



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI

(An Autonomous Institution of Ministry of Education, Govt. of India)

Transit Campus: C/o. Sree Rama Engineering College, Karakambadi Road,
Mangalam (P.O.), Tirupati, Andhra Pradesh – 517 507.

**INDIAN INSTITUTE OF SCIENCE EDUCATION
AND RESEARCH TIRUPATI**



“EXPRESSION OF INTEREST” (EOI)

FOR

CANTEEN SERVICES

AT

**IISER TIRUPATI TRANSIT &
PERMANENT CAMPUS**

EOI. IISERT/ADMIN-DINING SERVICE/02/22 Dated 09/01/2023



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Chapter I

Instructions for Online Bid Submission:

This tender document has been published on the Central Public Procurement Portal ([URL:https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app)) & Institute website www.iisertirupati.ac.in . The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.
7. The CPP Portal also has user manual with detailed guidelines on enrollment and participation in the online bidding process. Any queries related to process of online bids or queries related to CPP Portal may be directed to the 24x7 CPP Portal Helpdesk.
8. The Institute will not be responsible for any type of technical issue regarding uploading of Tender on website.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.



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2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the details and documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS formats. Bid documents may be scanned with 100 dpi with black and white option.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Financial Bids can be submitted in PDF format (As per Chapter 5).
The bidder may add rows to include the prices of all components & warranties, installation etc. whichever applicable.
4. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
5. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.



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6. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
7. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is **0120-4200462, 0120-4001002, 91-882624659**



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Chapter II

INVITATION FOR TENDER OFFERS

Indian Institute of Science Education and Research (IISER), Tirupati invites Expression of Interest” (EoI) For Providing Canteen Services at IISER Tirupati Transit & Permanent Campus.

1. The Bidders are requested to give detailed tender in Two Bids i.e.

- a. **Part - I: Technical Bid and Trade Test**
- b. **Part - II: Commercial Bid.**

Contact for information:

Technical & Commercial contact:

Deputy Registrar (Admin & Purchase)

Indian Institute of Science Education and Research (IISER), Tirupati

Transit campus: C/o Sree Rama Engineering College Campus, Rami Reddy Nagar,
Karakambadi Road, Mangalam (B.O), Tirupati - 517 507

Email: purchase@iisertirupati.ac.in Ph: 0877 2500208

Website: www.iisertirupati.ac.in

2. In view of Covid-19, IISER Tirupati will be conducting a Pre-bid conference **through Google Meet on. 13/01/2023 from 04:00 PM to 05:00 PM (IST)**. All prospective bidders are requested to kindly send their queries through email at purchase@iisertirupati.ac.in so as to reach latest by **12/01/2023**. During Pre-bid meeting the answers / clarifications to the queries will be made available and also uploaded on our website. No queries will be entertained after the Pre-bid meeting.

The Google Meet id will be personally sent via email to the vendors interested in attending the Pre-Bid conference upon their request. Vendors interested must send a request for access to Pre-Bid conference at purchase@iisertirupati.ac.in. Bidder attending Pre-Bid conference via Google Meet must ensure of active and uninterrupted high speed internet connection from their end. In case of frequent disconnection (or) bad connection, IISER Tirupati will not be responsible for the same and no further correspondence will be entertained post the date of Pre-Bid meeting.

TIME SCHEDULE

Sr.No	Particulars	Date	Time
1	Date of Online Publication/Download of EOI	09/01/2023	17:30 Hrs.
2	Pre-Bid Meeting via Google Meet	13/01/2023	16:00 Hrs.
3	Bid Submission Start Date	09/01/2023	17:30Hrs.
4	Bid Submission Close Date	20/01/2023	15:00Hrs
5	Opening of Technical Bids	21/01/2023	15:30 Hrs.



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3. AVAILABILITY OF TENDER:

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and be submitted only through the same website.

TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

- a) **Tender Fee of Rs. 1,000/- (One Thousand only)** in the form of Demand Draft from Nationalized/scheduled bank in favor of The Director, IISER Tirupati. Bidders registered with MSME/ NSIC are exempted from payments of Cost of EoI and are required to submit Bid Securing Declaration Form.
- b) **EMD Amount of Rs. 1,00,000/- (One Lakh only)** in the form of Demand Draft from Nationalized/scheduled bank in favor of The Director, IISER Tirupati. Bidders registered with MSME/ NSIC are exempted from payments of EMD and are required to submit Bid Securing Declaration Form.
- c) The technical offer **should not contain any price information.**

4. BID OPENING AND EVALUATION PROCESS

- a. Technical Bids will be opened on **21st January 2023 at 03:30 PM.**
- b. Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later. Bids would be summarily rejected, if tender is submitted other than through online or **tender fee is not submitted within stipulated date / time.** IISER Tirupati shall not be responsible for any postal delay / Internet connectivity issues etc from bidders end at the time of submission of bids, Tender Fee before Tender closing date.



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CHAPTER – III GENERAL CONDITIONS OF CONTRACT

1) Goals of this Expression of Interest (EOI)

- a. The objective of this tender is to solicit proposals from the interested bidders for participation in a bid process for providing canteen services for **approximately 450+ users at each campus. The Institute does not guarantee minimum number of users and volumes of business at any point of time.** The undergraduate students have their academic break in the months of April 23 to July 23 and December 23 for the year 2023 subject to any changes in academic calendar from time to time as per Institutes academic requirements.
- b. **The Institute will not be responsible for any break in the academic schedule due to any unforeseen situations beyond the control of the Institute.**
- c. The successful bidder will be responsible for providing Canteen Services at IISER Tirupati i.e Transit and Permanent campuses for period of one year.
- d. The EoI intends to bring out the details with respect to scope of works/services that are deemed necessary to share with the interested bidders.
- e. The Successful bidder on Award of contract must commence Canteen operations at both the campuses on **01/02/2023**. After Award of contract, no further communication for extension of date in this regard shall be entertained.

2) Eligibility Criteria:

The invitation for bids is open to all entities registered in India who fulfil eligibility criteria as specified below:

- a. The Bidder MUST satisfy all of the criteria below on its own.
- b. The bidder must have provided Canteen services for a minimum of 450+ users in any organization among IISERs / NITs / IITs / IIMs / IIITs / Central Universities / CSIR laboratories / PSUs / Central Government Departments and Offices / Autonomous Bodies / State Government Departments for minimum period of two years. Experience Certificate towards the same must be provided. The bidder should have presently running at least one similar work i.e running canteen in above mentioned organisations. **The bidders must also produce Performance Certification (Annexure IX) to be obtained from Clients in respect of Ongoing Contracts.**
- c. The bidder shall necessarily be a valid legal entity, having following registrations:
 - a. Income Tax Registration
 - b. GST Registration
 - c. FSSAI Registration for providing canteen services.
 - d. PF & ESIC Registration.
 - e. Labour License.

Tenderer should submit documents in support of eligibility criteria along with the tender/bid. No document in support of minimum eligibility criteria will be accepted / entertained after opening of tender. Technical Bid which is not accompanied by these



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documents would be summarily rejected.

3) Scope of Work:

The service provider is expected to provide the following services:

- i. Cooking and serving of Refreshment / Snacks & Beverages in clean & hygienic conditions.
- ii. All the products pkt snacks and beverages should be branded and **shall not be sold above MRP**. The caterer shall not bring food items prepared from outside / bakery products without taking prior approval the Office Superintendent (Dining) related to quality of food item.
- iii. Cleaning of utensils and serving items to be done by vendor.
- iv. Deployment and supervision of required manpower for the above mentioned tasks.
- v. Vendor shall make arrangement of their staff's accommodation.
- vi. Cleaning of utensils and serving items to be done by vendor. **Refilling of branded liquid soap for handwash to be done by the service provider.**
- vii. **Housekeeping & Cleaning of cooking area (inside the Canteen) and auxiliary area attached to Canteen will be in scope of vendor. The food pick up at kiosk is self-service and users should clear their disposable waste after food consumption in respective dustbins however Service provider to ensure that the same is followed meticulously and dining tables to be cleaned after every use. Approximate area of canteens is as follows:**
Canteen at Permanent campus (adjacent to UG Block) admeasuring approximately 340 sq. feet with seating space 3400 sq. feet.
Canteen at Transit campus (2nd floor Academic block) admeasuring approximately 600 sq. feet.
- viii. Deployment and supervision of adequate required manpower for the above-mentioned tasks.
- ix. Periodic pest control services shall be provided by the Institute for the kitchen and dining areas.
- x. **Caterer shall fill clean water jugs with drinking water and arrange clean water glasses during dining services at common point near water dispenser for diners.**
- xi. **Single-Use Plastic including plastic straws, plates, thermocol plates etc. are prohibited at campus.**
- xii. The Canteen premises at Transit & Permanent campuses comprising, cooking and dining facilities, basic furniture (table + chairs), water shall be provided by the Institute free of cost. **Electricity at actuals to be paid by service provider. However, every effort must be exercised by the Service Provider to minimize electricity and water usage and desist from unnecessary usage, electrical equipment such as Combi Oven which requires high consumption of electricity Voltage above 415 Volt to be use only with prior approval of the Competent Authority.**
- xiii. The contractor has to pay the monthly rent (payable in advance) before 7th of every month. In the event of failing to do so, the contractor will not be allowed to open the Canteen till the time the rent is not paid (any deviation in this is to be duly approved by the competent authority of the Institute in advance). b) Electricity charges has to be paid monthly on the basis of actual meter reading, as per the prevailing rate of APSPDCL including surcharge plus applicable taxes. If the utility charges (Electricity) are not paid by the contractor within 15 days of the intimation to pay the Utility charges, the canteen will not be allowed to open till the time the utility charges are paid.
- xiv. The inventory of articles shall be handed over to the Bidder/Tenderer in good and working condition at the commencement of the contract. **The Bidder/Tenderer shall be the**



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- custodian of this Institute property and dining inventory during the period of contract and shall make good, any loss to the inventory by way of misuse or loss at his own cost.**
- xv.** Similarly, the inventory in good condition shall be handed over by the Bidder/Tenderer to the Office Superintendent (Dining) on the expiry of the contract period. The security deposit shall be refunded only after a "no dues certificate" is granted by the Administration.
- xvi.** The food must be cooked, stored and served under clean & hygienic conditions. **The Bidder/Tenderer must ensure that only freshly cooked food is served, and that stale food is not recycled in any form.** Stale food shall be removed from the canteen premises immediately.
- xvii.** The preparation of food shall be as per the brands/ingredients mentioned in Annexure - I
- xviii.** The food should not be too spicy or too oily and must be of good taste and palatable. The food preparation shall be wholesome and shall generally cater to the taste of the users.
- xix.** The food shall be cooked in a clean, hygienic place and served in clean utensils and no laxity will be permitted in this regard. The utensils must have to be maintained sparkling clean at all time. **The utensils, cutlery & crockery must be cleaned only by using Branded liquid soap specified in Annexure-I.**
- xx.** The Service provider shall pay special attention to maintain the canteen in a neat and tidy condition at all times. For this purpose, the canteen shall be cleaned thoroughly everyday by the **Housekeeping staff of service provider.**
- xxi.** The waste material and unused/leftover food from canteen will be removed from canteen premises every day. **The Bidder/Tenderer ensure that all the waste material and unused/leftover food will be disposed off** in a clean and economically sustainable manner.
- xxii.** The Bidder/Tenderer shall not be allowed to use the canteen premises for other than dining services beyond the scope of the contract.
- xxiii.** Issues, not specifically clarified in the contract, shall be settled with mutual consent between the bidder and the Institute committee.
- xxiv.** The Bidder/Tenderer shall deploy adequate number of manpower i.e kitchen staff, housekeeping staff and F&B services staff at site. Minimum staff to be deployed at IISER Tirupati is as follows:

Sr. No	Designation	No of person to be deployed at each canteen
1	Manager/Asst.Manager/cashier/stores& purchase	1 no
2	Chef / Master /assistant chef	1 nos
3	F&B Service waiter	1 nos
4	Housekeeping staff	1 nos
	Total	04 nos

- xxv.** The Institute Committee shall be authorized to impose an appropriate fine as decided by the Competent Authority on the Bidder/Tenderer in case of sub-standard quality of food items, malpractice, lack of cleanliness or hygiene or violation of any of the conditions of the contract. **Any complaint of insects and/or foreign object cooked along with food found in any food item would invite a fine as given below on the service provider in addition to and the expenses towards health issues, if any suffered by any users due to, consumption of such food. Any violation shall also be liable for termination of the contract.**



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Penalty shall be as follows:

(The penalty will be deducted out of the performance guarantee deposit of the contractor)

	Penalty per complaint
Violation of any other tender term not mentioned below	Rs.5,000/-
Cockroaches, flies, insect etc., in food items	Rs.5,000/-
Deliberate usage of spoiled/stale food ingredients ex: Leftover food, rotten Vegetables, infected grains, and items with an expiry date.	Rs.10,000/-
Poor maintenance/tampering with institute property	Rs.5,000/-
Presence of annoying items in the food: - Harmful items like blade, glass, metal wires, nails, pieces of plastics etc.	Rs.5,000/-
Three or more complaints related to cleanliness in a day/week	Rs.5,000/-
Certain food item if not cooked properly/overcooked/extra spicy / extra oily	Rs.5,000/-
Food poisoning incidents (The same will be investigated by the Hostel & Dining Committee)	Forfeiture of PBG and / or cancellation of contract
Non adherence to the timings mentioned in the tender	Rs.5,000/-
Changes in the listed items without permission of IISER Tirupati	Rs.5,000/-
If the quality of items is not found to be appropriate, or if it is diluted.	Rs.5,000/-
Inappropriate personal hygiene of workers	Rs.5,000/-
Failure to maintain a proper health checkup of the workers	Rs.5,000/-
Using / storing brands not mentioned in the contract without prior permission	Rs.5,000/-
Noncompliance with workers dress Code / Uniform or deployment of requisite manpower at site as given in tender	Rs.5,000/- per incident
Use of spurious brands, goods or accessories in preparation of food/ presentation	Rs.5,000/-
Damage to Institute infrastructure	Rs.5,000/-
Possession /sale of restricted items alcohol/tobacco or consumption of Tobacco items	Rs.5,000/-

4) Availability of the EOI Documents:

EOI document can be downloaded from IISER Tirupati website <http://iisertirupati.ac.in/tenders.html>. The bidders are expected to examine all instructions, forms, terms, requirements and other details in the EOI documents. Failure to furnish complete information as mentioned in the EOI documents or submission of a proposal not substantially responsive to the EOI documents in every respect will be at the bidder's risk and may result in rejection of the proposal.



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5) Canteen Services Presentation:

IISER Tirupati will host a Canteen Services Presentation (**online/In person**) at IISER Tirupati. The Authorized representatives of the interested organizations must give their Canteen Services Presentation at their own cost. This Presentation will provide each tenderer/bidder with an opportunity to give their presentations to the Institute Committee. Canteen Services Presentation is mandatory for each bidder participating in the EOI. **Failure to attend and present shall result in rejection of the bid summarily. Institute Committee may conduct site inspection at the bidders / tenderers client reference location if required. The Institute Committee reserves the right for selection of the Canteen services provider. The decision of the Institute committee in this regard shall be final and binding on all the parties concerned.**

6) Evaluation of the Tender:

For Providing Canteen Services, the evaluation shall be done as under:

Stage 1- Bids will be scrutinized for technical Evaluations as per Eligibility Criteria clause no. 2 at “Chapter-1”. Documents regarding experience is to be clear. Copies of all statutory documents to be submitted. Incomplete Bids or non-submission of any documents indicated will cause the bids to be rejected.

Stage 2- Only Tenderers/bidders those who qualify **stage 1** will be called for giving the **Online/In person** Power Point Presentation & trade test.

Financial Bids of only those agencies will be opened who qualify in Technical Bid, Presentation and Trade test. **The decision of the committee shall be final and binding and no correspondence shall be entertained in this regard.**

IISER Tirupati will host presentation and trade test (if required) as per the schedule fixed in advance, the **AUTHORIZED** representatives of the interested organizations must attend presentation and trade test at their own cost along with the relevant staff for the Trade test.

The Bidders will have to give a presentation showing their **Credibility, Fulfilment of all aspects of the eligibility criteria of the EoI and Services Offered, and give a brief of their Company Portfolio in the form of Power Point Presentation to the Dining Committee** and can also seek clarification regarding any aspect of the EOI. **The Presentation must not contain any financial details relating to the Commercial Bid and no rates are to be mentioned in the presentation.** The bidders shall give the Trade Test at their own cost and the same shall be tested by duly constituted Selection Committee.

- a. If required, IISER Tirupati can call for any additional information NOT specified in this EoI.
- b. If any information sought in this document is missing or not clearly specified by



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Transit Campus: C/o. Sree Rama Engineering College, Karakambadi Road,
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the applicant, it will be assumed that the organization / firm is not in a position to supply the information.

- c. All claims made by the bidder in their EoI proposal, must be supported by authentic documents.
- d. The proposal and all correspondence and documents shall be written in English.
- e. The successful Bidder / Tenderer's Bid Security (BS) / Earnest Money Deposit (EMD) will be discharged upon the Bidder / Tenderer furnishing the performance security.
- f. The Successful bidder/tenderer will have to enter into an Agreement with IISER Tirupati and also furnish a Bank Guarantee of amount **INR 1,00,000 (Rupees one Lakh only)** valid for a period of 14 months from the date of commencement of contract which is to be renewed from time to time as per further renewals/amendment of the contract.
- g. The Bid Security (BS) may be forfeited: In case of a successful Bidder/Tenderer, if the Bidder/Tenderer fails to furnish order acceptance within 1 days of the order and/or fails to furnish Performance Security within 21 days from the date of contract/ order.
- h. For any query/clarification please contact Office Superintendent (Dining) IISER Tirupati during working hrs on phone no 0877-2500-224 or all time on purchase@iisertirupati.ac.in. Interested bidders are invited for site visit with prior appointment during the working hours between 0930 hrs to 1700 hrs from Monday to Friday before submission of EOI.
- i. **FINAL Selection of service provider :**
 - a) **The bidders will have to pay fix monthly license fees as follows**
For Academic block canteen at transit campus = Rs 7200/- PM
For canteen at Permanent campus = Rs 2000 /- PM
Total license fees to be paid per month = 9200 Rs
The selection of service provider is based on opening of financial bid after stage-2 of evaluation criteria .The bidders will have to discount on menu given in chapter IV, this discount applicable on each dish. The Bidder who give highest discount will be consider as H1.
 - b) **GST @ 18% or as per the prevailing Government rates shall be payable.**
 - c) **Contractor must sale food items at quoted discounted rates on the menu price indicated Chapter IV**

7) Termination:

The Institute shall at any time be entitled to determine and terminate the contract for any reason including unsatisfactory performance. A notice in writing from the institute to the Bidder/Tenderer shall be issued giving 30 (Thirty) days' time for such termination and vacation of the premises, without assigning any reasons thereof. Under exceptional circumstances this 30 (Thirty) days period may be appropriately reduced (or) waived off.



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8) Interpretation of Contract Documents:

- a. Several documents forming the contract are to be taken as mutually explanatory. Should there be any discrepancy, inconsistency, error or omission in the contract, the matter may be referred to the Registrar, IISER Tirupati who shall give his decision and issue to the Bidder/Tenderer instructions directing in what manner the work is to be carried out. The decision of the Competent Authority shall be final and conclusive and the Bidder/Tenderer shall carry out work in accordance with this decision.
- b. **All material and services shall satisfy the high standards befitting the reputation of the Institute.**

9) Period of Contract:

Initially for a period of One Year. The same may be extended for a further period of one year on the basis of satisfactory performance of the Bidder/Tenderer during the entire contract period with mutual consent on the same terms and conditions.

10) Time of Mobilization:

The work covered by this contract shall have to commence on 01/02/2023 after the receipt of communication in the form of a letter/email/fax message and signing of the Agreement.

11) Bidder/Tenderer's Subordinate Staff and their Conduct:

- a. The Bidder/Tenderer on or after the award of the work shall name and depute an experienced manager with sufficient experience in carrying out work of similar nature, to whom the establishment shall be handed over and the instructions for work shall be given. The Bidder/Tenderer shall also provide to the satisfaction of the Institute sufficient staff to supervise the execution of the work, including those with previous experience to supervise the type of work comprised in the contract in such manner as shall ensure work of a high standard commensurate with the reputation of the Institute. The Bidder/Tenderer shall appoint skilled cooks so as to ensure that the food preparations are of good taste and to the satisfaction of the users.
- b. The bidder/Tenderer for the operation of the facility shall fulfill the following responsibilities regarding cleanliness and sanitation:
 - i. Hygiene and sanitation standards **should be strictly compliant with FSSAI regulations and/or prevalent norms.** Compliance to the hygiene standards will be checked periodically. Noncompliance to hygiene standards will be sufficient reason to terminate the contract. **The bidder shall ensure that all canteen employees, during their working hours, wear neat & tidy washed uniforms, head covering caps, face mask, use of gloves while serving food and wherever applicable, personal hygiene of employee, Food handlers shall be free from Contagious diseases or any kind of skin disorders. The Bidder/Tenderer shall have to submit a medical fitness certificate periodically (every six month) certified by the Medical officer of the Institute as proof of workers being healthy and fit to work in the mess. The staff must strictly observe all the safety and hygiene precautions related to COVID-19 issued by the Food Safety and Standards Authority of India (FSSAI) from time to time.**



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- ii. Cleaning and washing of plates, cutleries and utensils.
- iii. Smoking, consumption/distribution of alcohol, use of pan and gutka, and drug/substance abuse by the employees is strictly prohibited in the dining area as well as the Institute's premises
- c. The Bidder/Tenderer shall submit to the Administration a list of workers, with complete details including local / permanent addresses, contact details, and their photographs etc. for approval who may be allowed to work in the canteen.
- d. If and whenever any of the Bidder/Tenderer's employees shall, in the opinion of the Institute, be guilty of any misconduct or be incompetent or negligent in the performance of their duties or that in the opinion of the Institute, it is undesirable for administrative or any other reason for such person or persons to be employed in the work, the Bidder/Tenderer if, so directed by the Institute, shall remove such person/persons from employment within a reasonable time. Any person or persons so removed from work shall not again be employed in connection with the work without the written permission of the Institute.
- e. Any person so removed from work shall be replaced at the expense of the Bidder/Tenderer by a competent substitute in reasonable time.
- f. The Bidder/Tenderer shall be responsible for the proper behavior of all the staff, employed directly or indirectly, and shall exercise a proper degree of control over them and in particular and without prejudice to the said generality, the Bidder/Tenderer shall be bound to prohibit and prevent any employees from trespassing/acting in anyway detrimental or prejudicial to the interest of the community or of the properties. The Bidder/Tenderer shall be responsible thereof and indemnify the institute of all consequent claims or actions for damages or injury or on any other grounds whatsoever. **The decision of the Registrar, IISER Tirupati on any matter arising under this clause shall be final.**

12) Sub-Letting of Works:

No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned or sublet by the Bidder/Tenderer directly or indirectly to any person, firm or whosoever. An action will be taken as per direction of the Competent Authority if it is found that bidder has sublet the work to the third party.

13) Force Majeure:

In the event of either party being rendered unable by force majeure to perform any obligation required to be performed by them under this agreement, the relative obligation of the affected party by such force majeure shall be suspended for the period during which such cause lasts. The term "force majeure" as employed herein shall mean, acts of God, war, revolt, riot, fire, flood and acts and regulations of the Government of India or any of its authorized agencies.

Upon the occurrence of such cause and upon its termination the party alleging that it has been rendered unable as aforesaid thereby shall notify the other party in writing within 7 (Seven) days of the alleged beginning and ending thereof giving full particulars and satisfactory proof. The time for performance or relative obligations suspended by the force majeure shall be extended by the period for which the cause lasts or condoned by the Institute without any penalty.



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If the work is suspended by force majeure conditions lasting for more than ONE (01) month, the Institute shall have the option of cancelling the contract in whole or in part thereof its own discretion. Any situation of force majeure shall not be payable by the Institute under any circumstances. For the period of force majeure, no amount shall be payable to the Bidder/Tenderer.

14) Release of Information:

The Bidder/Tenderer shall not communicate or use in advertising, publicity, sales releases or in any other medium, photographs, or other reproduction of the work under this contract.

15) Completion of Contract:

Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiration of the duration of the contract. The same may be extended further on the basis of satisfactory performance of the Bidder/Tenderer with mutual consent on same terms and conditions.

16) Schedule of Rates and Payments:

The price to be paid by the users to the Bidder/Tenderer for the whole of the work to be done and the performance of all the obligations undertaken by the Bidder/Tenderer as per the terms of the contract shall be ascertained by the application of the schedule of rates and payment shall be made accordingly to the work actually executed and approved by the Institute.

17) Accident or Injury to Workman:

The Institute shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury to any workman or other person in the employment of the Bidder/Tenderer through claim from insurance company. The Bidder/Tenderer shall indemnify and keep the Institute indemnified against all such damage and compensation whatsoever in respect or in relation thereto.

18) Damage to Property:

The Bidder/Tenderer shall be responsible for making good to the satisfaction of the Institute any loss or damage to any structures and properties within the Institute premises. If such loss or damage is due to fault and/ or the negligence or willful acts or omission of the Bidder/Tenderer, his employees, agents, representatives or sub-Bidder/Tenderers, he shall make good the loss as assessed by the Institute.

19) Arbitration:

- (a) Except as otherwise provided elsewhere in the contract, if any dispute, difference, question of disagreement or matter whatsoever, shall, before/after completion or abandonment of work or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a sole arbitrator to be appointed by the Director of the Institute at the time of the dispute. The award given by the arbitrator so appointed shall be binding on the parties. It will not be open to the parties to challenge the jurisdiction of the arbitrator after the award has been made.



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- (b) If the arbitrator to whom the matter is originally referred dies or refuses to act or resigns/ withdraws for any reason from the position of arbitration, it shall be lawful for the Director of the Institute to appoint another to act as arbitrator in the manner aforesaid. Such person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both the parties consent to this effect failing which the arbitrator shall be entitled to precede de-novo.
- (c) It is a term of the contract that the party invoking arbitration shall specify all disputes to be referred to arbitration at the time of the invocation of arbitration under the clause.
- (d) It is a term of the contract that the cost of arbitration shall be borne by the parties themselves.
- (e) The venue of arbitration shall be at IISER Tirupati.
- (f) Subject as aforesaid the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment thereof rules made there under and for the time being in force shall apply to the arbitration proceedings under this clause.

20) Jurisdiction:

The contract shall be governed by and constructed according to the laws in force in India. The Bidder/Tenderer shall hereby submit to the jurisdiction of the courts situated at Tirupati for the purpose of actions and proceedings arising out of the contract and the courts at Tirupati shall have the sole jurisdiction to hear and decide such actions and proceedings.

21) General Rules:

- a. Smoking and Consumption of Tobacco/Alcohol within the entire area of the Canteen/ in particular and the Institute campus in general are strictly prohibited. Violators of this rule shall be prosecuted as per law and discharged immediately.
- b. All the workers engaged for the work shall wear clean, tidy, washed uniform to be approved by the Institute while on duty.
- c. The premises of the will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the Competent Authority.
- d. The Licensee will not be permitted to franchise the Institute dining services for any other commercial activity outside the scope of the contract.
- e. No person with any offensive police record shall be employed to work in the Institute Canteen. **The service provider shall provide an undertaking for the same to the Institute.**
- f. Safety measures are to be provided by the Service provider himself/ themselves.
- g. The Service provider will ensure and comply with the provisions of various municipal and other local Rules/ Regulations/ Laws of the Government
- h. The Institute shall not be the party in case any dispute takes place between the Service provider and his employees.
- i. All staff deployed shall be sensitized towards proper attitude and behavior with women staff + students. They will have to mandatorily undergo gender sensitization workshop conducted by the Institute or any other agency.

22) Tender Procedures:

- a. The Tender must be prepared in accordance with the requirements specified in this EoI and in the format prescribed in this document for each of the above mentioned qualifying criteria as proof of having the minimum requirements.
- b. Proposals must be direct, concise, and complete. All information not directly relevant to this EoI should be omitted.



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- c. The Tender should contain the copies of references and other documents as specified in the EoI.
- d. In case of person other than Authorized Signatory signing the Tender, an authorization letter, authorizing the Bidder to sign/ execute the tender as a binding document and also to execute all relevant agreements forming part of EoI shall be included.
- e. Any interlineations, erasures or overwriting shall be valid, only if they are initialed by the persons or persons signing the bid.
- f. IISER Tirupati will not accept the EoI proposal in any manner other than that specified in this EoI. Proposal submitted in any other manner shall be treated as defective, invalid and shall be rejected.

23) Accounting and Payment:

- a. IISER Tirupati will not be responsible for the payment. The bidder must sale food items as per discounted rates approved by the competent authority.
- b. The rates so fixed are inclusive of all taxes duties, and levies etc. imposed by the State/Central government and local bodies as on the dates of award of the work. However, if any new tax, duty or levy is imposed or enhanced by the government/local bodies subsequent to the award of work, the same shall be discussed with the competent authority for revising the rates.
- c. **The service provider shall be accountable for on-the-spot sales of add-ons and its accounting.**

24) Tentative Timings:

The following timings will be followed:

10 am to 6 pm

Note: The above schedule is subject to change by the order of Institute Hostel & Dining Committee.

25) Important Notes:

- (i) The Institute reserves the right to:
 - (a) Amend the scope and value of the contract.
 - (b) Amend the rate of the contract.
- (ii) For any of the above actions, the Institute shall neither be liable for any damages, nor be under any obligation to inform the applicants, the grounds for the same.
- (iii) The Director, IISER Tirupati does not bind itself to accept the lowest or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason.
- (iv) Effort on the part of the agencies or it's agent to exercise influence or to pressurize the Institute for this contract shall result in rejection of the application. Canvassing of anykind is prohibit



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Chapter - IV

Menu Detail:

Menu For Canteen			
Hot Beverages			
Sr No	Item	Qty	Rate In Figures (Ra)
1	Tea	100 ML /150 ML	10/15
2	Filter Coffee	100 ML/150 ML	10/15
3	Milk	150 ML	15
4	Bournvita	150 ML	15
5	Green Tea	150 ML	10
6	Lemon Tea	150 ML	10
Cold Beverages			
Sr No	Item	Qty	Rate In Figures
1	Lemon Juice	150 ML	15
2	Watermelon Juice	300 ML	25
3	Pineapple Juice	300 ML	30
4	Mosambi Juice	300 ML	30
5	Mix Fruit Juice	300 ML	30
6	Orange Juice	300 ML	30
7	Sapota Juice	300 ML	30



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8	Anar Juice	300 ML	35
9	Apple Juice	300 ML	35
10	Any Vegetable Juice	300 ML	30
11	Butter Milk,Lassi Of Branded Products		AS PER MRP

Milk Shakes

Sr No	Item	Qty	Rate In Figures
1	Chocolate	200 ML /300 ML	30/40
2	Banana Shake	200 ML /300 ML	30/40
3	Chiku / Sapota Shake	200 ML /300 ML	30/40
4	Mango Milk Shake	200 ML /300 ML	30/40
5	Strawberry Shake	200 ML /300 ML	30/40
6	Cold Coffee	200 ML /300 ML	30/40

Bakery Items

1	Veg Puff	1 Piece-50-55 gms	15
2	Egg Puff	1 Piece-50-55 gms	18
3	Mushroom Puff	1 Piece-50-55 gms	20
4	Paneer Puff	1 Piece-50-55 gms	20
5	Chicken Puff / Chicken Rolls	1 Piece-50-55 gms	25
6	Cream Roll	1 Piece-40gms	15
7	Cream Bun	1 Piece-40gms	20
8	Doughnut-Jam / Cream	1 Piece-40gms	20
9	Doughnut-Chocolate Stuffing	1 Piece-40 gms	25



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10	Veg Croissant	1 Piece-50-55 gms	30
11	Spl Veg Rolls / Croissant	1 Piece-50 -55 gms	35
12	Omelet (Single Egg)	1 Piece- 55 gms	15
13	Boiled Egg	1 Piece- 50-55 gms	10
14	Veg Burger	1 Piece-60-65 gms	30
15	Veg Cheese Burger	1 Piece 65-70 gms	40
16	CHOCOLATE BROWNIE -50gms	1 Piece-50gms	45
Assorted Sandwiches			
1	Bread Butter	1 Plate-2 Triangles	20
2	Grilled Veg Sandwich	1 Plate-2 Triangles	30
3	Grilled Veg Cheese Sandwich	1 Plate-2 Triangles	40
Assorted Snacks & Chaat (to be served on daily basis)			
1	Samosa	1 Piece-50 to55 gms	10
2	Kachori	1 Piece-50 to 55 gms	10
3	Pani Puri	6 Pieces	25
4	Dahi Puri	6 Pieces	30
5	Bhel (Dry)	1 Plate-100 gms	25
6	Bhel (With Imli Chutney) / Bombay Bhel	1 Plate-120 gms	30
7	Ragda Chaat / Cutlet(Aloo Tikki)	1 Plate-100 gms	30
8	Pav Bhaji Bhaji With Two Pav(Extra pav)	1 Plate -Bhaji - 60gms	45(10)
9	Amul Pav Bhaji	1 Plate- Bhaji - 60gms with butter	55



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10	Cheese Pav Bhaji	1 Plate Bhaji - 60gms with butter	60
11	Aloo Paratha	1 No-100gms	25
12	Veg Momos (Steamed / Fried) 5 Piece	6 Piece	40
13	Chicken Momos (Steamed /Fried)	6 Piece	60
Assorted Salads			
1	Moong Chaat	1 Portion-120 gms	40
2	Corn Chaat	1 Portion-120 gms	40
3	Sprouts Salad	1 Portion-120 gms	40
Maggi Noodles			
1	Veg Maggi	1 Portion- 100 gms	25
2	Single Egg Maggi	1 Portion-120gms	30



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Annexure -I

Quality of ingredients and other items to be use in Food Preparation:

S. No.	Items	Brand
1	Wheat Flour Packed	Ashirvad / Pillsbury
2	Baisan	Ashirvad
3	Dalia	Saktibhog/Ashirvad
4	Maida	
5	Suji	
6	Arhar Dal	(Patka, Sadi)
7	Chana Dal	
8	Desi Chana	
9	Green peas	Safal,Reliance
10	Kabuli Chana (Large)	
11	Lobia (Big)	
12	Masoor Lal	
13	Masoor Kali	
14	Moong Chhilka	
15	Moong Dhuli	
16	Moong Sabut	
17	Rajma Gradel	
18	Rice Basmati (MiniDubar Quality)	India gate/Kohinoor/Dawat
19	Rice	Lalitha Brand /Bullet Rice/Kolam Rice
20	Safed Matar	
21	Soyabean Bari	MDH/Nutrela
22	Urad Chilka	Green/Black
23	Urad Sabut	Bkak Sadi
24	Deshi Ghee	Amul/Britania/gowardhan
25	Musterd Oil (Ag)	Fortune15kg/15Lt
26	Refined Oil	Sunflower or rice bran oil Fortune/Dhara.use of Hydrogenated (Vanaspati) oil is prohibited)
27	Chili Sauce/soya sauce/vinegar	Ching
28	Jam	Kisan / Mala
29	Soya Sauce	Ching
30	Tomato Sauce	Maggi / Kisan
31	Coffee	Nescafe / Brue Green lable / Filter coffee powder
32	Tea	Tata Premium/Amar tea(Society)/Brook bond Bop Dust tea
33	Achar(Mixed)	Priya
34	Achar(Mango)	Priya
35	Custard Powder	Weikfield/BP
36	Corn Flakes	Kellogs /
37	Namkeen	Haldiram



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38	Papad /appalam	Lizzat / Ganesh
39	Roasted Semiya	Cycle /Bombino/MTR
40	Sabudana	
41	Amchoor Powder	Everest / MDH
42	Arrarot	Goldiee/Ashok
43	Ajeenomoto	Not to be used
44	Baking Powder	Weikfield
45	Dalchini	
46	Haladi Powder	Agmark / FSSAI approved
47	Dhania Powder	Agmark / FSSAI approved
48	Dhania Khada	Agmark / FSSAI approved
49	Gur	
50	Heeng Dibiya 50gm	Goldiee /Ashok/Lakshmi
51	Javitri	
52	Jaiphal	
53	Kabawchini	
54	Kashmiri Mirch	MDH
55	Kasoori Methi	MDH
56	Mirch Safed (Pisi)	MDH/Catch
57	Kala Namak (Powder)	
58	Laung	
59	Pasta	
60	Mirch (Powder)	Agmark / FSSAI approved
61	Mirch(Khada)	MDH
62	Mangrail	Goldiee/Tripati
63	Misri (Crystal)	
64	Methi dry	Everest
65	Salt	Tata
66	Rai	
67	Soda Sweet	
68	Safed Elaichi	Local
69	Sugar (White)	
70	Tejpatta	
71	Chole Masala	MDH/Catch/Kitchen king/Everest/MTR
72	Chat Masala	MDH/Catch/Kitchen king/Everest/MTR
73	Damalu Masala	MDH/Catch/Kitchen king/Everest/MTR
74	Garam Masala	MDH/Catch/Kitchen king/Everest/MTR
75	Kachauri Masala	MDH/Catch/Kitchen king/Everest/MTR
76	Kichen King Masala	MDH/Catch/Kitchen king/Everest/MTR
77	Meat Masala	MDH/Catch/Kitchen king/Everest/MTR
78	Matar paneer Masala	MDH/Catch/Kitchen king/Everest/MTR
79	Pav Bhaji Masala	MDH/Catch/Kitchen king/Everest/MTR
80	Rajma Masala	MDH/Catch/Kitchen king/Everest/MTR
81	Raita Masala	MDH/Catch/Kitchen king/Everest/MTR
82	Samosha Masala	MDH/Catch/Kitchen king/Everest/MTR
83	Sambhar Masala	MDH/Catch/Kitchen king/Everest/MTR



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84	Shahi paneer Masala	MDH/Catch/Kitchen king/Everest/MTR
85	Sabji Masala	MDH/Catch/Kitchen king/Everest/MTR
86	Dishwashing Liquid	FSSAI approved with MSDS / Diversy /FSSAI approved Organic dish wash liquid
87	Rin Soap	FSSAI approved with MSDS / Diversy / Organic dish wash liquid-
88	Paneer	Shreeja,Milky Mist,Mother Dairy only
89	Butter	Amul /mother dairy/Nutela only
90	Milk	Shreeja /Mother dairy/Heritage
91	Noodles	Maggi ,Atta/Oats noodles,No 1 Brand
92	Seasoning Powder	Knorr Aromat seasoning

Note –

- 1) In case of non-availability of Brand as per above table, prior approval of Office superintendent to be taken to get equivalent quality material approved by FSSAI Act.
- 2) Use of monosodium glutamate Ajinimoto and artificial colours in preparation of food are strictly prohibited.



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Chapter – V

Bid Information:

Bidders are requested to submit their responses for the Tender/EoI response in TWO (02) parts, clearly labelled according to the following categories:

(A) PART-ONE (TECHNICAL BID)

- i) A list of all submitted documents should be provided.
- ii) A tender document fee of Rs. 1,000/- (Rupees One thousand only) in the form of a Demand draft / Pay order drawn in favour of Director, IISER TIRUPATI payable at Tirupati. (Non-refundable)
- iii) EMD Amount of Rs 1,00,000/- (One Lakh)
- iv) Annexures I TO IX.
- v) EoI Documents duly signed and stamped on each and every page by the Authorized person of the Firm.

(B) PART-TWO (FINANCIAL BID)

Sl. No.	Description	Flat discount offered on fixed prices for all items given in chapter IV (Flat Discount in %)
(A)	Discount offered	_____ %

Notes: - The bidder is to acquaint himself with the scope of work, all terms and conditions and penalty details etc. of the tender document before quoting the rates. After flat discount ON ALL ITEMS GIVEN IN Chapter IV ,the decimal value of individual item will be rounded off to the nearest value. The bidder who offer highest discount on fixed rates for all items given on in chapter IV will be given the contract to run the canteen.



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ANNEXURE-II

BIDDER'S STATEMENT

(ON THE COMPANY LETTER HEAD OF THE BIDDER)

NOTE: Bidders MUST submit ALL required documents in support of minimum eligibility criteria along with the EOI proposal. No document in support of minimum eligibility criteria will be accepted / entertained after last date for submission of EOI Response. A list of all submitted documents should be provided.

S No.	Description	Detailed Response
1	Name & Address of the Bidder organization/firm	
2	Date of Commencement of Business	
3	Address of the Headquarters	
4	Name of the Chief Executive of the firm	
5	Legal Status (Attach copies of original document defining the legal status):	
	a) An individual	
	b) A proprietary firm/ HUF Firm	
	c) A Firm in partnership	
	d) A limited company	
	e) Corporation or Co-operative society	
6	Details of Registrations:	
	a) Income Tax Registration (Attach attested copy)	
	b) GST registration	
	c) FSSAI Registration for providing canteen services. Bidder should comply with all legal documents related to Food Safety & Standards Authority of India at Tirupati on award of contract.	
	d) PF & ESIC Registration	
	e) Labour License	



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7	<p>i) The bidder must have provided Canteen services for a minimum of 450+ users in any organization among IISERs / NITs / IITs / IIMs / IIITs / Central Universities / CSIR laboratories / PSUs / Central Government Departments and Offices / Autonomous Bodies / State Government Departments for minimum period of two years. Experience Certificate towards the same must be provided. The bidder should have presently running at least one similar work i.e running canteen in above mentioned organizations</p> <p>ii) . The bidders must also produce Performance Certification (Annexure IX) to be obtained from Clients in respect of Ongoing Contracts</p>					
	S No.	Work order Placed by (full address of Purchaser)	Work order No.and date	Description	Value of order (In Rs.)	Purchaser/ Consignee Contact person along with Telephone No., FAX No. and e-mail address
	1) 2) 3)					
8	Details of Firm.					
	1)	Address				
	2)	Phone No. Landline no Mobile no Email address				
	3)	Year of Establishment				
	4)	Name of contact person and contact details				
	5) 6)	Details of the earnest money deposit (EMD) submitted. Details of the Tender Fee Declaration on letter head of the firm/company as per annexures I to IX Copy of tender document to be attached with sign and stamp of authorized person				



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Annexure : III

Bid Securing Declaration Form

Date: _____

Tender No. _____

To (insert complete name and address of the purchaser) I/We. The undersigned, declare that:

I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any contract with you for a period of two year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, because I/We

- a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or
- b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Signed: _____ (insert signature of person whose name and capacity are shown)
in the capacity of _____ (insert legal capacity of person signing the Bid Securing

Declaration) Name: (insert complete name of person signing the Bid Securing

Declaration) Duly authorized to sign the bid for an on behalf of (insert complete name of Bidder)

Dated on _____ day of _____ (insert date of signing) Corporate Seal (where appropriate)

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid



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Annexure-IV'

BIDDER INFORMATION FORM

Company Name : _____

Registration Number : _____

Registered Address : _____

Name of Partners /Director : _____

City : _____

Postal Code : _____

Company's Establishment Year : _____

Company's Nature of Business : _____

_____ Company's Legal Status

- (tick on appropriate option)
- 1) Limited Company
 - 2) Undertaking
 - 3) Joint Venture
 - 4) Partnership
 - 5) Others

Company Category

- 1) Micro Unit as per MSME
- 2) Small Unit as per MSME
- 3) Medium Unit as per MSME
- 4) Ancillary Unit
- 5) SSI

6) Others

CONTACT DETAILS

Contact Name : _____

Email Id : _____

Designation : _____ Phone No

:(_____) _____

Mobile No : _____

BANK DETAILS

Name of Beneficiary : _____

A/c. No. CC/CD/SB/OD: _____

Name of Bank : _____

IFSC NO. (Bank) : _____

Branch Address and Branch Code: _____

Other Details

Vendor's PAN No. _____

Vendor's CST No/LST No/WCT No/TIN No: _____



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Annexure-'V'

**DECLARATION REGARDING CLEAN TRACK/NO LEGAL
ACTION**

(to be provided on letter head of the firm)

I hereby certify that the above firm namely_____is neither blacklisted by any Central/State Government/Public Undertaking/Institute nor any criminal case registered / pending against the firm or its owner/ partners anywhere in India (or) against any of its branches (or) partners abroad.

I also certify that the above firm or its owner/ partners anywhere in India (or) against any of its branches (or) partners abroad has cleared all the payments of their respective vendors during our contract period at other Institutes where we have/had provided catering services.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Place:

Authorized Signatory

Name:

Designation:

Contact No.:



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Annexure-VI'

NO RELATIONSHIP CERTIFICATE

(On Company Letterhead)

I/We hereby certify that I/We* am/are* related/not related (*) to any officer of IISER Tirupati. (If Related provide the details of the employee)

I/We* am/are* aware that, if the facts subsequently proved to be false, my/our* contract will be rescinded with forfeiture security deposit and I/We* shall be liable to make goods the loss or damage resulting from such cancellation.

I//We also note that, non-submission of this certificate will render my / our tender liable for rejection.

Date:

Place:

Authorized Signatory

Name:

Designation:

Contact No.:



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ANNEXURE-‘VII’

UNDERTAKING FOR SUBMISSION OF PERFORMANCE BANK GUARANTEE

(On company Letter Head)

Date:.....

Tender No.:.....

We undertake to submit Performance Bank Guarantee (PBG) of Rs 1,00,000/- One Lakh rupees only in case IISER Tirupati decides to award the contract to us against tender no _____ dated for providing Canteen services at transit campus & permanent campus. The PBG will be valid for 14 Months from the date of commencement of contract.

Thanking

you,

Sincerely,

For M/s _____

(Name of the bidder)

Signature & company Seal-

Name Designation and

contact



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Annexure-'VIII'

ACCEPTANCE OF TENDER TERMS

(To be given on Company LetterHead)

Date: DD/MM/YYYY

To,
The
Director

Indian Institute of Science Education and
Research, Tirupati – 517507.Andhra Pradesh,
India

Sub: Acceptance of Terms & Conditions of

Tender.Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender' from the web site(s) namely _____ as per your advertisement, given in the abovementioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ Organisation too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.
5. I / We certify that all information furnished by our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ Organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including that we can be debarred for a period up to two years as, per Rule 151(iii) of GFR 2017, in case of false declaration.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)



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ANNEXURE-IX

PERFORMANCE CERTIFICATE

Performance Certification to be obtained from Clients in respect of Ongoing Contracts.

1. Name of the client Organization :
2. Address of client Organization:
3. Name and Designation of the Official Furnishing this certification :
4. Contact Number and Mail ID of the Official furnishing this certification:
5. Period of the Contract and Nature of service provided:
6. Number of diners:
7. Age group of diners /students whom food served at your Institute :
8. Is the menu provided Vegetarian / Non-Vegetarian
9. Is caterer specialized and provides different cuisines (south Indian/North Indian)
for students coming to the Institute from all over India :
10. Details of any penalty levied or warning issued during the service on the caterer:
11. Details of any default dues payable to the users like students / staff
and vendors or supplier or service providers of the caterer.:

Please tick-five marks being the maximum score.

Sl. No.		1	2	3	4	5	Remarks/ Justification
1.	Is the service of the catering contractor is prompt/punctual and as required by the Administration?						
2.	Are the Kitchen workers skillful and well-mannered to the students/diners?						
3.	Where there any removals of any of the kitchen/canteen staff on the ground of indiscipline, negligence, criminal charges, mishap etc.,						
4.	Health, hygiene and proper cleanliness and any service disruption						



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5.	Quality of food served						
6.	Quantity of food served						
7.	Any record of accidents / mishap / food poisoning to students.						
8.	Any complaints from students/Institute						

Marks are evaluated as follows:

1. Poor
2. Average
3. Good
4. Satisfactory
5. Excellent.



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CHECKLIST FOR BIDDER

BIDDERS to indicate whether the following are enclosed/mentioned by striking out the non-relevant option

Envelope-1(Technical-Bid) (Following documents to be provided as single PDF file)				
Sl. No.	Documents	Content	File Types	Document Attached
1	Technical Bid	Scan copies of both Tender Fee of Rs.1,000/- (One thousand) and EMD of Rs. 1,00,000/- (One Lakh)	.PDF	(Yes /No)
2		BIDDER'S STATEMENT (ANNEXURE – II)	.PDF	(Yes /No)
3		ANNEXURE – III- BID SECURING DECLARATION FORM	.PDF	(Yes /No)
4		ANNEXURE – IV - BIDDER INFORMATION FORM	.PDF	(Yes /No)
5		ANNEXURE - V - DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION	.PDF	(Yes /No)
6		ANNEXURE – VI - NO RELATIONSHIP CERTIFICATE	.PDF	(Yes /No)
7		ANNEXURE – VII- UNDERTAKING FOR SUBMISSION OF PERFORMANCE BANK GUARANTEE	.PDF	(Yes /No)
8		ANNEXURE- VIII - ACCEPTANCE OF TENDER TERMS	.PDF	(Yes /No)
9		ANNEXURE- IX - PERFORMANCE CERTIFICATE	.PDF	(Yes /No)
10		Tender Terms & Conditions Acceptance signed with official seal is attached	.PDF	(Yes /No)
Envelope-2(Financial-Bid)				
Sl. No.	Documents	Content	File Types	Document Attached
1	Financial Bid	Price bid should be submitted in Excel (BOQ) Format	.xls	(Yes /No)



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IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. IISER TIRUPATI WILL PROCESS THE TENDER AS PER IISER TIRUPATI STANDARD PROCEDURES. THE DIRECTOR OF THE INSTITUTE RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. IISER TIRUPATI WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATIONS TO THE AGENCIES WHOSE BIDS ARE REJECTED.

I agree to all terms and conditions mentioned in the tender document of the Institute

Signature of the Tenderer