

INDIAN INSTITUTE OF TECHNOLOGY, BOMBAY

POWAI, MUMBAI – 400 076

14.12.2018

Clarification to questions raised by Cafe Coffee Day, Nestle India Limited and The Chocolate Room India Pvt. Ltd. during pre-bid meeting held in the office of Dean (IPS) on 13.12.2018 at 11.00 a.m.

Item No.	Question	Clarification
Cafe Coffee Day		
1.	Common percentage (%) for products ?	Common percentage (%) will be applicable uniformly for all items. Please read this answer alongwith the answer given to Item No.8.
2.	Usable area is chargeable, No charge for sitting area?	Yes. Area utilised for Counter, Storage and Pantry will be chargeable in the faculty lounge. In Academic area, the footprint used for the kiosk will be chargeable.
3.	Electricity charge will be paid by faculty for sitting area ?	Electricity charges applicable to area under Item No.2 will be payable by the Service Provider. Accordingly Power / Electricity Meter will be provided.
4.	20k is the total count ? 10K students + 5k Visitors + 5k family members+ 5k faculty?	The population number given is as per the current status on a conservative basis and it is approximately 10,000 + 5,000 + 5,000.
5.	Water charges Rs.1,600/- per month too high ?	Upon reconsideration of water charges the committee decided to reduce it for Rs.500 per site.
6.	Rs. 01 Lakh Security Deposit in the form of Bank Guarantee / Fixed Deposit ?	Yes. Security Deposit is Rs. 01 Lakh in the form of Bank Guarantee or Fixed Deposit is to be furnished.
7.	Additional menu pricing ?	Additional menu pricing is covered under Item No.8 of tender condition.
8.	Product availability need to address ?	Minimum of 40 Items from Common Desirable Menu (C.D.M.) out of the 54 Items listed in the tender are to be offered while quoting. If the vendor re-introduce the leftout items from the C.D.M. at a later stage, the prices as per the common desirable menu shall be held.
9.	05 Year tenure / 15 years ?	The tenure of the contract is governed by clause No. 8(k) of Cafe Service Provider agreement at Annexure III.
10.	Fitout period 60 days, to make kiosk ?	The fitout period is as defined under Clause No.3 of Leave and License agreement at Annexure IV.
11.	Scope of work by CCD ?	The scope of work of service provider is defined under Item No.1 “A brief description of cafe locations and infrastructure requirements” of tender document.

12.	Insurance ?	All due safety measures for running the cafe services are to be taken care by the Service Provider. The Service Provider may insure themselves for any eventuality arising out of natural calamities and accidents.
Nestle India Limited		
13.	Can Nestle India Limited operate the kiosk through a franchisee ? Nestle would take full responsibility of the kiosk but in the bidding agreement we can have a cover letter stating that the kiosk shall be operated by an authorized Nestle franchisee ?	The committee consider clause 4 of the tender document and agreed to the franchisee model as a service provider. However the original brand owner (tenderer) shall stand guarantee for the performance of the franchisee and uphold the quality standards expected of the brand.
14.	What can be possible 'experience proofs' for 5 year operation in similar business ?	Document showing the service provider / franchisee running an eatery of similar type for 5 years or more.
15.	Certain menu items might not be available with constraints of working and captive market audience. Shall give a list of what can be possible replacement over mail ?	Kindly refer the answer given to Question No.8.
16.	There should be an option to increase the price difference between faculty lounge and academic area to be more than 20% to ensure the sanctity of the ambience. An upmarket feel would demand not a very low price services ?	<p>A price difference of more than 20% of the base price mentioned in the C.D.M. of tender document is not allowed. This is explained in the Clause No.7 of the tender document.</p> <p>For example, if an item in the C.D.M has estimated price (the base price as given in the tender document defined under item no. 8," Common Desirable Menu with typical quantity and corresponding estimated price") of Rs. 100 and the quoted percentage for the academic area is 10% above, the quoted price of the item shall be Rs. 110. Then the maximum permitted price for the said item in the faculty lounge shall not be more than 30% above , i.e. that is Rs. 130.</p> <p>Similarly for the same item, if the quoted percentage for the academic area is 10% below, the quoted price of the item shall be Rs. 90. The maximum permitted price for the same item in the faculty lounge shall not be more than 10% above, i.e. that is Rs. 110.</p>
The Chocolate Room India Pvt. Ltd.		
17.	Share Capital requirement need to be under one company only or it can be under different company name (Sister Concern) ?	Share capital requirement required to be under one company that is the tenderer.
18.	Can difference between academic area and lounge prices be more than 20% ?	Please refer answer given against Item No. 16.

19.	Can IIT consider setting up lounge sitting area (setting of AC, Lighting, False Ceiling etc) ?	Setting up of the faculty lounge facility is as per relevant tender clause.
20.	Can exhaust facility be provided in lounge area in order to provide best customer experience ?	Exhaust facility is not possible. Internal hubs with replaceable carbon filters is envisaged.
21.	Can GST be charge apart from quoted price or it is inclusive of GST ?	Yes. GST as applicable can be charged on and above the quoted prices.
22.	Will IIT provides all the required documents for health license in both the areas ?	Necessary documents with respect to existing structure for faculty lounge will be provided by IIT. For the academic area kiosk the required structure is to be made by the service provider including engaging liaisoning architect, submitting application to Building Proposal Department of MCGM, obtaining all approvals including OC for applying for Health Licence etc are to be arranged by the service provider . Necessary paper work will be facilitated by IIT Bombay.