



AMENITIES
INDIAN INSTITUTE OF SCIENCE
BANGALORE – 560 012
(Ph. No.080 2293 2370)

No. R (AC)/Vayu Vihar Canteen/2023

Date: 30th June 2023

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’ in TWO BID SYSTEM from Hoteliers/Caterers who are willing to establish and operate a Vayu Vihar Canteen within its 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 fee 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 fulfil the statutory obligations and shall indemnify the Institute against such liabilities which are likely to arise out of the Agency's failure to fulfil 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. 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.
8. 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.
9. 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.
10. 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.
11. No accommodation will be provided on the campus for the workers of the Vendor/Franchisees and they shall make their own arrangements.
12. The proposal should be completed in all respects.
13. The proposal shall be valid for a period of 180 days from the date of its opening.
14. Canvassing by the Bidder in any form / unsolicited letter / post-Bid correction / unsigned bids shall be summarily rejected. Conditional/part Bids will also be rejected.
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 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 OPERATING VAYU VIHAR CANTEEN AT DEPARTMENT AEROSPACE ENGINEERING".

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

Interested hoteliers/caterers 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 catering establishment/services.
2. Copies of audited financial statements for the preceding three years i.e, 2019-2020, 2020-2021 and 2021-2022.
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 (specified below)

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 OPERATING VAYU VIHAR CANTEEN AT DEPARTMENT AEROSPACE ENGINEERING" and submitted to the Office of the Assistant Registrar (Amenities), Indian Institute of Science, Bengaluru- 560 012 on or before 21/07/2023 up to 05.30 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 by all the bidders. Bidders are requested to note that they should necessarily 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 Vayu Vihar Canteen' at the Dept of Aerospace Engineering building and submitted to the Assistant Registrar (Amenities), Indian Institute of Science, Bengaluru- 560 012 on or before 21/07/2023 up to 05.30 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 Assistant 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 with representations from the Amenities Committee and Students Council will evaluate the submitted technical proposals on following criteria:

Sl No.	Description	Method	Grading/Marks
1.	Quality of the food	The Sub Committee may, if required, visits the outlet of the hotel/eatery and check the quality of the food served.	10
2.	Health and hygiene	The Sub Committee may visit / obtain the feedback from 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 of the existing eateries 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 or from the feedback.	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 / enquire the methodology applied for waste management.	5
	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.

Annexure-1

Cover – ‘A’
Technical Bid

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 2019 - 20 2020 - 21 2021 - 22 (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 in separate pages 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
with seal**

Date:

List of documents enclosed (specify)

Annexure - 2
Cover- 'B'
COMMERCIAL BID

(The Commercial Bid should be submitted in a separate **SEALED** cover duly superscribed as "Commercial Bid" for Vayu Vihar Canteen at Dept of Aerospace Engineering, IISc., Bengaluru. The bidders must quote minimum 50 items from the below list.)

Sl no	Item Name	Quantity/UOM	Price/Rate
	HOT BEVERAGES		
1	Tea	100 ml	
2	Coffee	100 ml	
3	Horlicks	100 ml	
4	Boost	100 ml	
5	Badam Milk	100 ml	
6	Lime Tea	100 ml	
7	Mint Tea	100 ml	
8	Black Tea	100 ml	
	JUICES		
9	Mosambi	250 ml	
10	Orange	250 ml	
11	Muskmelon	250 ml	
12	Watermelon	250 ml	
13	Pineapple	250 ml	
14	Apple	250 ml	
15	Pomegranate	250 ml	
16	Lime Juice	250 ml	
17	Lime Soda	250 ml	
18	Mint Lime	250 ml	
	LASSI		
19	Sweet Lassi	250 ml	
20	Salt Lassi	250 ml	
21	Mango Lassi	250 ml	
22	Banana Lassi	250 ml	
	ICE CREAMS		
23	Vanila Ice	150 gm	
24	Straberry Ice	150 gm	
25	Pista Ice	150 gm	
26	Chocolate Ice	150 gm	
27	Butter Scotch Ice	150 gm	
28	Mango Ice	150 gm	
	Milk Shakes		
29	Vanilla	250 ml	

30	Strawberry	250 ml	
31	Pista	250 ml	
32	Chocolate Milk Shake	250 ml	
33	Butter Scotch Milk Shake	250 ml	
34	Mango Milk Shake	250 ml	
35	Cold Coffee	250 ml	
	Sandwich		
36	Veg/Non Veg Sandwich	150G	
37	Veg/Non Veg Cheese Sandwich	170G	
38	Bread Butter	220G	
39	Bread Butter Jam	250G	
40	Bread Omelette	150G	
41	Toast Butter	170G	
42	Toast Butter Jam	170G	
43	Toast Butter Omelette	170G	
44	Egg Sandwich	170G	
	Beverages		
45	Soft Drink		
46	Mineral Water 1 ltr		
	Breakfast		
47	Vada Sambar	1 pc	
48	Kesari Bath	100 gm	
49	Pulao	250 gm	
50	Pongal	250 gm	
51	Bajji	4pcs	
52	Kara Bath	250 gm	
53	Chow Chow Bath	250 gm	
54	Idly (2 Pc)	2 pcs	
55	Poori (3 Pc)	3 pcs	
56	Masala Dosa	1 no's	
57	Butter Masala Dosa	1 no's	
58	Mysore Masala Dosa	1 no's	
59	Ghee Roast	1 no's	
60	Paper Masala Dosa	1 no's	
61	Plain Dosa	1 no's	
62	Butter Plain Dosa	1 no's	
63	Pepper Plain Dosa	1 no's	
64	Set Dosa	3 pcs	
65	Onion Dosa	1 no's	
66	Set Masala Dosa	3 no's	
67	Cheese Masala Dosa	1 no's	

68	Rava Dosa	1 no's	
69	Rava Masala Dosa	1 no's	
70	Rava Onion Masala Dosa	1 no's	
	Special Items		
71	Chicken Rasila		
72	Chicken Tandoori Delight		
73	Chicken Cheese Dum Kabab		
74	Chicken Cheese Dum Biryani		
75	Shangai Chicken		
76	Tandoori Chicken Masala Half		
77	Tandoori Chicken Masala Full		
78	Mutton/Fish/Prawn Biryani		
79	Chicken Thali		
80	Fish Thali		
	Vegetarian		
81	Tomato Bath		
82	Veg Chatpat		
83	Paneer Bartha		
84	Naati Cauliflower		
85	Shanghai Gobi		
86	Honey Crispy Veg		
	MEALS		
87	South Indian Thali		
88	South Indian Thali Spl		
89	North Indian Thali		
90	North Indian Thali SPL		
91	Carrier Meals - 3 people		
92	Only for Take away		
93	Rice Sambar		
94	Curd Rice		
	Soups		
95	Sweet corn veg/Non Veg	200 gm	
96	Hot & Sour Soup Veg/Non Veg	200 gm	
97	Clear Soup Veg/Non Veg	200 gm	
98	Noodles Soup Veg/Non Veg	200 gm	
99	Manchow Soup Veg/Non Veg	200 gm	
100	Tomato Soup	200 gm	

	Rolls & Wraps		
101	Veg Rolls	200G	
102	Paneer Rolls	200G	
103	Non Veg Rolls	150G	
	NORTH INDIAN		
104	Aloo Gobi Methi Masala	250 gm	
105	Aloo Mutter	250 gm	
106	Channa Masala	250 gm	
107	Palak Paneer	250 gm	
108	Paneer Bajji	250 gm	
109	Paneer Kadai	250 gm	
110	Mushroom Masala	250 gm	
111	Paneer Mutter	250 gm	
112	Ghee Rice	250 gm	
113	Jeera Rice	250 gm	
114	Veg. Biryani	250 gm	
115	Peas Pulao	250 gm	
116	Dal Khichdi	250 gm	
117	Green Peas Pulao	250 gm	
118	Dal Kichadi with Curd	250 gm	
119	Palak Kichadi with curd	250 gm	
120	Veg Biryani with Raita	250 gm	
121	Paneer Biryani with Raita	250 gm	
122	Mushroom Biryani with Raita	250 gm	
123	Egg Biryani	250 gm	
124	Chicken Biryani	250 gm	
125	Chicken Tikka Biryani	250 gm	
126	Chicken Cheese Dum Biryani	250 gm	
127	Egg Masala	250 gm	
128	Chicken Masala	250 gm	
129	Chicken Hyderabad Gray	250 gm	
130	Chicken Kadai	250 gm	
131	Butter Chicken Masala	250 gm	
132	Chicken Tikka Masala	250 gm	
	Chinese		
133	Honey Crisp Chicken	250 gm	
134	Veg Fried Rice	250 gm	
135	Gobi Fried Rice	250 gm	
136	Mushroom Fried Rice	250 gm	
137	Paneer Fried Rice	250 gm	
138	Schezwan Fried Rice	250 gm	
139	Gobi Manchurian	250 gm	
140	Mushroom Manchurian	250 gm	
141	Paneer Manchurian	250 gm	

142	Baby Corn Manchurian	250 gm	
143	Chicken Schezwan Fried Rice	250 gm	
144	Egg Schezwan Fried Rice	250 gm	
145	Chicken Schezwan Noodles	250 gm	
146	Egg Schezwan Noodles	250 gm	
147	Veg Schezwan Noodles	250 gm	
148	Chilly Chicken	250 gm	
149	Chicken Manchurian	250 gm	
150	Lemon Chicken	250 gm	
151	Ginger Chicken	250 gm	
152	Garlic Chicken	250 gm	
153	Pepper Chicken Dry	250 gm	
154	Schezwan Chicken	250 gm	
155	Chicken Lollypop	250 gm	
156	Honey Crisp Chicken	250 gm	
157	Shanghai Chicken	250 gm	
158	Chicken 65	250 gm	
159	Tandoori Chicken (Half)		
160	Tandoori Chicken (Full)		
161	Chicken Tikka		
162	Chicken Haryali		
163	Kalmi Kabab		
164	Tandoori Delight		
165	Chicken Cheese Dum Kabab		
166	Chicken Tikka		
167	Kalmi Kabab		
168	Chapathi (3 pc)		
169	Roti	1 no's	
170	Plain Kulcha	1 no's	
171	Naan	1 no's	
172	Butter Kulcha	1 no's	
173	Butter Roti	1 no's	
174	Butter Naan	1 no's	
175	Garlic Naan	1 no's	
176	Stuff Kulcha	1 no's	
177	Paratha	1 no's	

Place:

**Signature of the Proprietor/ Managing
Partner / Authorized person with seal**

Date: