



TENDER DOCUMENT

Tender to identify service provider for delivering cashless facility for the transactions between the IIMB Student community and vendors within the premises of IIM Bangalore, Bannerghatta Campus, Bangalore-560076.

Tender ID: IIMB/CAO/2025-26/04

Date: 02.12.2025

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Indian Institute of Management Bangalore

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Tender to identify service provider for delivering cashless facility for the transactions between the IIMB Student community and vendors within the premises of IIM Bangalore, Bannerghatta Campus, Bangalore-560076

Details	Date	Time	Venue
Date of issue of Bid	02.12.2025	17:00 Hrs. onwards	https://www.iimb.ac.in/tender_notices
Last date for receipt of Bid at IIM Bangalore	15.12.2025	Upto 14:30 Hrs.	-
Opening of Bid	15.12.2025	15:30 Hrs.	-
Pre-Bid Meeting	08.12.2025	1100 Hrs.	-
Bid Document	The Bid document can be downloaded from the IIMB website https://www.iimb.ac.in/tender_notices		
Address for submission of Bid	Bid for "Tender to identify service provider for delivering cashless facility for the transactions between the IIMB Student community and vendors within the premises of IIM Bangalore, Bannerghatta Campus, Bangalore-560076" can be dropped in the tender box located in: Sr. Manager (Tendering and Contracts), Estate Section, Second Floor Main Building IIMB Bannerghatta Road, Bilekahalli Bangalore - 560076.		
Mode of Submission of Bid	Speed Post/Registered Post – during office hours (9.30 to 17.00 hrs. However, up to 1430 hrs on 15 November 2025) in person (To be dropped in the tender box located in Sr. Manager (Tendering and Contracts) Office, Estate section, Second Floor) Note: Bids submitted after due date & time are not acceptable.		

1. Preamble:

Indian Institute of Management Bangalore is a designated institute of 'National Importance' and body corporate under the Indian Institute of Management Act, 2017("IIMB"). IIMB has highly experienced and renowned faculty, staff and a distinguished Board of Governors. The institute has an outstanding infrastructure and provides a distinctive learning environment with a strong focus on research and academic excellence.

2. Objective :

The objective of this tender is to identify service provider for delivering cashless facility for the Transactions between the IIMB Student community and vendors within the premises of IIM Bangalore, Bannerghatta Campus, Bangalore-560076.

3. Scope of Service:

- 3.1 Description of Cashless Service: IIMB has a student community of more than 1300+ students belonging to PGP, PGPBA, EPGP & PhD Programs of the institute. A Cashless service is a closed loop payments system which will enable the transactions between the IIMB student community and vendors. The vendors include student vendors (student run clubs, societies, fests etc), non-student (IIMB Mess, commercial outlets within IIMB campus), third party vendors etc. The cashless service will provide a single platform (open mobile/web application) for order management (by the students and vendors) and for vendor management (by administration, Trust, and HMC - *Hostel & Mess Committee* Cashless Team). Students enlisted on the cashless platform must be able to order from the various vendors on campus in real time. The digital wallet of the cashless service should be accessible through an open application both mobile supported (Android and iOS) and desktop supported (Windows and Apple PC). The application should facilitate Order-on-the-go, meal tracking, delivery to the collection points, order scheduling, pre-order facility etc.
- 3.2. The cashless service provider is required to manage the cashless transactions between the students and the vendors. Cashless at IIMB works like a credit card model, with students availing a term-wise credit limit of Rs.13,000 (using virtual money) instead of traditional monthly limit. Purchases are recorded via the app and the virtual money spent is deducted from their cashless balance in real time.
- 3.3. Working Mechanism, Deliverables from Cashless Service Provider, Deliverables from IIMB trust and HMC Cashless team at **Annexure- I**.
- 3.4. Expected features as part of the cashless system is at **Annexure-II**.
- 3.5. Proposed SOP regarding the cashless payments system within the campus at **Annexure-III**.

Note: *Estimated transaction: Till last year, we had a cashless system wherein the cumulative annual transaction was approx. **INR 4.4 + Crores**. This figure is only indicative, and we do not guarantee any minimum transactions during the contract period. The digital wallet (supported by the cashless service provider) for the students must demonstrate required benefits to all the stakeholders in the campus Administration, students, and vendors respectively.*

Note: *The service charge by the existing service provider is 1.0% (Excluding GST).*

4. Eligibility Criteria

Si. No	Eligibility Criteria	Supporting Documents
4.1	ORGANISATION TYPE: Nature of the organization of the bidder. Note: Joint ventures/consortium are not permitted to participate in this tender	Copies of certificate of Incorporation, Memorandum of Association/ Articles of Association. Partnership or LLP agreement, GST Certificate in case of Sole Proprietorship, as applicable. Copies of Franchisee or Dealership agreement if applicable.
4.2	Minimum average annual turnover in of 20 Lakhs in the last three financial years (April- March) i.e.,2022-23, 2023-24 and 2024-25 for a similar line of business .	Copies of certified Audited Balance Sheets or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the years 2022-23, 2023-24 and 2024-25 shall be submitted with the bid. Copies of financial statements for the period such as Profit and Loss Statements & Balance Sheet should also be submitted
4.3	Bidders should have provided similar services for at least two educational institutions in the last 3 years as on 31.10.2025. Copies of the Agreement / PO and satisfactory work completion have to be enclosed.	Copies of the Agreement / PO and satisfactory work completion have to be enclosed.
4.4	Office in Bangalore: The bidder should have office in Bruhat Bengaluru Mahanagara Palike (BBMP)limits.	Documentary evidence including address should be provided.
4.5	Statutory tax registrations PAN and GST	Copies of the registration certificate
4.6	The Vendor should be neither blacklisted by any Government Dept., nor any criminal case is registered / pending against the Vendor or its owner / partners anywhere in India.	A duly completed certificate to this effect is to be submitted as per the <i>Annexure-VII</i>

5. Earnest Money Deposit

- 5.1 **EMD of Rs 10,000/- (Rupees Ten thousand only)** should be submitted through NEFT or RTGS in favor of Indian Institute of Management Bangalore.

Bank Name: HDFC Bank Ltd

Bank Street Address: J.P. NAGAR BRANCH, BANGALORE

Branch Code: 0133

IFSC CODE: HDFC 0000133

Customer HDFC Bank a/c name: Indian Institute of Management

Customer HDFC Bank a/c number: 01331450000019

Copy of the UTR details for NEFT/RTGS transfer should be enclosed with the technical bid.

- 5.2 Micro and Small Enterprises (MSEs) firms as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) are exempted from EMD. However, they have to submit valid Udyam Registration Certificate for relevant category.
- 5.3. The bidders who seek exemption from EMD as per clause no. 5.2 above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance Security before the deadline defined, they will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for contracts with the entity that invited the bids.
- 5.3. EMD of all unsuccessful bidders will be returned after 30 days of finalization of the tender. EMD of the successful bidder will be returned only after receipt of Performance Security.
- 5.4. No interest will be paid on the EMD.

6. Pre-bid meeting

Pre-bid meeting will be held on **08.12.2025 at 11:00 Hrs** at Indian Institute of Management Bangalore, Bannerghatta Main Road, Bangalore to address the queries of the bidders regarding the Tender. Interested bidders may send their queries on or before **07.12.2025 by 17:30 Hrs.** to the email id tenders@iimb.ac.in The Pre -bid meeting minutes will be uploaded on the IIMB Website.

7. Tender Validity Period

The tender document must be valid for 90 days from the date of opening of the Bids. If the same is valid for a shorter period it shall be rejected, being non-responsive. In exceptional circumstances, IIMB may request the bidders for the extension of the validity period.

8. Procedure for Submission of Tender

- a. The RFQ document should be downloaded from the IIMB website https://www.iimb.ac.in/tender_notices
- b. The bidders should not make any changes or amendment in the tender document as published in the IIMB website.
- c. All correspondence and documents relating to the tender and the bid submitted by the bidder shall be written in English.
- d. The bid document should be filled in legible handwriting/printing/typing without any ambiguity. If any correction is necessary, the same should be made after scoring out the old entry. All the corrections should be attested with full signature of the bidder with date.
Note: The rates in the Financial Bid should be computer-typed. For this purpose, the bidder may convert Annexure IV to word or excel format without any modifications.
- e. The submission of bids should be in Two Bid System:- Technical bid and Financial bid.

Technical Bid should contain the following:

- i. EMD- Copy of the UTR details for online transfer to IIMB Or Udyam Registration Certificate for EMD exemption.
- ii. Documents in support of Eligibility Criteria Clause 4 .1 to 4.6.
- iii. Annexures V, VI,VII,VIII – duly filled and signed.

All the above documents should be duly attested & signed with seal & signatures. All the above documents should be put in a sealed cover superscribed “Technical Bid”.

Note:

1) If any information related to financial bid / pricing details is included in the technical bid, the bidder shall be disqualified, and his bid will not be considered.

2) Annexure-IV (Financial Bid) should not be submitted with the Technical Bid.

Financial Bid: In financial Bid as per **Annexure -IV**, the bidders have to fill their most competitive rates and also sign with seal.

If the Financial bid is submitted in any form other than the **Annexure-IV** the same will be rejected.

The financial bid so filled up should be enclosed in a sealed envelope superscribed “Financial Bid”.

Both these sealed envelopes (Technical & Financial Bid) should carry the name and address of the bidder and be placed/kept within a LARGER Size Master Envelope with the following text superscribed on the master envelope: “Tender to identify service provider for delivering cashless facility for the transactions between the IIMB Student community and vendors within the premises of IIM Bangalore, Bannerghatta Campus, Bangalore-560076”. The master envelope should also carry the name and address of the bidder.

The bid must be submitted on or before 15.12.2025, 1430 hrs. The bid can be submitted by Registered Post/ Speed Post / Courier sent to the following address.

**Chief Administrative Officer
Indian Institute of Management Bangalore,
Bannerghatta Road
Bangalore-560076**

Alternatively, the bid can be dropped in the tender box during office hours (9.30 to 17.00 hrs but up to 1430 hrs on 15.12.2025) only (To be dropped in the tender box located in Sr. Manager (Tendering and Contracts) Estate section, II Floor, Main Building, IIMB)

Note: IIMB will not accept any responsibility or grant any relaxation of time for any postal/ courier delay in submission of bids.

9. Opening of Bids

Technical Bids will be opened on 15.12.2025 at 15:30 Hrs in the Estate Office, II Floor, Main Building, IIMB, Bannerghatta Campus, Bangalore-560076.

10. Evaluation Of Bids

10.1. Eligibility Criteria Evaluation

Bidders should comply with scope of supply and eligibility criteria and no deviations are acceptable. The bids which meet all the eligibility criteria and submit all the documents for the same will be qualified on eligibility criteria and will be eligible for further evaluation. Bids not meeting the eligibility criteria will be rejected and not considered for further evaluation. If any information/documents provided in the technical bids are proved to be false, the technical bid will be rejected.

10.2. Presentation:

Presentation (Only those bidders who qualify in eligibility criteria evaluation will be considered for the presentation). Separate intimation will be sent to eligible bidders for making presentation at IIMB main campus.

The bidder is required to make a presentation before the IIMB committee on the following:

S. No	Parameter	Maximum Marks
1	Level of understanding the requirement	20
2	Proposed solution — software architecture, features, interface, robustness	40
3	Security of Data	20
4	Capability of the project team and feedback from the existing or previous clients	20
Total		100

The presentation carries 100 marks and only those who score 70 or more marks will be considered for the next round of evaluation i.e. opening of financial bids. The decision of IIMB committee is final in this regard.

Instructions for presentation: The firms must prepare maximum of 2 slides for each criterion and should be able to answer any queries raised by the committee. The presentation will be for a period of 20-30 minutes, followed by questions for 15 minutes.

10.3. Financial Bid Evaluation

- 10.3.1. Bidders who have scored a minimum of 70 marks in the “Presentation” will only be considered for opening of financial bids.’
- 10.3.2. A comparison chart of the financial bids will be prepared and the firm who have provided lowest % of service charges excluding GST will be treated as successful bidder (L1 bidder).

Note: Price preference:

The purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration Portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 12.02.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. In respect of bid for Services, the bidder must be Service provider of the offered service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service.

11. Performance Security

- 11.1. The successful bidder shall have to deposit the performance security of Rs 50,000/- within 15 days from the date of issuance of order / LOI, in the form of Bank Guarantee or by Wire Transfer to IIMB. No interest will be paid by IIM Bangalore on the deposit.
- 11.2. Performance Security will be refunded to the service provider, after it duly performs and completes the contract period in all respects.
- 11.3. Performance Security will be forfeited if the firm fails to perform/abide by any of the terms or conditions of the contract.
- 11.4. In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the defaulting firm or from both in case the recoverable amount exceeds the amount of Performance Security.
- 11.5. The Institute may reject the Bid in the event that the Bid is accepted but the successful bidder fails to furnish the Performance Security or fails to execute the contract agreement.

12. Award Of Contract:

- 12.1. The contract will be awarded to the L1 bidder as determined in para 10.3 and a letter of award will be issued for the purpose.
- 12.2. The selected service provider(s) will be required to enter into an Agreement/ Contract with IIMB within one month of the date of the award of LOI and commence the operations within one month from the date of LOA.
- 12.3. The selected agency must maintain strict confidentiality and sign a Non-Disclosure Agreement (NDA).

13. Contract Period:

The engagement of the services of the selected service provider(s) shall initially be for a period of one (1) year. Extension of services for second and third year shall be subject to satisfactory performance and on the same service charges, terms and conditions.

14. Penalty Provision:

- 14.1. If the service provider fails to enter an agreement with IIMB or fails to adhere to the terms of such agreement to the satisfaction of IIMB, IIMB has the right to take the following actions:
 - 14.1.1. Imposition of fine for breach of contract by authorized officer of the IIMB.
 - 14.1.2. Forfeiture of Performance Security either partly or fully.
 - 14.1.3. Termination of agreement by giving one month's notice.
 - 14.1.4. Termination of contract with the above due notice and simultaneous forfeiture of Performance Security.
- 14.2. In the event of any statutory authorities imposes any punishment or fines etc., and if IIMB is made a party in such penal action the Institute has the authority to retain Performance Security etc., with it until it is proved to the satisfaction of the Institute that such penal actions are ceased. Such penal actions may be a reason for termination of Contract.

15. General Terms and Conditions.

- 15.1. Taxes: The service provider shall pay all the taxes which are levied by the Central Government and the State Government from time to time. IIMB is not liable for the penalties against non-payment of these taxes or default therein. Any default, non-payment of taxes to statutory authorities will cause termination of this contract. TDS will be charged wherever applicable.
- 15.2. All the above terms and conditions will form part of agreement. The service provider will have to be bound by these conditions in addition to any other conditions prescribed by IIMB.
- 15.3. The service provider shall indemnify, defend and hold harmless IIMB, Students, Vendors and other stake holders (each an 'Indemnatee') against any claim, action, or proceeding made against IIMB or IIMB by any third party, and any losses, damages, costs, expenses, penalties, charges, or other liabilities suffered by an Indemnatee as a result of any act or omission of the service provider or its agents, employees or representatives, including but not limited to:
 - 15.3.1. Any bodily injury or death.
 - 15.3.2. Any damage to property.
 - 15.3.3. Any breach of any representation or warranty under these Tender Documents.
 - 15.3.4. Any negligence, willful misconduct, sexual harassment, or other tortious act.
 - 15.3.5. Any breach of statutory obligations including any employer obligations.
 - 15.3.6. Any breach of applicable laws.
 - 15.3.7. Any breach of any other provision of these Tender Documents.
- 15.4. The service provider shall not disparage IIMB, IIMB and IIMB's directors, deans, management, faculty, employees, other vendors, and stakeholders.
- 15.5. The successful bidder has to sign a non-disclosure agreement with the IIMB.
- 15.6. No assignment of the service is allowed except on the written permission from the IIMB.

16. Payment Terms:

Payments to the vendor will be made within 4 working days from the last date of that payment cycle, provided there are no discrepancies in the data. (Bank holidays are not considered).

17. Termination of the Contract:

- 17.1. Termination due to Breach: In the event the successful bidder materially breaches the terms and conditions of this RFQ entered into subsequently, IIMB may, without prejudice to its other rights and remedies, terminate the engagement by giving prior written notice of thirty (30) days, provided that the breach remains uncured at the end of such notice period.
- 17.2. Termination for Insolvency: IIMB may terminate this engagement upon written notice to the successful bidder in the event the bidder (i) seeks reorganization or release under applicable law, (ii) seeks the appointment of a trustee, receiver or custodian, (iii) becomes the subject of a proceeding seeking the liquidation, winding-up, dissolution, reorganization or the like of the Provider, and such proceeding is not dismissed within sixty (60) days of the commencement thereof, (iv) makes an assignment for the benefit of creditors, or (v) has a substantial part of the successful bidder's property becomes subject to any levy, seizure, assignment, application or sale for or by any creditor or government agency.
- 17.3. Termination for Convenience: Either Party can terminate this engagement for convenience, by giving at least three (3) months prior written termination notice to the other party. However, the successful bidder can exercise this termination clause only after completion of one year of contract.

18. Force Majeure:

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall

be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more, either party may at its option terminate the contract.

19. Governing Law and Dispute Resolution:

19.1. This Agreement shall be governed by the laws of India with the courts at Bangalore shall have the exclusive jurisdiction to entertain any dispute which may arise out of this Agreement. Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorities' representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the competent authority of the Institute.

19.2. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. Arbitration proceedings will be held at Bangalore, Karnataka only.

Note:

- IIMB reserves the right to change/extend/modify/amend or delete any of the conditions, clauses or items stated therein any or all provisions of this tender before last date of submission of the tender . Such revisions/amendments/corrigendum will be made available on IIMB website.
- IIMB also reserves the right to withhold or withdraw or cancel the tender the process at any stage.

1. Working Mechanism:

Every term (trimester), an amount of Rs.13,000 per student (cashless charges part of mess balance) paid by the IIMB students to the IIMB Programmes Office will be transferred to IIMB. Based on the students list received from the IIMB Programme Office, the Trust (in coordination with HMC Cashless team) will recharge the digital wallet of each student with a virtual money of Rs.13,000 through the cashless service. The service provider is required to manage the cashless transactions between the students and the vendors. The cashless balance at the end of each term is shared with the Trust, which in turn updates the cashless account of the students. The cashless balance in the digital wallet is reset to Rs.13,000 (for those students who paid the term's cashless charges) at the start of every term and the cycle repeats again. Note that, the above process is indicative, and the Trust has right to make any operational changes if deemed necessary. The Trust will coordinate with the cashless service provider to operate the services in a smooth manner and will act as the SPOC for payments, queries & resolution.

All outlets inside the IIMB campus, where cashless service has been extended by the Trust, will be paid from the Trust for all transactions made by the students (those who would have paid the term's cashless charges) during their stay inside the campus (unless it is informed otherwise by Hostel office/Hostel AO/Hostel Secretary).

2. Deliverables from Cashless Service Provider:**2.1. Mobile/Web Application + Desktop access for students (Android and Apple iOS)**

- 2.1.1. Order on the go (Dine-in)
- 2.1.2. Pre-Ordering
- 2.1.3. Order Scheduling
- 2.1.4. Live tracking of meal preparation
- 2.1.5. Buzz feed to collect feedbacks or conduct polls
- 2.1.6. Menu Images
- 2.1.7. Multi-counter ordering (Place Order from various counters in a single order)
- 2.1.8. Digital feedback and rating of individual menu items
- 2.1.9. Demand Estimation for Food Preparation
- 2.1.10. Slot booking system for table reservations
- 2.1.11. Use of banners for any awareness or promotions related to student activities
- 2.1.12. Customizable Push notifications in mobile platform

2.2. Vendor Dashboard and Hardware to be taken care by Cashless Service Provider for the existing food vendors

- 2.2.1. Order receiving terminal
- 2.2.2. Detailed dashboard for reporting and analytics
- 2.2.3. Upsell engine
- 2.2.4. Item-wise performance

2.3. Admin dashboard & Dedicated Service Support System for IIMB Trust and HMC Cashless Team

- 2.3.1. Detailed reporting engine
- 2.3.2. Counter-wise analytics

3. Deliverables from IIMB Trust and HMC Cashless Team:

- 3.1.1. Support Cashless Service Provider team to ensure smooth on-boarding of vendors
- 3.1.2. Ensure maximum support from the vendors in the campus to streamline the operations
- 3.1.3. A dedicated SPOC to communicate with Cashless Service Provider Team

Expected features as part of the cashless system

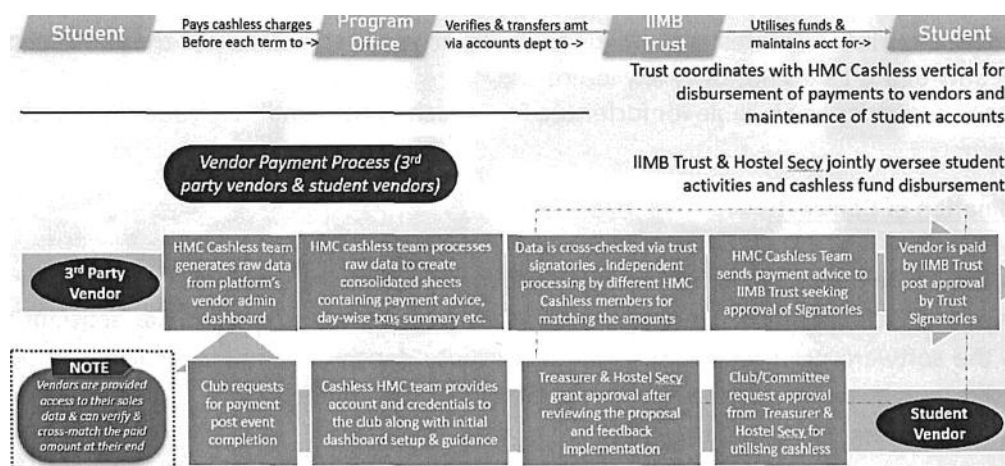
- 1) **Multi-counter ordering**- User should be able to select items across different food outlets and place the orders from multiple outlets in the same order
- 2) **Marketing engine & Loyalty engine** - Discounts and cashbacks can be given at item level, counter level, and cafeteria level. Loyalty program can be run, and the reward points can be redeemed against food items/discount coupons etc
- 3) **Images of the food items** - Images of the food items to be displayed
- 4) **Calories data** at item level and total calorie consumption display to the user
- 5) **Cloud connected Menu display** - Real time display of the menu items on a screen
- 6) **Dynamic ETA display and countdown** - The ETA for an is displayed at the item level and countdown to be shown to the user.
- 7) **Web application** to have all the features which are there in the native app.
- 8) **Analytics dashboard** - One dashboard to view the sales, stock, payments, downloads, high selling and low selling items, high and low performing counters, and detailed analytics of the same.
- 9) **Event ordering platform** - Bulk ordering can be done by an admin for an event
- 10) **Polls and surveys** - a feature to run polls and surveys
- 11) **Inventory planning** - the vendor should be able to key in the inventory units' pre-hand and when the units get over, the user will not be able to order anymore
- 12) **Order Scheduling**- the user should be able to schedule the order in advance (few hours/few days in advance) and collect the food in a specified slot.
- 13) **Push bulk notifications** to be displayed on the mobile screens.
- 14) **Oigito/ Feedback** of food items and **Demand Estimation** for Food items
- 15) **Table Reservation System**

Proposed SOP regarding the cashless payments system within the campus:

1. All students will get balance in their digital wallet of cashless service which they can use to buy all approved items from an outlet using the cashless service (All items that an outlet sells with the permission from CAO/AO-Hostels are approved by default).
2. There will be three monthly payment cycles & all outlets will be paid from the Trust thrice every month. The first payment will be done for all transactions made by students from first 10 days of every month (from 1st till 10th day of every month), the second payment will be made for next 10 days of every month (from 11th till the 20th day of every month), the third payment will be made for the remaining days of every month (from 21st day to the last day of every month). The payments to the cashless service provider by the Trust will be monthly. Transaction charges will not be applicable to services at the mess and the student run charity club operating on campus.
3. Timings considered will be 12AM to 12AM for the payment cycle. (Note: The previous cashless service provider's commission was 1% (Excluding GST) of net transactions value, which was charged to outlets enlisted on the cashless platform.)
4. The HMC Cashless team will generate required reports after each cycle and send it to the Trust, which will process the payment to the vendors post due processes.
5. Vendors on campus will also be provided credentials to access their dashboard where they can setup and run the cashless service at their outlet. The dashboard will also allow them to check the sales data.
6. HMC compares the raw sales data generated on its end with the report from the vendor's end. Based on the comparison, HMC provides a final report to the IIMB Student Trust. HMC also provides information on any discrepancy in the data provided by the vendor. In-case of any discrepancy or mismatch in reports, vendor will inform HMC Cashless team & IIMB Trust. If it does not get clarified within a day, Hostel AO needs to be informed. With respect to cases related to discrepancies, the Hostel AO's decision in consultation with HMC will be final and binding.
7. Payments to the vendor will be made within 4 working days from the last date of that payment cycle, provided there are no discrepancies in the data. (Bank holidays are not considered).
8. All transaction amounts should reflect only the item/service paid for.
9. Any sort of merchandise by any vendor will be enlisted on the cashless platform only after a prior approval from the CAO. Any changes in pricing of existing merchandise on the cashless platform shall also need prior approvals from the CAO.

The below is the proposed mechanism to manage the Cashless charges each term:

Cashless System: Workflow



Annexure-IV

Financial Bid		
Work: for providing cashless facility for the transactions between the IIMB Student community and the commercial outlets available in IIMB Campus		
Enter Company Name		
Sl. No.	Description	Quote in Percentage
1	Service Charge (in percentage) on each transaction	
2	GST (in percentage) applicable on Sl. No. 1	

Signature of Authorized Person Seal of the
Company

Bidder Information Form

(On Company Letterhead)

Bidder's Name:

[Address and Contact Details]

Tender Document No. Tender No./ xxxx;

Date:

RFP Title:

Note: Bidder's wrong or misleading information may result in bid being rejected as nonresponsive, in addition to other punitive actions provided for such misdemeanours in the Tender Document.

1) Bidder/ Contractor particulars:

- (a) Name of the Company:
- (b) Legal Entity of Bidder (Proprietorship /Partnerships /Private Company /Government Institutions:
- (c) Place of Registration/ Principal place of business/ manufacture:
- (d) Complete Postal Address:
- (e) Pin code/ ZIP code:
- (f) Telephone nos. (with area codes):
- (g) Mobile Nos.:
- (h) Contact persons/ Designation:
- (i) Email IDs:

2) Taxation Registrations:

- (j) PAN number:
- (k) GSTIN number:

3) Bidder's Authorized Representative Information

- (l) Name:
- (m) Address:
- (n) Telephone/ Mobile numbers:
- (o) Email Address:

(Signature)

(Name, designation, and seal of company)

Undertaking

To
Chief Administrative Officer
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore-560076
Ref : - Tender No:

(Tender to identify service provider for delivering cashless facility for the transactions between the IIMB Student community and vendors within the premises of IIM Bangalore, Bannerghatta Campus, Bangalore-560076)

Sir,

- I. I /We hereby submit our bid foralong with other required documents.
- II. This is to certify that I/We before submitting this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself / ourselves abide by the said terms and conditions.
- III. Our bid is valid for 90 days from the date of opening of Technical Bid.

Yours faithfully,

(Signature)
(Name, designation, and seal of company)

Date:

Self-Declaration

To
Chief Administrative Officer
Indian Institute of Management Bangalore
Bannerghatta Road
Bangalore-560076

Sir,

In response to the RFQ dated_____, I, Mr./Ms_____ ,as
a_____, hereby declare that

1. I/our firm/our company_____ am/is not insolvent;
2. There is no vigilance and / or court case pending against me/our firm /our company
3. There is no inquiry or investigation is pending against me our firm/ our company from any statutory regulatory and / or investigation agency.
4. I/our firm/our company have/has not been blacklisted by any Government body/ PSB/PSU neither indefinitely or in the last three years.
5. I/our firm/our company have/has all necessary licenses, permissions, consents, no objections, approvals as required under law for carrying out its business.

(Signature)
(Name, designation, and seal of company)

Date:

VENDOR BANK DETAIL FORM

(Please submit this in your letter head with technical bid)

The Indian Institute of management Bangalore
 Bannerghatta Road
 Bangalore – 560 076

Dear Sir,

I / We hereby request you to remit our payments to our bank account as per the details furnished below:

Sl. No.	Particulars	Details
1	Name of the Agency /Company	
2	Complete Address	
3	Name of the Contact Person	
4	Contact Numbers and Email ID	
5	Savings /current Account No.	
6	Name of the Bank	
7	Name of the branch with complete address	
8	IFSC Code	
9	PAN Number	

I / we hereby declare that I /we are authorized to sign this form and that the particulars furnished above are correct and complete in all respects. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I /we shall not hold IIMB responsible.

Please find enclosed a cancelled cheque for your reference.

Authorized Signatory:

Name:

Designation:

Date:

Signature Attested by Banker

Name:

Designation:

Date: