

**Non-Committal
Expression of Interest (EOI)**

For

**Engagement of Reputed Food Aggregator(s) for
operating Food outlets in FFT at IIT Madras Campus**



**INDIAN INSTITUTE OF TECHNOLOGY MADRAS
Chennai 600 036**

STORES & PURCHASE SECTION

Email: adstores@zmail.iitm.ac.in
Telephone : (044) 2257 8285/8289/8287/8288
GSTIN: 33AAAAI3615G1Z6

INDIAN INSTITUTE OF TECHNOLOGY MADRAS
Chennai 600 036

STORES & PURCHASE SECTION

Email: adstores@zmail.iitm.ac.in
Telephone : (044) 2257 8285/8286/8287/8288
GSTIN: 33AAAI3615G1Z6

NON-COMMITTAL
EXPRESSION OF INTEREST

Indian Institute of Technology Madras invites online Expression of Interest (EOI) [Non-Committal] from reputed Food Aggregators for operating Food outlets, having experience and knowhow in providing such services in FFT at IIT Madras Campus. The qualifying applicant will be eligible to set up their outlets in 1st floor of FFT, IIT Madras.

The Expression of Interest (EOI) [Non-Committal] document containing the Eligibility criteria, General conditions, Instruction to Applicants, can be downloaded from <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> as well as from IIT Madras official website <https://tenders.iitm.ac.in/>. The last date for submission of EOI is 21 days from the date of its publication.

Sd/-
Assistant Registrar
Stores and Purchase Section

INDIAN INSTITUTE OF TECHNOLOGY MADRAS
Chennai 600 036

STORES & PURCHASE SECTION

Email: adstores@zmail.iitm.ac.in
Telephone : (044) 2257 8285/8289/8287/8288
GSTIN: 33AAAAI3615G1Z6

NON-COMMITTAL
EXPRESSION OF INTEREST

No.IITM/FFT/EOI/001/2024-25

Dated: 03.01.2025

Indian Institute of Technology Madras invites online Expression of Interest (EOI) [Non-Committal] from reputed Food Aggregators for operating Food outlets having experience and knowhow in providing such services.

The Expression of Interest (EOI) [Non-Committal] document can be downloaded from <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> as well as from IIT Madras official website <https://tenders.iitm.ac.in/> (for reference).

The critical date sheet is as under:

| S.No. | Description of Activities | Date |
|--------------|-------------------------------------|-------------------------|
| 1 | Publishing Date | 03.01.2025 |
| 2 | EOI Document available for Download | 03.01.2025 |
| 3 | EOI Submission End Date | 23.01.2025 @ 2.00 pm |
| 4 | EoI Opening Date | 24.01.2025 @3.30 pm |

Sd/-
Assistant Registrar
Stores and Purchase Section

ABOUT IIT MADRAS:

The Indian Institute of Technology Madras is known both nationally and internationally for excellence in technical education, basic and applied research, innovation, entrepreneurship and industrial consultancy. A faculty of international repute, a highly motivated and brilliant student community, excellent technical and supporting staff and an effective administration have all contributed to the pre-eminent status of IIT Madras. The Institute is proud to bear the laureate of being No.1 engineering university in India. More recently, IIT Madras has been given the title of Institute of Eminence.

IIT Madras is a residential institute with nearly 600+ faculty, 11800+ students and 550+ administrative & supporting staff residing in 1250+ quarters and is a self-contained campus located in a beautiful wooded land of about 250 hectares. The campus is located in the city of Chennai, previously known as Madras. Chennai is the state capital of Tamilnadu, a southern state in India. The campus has two shopping centres that cater to the needs of the students and residents. One is the Student Facility Centre, located in front of Narmada hostel. The other is located in the residential area. The second complex offers everything from general supplies and groceries to a bakery and saloon.

The campus has following food joints visited by Students, Faculties and Staff Members catering to the needs of the 12500 customers like students, staffs, residents, etc.

| S.No | Shop Name | Location |
|-------------|--|------------------------|
| 1 | CCD (International Cafeteria Café Coffee Day) | next to DoMs |
| 2 | Usha Café | New GSFC |
| 3 | Adyar Coolbiz | New GSFC |
| 4 | Isthara (Juice World, Asli Mumbai Chaat, Asli Mumbai Chaat, Hotel Ananda, Vineyard, Deli Pizzeria, Chaai Waale, Waah Hyderabad, Five Star Chicken (Nufayl Foods)) | HFC |
| 5 | Zaitoon Restaurant & Grill | Quark |
| 6 | Food Truck – (Golden Spoon, Rotorman's) | Behind TGH |
| 7 | Cookincloud Chaat Bot | ICICI Bank Hangout (A) |
| 8 | Cream Stone | ICICI Bank Hangout (B) |

In addition to the above we have a campus canteen M/s. VAJRA CATERING SERVICES in the Ground Floor of Food For Thought (FFT), IIT Madras which runs at a space of 3961 sq. feet for providing food and beverages to IITM campus community. IIT Madras is looking for an aggregator with high standard models for serving the entire campus community considering the existing eateries.

ELIGIBILITY CRITERIA - I

1. The EoIder must have an Annual turnover of atleast Rs. 3 Crores in the last four financial years in a single place (cumulative) i.e. 2020-21, 2021-22, 2022-2023, 2023-24 (Certificates issued by Chartered Accountant indicating annual turnover should be submitted as proof).
2. The EoIder should be in business for at least 5 years in providing similar service to clients including Central Govt. / Central Autonomous Bodies/ Central Public Sector Undertakings/Govt/Private Educational Institutions and Industries.
3. The EoIder should have aggregated minimum 5 shops at two to three different places.

ELIGIBILITY CRITERIA - II

| S.No. | Description | compliance |
|--------------|---|-------------------|
| 1. | what makes your firm different from your competitors | |
| 2. | How do you define who are your competitors? | |
| 3. | How do you answer on your business model? | |
| 4. | How do I get to know the list of investors? | |
| 5. | What is the marketing strategy for your location and promotion? | |
| 6. | How Your Firm Is Different from Other Aggregators? | |
| 7. | Is there a lobby set up in your plan? | |
| 8. | How do you create a strong virtual presence? | |
| 9. | Who is your previous client in the field of food aggregator | |
| 10. | What is your infrastructure and your plan on existing setup? | |
| 11. | How do I know the number of employees in your firm under FSSAI certification? | |

| | | |
|-----|---|--|
| 12. | How do you live up to safety standards in terms of fire and food waste? | |
| 13. | What is your sustainable approaches for food waste management? | |
| 14. | How do you showcase yourself as right aggregator? | |
| 15. | Is your firm in line with or better than industry benchmarks? | |

The signed and scanned copy of documentary evidence along with URL/Website links in respect of above should be uploaded along with the proposal of EOI.

The EoIder should submit a detailed proposal on the above points not exceeding 40 pages.

EVALUATION PROCESS:

Stage I: Initial Qualification

Vendors will be screened based on **Eligibility Criteria I**. Only those meeting the criteria will proceed to the next stage.

Stage II: Detailed Presentation and Evaluation

Shortlisted vendors from Stage I will be invited to deliver a detailed presentation based on **Eligibility Criteria II**. The evaluation committee will assess the presentations and assign marks. Vendors scoring **75 or more** will qualify for the next stage.

Stage III: Vendor Inspection and Final Evaluation

The committee will conduct site inspections of vendors who qualify in Stage II. Based on this evaluation, the final list of qualified vendors will be determined.

SCOPE OF WORK

The selected agency will have to undertake the assignment as and when allotted by IIT Madras. The broad scope of work would cover undertaking the following mentioned functions in the respective domains on requirement basis.

- a. The facility should be operated 7 days of the week and have at least two 8-hour shift every day (16 hours in total)

- b. The EoIlder shall provide an e-commerce platform (in the Billing Area) for ordering, and digital transactions for the payment; option for a Point of Sale (PoS)/ Swipe Machine
- c. The EoIlder to provide mobile app driven system for food ordering, complaint management, and service request
- d. The EoIlder to provide food delivery service as per the rates and modalities restricted to IIT Madras Campus.
- e. The EoIlder shall serve the food in healthy, eco-friendly packaging, also label all serving/ menu items with their name and/ or corresponding dietary restrictions (vegetarian, non-vegetarian, Jain preparation etc.)
- f. The EoIlder shall have adequate catering staffs as per requirements trained, presentable, well dressed, well-mannered and well experienced to ensure timely, efficient and prompt service.
- g. All vegetables, fruits etc. used by the EoIlder shall be fresh and not rotten or overripe. Milk and milk products such as curd, yogurt, cheese etc. shall be of good quality and must be prepared and served fresh. All the items being used shall be stored properly and served before their expiry date.
- h. The EoIlder shall prepare separately a Vegetarian and non-vegetarian dish by washing utensils exclusively for veg/non-veg and served separately.
- i. The details of the shops/area/size is as follows:

| Shop No.1 | Shop No.2 | Shop No.3 | Shop No.4 | Shop No.5 | Shop No.6 | Shop No.7 | Shop No.8 | Store Room 1 | Store Room2 | Store Room 3 | Washing Area | Dining Area |
|-------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|--------------|-------------|--------------|--------------|---------------|
| 82 sq. feet | 189 sq. feet | 189 sq. feet | 245 sq. feet | 245 sq. feet | 245 sq. feet | 191 sq. feet | 85 sq. feet | 74 sq. feet | 74 sq. feet | 105 sq. feet | 784 sq. feet | 6842 sq. feet |

- j. The aggregator should be able to supply the following indicating list of foods in good quality.

| S.No. | Niche Food Items at FFT |
|-------|--------------------------------------|
| 1 | Fruit Juice & Ice Cream |
| 2 | Chaat |
| 3 | South Indian Cuisine (Pure Veg) |
| 4 | North Indian Cuisine (Veg & Non-Veg) |
| 5 | Chinese Cuisine |
| 6 | Bakery Items and Coffee/Tea |
| 7 | Exclusive Biryani |
| 8 | Pizza & Burger |

- k. The scope also include cleaning the premises, tables and floors in common space by the vendor.
- l. Charges for electricity, water, gas etc., shall be borne by the vendor.
- m. Tentative Contract Validity [to the selected vendor]: Initially for a period of One year and further extension upto a maximum of 2 years on yearly basis subject to approval of the Competent Authority of IIT Madras.
- n. Validity of EOI: The offer of EOI should be valid for 120 days from last date of receipt at IIT Madras.

GENERAL INSTRUCTIONS TO APPLICANTS

- 1. The applicants are advised to read the EOI documents carefully before submitting their application. The terms and conditions mentioned in the EOI documents will carry the meaning as assigned to them. In case of any dispute on any of the terms and conditions, the decision of IIT Madras will be the final and binding.
- 2. IIT Madras reserves the right to alter or modify the terms and conditions of this EOI at any time without notice.
- 3. EoIder willing to participate may also visit IIT Madras campus with prior permission (Contact Person: Assistant Registrar (Admn.III), Email Id: estate@zmail.iitm.ac.in, with a copy to adstores@zmail.iitm.ac.in, Phone No. 044-22578114/8107) and acquaint themselves with the nature and quantum of work involved before submitting the bids at their own cost, respectively before the EOI submission date.
- 4. **All those who meet the eligibility criteria will be short listed after evaluation and intimated. A short tender will be issued to the short-listed eligible firms [Not restricted since EOI being Non-committal] for inviting their offer against customised requirement.**
- 5. The successful applicant so engaged shall not have a right to transfer his registration to any person or persons or concerns.
- 6. IIT Madras reserves the right to cancel the engagement of applicant without giving any notice.
- 7. If any doubt arises with regard to any of the conditions mentioned, the decision of IIT Madras will be final.
- 8. The purpose of obtaining EOIs is to evaluate all the firms on their willingness and to assess the capacity to provide the subject services with reference to the EOI scope of work, performance of similar services elsewhere and obtaining users views with reference to the earlier

supplies. This will enable IIT Madras to arrive at a fair recommendation in the interest of the organization.

SUBMISSION OF EOI PROPOSAL

- a) EOI shall be submitted online at e-portal <https://eprocure.gov.in/eprocure/app>, <https://eprocure.gov.in/epublish/app> or by a hardcopy on a sealed envelope through post/courier on or before 23.01.2025, 2.00 pm. This provision is for enabling the prospective vendors those who do not have specified digital signatures to submit the bids through Central Public Procurement Portal (CPPP). Also, this enhanced provision is to provide equitable opportunities to the prospective bidders for getting wider publicity and offers to meet out the objective transparently and successfully including value for money in public procurement. No in-person submission (or) e-mail submission will be entertained.
- b) All the pages of document being submitted must be signed and sequentially scanned by the firm irrespective of nature or context of document before uploading.
- c) The intending firms are advised to visit IITM tender website <https://tenders.iitm.ac.in> (for reference only) and CPP Portal <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of EOI for any corrigendum-addendum/amendments.
- d) The cost of the EOI document is Rs.5000/- (Five Thousand only) to be remitted through NEFT/RTGS to the following bank account on or before due date 23.01.2025 before 2.00 p.m. The payment details to be included in the EOI proposal. The cost of EOI document is non-refundable.**
- | | |
|--------------------|------------------------------------|
| Name | : The Registrar, IIT Madras |
| Bank | : State Bank of India |
| Account No. | : 10620824305 |
| Branch | : IIT MADRAS |
| IFSC CODE | : SBIN0001055 |
- e) The proposal will be opened as per as the date/time as mentioned in the EOI critical date sheet.
- f) **The technical offer should not contain any price information.** If the price is quoted the EOI will be rejected.

OTHER TERMS & CONDITIONS

- a. The firm has to inform any conflict of interest exists or may arise, in writing to IIT Madras to this EOI.

- b. IIT Madras will be final arbitrator in cases of potential conflicts of interest. If firms fail to notify any conflict of interest to IIT Madras, it will invalidate their proposal.
- c. IIT Madras reserves the right to withdraw EOI and or vary any part thereof at any stage and disqualify any responded firms at any stage, if so necessary.
- d. In the event of any dispute, the decision of Chairman, Tender Committee shall be final and binding upon both the parties.
- e. All communication in this regard may be addressed to the Chairman, Tender Committee.

Signature of the EoIder
Name and Address of the EoIder
with Office Stamp

ACKNOWLEDGEMENT

It is hereby acknowledged that I/We have gone through all the points listed under “Technical Criteria”, “Scope of Work” and “Other General Terms and Conditions” of the EOI document. The same is abided and agreed to be executed. In case, if the above information is found false, I/We are fully aware that the EOI will be rejected / cancelled by IIT Madras.

Signature of the EoIder
Name and Address of the EoIder
with Office Stamp