



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI (An
Autonomous Institution of Ministry of Human Resource Development, 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

CATERING AND ALLIED SERVICES

AT

MAIN CAMPUS, IISER TIRUPATI



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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.



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 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 upload 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

- i. 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.
- ii. 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, 91-8826246593**.



Chapter 2

INVITATION FOR Tender Offers

Indian Institute of Science Education and Research (IISER), Tirupati invites Expression of Interest” (EOI) For Providing Dining Services – Students Mess, Catering & Allied Services at IISER Tirupati Main Campus Yerpedu.

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:

Assistant 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. 15/03/2021 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 14/03/2021. 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	10/03/2021	09:00 Hrs.
2	Pre-Bid Meeting via Google Meet	15/03/2021	16:00 Hrs.
3	Bid Submission Start Date	16/03/2021	09:00Hrs.
4	Bid Submission Close Date	22/03/2021	15:00Hrs
5	Opening of Technical Bids	23/03/2021	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. The firm registered with DGS&D/NSIC as manufacturer for the supply of the same category of item for which the party is submitting quotation will be exempted from submission of FEE.

4. The technical offer **should not contain any price information.**

5. BID OPENING AND EVALUATION PROCESS

a. Technical Bids will be opened on 23rd March-2021 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 are not submitted within stipulated date / time.** IISER Tirupati shall not be responsible for any postal delay, Tender Fee before Tender closing date.



CHAPTER – III
GENERAL CONDITIONS OF CONTRACT

1) Goals of this Expression of Interest (EOI)

- i) The objective of this tender is to solicit proposals from the interested bidders for participation in a bid process for providing dining services for **250 ± 10%** diners at IISER Tirupati. The Institute does not guarantee minimum number of diners and volumes of business at any point of time. The number of diners goes down drastically during the term break, summer break, holidays, outside project assignments of the students. The undergraduate students have their academic break in the months of April 21 (For fifteen days) and December 21 for the year 2021.
- ii) The Institute shall not be responsible for any break in the academic schedule due to any unforeseen situations beyond the control of the Institute.
- iii) The successful bidder will be responsible for providing Mess Catering Services at IISER Tirupati for an initial period of one year.
- iv) The same can 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.
- v) 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.

2) Eligibility Criteria:

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

- i) The Bidder **MUST** satisfy all of the criteria below on its own.
- ii) The bidder must have provided dining services for a minimum of **250+ diners** in any organization among IISERs / NITs / IITs / IIMs / IIITs / Central Universities / CSIR laboratories / PSUs / Central Government Departments and Offices / Autonomous Bodies / State Government Departments/Corporates/large industry for minimum period of three years. Experience Certificate towards the same must be provided.
- iii) 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. 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

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 documents would be summarily rejected.



3) Scope of Work:

(i) The service provider is expected to provide the following services:

- (a) Cooking and serving meals (Breakfast, Lunch and Dinner).
- (b) Cleaning of utensils and serving items to be done by vendor.
- (c) Cleaning of cooking, dining and auxiliary areas attached to kitchen **admeasuring 8000 sq feet, Housekeeping will be in scope of vendor.**
- (d) Deployment and supervision of required manpower for the above mentioned tasks.
- (e) Providing services during Meetings/Seminars/Workshops or any other events of the Institute as and when required.
- (f) Vendor to cater to all the dining requirements as and when required of the Institute.
- (g) Accommodation for the vendor's staff shall be provided by the Institute.
- (h) Periodic pest control services shall be provided by the Institute for the kitchen and dining areas.

(ii) (a) The mess premises comprising, cooking and dining facilities, furniture, food/raw material containers, appliances, utensils, electricity and water shall be provided by the Institute free of cost. However, cleaning /washing materials/tools and manpower shall be arranged by the Bidder/Tenderer at his/their own cost. **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 is require be use only with prior approval of the Competent Authority.**

- (b) 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 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 at his own cost.
- (c) Similarly, the inventory in good condition shall be handed over by the Bidder/Tenderer to the Office Superintendent (Administration) on the expiry of the contract period. The security deposit shall be refunded only after a "no dues certificate" is granted by the Administration.
- (d) The required utensils, major kitchen equipment furniture and appliances shall be provided by the Institute. Electricity and water shall be provided by Institute free of cost. Similarly inventory in good condition shall be handed over by the contractor to the designated personnel of the Institute on expiry of the contract period.
- (e) The food shall be cooked, stored and served under hygienic conditions. The Bidder/Tenderer shall ensure that only freshly cooked food is served, and that stale food is not recycled. Stale food shall be removed from the mess premises as soon as possible.
- (f) The preparation of food shall be as per the brands/ingredients mentioned in **Annexure - I**



- (g) The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the residents.
- (h) The food shall be cooked in a clean, hygienic place and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all time. **The utensils, cutlery & crockery shall be cleaned by using Branded liquid soap specified in Annexure-I.**
- (i) The Bidder/Tenderer shall pay special attention to maintain the mess in a neat and tidy condition at all times. For this purpose, the mess shall be cleaned thoroughly after each meal by the **Housekeeping staff of Vendor.**
- (j) The waste material and unused/leftover food from mess will be removed from mess premises every day. **The Bidder/Tenderer ensure that all the waste material and unused/leftover food will be disposed off.**
- (k) The Bidder/Tenderer shall not be allowed to use the hostel or mess premises to offer any dining services beyond the scope of the contract.
- (l) The Institute Committee shall be authorized to impose an appropriate fine decided by the Competent Authority on the Bidder/Tenderer in case of sub-standard quality of food items, malpractice, lack of hygiene or violation of any of the conditions of the contract. Penalty as follows:
Any complaint of insects and/or foreign object cooked along with food found in any food item would invite a fine of Rs. 10,000/- on the caterer and the expenses towards health issues if suffered by any diners, consuming such food. This shall also be liable for termination of the contract.
- (m) Issues, not specifically clarified in the contract, shall be settled with mutual consent between the bidder and the Institute committee, without vetting the basic premises of the contract.

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.

5) Dining Services Presentation:

IISER Tirupati will host a Dining Services Presentation (**online**) at IISER Tirupati. The Authorized representatives of the interested organizations must give their Dining Services Presentation at their own cost. This Presentation will provide each tenderer/bidder with an opportunity to give their presentations to the Institute Committee. Dining 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 dining



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 Mess Catering Services, the evaluation shall be done as under:

Stage 1- Bids will be scrutinised 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 if any regard will be rejected.

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

Financial Bids of only those agencies will be opened who qualify in Presentation, Trade Test & Technical bid. 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 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 Eol 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 the Dining Committee.

- i) If required, IISER Tirupati can call for any additional information NOT specified in this Eol.
- ii) If any information sought in this document is missing or not clearly specified by the applicant, it will be assumed that the organization / firm is not in a position to supply the information.
- iii) All claims made by the bidder in their Eol proposal, must be supported by authentic documents.
- iv) The proposal and all correspondence and documents shall be written in English.
- v) The successful Bidder / Tenderer's Bid Security (BS) / Earnest Money Deposit (EMD) will be discharged upon the Bidder / Tenderer furnishing the performance security.
- vi) The Successful bidder/tenderer will have to enter into an Agreement with IISER Tirupati and also furnish a Bank Guarantee of amount INR 3,00,000 (Rupees Three 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.



- vii) The Bid Security (BS) may be forfeited: In case of a successful Bidder/Tenderer, if the Bidder/Tenderer fails to furnish order acceptance within 15 days of the order and/or fails to furnish Performance Security within 21 days from the date of contract/ order.

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.

8) Interpretation of Contract Documents:

- (i) 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.
- (ii) 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 can be extended for further one year on yearly basis on the basis of satisfactorily performance of the Bidder/Tenderer during the entire contract period with mutual consent.

10) Time of Mobilization:

The work covered by this contract shall have to commence within thirty (30) days 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:

- (i) 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 diners. The bidders/Tenderer for the operation of the facility shall fulfill the following responsibilities regarding cleanliness and sanitation:



- a) 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 uniform, 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.**
- b) Cleaning and washing of plates, cutleries and utensils.
- c) Smoking, consumption/distribution of alcohol, use of pan and gutka, and drug/substance abuse by the employees is strictly prohibited.
- (ii) 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 mess.
- (iii) 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.
- (v) Any person so removed from work shall be replaced at the expense of the Bidder/Tenderer by a competent substitute in reasonable time.
- (vi) The Bidder/Tenderer shall be responsible for the proper behaviour 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.

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.

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 can be extended further on the basis of satisfactorily 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 diners 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 wilful acts or omission of the



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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.
- (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 Mess/Hostel 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 uniform to be approved by the Institute while on duty.
- c. The premises of the mess 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 Hostel/Institute Mess.
- f. Safety measures are to be provided by the Service provider himself/ themselves.



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- 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.

22) Tender Procedures:

- i) 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.
- ii) Proposals must be direct, concise, and complete. All information not directly relevant to this EoI should be omitted.
- iii) The Tender should contain the copies of references and other documents as specified in the EoI.
- iv) In case of person other than Authorised 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.
- v) Any interlineations, erasures or overwriting shall be valid, only if they are initialled by the persons or persons signing the bid.
- vi) 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:

- i) The bills will be given to the diners on a per meal basis and the amount should be collected by the vendor directly from the diners, IISER Tirupati will not be responsible for the payment. The rates for all the items for which the bills are raised, must be approved prior by the competent authority.
- ii) 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.
- iii) The caterer shall be accountable for on-the-spot sales of add-ons and its accounting.

24) Tentative Timings:

The following timings will be followed:

Breakfast:	7.30 am to 9.30 am on weekdays (Mon to Fri) 8.00 am to 10.00 am on Sat, Sun and Institute Holidays
Lunch:	12.30 pm to 2.30 pm on all days
Dinner:	7.30 pm to 09.30 pm on all days

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

25) Important Notes:



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- (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 any kind is prohibited.

Chapter – IV

Menu Detail:

Breakfast (Mandatory Items):

S. No.	Catering Items
1	<p>Breakfast (as per single diner requirement on non-sharable basis) comprising of Option A, B,C,D.</p> <p>Option A) 1) Tea - (150 ml each) or 2) Coffee - (150 ml each) or 3) Milk (150 ml each) – anyone (any of 1,2,3) and</p> <p>Option- B) Any one of the following item on daily basis as per menu:</p> <p>Poha/Upma/Semiya Upma/Pongal - with Sambar & coconut/groundnut/ginger/tomato Chutney /or other suitable items as appropriate OR Aloo Paratha /Stuffed Paratha /Gobi Paratha - pudina or green chutney and curd, pickle. OR Onion Uttapam - coconut/groundnut/ginger/tomato Chutney + sambar OR Dosa - Dosa curry + coconut/groundnut/ginger/tomato Chutney + Sambar OR Idli and Medu wada + coconut/groundnut/ginger/tomato Chutney + Sambar OR Puri and Curry/Bhaji and</p> <p>Option C) Seasonal Fresh fruit any one of the following: Banana-(green, yellow) -100g (not more than thrice a week) Seasonal fruits- 150 g Orange -100 g Watermelon -250 g Papaya-150 g OR Boiled egg -1no. and</p> <p>D) Bread Slices – 4 slices of Bread with butter & Jam 20 gms each</p>

Lunch & Dinner (Mandatory Items):

Sr.No.	Item / Particulars	Quantity
1	Rice Preparation	350 g
2	Dry Vegetable Preparation	150 g
3	Curry Vegetable / Paneer (50g) – twice a week	150 g
4	Dal / Kadhi / Sambar / rasam	150 g
5	Green Salad (Cucumber, Tomato, Carrot)	80 g
6	Curd or Raita	100 g
7	Chapati or Phulka	03 of 50 g each
8	Sweet	01 of 100 g (to be served thrice a week)
9	Papad /Appalam	1 nos
10	Pickle	20 g each

Menu pattern:

- Paneer (100g) dish to be services thrice a week.
- Chicken dish (150g including 100 g (pieces) to be served on Sunday as part of regular weekly menu, for vegetarian Veg Special – Paneer/Mushroom/Sweetcorn/Baby Corn - 150 g to be served.
- Sweets to be served twice a week.
- Non veg special – Chicken/Fish/Mutton/Egg -150 g (To be made available as an option on a daily basis)
- Veg Special – Paneer/Mushroom/Sweetcorn/Baby Corn - 150 g (To be made as a special option apart from the regular meal on a daily basis)

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	Soyabeen 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

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	Haldi 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	Black Salt	
72	Chole Masala	MDH/Catch/Kitchen king/Everest/MTR
73	Chat Masala	MDH/Catch/Kitchen king/Everest/MTR
74	Damalu Masala	MDH/Catch/Kitchen king/Everest/MTR
75	Garam Masala	MDH/Catch/Kitchen king/Everest/MTR
76	Kachauri Masala	MDH/Catch/Kitchen king/Everest/MTR
77	Kichen King Masala	MDH/Catch/Kitchen king/Everest/MTR
78	Meat Masala	MDH/Catch/Kitchen king/Everest/MTR
79	Matar paneer Masala	MDH/Catch/Kitchen king/Everest/MTR
80	Pav Bhaji Masala	MDH/Catch/Kitchen king/Everest/MTR
81	Rajma Masala	MDH/Catch/Kitchen king/Everest/MTR
82	Raita Masala	MDH/Catch/Kitchen king/Everest/MTR
83	Samosha Masala	MDH/Catch/Kitchen king/Everest/MTR
84	Sambhar Masala	MDH/Catch/Kitchen king/Everest/MTR



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85	Shahi paneer Masala	MDH/Catch/Kitchen king/Everest/MTR
86	Sabji Masala	MDH/Catch/Kitchen king/Everest/MTR
87	Dishwashing Liquid	FSSAI approved with MSDS / Diversy / Organic dish wash liquid- Nixy
88	Rin Soap	FSSAI approved with MSDS / Diversy / Organic dish wash liquid-
89	Paneer	Shreeja, Milky Mist, Mother Dairy
90	Butter	Amul /mother dairy/Nutela
91	Milk	Shreeja /Mother dairy/Heritage
92	Noodles	Maggi ,Atta/Oats noodles, No 1 Brand
93	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 Ajinomoto and artificial colours in preparation of food are strictly prohibited.



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) Bid Security Declaration as per Annexure- 'D'
- iv) Bidder's Statement from the Bidder as per the format provided in Annexure – II.

(B) PART-TWO (FINANCIAL BID)

Menu for IISER Tirupati:

S. No.	Description	Amount (Rs.)	
		In figures	In words
1.	<p>Rate per Student per day for three meals, as per the diner requirement on non-sharable basis – Breakfast + Lunch + Dinner Inclusive of all taxes), as inclusive of following menu :</p> <p>Breakfast (as per diner requirement on non-sharable basis) Comprising of Option A, B,C,D.</p> <p>Option A)</p> <p>1) Tea-(150 ml each) or 2) Coffee-(150 ml each) or 3) Milk (150 ml each) – anyone. (any of 1,2,3)</p> <p style="text-align: center;">and</p> <p>Option- B) Any one of the following item on daily basis as per menu:</p> <p>Poha/Upma/Semiya Upma/Pongal with Sambar & Ginger/Tomato/Coconut/Groundnut/Tomato & Coriander mix Chutney /or other suitable items as appropriate</p> <p style="text-align: center;">OR</p> <p>Aloo Paratha /Stuffed Paratha /Gobi Paratha nos /pudina or green chutney, pickle and curd</p>		



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<p>100g.</p> <p style="text-align: center;">OR</p> <p>Onion Uttapam with Ginger/Tomato/Coconut/Groundnut/Tomato &Coriander mix Chutney + sambar</p> <p style="text-align: center;">OR</p> <p>Dosa with Ginger/Tomato/Coconut/Groundnut/Tomato &Coriander mix Chutney, Dosa Curry + sambar</p> <p style="text-align: center;">OR</p> <p>Idli with Ginger/Tomato/Coconut/Groundnut/Tomato &Coriander mix Chutney + sambar</p> <p style="text-align: center;">OR</p> <p>Puri – with Puri Curry and Ginger/Tomato/Coconut/Groundnut/Tomato &Coriander mix Chutney</p> <p style="text-align: center;">and</p> <p>Option C) Seasonal Fresh fruit any one of the following: Banana-(green, yellow) -100g (not more than thrice a week) Seasonal fruits- 150 g Orange -100 g Watermelon -250 g Papaya-150 g</p> <p style="text-align: center;">OR</p> <p>Boiled egg -1no.</p> <p style="text-align: center;">and</p> <p>D) Bread Slices – 4 slices of Bread with butter & Jam 20 gms each</p> <p style="text-align: center;">and</p> <p>Lunch and Dinner as per menu pattern attached</p>		
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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	

7	<p>i) The bidder must have provided dining services for a minimum of 250 + diners in any organization among IISERs / NITs / IITs / IIMs / IIITs / Central Universities / CSIR laboratories / PSUs / Central Government Departments, Offices/Autonomous Bodies/State Government Departments and Offices /Corporates/Large Industry for minimum period of two years.</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)	Details of the earnest money deposit (EMD) submitted.				
	5)	Details of the Tender Fee				



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	6)	<p>Declaration on letter head of the firm/company stating that “we have read all the content, terms & conditions of the Tender No. IISERT/Admin-Dining /01/21 Date: 22-02-2021 and we hereby accept the same. Copy of tender document to be attached with sign and stamp of authorised person</p>	
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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 reuse 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 he 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)



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: _____



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 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.:



UNDERTAKING FOR SUBMISSION OF PERFORMANCE BANK GUARANTEE

(On company Letter Head)

Date:.....

Tender No.:.....

We undertake to submit Performance Bank Guarantee (PBG) of 3% of the order value in case IISER Tirupati decides to award the contract to us against tender no. dated for Design, supply, installation, Integration, Testing and commissioning of 200 Seating capacity Smart Classroom along with other accessories on turnkey basis. The PBG will be valid for 60 days beyond the expiry of post installation, comprehensive maintenance / warranty period of three years for the proposed installation.

Thanking you,

Sincerely,

For M/s _____ (Name of the bidder)

Signature & company

Seal

Name

Designation

Contact.



ACCEPTANCE OF TENDER TERMS
(To be given on Company Letter Head)

Date: DD/MM/YYYY

To,
The Director
Indian Institute of Science Education and Research, Tirupati
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 above mentioned 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)



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