

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

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



आईआईएसईआर तिरुपति मे डाइनिंग हॉल – उत्तर भारतीय
खानपान और संबद्ध सेवाओं के लिए निविदा

**TENDER FOR CATERING AND ALLIED
SERVICES FOR DINING HALL – NORTH INDIAN
AT
IISER TIRUPATI**

निविदा संदर्भ सं/Tender Reference No: IISERT/ADMIN-DINING SERVICE/03/25

दिनांक / Dated 03/07/2025

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INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI
(An Autonomous Institution of Ministry of Education, Govt. of India)
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CHAPTER I

Indian Institute of Science Education and Research (IISER), Tirupati Tender for **Providing Dining Services –Dining hall North Indian, Catering & Allied Services** situated at the ground floor, New dining hall, IISER Tirupati Permanent Campus.

1. NOTICE INVITING TENDER:

The Bidders are requested to give a detailed tender in Two Bids system, i.e.

- (i) Part I: Technical Bid and Trade Test
- (ii) Part II: Commercial Bid.

Contact for information:

Technical & Commercial contact:

Assistant Registrar (Admin)

Indian Institute of Science Education and Research (IISER), Tirupati
Srinivasapuram, Venkatagiri Road, Jangalapalli Village, Panguru (G.P),
Yerpedu Mandal, Tirupati District, Andhra Pradesh,
India – 517619 Email: purchase@iisertirupati.ac.in
Ph: 0877 2500209 /233 /235

2. THE TENDER DOCUMENT:

2.1 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.

2.2 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.

- 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 format, while the financial bid should be an Excel sheet, both uploaded to the e-procurement portal.

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

3. PRE-BID CONFERENCE:

IISER Tirupati will be conducting a Pre-bid meeting online through G-Meet/Zoom/Webex/any other virtual meeting tool on 07/07/2025 from 11:00 AM to 11:30 AM (IST). All prospective bidders are requested to kindly send their queries through email at purchase@iisertirupati.ac.in so as to reach the latest by 06/07/2025.

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.

In the event of all queries received being clarified during the pre-bid & if there are no changes in the technical specifications then nil report will be uploaded in the 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.

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.

Note:

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

4. SUBMISSION OF BIDS:

As outlined in Clause 4 of Chapter II.

5. TIME SCHEDULE

Sr. No	Particulars	Date	Time
1	Date of Online Publication/Download of tender	03/07/2025	15:00 Hrs.
2	Pre-Bid Meeting via Google Meet	07/07/2025	11:00 Hrs.
3	Bid Submission Start Date	08/07/2025	10:00 Hrs.
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	10.00 Hrs.
7	Tentative dates for the Trade test (OPTIONAL)	29/07/2025	10 am to 5 pm

6. BID OPENING:

6.1. Technical Bids will be opened on **25th July 2025 at 03:30 PM.**

6.2. 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, or the **tender fee is not submitted within the stipulated date/time**. IISER Tirupati shall not be responsible for any postal delay / Internet connectivity issues, etc., from the bidder's end at the time of submission of bids, TenderFee before the Tender closing date.

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> & Institute website www.iisertirupati.ac.in. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements, and submitting their bids online on the CPP Portal.

For More information useful for submitting online bids on the CPP Portal, may be obtained at: <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 confirmation & a bid summary will be displayed with the bid number and the date & time of submission of the bid with all other relevant details.
- 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 this Expression of Interest (TENDER)

- 1.1. The objective of this tender is to solicit proposals from the interested bidders for participation in a bid process for providing dining services on Pay & eat basis for almost **1500+ diners (actual number of diners may increase or decrease)** at the permanent campus of IISER Tirupati. **The Institute does not guarantee a minimum number of diners and volumes of business at any point in time. The caterer has to provide food on a pay-and-eat basis system for the a la carte menu given in Chapter- Chapter – IV-A.** The number of diners will decrease during the term break, summer break, holiday, and outside project assignments of the students. The undergraduate students have their academic break from December 25 for the year 2025 & April 26 to July 26, subject to any changes in the academic calendar from time to time as per the Institute's academic requirements. **The successful bidder has to operate one dining hall on the ground floor – North Indian, out of the total of two dining halls in the New dining block.**
- 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.
- 1.3. The successful bidder will be responsible for providing canteen Services at IISER Tirupati for an initial period of one year. The same may be extended for a further period of one year on the basis of satisfactory performance of the Bidder/Tenderer during the entire contract period with mutual consent on the terms and conditions, including the price.
- 1.4. The Tender intends to bring out the details with respect to the scope of works/services that are deemed necessary to share with the interested bidders.
- 1.5. The Successful bidder on the Award of contract must commence **dining operations on 01/08/2025**; no further communication for extension of date in this regard shall be entertained in this regard.

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 dining services, i.e, cafeteria services for a minimum of 500+ diners in any organization among IISERs / NITs / IITs / IIMs / IIITs / Central Universities / CSIR laboratories / PSUs / Central Government Departments and Offices / Autonomous Bodies / State Government Departments / Private reputed Institutions with NIRF ranking (any category) up to 100 for a period of one year. The bidders must also produce Performance Certification (Annexure IX) 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 canteen 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. Technical Bid, which 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 Dining Hall 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 IX duly signed by both the parties without fail. The bids submitted without the site visit form will be summarily rejected.

3. Manpower

The Bidder/Tenderer shall deploy an adequate number of manpower, keeping in view the menu dishes and skilled manpower required to prepare the menu along with kitchen staff, housekeeping staff & F&B services staff at the site. Minimum staff to be deployed at IISER Tirupati dining hall, North Indian, is as follows:

Sr. No	Designation	No of persons to be deployed at the site
1	Manager or Senior Assistant. Manager/cashier/stores& purchase	1 Nos
2	Chef / Master	3 Nos
3	Assistant Chef	3 Nos
4	Commis /helper in the kitchen	8 Nos
5	F&B Service waiter	14 Nos
6	Housekeeping staff	14 Nos
	Total	43 Nos

The bidder must maintain the attendance register and wages register of employees working at the IISER Tirupati site. The successful bidder must pay salaries as per the Government of India norms to their employees into their respective bank accounts. The bidder further must submit salary /wages deposited, ESIC & PF Paid challans as applicable for the employees working at IISER to the Administration on or before the 10th Day of every month. Failure to maintain/submit the above records/details will be viewed seriously, and appropriate action will be taken as per the decision of the Competent Authority.

4. Availability of the TENDER Documents:

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

5. Dining Services Presentation:

IISER Tirupati will host a Dining Services Presentation (online/in person) at IISER Tirupati. The Authorized representatives of the interested organizations must give their Dining Services Presentation at their own cost. This Presentation will provide each tenderer/bidder with an opportunity to give their presentations to the Institute Committee. The Dining 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 inspection at the bidders/tenderers' client reference location if required. The Institute Committee reserves the right to select the dining services provider. The decision of the Institute committee in this regard shall be final and binding on all the parties concerned.

6. TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

6.1 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.

6.2 The technical offer should not contain any price information.

7. Evaluation of the Tender:

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

7.1 Stage 1- Bids will be scrutinized for technical Evaluations as per the Eligibility Criteria clause no. 2 at “Chapter-1”. Documents regarding the experience 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. The tender evaluation Committee reserves all the rights to verify the information/documents provided by the bidder at the time of technical evaluation. if the Committee finds that the bidder has provided false certificates/information, then the bids to be rejected.

7.2 Stage 2- Only Tenderers/bidders who qualify for **Stage 1** will be called to give the Online/In-person PowerPoint Presentation & trade test (optional). Tentative dates for presentation & trade test (if required) will be on 28/07/2025 & 29/07/2025 respectively. The bidder can schedule accordingly; later on, no correspondence will be entertained regarding a change in schedule.

7.3 Financial Bids of only those agencies will be opened that qualify in Technical Bid, Trade test, and Presentation. The decision of the committee shall be final and binding.

7.4 IISER Tirupati will host a presentation and a trade test 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. The Bidders will have to give a presentation covering the following points:

7.5 Company Portfolio -Credibility, capacity, and Fulfilment of all aspects of the eligibility criteria: Brief profile of similar work experience of running a canteen/cafeteria a la carte menu set up in a reputed Institute for the students of the age group of 18-22. Financial capacity, solvency.

7.6 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 for a la carte menu?
- (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?

7.7 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 at their own cost, and the same shall be tested by the Dining Committee.

- i. If required, IISER Tirupati can call for any additional information NOT specified in this 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.**
- iv. The proposal and all correspondence and documents shall be written in English.
- v. The successful Bidder / Tenderer's Bid Security (BS) / Earnest Money Deposit (EMD) will be discharged upon the Bidder / Tenderer furnishing the performance security.
- vi. The Successful bidder/tenderer will have to enter into an Agreement with IISER Tirupati and also furnish a Bank Guarantee of amount **INR 3,00,000 /- (Rupees Three Lakh only)** valid for 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 07 days of the order and/or fails to furnish Performance Security within 21 days from the date of contract/ order.

8. 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 off.

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 manner the work is to be carried out. The decision of the Competent Authority shall be final and conclusive, and the Bidder/Tenderer shall carry out work in accordance with this decision.
- 9.2. All material and services shall satisfy the high standards befitting the reputation of the Institute.

10. Period of Contract:

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

11. Time of Mobilization:

The work covered by this contract shall have to commence dining services **w.e.f 01/08/2025** on the receipt of communication in the form of a letter/email/fax cafeteria and signing of the Agreement.

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

12.1. 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 diners.

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

- a. Hygiene and sanitation standards should be strictly compliant with FSSAI regulations and/or prevalent norms. Compliance with the hygiene standards will be checked periodically. Noncompliance with hygiene standards will be sufficient reason to terminate the contract.
- b. The bidder must provide proper uniform and safety shoes to all the employees working at the dining hall. The uniform shall be a formal white/blue color shirt or appropriate color shirt as per the choice of the bidder, with black pants for service personnel and a Chef coat & black pants/chef's pants for kitchen staff. Casual T-shirts or casual pants /tracksuit pant/3/4th pants or slippers or chappals are not allowed as uniform. Failure to ensure proper uniform and safety precautions will be viewed seriously, and appropriate action will be taken, including termination of the contract for violation of this clause.
- c. The bidder shall ensure workers safety and that all canteen employees, during their working hours, wear neat & tidy washed uniforms, head covering caps, face mask, use of gloves while serving food and wherever applicable, personal hygiene of employee, Food handlers shall be free from Contagious diseases or any kind of skin disorders. The Bidder/Tenderer shall have to submit a medical fitness certificate periodically (every six months), certified by the Medical officer of the Institute, as proof of workers being healthy and fit to work in the cafeteria. The staff must strictly adhere to all safety and hygiene precautions related to COVID-19 issued by the Food Safety and Standards Authority of India (FSSAI) from time to time.
- d. Cleaning and washing of plates, cutlery, and utensils.
- e. 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

12.3. 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.

- 12.4.** 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.
- 12.5.** Any person so removed from work shall be replaced at the expense of the Bidder/Tenderer by a competent substitute in a reasonable time.
- 12.6.** The Bidder/Tenderer shall be responsible for the proper behaviour of all the staff, employed directly or indirectly, and shall exercise a proper degree of control over them and in particular and without prejudice to the said generality, the Bidder/Tenderer shall be bound to prohibit and prevent any employees from trespassing/acting in anyway detrimental or prejudicial to the interest of the community or 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.

13. 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.

14. Force Majeure:

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

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

If the work is suspended by force majeure conditions lasting for more than ONE (01) month, the Institute shall have the option of cancelling the contract in whole or in part thereof its 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.

15. 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.

16. 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 satisfactory performance of the Bidder/Tenderer with mutual consent on the same terms and conditions.

17. Schedule of Rates and Payments:

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

18. 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 an 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.

19. 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.

20. Arbitration:

20.1 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 or during extended period, hereafter arises between the parties, as to the meaning, operation or effect of the contract or out of or relating to the contract or breach thereof, shall be referred to a sole arbitrator to be appointed by the Director of the Institute at the time of the dispute. The award given by the arbitrator so appointed shall be binding on the parties. It will not be open to the parties to challenge the jurisdiction of the arbitrator after the award has been made.

20.2 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 the party's consent to this effect, failing which the arbitrator shall be entitled to proceed de novo.

20.3 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.

20.4 It is a term of the contract that the cost of arbitration shall be borne by the parties themselves.

20.5 The venue of arbitration shall be at IISER Tirupati.

20.6 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.

21. 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.

22. General Rules:

- 22.1. Smoking and Consumption of Tobacco/Alcohol within the entire area of the Cafeteria/Hostel in particular and the Institute campus in general are strictly prohibited. Violators of this rule shall be prosecuted as per law and discharged immediately.
- 22.2. All the workers engaged for the work shall wear a clean, tidy, washed uniform to be approved by the Institute while on duty.
- 22.3. The premises of the cafeteria 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.
- 22.4. The Licensee will not be permitted to franchise the Institute's dining services for any other commercial activity outside the scope of the contract.
- 22.5. No person with any offensive police record shall be employed to work in the Hostel/Institute Cafeteria. The service provider shall provide an undertaking for the same to the Institute.
- 22.6. Safety measures are to be provided by the Service provider/ themselves.
- 22.7. The Service provider will ensure and comply with the provisions of various municipal and other local Rules/ Regulations/ Laws of the Government
- 22.8. The Institute shall not be the party in case any dispute takes place between the Service provider and his employees.
- 22.9. 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.

22. Tender Procedures:

- 22.1. 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.
- 22.2. Proposals must be direct, concise, and complete. All information not directly relevant to this Tender should be omitted.
- 22.3. The Tender should contain copies of references and other documents as specified in the Tender.
- 22.4. 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 Tender, shall be included.
- 22.5. Any interlineations, erasures, or overwriting shall be valid only if they are initialled by the person or persons signing the bid.

22.6. 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.

23. Accounting and Payment:

23.1. The bills will be given to the **diners on a per-meal basis / Pay and eat basis, and the amount should be collected by the service provider directly from the diners. IISER Tirupati will not be responsible for the payment. The rates for all the items for which the bills are raised must be approved prior by the competent authority.**

23.2. 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.

23.3. The caterer shall be accountable for on-the-spot sales of add-ons and their accounting.

24. Tentative Timings: The following timings will be followed:

(i) Breakfast : 7.30 am to 9.30 am on weekdays (Mon to Fri)
8.00 am to 10.00 am on Sat, Sun, and Institute Holidays.

(ii) Lunch : 12.30 pm to 2.30 pm on all days

(iii) Dinner : 7.30 pm to 09.30 pm on all days

Note:

(i) Extension of timing: The successful bidder may be asked to operate the dining hall to provide refreshments from 10 pm to 1 am.

(ii) The above schedule is subject to change by the order of the Institute Hostel & Dining Committee.

25. Important Notes:

The Institute reserves the right to:

25.1. Amend the scope and value of the contract.

25.2. Amend the rate of the contract.

25.3. 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.

25.4. The Director, IISER Tirupati does not bind itself to accept the Highest discount offered or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason.

25.5. Effort on the part of the agencies or its agent to exercise influence or to pressurize the Institute for this contract shall result in rejection of the application. Canvassing of any kind is prohibited.

2. SCOPE OF WORK

1. The service provider is expected to provide the following services:
 - 1.1. Cooking and serving meals chapter – IV A (Breakfast, Lunch, and Dinner dishes) and chapter – IV B in clean & hygienic conditions.
 - 1.2. The successful bidder must ensure that a minimum of 50 % of dishes in each category (breakfast/lunch or dinner) 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.
 - 1.3. Cleaning of utensils and serving items is to be done by the vendor. Refilling of branded liquid soap for handwash is to be done by the caterer.
 - 1.4. **Compulsory deep cleaning of the entire kitchen & dining hall must be done once a week, day a Saturday or Sunday. In a week, the cafeteria may be closed on that particular day.**
 - 1.5. Cleaning of cooking, dining, and auxiliary areas attached to the kitchen, admeasuring approximately 11450 sq feet. Housekeeping will be in the scope of the vendor.
 - 1.6. Deployment and supervision of adequate required manpower for the above-mentioned tasks as per clause 2 (m) of the scope of work.
 - 1.7. Providing services as per the menu chapter in IV B during Meetings/Seminars/Workshops, or any other events of the Institute as and when required. However, there is no business guarantee at any point in time.
 - 1.8. Vendor to cater to all the dining requirements as and when required by the Institute.
 - 1.9. Minimal accommodation for the vendor's staff shall be provided by the Institute. However, every effort must be made by the service provider to clean and maintain the premises. Instances of using prohibited items such as alcohol, gutka, cigarettes in staff rooms will be viewed seriously and appropriate action will be taken as per the decision of the Competent Authority.
 - 1.10. In case of drainage chocked up, the cleaning expenses for the same shall be borne by the Vendor
 - 1.11. Periodic pest control services shall be provided by the Institute for the kitchen and dining areas.
 - 1.12. The successful service provider shall fill clean water jugs with drinking water and arrange clean water glasses during dining services at a common point near the water dispenser for diners.
 - 1.13. The institute shall provide the necessary software and hardware to ensure hassle-free ordering of the menu.
2. The cafeteria premises comprising cooking and dining facilities, furniture, food/raw material containers, appliances, utensils, electricity, and water shall be provided by the Institute free of cost. However, cleaning /washing materials/tools and manpower shall be arranged by the Bidder/Tenderer at his/their own cost and Every effort must be exercised by the Service Provider to economic use of electricity and water and desist from unnecessary use, electrical equipment which requires high consumption of electricity Voltage above 415 Volt be use only with prior approval of the Competent Authority.
 - 2.1. 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.
- 2.2. Similarly, the inventory in good condition shall be handed over by the Bidder/Tenderer to the Office Superintendent (Administration) on the expiry of the contract period. The security deposit shall be refunded only after a "no dues certificate" is granted by the Administration.
 - 2.3. The required utensils, major kitchen equipment, furniture, and appliances shall be provided by the Institute. Similarly, inventory in good condition shall be handed over by the contractor to the designated personnel of the Institute on expiry of the contract period.
 - 2.4. 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.
 - 2.5. The preparation of food shall be as per the brands/ingredients mentioned in Annexure - I
 - 2.6. 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 residents.
 - 2.7. 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-I.
 - 2.8. The Bidder/Tenderer 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 after each meal by the Housekeeping staff of the service provider.
 - 2.9. 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.
 - 2.10. The successful bidder shall make arrangements for LPG Gas cylinders and refilling of the same at their own cost.
 - 2.11. The Successful bidder must pay their vendors regularly and on time; the Institute's services should not be interrupted due to non-payment by service providers to their vendors. Any such reported incident will be viewed seriously, and appropriate action will be taken as per the decision of the Competent Authority.
 - 2.12. The Bidder/Tenderer shall not be allowed to use the hostel or cafeteria premises for anything other than dining services beyond the scope of the contract.
 - 2.13. The Institute Committee shall be authorized to impose an appropriate fine as decided by the Competent Authority on the Bidder/Tenderer in case of sub-standard quality of food items, malpractice, lack of cleanliness or hygiene, or violation of any of the conditions of the contract. Any complaint of insects and/or foreign 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.
 - 2.14. The bidder/tenderer may have to operate/run a kiosk near the academic block beside the library if required.

3. PENALTIES

(The penalty will be deducted from the performance guaranteed 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/-

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

Menu Detail:

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

MENU ANNEX A

Proposed Menu for New Dining hall -North Indian

Sr no	Menu	QTY	Approximate proposed rate for IISER Tirupati Yerpedu campus (INR)
ASSORTED SALADS			
		1 PORTION=100gms	
1	MOONG CHAAT	1 PORTION	35
2	CORN CHAAT	1 PORTION	35
3	SPROUTS SALAD	1 PORTION	35
4	CHANA CHAAT	1 PORTION	35
5	MILLET SALAD	1 PORTION	50
6	BEERTROOT SALAD	1 PORTION	50
7	ASSORTED CHICKEN SALAD	1 PORTION	65
8	BOILED EGG SALAD	1 PORTION	40
9	BOILED EGG	1 NOS	8
BREAKFAST			
Sr no	Menu	QTY	Approximate proposed rate for IISER Tirupati Yerpedu campus (INR)
1	Aloo paratha + mint chutney	1 PORTION	25
2	GOBI paratha + mint chutney	1 PORTION	30
3	PANEER paratha (total approx 120 gms+ 30-40 gms panner stuffing) + mint chutney	1 PORTION	55
4	4 SMALL PURI -4 nos of 35 g each & / ALOO SABJI (DRY 150g) / (CURRY - 150g))	1 PORTION	30
5	MOONG KA CHILLA -120 gms	1 PORTION	35
6	VEG TOMATO OMELETTE-120gms	1 PORTION	35
7	POHA-120 gms	1 PORTION	25
8	VEG UPMA-120 gms	1 PORTION	25
9	tea	120 ml	10
10	Fruit plate- mix of banana/papaya/pineapple/muskmelon	1 portion -150 gms	40

NORTH INDIAN MENU VEG LUNCH/DINNER			
Sr no	Menu	QTY	Approximate proposed rate for IISER Tirupati yerpedu campus (INR)
1	LIMITED VEG MEALS 3 CHAPATI (Average 3 chapati of 150 gms) + 2 SABJI (SERVED IN WATI / BOWL)-100GMS EACH + green salad(slice of cucumber/carrot/beetroot) + fryums	1 PORTION	40
2	LIMITED VEG MEALS RICE (dal +rice -100 gms+one sabji) (SERVED IN WATI/BOWL)+ green salad(slice of cucumber/carrot/beetroot) + fryums	1 PORTION	40
	Curd PKT / BUTTERMILK PKT		MRP
		150 g -1 PORTION	
Sr no	Menu	QTY	Approximate proposed rate for IISER Tirupati yerpedu campus (INR)
1	DAL FRY	1 PORTION	40
2	DAL TADKA	1 PORTION	45
3	KADHI PAKODA	1 PORTION	40
4	JEERA ALOO	1 PORTION	35
5	BOILED VEGTABLES	1 PORTION	30
6	ALOO METHI	1 PORTION	40
7	PANEER BHURJI	1 PORTION	70
8	GREEN PEAS MASALA	1 PORTION	50
9	SEV BHAJI	1 PORTION	50
10	CHANA MASALA	1 PORTION	60
11	RAJMAH MASALA	1 PORTION	60
12	VEG KHORMA /KOLHAPURI/KADHAI/HANDI	1 PORTION	75
13	MALAI KOFTA CURRY	1 PORTION	80
14	CHHESE KOFTA CURRY	1 PORTION	90
15	PANEER DO PYAZA	1 PORTION	95
16	PALAK PANEER	1 PORTION	95
17	SHAHI PANEER	1 PORTION	95
18	SARSON KA SAAG	1 PORTION	70
19	MUTTER MUSHROOM	1 PORTION	90
20	PANEER BUTTER MASALA	1 PORTION	100
21	MUTTER PANEER	1 PORTION	80
22	VEG HANDI	1 PORTION	80
23	KADAI PANEER	1 PORTION	100
24	BHINDI DO PYAZA	1 PORTION	80
25	BAINGAN BHARTA	1 PORTION	80
26	CABBGE SABJI	1 PORTION	40
27	METHI MOONG	1 PORTION	45
28	SPROUT USAL	1 PORTION	50
29	BABYCORN MUSHROOM KADAI	1 PORTION	100

30	CHOLE BHATURE (2 BHATURE CHOLE)	1 PORTION	65
RICE			
Sr no	Menu	QTY	Approximate proposed rate for IISER Tirupati yerpedu campus (INR)
		1 PORTION -250 GMS	
1	STEAMED RICE (HMT/KOLAM)	1 PORTION	20
2	STEAMED RICE (BASMATI)	1 PORTION	50
3	DAL KHICHADI	1 PORTION	45
4	JEERA RICE (BASMATI)	1 PORTION	45
5	PEAS PULAV	1 PORTION	45
6	CORN PULAV	1 PORTION	45
7	TAWA PULAV	1 PORTION	45
8	VEG BIRYANI (fried)+ RAITA	1 PORTION	90
9	VEG DUM BIRYANI+RAITA	1 PORTION	90
10	PANEER BIRYANI (APPROX 80 GMS PANEER)	1 PORTION	110
11	EGG BIRYANI	1 PORTION	90
12	CHICKEN BIRYANI (2 PIECES / 100 GMS)	1 PORTION	145
NORTH INDIAN MENU VEG LUNCH/DINNER			
Sr no	Menu	QTY	Approximate proposed rate for IISER Tirupati yerpedu campus (INR)
		200 g including 100 g OR 2 pieces approx=1 PORTION	
1	BUTTER CHICKEN	1 PORTION	120
2	CHICKEN KADHAI	1 PORTION	120
3	CHICKEN HANDI	1 PORTION	120
4	MURG ANGARI	1 PORTION	120
5	CHICKEN LABABDAR	1 PORTION	120
6	CHICKEN CURRY	1 PORTION	120
7	CHICKEN MASALA	1 PORTION	120
8	CHICKEN KOLHAPURI	1 PORTION	120
9	CHICKEN DO PYAZA	1 PORTION	120
10	fish fry 2 pieces	1 PORTION	100
11	fish fry / steamed fish 2 pieces FISH CURRY	1 PORTION	150
12	egg curry	1 PORTION	50
13	MUTTON MASALA	1 PORTION	300
TANDOORI VEG/NON VEG STARTERS			
Sr no	Menu	QTY	Approximate proposed rate for IISER Tirupati yerpedu campus (INR)
		1 POTION =150 GMS / PIECES	
1	PANEER TIKKA	1 PORTION	135
2	PANEER MALAI TIKKA	1 PORTION	145

3	TANDOORI GOBI	1 PORTION	90
4	TANDOORI ALOO	1 PORTION	80
5	TANDOORI MIX VEG PLATTER	1 PORTION	140
6	CHICKEN TIKKA	1 PORTION	155
7	CHIECKN MALAI TIKKA	1 PORTION	175
8	TANDOORI MIX NON VEG PLATTER	1 PORTION	250
9	HARABHARA KEBAB	1 PORTION	80
10	VEG SIKH KABAG	1 PORTION	80
CHINESE			
1	VEG SOUP	1 PORTION- 1 BOWL	50
2	CHICKEN SOUP	1 PORTION- 1 BOWL	60
CHINESE STARTERS (VEG)			
		APPROX 100 gms TO 120 GMS = 1 portion	
1	VEG MANCHURIAN DRY	1 PORTION	75
2	GOBI MANCHURIAN DRY / GOBI 65 DRY	1 PORTION	80
3	Paneer 65	1 PORTION	100
4	Mushroom chilli dry	1 PORTION	85
5	Mushroom Manchurian	1 PORTION	95
6	Sechezwan Mushroom	1 PORTION	95
7	PANEER CHILLI	1 PORTION	130
8	Sechezwan Paneer	1 PORTION	130
CHINESE STARTERS (NON VEG)			
		100 gms = 1 portion	
1	CHICKEN CHILLI / PEPPER	1 PORTION	130
2	CHICKEN 65	1 PORTION	130
3	chicken lollypop	1 PORTION	130
CHINESE RICE ITEMS			
		250GMS 1 PORTON	
1	Veg Fried Rice	1 PORTION	60
2	GOBI FRIED RICE	1 PORTION	60
3	MUSHROOM FRIED RICE	1 PORTION	100
4	PANEER FRIED RICE	1 PORTION	100
5	VEG SEZWAN FRIED RICE	1 PORTION	90
6	PANEER SEZWAN FRIED RICE	1 PORTION	125
7	MUSHRROM SEZWAN FRIED RICE	1 PORTION	125
8	Egg fried rice	1 PORTION	80
9	Chicken fried rice	1 PORTION	110
10	chicken Sezwan fried rice	1 PORTION	120
CHINESE NOODLES ITEMS			
		250GMS 1 PORTON	
1	VEG NOODLES	1 PORTION	70
3	PANNER NOODLES	1 PORTION	110
5	VEG SCHEZWAN NOODLES	1 PORTION	95

7	EGG NOODLES	1 PORTION	80
9	CHICKEN HAKKA NOODLES	1 PORTION	110
10	CHIECKN SCHEZWAN NOODLES	1 PORTION	120
11	VEG PASTA(RED/WHITE)	1 PORTION	95
12	CHICKEN PASATA (RED/WHITE)	1 PORTION	120
INDIAN BREADS			
1	ROTI	1 PORTION-50GMS EACH	6
2	PHULKA	1 PORTION-50GMS EACH	6
3	BUTTER ROTI	1 PORTION-50GMS EACH	10
4	TANDOORI ROTI	1 PORTION	15
5	BUTTER TANDOORI ROTI	1 PORTION	20
6	LACCHA PARATHA	1 PORTION	40
7	BUTTER NAAN	1 PORTION	40
8	NAAN	1 PORTION	35
9	Garlic naan	1 PORTION	50
10	TANDOORI ALOO PARATHA	1 PORTION	90
11	TANDOORI PANEER PARATHA	1 PORTION	100

Note:

1. Above rates are exclusive of taxes i.e. GST approx 5 % extra as applicable
2. Juices and snacks -existing rates
3. Bakery products from branded cake shops pastries/cakes - at actuals -subject to approval of the Institute.
4. Cold drinks/ice creams /pkt snacks on mrrp

CHAPTER – IV -B

Menu Detail for the Institute's dining services:

The institute may require catering services on various occasions as and when required; however, there is no business guarantee of the same.

MENU ANNEX IV B

Proposed Menu for the Institute's dining services for special events.

Sr no	Menu	QTY	Unit	Approximate proposed rate for IISER Tirupati Yerpedu campus (INR) per person, GST as applicable will be extra.
1.	Tea / Coffee-120 ml	1	each	10
2.	Spl Tea Elaichi / Adrak /masala /cullad tea	1	each	20
3.	Spl Tea 150 ml , coffee with biscuits 02 varieties (one salted (4 pieces) + one good day (4 pieces)	1	each	30
4.	Spl Tea 150 ml, coffee with cookies (Unibic-assorted-4 pieces/premium butter cookies pieces)	1	each	50
5.	Spl Tea 150 ml /coffee with snacks (50 to 55 gms each)–1 piece of (samosa/dalwada/kachori/urid wada/aloo tikki/veg cutlet)	1	each	40
6.	Spl Tea/coffee with snacks -1 piece of (ragda chaat/ veg sandwich/ veg puff/ spring roll)	1	each	50
7.	Spl Tea/coffee with snacks (50 to 55 gms each) - 2 pieces (samosa/dalwada/kachori/urid wada/aloo tikki/veg cutlet)	1	Each	50
8.	Spl Tea/coffee with snacks –2 pieces of (ragda chaat /veg sandwich/Cheese veg sandwich /spring roll)	1	each	85
9.	Refreshment for Republic Day / Independence Day -one square box packing which contains – 1 sponge slice cake(vanilla/chocolate) - 50 gms + 1 pkt of banana chips 50 gms pkt+ 1 motichur laddu (to be purchased from a Local branded shop adhering to FSSAI Regulations and prior approval of the Institute)	1	box	80

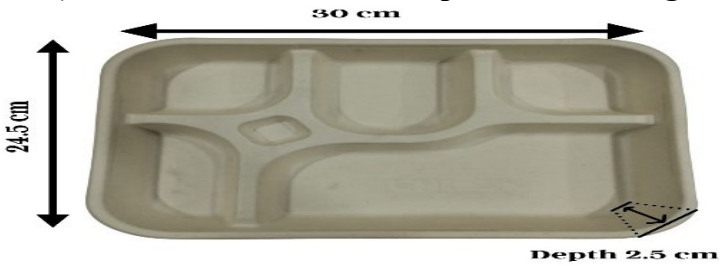
10.	High Tea buffet – Spl Tea, coffee with biscuits 02 varieties (one salted + one good day or bourbon) + 1 piece of Indian snacks (50 to 55 gms each) (samosa/dalwada/kachori/urid wada/aloo tikki/veg cutlet-) + McPuff from McDonald's- 1 no + Pastry / Chocolate brownie -80 gms -1 piece (to be purchased from a Local branded shop adhering to FSSAI Regulations and prior approval of the Institute)	1	each	250
11.	High Tea buffet – Tea, coffee with biscuits 02 varieties (one salted + one good day or bourbon) + 1 piece of Indian Snacks (samosa/dalwada/kachori/urid wada/aloo tikki/veg cutlet) + Chicken burger from McDonald's- 1 no + Pastry / chocolate brownie -80 gms -1 piece (to be purchased from a Local branded shop adhering to FSSAI Regulations and prior approval of the Institute)	1	each	350
12.	High Tea buffet – Tea, coffee with biscuits 02 varieties (one salted + one good day or bourbon) + 1 piece of Indian Snacks (samosa/dalwada/kachori/urid wada/aloo tikki/veg cutlet) + Veg Burger from McDonald's- 1 no + chocolate brownie -80 gms -1 piece (to be purchased from a Local branded shop adhering to FSSAI Regulations and prior approval of the Institute)	1	each	320
	ADD ONS			

1.	Assorted dry fruits (pista +salted cashew +salted badam)-pkt of 40 gms	1	pkt	90
2.	Cold coffee (Amul can / calvins) /tetra pack real juice/frooti/tetra pack maaza / tetra pack milk shakes (calvins or of reputed brands)	1	no	As per MRP
3.	Cold coffee (prepared in-house, 200 ml	200	ml	35
4.	Assorted chips, packet of 50 gms each, banana/tapioka or mixture farsan -50 gms packet	1	pkt	25
5.	One Sponge Slice Cake (Vanilla/Chocolate) -50 Gms	1	pkt	15
6.	Choco Bake Cake /Chocolate	1	no	As per MRP
7.	LIMITED PACK LUNCH VEG – packed in a biodegradable 4/5 compartment plate with lid (dimensions mentioned below)– Veg gravy made of paneer /mushroom-150 gms + One-flavored rice (Veg pulav / Veg biryani/Veg Fried Rice) - 200 gms + raita or One-flavoured rice (Veg pulav / Veg biryani/Veg Fried Rice) - 120 gms + raita + 2 chapati + One Sweet (Rasgulla-2 pieces / Gulabjamun-2 pieces (Rate including packing charge)	1	pack	200
8.	LIMITED PACK LUNCH NON-VEG – packed in a biodegradable 4/5 compartment plate with lid (dimensions mentioned below)– Chicken gravy- 150 gms, including 2 pieces or 100 gms One-flavored rice (Chicken Biryani /Chicken fried rice) - 200 gms (100 gms chicken with bone or 2-3 pieces) + raita or One-flavored rice (Chicken Biryani /Chicken fried rice) - 150 gms (100 gms chicken with bone or 2-3 pieces) + raita and 2 chapati + One Sweet (Rasgulla -2 pieces/ Gulabjamun -2 pieces (Rate including packing charge)	1	pack	260

9.	Lunch/dinner -Limited packed lunch, Veg – packed in a biodegradable 5-compartment plate with lid (dimensions mentioned below) 1 veg dry subji + 1 veg gravy made of paneer /mushroom, + 1 flavored rice (veg pulav / veg biryani /jeera rice/peas pulav) 200 gms + 1 dal /sambar/dal makhani + 2 pieces of assorted Indian bread - roti/phulka/paratha/chapati + green salad+raita + One sweet -Rasgulla/Gulabjamun -2 pieces (Rate including packing plate charge)	1	pack	350
10.	Lunch/dinner -Limited packed lunch, Non-veg - packed in a biodegradable 5-compartment plate with lid (dimensions mentioned below) -1 veg dry subji + -1 chicken curry - 200 gms including chicken with bone -100 gms or 2-3 pieces + 1 flavored rice (veg pulav / jeera rice/peas pulav) + 1 dal /sambar/dal makhana + 2 pieces of assorted bread -roti/phulka/paratha + 1 sweet (gulabjamun/rasgulla/payasam) + Green salad + Raita (Rate including packing charge)	1	pack	450
11.	Spl Lunch/dinner - BUFFET - 1 soup (veg/non-veg) + green salad and pasta salad/aloo papadi chaat (any other salad from the menu) + 1 veg dry subji-150 gms. + 1 veg gravy made of paneer /mushroom. 200 gms gravy including 100 gms paneer/mushroom +	1	each	575

	<p>One chicken curry / Fish curry + flavored rice (veg pulav / veg biryani /jeera rice/peas pulav/veg fried rice) -200 gms + 1 dal /sambar/dal makhana/dal pancharatna + 4-6 pieces of assorted Indian bread - roti/phulka/paratha/tandoori roti/naan/kulcha + 1sweet(gulabjamun/rasgulla/payasam/rasmalai) + Curd / raita + Papad,pickle</p>		
12.	<p>Spl Lunch/dinner -BUFFET 1 soup (veg/non-veg) + 2 veg starter (paneer/mushroom/any other starter) (Approx. 100 gms to 120 gms = 1 portions.) + 1 non-veg starter (chicken) (Approx. 100 gms to 120 gms = 1 portions.) + 1 veg dry subji -150 gms. + 1 veg gravy made of paneer /mushroom. 200 gms gravy including 100 gms paneer/musroom + One chicken curry 200 gms (100 gms chicken or 2-3 pieces) + flavored rice (veg pulav / veg biryani /jeera rice/peas pulav)-200 gms + 1 dal /sambar/dal makhana/dal pancharatna + 4-6 pieces of assorted bread -roti/phulka/paratha, + 1sweet(gulabjamun/rasgulla/payasam/rasmalai) + Green salad + Curd / raita + Papad,pickle</p>	1	each
13.	Add ons		
14.	Veg Starter -paneer or other items, Limited	APPROX 100 gms TO 120 GMS = 1 portion	100

15.	Veg Starter -Nonveg (chicken/fish) -Limited	APPROX 100 gms TO 120 GMS = 1	150
16.	LUNCH /DINNER FOR SCHOOL CHILDREN (cafeteria food) or for the Guest house regular guests- Rice + Dal /Sambar/Dal makhana + One Veg Dry + One Veg Gravy + Chapati + Salad	1 person	100
17.	Extra sweet- Payasam /bread halwa /suji halva/rava kesari	1 portion	20
18.	BREAKFAST FOR ONLY FOR SCHOOL CHILDREN or for the Guest house regular guests- 1 egg + 1 fruit (banana/slice of papaya or pineapple/orange) + 1 cup of 150 ml tea/coffee/milk + One Indian breakfast + 2 slices of bread, butter (Amul) + Jam (branded)	1 person	80

19.	<p>Special breakfast for Events- Indian Breakfast + Fruits + Egg preparation -boiled egg/ omelette /poached eggs + Corn flakes + milk + Bread toast-4 slices butter (Amul) + jam (branded)</p>	1 person	120
	<p>Note-</p> <p>A) Packing charges for biodegradable per plate/packing box with handle, premium quality will be at actuals as per the size of the plate/box</p> <p>B) Plate dimensions and sample for the biodegradable plate are as follows</p> <div style="text-align: center;">  </div> <p>C) Services have to be provided within the campus at different locations as per above fixed costs.</p> <p>D) The above menu is a tentative requirement of the Institute for special events; however, there is no business guarantee given by the Institute at any point in time.</p> <p>E) The menu pattern is mentioned above; the selection of dishes at the time of the event will be as per the requirements of the Institute.</p> <p>F) GST as applicable will be extra.</p>		

CHAPTER – V

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:

(A) PART-ONE (TECHNICAL BID)

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

(B) PART-TWO (FINANCIAL BID)

Sl. No.	Description	Flat discount offered on fixed prices for all items given in chapter IV A (Proposed Menu-North Indian) & IV B (Menu for Institute's dining services special events (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 Chapter IV A & IV B, 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 Chapter IV will be given the contract to run the canteen.

ANNEXURE -I

Quality of ingredients and other items to be used 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 (MiniDubarQuality)	India Gate/Kohinoor/Dawat
19.	Rice	Lalitha Brand /Bullet Rice/Kolam Rice
20.	Green peas	Safal /reliance
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, 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 label / 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.	Chole Masala	MDH/Catch/Kitchen king/Everest/MTR
72.	Chat Masala	MDH/Catch/Kitchen king/Everest/MTR
73.	Damalu Masala	MDH/Catch/Kitchen king/Everest/MTR
74.	Garam Masala	MDH/Catch/Kitchen king/Everest/MTR
75.	Kachauri Masala	MDH/Catch/Kitchen king/Everest/MTR
76.	Kichen King Masala	MDH/Catch/Kitchen king/Everest/MTR
77.	Meat Masala	MDH/Catch/Kitchen king/Everest/MTR
78.	Matar paneer Masala	MDH/Catch/Kitchen king/Everest/MTR
79.	Pav Bhaji Masala	MDH/Catch/Kitchen king/Everest/MTR
80.	Rajma Masala	MDH/Catch/Kitchen king/Everest/MTR
81.	Raita Masala	MDH/Catch/Kitchen king/Everest/MTR
82.	Samosha Masala	MDH/Catch/Kitchen king/Everest/MTR
83.	Sambhar Masala	MDH/Catch/Kitchen king/Everest/MTR

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 wash liquid
87.	Rin Soap	FSSAI approved with MSDS / Diversity / Organic dish wash liquid-
88.	Paneer	Amul, Milky Mist, Mother Dairy only
89.	Butter	Amul /Mother Dairy/Nutela only
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-II

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. All details below must be typed or written in legible handwriting.

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
	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 dining services, i.e, cafeteria services for a minimum of 500+ diners in any organization among IISERs / NITs / IITs / IIMs / IIITs / Central Universities / CSIR laboratories / PSUs / Central Government Departments and Offices / Autonomous Bodies / State Government Departments / Private reputed Institutions with NIRF ranking (any category) up to 100 for a period of one year. The bidders must also produce Performance Certification (Annexure IX) to be obtained from the Clients in respect of Ongoing / Completed Contracts.					
	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 Firm.					
	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.)				
	b)	Declaration on letterhead of the firm/company as per annexures I to IX Copy of the tender document to be attached with the signature and stamp of the authorized person				



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI
(An Autonomous Institution of Ministry of Education, Govt. of India)

ANNEXURE: III

Bid Securing Declaration Form

Date:

Tender No.

To (insert complete name and address of the purchaser)

I/We. The undersigned declare that:

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

I/We accept that I/We may be disqualified from bidding for any contract with you for 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.

ANNEXURE-IV

BIDDER INFORMATION FORM

Company Name : _____

Registration Number : _____

Registered Address : _____

Name of Partners /Director : _____

City : _____

Postal code : _____

Company's Establishment : _____

Year

Company's Nature of Business : _____

_____ Company's Legal Status

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

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

CONTACT DETAILS

Contact Name : _____

Email Id : _____

Designation : _____

Phone No : _____

Mobile No : _____



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BANK DETAILS

Name of Beneficiary : _____

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

Name of Bank : _____

IFSC NO. (Bank) : _____

Branch Address and Branch Code
: _____

Other Details

Vendor's PAN No. : _____

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

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

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

Date:

Place:

Authorized Signatory

Name:

Designation:

Contact No.:

ANNEXURE-VI

NO RELATIONSHIP CERTIFICATE

(ON OFFICIAL LETTERHEAD, SIGNED AND STAMPED)

This certificate is issued to affirm that we, M/s _____, 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 declare 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-VII

UNDERTAKING FOR SUBMISSION OF PERFORMANCE BANK GUARANTEE

(On company letterhead)

Date:

Tender No.:

We undertake to submit **Performance Bank Guarantee (PBG) of Rs 3,00,000/-** Three Lakhs rupees only in case IISER Tirupati decides to award the contract to us against tender no _____ dated for providing Catering & allied services at IISER Tirupati 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 Contact.

ANNEXURE-VIII

ACCEPTANCE OF TENDER TERMS

(To be given on Company Letter Head)

Date:

To,

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

Sub: Acceptance of Terms & Conditions of Tender. Tender Reference No:

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded/obtained the tender document(s) for the above-mentioned 'Tender' from the website (s), namely as per your advertisement, given in the abovementioned website(s).
2. I / We hereby certify that I/we have read the entire terms and conditions of the tender documents (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and I/we shall abide hereby by the terms/conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ Organisation 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 if the information is found to be incorrect/untrue or found violated, then your department/ Organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including that we can be debarred for a period up to two years as, per Rule 151(iii) of GFR 2017, in case of false declaration.

Yours faithfully,

(Signature of the Bidder, with Official Seal)

ANNEXURE-IX

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

DECLARATION OF SITE VISIT – DINING HALL

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 Dining Hall premises at IISER Tirupati Campus has been conducted by us. This includes verification of existing facilities, kitchen equipment, infrastructure, dining area layout, furniture, utilities, and service points where the supply, installation or provision of food catering services or equipment.

During the site visit, we have: Carefully reviewed and recorded the layout and functioning of the Dining Hall and Kitchen. Assessed existing equipment, 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 misjudgements 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: _____

ANNEXURE-X

PERFORMANCE CERTIFICATE

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

1. Name of the client Organization :
2. Address of the client Organization:
3. Name and Designation of the Official Furnishing this certification :
4. Contact Number and Mail ID of the Official furnishing this certification:
5. Period of the Contract and Nature of Service Provided:
6. Number of diners:
7. Age group of diners /students for whom food is served at your Institute:
8. Is the menu provided Vegetarian / Non-Vegetarian
9. Is the caterer specialized and provides different cuisines (South Indian/North Indian)

For students coming to the Institute from all over India:

10. Details of any penalty levied or warning issued during the service on the caterer:

11. Details of any default dues payable to the users, like students/staff

and vendors or suppliers, or service providers of the caterer.:

Please tick five marks, being the maximum score.

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

4.	Health, hygiene, and proper cleanliness, and any service disruption						
5.	Quality of food served						
6.	Quantity of food served						
7.	Any record of accidents/mishaps/food poisoning to students?						
8.	Any complaints from students/Institute						

Marks are evaluated as follows:

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

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 Fruits, Juices, and Shakes Shop**

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		
Alternate Representative		

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]

ANNEXURE- XII

DRAFT AGREEMENT

AGREEMENT FOR CANTEEN SERVICES

THIS AGREEMENT made at Tirupati this ____ of _____ 2025

Between

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

PARTY OF THE FIRST PART

And

M/s _____ carrying business of providing CANTEEN services and having its office at _____ herein referred to as the “**CONTRACTOR**”

PARTY OF THE SECOND PART

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

AND WHEREAS the party of the First Part is desirous of being entrusting the canteen services to students at Permanent campus.

AND WHEREAS the party of the FIRST PART agrees to entrust the aforesaid contract of providing CANTEEN 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 the parties have agreed.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES HERE TO AS FOLLOWS: -

CANTEEN SERVICES

1. The **CONTRACTOR** will provide CANTEEN services under this agreement and shall carry out the work as specified below: -
2. Provide and maintain proper palatable clean and hygiene and efficient catering services at the Students mess/Dining Block/Identified/locations.
3. To prepare and serve Limited meals and Combo meals as per menu pattern at **Annexure-I**.
4. The rates as given in **Annexure IV** shall be applicable for one year with effect from _____, 2025 to _____, 2026.

5. All meals served shall be of acceptable standards of taste, nutrition, hygiene and health shall be prepared and served in sufficient quantity and variety as prescribed. The meals & tea/coffee will be served as per mess timings as mentioned in **Annexure-II**.
6. The list of ingredients for meals preparation is attached at **Annexure-III**. **The ingredients including vegetables and fruits shall be of quality and freshness approved by the designated official of the Institute.**
7. Cleaning of cooking, dining and auxiliary areas attached to kitchen admeasuring approximately 11450 sq feet, **Housekeeping will be in scope of Contractor**. The utensils, cutlery & crockery shall be properly cleaned by using Branded liquid soap Diversy specified in Annexure –III. The CONTRACTOR is not liable for any maintenance / annual maintenance of any equipment / machinery/exhaust system. **Housekeeping WILL BE PROVIDED BY THE CONTRACTOR FOR THE SAME.**
8. **CONTRACTOR** will dispose garbage generated out of the cooking and related activities, waste material and unused/leftover food from mess will be removed from mess premises every day as per the guidelines of the Local Municipal Corporation
9. Regular and thorough washing and cleaning of crockery, cutlery, utensils, equipment & other and maintaining them in good, usable, working and hygienic condition appliances, cleaning & maintaining hygienic condition of dining tables, food serving counters, entire dining hall, kitchen and surrounding premises will be the responsibility of the **CONTRACTOR**.
10. The **CONTRACTOR** shall be responsible to ensure that sufficient supplies are stored, for which adequate storage space and refrigerated space will be provided by the **INSTITUTE**.
11. Items / materials used must be as per Annexure –III, In case of non-availability of Brand as per Annexure III, prior approval of Office superintendent Dining Must be taken to get equivalent quality material approved by FSSAI Act 2006.
12. Preparation of the food will be done by experienced, competent, qualified and authorized personnel and in a manner whereby physical contact with food shall be kept to an absolute minimum by usage of appropriate utensils, methods or appliances.
13. LPG Cylinder to be brought by the Contractors and cost of fuel for preparing all food items shall be borne by the **CONTRACTOR**.
14. Proper measures shall be taken to see that food is protected against contamination by maintaining high standards of sanitation practices and personal hygiene and habits of all kitchen staff deployed by the contractor.
15. All potentially hazardous leftovers shall not be retained and the same shall be discarded through proper and acceptable disposal methods.

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

Penalty shall be as follows:

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

	Penalty per complaint
Violation of any other tender term not mentioned below	Rs.5,000/-
Cockroaches, flies, insect etc., in food items (The same will be investigated by the Hostel & Dining Committee)	Rs.5,000/-
Deliberate usage of spoiled/stale food ingredients ex: Leftover food, rotten Vegetables, infected grains, and items with an expiry date.	Rs.10,000/-
Poor maintenance/tampering with institute property	Rs.5,000/-
Presence of annoying items in the food: - Harmful items like blade, glass, metal wires, nails, pieces of plastics etc.	Rs.5,000/-
Three or more complaints related to cleanliness in a day/week	Rs.5,000/-
Certain food item if not cooked properly/overcooked/extra spicy / extra oily	Rs.5,000/-
Food poisoning incidents (The same will be investigated by the Hostel & Dining Committee)	Forfeiture of PBG and / or cancellation of contract
Non-adherence to the timings mentioned in the tender or non availability of menu items for a continuous period of min 15 days in a la carte menu	Rs.5,000/-
Changes in the listed items without permission of IISER Tirupati	Rs.5,000/-
If the quality of items is not found to be appropriate, or if it is diluted.	Rs.5,000/-
Inappropriate personal hygiene of workers	Rs.5,000/-
Failure to maintain a proper health checkup of the workers or failure to submit health checkup records as and when asked to produce by the Administration.	Rs.10,000/- or cancellation of contract in case of non-production of reports in spite of repeated reminders
Using / storing brands not mentioned in the contract	Rs.5,000/-

without prior permission.	
Noncompliance with workers dress Code / Uniform or deployment of requisite manpower at site as given in tender	Rs.5,000/- per incident
Use of spurious brands, goods or accessories in preparation of food/presentation	Rs.5,000/-
Damage to Institute infrastructure or good damaged / equipment due to non-utilization.	Rs.5,000/- + actual damaged amount of infrastructure or goods or equipment
Possession /sale of restricted / prohibited items by law of land items alcohol/tobacco or consumption of Tobacco items	Rs.5,000/- + termination of contract on found guilty

18. The Bidder/Tenderer shall deploy adequate number of manpower i.e. kitchen staff, housekeeping staff & F&B services staff at site. **Minimum staff to be deployed at IISER Tirupati is 43 nos.** The Contractor shall submit Salary details paid to workers, ESIC/PF challans of the workers as and when asked by the Administration.

OBLIGATIONS OF CONTRACTOR

- Copies of the following documents shall be submitted by the **CONTRACTOR**:
(a) **Security deposit of Rs 3,00,000/- (Rupees Three Lakhs Only)** in the form of Performance Bank Guarantee (**PBG**) of any nationalized bank in favour of Director, IISER Tirupati will be deposited. The PBG shall cover entire period of agreement and shall remain valid for a period of 60 days beyond the date of agreement. If the agreement is extended beyond the initial period, the PBG shall have to be renewed for the extended period. 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 of the orders of competent authority etc. the **CONTRACTOR** shall be liable for necessary legal action and shall also forfeit his PBG.
- The **CONTRACTOR** shall not supply any food items and beverages to outsiders who are not connected with **INSTITUTE**, without specific prior approval from the **INSTITUTE's** authorities.
- CONTRACTOR** will use the mess premises comprising, cooking and dining facilities, furniture, food/raw material containers, appliances, utensils, electricity and water shall be provided by the Institute free of cost. However, cleaning /washing materials/tools and manpower shall be arranged by the Contractor. **Every effort must be exercised by the Service Provider to minimize electricity and water usage and desist from unnecessary usage of electrical equipment such as Combi Oven which requires high consumption of electricity. Voltage above 415 Volt is required be use only with prior approval of the Competent Authority.**
- 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. The **INSTITUTE** will provide the necessary administrative assistance to maintain canteen equipment's. 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 **CONTRACTOR**. **Repair / Replacement for improper use & failure to maintain above facility, expenses shall be recovered from the Contractor.**

5. 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.
6. 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.
7. The **CONTRACTOR** shall facilitate conduct of joint verification of all the equipment's and properties of the **INSTITUTE** periodically which are on sites with the representatives or authorized personnel of the **INSTITUTE**.
8. The **CONTRACTOR** must necessarily provide **all staff 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 wears the uniform at all times while on duty and they are neat and clean. The cost of uniform and shoes shall be borne by the CONTRACTOR.**
9. 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 to the hygiene standards will be checked periodically. Noncompliance to hygiene standards will be sufficient reason to terminate the contract. The bidder shall ensure that all canteen employees, during their working hours, wear neat & tidy uniform, head covering caps, face mask, use of gloves while serving food and wherever applicable, personal hygiene of employee, Food handlers shall be free from Contagious diseases or any kind of skin disorders. **The Bidder/Tenderer shall have to submit a medical fitness certificate periodically (every six month) certified by the Medical officer of the Institute as proof of workers being healthy and fit to work in the mess. The staff must strictly observe all the safety and hygiene precautions related to COVID-19 issued by the Food Safety and Standards Authority of India (FSSAI) from time to time.**
 - b) Cleaning and washing of plates, cutleries and utensils. The utensils, cutlery & crockery shall be cleaned thoroughly by using Branded liquid soap specified in Annexure –I 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.**

10. The **CONTRACTOR** will be an independent **CONTRACTOR** and not an employee of the **INSTITUTE**.
11. 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, Institute's Staff, Student's Guests and Visitors. More particularly they must read, understand and adhere to the guidelines issued by Govt. of India/UGC/AICTE/MOE for operation of catering services in educational institutions.
12. 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.
13. The **CONTRACTOR** shall be responsible for any damages losses caused to for the Institute's Inventory and property, due to negligence of his staff.
14. The **CONTRACTOR** must get the service employees **proposed to be deployed medically examined prior to their joining and thereafter once every Six month**. The contractor shall be duty bound to immediately replace any staff who is found to be medically unfit.
15. 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 Canteen Staff engaged by it at Institute's site. **Institute** shall, in no way be responsible for 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.
16. 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.
17. The **CONTRACTOR** shall be responsible to ensure that all the services to be provided under this agreement conform with 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 **CONTRACTOR**'s account. The **CONTRACTOR** agrees to indemnify and secure the **INSTITUTE** from all costs, charges, liabilities and consequences arising from or ensuring under the law.
18. The **CONTRACTOR** shall be responsible for timely reporting of his staff for duty. If any canteen 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**.
19. The Manager of the **CONTRACTOR** will be fully responsible for day to day operations of the catering services at the **INSTITUTE**.

20. The **CONTRACTOR** shall at all times observe and comply with the safety, rules and regulations of the **INSTITUTE** and shall carryout 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 inducing fire safety.
21. The Canteen Staff deployed by the **Contractor** shall not claim nor shall be entitled for pay, perks and other facilities from the Institute. On termination of contract or on its expiry or otherwise, the **Contractor** shall withdraw their Canteen Staff from **Institute's** site. The **Contractor** or its staff shall not be entitled to and shall have no claim for absorption or for 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 Canteen Staff deployed by it at **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 Canteen Staff so employed and engaged at **Institute's** site. The Canteen Staff deployed by the **Contractor** shall not have claim of any Employer and Employee relationship nor have any principal and agent relationship with or against IISER Tirupati.

OBLIGATIONS OF THE INSTITUTE

1. All electrical and water charges for kitchen area, dining hall, stores, shall be paid by the **INSTITUTE**. Only electrical equipment approved by the Institute shall be permitted.
2. Dining place with kitchen area, storage and dining hall etc will be provided by the **INSTITUTE**.
3. An internal communication network between areas within the canteen and the administrative offices will have to be provided by the **INSTITUTE**. Alternatively, all concerned may use mobile phones for necessary official communication.
4. Adequate space for the **CONTRACTOR's** Unit Manager and other administrative staff would be provided by the **INSTITUTE**.
5. Procuring licenses related fire brigade clearances will be the responsibility of the **INSTITUTE**. Procuring & refilling of LPG gas Cylinders will be done by The contractor.
6. The designated Dining Committee of the **INSTITUTE** will have overall supervision of the canteen 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**.
7. The **CONTRACTOR** will ensure that all the kitchen equipment's provided by the **Institute** are maintained in working condition, expenditure towards **major repairs** of equipment will be borne by the **INSTITUTE**.
8. The Service of food shall be on Self-service basis & the diners 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 the period of ONE YEAR i.e. up to _____. The same may be extended for a further period of one year on the basis of satisfactory performance of the Bidder/Tenderer during the entire contract period with mutual consent on the terms and conditions, including the price. 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) day's written notice to the **CONTRACTOR** of stating therein its intention to terminate this agreement with the **CONTRACTOR**.
 - b) Institute will issue 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 a period of 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 requirement.
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 full satisfaction of the **INSTITUTE**. The **CONTRACTOR** will maintain a **suggestion book** for comments on the CANTEEN services and housekeeping services. Moreover, the Manager will meet the **INSTITUTE's** representative regularly on 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. After completion of each semester there will be vacation. The INSTITUTE shall inform the vacation dates 15 days in advance to the CONTRACTOR and details about number of students available on campus during the vacation to estimate food requirement.
9. 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.
10. **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 expenses / reimburse the full cost of the same.**
11. 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**.
12. 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 liberty to make alternative arrangements for provision of services in the **INSTITUTE** at the risk and cost of the **CONTRACTOR**.
13. 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 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**.
14. 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 services.

15. 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.
16. 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 to unwilling to act, to the sole arbitration appointed by Director IISER Tirupati. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.
17. 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.
18. All the terms and conditions mentioned in the tender document and Documents /communication exchanged from the INSTITUTE from time to time in connection to this agreement also will form part of this agreement.
19. The **CONTRACTOR** shall be solely liable for depositing all taxes, levies, cess, etc. on account of services rendered by him to the **INSTITUTE** to concerned tax collection authorities from time to time and within the relevant prescribed date as per extant rules and regulations on the matter.
20. The contractor shall run snacks vending machine at the campus, this machine shall be provided by the INSTITUTE, rates for selling products shall be not above M.R.P. for Branded products and revised (if required) by mutual consent of both the parties.

FEES AND TERMS OF PAYMENT

1. In consideration of providing of CANTEEN services, the **INSTITUTE** gives approval for the rates given at **Annexure IV**.
2. **The bills will be given to the diners on a per meal basis and the amount should be collected by the service provider directly from the diners, IISER Tirupati will not be responsible for the payment. The rates for all the items for which the bills are raised, must be approved prior by the competent authority. The rates so fixed are inclusive of all taxes duties, and levies etc. imposed by the State/Central government and local bodies as on the dates of award of the work. However, if any new tax, duty or levy is imposed or enhanced by the**

government/local bodies subsequent to the award of work, the same shall be discussed with the competent authority for revising the rates.

The caterer shall be accountable for on-the-spot sales of add-ons and its accounting.

3. Payment towards the catering services provided to the **Institute's** staff on their own demand will be made by the staff concerned and **INSTITUTE** shall not be responsible for payment.
4. Bills towards catering services provided against the order received from IISER official for functions at the **INSTITUTE** will be submitted by the **CONTRACTOR** as per mutually agreed rates depending upon menu which is not mentioned in annexure I

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, Venkatagiri Road, Jangalapalli Village, Panguru (G.P), Yerpedu Mandal,
Tirupati District, Andhra Pradesh, India – 517619.

2. CONTRACTOR's representative and address designated for purpose of notices under the contract shall be :-

carrying business of providing CANTEEN services and having its office at
_____ herein referred to as the “CONTRACTOR”

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 WHERE OF the parties have here to executed this agreement the 1st day of August 2024 year first here in above written.

SIGNED AND DELIVERED by the
Within name “INSTITUTE”
Registrar

SIGNED AND DELIVERED by the
Within name “CONTRACTOR”



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI
(An Autonomous Institution of Ministry of Education, Govt. of India)

For Indian Institute of Science
Education & Research (IISER), Tirupati _____
_____ herein referred to as the “CONTRACTOR”

In the presence of :-

Signature : _____
Name : _____
Address : _____, IISER Tirupati

Signature : _____
Name : _____
Address : _____

Signature : _____
Name : _____
Address : _____

ANNEXURE I

MENU

Menu Annex IV A -As per tender

The institute may require catering services on various occasions as and when require, however there is no business guarantee of the same.

Menu Annex IV B – As per tender

ANNEXURE II

Canteen Timings

The following timings will be followed:

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

Note:

- Extension of timing: The successful bidder may be asked to operate dining hall for providing refreshments from 10 pm to 1 am.
- The above schedule is subject to change by the order of Institute Hostel & Dining Committee.

ANNEXURE III

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

S. No.	Items	Brand
1	Wheat Flour Packed	Ashirvad / Pillsbury
2	Baisan	Ashirvad
3	Dalia	Saktibhog/Ashirvad
4	Maida	
5	Suji	
6	Arhar Dal	(Patka, Sadi)
7	Chana Dal	
8	Desi Chana	
9	Green peas	Safal, Reliance
10	Kabuli Chana (Large)	
11	Lobia (Big)	
12	Masoor Lal	
13	Masoor Kali	
14	Moong Chhilka	
15	Moong Dhuli	
16	Moong Sabut	
17	Rajma Gradel	
18	Rice Basmati (MiniDubar Quality)	India gate/Kohinoor/Dawat
19	Rice	Lalitha Brand /Bullet Rice/Kolam Rice
20	Safed Matar	
21	Soyabeen Bari	MDH/Nutrela
22	Urad Chilka	Green/Black
23	Urad Sabut	Bkak Sadi
24	Deshi Ghee	Amul/Britania/gowardhan
25	Musterd Oil (Ag)	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	Hal di 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	Amul,Milky Mist,Mother Dairy only
90	Butter	Amul /mother dairy/Nutela only
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 Brand as per above table, prior approval of Office superintendent to be taken to get equivalent quality material approved by FSSAI Act.
- 2) Use of monosodium glutamate Ajinomoto and artificial colours in preparation of food are strictly prohibited.

ANNEXURE IV
(of the agreement)

ANNEXURE IV

RATES FOR REGULAR DINERS/STUDENTS

Final contracted rate list

CHECKLIST FOR BIDDER

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

Envelope-1(Technical-Bid) (Following documents to be provided as a single PDF file)				
Sl. No.	Documents	Content	File Types	Document Attached
1	Technical Bid	SCAN COPIES OF BOTH THE TENDER FEE OF RS. 1,000/-(ONE THOUSAND) AND EMD OF RS. 1,00,000/- (ONE LAKH). IF AN EXEMPTION IS SOUGHT, THEN AN APPLICATION TO THAT EFFECT MUST BE SUBMITTED.	.PDF	(Yes /No)
2		BIDDER’S STATEMENT (ANNEXURE – II)	.PDF	(Yes /No)
3		ANNEXURE – III- BID SECURING DECLARATION FORM	.PDF	(Yes /No)
4		ANNEXURE – IV - BIDDER INFORMATION FORM	.PDF	(Yes /No)
5		ANNEXURE - V - DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION	.PDF	(Yes /No)
6		ANNEXURE – VI - NO RELATIONSHIP CERTIFICATE	.PDF	(Yes /No)
7		ANNEXURE – VII- UNDERTAKING FOR SUBMISSION OF PERFORMANCE BANK GUARANTEE	.PDF	(Yes /No)
8		ANNEXURE- VIII - ACCEPTANCE OF TENDER TERMS	.PDF	(Yes /No)
9		ANNEXURE- IX - PERFORMANCE CERTIFICATE	.PDF	(Yes /No)
10		ANNEXURE- X – DRAFT AGREEMENT	.PDF	(Yes /No)
11		TENDER TERMS & CONDITIONS ACCEPTANCE SIGNED WITH OFFICIAL SEAL IS ATTACHED	.PDF	(Yes /No)
Envelope-2(Financial-Bid)				
Sl. No.	Documents	Content	File Types	Document Attached
1	Financial Bid	PRICE BID SHOULD BE SUBMITTED IN EXCEL (BOQ) FORMAT	.xls	(Yes /No)

IMPORTANT NOTICE

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

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

Signature of the Tenderer