



**भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति**

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

Srinivasapuram – Jangalapalli Village, Panguru (G.P), Yerpedu Mandal, Tirupati Dist.,

Andhra Pradesh – 517619

Website: [www.iisertirupati.ac.in](http://www.iisertirupati.ac.in)

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



**आईआईएसईआर तिरुपति मे कैफेटेरिया चलाने के लिए  
निविदा**

**TENDER FOR RUNNING A CAFETERIA**

**AT**

**IISER TIRUPATI**

**Tender Reference No: IISERT/ADMIN-DINING SERVICE/01/25**

**Dated 03/07/2025**

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## निविदा आमंत्रण सूचना

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान, तिरुपति, देश में उच्च गुणवत्ता वाली विज्ञान शिक्षा और अनुसंधान को बढ़ावा देने के लिए शिक्षा मंत्रालय, भारत सरकार द्वारा स्थापित राष्ट्रीय महत्व का एक प्रमुख स्वायत्त संस्थान है।

निदेशक, आईआईएसईआर तिरुपति कैफेटेरिया चलाने के लिए ऑनलाइन बोलियां आमंत्रित करते हैं।

बोलीदाताओं को दो-बोली प्रणाली के तहत दो बोलियां, यानी तकनीकी बोली और वित्तीय बोली प्रस्तुत करना आवश्यक है।

### NOTICE INVITING TENDER

Indian Institute of Science Education and Research, Tirupati, is a premier autonomous Institution of National Importance established by the Ministry of Education, Government of India, for the promotion of high-quality science education and research in the country.

The Director, IISER Tirupati, invites online bids for **running a Cafeteria**.

The bidders are requested to give a detailed tender in two bids, i.e., technical bid and financial bid, under the two-bid system.

निविदा दस्तावेज केंद्रीय सार्वजनिक खरीद (सीपीपी) पोर्टल <https://eprocure.gov.in/eprocure/app> या संस्थान की वेबसाइट [www.iisertirupati.ac.in](http://www.iisertirupati.ac.in) से डाउनलोड किया जा सकता है और निविदा जमा करने की अंतिम तिथि और समय तक केवल ई-प्रोक्योरमेंट पोर्टल के माध्यम से ऑनलाइन जमा की जानी है।

The Tender Document can be downloaded from the Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app> or the Institute's website [www.iisertirupati.ac.in](http://www.iisertirupati.ac.in). The bid is to be submitted online only through the E-procurement portal up to the last date and time of submission of the tender.

निविदा की महत्वपूर्ण तिथियां /Critical Dates of Tender

क्र. सं. S.No	विवरण/Particulars	तारीख/Date	समय घंटों में Time in hrs
1.	ऑनलाइन प्रकाशन की तिथि Date of Online Publication	03/07/2025	18:30 Hrs.
2.	बोली-पूर्व बैठक /Pre-Bid conference	07/07/2025	12:00 Hrs.
3.	बोली जमा करने की प्रारंभ तिथि Bid Submission Start Date	08/07/2025	10:00Hrs.
4.	बोली जमा करने की अंतिम तिथि Bid Submission Close Date	24/07/2025	15:00Hrs
5.	तकनीकी बोलियों का खुलना Opening of Technical bids	25/07/2025	15:30 Hrs.
6.	प्रस्तुति की संभावित तिथियाँ (ऑनलाइन/व्यक्तिगत रूप से) Tentative dates for presentation (Online/In person)	28/07/2025	12.00 Hrs.
7.	ट्रेड टेस्ट की संभावित तिथियां (वैकल्पिक) Tentative dates for the Trade test (OPTIONAL)	29/07/2025	10 am to 5 pm

### CHAPTER – I

#### **1. THE TENDER DOCUMENT:**

**1.1 Bidder must read the complete ‘Tender Document’:** NIT is an integral part of the Tender Document and serves a limited purpose of invitation, and does not purport to contain all relevant details for submission of bids. Bidders must go through the complete Tender Document for details before submission of their Bids.

**1.2 Availability of the Tender Document:** The Tender Document can be downloaded from the Central Public Procurement (CPP) Portal at <https://eprocure.gov.in/eprocure/app> or from the Institute's website at [www.iisertirupati.ac.in](http://www.iisertirupati.ac.in).

- i. The bid must be submitted online only through the E-procurement portal up to the last submission date and time.
- ii. **No manual bids will be accepted.**
- iii. **All required documents must be uploaded to the CPP portal as specified in the Technical Bid.**
- iv. The technical bid must be submitted in PDF, while the financial bid should be submitted in an Excel sheet, both uploaded to the CPP portal.

**1.3 Clarifications: As outlined in Clause 5 (ASSISTANCE TO BIDDERS) of Chapter II.**

#### **2. PRE-BID MEETING:**

IISER Tirupati will be conducting a Pre-bid meeting through Google Meet on 07/07/2025 from 12:00 AM (IST). All prospective bidders are requested to kindly send their queries through email at [purchase@iisertirupati.ac.in](mailto:purchase@iisertirupati.ac.in) to reach the latest by 06/07/2025, 5 pm.

Clarifications to all the queries received before the due date will be given during the Pre-Bid Meeting and only the queries which remain unclarified (or) the queries which have an impact on the change in technical specifications will be mentioned in the minutes of the pre-bid meeting and the same will be uploaded on our website and CPPP portal.

**No queries will be entertained after the Pre-bid meeting.**

The Pre-Bid meeting link shall be sent by email to the bidders interested in attending the Pre-Bid meeting upon their request. Bidders interested must send a request for access to the Pre-Bid meeting at [purchase@iisertirupati.ac.in](mailto:purchase@iisertirupati.ac.in).

Bidders attending Pre-Bid meeting online must ensure an active and uninterrupted high-speed internet connection with a working microphone and a good quality camera 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.



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Note:

Any representative is attending for the pre-bid meeting on behalf of the Service provider/ Bidder, an authorization letter, duly signed and stamped as per the format provided in Annexure-XI (Authorization for Attending Pre-Bid Conference), must be submitted.

### 3. SUBMISSION OF BIDS:

As outlined in Clause 4 of Chapter II.

### 4. TIME SCHEDULE

Sr. No	Particulars	Date	Time
1	Date of Online Publication/Download of Tender	03/07/2025	18:30 Hrs.
2	Pre-Bid Meeting via Google Meet or any other virtual mode	07/07/2025	12:00 Hrs.
3	Bid Submission Start Date	08/07/2025	10:00Hrs.
4	Bid Submission Close Date	24/07/2025	15:00Hrs
5	Opening of Technical Bids	25/07/2025	15:30 Hrs.
6	Tentative dates for presentation (Online/In person)	28/07/2025	12.00 Hrs.
7	Tentative dates for the Trade test (OPTIONAL)	29/07/2025	10 am to 5 pm

### 5. BID OPENING:

5.1. Technical Bids will be opened on **25<sup>th</sup> July 2025 at 03:30 PM.**

5.2. The financial bids of the eligible bidders will be opened on a later date. The date and time for the opening of Financial Bids will be announced later. Bids would be summarily rejected if the tender is submitted other than through online. IISER Tirupati shall not be responsible for any postal delays, internet connectivity issues, etc., from the bidder's end at the time of bid submission.

### **CHAPTER II**

### **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

This tender document has been published on the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) and the Institute's website at [www.iisertirupati.ac.in](http://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 provided below are designed to assist bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements, and submitting them online through the CPP Portal.

For more information on submitting online bids on the CPP Portal, please visit: <https://eprocure.gov.in/eprocure/app>.

#### **1. REGISTRATION:**

- 1.1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (**URL:<http://eprocure.gov.in/eprocure/app>** ) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.
- 1.2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their account.
- 1.3. Bidders are advised to register their valid email addresses and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 1.4. 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/ e-Mudhra, etc.), with their profile.
- 1.5. Only **one valid DSC should be registered by a bidder**. Please note that the bidders are responsible for ensuring that they do not lend their DSCs to others, which may lead to misuse.
- 1.6. The bidder then logs in to the site through the secure log-in by entering their user ID and password, as well as the password of the DSC/ e-Token.
- 1.7. The CPP Portal also has a user manual with detailed guidelines on enrolment and participation in the online bidding process. Any queries related to the process of online bids or queries related to the CPP Portal may be directed to the 24/7 CPP Portal Helpdesk.
- 1.8. The Institute will not be responsible for any type of technical issue regarding the uploading of the Tender on the website.

#### **2. SEARCHING FOR TENDER DOCUMENT:**

- 2.1. There are various search options built into the CPP Portal to facilitate bidders in searching 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 several search parameters such as organization



name, form of contract, location, date, other keywords, etc., to search for a tender published on the CPP Portal.

- 2.2. 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 inform the bidders through SMS/e-mail in case a corrigendum is issued to the tender document.
- 2.3. The bidder should note the unique Tender ID assigned to each tender, in case they require clarification or assistance from the Helpdesk.

### **3. PREPARATION OF BIDS:**

- 3.1. Bidder should consider any corrigendum published on the tender document before submitting their bids.
- 3.2. 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 documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3.3. 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 a black and white option.
- 3.4. To avoid the time and effort required in uploading the same set of standard documents that are required to be submitted as a part of every bid, a provision for uploading such standard documents (e.g., PAN card copy, annual reports, auditor certificates, etc.) has been provided to the bidders. Bidders can use the "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 the bid submission process.

### **4. SUBMISSION OF BIDS:**

- 4.1. Bidder should log into the site well in advance for bid submission so that they 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.
- 4.2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 4.3. 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, the opening of bids, etc. The bidders should follow this time during bid submission.
- 4.4. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 4.5. 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 number and the date & time of submission of the bid with all other relevant details.



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**4.6.** Kindly add a scanned PDF of all relevant documents in a single PDF file of the compliance sheet.

## **5. ASSISTANCE TO BIDDERS:**

- 5.1.** 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.
- 5.2.** Any queries relating to the process of online bid submission or queries relating to the CPP Portal in general may be directed to the 24/7 CPP Portal Helpdesk. The contact numbers for the helpdesk are **0120-4200462, 0120-4001002, 91-882624.**

### CHAPTER - III

#### 1. GENERAL TERMS & CONDITIONS OF CONTRACT

##### 1. Objectives of the Tender:

- 1.1. The objective of this tender is to solicit proposals from the interested bidders for participation in a bid process for providing Catering & allied services, Cafeteria services for **approximately 1500+ users at the campus. The Institute does not guarantee the minimum number of users and volumes of business at any point in time.** The undergraduate students have their academic break from April 2025 to July 2025 and December 2025 for the year 2025, subject to any changes in the academic calendar from time to time as per the Institute's academic requirements.
- 1.2. The Institute will not be responsible for any break in the academic schedule due to any unforeseen situations beyond the control of the Institute.
- 1.1. The successful bidder will be responsible for providing Cafeteria Services at IISER Tirupati for a period of one year, which may further extend to two years, on the basis of satisfactory performance of the Bidder/Tenderer during the entire contract period with mutual consent on the terms and conditions, including the price.
- 1.3. The Tender intends to provide details regarding the scope of works/services that are deemed necessary to share with interested bidders.
- 1.4. The Successful bidder on the Award of the contract must commence **Cafeteria operations** at the campus on **01/08/2025**. After the Award of the contract, no further communication for the extension of the date in this regard shall be entertained.

##### 2. Eligibility Criteria:

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

- 2.1. The bidder must have provided Cafeteria services for in any organization among IISERs / NITs / IITs / IIMs / IIITs / Central Universities / CSIR laboratories / PSUs / Central Government Departments and Offices / Autonomous Bodies / State Government Departments / Private reputed Institutions with NIRF ranking (any category) up to 100 / Local reputed café service provider who has minimum of 2 outlets in the Tirupati city for minimum period of **one year**. Experience Certificate towards the same must be provided. The bidder should be presently running at least one similar work, i.e, running a cafeteria in above mentioned organizations. **The bidders must also produce Performance Certification (Annexure XII) to be obtained from the Clients in respect of Ongoing /completed Contracts.**
- 2.2. The bidder shall necessarily be a valid legal entity, having the following registrations:
  - 2.2.1. Income Tax Registration
  - 2.2.2. GST Registration
  - 2.2.3. FSSAI Registration for providing cafeteria services.
  - 2.2.4. PF & ESIC Registration.
  - 2.2.5. Labour License.

Tenderers should submit documents in support of the eligibility criteria along with the tender/bid. No document in support of the minimum eligibility criteria will be accepted/entertained after the opening of the tender. A Technical Bid that is not accompanied by these documents would be summarily rejected.

**2.3 Site Visit:** It is mandatory for all interested bidders to conduct a site visit and assess and acquaint with the infrastructure provided in Cafeteria as mentioned in the tender document, where the services are to be rendered, the site visit will provide bidders with a clear understanding of the scope of service, existing conditions, and any other relevant details required to submit a comprehensive and accurate bid. The bidders are requested to submit the Site visit form attached in the bid document as Annexure X duly signed by both the parties without fail. The bids submitted without the site visit form will be summarily rejected.

**3. Visit to the Campus:** Interested bidders are invited for a site visit with prior appointment during the working hours between 0930 hrs to 1700 hrs from Monday to Friday before submission of the Tender.

#### **4. Tender Procedures:**

- 4.1.** The Tender must be prepared in accordance with the requirements specified in this Tender and in the format prescribed in this document for each of the above-mentioned qualifying criteria as proof of having the minimum requirements.
- 4.2.** Proposals must be direct, concise, and complete. All information not directly relevant to this Tender should be omitted.
- 4.3.** The Tender should contain copies of references and other documents as specified in the Tender.
- 4.4.** In case of a person other than the 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 the Tender, shall be included.
- 4.5.** Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.
- 4.6.** IISER Tirupati will not accept the Tender proposal in any manner other than that specified in this Tender. Proposals submitted in any other manner shall be treated as defective, invalid, and shall be rejected.

#### **5. Earnest Money Deposit Details:**

- 5.1. EMD Amount of Rs. 1,00,000/- (One Lakh only)** in the form of a Demand Draft from a 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 the Bid Securing Declaration Form.

### Details of the Bank for Payment:

- i) **Bank Name** : **State Bank of India**
- ii) **Branch Name** : **IIT Campus Branch, Tirupati**
- iii) **Account Number** : **35029946671**
- iv) **IFSC Code** : **SBIN0064604**

- 5.2. The same may be deposited by registered post or in person to the REGISTRAR, IISER, TIRUPATI, before the last participation date of the bid.
- 5.3. The scanned copy of the EMD must be uploaded to the CPP portal as proof of deposit of the EMD. Bidders who do not submit the required documents online will be summarily rejected.

### 6. Evaluation Process of The Tender:

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

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

**Stage 2-** Only Tenderers/bidders who qualify for **stage 1** will be called to give the **Online/ in-person** PowerPoint Presentation. The Committee may also ask for a trade test (optional).

The Bidders will have to give a presentation covering the following points:

#### 6.1 Company Portfolio -Credibility, capacity, and Fulfilment of all aspects of the eligibility criteria:

Brief profile of similar work experience of running a canteen/cafeteria set up, Financial capacity, and solvency.

#### 6.2 Operations: How the successful bidder will execute the work (Roadmap)

- (i) How well do you understand the requirements of the Institute?
- (ii) How will you manage the smooth and prompt services?
- (iii) How will you operate the canteen /cafeteria?
- (iv) How will you address the issue of complaints/ feedback/concerns of the Institute?
- (v) How will you manage the various small /big events of the Institute, if need arises?

The Committee shall seek clarification on any of the above during the presentation. **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 (if asked) at their own cost, and the same shall be tested by the Hostel and Dining Committee.

- (i) If required, IISER Tirupati can call for any additional information NOT specified in this Tender.
- (ii) If any information sought in this document is missing or not specified by the applicant, it will be assumed that the organization/firm is not in a position to supply the information, and their bid shall be summarily rejected.

- (iii) **All claims made by the bidder in their Tender proposal must be supported by authentic documents. If the Committee finds that the bidder/ tenderer has conceals the facts regarding blacklisting/termination of contract on serious grounds from other Institute(s) based on severe unhygienic practices then the bid of such bidder will be summarily rejected and debarred from participation in any of the Institute's catering services tender.**

Financial Bids of only those agencies will be opened that qualify in Technical Bid, Presentation, and Trade test (if conducted). **The decision of the committee & the Competent Authority shall be final and binding, and no correspondence shall be entertained in this regard.**

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

- (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 Performance Bank Guarantee of amount **INR 1,00,000 (Rupees one Lakh only)** valid for 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 1 day of the order and/or fails to furnish Performance Security within 21 days from the date of contract/ order.
- (viii) For any query/clarification, please contact the Office Superintendent (Dining), IISER Tirupati, during working hrs on phone no 0877-2500-224 /0877 2500 -233/235 or at all times on [purchase@iisertirupati.ac.in](mailto:purchase@iisertirupati.ac.in)
- (ix) **FINAL Selection of service provider:**  
The selection of the service provider is based on the opening of the financial bid after stage 2 of the evaluation criteria. The bidders will have to discount the menu given in **Annexure I**. This discount applies to each dish. The Bidder who gives the highest discount will be considered as H1. The contractor must sell food items at the quoted discounted rates on the menu price indicated in **Annexure I**.

### 7. License Fee:

- (i) **The bidders will have to pay fixed monthly license fees of ₹1,200 to IISER, Tirupati.**
- (ii) GST on license fees @ 18% or as per the prevailing Government rates shall be payable.

### 8. Time of Mobilization:

The work covered by this contract shall have to commence **on 01/08/2025** after the receipt of communication in the form of a letter/email/fax message and signing of the Agreement.



### 9. Interpretation of Contract Documents:

**9.1.** 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 directing in how 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 by this decision.

**9.2. All material and services shall satisfy the high standards befitting the reputation of the Institute.**

### 10. Cafeteria Services Presentation & trade test (optional)

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

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

**11.1.** 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 a 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 to ensure that the food preparations are of good taste and to the satisfaction of the users.

**11.2.** The bidders/Tenderer for the operation of the facility shall fulfill the following responsibilities regarding cleanliness and sanitation:

**11.2.1.** Hygiene and sanitation standards should be strictly compliant with FSSAI regulations and/or prevalent norms. Compliance with the hygiene standards will be checked periodically. Noncompliance with hygiene standards will be sufficient reason to terminate the contract. The bidder shall ensure that all cafeteria employees, during their working hours, wear neat & tidy washed uniforms, head covering caps, face masks, and use gloves while serving food and, wherever applicable, maintain the personal hygiene of employees. 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 months), 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.

- 11.2.2.** 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
- 11.3.** 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 cafeteria.
- 11.4.** 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.
- 11.5.** Any person so removed from work shall be replaced at the expense of the Bidder/Tenderer by a competent substitute in a reasonable time.
- 11.6.** 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 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 the direction of the Competent Authority if it is found that the bidder has sublet the work to a third party.

## 13. Force Majeure:

- 13.1.** 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.
- 13.2.** Upon the occurrence of such cause and its termination, the party alleging that it has been rendered unable as aforesaid 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.

**13.3.** 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 at its 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 reproductions 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 based on the basis of satisfactory performance of the Bidder/Tenderer during the entire contract period with mutual consent on the terms and conditions, including the price.

#### **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 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 a claim from the insurance company. The Bidder/Tenderer shall indemnify and keep the Institute indemnified against all such damage and compensation whatsoever in respect of 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. Accounting and Payment:**

**19.1.** IISER Tirupati will not be responsible for the payment. The bidder must sell food items at per discounted rates approved by the competent authority.

**19.2.** The rates so fixed are inclusive of all taxes, duties, 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 after the award of work,

the same shall be discussed with the competent authority for revising the rates.

**19.3. The service provider shall be accountable for on-the-spot sales of add-ons and its accounting.**

**20. General Rules:**

- 20.1.** All the workers engaged for the work shall wear a clean, tidy, washed uniform to be approved by the Institute while on duty.
- 20.2.** The premises 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.
- 20.3.** The Licensee will not be permitted to franchise the Institute's dining services for any other commercial activity outside the scope of the contract.
- 20.4.** No person with any offensive police record shall be employed to work in the Institute Cafeteria. The service provider shall provide an undertaking for the same to the Institute.
- 20.5.** Safety measures are to be provided by the Service provider/ themselves.
- 20.6.** The Service provider will ensure and comply with the provisions of various municipal and other local Rules/ Regulations/ Laws of the Government
- 20.7.** The Institute shall not be the party in case any dispute takes place between the Service provider and his employees.
- 20.8.** All staff deployed shall be sensitized towards proper attitude and behavior with women staff + students. They will have to mandatorily undergo a gender sensitization workshop conducted by the Institute or any other agency.

**21. 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 for such termination and vacation of the premises, without assigning any reasons thereof. Under exceptional circumstances, this 30 (Thirty) day period may be appropriately reduced or waived.

**22. Arbitration:**

- 22.1.** 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 orduring 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 referredto a sole arbitrator to be appointed by the Director of the Institute at the time of the dispute. Theaward given by the arbitrator so appointed shall be binding on the parties. It will not be open tothe parties to challenge the jurisdiction of the arbitrator after the award has been made.
- 22.2.** 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 a person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both parties consent to this effect, failing which the arbitrator shall be entitled to proceed denovo.

- 22.3.** 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.
- 22.4.** It is a term of the contract that the cost of arbitration shall be borne by the parties themselves.
- 22.5.** The venue of arbitration shall be at IISER Tirupati.
- 22.6.** Subject as aforesaid, the provisions of the Arbitration and Conciliation Act 1996 and any statutory modifications or re-enactment thereof, rules made thereunder and for the time being in force shall apply to the arbitration proceedings under this clause.

### **23. Jurisdiction:**

The contract shall be governed by and construed according to the laws in force in India. The Bidder/Tenderer shall hereby submit to the jurisdiction of the courts situated at Tirupati for 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.

### **24. Important Notes:**

- 24.1.** The Institute reserves the right to:
  - 24.1.1.** Amend the scope and value of the contract.
  - 24.1.2.** Amend the rate of the contract.
- 24.2.** 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.
- 24.3.** 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.
- 24.4.** Efforts on the part of the agencies or their agents to exercise influence or to pressurize the Institute for this contract shall result in rejection of the application. Canvassing of any kind is prohibited.

### 2. SCOPE OF WORK

The service provider is expected to provide the following services:

- 2.1. Cooking and serving of Refreshment / Snacks & Beverages in clean & hygienic conditions.
- 2.2. All the products, packet 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 from the Office Superintendent (Dining) related to the quality of food items.
- 2.3. The successful bidder must ensure that a minimum of 30 % of dishes in each category will be available per day on a rotational basis in coordination with the Hostel and Dining Committee. The menu of the day shall be displayed on board.  
Note: For Menu Details, refer to **Annexure I** in the Tender Document
- 2.4. Cleaning of utensils and serving items to be done by the vendor.
- 2.5. Deployment and supervision of required manpower for the abovementioned tasks.
- 2.6. Vendor shall arrange their staff's accommodation.
- 2.7. Refilling of branded liquid soap for handwash is to be done by the service provider.
- 2.8. Housekeeping & Cleaning of the cooking area (inside the Cafeteria) and auxiliary area attached to the Cafeteria will be in the scope of the vendor. The food pick-up at the kiosk is self-service, and users should clear their disposable waste after food consumption in the respective bins. However, the Service provider is to ensure that the same is followed meticulously, and dining tables are to be cleaned after every use. The approximate area of the cafeteria is as follows:
- 2.9. Cafeteria adjacent to UG Block, admeasuring approximately 32 sq. meters.
- 2.10. Deployment and supervision of adequate required manpower for the above-mentioned tasks.
- 2.11. Periodic pest control services shall be provided by the Institute for the kitchen and dining areas.
- 2.12. Caterer shall fill clean water jugs with drinking water and arrange clean water glasses during dining services at the common point near the water dispenser for diners.
- 2.13. **Single-use plastic, including plastic straws, plates, thermocol plates, etc., is prohibited on campus.**
- 2.14. The – premises, comprising cooking and dining facilities, basic furniture (table + chairs), and water, shall be provided by the Institute free of cost. Electricity at actuals to be paid by the 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, and Voltage above 415 volts to be used only with prior approval of the Competent Authority.
- 2.15. The contractor has to pay the monthly rent (payable in advance) before the 7<sup>th</sup> of every month. In the event of failing to do so, the contractor will not be allowed to open the Cafeteria till the time the rent is paid (any deviation in this is to be duly approved by the competent authority of the Institute in advance). b) Electricity charges have to be paid monthly based on 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 cafeteria will not be allowed to open till the time the utility charges are paid. **The vendor has to install electric meter at his own cost.**

- 2.16. 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's property and dining inventory during the period of the contract and shall make good any loss to the inventory by way of misuse or loss at his own cost.**
- 2.17. 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.
- 2.18. 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 cafeteria premises immediately.
- 2.19. The preparation of food shall be as per the brands/ingredients mentioned in **Annexure II.**
- 2.20. 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.
- 2.21. 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 be maintained sparkling clean at all times. **The utensils, cutlery & crockery must be cleaned only by using the Branded liquid soap specified in Annexure-II.**
- 2.22. The Service provider shall pay special attention to maintaining the cafeteria in a neat and tidy condition at all times. For this purpose, the cafeteria shall be cleaned thoroughly every day by the **Housekeeping staff of the service provider.**
- 2.23. The waste material and unused/leftover food from the cafeteria will be removed from the cafeteria premises every day. **The Bidder/Tenderer ensures that all the waste material and unused/leftover food will be disposed of** in a clean and economically sustainable manner.
- 2.24. **The bidder/tenderer may have to operate/run a kiosk near the academic block beside the library if required.**
- 2.25. The Bidder/Tenderer shall not be allowed to use the cafeteria premises for anything other than dining services beyond the scope of the contract.
- 2.26. Issues, not specifically clarified in the contract, shall be settled with mutual consent between the bidder and the Institute committee.
- 2.27. The Bidder/Tenderer shall deploy an adequate number of manpower, i.e., kitchen staff, housekeeping staff, and F&B services staff at the site. Minimum staff to be deployed at IISER Tirupati is as follows:

Sr. No	Designation	No of persons to be deployed at each cafeteria
1	Manager/Asst. Manager/Cashier	1 no
2	Chef / Assistant chef	2 nos
3	F&B Service waiter	2 nos
4	Housekeeping staff	1 nos
	Total	<b>6 nos</b>

- 2.28.** The Institute Committee shall be authorized to impose an appropriate fine, as decided by the Competent Authority, on the Bidder/vendor in the event of sub-standard quality of food items, malpractice, lack of cleanliness or hygiene, or violation of any of the contract conditions.
- 2.29.** Any complaint of insects and/or foreign objects cooked along with food found in any food item would invite a fine, as given below, to the service provider, in addition to the expenses towards health issues, if any, suffered by users due to the consumption of such food. Any violation shall also result in the termination of the contract.
- 2.30. Period of Contract:** Initially for One Year. The same may be extended for a further period of one/two years (s) based on satisfactory performance of the Bidder/Tenderer during the entire contract period with mutual consent on the same terms and conditions.
- 2.31. Tentative Timings:** The following timings will be followed: **09 am to 09 pm.**  
**Note:** The above schedule is subject to change by the order of the Institute Hostel & Dining Committee.

### 3. PENALTIES

**3.1 IISER, Tirupati**, will have the full power to impose a penalty on the Vendor for not fulfilling the institute's requirements. Any lapses by the contractor will be viewed seriously, and penalties will be imposed on the contractor as given below:

**(The penalty will be deducted from the performance guarantee deposit of the contractor.)**

S.NO	Violation	Penalty per complaint (₹)
1.	Violation of any other tender term not mentioned below	5,000/-
2.	Cockroaches, flies, insects, etc., in food items	5,000/-
3.	Deliberate usage of spoiled/stale food ingredients, ex, Leftover food, rotten Vegetables, infected grains, and items with an expiry date.	10,000/-
4.	Poor maintenance/tampering with the institute's property	5,000/-
5.	Presence of annoying items in the food: - Harmful items like blades, glass, metal wires, nails, pieces of plastic, etc.	5,000/-
6.	Three or more complaints related to cleanliness in a day/week	5,000/-
7.	Certain food items, if not cooked properly/overcooked/extra spicy/extra oily	5,000/-
8.	Food poisoning incidents (The same will be investigated by the Hostel & Dining Committee)	Forfeiture of PBG and /or cancellation of contract
9.	Non-adherence to the timings mentioned in the tender	5,000/-
10.	Changes in the listed items without permission from IISER Tirupati	5,000/-
11.	If the quality of items is not found to be appropriate, or if it is diluted.	5,000/-
12.	Inappropriate personal hygiene of workers	5,000/-
13.	Failure to maintain a proper health checkup of the workers	5,000/-
14.	Using/storing brands not mentioned in the contract without prior permission	5,000/-
15.	Noncompliance with the workers' dress Code / Uniform or deployment of requisite manpower at the site as given in the tender	5,000/- per incident
16.	Use of spurious brands, goods, or accessories in the preparation of food/ presentation	5,000/-
17.	Damage to the Institute infrastructure	5,000/-
18.	Possession /sale of restricted items, alcohol/tobacco, or consumption of Tobacco items	5,000/-





# भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI

Srinivasapuram – Jangalapalli Village, Panguru (G.P), Yerpedu Mandal, Tirupati Dist.,  
Andhra Pradesh – 517619

Website: [www.iisertirupati.ac.in](http://www.iisertirupati.ac.in)

**3.2 The vendor has to pay the fine imposed by the Institute within 15 days of the fine-imposing date, failing which, the Registrar reserves the right to terminate the agreement. The security & caution deposit shall be forfeited, and the vendor has to vacate within 7 days of the notice, failing which legal action shall be initiated by the Institute.**

**Note:**

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.



### **CHAPTER – IV: BID INFORMATION**

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

#### **PART-ONE (TECHNICAL BID)**

- (i) A list of all submitted documents should be provided.
- (ii) EMD Amount of ₹ 1,00,000/- (One Lakh) /
- (iii) **Annexures I TO XII.**
- (iv) Tender Documents duly signed and stamped on every page by the Authorized person of the Firm.

#### **PART-TWO (FINANCIAL BID)**

Sl. No.	Description	Flat discount offered on fixed prices for all items given in Annexure I (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 a flat discount ON ALL ITEMS GIVEN IN Annexure I, the decimal value of the individual item will be rounded off to the nearest value. The bidder who offers the highest discount on fixed rates for all items given in Annexure I will be given the contract to run the cafeteria.

**Menu Detail:**

**Any additional dish in the menu shall require prior approval  
of the Competent Authority**

Menu for Canteen			
Hot Beverages			
Sr No	Item	Qty	Rate in Figures (Ra)
1	Tea	120 ml	10
2	Sonti tea	150 ml	15
3	Spl Tea Elaichi / Adrak /Masala	150 ml	20
4	Filter Coffee	150 ML	15
5	Milk	150 ML	15
6	Bournvita	150 ML	15
7	Honey Green Tea	150 ML	15
8	Honey Lemon Tea	150 ML	15
9	Detox Black tea	150 ML	20
10	Hot Chocolate	200 ml	25
Cold Beverages			
Sr No	Item	Qty	Rate in Figures
1	Lemon Juice	300 ML	15
2	Watermelon Juice	300 ML	25
3	Pineapple Juice	300 ML	25
4	Mosambi Juice	300 ML	25
5	Mix Fruit Juice	300 ML	25
6	Orange Juice	300 ML	25
7	Apple Juice	300 ML	25
8	Any Vegetable Juice (seasonal vegetables)	300 ML	25
91	Butter Milk,Lassi Of Branded Products		AS PER MRP
Milk Shakes			
Sr No	Item	Qty	Rate in Figures
1	Chocolate	200 ML	35
2	Banana Shake	200 ML	35
3	Chiku / Sapota Shake	200 ML	35
4	Mango Milk Shake	200 ML	35
5	Strawberry Shake	200 ML	35
6	Mango Milk Shake	200 ML	35
7	Cold Coffee	200 ML	35

	<b>Mojito</b>		
1	Blue ocean / watermelon/green apple/orange/mint/l emon mint	300 ml	50
<b>Bakery Items</b>			
1	Veg Puff	1 Piece-50-55 gms	15
2	Egg Puff	1 Piece-50-55 gms	20
3	Paneer Puff	1 Piece-50-55 gms	25
4	Chicken Puff / Chicken Rolls	1 Piece-50-55 gms	25
5	Cream Roll	1 Piece-40gms	15
6	Cream Bun	1 Piece-40gms	20
7	Doughnut-Jam / Cream	1 Piece-40gms	25
8	Doughnut-Chocolate Stuffing	1 Piece-40 gms	35
9	Veg Croissant	1 Piece-50-55 gms	40
10	Spl Veg Rolls/paneer / Croissant	1 Piece-50 -55 gms	45
11	Omelet (Single Egg)	1 Piece- 55 gms	15
12	Bread Omelet	1 piece-2 triangle	25
13	Boiled Egg	1 Piece- 50-55 gms	8
14	Aloo tikki Veg Burger	1 Piece-60-65 gms	35
15	Veg Cheese Burger	1 Piece 60-65 gms	45
16	Paneer Tikki Veg Burger	1 Piece-60-65 gms	50
17	Paneer Tikki Cheese Veg Burger	1 Piece-60-65 gms	60
18	CHOCOLATE BROWNIE -50gms	1 Piece-50gms	50
19	Pastry- Black Forest /pineapple /butterscotch/straw berry/Honey almond	1 Piece-50gms	70
20	Bun Maska (Amul butter)	1 piece	30
21	Mushroom Quiche	1 piece	35
22	Muffin	1 piece	25
23	Chocolate muffin	1 piece	25
24	Carrot cake/honey cake	1 piece	25
25	Fruit cake slice 50 gms	1 piece	25
26	Banana cake/vanilla cake -50 grm	1 piece	15

<b>Assorted Sandwiches / Wraps</b>			
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
4	Chocolate Toast	1 Plate-2 Triangles	50
5	Corn Cheese Toast / Cheese chilli Garlic Toast	1 Plate-2 Triangles	55
6	Paneer Makhani toast / Tandoori Panner toast / Barbeque Paneer toast	1 Plate-2 Triangles	65
7	Chicken Makhani Toast / Tandoori Chicken Toast/ Barbeque Chicken Toast	1 Plate-2 Triangles	95
8	Veg Wrap /roll	1 Portion-120 gms	35
9	Paneer roll	1 Portion-120 gms	50
10	Egg roll Wrap /roll	1 Portion-120 gms	50
11	Chicken Wrap /roll	1 Portion-120 gms	50
12	Arabian Shavarma Veg	1 Portion-120 gms	45
13	Arabian Shavarma Chicken	1 Portion-120 gms	75
<b>Assorted Snacks &amp; Chaat (to be served on a daily basis)</b>			
1	Onion Samosa	1 Piece	10
2	Samosa Fried / baked	1 Piece-50 to55 gms	15
3	Spinach and corn samosa	1 Piece	20
4	Spinach, Cheese, and Corn Samosa	1 Piece	25
5	Kachori / Veg Cutlet	1 Piece-50 to 55 gms	15
6	Chicken Cutlet / Chicken Samosa	1 Piece	25
7	Pani Puri	6 Pieces	20
8	Dahi Puri	6 Pieces	25
9	Rajbhog Kachori Chaat	1 PORTION	40
10	Rajbho Dahi Bhalla Chaat	1 PORTION	40
11	Bhel (Dry)	1 Plate-100 gms	20

12	Bhel (With Imli Chutney) / Bombay Bhel	1 Plate-120 gms	25
13	Ragda Chaat / Cutlet (Aloo Tikki)	1 Plate-100 gms	35
14	Pav Bhaji Bhaji With Two Pav (Extra pav)	1 Plate -Bhaji -60gms	55(10)
15	Amul Pav Bhaji	1 Plate- Bhaji -60gms with butter	65
16	Cheese Pav Bhaji	1 Plate Bhaji -60gms with butter	65
17	Aloo Paratha	1 No-100gms	25
18	Veg Momos (Steamed / Fried) 5 Piece	5 Piece	45
19	Veg Chilli momos	5 Piece	60
20	Tandoori Veg momos	5 Piece	70
21	Chicken Momos (Steamed /Fried)	5 Piece	60
22	Chicken Chilli Momos	5 Piece	60
23	Tandoori Chicken Momos	5 Piece	60
24	Egg Chilli		55
25	Paracel charge /packing charge	Extra	Extra as applicable
<b>Assorted Salads</b>			
26	Sprits Moong Chaat	1 Portion-120 gms	35
27	Corn Chaat / Chana Chaat	1 Portion-120 gms	35
28	Sprouts Salad	1 Portion-120 gms	35
29	RUSSIAN SALAD /ASSORTED SALAD GREEN LEAFY / MILLET SALAD	1 Portion-120 gms	60
30	ASSORTED CHICKEN SALAD	1 Portion-120 gms	65
31	Egg salad BOILED EGG SALAD	1 Portion-120 gms	45
32	Veg Maggi	1 Portion- 100 gms	20
33	Single Egg Maggi	1 Portion-120gms	30
34	Maggi Cup		ON MRP
<b>PIZZA (HARD CRUST), PASTA &amp; FRIES</b>			
S.N o.	Item	Qty	Rate In Figures (Ra)
1	PENNE ARRABBIATA	1 PORTION- 120 GMS	60

2	PENNE ALFREDO	1 PORTION- 120 gms	60
3	VEG PIZZA	7 INCHES	85
4	CORN PIZZA	7 INCHES	85
5	PANEER PIZZA	7 INCHES	85
6	PZZA BOX FOR PARCEL		EXTRA AS APPLICABLE
7	CHICKEN PIZZA`	7 INCHES	110
8	Classic French fries	1 PORTION	40
9	PERI PERI FRENCH FRIES	1 PORTION	55
10	Classic Waffle Honey butter /Maple butter -Waff- wich	1 PORTION	80
11	Classic Waffle Chocolate -Waff-wich	1 PORTION	100
12	Classic Waffle Chocolate overload	1 PORTION	100
	<ul style="list-style-type: none"> <li>Note -Packing charges / parcel charges extra at actuals</li> <li>Packet snacks/Cold drinks - MRP at actuals</li> <li>GST as applicable will be extra</li> </ul>		

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

S. No.	Items	Brand
1.	Wheat Flour Packed	Ashirwad / Pillsbury
2.	Baisan	Ashirwad
3.	Dalia	Saktibhog/Ashirwad
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 Grade I	
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.	Mustered Oil (Ag)	Fortune 15 kg/15Lt
26.	Refined Oil	Sunflower or rice bran oil, Fortune / Dhara, the use of Hydrogenated (Vanaspati) oil is prohibited.
27.	Chili Sauce/soyasauce/vinegar	Ching
28.	Jam	Kisan / Mala
29.	Soya Sauce	Ching
30.	Tomato Sauce	Maggi / Kisan
31.	Coffee	Nescafe / Brue Green label / Filtercoffee 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.	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.	Kitchen 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
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 / Diversity /FSSAI approved Organic dish washliquid
87.	Rin Soap	FSSAI approved with MSDS / Diversity / Organic dish wash liquid-
88.	Paneer	<b>Milky Mist, Mother Dairy only</b>
89.	Butter	<b>Amul /Mother Dairy/Nutela only</b>
90.	Milk	Amul /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 the Brand as per the above table, prior approval of the Office superintendent is to be taken to get equivalent quality material approved by the FSSAI Act.
2. Use of monosodium glutamate, Ajinomoto, and artificial colours in the preparation of food is strictly prohibited.

### ANNEXURE –III

#### **BIDDER'S STATEMENT**

#### **(ON THE COMPANY LETTER HEAD OF THE BIDDER)**

#### **NOTE:**

Bidders MUST submit ALL required documents in support of the minimum eligibility criteria along with the Tender proposal. No document in support of the minimum eligibility criteria will be accepted/entertained after the last date for submission of Tender 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	Details of the Firm Name of the Chief Executive/proprietor/Director of the firm details- Phone No. Landline no /Mobile no - Email address -	
5	Legal Status (Attach copies of the 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)	(Mention Income Tax Registration details)
	b) GST registration	Mention the GST Number and enclose a copy of the same

	c) FSSAI Registration for providing canteen services. Bidder should comply with all legal documents related to the Food Safety & Standards Authority of India at Tirupati on the award of the contract. PF & ESIC Registration Labour License			Mention the FSSAI registration Number and enclose a copy of the same  Mention PF & ESIC Numbers and enclose copies of the same  Mention Labour License Numbers and enclose copies of the same		
7	The bidder must have provided Cafeteria 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 a 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 a cafeteria in above mentioned organizations  <b>The bidders must also produce Performance Certification (Annexure XII) to be obtained from the Clients in respect of Ongoing Contracts</b>					
	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 the EMD.					
	a)	Details of the earnest money deposit (EMD) submitted. Details of the Tender Fee  (If an exemption is sought, then an application to that effect must be submitted.)				



# भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

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Andhra Pradesh – 517619

Website: [www.iisertirupati.ac.in](http://www.iisertirupati.ac.in)

	b)	Declaration on letterhead of the firm/company as per annexures I to XII <b>Copy of the tender document to be attached with the signature and stamp of the authorized person</b>	
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**NOTE: A Copy of the tender document to be attached with the signature and stamp of the authorized person**



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ANNEXURE –IV

## **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 two years from the date of notification if I am /We are in 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 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 –V

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

(to be provided on letterhead 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 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:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

**DRAFT AGREEMENT FORMAT**

(To be made on Rs 500.00 Non-Judicial Stamp Paper)

## AGREEMENT FOR CAFETERIA SERVICES

THIS AGREEMENT made at Tirupati this 26<sup>th</sup> of May, 2023

Between

**INDIAN INSTITUTE OF SCIENCE EDUCATION & RESEARCH (IISER) TIRUPATI,**  
having its registered office at Permanent Campus: Srinivasapuram-Jangalapalli Village,  
Panguru(G.P), Yerpedu Mandal, Tirupati- 517619, Chittoor Dist., Andhra Pradesh, India herein  
referred to as the “**INSTITUTE**”

## PARTY OF THE FIRST PART

And

-----  
-----  
----- (Details of the service provider)

**PARTY OF THE SECOND PART**

WHEREAS the party of the FIRST PART is an Institute established by an act of Parliament, wherein Education & Research activities are carried out.

AND WHEREAS the party of the First Part is desirous of entrusting the CAFETERIA services to students at the permanent campus.

AND WHEREAS the party of the FIRST PART agrees to entrust the aforesaid contract of providing CAFETERIA services to students, and the party of the SECOND PART agrees to undertake and carry out the same on the terms and conditions hereinafter contained, to which both parties have agreed.

**NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERETO AS FOLLOWS: -**

## CAFETERIA SERVICES

The **CONTRACTOR** will provide CAFETERIA services under this agreement and shall carry out the work as specified below: -

1. Provide refreshments / Snacks & Beverages in clean & hygienic conditions and maintain proper, palatable, clean, and hygienic and efficient CAFETERIA services at the academic blocks of IISER Tirupati's permanent campus.



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2. To prepare and serve Refreshment / Snacks & Beverages as per the menu at **Annexure-I**.
3. The rates as given in **Annexure-I** shall be applicable for one year with effect from      /      / 2025,  
to      /      /     .
4. All refreshments / Snacks & Beverages served shall be of acceptable standards of taste, nutrition, hygiene, and health shall be prepared and served in sufficient quantity and variety as prescribed.
5. The list of ingredients for meal preparation is attached at **Annexure-II**. **The ingredients, including vegetables and fruits, shall be of quality and freshness approved by the designated official of the Institute.**
6. Pest control for CAFETERIA service areas, including the kitchen, will be done by the Institute on a required basis.
7. The obligations of the **CONTRACTOR** shall also include the following:
  - i. Cooking and serving of Refreshment / Snacks & Beverages in clean & hygienic conditions.
  - ii. All the products, packet snacks, and beverages should be branded and shall not be sold above MRP.
  - iii. The **CONTRACTOR** shall not bring food items prepared from outside / bakery products without taking prior approval from the Office Superintendent (Dining) related to the quality of the food item.
  - iv. Cleaning of utensils and serving items to be done by the vendor.
  - v. Deployment and supervision of required manpower for the above-mentioned tasks.
  - vi. Vendor shall make arrangements for their staff's accommodation.
  - vii. Cleaning of utensils and serving items to be done by the vendor. Refilling of branded liquid soap for handwash is to be done by the service provider.
  - viii. **Housekeeping & Cleaning of the cooking area (inside the CAFETERIA) and auxiliary area attached to the CAFETERIA will be in the scope of the vendor. The food pick-up at the kiosk is self-service, and users should clear their disposable waste after food consumption in the respective dustbins. However, the Service provider is to ensure that the same is followed meticulously, and dining tables are to be cleaned after every use. Approximate area of CAFETERIA is as follows: CAFETERIA at Permanent campus (adjacent to UG Block) admeasuring approximately 340 sq. feet with seating space 3400 sq. feet. 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. **The CONTRACTOR** shall fill clean water jugs with drinking water and arrange clean water glasses during dining services at the common point near the water dispenser for users.
  - xi. **Single-use plastic, including plastic straws, plates, thermocol plates, etc., are prohibited at campus.**



- xii. The CAFETERIA premises at Permanent campuses, comprising cooking and dining facilities, basic furniture (table + chairs), and water, shall be provided by the Institute free of cost. **Electricity at actuals to be paid by the 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, and Voltage above 415 volts to be used only with prior approval of the Competent Authority.**
- xiii. **The contractor has to pay the monthly rent (payable in advance) before the 7th of every month. In the event of failing to do so, the contractor will not be allowed to open the CAFETERIA till the time the rent is paid (any deviation in this is to be duly approved by the competent authority of the Institute in advance). b) Electricity charges have to be paid monthly based on 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 CAFETERIA 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 CONTRACTOR in good and working condition at the commencement of the contract. The CONTRACTOR shall be the custodian of this Institute's property and dining inventory during the period of the 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 CONTRACTOR 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 CONTRACTOR 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 CAFETERIA premises immediately.
- xvii. The preparation of food shall be as per the brands/ingredients mentioned in Annexure – II
- 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 be maintained sparkling clean at all time. The utensils, cutlery & crockery must be cleaned only by using the Branded liquid soap specified in Annexure-II.
- xx. The Service provider shall pay special attention to maintain the CAFETERIA in a neat and tidy condition at all times. For this purpose, the CAFETERIA shall be cleaned thoroughly every day by the Housekeeping staff of the service provider.
- xxi. The waste material and unused/leftover food from the CAFETERIA will be removed from the CAFETERIA premises every day. The CONTRACTOR ensures that all the waste material and unused/leftover food will be disposed of in a clean and economically sustainable manner.
- xxii. The CONTRACTOR shall not be allowed to use the CAFETERIA premises for anything 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 CONTRACTOR makes sure to deploy an adequate number of manpower, i.e, kitchen staff, housekeeping staff, and F&B services staff at the site. Minimum staff to be deployed at IISER Tirupati is as follows:

Sr. No	Designation	No of persons to be deployed at each CAFETERIA
1	Manager/Asst.Manager/cashier/stores & purchase	1 no
2	Chef / Master /assistant chef	2 nos
3	F&B Service waiter	2 nos
4	Housekeeping staff	1 nos
	Total	06 nos

- xxv. The Institute Committee shall be authorized to impose an appropriate fine as decided by the Competent Authority on the CONTRACTOR 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 objects cooked along with food found in any food item would invite a fine as given below on the service provider in addition to the expenses towards health issues, if any, suffered by any users due to, consumption of such food. Any violation shall also be liable for the termination of the contract. Penalty shall be as follows:

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

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

### **OBLIGATIONS OF CONTRACTOR**

1. Copies of the following documents shall be submitted by the **CONTRACTOR** :

- (a) **Security deposit of Rs 1,00,000/- (Rupees One Lakh Only)** in the form of Performance Bank Guarantee (**PBG**) of any nationalized bank in favour of the Director, IISER Tirupati will be deposited. The PBG shall cover the entire period of the agreement and be valid for 14 months from the date of commencement of the contract. In case of discontinuation of contract by the **CONTRACTOR** in the middle of the period or non-satisfactory services, breach of any terms and conditions of the agreement, non-compliance with the orders of the competent authority, etc, the **CONTRACTOR** shall be liable for necessary legal action and shall also forfeit his PBG.
- (b) **The CONTRACTOR will have to pay fixed monthly license fees as follows**  
**For CAFETERIA at Permanent campus = Rs 2000 /- PM**  
**Total license fees to be paid per month = 2000 Rs plus GST @ 18% or as per the prevailing Government rates shall be payable. The contractor must sell food items at the quoted discounted rates on the menu price indicated in Chapter I**
- (c) **IISER Tirupati will not be responsible for the payment. The bidder must sell food items at per discounted rates approved by the competent authority. b. The rates so fixed are inclusive of all taxes, duties, 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 after the award of work, the same shall be discussed**



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**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.**

2. The **CONTRACTOR** shall not supply any food items and beverages to outsiders who are not connected with the **INSTITUTE**, without specific prior approval from the **INSTITUTE**'s authorities.
3. The **CONTRACTOR** shall issue of receipts/acknowledgements for all the utensils, equipment, furniture, fittings etc., handed over by the **INSTITUTE** to the **CONTRACTOR**, and agreed to maintain them in good working condition, maintenance of stock registers showing the quantity and location of the items, as well as handing over the items to the **INSTITUTE** in good condition at the time of expiry/termination of the contract. However, the **INSTITUTE** will accept depreciation due to normal wear and tear and breakage. It will be the responsibility of the **CONTRACTOR** to update the stock registers regularly and specifically when new purchases are made for Catering and material is issued to the **CONTRACTOR**. **Repair / Replacement for improper use & failure to maintain the above facility, expenses shall be recovered from the Contractor.**
4. The **CONTRACTOR** shall assume full responsibility for all property and equipment placed in their care, custody, and control, acts of God or other causes beyond **CONTRACTOR**'s control, and shall, upon termination of this Agreement, surrender possession of same to **INSTITUTE** in the same condition as and when received. Ordinary wear and tear alone will be accepted.
5. **The INSTITUTE**'s authorized personnel will have general access to Kitchen, Stores, and office or such areas as may be required by **INSTITUTE**, at all times for inspection, maintenance or emergency purposes.
6. The **CONTRACTOR** shall facilitate the conduct of joint verification of all the equipment and properties of the **INSTITUTE** periodically, which are on sites with the representatives or authorized personnel of the **INSTITUTE**.
7. The **CONTRACTOR** must necessarily provide **all staff with two sets of clean, washed, and fresh sets of uniform and appropriate rubber-soled shoes (sports shoes will not be acceptable), etc. The Unit Manager must see that the staff compulsorily wear the uniform at all times while on duty, and they are neat and clean. The cost of the uniform and shoes shall be borne by the CONTRACTOR.**
8. The Contractor 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 with the hygiene standards will be checked periodically. Noncompliance with hygiene standards will be sufficient reason to terminate the contract. The bidder shall ensure that all CAFETERIA employees, during their working hours, wear neat & tidy uniform, head covering caps, face masks, use gloves while serving food, and wherever applicable, maintain personal hygiene of employees. Food handlers shall be free from Contagious diseases or any kind of skin disorders. **The CONTRACTOR shall have to submit a medical fitness certificate**

periodically (every six months), 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, cutlery, and utensils. The utensils, cutlery & crockery shall be cleaned thoroughly by using Branded liquid soap specified in Annexure –II, i.e, Diversy/FSSAI approved dish washing liquid soap with MSDS / Organic dish wash liquid.
  - c) **Smoking, consumption/distribution of alcohol, use of pan and gutka, and drug/substance abuse by the employees is strictly prohibited.**
9. The **CONTRACTOR** will be an independent **CONTRACTOR** and not an employee of the **INSTITUTE**.
10. The **CONTRACTOR** shall abide by all the rules and regulations which the **INSTITUTE** may form from time to time or adopt for the care, protection, administration of the activity, and the general welfare and comfort of the students, the Institute's Staff, Students' Guests, and Visitors. More particularly, they must read, understand, and adhere to the guidelines issued by the Government of India/UGC/AICTE/MOE for the operation of catering services in educational institutions.
11. The **CONTRACTOR** must keep the **INSTITUTE** indemnified against all losses, damages, etc, arising out of this agreement from the **CONTRACTOR**'s employees or agents as well as from third parties.
12. The **CONTRACTOR** shall be responsible for any damages or losses caused to the Institute's Inventory and property, due to negligence of his staff.
13. The **CONTRACTOR** must get the service employees **proposed to be deployed medically examined before their joining and thereafter, once every six months**. The contractor shall be duty-bound to immediately replace any staff who is found to be medically unfit.
14. In case any of the workers commits any act of omission/commission that amounts to misconduct/indiscipline/incompetence, the **Contractor** shall be solely responsible for the redressal of grievances/resolution of disputes relating to CAFETERIA Staff engaged by it at the Institute's site. The **Institute** shall in no way be responsible for the settlement of such issues. However, the **INSTITUTE** reserves the right to take appropriate against as per law against such persons, including insisting on their removal from the Institute premises.
15. The Contractor must employ a Manager at his cost, and he will meet the **INSTITUTE**'s representatives i.e. Deputy Registrar (Purchase & Administration) & the Office Superintendent appointed for the purpose, every fortnight and whenever required and present reports and note important points if any from the discussion for action on the same.



16. The **CONTRACTOR** shall be responsible for ensuring that all the services to be provided under this agreement conform to the law of India, including any matter and all other provisions of the Indian Government (**Specifically, FSSAI Act 2016, Food and Drug Administration Rules & Regulations**). All fines and sanctions, if any, imposed on the **INSTITUTE** due to negligence of the **CONTRACTOR** will be on the **CONTRACTOR's** account. The **CONTRACTOR** agrees to indemnify and secure the **INSTITUTE** from all costs, charges, liabilities, and consequences arising from or resulting from the law.
17. The **CONTRACTOR** shall be responsible for the timely reporting of his staff for duty. If any CAFETERIA worker wants to go on leave, they shall inform well in advance to the Unit Manager posted at the **INSTITUTE** and proper alternative arrangements must be made by the **CONTRACTOR**.
18. The Manager of the **CONTRACTOR** will be fully responsible for to day operations of the catering services at the **INSTITUTE**.
19. If the quality of food found to be inferior or unacceptable taste is and the food services are unhygienic, a penalty of up to a maximum of **Rs 10,000/- (Rupees ten thousand only)** will be **imposed for each such deficiency in service after a report is submitted by the Committee to be nominated by the Chairman, Hostel & Dining Committee.**
20. The **CONTRACTOR** shall at all times observe and comply with the safety rules and regulations of the **INSTITUTE** and shall carry out the work in accordance with these rules and regulations. The **CONTRACTOR** shall be responsible for maintaining all his working areas in safe working conditions with adequate safety protocol, including fire safety.
21. The CAFETERIA Staff deployed by the **Contractor** shall not claim nor shall they be entitled to pay, perks, and other facilities from the Institute. On termination of the contract or its expiry or otherwise, the **Contractor** shall withdraw their CAFETERIA Staff from the **Institute's** site. The **Contractor** or its staff shall not be entitled to and shall have no claim for absorption or any relaxation for absorption in a regular or any other capacity in the **Institute**.
22. The **Contractor** shall be responsible for compliance with all statutory provisions relating to Minimum Wages, Safety, conditions of service, including working hours, etc., in respect of the CAFETERIA Staff deployed by it at the **Institute** site.
23. The **CONTRACTOR's** representative will keep the **INSTITUTE's** representative informed of any/all equipment/machinery or fittings which are non-functional.
24. For all intents and purposes, **Contractor** will be the “**Employer**” within the meaning of different Labour Legislations in respect of CAFETERIA Staff so employed and engaged at the **Institute's** site. The CAFETERIA Staff deployed by the **Contractor** shall not have a claim of any Employer and Employee relationship nor have any principal and agent relationship with or against IISER Tirupati.



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## **OBLIGATIONS OF THE INSTITUTE**

1. Water will be provided by the **INSTITUTE**. Only electrical equipment approved by the Institute shall be permitted.
2. A CAFETERIA place with a kitchen area, storage, and dining hall, etc will be provided by the **INSTITUTE**.
3. An internal communication network between areas within the CAFETERIA and the administrative offices will have to be provided by the **INSTITUTE**. Alternatively, all concerned may use mobile phones for necessary official communication.
4. Procuring licenses related to fire brigade clearances will be the responsibility of the **INSTITUTE**. Procuring & refilling of LPG gas Cylinders will be done by the contractor.
5. The designated Dining Committee of the **INSTITUTE** will have overall supervision of the CAFETERIA operations. The Committee shall decide the menu in coordination with **CONTRACTOR** well in advance and communicate the same to the Unit Manager of the **CONTRACTOR**.
6. The **CONTRACTOR** will ensure that all the kitchen equipment provided by the **Institute** is maintained in working condition, and expenditure towards **major repairs** of equipment will be borne by the **INSTITUTE**.
7. The Service of food shall be on a Self-service basis & the user shall remove the food trays.

## **GENERAL TERMS AND CONDITIONS**

1. The terms of this Agreement shall commence with effect from \_\_\_\_\_ and shall be valid for **ONE YEAR, i.e., up to \_\_\_\_\_**, which may be further extended for two years based on satisfactory performance, same terms and conditions, and mutually agreed rates. During this period, the **CONTRACTOR** shall provide the services continuously as per the award of the contract period. However, this agreement shall be terminated upon:-
  - a) The **INSTITUTE** furnishing thirty (30) days' written notice to the **CONTRACTOR** of stating therein its intention to terminate this agreement with the **CONTRACTOR**.
  - b) The Institute will issue a written notice to the **CONTRACTOR** stating its intention to terminate this Agreement without assigning any reason thereof in advance, i.e., 30 day, whereas the **CONTRACTOR** will inform by written notice to the **INSTITUTE** stating its intention to discontinue the agreement 90 days in advance without assigning any reason.
2. All the terms and conditions of this agreement (other than Annexure II) shall remain for one year.
3. The **CONTRACTOR** shall abide by the rules and regulations of IISER, Tirupati, and Govt. of India, specifically applicable to the services provided by the contractor.
4. The **CONTRACTOR** shall get suitable instructions from the **Registrar** of the **INSTITUTE** and provide services promptly as per the requirements.

5. The premises as well as the various furniture and other properties of the **INSTITUTE** provided to the **CONTRACTOR** under this contract are the properties of the **INSTITUTE** and the **CONTRACTOR** will be treated as licensee only who has been provided these facilities for the execution of this contract. The **CONTRACTOR** will not have any claim whatsoever against the **INSTITUTE** or any of its properties, equipment or furniture.
6. The **CONTRACTOR** will devote his undivided attention to the work entrusted to him by the **INSTITUTE** and work diligently to the satisfaction of the **INSTITUTE**. The **CONTRACTOR** will maintain a **suggestion book** for comments on the CAFETERIA services and housekeeping services. Moreover, the Manager will meet the **INSTITUTE**'s representative regularly on a monthly basis for evaluation of the **CONTRACTOR**'s services.
7. In case of force majeure conditions, the **CONTRACTOR** shall provide maximum possible services in the given circumstances. If it shall continue beyond fifteen days, services shall be provided on specific mutually agreeable terms and conditions.
8. The **CONTRACTOR** shall be responsible for payment of its corporate and personnel taxes if any, and shall indemnify and hold harmless the **INSTITUTE** for any liability in this connection. In case **CONTRACTOR** fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof **INSTITUTE** is put to any loss/obligation, monetary or otherwise, **INSTITUTE** shall be **entitled** to get itself reimbursed out of the outstanding bills or from the Performance Security Deposit of the **CONTRACTOR**, to the extent of the loss or obligation in monetary terms.
9. **Any damages to the infrastructure facilities or the property of the INSTITUTE by the personnel of the CONTRACTOR shall be the responsibility of the CONTRACTOR and the same will be replaced on his own expense / reimburse the full cost of the same.**
10. In the event of sudden failure, neglect, dislocation or stoppage of the services by the **CONTRACTOR**, the Institute may get the work done from some other agency or department at the risk and cost of the **CONTRACTOR** without prejudice to its rights to enforce performance in respect of the rest of the work. The **CONTRACTOR** shall in such event, pay to the **Institute** the additional cost incurred for having such work done from some other agency. Without prejudice to any other rights, that the **Institute** may have in this behalf either under this agreement or under law, the **Institute** may terminate the agreement by one month's notice in writing to the **CONTRACTOR** and in such an event the **CONTRACTOR** shall have no claim for any loss or damage against the **Institute**.
11. If for any reason, the **CONTRACTOR** abandons providing services in the **Institute** without the permission of the **Institute**, the authorized officer of the **INSTITUTE** will be at liberty to break open the lock and prepare an inventory of the articles. Such an inventory shall be final and binding on the **CONTRACTOR** for all purposes. The **INSTITUTE** will also be at





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liberty to make alternative arrangements for provision of services in the **INSTITUTE** at the risk and cost of the **CONTRACTOR**.

12. The **CONTRACTOR** shall not assign or sub-contract any part of this contract. Any violation of this condition shall result in automatic termination of the contract and the contractor shall not be eligible for compensation whatsoever. The authorized officer of the **INSTITUTE** shall be the sole authority to decide and judge the quality of service rendered by the **CONTRACTOR** and his/her decision will be fully binding on the **CONTRACTOR**.
13. The **CONTRACTOR** shall assume safe and complete liability for and give the **INSTITUTE** complete immunity against all claims, actions, or suits or proceedings arising out of or in connection with the performance or rendering of services.
14. The **CONTRACTOR** shall be duty-bound to make good to the **INSTITUTE** any loss or damage to the **INSTITUTE's** property, caused by or attributable to the lapse or negligence on the part of the **CONTRACTOR** or his agents or his servants/workmen/employees.
15. In case of dispute or difference arising between the **INSTITUTE** and **CONTRACTOR** relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Director, IISER Tirupati, and if he is unable or unwilling to act, to the sole arbitrator appointed by the Director, IISER Tirupati. The award of the arbitrator so appointed shall be final, conclusive, and binding on all parties to this order.
16. It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a Court in the city of Tirupati alone shall have jurisdiction to the exclusion of all other Courts in any place in the Union of India so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms and conditions thereof in any Court except the Court or Courts having jurisdiction in the city of Tirupati.
17. All the terms and conditions mentioned in the tender document and Documents /communications exchanged from the **INSTITUTE** from time to time in connection to this agreement also will form part of this agreement.
18. The **CONTRACTOR** shall be solely liable for depositing all taxes, levies, cess, etc., on account of services rendered by him to the **INSTITUTE** to the concerned tax collection authorities from time to time and within the relevant prescribed date as per extant rules and regulations on the matter.
19. The contractor shall run a snack vending machine on the campus. this machine shall be provided by the **INSTITUTE**, rates for selling products shall not be above M.R.P. for Branded products, and revised (if required) by mutual consent of both parties.



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## **FEES AND TERMS OF PAYMENT**

1. In consideration of providing CAFETERIA services, the **INSTITUTE** approves the rates given at **Annexure I**.
2. **Collection of payment from the students for the food, including mess food, must be the sole responsibility of the Contractor. The Institute will not be responsible for any loss / non-payment in this regard.**
3. Payment towards the CAFETERIA services provided to the **Institute's** staff on their demand will be made by the staff concerned, and the **INSTITUTE** shall not be responsible for payment.
4. Bills towards CAFETERIA services provided against the order received from the IISER official for functions at the **INSTITUTE** will be submitted by the **CONTRACTOR** as per mutually agreed rates, depending upon the menu.

## **DESIGNATED REPRESENTATIVES AND NOTICES**

**IISER's** representative designated for the purpose of notice under this contract and address shall be :-

### **The Registrar**

Indian Institute of Science Education and Research, Tirupati  
Srinivasapuram- Jangalapalli Village, Panguru (G.P), Yerpedu Mandal,  
Tirupati-517619,  
Chittoor Dist., Andhra Pradesh, India.

**CONTRACTOR's** representative and address designated for notices under the contract shall be:-

-----  
-----

-----**(Service provider Details)**

Unless and until the **CONTRACTOR** notifies **INSTITUTE** to the contrary in writing, notices required or permitted to be given hereunder shall be in writing and shall be deemed to have been given when delivered personally or by registered or recorded mail to the aforesaid person/address.

Changes, orders/rates, revisions pertaining to this agreement can only be authorized and implemented by **CONTRACTOR**. The change orders/rate revisions made at the unit level at site will be considered invalid and thus not applicable.

**IN WITNESS WHEREOF**, the parties have hereunto executed this agreement the \_\_\_\_\_ year first here in the above written.

SIGNED AND DELIVERED by the  
Within name "INSTITUTE"

SIGNED AND DELIVERED by the  
Within name "**CONTRACTOR**"



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## Registrar

For the Indian Institute of Science  
Education & Research (IISER),  
Tirupati

In the presence of :-

Signature : \_\_\_\_\_

Name :

Address :

Signature :

Name :

Address :

Signature :

## 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 Grade I	
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)	Fortune 15kg/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
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 /FSSAI approved Organic dish wash liquid
88	Rin Soap	FSSAI approved with MSDS / Diversy / Organic dish wash liquid-
89	Paneer	<b>Amul /Milky Mist,Mother Dairy only</b>
90	Butter	<b>Amul /Mother Dairy/Nutela only</b>
91	Milk	Amul /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 the Brand as per the above table, prior approval of the Office superintendent is to be taken to get equivalent quality material approved by the FSSAI Act.
- 2) Use of monosodium glutamate, Ajinomoto, and artificial colours in the preparation of food is strictly prohibited.

### **ANNEXURE II**

#### **RATES FOR REGULAR USERS /STUDENTS**

Rates will be finalized after the Financial bid opening, along with H1 – Highest discounted rates.



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ANNEXURE –VII

## **NO RELATIONSHIP CERTIFICATE**

**(ON OFFICIAL LETTERHEAD, SIGNED AND STAMPED)**

This certificate is issued to affirm that we, M/s \_\_\_\_\_, are participating in the tender process for \_\_\_\_\_ (specify the goods/services being procured) under tender No. \_\_\_\_\_ dated \_\_\_\_\_ issued by the Indian Institute of Science Education and Research Tirupati, hereby declares that there exists no relationship, whether direct or indirect, between any of our employees and any employee of the procuring organization, namely IISER Tirupati.

We understand and acknowledge that in the event of any such relationship being discovered at any stage during the tender process or subsequent contract execution, we shall accept full responsibility for such findings.

Furthermore, we undertake that we are liable to be blacklisted by the procuring organization, and the Earnest Money Deposit (EMD) and Performance Bank Guarantee (PBG) submitted by us will be forfeited by IISER Tirupati without any recourse.

This declaration is made in good faith and with full awareness of the consequences of providing false information.

Place: \_\_\_\_\_

Date: \_\_\_\_\_

**Authorized Signatory**  
**(Signature of the Bidder with Official Seal)**



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ANNEXURE –VIII

## UNDERTAKING FOR SUBMISSION OF PERFORMANCE BANK GUARANTEE

(On company letterhead)

Date: .....

Tender No.: .....

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

Thanking you,

Sincerely,

For M/s \_\_\_\_\_

(Name of the bidder)

Signature & company Seal

Name, Designation, and contact



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ANNEXURE –IX

## 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

**Sub: Unconditional Acceptance of Terms & Conditions of the 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/ organization have also been taken into consideration while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of the above-mentioned tender document(s) / corrigendum(s) in their 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 the forfeiture of the full said earnest money deposit.

Yours faithfully,

(Signature of the Bidder, with Official Seal)





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ANNEXURE-X

**On the Letterhead of the Bidder/Service Provider/Firm]**

## **DECLARATION OF SITE VISIT – CAFETERIA**

I/We, \_\_\_\_\_, the undersigned, [Name of the Partner/s or Authorized Representative of Bidder], representing [Name of the Bidder/Service Provider/Firm], it is hereby declared that a thorough inspection and assessment of the premises Cafeteria at near UG block IISER Tirupati Campus has been conducted by us. This includes verification of existing facilities, infrastructure, utilities, and service points where the supply, installation.

During the site visit, we have: Carefully reviewed and recorded the layout and functioning of the premises. Assessed existing available space, water and power supply, drainage, and related utilities. Verified locations designated for storage, food preparation, and service areas. Understood the operational requirements and any logistical constraints relevant to the execution of the contract. We confirm that the bid submitted is based on actual conditions observed during the site visit, and we are fully aware of the responsibilities, risks, and requirements involved.

Furthermore, we agree that: Any omissions, errors or misjudgments on our part regarding the site conditions shall not be considered a ground for extra claims or changes post-award. We shall undertake the execution of services/supplies strictly as per the site conditions observed and the terms of the tender. We acknowledge that the accuracy and completeness of our bid rely on the inspection carried out and we shall not raise any claims for additional compensation on account of site conditions.

Representative, IISER Tirupati

Name:

Designation:

Contact No.

Authorized Signatory (Agency)

Name:

Designation:

Contact No.

Seal

Seal

Place: \_\_\_\_\_

Date: \_\_\_\_\_



# भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI

Srinivasapuram – Jangalapalli Village, Panguru (G.P), Yerpedu Mandal, Tirupati Dist.,  
Andhra Pradesh – 517619

Website: [www.iisertirupati.ac.in](http://www.iisertirupati.ac.in)

ANNEXURE –XI

## AUTHORIZATION FOR ATTENDING PRE-BID CONFERENCE

(The Service provider/Bidder shall fill in this Form by the instructions indicated on its letterhead)

Service Provider's Name \_\_\_\_\_

Date.....

To

REGISTRAR,  
IISER, TIRUPATI, – 517619 (A.P.)

Ref: CPP Portal Bid No.: ..... dated.....;

Tender Title: **Running a Cafeteria**

Subject: Authorization for attending Pre-bid Conference on \_\_\_\_\_(date).

The following persons are hereby authorized to attend the Pre-bid Conference for the tender mentioned above on behalf of \_\_\_\_\_(Service provider) in order of preference given below.

Sr. No.	Name Government Photo ID Type/Number	Government Photo ID Type/ Number
1		
2		
<b>Alternate Representative</b>		

Note:

1. A maximum of two representatives (carrying valid Government photo IDs) shall be permitted to attend the Pre-bid opening. An alternate representative shall be permitted when regular representatives are not able to attend.
2. Permission to enter the hall where the pre-bid conference is conducted may be refused if authorization as prescribed above is not submitted.

Date:

Signatures of the bidder  
or

Place:

Officer authorized to sign the bid.  
Documents on behalf of the bidder

[Name & address of the Service provider/Bidder and seal of the  
company]



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ANNEXURE –XII

## PERFORMANCE STATEMENT

(To be submitted on Company Official Letterhead along with supporting documents, if any)

Statement of Performance of similar Services during the Last Three Years (2021-22, 2022-23, 2023- 24)

Service Provider's/Bidder's Name \_\_\_\_\_

**Note to Service Provider/Bidder:** The Service Provider/Bidder must fill in this form to prove conformance to Experience and Past Performance. The list below is indicative only. You may attach more documents as required to showcase your past performance. Add additional details not covered elsewhere in your bid in this regard. Statements and Documents may be mentioned/ attached here

Sr. No.	Contract Title, Number, and Date	Contracting Entity –Name and Address	Role in Contract	The total value of the Order (In Lakh (Rs.))	Date of commencement of contract	Date of completion of contract	Status as of the bid end date
1							
2							
So, on							

Date:

Signatures of the bidder  
or

Place:

The Officer authorized to sign the bid  
Documents on behalf of the bidder

[Name of the Service provider/Bidder and seal of the company]



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## CHECKLIST FOR BIDDER

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

(Technical - Bid)				
(Following documents to be provided as a single PDF file)				
Sl. No.	Documents	Annexure No	File Type	Document Attached
1.	SCANNED COPY OF EMD OF ₹.1,00,000/- (ONE LAKH)	-	.PDF	(Yes /No)
2.	INGREDIENTS AND OTHER ITEMS	II	.PDF	(Yes /No)
3.	BIDDER'S STATEMENT	III	.PDF	(Yes /No)
4.	BID SECURING DECLARATION FORM	IV	.PDF	(Yes /No)
5.	DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION	V	.PDF	(Yes /No)
6.	DRAFT AGREEMENT FORMAT	VI	.PDF	(Yes /No)
7.	NO RELATIONSHIP CERTIFICATE	VII	.PDF	(Yes /No)
8.	UNDERTAKING FOR SUBMISSION OF PERFORMANCE BANK GUARANTEE	VIII	.PDF	(Yes /No)
9.	ACCEPTANCE OF TENDER TERMS	IX	.PDF	(Yes /No)
10.	UNDERTAKING FOR THE SITE VISIT	X	.PDF	(Yes /No)
11.	AUTHORIZATION FOR ATTENDING PRE-BID CONFERENCE	IX	.PDF	(Yes /No)
12.	PERFORMANCE CERTIFICATE/ STATEMENT	XII	.PDF	(Yes /No)
13.	TENDER TERMS & CONDITIONS ACCEPTANCE SIGNED WITH OFFICIAL SEAL IS ATTACHED	-	.PDF	(Yes /No)



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(Financial - Bid)				
(Following documents to be provided as a single PDF file)				
Sl. No.	Documents	Annexure No	File Type	Document Attached
1.	PRICE BID SHOULD BE SUBMITTED IN EXCEL (BOQ) FORMAT	I	.PDF	(Yes /No)



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## IMPORTANT NOTICE

Tenderers responding to this enquiry shall be deemed to agree 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 the 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 the terms and conditions mentioned in the tender document of the Institute.

Signature of the Tenderer