



THIRUVANANTHAPURAM DAIRY

[ISO 9001:2015 & ISO 22000:2005 Certified]

P.B. No. 4, Ambalathara, Poonthura P.O., Thiruvananthapuram - 695 026

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Invitation to Tender for Operation of Milma Parlour cum Cool Cafe

Tender Document

Tender No.:TD/MKT/423/2026/

Date: 25.05.2026

Issued by: Thiruvananthapuram Regional Co-operative Milk Producers Union Ltd., Thiruvananthapuram Dairy, Ambalathara, Poonthura (P.O), Thiruvananthapuram -695026

1. Introduction

Thiruvananthapuram Regional Co-operative Milk Producers Union Ltd., Thiruvananthapuram Dairy, Ambalathara, Poonthura (P.O), Thiruvananthapuram - 695026 (hereafter referred to as "TRCMPU Ltd.") invites sealed tenders from experienced and financially sound parties/ societies for the operation of a Milma Parlour cum Cool Cafe (hereafter referred to as "Milma Parlour cum Cool Cafe") located above Milma Shopee, Pattom, at Pattom Palace(P.O),695004 on a monthly rental basis for a period of three years, with an annual rent escalation of 5%.

2. Facilities Provided by TRCMPU Ltd.

- Furniture Such as tables (6 nos. including one SS steel table) and chairs (20 nos.).
- Interior designing of the cafe.
- Freezer (1 no.), Tea/Coffee vending machine (1 no.) and Scooper for Ice cream (1 no.) Air conditioner (2 nos.).
- Computer (1 no.) printer (1 no.) and software for billing.
- Training for the employees will be given by TRCMPU Ltd

3. Scope of Work

The successful bidder will be responsible for the operation and management of the Milma Parlour cum Cool Cafe. This includes, but is not limited to:

- Daily operations and management of the parlour cum Snacks Bar.

- Maintenance of hygiene and quality standards as per TRCMPU Ltd. guidelines.
- Serving Milma products and varieties of snacks along with other approved menu items.
- Maintaining proper accounts and records.
- Ensuring customer satisfaction and addressing any complaints promptly if any.
- Adhering to all legal and regulatory requirements.
- Maintenance / Repair cost of equipment shall be borne by the contractor.
- Use of Cups, Bags e.t.c with standard designs approved by TRCMPU Ltd.
- Employees shall wear uniforms strictly as per the specifications provided by TRCMPU Ltd., at the cost of the contractor.

4. Eligibility Criteria

- The bidder must have min of three years¹ experience in managing a food and beverage outlet/snacks bar.
- The bidder must be financially sound with a positive net worth and sufficient liquidity.
- The bidder should have a good track record with no history of criminal or fraudulent activities.

5. Tender Submission Requirements

Interested bidders are required to submit the following documents:

1. **Covering Letter:** Indicating interest and compliance with the tender requirements.
2. **Financial Statements:** bank statement for last one year proving financial credentials.
3. **Proposed Operational Plan:** Outlining the strategy for managing the Milma Parlour cum Cool Cafe.
4. **Bid Form:** As provided in Annexure A, duly filled and signed.
5. **Price of bidding document(tender form fee):** INR100/- (as cash remittance at Thiruvananthapuram dairy)
6. **Earnest Money Deposit (EMD):** A refundable EMD of INR 5,000/- in the form of cash or bank transfer to TRCMPU Ltd., Thiruvananthapuram Dairy, Ambalathara, Poonthura(P.O). Thiruvananthapuram

6. Rent, Rent Escalation, Electricity, Water charges & Security Deposit.

- **Annual Rent Escalation:** 5%
- **Security deposit:** The contractor has to remit a refundable interest free security deposit ₹ 2,00,000/- (Two lakh only)
- **Water charges:** Water will be supplied at free of cost.
- **Electricity Charges:** The Monthly electricity charge to be remitted by the licensee to the KSEB directly on the basis of the energy meter readings and corresponding bill as fixed by the KSEB, on behalf of T.R.C.M.P.U Ltd, and the receipt to be submitted to Thiruvananthapuram Dairy, Ambalathara, Poonthura(P.O).
- **Waste Management:** It will be the sole responsibility of the licensee for the waste management of the premises. He should always keep the premises allotted neat and clean. If the premises not maintained in hygienic condition, fine/ penalty shall be levied as decided by the Senior Manager, Thiruvananthapuram Dairy. All bio and non-degradable wastes should be collected separately and removed from the site on timely basis and should follow all the health regulatory norms stipulated by the statutory bodies from time to time.
- **Working hours:** Working hours-8 AM to 10 PM. The licensee can open early and close late as and when required.
- **Quality of food:** All the snacks items served should be of good quality and if any sort of food poisoning, either minor or major, is reported, the complete responsibility shall be with the licensee. Under any such cases, the contract shall be terminated without any advance notice and the security deposit shall be completely forfeited. **Please note:** Only milma brand products viz Milk, Ghee, Butter, Paneer, Cheese, and Ice cream etc should be used in preparation / serving of food.

7. Duration of Contract

The contract period will be three years from the date of signing the agreement, subject to annual performance reviews. The rent will be escalated by 5% per year.

8. Important Dates

- **Tender Release Date: 26.05.2026**
- **Last Date for Submission of Tenders: 05.06.2026,2pm**
- **Tenders opening : 05.06.2026,3pm**

9. Bid Evaluation

Bids will be evaluated based on the following criteria:

- Rent quoted per month by the bidder
- Financial strength and stability of the bidder.
- Relevant experience and track record of the bidder.
- Quality and feasibility of the proposed operational plan.
- Compliance with tender requirements.

10. Terms and Conditions


- TRCMPU Ltd., Thiruvananthapuram Dairy reserves the right to accept or reject any tender without assigning any reason.
- The decision of Senior Manager, Thiruvananthapuram Dairy regarding the selection of the successful bidder will be final and binding.
- The successful bidder will be required to sign an agreement with Senior Manager, Thiruvananthapuram Dairy, outlining all the terms and conditions of the operation in a Kerala Govt. Non Judicial Stamp paper worth Rs.200/-
- The contract may be terminated by either party with a three month notice period, subject to certain conditions outlined in the agreement.
- The contractor should possess FSSAI License, D&O license, GST registration and any statutory licenses required, before commencement of parlour operation.

11. Submission of Tenders

Sealed tenders, along with the required documents, should be submitted to:

The Senior Manager
Thiruvananthapuram Dairy,
Ambalathara, Poonthura PO),
Thiruvananthapuram -695026

The envelope should be super scribed with "Tender for Operation of Milma Parlour cum Cool Cafe -Tender No." **TD/MKT/423/2026/**


Senior Manager
Thiruvananthapuram Dairy





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Annexure A: Bid Form

(Please fill in the details as required)

1. Name of the Bidder:
2. Address.....
3. Contact Number:.....
4. E mail Address:
5. Financial Details: _____ (Submit bank statement for last one year)
6. Experience Details: _____ (submit copy of work order)
7. Proposed Operational Plan: Attach copy of detailed action plan for operation of parlour.
8. EMD Details (Cash receipt No./ Bank transfer details and Date- Cash remittance receipt to be enclosed along with the tender documents)_____
9. Monthly License fee quoted Rs. _____ /-(Rupees).

Signature: _____

Name:

Date: