



भारतीय प्रौद्योगिकी संस्थान इंदौर
सिमरोल, खंडवा रोड, इंदौर, पिन- 453552

Indian Institute of Technology Indore
Simrol, Khandwa Road, Indore- 453552

Request for Proposal
for
Pizza Outlet at IIT Indore

Materials Management Section
IIT Indore

4th Floor Western Wing (Toward's Gate-1)
Abhinandan Building, Simrol
Khandwa Road, Indore- 453552

Tel.: 0731-6603408/3551/3369, Email: mms@iiti.ac.in

Website: www.iiti.ac.in

प्रतीपक्षक कार्यालय
(मामकी नमंत्र प्रिभात)
Assistant Registrar
(Materials Management Section)



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सिमरोल, खंडवा रोड, भारत, पिन- 453552

Indian Institute of Technology Indore
Simrol, Khandwa Road, Indore- 453552

दूरभाष: 91-0731-6603369/3551
Tel.: 91-0731-6603369/3551
Email: mms@iiti.ac.in

Request for Proposal (RFP)
for
Pizza Outlet at IIT Indore

Indian Institute of Technology Indore (IITI) is a one of the premier institutions of science & technical education of Ministry of Human Resource Development, Government of India.

The institute has a sprawling campus of around 501 acres with a community of approx. 3000 members that is likely to grow to more than 5000 within a few years. The community includes students, faculty and staff etc.

Request for Proposal (RFP) for Pizza Outlet service providers are invited from reputed and branded firms having relevant experience in owning and/or providing hygienic food in academic institutes like IITs, IIMs, IISERs, NITs, IIITs, premium universities and autonomous colleges and who are permitted to do business with Government, educational and research institutes, PSUs, autonomous bodies etc. in India.

IITI reserves the right to: a) reject/modify/change the scope of business of any or all the proposals without assigning any specific reason whatsoever; b) not bind it to accept the lowest or any proposal; and c) accept the whole or any part of the proposal and the firm shall be bound to perform the same at the rates quoted. Canvassing in connection with tender/quotation is strictly prohibited.

*Proposals will be considered based upon the merits, price, quality, feedback etc.

The assessment of the outlet will consider the following criteria:

- Experience of the firm/outlet at other IIT's, NIT's & CFTI's.
- Distinctiveness from existing campus outlets
- Representation of the operation of the demo outlet for 15days in campus.
- Hygiene & product quality of the items
- No. of supporting staff to be posted at IIT Indore to take care of service quality.
- Discounted Price of the items
- Infrastructural support for the Pizza Outlet, and so forth.


Assistant Registrar (MMS)

सहायक कुलसचिव
(सामग्री प्रबंधन विभाग)
Assistant Registrar
(Materials Management Section)

SCHEDULE OF REQUIREMENTS

<u>Description</u>	<u>Details</u>
Download of RFP	July 04, 2024
Pre bid Meeting date	July 10, 2024 @ 03:00 PM
Pre bid report uploaded on	July 13, 2024
Starting of submission of bids	July 13, 2024
Last date for receipt of RFP	July 26, 2024 on or before 3.00 PM
Date and Time of Opening of RFP	June 26, 2024, at 3.30 PM
Tender Validity	The bids submitted by the firm should be valid for 180 days
EMD	<p>Earnest money deposit for this is of ₹ 10,000/-</p> <p>Online EMD Submission: Bidder can submit their EMD online by visiting to the below link: https://www.onlinesbi.sbi/sbicollect/icollecthome.htm.</p> <p>EMD in any other form will not be accepted. Tenders received without valid EMD stand automatically rejected. EMD should be kept in a TECHNICAL BID ONLY. EMD to be submitted as per schedule 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.</p>
Security Deposit	<p>For due performance of his/their obligations under the contract, during the validity, the successful tenderers shall have to deposit ₹ 25,000/- (Rupees Twenty-Five Thousand Only) as Security Deposit for Pizza Outlet which will be free of interest, immediately after commencement of the contract. This security deposit is to be furnished in the form of Bank Guarantee as per the format furnished by the Institute from any of the Nationalized Banks or SBI or from any one of the scheduled banks. The security deposit will be forfeited in case of breach of contract. After successful completion of the contract, the security deposit will be refunded within 60 days after adjusting dues if any to the IITI from the Contractor. Format of PBG is attached as Annexure- I.</p>
Tender to be submitted in	Tender Box at Ground Floor, Abhinandan Building, IIT Indore, Khandwa Road, Simrol, Indore- 453552
All the communications with respect to the tender shall be addressed to:	<p>Assistant Registrar, MM Section IIT Indore, Fourth Floor, Abhinandan Building, Khandwa Road, Simrol, Indore- 453552 Tel.: 0731-6603369/3551/3591 Email: mms@iiti.ac.in</p>

The bidders shall send sealed proposal super scribing "Request for Proposal (RFP) for "Pizza Outlet at IIT Indore" with RFP No. and Due Date.


Assistant Registrar (MMS)

IIT INDORE

सहायक कुलसचिव
(सामग्री प्रबंधन विभाग)
Assistant Registrar
(Materials Management Section)
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Special Terms & Conditions of RFP:

1. Firms should have valid reputed license for doing business in running Pizza Outlet.
2. GST, PAN No. and Incorporation certificate should be submitted along with the offer.
3. Interested firms are invited to visit the campus of IITI and submit their proposal.
4. The proposal may be accompanied by the
 - a) The service provider will setup the eatery to serve the campus residents only
 - b) Details of area required (in Sq. Ft.) for the outlet,
 - c) detail of the items to be sale with list of items and their corresponding rates.
 - d) discount on each item.
 - e) The eatery should serve a multiple variety of pizza. The service provider can subsequently increase the range of the items based on the demand pattern in consultation with the institution.
 - f) Demo of the pizza outlet.
 - g) Payment method along with dealing of payment failure mechanism.
5. **The Service Provider will have to pay the rent @ Rs. 35/- per sq ft.**
6. **The Service Provider will pay the electricity charges and water charge as per actual usage.**
7. The Service Provider will be willing to pay a Token amount of Rs. 40,000/- as security deposit toward rent & other charges for the outlet.
8. Contract Period- One year which may be extended further for 02 more years based on satisfactory performance.
9. All product to be supplied should be of good quality & as per the approval of Food Safety and Standard Authority of India (FSSAI) or any other similar agencies and strictly with appropriate packing.
10. The Service Provider shall pay the electricity charges as per actual consumption. If meter not provided, then fixed charges will be applicable.
11. After site inspection and deliberation further details may be obtained.

General Terms & Conditions

1. **Submission of tender:** Proposal should be submitted in single envelope.
2. **Envelope:** Signed and sealed entire RFP, Annexure I and Terms & Conditions.
3. The tenderer is advised to visit the IITI on any working day between 1000 hrs and 1700 hrs to assess the nature and quantum of work before tendering.
4. The IIT INDORE will give the schedule properties on License for the period mentioned in expression of interest for the installation, operation and maintenance of Pizza Outlet. The agreement will be made and executed for said period only, commencing from the date of agreement. First two months being the probation period and on satisfactory completion of the probation period it will be reviewed and can be extended for the rest of the period.
5. The scheduled properties shall remain in absolute possession of IIT INDORE and the present agreement only allows the Licensee to use the premises for agreed purposes
6. **Failure to fulfill any of the conditions laid down renders the tender invalid.**
7. The Authority has adopted a single stage process (referred to as the "Bidding Process") for selection of the Bidder for order. Under this process, the Bid shall be invited under single envelope.
8. An MoU will be signed between the service provider and the institute for Set-up of Outlet at IIT Indore.
9. IITI does not bind itself to accept the lowest or any tender and may cancel / withdraw the tender without assigning any reason and no claim whatsoever, for any reason arising out of such action, will be entertained by IITI.
10. **Force Majeure:** Neither the service provider nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this control caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify the other of his commencement and cessation of such contingency and prove that such is beyond the controls and effects the implementation of this contract adversely.
11. **IITI reserves the right to modify/alter/insertion or deletion on any part of the tender document to ensure fulfillment of its material & service requirement at any stage.**

12. The instructions about bidding given in this Tender Documents should be read thoroughly before bidding.

13. Cancellation:

- a) Notwithstanding any other provisions in this contract, the IITI reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in public interest. The service provider is not eligible for any compensation or claim in the event of such cancellation.
 - b) If at any later date, it is found that the documents and certificates submitted by the service provider are forged or have been manipulated, the work order issued to the service provider shall be cancelled and Security Deposit issued to the IITI shall be forfeited without any claim whatsoever on IITI and the service provider is liable for action as appropriate under the extant laws.
 - c) Due to Non-compliance of the Terms and Conditions and Breach of the Contract, No compensation will be paid towards progress of order/procurement.
 - d) **Governing Law:** The order placed will be contract between the supplier and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Indore, India to competent jurisdiction. For any dispute, the place of jurisdiction shall be Indore, India only.
14. If the Service provider agreeing the above terms and conditions, satisfying the above eligibility conditions and interested in providing the above activities should give the following documents and information along with the RFP.
- (a) Company profile (background) including contact details (address, Telephone, Email ID, detail of branches if any) in prescribed format (Annexure-II).
15. The Request for Proposal (RFP) complete in all respects with stipulated documents, should be submitted and addressed to Registrar, IIT Indore, in a sealed cover by super scribing the envelop with 'Request for Proposal (RFP) for installation, operation & maintenance of semi refrigerated Pizza Outlet at IIT Indore.
16. All papers of the Request for Proposal (RFP) should be signed and stamped by the authorized signatory of the agency /service provider.
17. The Request for Proposal (RFP) received after the last date shall not be entertained. IIT Indore shall not be responsible for postal delay / loss.
18. The RFP does not constitute a solicitation. IIT Indore reserves the right to change or cancel the requirements at any time during the process of RFP.
19. IIT Indore reserves the right to accept or reject any Request for Proposal (RFP) without assigning any reason and any liability or any obligation to inform the effected firms ground for action is not binding of IIT Indore.

SCOPE OF WORK

1. Set up of Pizza outlet on approved allocated location.
2. Item rate list for sale should be approved by the Commercial Establishment and Service Providers (CESP) committee. No item should be displayed or sold without the approval of CESP. Any addition or deduction of the items need CESP approval.
3. The set-up should be made appropriately for maximum visibility and hygiene and cleanliness should be maintained properly. In case the hygiene and cleanliness are not maintained it will lead to penalty.
4. The Service Provider will ensure that the layout of the eatery is on the lines of counters-based Food & beverages Court. The Service Provider will be responsible for placing furniture, counters, kitchen appliances, light fixtures, furnishings, serving utensils and kitchen utensils.
5. The Service Provider will create appropriate décor for the eatery to suit the campus environment.
6. No expiry items or material should be sale from the outlet.
7. The maintenance and upkeep of the outlet is the sole responsibility of the service provider.
8. The rate list of each item should be mentioned clearly in menu card.
9. The transaction should be cashless, and no cash handling will be entertained.
10. The timings of the eatery will be decided mutually by CESP committee and the service provider.
11. Service provider will provide 24 hours Whatsapp service for any problems faced by IIT Community & call support 08:00 AM - 20:00 PM (Monday-Sunday)
12. Service provider will ensure proper feedback from customers and refill as per requirements mentioned in feedback.
13. Complementary items with food like sauce, chilly flex, oregano should be provided properly.
14. The service provider will be responsible for ensuring the proper electric connection for the kitchen equipments.
15. The service provider will not only ensure health and safety standards of edible food & beverages items, but also will ensure hygiene and sanitation standards of the area within and around the eatery.
16. The service provider will be responsible for managing the manpower with proper police verification and entry and exit gate pass.
17. The service provider should ensure asset items and expired items should exit with gate pass.
18. All consumables like Beverages, Coco lava, mouse cake etc. should be entered with satisfactory delivery challan.
19. All Kitchen equipment's detailed information should be communicated to Central Store Section, IIT Indore.
20. Service Provider will strictly ensure that no credit purchases are extended to the customers. If he/she does, it would be solely at his/her risk and in case of litigation, the institution will have no role or say or responsibility of resolution in the same.
21. Rent and other charges for the allotted shops shall be payable during the vacation period also.

PENALTY PROVISION

The service provider should always ensure regular and uninterrupted quality services. In case of failure in services or negligence (As defined below), appropriate action shall be taken by the Institute.

- I. In the event of lack of cleanliness and hygiene conditions of the outlet or noncertification of failure beyond one day a penalty may be imposed on the service provider as Rs. 500/- per day.
- II. The penalty will also be applicable in case of failure of service and negligence in terms of the following:
 - a. The service provider fails to provide the food items.
 - b. Workers are not available during the stipulated timings.
 - c. Breach of any clause of terms and conditions / agreement even after receiving prior written notice from IIT Indore.
 - d. Any other matter which is an act of negligence or breach of ethics by the service provider.
 - e. Beyond three violation leads to severe action/termination of the service.

FORM I**Eligibility Criteria/Parameters:**

To be eligible for this RFP a Bidder shall fulfil the following conditions of eligibility:

Sl. No.	Description/ Specification	Compliance Yes/No	Deviation if any
1.	Name of the Firm		
2.	Address of the Registered Office		
3.	Contact No. & Email Id		
4.	Specify your firm/company is a proprietary/joint or authorized agency		
5.	GST (Copy of the certificate should be attached)		
6.	PAN CARD Copy to be enclosed		
7.	Firm/Company incorporation certificate		
8.	Licenses/ registration certificates for food and beverages.		
9.	Income Tax Return of last three F.Y. to be attached		
10.	03 Years Experience of providing offered service at IITs, IIMs, IISERs, NITs. (As per below attached Form – IV)		
11.	The bidder must submit an affidavit duly certified that the service provider has never been blacklisted or punished by any court for any criminal offence/breach of contract and that no police/vigilance enquiry/criminal case is pending.		
12.	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		
13.	Annual turnover should be 1 Crore or more as per previous financial year		
14.	Bidder should have valid FSSAI and other valid licenses		
15.	10cr turnover annually for the last five years.		
16.	Atleast 10 outlets in Indore		
17.	Atleast 1000 outlets nationally		
18.	Must be an international brand with business in atleast 20 foreign countries.		
19.	Capable of providing Veg, Nonveg items in separate sections, preferably Jain items too.		

FORM IIACCEPTANCE CERTIFICATE

(To be given on Company's Letter Head)

To, _____

Sub: Acceptance of Terms & Conditions of NIT Reference No: _____

Name of Tender / Work: - _____

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We do hereby declare that we have quoted our firm rates inclusive of taxes if not mentioned extra.
7. I/We agree to hold this offer open until 180 days and shall be bound to provide service within the specified period.
8. I / We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the penalty/restrictions agreed to by us in the Bid Security Declaration.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

FORM III**DECLARATION REGARDING CLEAN TRACK**

(To be submitted on Firm/Company Letterhead)

To,
The Assistant Registrar
Materials Management Section
I.I.T. Indore,
Simrol, Khandwa Road
Indore – 453 552.

Date:

Sub: NIT No. IIT(MM)/CESP/1/1A/SS/PIZZAOUTLET/2024-25 for “Pizza Outlet at IIT Indore”

Dear Sir,

I/we carefully gone through the Terms & Conditions contained in the above-referred NIT.
I/we hereby declare that my company / firm is not currently debarred / black listed/convicted by any Government / Semi-Government Organizations / Institutions in India or abroad. I/we further certify that I'm a competent officer in my company /firm to make this declaration.

Or

I/we declare the following

No.	Country in which the company is debarred / blacklisted / case is pending	Black listed / debarred by Government Semi Government Organizations / Institutions	Reason	Since when and for how long

In case the above information is found false I/we are fully aware that the tender/contract shall be liable to be rejected/cancelled by the IIT Indore and EMD / SD shall be forfeited.

In addition to the above, IIT Indore will not be responsible to pay the bills for any completed / partially completed work.

Yours faithfully

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Date:

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding the period for which the company/firm was blacklisted and the reason/s for the same)

FORM IV**DETAILS OF PREVIOUS & CURRENT EXPERIENCE**
(To be submitted on Service Provider/ Company Letterhead)

To,
The Assistant Registrar
Indian IIT Indore of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Date: DD/MM/YYYY

Sub: NIT No. IITI(MM)/CESP/1/1A/SS/PIZZAOUTLET/2024-25 for "Pizza Outlet at IIT Indore"

Dear Sir,
Details of previous and current experiences with the clients are furnished below:

Name of the Client and full address	Order No. and Date	Description of the services offered	Telephone and Email id of the client	Tenure of contract	Value of contract

Date:

Authorized Signatory

Place:

Name:
Designation:
Contact No.:

Company Seal

FORM V**PERFORMANCE REPORT FOR PIZZA OUTLET AT IIT INDORE PROVIDED in IITs, IIMs, IISERs, NITs**

(To be issued by the organization where facility is being provided)

1. Name of the Owner:
2. Name of the Company/Firm & Location:
3. Name of organization where Manpower services are provided:
4. Name and contact No. of the person in the Organization for verification:
5. Date of award of contract:
6. Date of expiry of license/completion of contract:
7. Value of work in Contract:
8. Performance Report: Please tick/circle the correct option.

(a)	Quality of service	Excellent/Very Good/Good/Fair/Poor
(b)	Quality of pizza, brownie, colddrink etc.	Excellent/Very Good/Good/Fair/Poor
(c)	Resourcefulness	Excellent/Very Good/Good/Fair/Poor
(d)	Redressal of complaints and Promptness	Excellent/Very Good/Good/Fair/Poor

Signature of Auth. Representative

Name:

Designation:

Business Add:

Office Seal

(Signature of the Tenderer)

Name:

Designation:

Company Seal:

Business Address:

Date:

FORM VI**DECLARATION OF ANNUAL TURNOVER AND
INCOME TAX RETURN**

(To be submitted on Firm/Company Letterhead)

To,
The Registrar
Indian Institute of Technology Indore

Date :

Sub: NIT No.- IITI(MM)/CESP/1/1A/SS/PIZZAOUTLET/2024-25

Dear Sir,

I/we hereby declare that, our firm's Annual Turnover as follows, and I/we have also supported an Audited Accounts for your references:

F.Y 2020-21	F.Y 2021-22	F.Y 2022-23

And, I/we hereby declare that, our firm had filed Income Tax Returns for last 3 years i.e. F.Y. 2020-21, 2021-22, & F.Y. 2022-23. Supported by copy of ITR of three years.

(Signature of the Tenderer)
Company Seal:
Date: