

Civil Services Officers' Institute

Expression of Interest (EOI)

Catering for Food & Beverage Services

AT

K.G.Marg & Vinay Marg

Purpose

1. CSOI seeks sealed competitive EOI from qualified interested parties to enter into a contract to operate a restaurants, bars, coffee shop, party lawns, party room and ten Guest rooms at CSOI in Vinay Marg and K.G.Marg New Delhi.

CSOI desires to engage a renowned agency from the food and beverages sector to run the above facilities and provide quality food and beverages for the members and in the parties organized at the premises both by members and CSOI.

2. CIVIL SERVICES OFFICERS' INSTITUTE invites EOI latest by 5.00 p.m. on Wednesday, July 24, 2019 for providing catering services in Food & Beverage operations at K.G.Marg & Vinay Marg, New Delhi – 110021.

3. The EOI should be submitted signed, sealed to the following individual and address, by the above noted date and time:

General Manager, CSOI

At Vinay Marg, Chanakyapuri

New Delhi - 110021

4. The EOI submitted by the proposers will form the basis to attract the best caterers.

5. EOI will be evaluated on the basis of responses, experience in the field, turnover, experience of the proposed staff and ability to comply with all operational requirements.

2. ELIGIBILITY CRITERIA

- i) The bidder should have minimum experience of 5 years of operating in the food and beverage service industry that includes Restaurant and bar services, banqueting / party's management, lodging, etc.
- ii) The bidder should have an average annual turnover of ₹ 2 crores each in past two financial years.
- iii) FSSAI license for providing catering services.
- iv) The bidder should have all regulatory approvals from all cornered agencies for providing catering for Food and Beverages services including labor laws are mandatory requirements.
- v) Expression of Interest for the Catering for Food and Beverage services must be submitted in the format at Annexure-A (to be stamped and signed by the authorized signatory of the Company. Also attach the letter for authorization).
- vi) The Bidder must submit the details along with all required supporting documents showing their experience, financial solvency, etc. without which the bid will not be considered.
- vii) Only short list firms/vendors after presentation will be asked the quote their rates for catering services.

3. Background

- i) CIVIL SERVICES OFFICERS' INSTITUTE is located at two locations i.e, K.G.Marg & Vinay Marg, New Delhi. The Catering and Bar services are to be provided by a licensed caterer.
- ii) Liquor will be provided by CSOI and the rates of the food and beverages served in the restaurant and banquets will be approved by the F&B Committee of CSOI.
- iii) The rates of some of the items commonly served in the restaurants at Vinay Marg & K.G.Marg are attached as Annexure 'B' to the EOI.

4. Scope of Work

- 1. The successful bidder to whom the work is awarded will be required to enter into a contract agreement to provide high quality food items, beverage services along with the banquet services, the specific terms and conditions of operations will be set forth in the SLA after the award is finalized.

2. CIVIL SERVICES OFFICERS' INSTITUTE reserves the right to establish other terms and conditions for the operations which will be set forth in the SLA.

5. The proposer's response shall include the following:

- i) Name, address, email address and telephone numbers of the firm.
- ii) Years and details of experience in the food and beverages sector.
- iii) Submit the audited balance sheet of the company / firm for the last two financial years along with the Income Tax returns.
- iv) Business Plan with the concept for operations of the facilities in CSOI.
- v) Describe the type of improvements which proposer may plan for the facility including equipment, furnishing, etc.
- vi) Include a general business plan for restaurant, bar and event facility operations, including any plan for advertising or promoting operations amongst members.
- vii) Resume of the Operational Head and the owner / partners to be involved in the management and operation of the facilities in CSOI along with experience in the management and operation of similar facilities.
- viii) Names, addresses and contact information of at least three (3) individuals with direct knowledge of the proposer. CSOI reserves the right to get the background check done to ascertain the eligibility for consideration to provide services in CSOI.
- ix) Sample menu describing/showing the type of food to be served (i.e. breakfast, lunch and dinner and appetizers/snacks) with proposed pricing information.

6. Evaluation of EOI : Criteria for evaluation of EOI would be QCBS selection procedure and include the following for consideration of the Committee :

- i) Business plan, Quality of concept and services to be provided.
- ii) Experience of the principal personnel heading operations at CSOI.

- iii) Present Yearly menu planning capability with various cuisines (National and International cuisines).
 - iv) Financial and Technical capability (knowledge and experience in the Food & Beverage Industry) of the firm / company.
 - v) Innovative ideas or plans to promote the use of the F&B facilities in CSOI by the Members.
 - vi) Short-listed Firms / Company will be subject to hosting, food tasting with a site visit of premises (restaurants, banquet halls, catering facilities at clubs/institutions, etc.) currently being operated.
 - vii) References.
9. EOI received from various firms for providing the necessary F&B services and the discussions thereof will enable the management to shortlist firms capable of providing catering services as per the requirements of CSOI to invite financial offers from shortlisted renowned firms and then select the best offer.
 10. Selection of successful bidder would be made on the basis of consideration being given not only to the proposed highest revenue share, but also to the desirability of the EOI which is deemed to be most appropriate for providing quality services in CSOI.
 11. The catering contractor would be required to operate the F&B facilities during the operational hours as decided by CSOI Management.
 12. CIVIL SERVICES OFFICERS' INSTITUTE reserves the right to **reject any EOI** in which the proposer takes exception to the terms and conditions of the EOI; fails to meet the terms and conditions of the EOI, including but not limited to, the standards, specifications and requirement specified in the EOI; submits prices that are considered to be excessive compared to the existing rates.
 13. CIVIL SERVICES OFFICERS' INSTITUTE may conduct discussions with proposers who submit EOI for the purpose of clarifications or corrections regarding EOI to ensure full understanding and responsiveness to the requirement set forth in the EOI.

14. CIVIL SERVICES OFFICERS' INSTITUTE also reserves the right to reject and **scrap in whole or in part this EOI** without assigning any reason whatsoever and at no cost to the Bidder.
15. This EOI invitation document is not a Tender or Request for proposal in any form and would not be binding on CSOI in any manner whatsoever.
16. 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.