited from forming unions or engaging in trade union activities on the Institute campus.

**(k) Accommodation for Workers**

The Institute will **not provide accommodation** for bidder workers. The bidder must make independent arrangements for worker accommodation.

**(l) Proposal Completeness**

The proposal must be **complete in all respects** and meet all submission requirements. Incomplete proposals may be rejected.

**(m) Proposal Validity**

The proposal shall remain valid for 180 (one hundred eighty) days from the date of opening.

**(n) Proposal Format**

The proposal and its envelope must clearly display the **name and address** of the bidder. All submitted documents must be **duly signed and stamped**.

**(o) Right to Accept or Reject Proposals**

The Institute reserves the right to **accept or reject** any or all proposals, in whole or in part, without assigning any reason.

**(p) Final Decision**

In all matters related to this contract, the decision of the Institute's Director shall be final and binding.

**(q) Dispute Resolution**

Any disputes arising from this tender shall be resolved through **mutual negotiation**. If a resolution is not reached, the matter shall be subject to the **exclusive jurisdiction of courts in Bangalore**.

**(r) Technical Evaluation**

The Institute reserves the right to verify technical specifications through various sources, including submitted brochures, company websites, etc.

**(s) Inconsistencies or ambiguities in the provided information may lead to disqualification.**

Feedback from the Institute community regarding existing bidders will be considered. Negative feedback may result in summary rejection of the bid during technical evaluation without further clarification.

**(t) Penalties for Damage or Loss**

Damage or loss of goods, as well as mishandling or mismanagement, shall attract appropriate penalties. Detailed penalty clauses will be included in the contract award letter.

## 5. Mode of Furnishing the Proposal

Interested bidders are required to submit their **Bids** in a **Two-Bid System**, comprising two separate sealed envelopes:

(a) Cover ‘A’ – Technical Bid

(b) Cover ‘B’ – Commercial Bid

Both envelopes must be placed inside a **larger sealed envelope**, clearly superscribed as:

**“SUBMISSION OF BID FOR OPERATING A BAKERY AT JANATHA BAZAR, IISc”**

Additionally, bidders must submit an **Earnest Money Deposit (EMD) of Rs. 20,000/- (Rupees Ten Thousand Only)** in the form of a Demand Draft, drawn in favour of: **“The Registrar, Indian Institute of Science, Bangalore.”**

(a) Cover ‘A’ – Technical Bid

The **Technical Bid** must include the following documents:

- (i) **License:** Copy of the license obtained from the competent authority to operate dry-cleaning services.
- (ii) **Financial Statements:** Copies of **audited financial statements** for the preceding three financial years (**2021-2022, 2022-2023, and 2023-2024**).
- (iii) **PAN Card:** Copy of the bidder’s **PAN card**.
- (iv) **GST Certificate:** Copy of the **GST registration certificate**.
- (v) **Testimonials:** Proof of **current/previous contracts** at other locations.
- (vi) **Labour Department Certificate:** Certificate issued by the **Central/State Labour Department**.
- (vii) **Certificate of Ethical Practice:** Declaration confirming adherence to **ethical business practices**, as specified in the tender document.



**(b) Cover ‘B’ – Commercial Bid**

The **Commercial Bid** must be submitted in the **prescribed format** provided in **Annexure-II**. Bidders must ensure that the financial bid strictly follows the specified format—**any deviations will lead to disqualification**.

**(c) Submission Guidelines**

- (i) The sealed envelope containing **Cover ‘A’** and **Cover ‘B’** must be superscribed as:

**“SUBMISSION OF BID FOR OPERATING A BAKERY AT JANATHA BAZAR, IISc”** and submitted to:

The Office of the Deputy Registrar (Amenities),  
Indian Institute of Science,  
Bengaluru – 560 012

**Deadline for Submission: 03/03/2025, up to 04:00 PM**

- (ii) **Important Notes:**

(aa) If Cover ‘B’ (Commercial Bid) is found exposed or unsealed, the bid will be summarily rejected.

(bb) The proposal must be complete in all respects. Incomplete submissions will not be considered.

**(d) Additional Information**

- (i) Bidders requiring further clarification or wishing to visit the site may contact the Amenities Section:

- (ii) Phone No.: 080 – 2293 2370, Email Id: [office.css@iisc.ac.in](mailto:office.css@iisc.ac.in)

**6. Mode of Selection**

**(a) Submission of Proposals:**

Interested bidders must submit their **technical and financial proposals** in separate sealed envelopes addressed to:

Deputy Registrar, Amenities,  
New Admin Building,  
Indian Institute of Science,  
Bangalore – 560012

**(b) Evaluation Process:**

- (i) A **Sub-Committee** will evaluate the **technical proposals** without accessing the financial proposals.
- (ii) The Sub-Committee will conduct a **site visit** to the establishments of shortlisted bidders.
- (iii) To qualify, bidders **must have at least one operational branch in Bangalore** and should submit **supporting documents** for verification.
- (iv) The bidders will also be required to meet the Committee for presentation / interaction (to satisfy all material questions pertaining to their company / firm and their modus-operandi etc.) and finalization of the offer.
- (v) A price advantage factor in the range of 0.6 to 1.2 may be assigned to the bidders during technical bid evaluation based on the past performance, reviews, presentation/interaction, perceptive brand value etc.
- (vi) Thereafter, financial bids of all the technically qualified bidders shall be opened on the stipulated date and time which will be intimated on later stages.

**(c) Price Validity:**

- (i) The quoted prices will remain valid and unchanged for one year from the date of allotment.
- (ii) After one year, a maximum increase of 5% may be applied to the quoted rates.

**(d) Methodology for Price Evaluation and Final Selection Criteria:**

- (i) The final selection will be based on the average prices of menu items quoted by the bidders and price advantage factor.
- (ii) The total sum of all menu item prices submitted by each bidder will be divided by the number of items quoted to determine the average price per item.
- (iii) A price advantage factor in the range of 0.6 to 1.2 may be assigned to the bidders during technical bid evaluation based on the past performance or perceptive brand value. Financial bids of technically qualified bidders shall be opened. The contract will be awarded to the bidder who will have the lowest of the following:  
**Final Evaluation = Avg. of the prices quoted / Price advantage factor**
- (iv) The bidder with the lowest Final Evaluation (L1) will be selected as the preferred Bidder for awarding the contract.

(v) Example:

<b>Bidder</b>	<b>Number of Items Quoted</b>	<b>Total Sum of Menu Prices (₹)</b>	<b>Average Price (₹)</b>	<b>Price advantage factor</b>	<b>Final Evaluation</b>
<b>A</b>	<b>10</b>	<b>100</b>	<b>10.00</b>	<b>1.2</b>	<b>8.33</b>
<b>B</b>	<b>11</b>	<b>99</b>	<b>9.00</b>	<b>0.9</b>	<b>10.00</b>
<b>C</b>	<b>12</b>	<b>110</b>	<b>9.16</b>	<b>0.6</b>	<b>15.26</b>

In this case, Bidder A (with the lowest final evaluation) will be awarded the contract.

## **7. Disclaimer**

### **(a) Right to Accept or Reject Proposals:**

**IISc reserves the right to accept or reject** any or all proposals **without assigning any reason**. IISc is not obligated to correspond with bidders regarding the outcome.

### **(b) Amendments to the Request for Proposal (RFP):**

**IISc reserves the right** to issue amendments to the **Request for Proposal (RFP)** through addendums at any stage, without any liability or obligation and **without assigning any reason**. The RFP **does not create any legal rights** and shall not be considered an **offer or an invitation to offer**.

### **(c) Ownership of Documents:**

**All documents and information** submitted by bidders **shall become the property of IISc**. The Institute **will not be liable** to return any submitted applications or supporting documents.

### **(d) No Contractual Obligation:**

Submission of a proposal does not create any **contractual obligation** between the bidder and IISc.

**(e) Costs Borne by Bidders:**

**All costs associated with the preparation and submission of the proposal shall be borne by the bidders. IISc shall not be responsible or liable for any costs incurred, regardless of the outcome of the selection process.**

**8. Penalties / Fine**

The following penalties will be levied to the Bidders in case of violation/s:

<b>Violation</b>	<b>Penalty per violation</b>
Cockroaches, flies, insects 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 misbehavior 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**

**FORMAT FOR SUBMISSION OF BID**

<b>Sl. No.</b>	<b>Particulars</b>	<b>Information Furnished</b>
<b>1</b>	Name of the Bidder	
<b>2</b>	Address	
<b>3</b>	Registered Address (for establishments) Telephone No. Mobile No. e-mail ID Website	
<b>4</b>	Name of the service proposed	
<b>5</b>	No. of years of experience in running similar establishments	
<b>6</b>	Month and year of Establishment	
<b>7</b>	Name of Proprietor/Partner (Copy of the ownership/partnership needs to be enclosed)	
<b>8</b>	Annual turnover during the last 3 financial years 2021 - 22 2022 - 23 2023 - 24 (Copies of the Audited financial statements/certificate issued by Chartered Accountant to be enclosed)	
<b>9</b>	Whether the firm is an income-tax Assessee? If yes, please give the details of PAN No. and copy of the latest Assessment order	
<b>10</b>	Registration No.	
<b>11</b>	GST No.	
<b>12</b>	Do you have an office at Bengaluru? If so, please provide the Address and Tel No.	
<b>13</b>	Do you have branches. If so, furnish the details	
<b>14</b>	Details of present infrastructure. Please furnish the details of the equipments, cost and year of purchase.	
<b>15</b>	Details of the people employed. Please furnish the number of persons employed, their educational qualifications, etc.	
<b>16</b>	Name at least 2 Reference of repute with address and tel.no's (enclose the certificates)	
<b>17</b>	Whether rate list attached to this proposal? If Yes please submit the details.	

\* Furnish the details whichever is applicable to you.

**20 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				

**21 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)**

**ANNEXURE - II**

**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)

<b>Sl. No.</b>	<b>Particulars</b>	<b>Net Wt.</b>	<b>Rate with GST</b>
<b>1</b>	White Bread	400gm	
<b>2</b>	Brown Bread	400gm	
<b>3</b>	Fruit Bread	400gm	
<b>4</b>	Sandwich Bread	400gm	
<b>5</b>	Bun	70gm	
<b>6</b>	Sweet Bun	70gm	
<b>7</b>	Masala Bun	70gm	
<b>8</b>	Veg Puff	110gm	
<b>9</b>	Aloo Bun	150gm	
<b>10</b>	Veg Samosa	120gm	
<b>11</b>	Bread Toast (2+1)	90gm	
<b>12</b>	Veg cutlet	100gm	
<b>13</b>	Egg Puff	130gm	
<b>14</b>	Vada Pav	130gm	
<b>15</b>	Veg Roll	130gm	
<b>16</b>	Veg Burger	170gm	
<b>17</b>	Sandwich Veg	120gm	
<b>18</b>	Dil Pasand (1PCS)	90gm	



19	Cream Bun	130gm	
<b>Butter Cream Cake</b>			
20	Apple Cake	100gm	
21	Honey Cake	100gm	
22	Pineapple Cake	70gm	
23	Vanilla Cake	70gm	
24	Mango Cake	70gm	
25	Butterscotch Cake	70gm	
26	Chocolate Cake	80gm	
27	Choco Walnut Brownie	50gm	
<b>Pastries Cake (only cut Pc's)</b>			
28	Mango Cake	60gm	
29	Pineapple	60gm	
30	Vanilla	60gm	
31	Black Forest	60gm	
32	Blue Berry	60gm	
33	Rich Chocolate	60gm	
34	Mix Fruit	60gm	
35	Chocolate Cake	60gm	
36	Choco Walnut Cake	60gm	
<b>Birthday Cake Butter Cream</b>			
37	Chocolate	1kg	
38	Butter Scotch	1kg	

39	Plum Cake	1kg	
<b>Birthday Cake Eggless</b>			
40	Pineapple	1kg	
41	Strawberry	1kg	
42	Mango	1kg	
43	Vanilla	1kg	
44	Black Forest	1kg	
45	Chocolate	1kg	
46	White Forest	1kg	
47	Butter Scotch	1kg	
48	Blue Berry	1kg	
Any other similar items / services which you would like to provide / service			
49			
50			
51			
52			
53			

**Place:**

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

**Date:**

**ANNEXURE – III**

**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 Bidder/Authorized person  
with seal**

**Date:**