



**Appointment of an agency for running food court in the
India Pavilion at World Expo 2020 in Dubai**

Request for Proposal [RFP]

Last Date of submission 18th June, 2021, 5.00PM(IST)
(to be sent by courier/speed post only)

Tender Cost

INR 10,000

(INR Ten thousand)

Earnest/Security Money

INR.10.00 lakh

(INR Ten lakh)

Reserved license fee for six month

INR 30.00 lakh

(INR Thirty lakh)

(LAST DATE FOR SUBMISSION OF RFP EXTENDED TO 25TH JUNE,2021 BY 5.00PM)

**Federation of Indian Chambers of Commerce and Industry
1, Tansen Marg, New Delhi 110001**

GUIDELINES to Bidder

1. The Federation of Indian Chambers of Commerce and Industry (FICCI) is a not-for-profit premier industry body working to promote Brand India and Indian businesses. FICCI is the industry partner of the Government of India for the World Expo 2020 to be held in Dubai from Oct 2021 to April 2022. The primary objective of this association is to promote and create international awareness of Brand India at this mega global event and facilitate dissemination of information on Indian products, business and services, invite investments into India and showcase the country's capabilities to the world.
2. FICCI proposes to appoint a Reputed agency for running Food Court at India Pavilion in the World Expo 2020 in Dubai from 1st October, 2021 to 31st March, 2022.
3. FICCI intends to provide high quality of food of international standards in the Food Court. The food items served will need to be of International Hygiene standards also.
4. The bidder will be appointed for a period of six months w.e.f 1st October, 2021 to 31st March, 2022 with the provision that FICCI will be free to terminate the contract by giving a one month notice if the services provided by the agency are not as per approved guidelines of FICCI and are not found in order. The Surety money deposited by agency will be forfeited in above case.
5. Interested bidder is required to submit their proposals which must include the following, as detailed subsequently in this document:
 - (i) A Technical Proposal which is mainly, required documents for eligibility criteria.
 - (ii) A Financial Proposal-quoting licence fee in INR or US\$ for a period of six months.
 - (iii) Details of the food menu & rate list (in local currency)
6. The Bidder must observe the highest standards of ethics during the selection and execution of the contract. FICCI has the right to reject a proposal at any stage if it is found that the firm recommended for award has indulged in corrupt or fraudulent activities in competing for the contract in question and may also declare a firm ineligible or blacklist the firm, either indefinitely or for a stated period of time.
7. **Important Instructions:-** (i) Offers below monthly reserved license fee of INR 5 lakh) will not be considered for award of contract for food court and will be primarily rejected.
 - (ii) **Besides license fee, sharing of 20% on the total sales will be settled with FICCI as per agreed terms and conditions**
 - (iii) The successful agency is liable to pay all Govt. Taxes(local) i.e. VAT /service tax applicable as per rates declared by Local Govt.
 - (iv) **The lay out of the food court are enclosed herewith as Appendix- I**
 - (iv) **The details of equipment's, furniture, and hardware etc. available at the food court is also enclosed as Appendix -II**
 - (v) **It may be noted that Cooking Oil will be provided by the organizers as per requirement, and cost of cooking oil may be fixed accordingly in the rate list.**

- (vi) **NO COOKING IS ALLOWED IN THE FOOD COURT, ONLY HEATING OF THE PRE-COOKED FOOD WILL BE ALLOWED AS PER GUIDELINES OF EXPO AUTHORITIES.**
- (vii) The period of license shall be six months i.e. from 1st October, 2021 to 31st March, 2022. However, possession of food court will be handed over by 15th Sept. 2021 to enable agency to set up Food Court and it must be vacated in all respects by 5th April, 2022 after completion of the contract with FICCI.
- 8. **Cost of tender** amounting to Rs.10,000/- (INR Ten thousand only), (non-refundable) is required to be submitted along with RFP in the shape of Demand Draft in favor of Federation of Indian Chambers of Commerce & Industry, New Delhi.

9. **Eligibility Criteria**

- a) The bidder must have been in operation of Food Court, Restaurant of International repute for a minimum of 10 years as on the date of the issue of this RFP. Copies of the supporting document must be enclosed.
 - b) The bidder (Single firm not group companies or group of firms) must have an Annual Revenue (Turnover) of INR 1.00 crore each in the last three years till 2018/2019. Please attach Certificate of turn over, by a registered Chartered Accountants in this regard. Copy of ITR may also be enclosed.
 - c) The bidder should be able to provide a qualified, dedicated servicing team in the respective business and should be medically fit.
 - d) The bidder should have never been black-listed ever by any department of the Government of India/Government of UAE or any other Country till the date of issue of this RFP.
10. Relevant certificates/documents in support of fulfilment of eligibility criteria must be submitted with RFP, otherwise financial bids will not be considered for eligibility.

11. **Other details**

- a). Number of years in service _____
- b). Number of active staff in service _____
- c). Number of logistics fleet _____
- d). Largest outdoor events/caterings performed _____ **(Enclose documentary evidence)**
- e). Details of Company insurance? Whether 3rd party liability amount? food poisoning coverage? Workman’s compensation coverage? transport and logistics insurance? **Give details and enclose documentary evidence**
- f). Labour file, is it open or blocked in MOHRE _____
- g). How do you support UAE local businesses? _____
- h). Company formation? (LLC, establishment) _____

- i). Is your company wholly owned? or any franchise regulations in place? _____
- j). Is your company ADFCA (food control) approved? _____
- k). Is your delivery fleet ADFCA approved? _____
- l). Is your company HACCP certified? _____
- m). Is your delivery fleet HACCP certified? _____
- n). Are you able to provide religious/ethnic/health/dietary foods, example: Jain, allergies, nutritional values, ingredients in food details, etc...? _____(Give details)
- o). Is your staff covid tested, and how often? (Testing to be done every week and report to be submitted every week without which no one will be allowed entry or as per rules of the land of law)
- p). Is your staff Covid vaccinated? (Certificate of vaccination to be enclosed for all the staff) _____
- q). Was any member of your team covid positive in the past, if so when _____
- r). Do you have any legal cases against you or the company? _____
- s). Do you have any outstanding liabilities with any government agencies? (fines and penalties)
- t). Are you able to provide all up-to-date certificates from all governing and statutory bodies, including but not limited to the above? _____
- u). Are all members of your team actively insured (medical insurance _____)(Enclose documentary evidence)
- v). Does your insurance policy cover Dubai (Expo 2020)____ enclose documents
- w). Do you have an HSE officer? (Health and Safety) Do you have and maintain Fire Safety program? Is anyone in your team trained to be a fire marshal? _____Give details
- x). Do you have a HACCP certified hygiene officer? _____

12. **Earnest Money Deposit (EMD)/bid security** in the shape of Demand Draft from a scheduled Bank for INR 10,000,00/- (INR ten Lakh only) drawn in favor of Federation of Indian Chambers of Commerce and Industry to be enclosed with the proposal in the separate unsealed envelope. Proposals not accompanied by EMD security shall be rejected as non-responsive. **No interest shall be payable by FICCI on the sum deposited as EMD/bid security.** The EMD/bid security of unsuccessful bidders would be returned within one month of opening of financial bids.

EMD/bid security amount of successful agency will be retained as Security and will be returned after six months of completion of contract, without any interest. EMD will be returned only after it is verified that all the Equipments and furniture are returned in working and good condition. Responsibility for the maintenance of Equipments will be with the agency. In case any Equipments is damaged & broken during the contract period, the cost of the same will be deducted

from the EMD/Security amount and balance if remaining will be returned.

13. The selected agency will be responsible for the maintenance and upkeep of the Food court and will be responsible for any damage to the property or any part thereof the Indian Pavilion's fixtures and equipment's by the staff of the agency in whatsoever it may be.

14. **Disposal of waste material:** Selected agency will be solely responsible for the disposal of waste material of the food court in the authorised manner as per rules of the Expo authorities and will be responsible for the maintenance and upkeep of Hygiene at the food court

15. In case of any damage to the Equipments, fixtures and furniture's of the India Pavilion, the entire cost will be recovered out of Security amount of the agency.

16. **Undertaking by successful bidder** and signed by an authorized signatory of the company with stamp to undertake the assignment, in accordance with the Scope of Work as detailed in the RFP document and at the cost submitted by the Bidder in the financial proposal (the cost is not to be indicated in the undertaking). The above undertaking submitted by the company would be binding on the Bidder.

i. An undertaking on the letterhead by the agency that the company will be responsible for the upkeep of the Food court.

ii. An undertaking on the letter head of the company that details given by the agency in their proposal are correct and nothing has been suppressed.

iii. The agency will be exclusively responsible for any challans/fines imposed by the Health Department/Food Department of Govt. of UAE/Expo authorities for violations of Rules and regulations of the Food Control Department and concerned Municipal authorities and will abide by the Rules and Regulations of Food control Department as well as Expo authorities in the World Expo. FICCI will not be party to any challans/penalty etc.

17 The Technical Proposal shall not include any financial information.

18. **Financial Proposal:** In preparing the Financial Proposal, companies are expected to consider the requirements and conditions outlined in the RFP document. Financial Proposal shall contain the following documents to be submitted in the standard formats given in Annexure III of this RFP Document; comprising *inter alia* of

i. Letter of Financial Proposal Submission indicating License Fee for the contract period i.e. from 1st October 2021 to 31st March, 2022, total fee for a period of six months: INR/US\$. The Financial Bid shall not include any conditions attached to it and any such conditional financial proposal shall be summarily rejected.

19. **In case the scope of work is modified, the FICCI committee may increase or decrease the cost proportionately, post mutual discussion and agreement with the agency that has been selected for food court.**

20. **Submission of Proposals**

a) The original proposal (Technical Proposal and Financial Proposal) shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the firm itself. Any such corrections must be authenticated by the persons or person who sign(s) the proposals.

b) An authorized representative of the firm should authenticate all pages of the Technical and Financial Proposal duly signed and with company's stamp.

c) The Technical Proposal should be placed in a sealed envelope and super scribed **"Technical Proposal" for Appointment of the agency for food court at the Indian Pavilion, World Expo 2020**

Further, the Financial Proposal shall be placed in a sealed envelope and super scribed **"Financial Proposal" for Appointment of the agency for food court at the Indian Pavilion,**

d) If the Financial Bid is not submitted in a separate sealed envelope duly superscribed as indicated above, this will constitute grounds for declaring the Bid non-responsive.

e) Both the sealed envelopes should be put into an outer envelope and sealed. The outer envelope shall be super-scribed "Technical & Financial Proposal for Food Court at World Expo" with the due date for submission. The Bottom Left corner of the outer cover should carry the full name, address, telephone numbers, mobile numbers, e-mail ID etc. of the agency submitting the Proposal. The sealed Technical and Financial Proposals should be addressed to: FICCI, Federation House, 1 Tansen Marg, New Delhi 110001, India and submitted by **on or before 25th June, 2021 by courier/speed post only.** The proposals received after the last date i.e. **25th June, 2021 at 5.00 PM** will not be entertained at any cost.

21. The agencies will be required to organise a Power Point presentation of about 20 minutes giving detailed activities, experience and strength of the agency during the last three years. The presentation would be organised in the FICCI either in person or Virtually as the case may be on the date and time indicated by FICCI.

22. **Opening of Proposals and Selection Process**

i) Technical Proposals received will be opened in the presence of authorized representatives of the bidder who have submitted proposals on a date /time to be specified by FICCI.

ii) The Technical Proposals will, in the first instance, be examined in FICCI to ascertain fulfilment of eligibility criteria and submission of required documents. The bidder that fulfils the eligibility criteria and have submitted all required documents in their Technical Proposal would only be invited to make presentations on their Technical Proposal. The presentation should be made by team members identified to work with FICCI.

iii) The Bidder scoring 50% or more in the Technical Evaluation and Presentation, i.e. (70 or more out of 100) will be shortlisted for opening of financial bids.

iv) The financial proposals will carry weightage of 50%.

23. Financial bids of shortlisted Bidder will be opened in the presence of authorized representatives of the Bidder on a date/time to be specified by FICCI.
24. Selection of the Bidder will be based on the aggregate of the Technical and Financial Evaluation. 50% to technical and 50% to Financial.
25. From the time the Technical Proposals are opened to the time the contract is awarded, if any bidder wishes to contact FICCI on any matter related to its proposal, it should do so only in writing. Any effort by the bidder to influence FICCI in the proposal evaluation or contract award decisions may result in rejection of the proposal of the agency.
- 26. MODE OF PAYMENT OF LICENCE FEE TO FICCI**
- A) License fee will be paid in two instalments in advance as under:-
- i) First instalment of license fee of 50% will have to be paid by 15th August 2021 &
 - ii) Second instalment of 50% will be paid by 15th September 2021
 - iii) Payment of settlement over sales of 20% will be made by 15th of next month positively. However, daily sales will have to be informed to the FICCI's authorised person in writing.
 - iv) If the license fee is not paid by due date, interest @18% will be charged. However, if the license fee is not paid within 30days of the due date, contract will be cancelled and surety money will be forfeited.
- 27. Other Important Information** The bidder will be responsible for obtaining all permissions, license from local authorities/Expo authorities and will also pay any fee charged by the authorities that may be required for obtaining the permit/permissions. FICCI will, however, assist the Agency in this regard, wherever possible.
28. The bidder will at no time resort to plagiarism. FICCI will not be a party to any dispute arising on account of plagiarism resorted to by the Bidder.
29. Agency and his entire staff will be required to maintain discipline and abide by all the Rules and Regulations of the Local Government as enforced from time to time and will be solely responsible for any misconduct/breach of law, and rules & regulations of the Local Government.
30. A formal contract will be signed up between the selected bidder and FICCI.
31. FICCI reserves its right to accept and or reject the tender/proposal of any agency without assigning any reason whatsoever.
32. The bidder submitting proposals will not be permitted to alter or modify their bids at any time post submission to FICCI.
33. Termination: Either party can terminate the Contract at any time by giving one months written notice.

34. **Force Majeure:** Neither party will be liable in respect of failure to fulfil its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, Epidemics or disturbances in the country. Force Majeure shall not include (i) any event which is caused by the negligence or intentional action of a Party or by of such Party's agents or employees, nor (ii) any event which a diligent, Party could reasonably have been expected both to take into account at the time of being assigned the work and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.

A Party affected by an event of Force Majeure shall immediately notify the other Party of such event, providing sufficient and satisfactory evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

35. **Arbitration:** Venue of arbitration will be New Delhi, India and will be governed by provisions of The Arbitration & Reconciliation Act 1996, India. Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with the Rules of Arbitration of the Indian Council of Arbitration and the award made in pursuance thereof shall be binding on the parties.

36. **Jurisdiction:** The contract shall be governed by laws of India and all Government rules on purchase matter issued from time to time and in force for the time being are applicable to this contract.

37. **Inspection Committee:** A committee will be constituted in the FICCI who will monitor the quality/quantity of food, Rate list, cleanliness & hygiene in the Food Court. The Committee will be free to make surprise inspection/check at any time and the agency will provide full cooperation to the Inspection Committee.

(To be submitted on the letter head of the company)

Format of Technical Proposal Submission

To:

Shri Allroy Collaco,
Consultant,
Federation of Indian Chambers of Commerce and Industry,
FICCI, Federation House,
1 Tansen Marg, New Delhi 110001, India

Subject: Appointment of Bidder for Food Court at World Expo, 2020 Dubai from 1st October, 2021 to 31st March, 2022

Sir,

We, the undersigned, offer to undertake the assignment of Bidder for FICCI, in accordance with your RFP Document dated [-----]. We hereby submit our Technical Proposal for the same.

We understand you are not bound to accept any Proposal you receive.

Yours Sincerely,

Signature:

Name & Designation of the authorized Signatory:

Name of Firm:

Address:

II. FORMAT FOR SUBMISSION OF TECHNICAL PROPOSAL

The proposal must be submitted section wise along with their section specific supporting document/Annexures given in Section D)

A. General Information

1. Name of Company
2. Full Address
3. Contact Details
4. (Tel. No./Fax/E-mail)
5. Name of Contact Person

D. Documents to be submitted as enclosures/annexures (D1- Technical bid qualifying documents & D2- Main documents for technical proposal)

D1- Technical bid qualifying documents

- a). Document(s) in support of number of years of experience in operation of Food Court, Restaurant of International level for a minimum of 10 years as on the date of the issue of this RFP. A Copy of the document must be enclosed.
- b). Photo copy of PAN Card) Annexure-II, Certificate of Turn over from authorised Chartered Accountant and copies of ITR filed during the last three years till 2018-2019
- c). Earnest Money Deposit (EMD)/ Bid Security in the shape of Demand Draft only from a scheduled Bank for INR 10,00,000/- (INR Ten Lakh only) drawn in favour of, FICCI, New Delhi, India.
- d). A declaration from the bidder that they have never been blacklisted ever by any department of Government of India till the date of issue of this RFP.
- e) Copy of registration of the company with the local Government to work of the relevant profession.
- f) Copies of other documents as listed in the RFP documents duly signed by the authorised representative of the company.

II- Financial Bid for Appointment of Bidder by FICCI. To be given in separate sealed envelope.

(SPECIMEN FOR FINANCIAL PROPOSAL SUBMISSION LETTER)

[Location, Date]

From:

[Name of the Firm]

To:

Shri Allroy Collaco,
Consultant,

FICCI, Federation House, 1 Tansen Marg, New Delhi 110001, India

Subject: Appointment of Bidder for Food Court at World Expo, 2020 Dubai from 1st October, 2021 to 31st March, 2022

Sir

We, the undersigned, offer to undertake the assignment of Bidder for Appointment as Bidder for Food Court at World Expo, 2020 Dubai from 1st October, 2021 to 31st March, 2022 in accordance with your RFP Document dated [-----] and our Technical Proposal.

Our attached Financial Bid for license fee is for the sum of INR/US\$ ----- [Total Amount for 6 months, in words and figures]. This amount is exclusive of taxes, which will be claimed as applicable and as per actuals.

Please also find enclosed Tender fee of INR 10,000/- vide demand draft no. _____ dated _____ drawn of _____ (Name of bank and complete address)

A certificate that we agree to share 20% revenue over the sales with FICCI

Our Financial Bid shall be binding upon us, up to completion of the period of the contract as specified in the Tender Document.

We understand you are not bound to accept any Proposal you receive.

Yours Sincerely,

Signature:

Name & Title of the Authorised Signatory:

Name of Firm:

Address:

Format for Declaration of ineligibility for corrupt or fraudulent practices

[Location, Date]

From:

[Name of the Firm]

To:

FICCI, Federation House, 1 Tansen Marg, New Delhi 110001, India

Subject: - Declaration of ineligibility for corrupt or fraudulent practices.

Sir,

This has reference to the FICCI RFP dated _____ for Appointment of Bidder for Food Court at World Expo, 2020 Dubai from 1st October, 2021 to 31st March, 2022

I as an authorized representative of company, declare that presently Company/ firm is having unblemished record and is not declared ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU in India, UAE or any other country. If this declaration is found to be incorrect then without prejudice to any other action that may be taken, our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Thanking you,

Name of the Bidder: Authorized Signatory _____

Name: Seal: Date & Place

Tentative list of Equipments in the Food Court**Annexure II**

1	FRIDGE. 670LT 1 DOOR.-15/-22°C, AISI430	1 One
2	FREEZER. 670LT 1 DOOR.-15/-22°C, AISI430	1 One
3	LINEAR SHELVES ALLUM.RIP.POLYETH-475X1126MM	2 Two
4	ELECT OWEN CONV. 6 GN 1/1-CON VAP.DIR	1 One
5	GRILL GN 1/1 STAINLESS STEEL AISI 304	2 Two
6	SUPPORT FOR OWEN 6 1/1	1 One
7	GRILL GUIDE FOR OWEN SUPPORT 6 1/1	1 One
8	ELECT FRYER .15LT-1 BATH+1 BASKE	1 One
9	FRY TOP ELECT.PLATE HORIZ.400 MM	1 One
10	NEUTRAL BASE OPEN 400 MM	3 Three
11	ELECT. STOVE TOP 4 PLATES SQUARE 800 MM	1 One
12	ELECT. STOVE TOP 2 PLATES SQUARE 400 MM	1 One
13	NEUTRAL BASE OPEN 1200 MM	1 One
14	STAINLESS STEEL WALL HOOD 430+FILT+ASPIR.320X110	1 One
15	SPEED VARIATOR MOTOR MAX 1.7 KW	1 One
16	IP 65 PLAFOND LAMP 36 WATT WITH 1 NEON	2 Two
17	WALL MOUNTED SINK	1 One
18	TABLE DOUBLE SINK 1200 MM	1 One
19	DOUBLE PLASTIC DRAIN 1,5"	1 One
20	INFERIOR SHELF 1200MM	1 One
21	PEDAL MIXER +CANE-3/4	1 One
22	CABINET TABLE 1600MM	1 One
23	HANGING CABINET 2 SLIDING DOORS 1600MM	1 One
24	CABINET TABLE 1000MM	2 Two
25	GARBAGE GAIN	1 One
26	GLASSWASHER.(H 290)1 CICLE,P.SCAR.+DET.30C/H	1 One
27	4 LEGS TABLE + SHELF 1100MM	2 Two
28	BUILT IN DISHWASHER 540P/H, 3N	1 One
29	FLOOR DRAIN 300X300	1 One

Details of tentative Furniture.

Restaurant Furniture

1	Café Table	Lobby	Ground Floor	Max CH 203	600 X 800 X 750	MFc Top Timer Wood Legs	26	731.52	19020
2	Café Chair	Lobby	Ground Floor	Max Ambra		Moulded Frame PU Foam and PU Upholstery	52	731.52	38039

Café Furniture

S.No	Description	Area	Floor	Model No	Dimensions in mm (W X D X H)	Specification	Qty
3	Café Table	Café	Ground Floor	Max CH 203	600 X 800 X 750		18
4	Café Chair	Café	Ground Floor	Max EVA		Moulded Frame PU Foam and PU Upholstery	36