



भारतीय प्रौद्योगिकी संस्थान इन्दौर
सिमरोल, खंडवा रोड, इन्दौर, भारत, पिन - 453 552

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IIT Indore

RFP No.: IITI(MM)/RFP/Dinning-Facility/2017-18

September 8, 2017

The Manager,
Dining Facility Service Provider

Sub: Request for Proposal (RFP) for Developing Infrastructure and Providing Dining Facilities for Indian Institute of Technology, Indore (IITI) on “Build, Lease, Operate and Transfer” (BLOT) Basis.

Sir,

Indian Institute of Technology Indore (IITI) is a statutory body and one of premier institutions of science and technical education under the Ministry of Human Resource Development, Government of India. IITI has been established through the Institute of Technology Act, 1961 and (Amendment) Act 2012 passed by the Parliament with an intent to impart education and undertake research, consultancy and other related services from Indore as part of Government of India's initiative and policy proposal to extend and expand the reach and horizon of science and technology education in the state of Madhya Pradesh.

Request for proposal (RFP) for developing and providing **Dining Facilities** to Indian Institute of Technology Indore (IITI) on “**Build, Lease, Operate and Transfer**” (**BLOT**) **Basis** as per enclosed document, is invited from leading Dining Service Providers who are permitted to do business with Government, Government funded Educational and Research Institutes, PSUs, and autonomous bodies in India.

For any other clarification/details, pre-bid meeting has been scheduled as well as you may talk to the Dy. Registrar (MM), if any. Offers in accordance with the RFP with relevant documents appended thereto will be considered and evaluated for further discussion and consideration. Offers not meeting the requirements may not be considered for further discussion.

Registrar



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SCHEDULE OF RFP

Proposal for Dining Facility Service Provider with two options:	Option 1: Dining Facilities on Build, Lease, Operate and Transfer” (BLOT) Basis Option 2: Dining Facility
Contract Period	The period of contract will be Five Years for Option 1 and Two Years for Option 2 with a built-in scheme for review of the performance and extending the contract further.
Downloading of RFP	From September 8, 2017
RFP available at	http://www.iiti.ac.in/tender_mms.php
Submission of Queries for Prebid meeting	Up to September 15, 2017– 03.00PM (IST) (Format for Submission of Queries enclosed as Annexure III)
Prebid cum Presentations by Prospective bidders #	September 19, 2017– 11.00 AM (IST)
Submission of Proposal*	September 29, 2017– 3.00 PM (IST)
Opening of Proposal *	September 29, 2017– 3.30 PM (IST)
Bid Security/ Earnest Money Deposit (EMD) Amount	OPTION 1: Rs. 15,000.00 (Rupees Fifteen Thousand Only) is to be submitted via online. The link for online EMD submission is http://deposit.iiti.ac.in/mms OPTION 2: Rs. 25,000.00 (Rupees Twenty Five Thousand Only) is to be submitted via online. The link for online EMD submission is http://deposit.iiti.ac.in/mms EMD in any other form will not be accepted. Tenders received without valid EMD stand automatically rejected. EMD to be submitted as per schedule of requirement. In respect of the successful bidder, this EMD will be returned on receipt of Security Deposit. EMD submitted by other bidders will be returned after finalization of the contract.
Performance Security Deposit (to be submitted in the form of Bank Guarantee)	Option 1: 10% of the project value for 2 months beyond the expiry of the MOU. Option 2: Rupees One Lakh for 2 months beyond the contract period.



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Site Visit	Bidders may visit the institute premises with prior notice for inspection of the site before the due date of submission.
Facility/Service Provider should submit details on	Annexure I, Annexure II/Option 1 and Annexure II/Option-2 (if required can attach separate sheet). The total 13 pages of RFP to be signed and submitted.

*Tentative dates subject to reschedule based on pre-bid meeting.

The broad parameters of the anticipated development by the Dining Facility Provider:

SCOPE OF THE PROJECT FOR OPTION 1:

Dining Facilities with Build, Lease, Operate and Transfer” (BLOT) Basis: (These terms & conditions may be treated as special condition of the contract (SCC))

- 1.1 The Dining Facility Provider is expected to Design, Build and develop the premises on the land owned by the Institute which would be leased to the developing partner and dining service provider i.e Lessee, for a period of **Five** years.
- 1.2 The land parcel measuring * _____ sq. feet will be earmarked for leasing on which a total of maximum of * _____ sq. feet can be covered for construction with * _____ storey within the floor space index (FSI) norms as applicable. The best suitable offer will be selected by the Institute as per area to be constructed and offered by the dining service provider for the Institute (* **Details will be shared during pre-bid meeting**).
- 1.3 The lay out design and plan will be approved by the institute before the construction work is initiated. IITI reserves the right to make necessary modifications, suggestions in the Lay out design and plan.
- 1.4 On completion of the construction, the ownership of the building shall be transferred to IIT Indore by the service provider.
- 1.5 The dining service provider will have to build and operate the dining facilities initially for a period of **05 years. However performance will be reviewed after 02 (TWO) years** by a committee for further extension of the lease agreement.
- 1.6 After completion of the prescribed lease period the service provider shall transfer the building to the Institute with all the fixtures and accessories.
- 1.7 The service provider has to supply, install and commission all the equipment for cooking, storage and service to fulfill the day to day requirement of up to **2000 people/day including students, faculty, staff and the visitors to the institute**, as of today.



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- 1.8 The service provider has to ensure supply and installation of all gas, electrical supply lines, fume hood, exhausts, ventilation with proper approval of the safety agencies for kitchen and service area of the building including the external premises.
- 1.9 The service provider has to **supply and install the furniture and fixtures in the building to ensure services including additional furniture to meet special events.**
- 1.10 The service provider has to keep **sufficient utensils, vessels, cutleries, serving items, aesthetic items (curtains, table covers, displays, boards etc.)**
- 1.11 The service provider has to develop and maintain any existing lawn, fountain, garden etc. as part of the service area.
- 1.12 The kitchen should be fully automated confirming to the highest and latest international standards of cleanliness and hygiene with proper tools and accessories to ensure periodic cleaning, pest control, green kitchen, waste disposal, food grade storage etc.
- 1.13 The cooking equipment must be purchased from certified and authorized agencies, manufacturers with proper AMC, warranty and agreement for supply of spares, accessories and services. In the event of exit of the dining service providers the ownership should be transferred to IITI for all practical purposes of usage, service, repair and disposal.
- 1.14 The service provider will be permitted to use the premises for operating a full fledged dining facility to meet the needs of IITI and its community in the campus of the Institute at Simrol, Indore for the entire range of services such as sale of additional food and beverages. A separate sales counter may be operated for sale of items to visitors, guests at agreed rates. However, this facility should and must not affect the services to IITI community.
- 1.15 The institute reserves the right to check on the quality of food and beverages being served and to ban the sale of such items which it considers not meeting minimum standards.
- 1.16 Special orders may be placed to provide refreshment, meals, etc. for various programmes, meetings and events in the institute for which rates may be negotiated and separate billing mechanism should be chalked out.
- 1.17 The service provider must deploy enough trained manpower and systems at their cost and risk to integrate the billing system with the Smart Card system in operation at IITI for debit/credit of the bills for the IITI community.
- 1.18 The service provider shall clearly mention the percentage of discount extended on institute smart card as IITI is a cashless campus for all transactions.
- 1.19 The service provider must extend counter service with **item wise menu and item wise real time billing system for all food and beverages on sale.**



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- 1.20 The dining/counter facility shall be available on **24x7 format**.
- 1.21 Disposal of waste shall be in most efficient way confirming the latest guidelines such as SWM-2016 and other Pollution control norms.
- 1.22 **Exit plan:** The contract will be finalized between the Service Provider and the Institute with detail scope of work/services. The contract may be severed on the following grounds:
- On completion of the Lease agreement period.
 - On mutual agreement between both parties during the contract period with one month notice.
 - On ground of Non-compliance of any contractual obligations by the service provider with penalty provision.
 - On violation of the agreed norms of the institute.
 - The institute reserves the right to utilize the facilities/services during the notice period/till conclusion of new contract for similar services.
- 1.23 **Dispute Resolutions:** All the dispute shall be resolved by a committee to be constituted on mutual consent between the service provider and the Institute. However, in case of disagreement the case may be referred to an Arbitrator and the decision of the arbitration shall be binding for both parties. All disputes should be subjected to Indore jurisdiction only.

SCOPE OF THE PROJECT FOR OPTION 2:

Providing Dining Facilities: (These terms & conditions will be applicable to the proposal for providing dining facility only)

- 1.1 The Dining Facility Provider is expected to extend dining services for a period of two years on lease agreement basis.
- 1.2 The service provider has to install and commission all the required equipment for cooking, storage and service to fulfill the day to day requirement of upto 2000 people/day as of today.
- 1.3 The service provider has to ensure installation of all gas, electrical supply lines, fume hood, exhausts, ventilation with proper approval of the safety agencies for kitchen and service area of the building including the external premises earmarked by the institute.
- 1.4 **The service provider has to arrange all the required furniture and fixtures to ensure services including additional furniture to meet special events.**
- 1.5 **The service provider has to keep sufficient utensils, vessels, cutleries, serving items, aesthetic items (curtains, table covers, displays, boards etc.)**
- 1.6 The service provider has to maintain any existing lawn, fountain, garden etc. as part of the service area.



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- 1.7 The kitchen should be fully automated confirming to the highest and latest international standards of cleanliness and hygiene with proper tools and accessories to ensure periodic cleaning, pest control, green kitchen, waste disposal, food grade storage etc.
- 1.8 The cooking equipment must be certified by the authorized agencies with proper AMC, warranty and agreement for optimal functioning of the items including safety.
- 1.9 The service provider will be permitted to use the premises for operating a full fledged dining facility to meet the needs of IITI and its community in the campus of the Institute at Simrol, Indore for the entire range of services such as sale of additional food and beverages. A separate sales counter may be operated for sale of items to visitors, guests at agreed rates. However, this facility should and must not affect the services to IITI community.
- 1.10 The institute reserves the right to check on the quality of food and beverages being served and to ban the sale of such items which it considers not meeting minimum standards.
- 1.11 Special orders may be placed to provide refreshment, meals, etc. for various programmes, meetings and events in the institute for which rates may be negotiated and separate billing mechanism should be chalked out.
- 1.12 The Service provider must deploy enough trained manpower and systems at their cost and risk to integrate the billing system with the Smart Card system in operation at IITI for debit/credit of the bills for the IITI community.
- 1.13 The service provider shall clearly mention the percentage of discount extended on institute smart card as IITI is a cashless campus for all transactions.
- 1.14 The service provider must extend **counter service with item wise menu and item wise real time billing system for all food and beverages on sale.**
- 1.15 The dining/counter facility shall be available on 24x7 format.
- 1.16 Disposal of waste shall be in most efficient way confirming the latest guidelines such as SWM-2016 and other Pollution control norms.
- 1.17 **Closure of the Contract:** The contract will be finalized between the Service Provider and the Institute with detail scope of work/services. The contract may be severed/foreclosed on the following grounds:
 - i. On completion of the Lease agreement period.
 - ii. On mutual agreement between both parties during the contract period with one month notice.
 - iii. On ground of Non-compliance of any contractual obligations by the service provider with penalty provision.
 - iv. On violation of the agreed norms of the institute.



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- v. The institute reserves the right to utilize the facilities/services during the notice period/till conclusion of new contract for similar services.

1.18 **Dispute Resolutions:** All the dispute shall be resolved by a committee to be constituted on mutual consent between the service provider and the Institute. However, in case of disagreement the case may be referred to an Arbitrator and the decision of the arbitration shall be binding for both parties. All disputes should be subjected to Indore jurisdiction only.

General Condition of the Contract (to be applicable on Option 1 & 2):

1. Lease agreement for usage of the dining area to be executed before the commencement of the contract.
2. Rent to be paid to the Institute periodically as per agreed rates as part of the contract.
3. Water, Electricity and Network charges etc. shall be paid on actual consumption.
4. Online Menu booking services with real time display of items and rates shall be provided.
5. Integration of billing with Smart Card system of the institute is mandatory.
6. Dining facility for various events at IITI to be extended on need basis.
7. **Validity of offer:** The validity of the offer shall be for 90 (Ninety) days or till enter into a valid contract whichever is later.
8. Earnest Money Deposit (EMD / Bid Security (BS) has to be submitted by bidders except those who are registered with
 - I.) Central Purchase Organization (CPO) i.e. DGS & D.
 - II.) National Small Industries Corporation (NSIC). However, this certificate should be for manufacturing of the item indented and not for selling items manufactured by other firms. The NSIC should be valid for a period of six months (180 days) beyond the Bid validity.
 - III.) Concerned Ministry / Department.
9. No interest will be payable by the Institute on the Earnest Money Deposit. The earnest money of all the unsuccessful service providers will be returned to them at the earliest. The Earnest Money of successful bidder shall be returned on receipt of Performance Security. If the successful bidder fails to furnish the performance security or fails to deliver the service as per contract terms and conditions within stipulated period, the earnest money shall be liable to be forfeited by IIT Indore
10. **EMD of unsuccessful bidders will be returned/ refunded after the institute takes final decision to award the contract.**
11. **Acceptance and Rejection:** Institute reserves the right to shortlist/reject any or all tenders and accept the whole or any part of the tender.
 - The above mentioned are only indicative in nature. Bidders may indicate **Add on** services extended to similar institutions through a separate list as part of their proposal.



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- Firm can display their sketches, drawings for proposed dining during presentation.
- **Please Note:** If the Last day and time of submission of the bid is declared a closed holiday for the institute or a Public Holiday by Govt. declaration, the offer shall remain open for acceptance till the next working day upto the same Time.
- Similarly, if the day and time of Tender Opening scheduled is declared a closed holiday for the institute or a Public Holiday by Govt. declaration, the bids will be opened on the next working day at same Time.

Quality Control Mechanism (to be applicable on Option 1 & 2):

As part of the institute policy a quality control mechanism on items and services will be an integral part of the agreement covering the following parts:

- 1 A register for suggestions/feedback/complaints on the food and services shall be made available in both online and offline mode.
- 2 The service provider shall extend an application for real time implementation of point no. 1 at their cost.
- 3 The institute will have right to conduct the inspection on the ingredients to check quality and their proper storage to avoid any adulteration.
- 4 The process of food preparation and service will be subject to inspection, sample test by the Institute at any point of time.
- 5 Cleaning of equipment, utensils, service area shall meet required standards.
- 6 Proper and periodic pest control, safety check must be undertaken by the service provider at their cost and risk with prior intimation to the committee.
- 7 Non-compliance to the above and also violation of any contract term will invite penalty provision as per agreed rates beside recourse to action deemed fit under the contract.



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Annexure-I

ELIGIBILITY CRITERIA (to be applicable on Option 1 & 2):

Sl. No.	Criteria	Response	Compliance YES/NO (Indicate Page No. If Yes)	
			YES/NO	Page No.
1.	Name of the firm			
2.	Address of registered office & Contact No. & Email id of the firm			
3.	Specify your firm/company is a proprietary/joint or authorized agency			
4.	The service provider should be registered with concerned taxation authorities such as Service Tax Registration & GST (Copy of the certificate should be attached)			
5.	PAN CARD Copy to be enclose			
6.	Firm/Company incorporation certificate			
7.	Food License (Copy of the License)			
8.	ESIC & PF Registration (Copy to attached)			
9.	Labour License (Copy of the license to be attached)			
10.	Proof of financial status in form of audited balance sheet for the last three financial years. Average annual turnover must be at least Rupees 5 (FIVE) Crores			
11.	Income Tax Return of last three F.Y. to be attached			
12.	The bidder must submit an affidavit duly certified that the service provider has never been black listed or punished by any court for any criminal offence/breach			



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	of contract and that no police/vigilance enquiry/criminal case is pending.			
13.	Firm/Service provider should have experience in providing Dining Facility to Govt./Autonomous Educational Institutes for atleast 03 years. (Order Copy to be attached)			
14.	Firm should submit self-declaration that they will maintain optimum hygiene and will do routine pest control from authorized agencies as per terms of the contract			
15.	Any other add on services/information may be attached for consideration			
16	All pages to be signed and sealed by the firm/service provider as acceptance of the terms & conditions of the entire RFP			

Date:

Name of the Service Provider:

Seal & Sign of the Firm/Service Provider



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Annexure-II/Option- 1

Price Bid
For

Option 1: Dining Facilities with “Build, Lease, Operate and Transfer” (BLOT) Basis

<u>Sl. No.</u>	<u>Details</u>	<u>Price/Rate/Response</u>
<u>1.</u>	Development of Infrastructure	
<u>2.</u>	Supply and Installation of fixtures	
<u>3.</u>	Supply of equipment, furniture and other accessories	
<u>4.</u>	Rent to be paid per month	
<u>5.</u>	Item wise rates (Details to be enclosed)	
<u>6.</u>	Rate list of items -Special Services for Events/ Meetings etc. :	
<u>7.</u>	Charges for Add on Services, if any	
<u>8.</u>	All rates/charges for the services should be enclosed separately in clear terms otherwise will be treated as without any charge	
<u>9.</u>	Discount (%) on institute smart card as IITI is a cashless campus for all transactions.	
<i># Please indicate your specific response against each items. Separate Sheets may be attached.</i>		

Please indicate your specific response in the column provided below, along with supporting documents. Any additional chart of tariff or service charges or special services that you may like to include may also be enclosed separately.

Note:

1. All cost of the Design, Structure, Equipments, and fixtures, Inspection, Installation, and Commissioning etc. should be given separately with break ups.
2. Lease rates for Rent of the premises per Month basis.
3. All rates/charges for the Services should be enclosed separately otherwise will be treated as without any charge.
4. Taxes should be mentioned separately.
5. Any change in price will be only with prior consent of the Institute.
6. Recurring expenses such as Electricity, Water, network line if any will be borne by the Service Provider against actual consumption.

Seal & Sign of the Firm/Service Provider



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Annexure-II/Option-2

Price Bid

For

Option 2: Providing Dining Facilities

<u>Sl. No.</u>	<u>Details</u>	<u>Price/Rate/Response</u>
<u>1.</u>	Rent to be paid per month	
<u>2.</u>	Item wise rates (Details to be enclosed)	
<u>3.</u>	Rate list of items -Special Services for Events/ Meetings etc. :	
<u>4.</u>	Charges for Add on Services, if any	
<u>5.</u>	All rates/charges for the services should be enclosed separately in clear terms otherwise will be treated as without any charge	
<u>6.</u>	Discount (%) on institute smart card as IITI is a cashless campus for all transactions.	
<i># Please indicate your specific response against each items. Separate Sheets may be attached.</i>		

Please indicate your specific response in the column provided below, along with supporting documents. Any additional chart of tariff or service charges or special services that you may like to include may also be enclosed separately.

Note:

1. Lease rates for Rent of the premises per Month basis.
2. All rates/charges for the Services should be enclosed separately otherwise will be treated as without any charge.
3. Taxes should be mentioned separately.
4. Any change in price will be only with prior consent of the Institute.
5. Recurring expenses such as Electricity, Water, network line if any will be borne by the Service Provider against actual consumption

Seal & Sign of the Firm/Service Provider



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Annexure-III

PRE-BID QUERY FORM

Sl. No	Reference of the Clause No. of the RFP	Query/ Clarification/ Deviation sought	Clarification/ Response from IITI
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			