



EXPRESSION OF INTEREST (EOI) FOR OPERATION OF CAFETERIA & CATERING SERVICES AT IIM SHILLONG UMSAWLI CAMPUS.

EOI no. V1-1601/10/2022-SPO/Cafeteria

Dated: 12 June 2024

EXPRESSION OF INTEREST

Sealed Expression of Interest (EoI) is hereby invited from the interested bidders for “**Operation of Cafeteria & Catering Services**” at **IIM Shillong, Umsawli, Shillong – 793018, Meghalaya**. Bidders can also download this document from Institute’s Website (www.iimshillong.ac.in) and submit their EOI in the given format duly filled, signed with company seal with required enclosures and documents.

The EoI is to be submitted in a sealed envelope super scribed “**EoI for Operation of Cafeteria & Catering Services at IIM Shillong**” addressed to the Director, IIM Shillong or may be placed in the tender box provided at the Reception of the Institute at IIM Shillong Umsawli Campus.

LAST DATE FOR SUBMISSION OF EOI :- 24 June 2024 upto 03:00 pm

INSTRUCTION TO BIDDERS /TERMS & CONDITIONS / ELIGIBILITY CONDITIONS:

Interested bidder should note the following:

1. This EoI invitation document is not a Tender or Request for Proposal in any form and would not be binding on IIM Shillong in any manner whatsoever.
2. The bidders will have to submit presentation showcasing their experience in running cafeterias, range of foods/products/items sold and existing facilities at other educational institutions, residential campus, etc.
3. IIM Shillong prefers to open a Cafeteria with all facilities including food, coffee, soft drinks, etc. from reputed national and international brands and stake holders/ authorized agencies/franchises.
4. IIM Shillong reserves the right to cancel the EoI invitation as a whole or in part without assigning any reason whatsoever.
5. The Bidders are encouraged to conduct their own independent survey, assessment, analysis and check the reliability, accuracy, feasibility and completeness before submission of their interest/ proposal.



6. IIM Shillong reserves the right to update, amend and supplement the information given in this document at its sole discretion before the last date and time of submission of the interest/proposal.
7. Bidders should submit their response as per formats provided at Annexure-I. The EOI, not conforming to the instructions or prescribed formats will be rejected.
8. Bidders should equip their self with all the permits, License etc. required for the operation of the Cafeteria.
9. Bidder should adhere to all the safety guidelines and norms in running the cafeteria.
10. Bidder will be responsible for cleaning and regular upkeep of the premises.
11. The contract term will be initially for 5 years (five), renewable annually and same may be extended on satisfactory performance. On expiry of contract term, the bidder shall vacate the premises immediately. However, the existing operator may Bid fresh if not prohibited otherwise due to unsatisfactory performance.
12. No liquor/smoking items shall be provided/ served in the Cafeteria.
13. The selected bidder will have to sign an Agreement with IIM Shillong before operation of the Cafeteria.
14. Director, IIM Shillong reserves the right to call limited/short listed or all parties for making a presentation, based on their experience and technical submission made in the EoI. Mere fulfilment of EoI criteria does not entail the parties to be called for making a presentation.
15. In support of the credential submitted by the parties, IIM Shillong reserves the right to solicit information from the organizations by telephonic verification / personal visits / in writing.
16. **Interested bidders should attend a Pre-Bid meeting on 21 June 2024 at 11.00 am at IIM Shillong, Umsawli Campus regarding any clarifications they may have on the scope of work.**
17. Date and time of making presentation (only for the qualified / short listed parties based on the EoI) will be announced / communicated later to qualified / shortlisted parties.
18. **SCOPE OF WORK:**
 - (A) **Preliminary Work**
 1. To prepare and provide Tea, Snacks, Lunch, Dinner and other Food products etc. in the Cafeteria from **8.30am to 10.30pm on all days** including Sundays and Holidays.

2. To provide good quality food, food products and services to all customers / consumers in prompt and efficient manner.
3. To undertake catering & supply of Tea/Snacks, Lunch, Dinner etc. **on order** basis for various programmes/events of the Institute as and when required.
4. To ensure cleanliness of the Cafeteria and its premises.

(B) **Mandatory Requirements:**

1. The contractor /agency shall place specialized and trained staff for cooking as well as supervision and for service, catering, helping job etc. The cooks should be proficient in cooking different special dishes like **North Indian, South Indian, Continental, local cuisines etc.**
 2. To ensure **Self-service in the cafeteria** for all Customers, except when catering for meetings/ conference etc.
 3. To ensure that Cook(s), Waiters and Helpers are decently dressed in proper uniform and trained to be courteous and to provide quality service.
 4. To provide a **Cafeteria/Catering Manager** to ensure prompt and efficient service.
 5. To fix and display the **Rate per item** of Food & Snacks, Lunch/Dinner, Combo meals etc. **in consultation with the Institute** so as to avoid overpricing and escalation.
 6. To provide own cooking utensils, cutlery, crockery, commercial gas cylinder, stove, refrigerator etc. as may be considered necessary for running and maintaining the Cafeteria.
 7. To ensure that single use plastic items are not provided in the Cafeteria.
 8. To maintain the Cafeteria premises, clean at its own cost.
 9. To ensure proper maintenance of the Cafeteria and all infrastructure, furniture, fixtures etc.
19. Sub-leasing of the Cafeteria after award of work/Agreement will not be permitted.
20. The Bidder/Contractor will be required to consult Central University of Tamil Nadu authorities before advertising anything related to the Cafeteria in the print media.
21. **Eligibility Criteria** :

- a. The bidder should have been operating in the Hospitality sector for a minimum of Three years (Hospitality would include experience in the service industry that includes lodging, dining/ Restaurant, event management, theme parks, hotel



management and catering). Prior experience in the Govt. Sector/ educational institutions of national and international repute in hospitality shall be preferred.

- b. The bidder should have past experience of catering and maintaining a cafeteria.
 - c. The bidder should have been operating and managing a project of similar size and scale for the last 3 years.
22. While submitting the Expression of Interest for the Cafeteria (on the letter head of firm according to the format at Annexure – I), the Bidder must submit the details along with all required supporting documents showing their experience, financial turnover, etc. without which the bid will not be considered.

Sd/-
Chief Administrative Officer
IIM Shillong

DOCUMENTS TO BE SUBMITTED

Annexure – I

Sl. No	Particulars	Information
1	Name of the Company/ Firm/Agency	
2	Address of the Company/ Firm/Agency	
	(a) Postal (along with local office)	
	(b) Telephone/ Fax No(s)	
	(c) E-mail	
	(d) Website address, if any	
3	Type of the organization (Company/Firm /Sole Proprietor/Pvt. Limited)	
4	Name, designation and telephone/ mobile number of authorized person to be contacted.	
5	(a) Year of establishment of the Company/ Firm having relevant nature	
	b) Experience in providing Catering services or Operation of own Restaurant / Food Outlet: (operational for more than 3 years) (supporting documents required)	
	c) Years of Experience in operation of Cafeteria in other Educational Institutes/ establishments: (supporting documents required)	
6	(a) PAN / TIN No.	
	(b) GST Regd. No.	
	(c) KHADC certificate	
	(d) FSSAI Certificate	
	(e) EPF Regd. No	
	(f) ESIC Regd. No	
	<i>Note: - Attested copy in respect of (a) to (e) to be attached</i>	
7	Has the Company/ Firm ever been blacklisted? Yes /No (If no undertaking in this regard to be attached)	