

REQUEST FOR PROPOSAL (RFP)

For Operation & Management of Student Canteen

International School of Management (ISM), Patna

1. Introduction

International School of Management (ISM), Patna invites sealed proposals from experienced and qualified vendors for the operation and management of the student canteen within the campus.

The objective of this RFP is to select a vendor who can provide hygienic, nutritious, affordable, and quality food services to students, faculty, and staff.

2. About ISM Patna

International School of Management (ISM), Patna is a premier educational institution committed to excellence in education and student welfare. ISM Patna is a premier institute established in 2011 offering UG and PG programs in management and technology. With modern facilities and expert faculty, we focus on innovation, excellence, and industry readiness.

3. Scope of Work

The selected vendor will be responsible for:

- Operating and efficiently managing the canteen facility within the campus premises.
- Preparing and serving fresh, hygienic, and nutritious food to students and staff.
- Providing a variety of food services including breakfast, lunch, snacks, dinner, and beverages.
- Maintaining high standards of cleanliness and hygiene in compliance with FSSAI norms and regulations.
- Ensuring timely and uninterrupted service during designated working hours.
- Managing inventory, including procurement, storage, and proper handling of raw materials.
- Ensuring proper housekeeping and safe storage practices for all food items and ingredients.
- Deploying adequately trained and skilled staff in sufficient numbers to ensure smooth operations.

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- Obtaining and maintaining all necessary statutory licenses, registrations, and compliances required for canteen operations.
- Maintaining accurate and up-to-date records, including preparation and submission of monthly consumption reports.

4. Eligibility Criteria

Interested vendors must meet the following criteria:

- Minimum 3 years of experience in institutional/college/school canteen or catering services
- Valid FSSAI License
- GST Registration
- PAN Card
- Proven track record of managing similar facilities
- No history of blacklisting by any organization or criminal background

5. Infrastructure & Facilities

ISM will provide: - Kitchen space and dining area - Basic utilities (water & electricity – terms to be defined) - Existing fixtures (if any)

Vendor shall: - Arrange kitchen equipment, utensils, and serving counters - Maintain all assets in good condition

6. Menu & Pricing

- The vendor must submit a detailed pricing proposal strictly in accordance with the menu provided in Annexure (A).
- All quoted prices must be reasonable, competitive, and aligned with prevailing market standards.
- The proposed menu will include both vegetarian and non-vegetarian options. The institution reserves the right to modify the menu based on recommendations of the designated committee.
- The final menu and corresponding pricing will be subject to review and approval by the **ISM Management**.

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7. Hygiene & Quality Standards

- Strict adherence to food safety and hygiene norms
- Regular health check-up of staff
- Use of quality and branded raw materials
- No use of expired or substandard ingredients
- Periodic inspection by ISM authorities

8. Contract Duration

- Initial contract period: 2 years
- Extendable based on performance and mutual agreement

9. Payment Terms

- Revenue model to be proposed by vendor (rent/revenue sharing)
- Electricity and other utility charges will be provided by institution.

10. Submission of Proposal

Vendors must submit:

Technical Proposal

- Company profile
- Experience details
- Licenses & registrations
- Staffing plan
- Hygiene and safety practices

Financial Proposal

- The pricing shall be strictly aligned with the Institution-approved menu.
- Any variation in pricing, including escalation or revision, shall be applicable only after the completion of the contract period or as may be mutually agreed upon by both parties during the tenure of the contract.

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11. Evaluation Criteria

Proposals will be evaluated based on:

- Experience and past performance
- Quality of proposed menu
- Pricing and affordability
- Hygiene and safety standards
- The overall suitability of the Vendor/bidder will be assessed based on the company's experience in managing canteen/food service operations, particularly in educational institutions.

12. Terms & Conditions

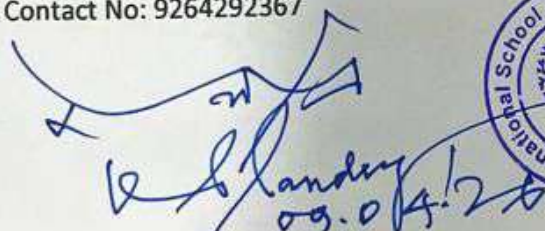
- ISM reserves the right to accept or reject any proposal without assigning any reason
- Vendor must comply with all statutory and regulatory requirements
- Any violation may lead to termination of contract
- Security deposit may be required (details to be finalized)

13. Important Dates

- RFP Issue Date:
- Last Date for Submission:
- Opening of Bids:

14. Contact Details

Canteen Management/Director
International School of Management (ISM), Patna
Email: hr@ismpatna.ac.in
Contact No: 9264292367


09.04.2020
AUTHORIZED SIGNATORY



International School of Management (ISM), Patna



ANNEXURE (A)

INTERNATIONAL SCHOOL OF MANAGEMENT

(A Unit of Vikramshila Educational and Welfare Society)

CAMPUS : SARARI USRI ROAD, KHAGAUL, DANAPUR, PATNA - 801105 (BIHAR)

CORPORATE OFFICE : 1st FLOOR, AMITABH KUNJ, MAIN ROAD, BUDDHA COLONY, PATNA - 800001. (BIHAR)

CANTEEN / MESS MENU

Days	Breakfast 8:30 to 9:20	Lunch 1:00 to 2:20 Pm	Snacks 4:00 to 4:30 Pm	Dinner 7:30 to 9:30Pm
Monday	Sattu-pratha 3-4 Pc Badam Chutney Tea	Rice, Rajmadal Alu/Seasonal veg. Bhujliya onion Salad. Mix pickle	Chura fry Tea	Rice, Roti, Mixdal Mix-veg Pickle
Tuesday	Litti-4 pc kalachana ghughni Tea	Rice, Mixdal, Seasonal veg with Alu, Gree Salad, pickle	Bread Pakoda 01 Pc Tea/Coffee	Rice, Roti, Moongdal fry alu Kabuli chana Sabji, pickle
Wednesday	Aalu Pratha (2-3 pc) Tamato Sweet Chutni Tea	Rice, Chanadal Fry Soyabea-Alu-chana Sabji pickle	Chanaghughni lemon tea	Rice, Roti, Mixdal, Sahi Paneer, Egg Curry
Thrusday	Roti, Aalu+Hari Sabji Bhujia Tea	Rice, Kadi Pakoda, Papad, Aalu Bhujliya	Pasta, tea	Zeera Rice, Dalpuri, Yellow mix Dal, Alu Chana Sabji, Kheer
Friday	Gobhi Pratha/onion pratha/mull pratha/Methi pratha rayata, Tea	Rice, Mixdal, Alu Seasonal Veg. Papad, Pickle	Biscuits, Mixture, & Tea Tea	Rice, Mixdal, Chicken Curry, Kadhai Paneer
Saturday	puri 6pc each alu tamatar chana sabji tea	mix dal and mix veg khichdi alu chokha, papad, pickle	Big Size Samosa (1pc each) & Tea	Rice, Roti, Chana Dal Tadka. Alu Bhujliya, Kheer/Sweet Seviyan
Sunday	Sprouts + Tea	Fried Rice, Mugh Dal, Veg (On the Basis of avallability kaddu, kela, Kathal	Aalu chap (2pc), Tea	Rice, Roti, mixdal, chana chhole, pickle

Note : Total No. of People is Approx. 250



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