

**No.F. 50-1/2011-NM
Government of India
Ministry of Culture
National Museum
Janpath, New Delhi – 110011**

Expression of Interest for Appointment of a Cafeteria Operator

National Museum, Ministry of Culture, Government of India invites applications from reputed and experienced Cafeteria Operators/ Restaurateurs to manage and run the new Cafeteria established within their premises at Janpath, New Delhi. The background, scope of operations and other requirements are as follows:

BACKGROUND

National Museum New Delhi is one of the largest museums in India. Established in 1949, it holds variety of articles ranging from the pre-historic period to modern works of art. It functions as a subordinate office under the Ministry of Culture, Government of India.

The National Museum was initially looked after by the Director General of Archaeology until 1957, when the then Ministry of Education, Government of India, declared it a separate institution and placed it under its own direct control. At present, the National Museum is under the administrative control of the Ministry of Culture, Government of India. The museum is situated on Janpath at the centre of the National Capital. The first phase of the National Museum building was formally inaugurated by Dr. Sarvepalli Radhakrishnan, the then Vice President of India, on December 18, 1960. The second phase of the building was completed in 1989.

Annually, the National Museum sees a footfall of over 200,000. The approximate distribution over the last twelve months can be given as below:

2013	Aug	Sep	Oct	Nov	Dec		
	4000	5000	7000	9000	25000		
2014	Jan	Feb	Mar	Apr	May	Jun	Jul
	10000	20527	35000	30000	29000	18000	12000

It will be seen that the National Museum during the autumn, winter and spring months as well as during special exhibitions receives substantially more numbers of visitors than the summer and monsoon months. It is significant to note that it is very welcome to have outdoor seating through the day in winters and it is very pleasant in the morning and evening hours in autumn and spring. Even in early summer outdoor seating covered by large umbrellas are pleasant since the humidity levels are very low.

The National Museum, currently, has a small cafeteria with a seating capacity of not more than 30 located in a section of its circular corridor within the building. It also runs a

staff canteen along with a newly created “courtyard seating” for visitors at the lower ground level. However, these provisions can at best be described as minimal and can be greatly improved to attract more visitors.

As part of the improvement of the various facilities for the visitors, National Museum has created a Cafeteria outside the building within its campus on the northern side parallel to the lawns of the Boat Club. In keeping with the restrictions prevalent in the vicinity, the structure is of semi-permanent nature and has specific conditions for use as described in the following section.

THE NEW CAFETERIA

The new Cafeteria is a rectangular structure having an overall dimension of 18.9m X 5m. The structure has been built using steel frames with assembled wall panels using readymade sections *ala* ‘Porta Cabins’. The structure has pre-coated sloping steel roofing with insulation and false ceiling underneath. It has two distinct sections.

The first is a pantry cum preparatory area having a floor size of 27sqm. The space has an independent access and is equipped with a counter 1.3m long and electrical provisions of 7 Nos of 15 amp outlets, power point (6 pin) and an exhaust fan besides good ambient lighting. It is provided with a sink and a draining board along with below-the-counter storage.

The second section is for general seating and can accommodate 12 tables of four seats each. This section is divided into two parts by a partition.

The seating areas are provided with standard windows which are protected by grills. However, National Museum will be open to the idea of alterations of the windows and the interior looks of the Cafeteria which do not alter the overall size or the structural framing.

In addition, the successful Cafeteria Operator will be allowed to arrange seating outside of the Cafeteria Structure and in the designated area in the lawns of the National Museum.

(Prospective applicants are advised to peruse the drawings of the Cafeteria Structure given herewith. It is, further, suggested that visiting the Museum to obtain a first hand comprehension of the space and its surroundings is even better. Applicants may establish contact with Mr. Deori, Curator (Display), Tel. No. 011-23011072 and Mobile No. 9650562227, on any working day between 10.00 am and 5.00 pm, to be shown the place and its surroundings.)

SCOPE OF OPERATIONS & TERMS AND CONDITIONS

The brief scope of operations & Terms and Conditions of the Cafeteria Contract is likely to be as follows:

1. The Cafeteria will be run on all days the Museum is open to public. Monday is the weekly holiday. In addition, the Museum is closed to the public on National holidays and select other holidays.
2. The Cafeteria will be open to the public between 10.00 am and 6.00 pm. On select days, the National Museum may remain open up to 8.00 pm whereupon the Cafeteria may remain open up to 9.00 pm.
3. National Museum will provide the Cafeteria Structure to the chosen Operator. However, it will be the responsibility of the Operator to provide the furniture and furnishings, besides any decorative or ornamental embellishments of the interiors.
4. The Cafeteria Operator will hire personnel for serving, handling visitors and cleaning the area regularly.
5. The Cafeteria Operator will equip the Pantry/ preparatory section with the required numbers of refrigerators/ cold storages, microwave ovens, hot plates, coffee/ tea dispensing machines, induction heaters etc. The Operator will not be allowed to use LPG cylinders. The Operator will be permitted to install/ fix over the counter shelves as may be necessary but with prior approval of National Museum.
6. The Cafeteria Operator may be permitted to undertake modifications to the windows and interior finishes with prior permission of National Museum, provided that the overall dimensions of the Cafeteria Structure remain unaltered and the structural framing is not disturbed.
7. National Museum will provide electricity, water and sewage connection to the Cafeteria Structure. The Cafeteria Operator will pay the actual consumption charges for water and electricity to be recorded through specific sub-meters.
8. The Cafeteria will serve packaged and pre-cooked food and snacks to the visitors besides cold and hot beverages. There will be no open fire cooking permitted within the pantry/ preparatory space. Serving of alcoholic drinks is not permitted. The quality of food and beverages served will be good and no sub-standard materials will be served.
9. As far as possible, bio-degradable disposable plates and cups shall be used. Washing of utensils shall be avoided. All refuse and garbage will be cleared immediately on the filling of designated bins/ receptacles and in no case shall they be left for being cleared the following day. The Operator will make own arrangements for regular removal of garbage from the premises.
10. The Operator will not be permitted to advertise in any overt way and certainly not in the external facade of the structure or as a separate board on the outside. However, the menu card, Stationery and Bill Forms may carry the official name and logo of the Operator.
11. The above mentioned Scope of Operations & Terms and Conditions will be discussed, detailed and included in the contract to be entered into with the successful agency.
12. The period of award will be initially for three years and extendable on mutually agreeable basis.

IV TECHNICAL BID

Cafeteria Operators/ Restaurateurs fulfilling the following Minimum Criteria may please send their applications along with a detailed statement of experience addressed to the Director General, National Museum at the address given above:

1. The Cafeteria Operators/ Restaurateurs should have been in the restaurant/cafeteria business for not less than 5 years as on 1st August 2014.
(to be supported by attested copy of commercial registration of the organization/ Date of License).
2. Annual turnover of not less than Rs. 100.00 Lakhs over the last three financial years.
(to be supported by attested copies of Income Tax Returns)
3. Acclaim: It would be an added advantage if the applicant has received any award/s from recognizable Hospitality Industry Association or found a favourable mention in Industry Magazines of repute.
4. Comprehensive Resume of the organisation covering the following:
 - i. Registered Address and other Addresses (local office/ Studio etc.)
 - ii. Details of Principals, Directors, and full time Employees
 - iii. Details of Turnover including those covered specifically above and for the last five financial years.
 - iv. Details of authorised Contact Person for correspondence & communication
5. Details of Cafeteria managed and Restaurants run – Specific Experience
(these should be supported by textual description with images and client testimonials)

The requirements marked '1' to '5' above will be submitted in a separate envelope superscribed "*Expression of Interest for Appointment as Cafeteria Operator*" – **TECHNICAL BID**

V FINANCIAL BID

Cafeteria Operators / Restaurateurs submitting the TECHNICAL BID are also required to submit a FINANCIAL BID clearly indicating their monthly premium as **a lump sum figure in Indian Rupees (INR) to be paid to National Museum on a per month basis**. The monthly premium will not include the actual usage charges to be paid for the consumption of water and electricity.

The Cafeteria Operators / Restaurateurs are required to indicate their monthly premium to be paid to National Museum as a lump sum figure in Indian Rupees (INR) per month on their letterhead and seal it in a separate envelope superscribed "*Expression of Interest for Appointment as Cafeteria Operator*" – **FINANCIAL BID** and submitted to the "*Director General, National Museum, Janpath, New Delhi – 110 011*".

The TECHNICAL BID and the FINANCIAL BID shall be submitted together in a separate envelope.

VI SELECTION METHODOLOGY

The applications received will be scrutinised by a committee appointed by the Director General, National Museum, consisting of the following persons:

- a) Director (C&A)
- b) Curator (Display)
- c) Administrative Officer
- d) One eminent professional from the Hospitality Industry (to be nominated by the DG, National Museum).

The Committee will initially open the Technical Bids. Bidders not meeting the prescribed minimum criteria as detailed above will be eliminated from the evaluation process. Those which fulfil the minimum criteria will be evaluated. The evaluation will be based on the following criteria and weightage:

No.	Criterion	Weightage
1	Company Profile	15
2	Capability and experience	30
3	Team composition	15
4	Specific experience and Awards/recognitions	15

If required, the shortlisted Cafeteria Operators/ Restaurateurs may be called to make a presentation of their projects and capabilities to the Selection Committee. In such an event, the Committee will finalise their evaluation subsequent to the presentation.

VII SELECTION PROCESS

The selection will be made on a *Quality cum Cost Based System*. The total score of each firm will be arrived on the following pattern:

Technical Score: out of 75 marks

Financial Score: out of 25 marks

Score will be arrived at as follows: The firm quoting the highest monthly premium will be given 25 marks. The other firms will be allocated marks based on the formula “ $25 \times \frac{P}{PL}$ ”, where P is the fee quoted by the firm and PL the highest monthly premium quoted.

Based on the above scoring system, the Cafeteria Operator / Restaurateur scoring the highest marks will be selected.

Duly completed sealed hard copies of Expressions of Interest should reach

Office of Director General,
National Museum, Janpath, New Delhi – 110001
by 26th November 2014 latest by 3 P.M.

National Museum reserves the right to call for any further information. Any information furnished by any of the applicants found to be incorrect at any stage would render their being declared ineligible. National Museum shall not be responsible for any postal delay. Incomplete applications may summarily lead to rejection of such applications.

All disputes are subject to Delhi jurisdiction.