

Planning Document for the Alliance Française de Delhi Cafeteria Lease Renewal



Request for Proposal: New Cafeteria Vendor at the Alliance Française de Delhi

The Alliance Française de Delhi (AFD) invites proposals from qualified and experienced catering professionals for the operation and management of its on-campus cafeteria. We are seeking a partner to create a warm and inviting cafe that enhances the cultural and educational experience for our students, staff, and visitors. Our cafe must combine affordable items for students and staff with the high standards expected of a leading Alliance Française institution and our distinguished neighborhood, which includes organizations like the UN and INTACH.

This RFP outlines our vision, operational requirements, and the specific

criteria we will use for evaluation.

1. Vision & Scope of Work

Our goal is to establish a cafe that is a hub of activity, offering a fusion of traditional Indian dishes, popular international snacks, and healthy options in a clean and aesthetically pleasing environment.

- **Menu Offerings:** The cafeteria will offer a diverse menu that includes a mix of traditional and international cuisine, as well as well-appointed business lunches. A key requirement is a quintessential French breakfast featuring excellent coffee, fresh croissants, and chocolate croissants.
- **Student & Staff Favorites:** Based on feedback from our students and staff, the menu must include a variety of popular, budget-friendly options. This includes:
 - **Indian Dishes:** Rajma, chole bhature, pav bhaji, fried rice, chow mein, Manchurian, and various South Indian dishes.
 - **Snacks:** Samosas, patties, bread pakora, parathas, dahi parantha, and sandwiches.
 - **Meal Options:** A normal thali and a special thali with paneer-based dishes are essential.
- **Beverages:** A noticeable upgrade in the quality of coffee and tea is required. The menu should also offer a variety of cold beverages, including fresh juices, cold coffee, and shakes.
- **Fresh and Healthy Options:** The menu should also provide a selection of fresh and healthy items. This is crucial for catering to a wider audience and reflects our commitment to offering wholesome choices.
 - Fresh salads with protein options.
 - Seasonal fruit salad.
 - Freshly made smoothies and juices (no pre-packaged juices).
- **Aesthetics:** The space must be impeccably clean and inviting,

with an ambiance that encourages comfort and community. Tailored furniture and decoration with a "French chic" twist is a plus. Pastries should be attractively displayed in a refrigerated case. The open-plan kitchen and bar area must be kept absolutely clean and shiny. The terrace area, when used for food service, should be as well-maintained in terms of aesthetics and cleanliness as the interior restaurant space.

- Services: The vendor will be responsible for daily cafe operations, can be asked to cater for AFD events, and maintaining the allocated equipment and the surrounding terrace area.

2. Vendor Requirements & Qualifications

We are looking for an operator who shares our commitment to excellence and sustainable practices. Applicants must meet the following criteria:

- Experience: A minimum of five years of demonstrated successful experience in the catering industry is required. Previous experience managing a cafe within a cultural or educational institution is a significant advantage.
- Professionalism: The team must maintain the highest standards of hygiene and professionalism. All staff should be neatly dressed, wearing aprons that feature the cafeteria's brand and the name of Alliance Française de Delhi.
- Sustainability: We expect our new vendor to respect the environment, make all necessary efforts to reduce its carbon footprint, and serve healthy products with traceable origins. This includes using electricity and AC judiciously.
- Staff & Client Security: The vendor must have high expectations for the security of both their staff and clientele.
- Communication: Fluid communication with the Alliance Française de Delhi management is essential.

3. Evaluation Criteria

We will assess all proposals and, if selected, conduct site visits based on the following:

- **Ambiance and Cleanliness:** We will evaluate the cleanliness of the dining area and restrooms. The atmosphere (lighting, music, decor), seating comfort, and temperature will also be considered to ensure the cafe is inviting. We expect the space to be well-maintained and free of pests.
- **Service & Staff:** We will observe the staff's professionalism, attentiveness, menu knowledge, and their ability to handle special requests. Service should be prompt and polite from the moment of greeting.
- **Menu & Food Quality:** We will assess the variety and clarity of the menu. The food itself will be evaluated on presentation, freshness, taste, and the correct serving temperature. The inclusion of fresh, healthy options as a standard offering will be a key consideration.
- **Value for Money:** Portions and pricing must be reasonable and justified by the overall quality of the food and service. We will also consider a two-tier pricing model with options for students and staff, and a separate one for visitors.
- **Consistency & Reputation:** We will look for evidence of consistent quality in both food and service over multiple visits. We will also consider customer reviews to ensure a reliable and reputable partner.

4. Financials

A percentage of the operator's gross sales will be levied by the Alliance Française de Delhi. The exact amount will be detailed in the final lease agreement and will be a key factor in our decision-making process.

For any queries, vendors may contact Mr. Arshad Rahmani at arshad.rahmani@afdelhi.org

The proposal should be send:

- arshad.rahmani@afdelhi.org and patricia.loison@afdelhi.org

Also, in a **sealed envelope** to the admin office of AFD at 72, Lodhi Estate, 3rd floor, New Delhi in the name of Ms. Patricia LOISON latest by November 23, 2025 up to 3:30 pm.