



भारतीय प्रबन्ध संस्थान लखनऊ

INDIAN INSTITUTE OF MANAGEMENT LUCKNOW

Prabandh Nagar, IIM Road, Lucknow – 226013

Website: www.iiml.ac.in

Contact No. 0522-6696929/17 purchase@iiml.ac.in

No. IIML/ Bakery/07/2024-25

28.06.2024

REQUEST FOR PROPOSAL (RFP) **(Short Notice)**

Bakery Services at IIM Lucknow Campus

1.	Proposal	For operating Bakery at IIM LUCKNOW
2.	Last date for submission of the Proposal (Proposal received after this date & time will not be evaluated)	10 days from date of publication of this RFP on ePublish and IIM Lucknow website. The last date will not be extended in any circumstances.
3.	Date & time for visiting the area (offered for operating the Bakery inside the campus)	3rd day from date of publication (if happens to be non-working day, next working day) Time: 9:30 am to 11:00 am
4.	Mobilization Period	Within 30 Days
5.	Contact number & email id	0522-6696929/17 and purchase@iiml.ac.in
6.	Date & time for presentation by the vendors	Will be intimated to shortlisted vendors based on initial evaluation of the submitted proposal.
7.	Name, Designation, Address and other details (For Submission of Proposal with supporting Documents)	Chief Administrative Officer Indian Institute of Management, Prabandh Nagar, IIM Road, Lucknow -226013, Phone: 0522 –6696917/6929

Interested agencies having similar experience, interested to operate a bakery inside the Campus (IIM Lucknow) may submit their proposal against this RFP. The proposal along with supporting documents shall reach the Office of the Chief Administrative Officer by the last date & time mentioned above. For any related query / inspection of the space, the interested parties may visit Estate Section, IIM Lucknow on the date & time mentioned above.

Chief Administrative Officer



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INTRODUCTION

1. The Indian Institute of Management Lucknow (IIM Lucknow) invites proposals from qualified and experienced entities to establish and operate a bakery within the campus. The objective is to provide quality bakery products to the students, faculty, officers, staff along with their family members and visitors of IIM Lucknow. The selected vendor/ bidder will be provided space on rental basis to operate bakery inside the campus.

SCOPE OF WORK

2. The selected vendor will be responsible for:
- Setting up the bakery with necessary equipment and infrastructure in the provided space.
 - Providing a wide range of freshly made and assorted bakery products at a competitive price for the IIM Lucknow students and community.
 - Ensuring high standards of quality, hygiene and food safety.
 - Managing daily operations, including procurement, production, and sales.

ELIGIBILITY CRITERIA

3. Interested parties must meet the following criteria:
- Proven experience in running a bakery or similar food service establishment for at least 3 years (enclose GST registration certificate)
 - The Bidder shall have an average annual turnover of Rs.1.00 crore during the last three financial years (2021-22, 2022-23 and 2020-21 or 2023-24)
 - The bakery shall have a sourcing facility (or one of its branches) located near the campus to ensure the freshness of its products.
 - Adherence to all relevant food safety and hygiene regulations, with valid FSSAI registration.
 - Capacity to offer a diverse range of high-quality bakery products.

PROPOSAL REQUIREMENTS

4. The proposal shall consist of the following: -
- A detailed presentation which includes a Business Plan outlining the proposed bakery setup, menu offerings, pricing strategy, and operational approach along with brief introduction of applicant.
 - Experience: Experience of running at least one bakery.
 - Compliance Statement: Confirmation certificate of compliance with all relevant regulations and standards.

5. **TERMS AND CONDITIONS**

- (i) **Duration of Contract:** The contract will be for a period of 11 months, which may be extendable on mutually agreed terms and conditions, depending upon the performance and requirement of the Institute.
- (ii) **Location:** The bakery will be in the designated area of 198 sq feet within the IIM Lucknow campus. The cleanliness and hygiene of the area shall be the responsibility of selected vendor.
- (iii) **Desirable Operating Hours:** The bakery should operate from 1000 hrs to 2200 hrs
- (iv) **Rental and Utilities:** The selected vendor shall be responsible for paying a monthly rent of 2328/- (18% GST will be charged on this amount). The rent is subjected to increase by 10% on completion of 11 months every time. The charges for electricity will be separate as per actual usage. The selected vendor will be required to pay the monthly rental & electricity charges by 10th of every month (advance), failing which a penalty of Rs.100/- per day. The rent for the first month will start from date of starting the operations or the 30th day from the date of LOI, whichever is earlier.
The refundable security deposit of Rs 50,000/- (Rupees Fifty Thousand only) to be deposited in advance in the account of IIM Lucknow by the selected vendor. The cost of stamp duty used in making of agreement shall be borne by the selected vendor. No interest will be paid this amount. The security deposit may be forfeited for non-compliance of the contract and for making any recovery from the vendor.
The selected vendor/ has to execute an agreement on non-judicial stamp paper of Rs.100/- (cost to be borne by the selected vendor) within 15 days from date of issue of Letter of Intent (LOI), failing which a penalty of Rs.200/- per day will be imposed.
- (v) **Maintenance:** The vendor must maintain the bakery premises in good condition. Any damage must be repaired at the vendor's expense.
- (vi) **Hygiene and Safety:** The vendor must adhere to strict hygiene and safety standards as per the guidelines of relevant health authorities.
- (vii) **Staffing:** The vendor will be responsible for hiring, training, and managing bakery staff. The staff appointed shall be neatly dressed up and behave in appropriate manner. The appointed staff would be on payroll of the selected vendor and shall be as per the guidelines prescribed by the Labour Department. The police verification of the deployed manpower shall be the responsibility of the vendor and proper ID cards shall be issued by the vendor to its workers/employees deployed at the bakery.
- (viii) **Termination:** Either party can terminate the contract with a written notice of not less than 3 months. However, IIM Lucknow reserves the right to terminate the contract without any notice period for non-compliance or unsatisfactory performance of the vendor.
- (ix) **Minimum Business:** IIM Lucknow does not provide guarantee for any minimum business to vendor. No delivery charges will be payable inside the campus.

EVALUATION CRITERIA

6. Proposals will be evaluated by committee, formed by IIM Lucknow, based on the following criteria:

- (i) Completeness and clarity of the proposal (2-4 pages, may include the tentative rates, discounts as compared to MRP/ rates in its stores etc.)
- (ii) Distance of its sourcing facility (or one of its branches) from the IIM Lucknow campus.
- (iii) Quality & variety of proposed bakery products and the rate list. The institute reserves the right to request product samples from selected vendors during the evaluation process at a short notice (1 or 2 days).
- (iv) Presentation by the vendors for presenting their plans to operate the bakery inside the campus and other important aspects, which the vendor wishes to bring to the notice of the committee. The ppt shall not be of more than 10 slides (15 mins + 5 mins).

The vendors/ bidders found to be suitable after evaluating the parameters, (i), (ii) & (iii), the committee will shortlist a maximum of three vendors to call them for presentation. Based on the presentation by the shortlisted vendors, the committee will recommend the most suitable vendor, who will be provided space (two shops, area mentioned above) on monthly rental basis to operate a bakery.