



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI

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

Website: www.iisertirupati.ac.in

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



आईआईएसईआर तिरुपति मे कैफेटेरिया चलाने के लिए निविदा

TENDER FOR RUNNING A CAFETERIA

AT

IISER TIRUPATI

Tender Reference No: IISERT/ADMIN-DINING SERVICE/04/26

Dated 25/06/2026



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आमंत्रण सूचना

इंडियन इंस्टीट्यूट ऑफ साइंस एजुकेशन एंड रिसर्च (IISER), तिरुपति, भारत सरकार के शिक्षा मंत्रालय द्वारा देश में उच्च-गुणवत्ता वाली विज्ञान शिक्षा और रिसर्च को बढ़ावा देने के लिए स्थापित एक प्रमुख स्वायत्त संस्थान है।

IISER तिरुपति के डायरेक्टर, कैफेटेरिया चलाने के लिए ऑनलाइन बोलियां (bids) आमंत्रित करते हैं।

बोली लगाने वालों से अनुरोध है कि वे 'टू-बिड सिस्टम' (दो-बोली प्रणाली) के तहत दो बोलियां - यानी टेक्निकल बिड और फाइनेंशियल बिड - में विस्तृत टेंडर जमा करें।

NOTICE INVITING TENDER

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

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

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

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

1. TIME SCHEDULE

S r. N o	Particulars	Date	Time
1	Date of Online Publication/Download of tender	25/06/2026	15:00 Hrs.
2	Pre-Bid Meeting via Google Meet	30/06/2026	11:00 Hrs.
3	Bid Submission Start Date	01/07/2026	10:00 Hrs.
4	Bid Submission Close Date	09/07/2026	15:00Hrs
5	Opening of Technical Bids	10/07/2026	15:30 Hrs.

CHAPTER – I

1. THE TENDER DOCUMENT:

1.1 Bidder must read the complete ‘Tender Document’:

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

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

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

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

2. PRE-BID MEETING:

2.1 IISER Tirupati will be conducting a Pre-bid meeting through Google Meet on **30/06/2026** from 11:00 AM (IST). All prospective bidders are requested to kindly send their queries through email at purchase@iisertirupati.ac.in to reach the latest by **29/06/2026, 5 pm**.

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

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

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

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

3. SUBMISSION OF BIDS:

As outlined in Clause 4 of Chapter II.

4. TIME SCHEDULE

Sr. No	Particulars	Date	Time
1	Date of Online Publication/Download of tender	25/06/2026	15:00 Hrs.
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4	Bid Submission Close Date	09/07/2026	15:00Hrs
5	Opening of Technical Bids	10/07/2026	15:30 Hrs.

5. BID OPENING:

5.1. Technical Bids will be opened on 10th July 2026 at 03:30 PM.

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



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CHAPTER II

INSTRUCTIONS FOR ONLINE BID SUBMISSION

This tender document has been published on the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) and the Institute's website at www.iisertirupati.ac.in. The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions provided below are designed to assist bidders in registering on the CPP Portal, preparing their bids in accordance with the requirements, and submitting them online through the CPP Portal.

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

1. REGISTRATION:

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

2. SEARCHING FOR TENDER DOCUMENT:

- 2.1. There are various search options built into the CPP Portal to facilitate bidders in searching active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine several search parameters such as organization

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

- 2.2. Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to inform the bidders through SMS/e-mail in case a corrigendum is issued to the tender document.
- 2.3. The bidder should note the unique Tender ID assigned to each tender, in case they require clarification or assistance from the Helpdesk.

3. PREPARATION OF BIDS:

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

4. SUBMISSION OF BIDS:

- 4.1. Bidder should log into the site well in advance for bid submission so that they upload the bid in time, i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 4.2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 4.3. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, the opening of bids, etc. The bidders should follow this time during bid submission.
- 4.4. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 4.5. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid number and the date & time of submission of the bid with all other relevant details.



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

5. ASSISTANCE TO BIDDERS:

- 5.1.** Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 5.2.** Any queries relating to the process of online bid submission or queries relating to the CPP Portal in general may be directed to the 24/7 CPP Portal Helpdesk. The contact numbers for the helpdesk are **0120-4200462, 0120-4001002, 91-882624.**



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CHAPTER – III

1. GENERAL TERMS & CONDITIONS OF CONTRACT

1. Objectives of the Tender:

- 1.1. The objective of this tender is to solicit proposals from the interested bidders for participation in a bid process for providing Catering & allied services, Cafeteria services for **approximately 1500+ users at the campus. The Institute does not guarantee the minimum number of users and volumes of business at any point in time.** The undergraduate students have their academic break from April 2027 to July 2027 and December 2026 for the year AY 2026-27, subject to any changes in the academic calendar from time to time as per the Institute's academic requirements.
- 1.2. The Institute will not be responsible for any break in the academic schedule due to any unforeseen situations beyond the control of the Institute.
- 1.3. The successful bidder will be responsible for providing Cafeteria Services at IISER Tirupati for a period of one year, which may further extend to two years, on the basis of satisfactory performance of the Bidder/Tenderer during the entire contract period with mutual consent on the terms and conditions, including the price.
- 1.4. The Tender intends to provide details regarding the scope of works/services that are deemed necessary to share with interested bidders.
- 1.5. The Successful bidder on the Award of the contract must commence **Cafeteria operations** at the campus on **20/07/2026**. After the Award of the contract, no further communication for the extension of the date in this regard shall be entertained.

2. Eligibility Criteria:

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

2.1. Core Institutional Experience

The bidder should have successfully provided cafeteria, dining, food court, institutional catering, hostel mess, canteen, or allied food services during the last five (05) years in any one or more of the following establishments:

a) Educational Institutions of National Importance such as IITs, IISERs, NITs, IIMs, AIIMS, Central Universities, or other Government-funded institutions;

OR

b) Reputed Corporate Campuses / IT Parks / Technology Parks / Manufacturing Facilities / Business Parks employing not less than 250 personnel at a single location;

OR



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c) Public Sector Undertakings (PSUs), Research Institutions, Defence Establishments, Large Industrial Townships, SEZs, or Corporate Offices having centralized dining facilities.

OR

Large Commercial Establishments, Shopping Malls, Food Courts, Convention Centres, Airports, Railway Catering Units, or similar establishments having centralized food service facilities

2.2. For the purpose of establishing eligibility, the bidder shall have successfully completed similar cafeteria/catering services in one or more of the above establishments with a minimum average daily meal service of 250 persons (or) having served not less than 250 persons per day at a single location.

2.3. The bidder shall submit copies of Work Orders/Agreements along with satisfactory performance certificates issued by the client organization in support of the above experience. **The bidders must also produce Performance Certification (Annexure XI) to be obtained from the Clients in respect of Ongoing /completed Contracts.**

2.4. The bidder shall necessarily be a valid legal entity, having the following registrations:

- 2.4.1. Income Tax Registration
- 2.4.2. GST Registration
- 2.4.3. FSSAI Registration for providing cafeteria services.
- 2.4.4. PF & ESIC Registration.
- 2.4.5. Labour License.

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

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

3. **Visit to the Campus:** Interested bidders are invited for a site visit with prior appointment during the working hours between 09:30hrs to 17:00hrs from Monday to Friday before submission of the Tender.

4. Tender Procedures:

- 4.1. The Tender must be prepared in accordance with the requirements specified in this Tender and in the format prescribed in this document for each of the above-mentioned qualifying

criteria as proof of having the minimum requirements.

- 4.2. Proposals must be direct, concise, and complete. All information not directly relevant to this Tender should be omitted.
- 4.3. The Tender should contain copies of references and other documents as specified in the Tender.
- 4.4. In case of a person other than the Authorized Signatory signing the Tender, an authorization letter, authorizing the Bidder to sign/ execute the Tender as a binding document and also to execute all relevant agreements forming part of the Tender, shall be included.
- 4.5. Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.
- 4.6. IISER Tirupati will not accept the Tender proposal in any manner other than that specified in this Tender. Proposals submitted in any other manner shall be treated as defective, invalid, and shall be rejected.

5. Earnest Money Deposit Details:

- 5.1. **EMD Amount of Rs. 50,000/- (Fifty thousand only)** in the form of a Demand Draft from a Nationalized/scheduled bank in favour of The Director, IISER Tirupati. Bidders registered with MSME/ NSIC are exempted from payment of EMD and are required to submit the Bid Securing Declaration Form.

Details of the Bank for Payment:

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

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

6. Evaluation Process of The Tender:

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

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

Stage 2- Financial Bids of only those agencies will be opened that qualify in the Technical Bid for **Stage 1**

- 6.1. The Institute reserves the right to independently verify the performance credentials, work orders, and certificates submitted by the bidder from present or past client organisations. Any adverse report, concealment of material facts, submission of false information, or misrepresentation discovered at any stage of the tender process or during the currency of the contract shall render the bidder liable for rejection of the bid, termination of the contract, forfeiture of Performance Security, and debarment from participating in future tenders of the Institute, as deemed appropriate by the Competent Authority. The proposal and all correspondence and documents shall be written in English.
- 6.2. The successful Bidder / Tenderer's Bid Security (BS) / Earnest Money Deposit (EMD) will be discharged upon the Bidder / Tenderer furnishing the performance security.
- 6.3. The Successful bidder/tenderer will have to enter into an Agreement with IISER Tirupati and also furnish a **Performance Bank Guarantee of the amount INR 1,00,000.00 (Rupees one Lakh only)** valid for 14 months from the date of commencement of contract which is to be renewed from time to time as per further renewals/amendment of the contract.
- 6.4. The Bid Security (BS) may be forfeited: In case of a successful Bidder/Tenderer, if the Bidder/Tenderer fails to furnish order acceptance within 1 day of the order and/or fails to furnish Performance Security within 21 days from the date of contract/ order.
- 6.5. For any query/clarification, please contact the Office Superintendent (Dining), IISER Tirupati, during working hrs on phone no 0877-2500-224 /0877 2500 -233/235 or at all times on purchase@iisertirupati.ac.in
- 6.6. FINAL Selection of service provider:
- 6.7. The selection of the service provider is based on the opening of the financial bid after stage 2 of the evaluation criteria. The bidders will have to discount the menu given in Annexure I. This discount applies to each dish. The Bidder who gives the highest discount will be considered as H1. The contractor must sell food items at the quoted discounted rates on the menu price indicated in Annexure I.

7. License Fee:

- (i) **The bidders will have to pay fixed monthly license fees of ₹9524 /- to IISER, Tirupati.**
- (ii) GST on license fees @ 18% or as per the prevailing Government rates shall be payable.

8. Time of Mobilization:

The work covered by this contract shall have to commence **on 20/07/2026** after the receipt of communication in the form of a letter/email/fax message and signing of the Agreement.

9. Interpretation of Contract Documents:

9.1. Several documents forming the contract are to be taken as mutually explanatory. Should there be any discrepancy, inconsistency, error, or omission in the contract, the matter may be referred to the Registrar, IISER Tirupati, who shall give his decision and issue to the Bidder/Tenderer directing how the work is to be carried out. The decision of the Competent Authority shall be final and conclusive, and the Bidder/Tenderer shall carry out work by this decision.

10. Sub-Letting of Works:

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

11. Force Majeure:

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

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

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

12. 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.

13. Completion of Contract:

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



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14. Schedule of Rates and Payments:

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

15. Accident or Injury to Workman:

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

16. 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.

17. Accounting and Payment:

- 17.1.** IISER Tirupati will not be responsible for the payment. The bidder must sell food items at per discounted rates approved by the competent authority.
- 17.2.** 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.
- 17.3.** The service provider shall be accountable for on-the-spot sales of add-ons and its accounting.

18. General Rules:

- 18.1.** All the workers engaged for the work shall wear a clean, tidy, washed uniform to be approved by the Institute while on duty.
- 18.2.** The premises will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the Competent Authority.
- 18.3.** The Licensee will not be permitted to franchise the Institute's dining services for any other commercial activity outside the scope of the contract.
- 18.4.** **No person with any offensive police record shall be employed to work in the Institute Cafeteria. The service provider shall provide an undertaking for the same to the Institute.**
- 18.5.** Safety measures are to be provided by the Service provider/ themselves.
- 18.6.** The Service provider will ensure and comply with the provisions of various municipal and other local Rules/ Regulations/ Laws of the Government
- 18.7.** The Institute shall not be a party in case any dispute takes place between the Service provider

and his employees.

- 18.8.** All staff deployed shall be sensitised towards proper attitude and behaviour with women staff + students. They will have to mandatorily undergo a gender sensitisation workshop conducted by the Institute or any other agency.

19. 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.

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 ordering 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 parties 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. Important Notes:

- 22.1.** The Institute reserves the right to:
- 22.1.1.** Amend the scope and value of the contract.
- 22.1.2.** Amend the rate of the contract.



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

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- 22.2. For any of the above actions, the Institute shall neither be liable for any damages nor be under any obligation to inform the applicants, the grounds for the same.
- 22.3. The Director, IISER Tirupati does not bind itself to accept the lowest or any other tender and reserves to itself the authority to reject any or all the tenders received without the assignment of any reason.
- 22.4. Efforts on the part of the agencies or their agents to exercise influence or to pressurize the Institute for this contract shall result in rejection of the application. Canvassing of any kind is prohibited.

2. SCOPE OF WORK

The service provider is expected to provide the following services:

- 1.1. Cooking and serving of Refreshment / Snacks & Beverages in clean & hygienic conditions.
- 1.2. All the products, packet snacks, and beverages should be branded and **shall not be sold above MRP**. The caterer shall not bring food items prepared from outside / bakery products without taking prior approval from the Office Superintendent (Dining) related to the quality of food items.
- 1.3. The successful bidder must ensure that a minimum of **30 % of dishes** in each category will be available per day on a rotational basis in coordination with the Hostel and Dining Committee. The menu of the day shall be displayed on board.
Note: For Menu Details, refer to **Annexure I** in the Tender Document
- 1.4. Cleaning of utensils and serving items to be done by the vendor.
- 1.5. Deployment and supervision of required manpower for the abovementioned tasks.
- 1.6. Vendor shall arrange their staff's accommodation.
- 1.7. Refilling of branded liquid soap for handwash is to be done by the service provider.
- 1.8. Housekeeping & Cleaning of the cooking area (inside the Cafeteria) and auxiliary area attached to the Cafeteria will be in the scope of the vendor. The food pick-up at the kiosk is self-service, and users should clear their disposable waste after food consumption in the respective bins. However, the Service provider is to ensure that the same is followed meticulously, and dining tables are to be cleaned after every use. The approximate area of the cafeteria is as follows:
- 1.9. Cafeteria adjacent to UG Block, admeasuring approximately 32 sq. meters.
- 1.10. Deployment and supervision of adequate required manpower for the above-mentioned tasks.
- 1.11. Periodic pest control services shall be provided by the Institute for the kitchen and dining areas.
- 1.12. The caterer shall fill clean water jugs with drinking water and arrange clean water glasses during dining services at the common point near the water dispenser for diners.
- 1.13. **Single-use plastic, including plastic straws, plates, thermocol plates, etc., is prohibited on campus.**
- 1.14. The premises, comprising cooking and dining facilities, basic furniture (table + chairs), and water, shall be provided by the Institute free of cost. Electricity at actuals to be paid by the service provider. However, every effort must be exercised by the Service Provider to minimize electricity and water usage and desist from unnecessary usage, electrical equipment such as Combi Oven, which requires high consumption of electricity, and Voltage above 415 volts to be used only with prior approval of the Competent Authority.
- 1.15. The contractor has to pay the monthly rent (payable in advance) before the 7th of every month. In the event of failing to do so, the contractor will not be allowed to open the Cafeteria till the time the rent is paid (any deviation in this is to be duly approved by the competent authority of the Institute in advance). b) Electricity charges have to be paid monthly based on actual meter reading, as per the prevailing rate of APSPDCL, including surcharge plus

applicable taxes. If the utility charges (Electricity) are not paid by the contractor within 15 days of the intimation to pay the Utility charges, the cafeteria will not be allowed to open till the time the utility charges are paid. **The vendor has to install an electric meter at his own cost.**

- 1.16. The inventory of articles shall be handed over to the Bidder/Tenderer in good and working condition at the commencement of the contract. **The Bidder/Tenderer shall be the custodian of this Institute's property and dining inventory during the period of the contract and shall make good any loss to the inventory by way of misuse or loss at his own cost.**
- 1.17. Similarly, the inventory in good condition shall be handed over by the Bidder/Tenderer to the Office Superintendent (Dining) on the expiry of the contract period. The security deposit shall be refunded only after a "no dues certificate" is granted by the Administration.
- 1.18. The food must be cooked, stored, and served under clean & hygienic conditions. **The Bidder/Tenderer must ensure that only freshly cooked food is served and that stale food is not recycled in any form.** Stale food shall be removed from the cafeteria premises immediately.
- 1.19. The preparation of food shall be as per the brands/ingredients mentioned in **Annexure II.**
- 1.20. The food should not be too spicy or too oily, and must be of good taste and palatable. The food preparation shall be wholesome and shall generally cater to the taste of the users.
- 1.21. The food shall be cooked in a clean, hygienic place and served in clean utensils, and no laxity will be permitted in this regard. The utensils must be maintained sparkling clean at all times. **The utensils, cutlery & crockery must be cleaned only by using the branded liquid soap specified in Annexure-II.**
- 1.22. The Service provider shall pay special attention to maintaining the cafeteria in a neat and tidy condition at all times. For this purpose, the cafeteria shall be cleaned thoroughly every day by the **Housekeeping staff of the Service Provider.**
- 1.23. The waste material and unused/leftover food from the cafeteria will be removed from the cafeteria premises every day. **The Bidder/Tenderer ensures that all the waste material and unused/leftover food will be disposed of** in a clean and economically sustainable manner.
- 1.24. The bidder/tenderer may have to operate/run a kiosk near the academic block beside the library if required.
- 1.25. The Bidder/Tenderer shall not be allowed to use the cafeteria premises for anything other than dining services beyond the scope of the contract.
- 1.26. Issues, not specifically clarified in the contract, shall be settled with mutual consent between the bidder and the Institute committee. **All material and services shall satisfy the high standards befitting the reputation of the Institute.**
- 1.27. The Bidder/Tenderer, on or after the award of the work, shall name and depute an experienced manager with sufficient experience in carrying out work of a similar nature, to whom the establishment shall be handed over and the instructions for work shall be given. The Bidder/Tenderer shall also provide to the satisfaction of the Institute sufficient staff to supervise the execution of the work, including those with previous experience to supervise the type of work comprised in the contract in such manner as shall ensure work of a high standard commensurate with the reputation of the Institute. The Bidder/Tenderer shall appoint skilled cooks to ensure that the food preparations are of good taste and to the satisfaction of the users.
- 1.28. The bidders/Tenderer for the operation of the facility shall fulfil the following responsibilities regarding cleanliness and sanitation:
- 1.29. Hygiene and sanitation standards should be strictly compliant with FSSAI regulations and/or

prevalent norms. Compliance with the hygiene standards will be checked periodically. Noncompliance with hygiene standards will be sufficient reason to terminate the contract. The bidder shall ensure that all cafeteria employees, during their working hours, wear neat & tidy washed uniforms, head covering caps, face masks, and use gloves while serving food and, wherever applicable, maintain the personal hygiene of employees. Food handlers shall be free from Contagious diseases or any kind of skin disorders. The Bidder/Tenderer shall have to submit a medical fitness certificate periodically (every six months), certified by the Medical Officer of the Institute as proof of workers being healthy and fit to work in the mess. The staff must strictly observe all the safety and hygiene issued by the Food Safety and Standards Authority of India (FSSAI) from time to time.

- 1.30. 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
- 1.31. 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.
- 1.32. 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.
- 1.33. Any person so removed from work shall be replaced at the expense of the Bidder/Tenderer by a competent substitute in a reasonable time. 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 any way 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.
- 1.34. **No accommodation shall be provided to the vendor's staff. The vendor shall make independent arrangements for accommodation outside the campus.**
- 1.35. **The vendor shall conduct weekly testing of two raw material samples and two cooked food samples, randomly identified by members of the Hostel and Dining Committee, through an NABL-accredited laboratory and submit the test reports to the Institute every month.**
- 1.36. **The vendor shall undertake pest control activities at his own cost every week.**
- 1.37. **In the event of drainage choke-up attributable to canteen operations, the cleaning expenses shall be borne by the vendor.**
- 1.38. **The Vendor shall get the kitchen exhaust fans /vents cleaning once a week.**
- 1.39. **All food waste is disposed of in sealed bins and cleared promptly on the same day.** Leaving food debris exposed creates a breeding ground for pests, posing an unacceptable health risk to our students.
- 1.40. The Bidder/Tenderer shall deploy an adequate number of manpower, i.e, kitchen staff, housekeeping staff, and F&B services staff at the site. Minimum staff to be deployed at IISER Tirupati is as follows:

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

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

3. PENALTIES

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

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

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



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

Note:

Issues, not specifically clarified in the contract, shall be settled with mutual consent between the bidder and the Institute committee, without vetting the basic premises of the contract.



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CHAPTER – IV: BID INFORMATION

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

PART-ONE (TECHNICAL BID)

- (i) A list of all submitted documents should be provided.
- (ii) EMD Amount of ₹ 50000/- (fifty thousand) /
- (iii) **Annexures I TO XII.**
- (iv) Tender Documents duly signed and stamped on every page by the Authorised person of the Firm.

PART-TWO (FINANCIAL BID)

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

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

Menu Detail:

Menu for Canteen			
Hot Beverages			
Sr No	Item	Qty	Rate in Figures (Rs)
1	Tea	100 ml	10
2	Sonti tea	150 ml	15
3	Spl Tea Elaichi / Adrak /Masala	150 ml	15
4	Filter Coffee	150 ml	15
5	Milk	150 ml	15
6	Bournvita	150 ml	15
7	Honey Green Tea	150 ml	15
8	Honey Lemon Tea	150 ml	15
9	Detox Black tea	150 ml	20
10	Hot Chocolate	200 ml	25
Cold Beverages			
Sr No	Item	Qty	Rate in Figures
1	Lemon Juice	300 ml	15
2	Watermelon Juice	300 ml	25
3	Pineapple Juice	300 ml	25
4	Mosambi Juice	300 ml	25
5	Mix Fruit Juice	300 ml	25
6	Orange Juice	300 ml	25
7	Apple Juice	300 ml	25
8	Any Vegetable Juice (seasonal vegetables)	300 ml	25
91	Butter Milk,Lassi Of Branded Products		AS PER MRP
Milk Shakes			
Sr No	Item	Qty	Rate in Figures
1	Chocolate	200 ml	35
2	Banana Shake	200 ml	35
3	Chiku / Sapota Shake	200 ml	35
4	Mango Milk Shake	200 ml	35
5	Strawberry Shake	200 ml	35
6	Mango Milk Shake	200 ml	35
7	Cold Coffee	200 ml	35

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

26	Banana cake/vanilla cake -50 grm	1 piece	15
Assorted Sandwiches / Wraps			
1	Bread Butter	1 Plate-2 Triangles	20
2	Grilled Veg Sandwich	1 Plate-2 Triangles	30
3	Grilled Veg Cheese Sandwich	1 Plate-2 Triangles	40
4	Chocalate Toast	1 Plate-2 Triangles	50
5	Corn Cheese Toast / Cheese chilli Garlic Toast	1 Plate-2 Triangles	55
6	Paneer Makhani toast / Tandoori Panner toast / Barbeque Paneer toast	1 Plate-2 Triangles	65
7	Chicken Makhani Toast / Tandoori Chicken Toast/ Barbeque Chicken Toast	1 Plate-2 Triangles	95
8	Veg Wrap /roll	1 Portion-120 gms	35
9	Paneer roll	1 Portion-120 gms	50
10	Egg roll Wrap /roll	1 Portion-120 gms	50
11	Chicken Wrap /roll	1 Portion-120 gms	50
12	Arabian Shavarma Veg	1 Portion-120 gms	45
13	Arabian Shavarma Chicken	1 Portion-120 gms	75
Assorted Snacks & Chaat (to be served on a daily basis)			
1	Onion Samosa	1 Piece	10
2	Samosa Fried / baked	1 Piece-50 to55 gms	15
3	Corn samosa	1 Piece	15
4	Spinach, Cheese, and Corn Samosa	1 Piece	25
5	Kachori / Veg Cutlet	1 Piece-50 to 55 gms	15
6	Chicken Cutlet / Chicken Samosa	1 Piece	25
7	Pani Puri	6 Pieces	20
8	Dahi Puri	6 Pieces	25
9	Rajbhog Kachori Chaat	1 PORTION	40
10	Rajbho Dahi Bhalla Chaat	1 PORTION	40

11	Bhel (Dry)	1 Plate-100 gms	20
12	Bhel (With Imli Chutney) / Bombay Bhel	1 Plate-120 gms	25
13	Ragda Chaat / Cutlet (Aloo Tikki)	1 Plate-100 gms	35
14	Pav Bhaji Bhaji With Two Pav (Extra pav)	1 Plate -Bhaji -60gms	55(10)
15	Amul Pav Bhaji	1 Plate- Bhaji -60gms with butter	65
16	Cheese Pav Bhaji	1 Plate Bhaji -60gms with butter	65
17	Aloo Paratha	1 No-100gms	25
18	Veg Momos (Steamed / Fried) 5 Piece	5 Piece	45
19	Veg Chilli momos	5 Piece	60
20	Tandoori Veg momos	5 Piece	70
21	Chicken Momos (Steamed /Fried)	5 Piece	60
22	Chicken Chilli Momos	5 Piece	60
23	Tandoori Chicken Momos	5 Piece	60
24	Egg Chilli		55
25	Paracel charge /packing charge	Extra	Extra as applicable
Assorted Salads			
26	Sprits Moong Chaat	1 Portion-120 gms	25
27	Corn Chaat / Chana Chaat	1 Portion-120 gms	25
28	Sprouts Salad	1 Portion-120 gms	25
29	RUSSIAN SALAD /ASSORTED SALAD GREEN LEAFY / MILLET SALAD	1 Portion-120 gms	50
30	ASSORTED CHICKEN SALAD	1 Portion-120 gms	60
31	Egg salad BOILED EGG SALAD	1 Portion-120 gms	25
32	Veg Maggi	1 Portion- 100 gms	20
33	Single Egg Maggi	1 Portion-120gms	30
34	Maggi Cup		ON MRP

PIZZA (HARD CRUST), PASTA & FRIES			
S. No	Item	Qty	Rate In Figures (Ra)
1	PENNE ARRABBIATA	1 PORTION-120 GMS	60
2	PENNE ALFREDO	1 PORTION-120 gms	60
3	VEG PIZZA	7 INCHES	85
4	CORN PIZZA	7 INCHES	85
5	PANEER PIZZA	7 INCHES	85
6	PZZA BOX FOR PARCEL		EXTRA AS APPLICABLE
7	CHICKEN PIZZA`	7 INCHES	110
8	Classic French fries	1 PORTION	40
9	PERI PERI FRENCH FRIES	1 PORTION	55
10	Classic Waffle Honey butter /Maple butter -Waff-wich	1 PORTION	80
11	Classic Waffle Chocolate -Waff-wich	1 PORTION	100
12	Classic Waffle Chocolate overload	1 PORTION	100
	- Note -Packing charges / parcel charges extra at actuals - Packet snacks/Cold drinks - MRP at actuals - The above rates are inclusive of all applicable taxes, such as GST. - If the vendor desires to sell any items other than the above-mentioned items, the vendor should obtain prior approval from the Institute.		

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

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

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

83.	Sambhar Masala	MDH/Catch/Kitchen King/Everest/MTR
84.	Shahi Paneer Masala	MDH/Catch/Kitchen King/Everest/MTR
85.	Sabji Masala	MDH/Catch/Kitchen King/Everest/MTR
86.	Dishwashing Liquid	FSSAI approved with MSDS / Diversity /FSSAI approved Organic dish washliquid
87.	Rin Soap	FSSAI approved with MSDS / Diversity / Organic dish wash liquid-
88.	Paneer	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.

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Andhra Pradesh – 517619

Website: www.iisertirupati.ac.in

ANNEXURE –III

BIDDER'S STATEMENT

(ON THE COMPANY LETTER HEAD OF THE BIDDER)

NOTE:

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

S.N o.	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	

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	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. (Mention the FSSAI registration Number and enclose a copy of the same) PF & ESIC Registration (Mention PF & ESIC Numbers and enclose copies of the same) Labour License (Mention Labour License Numbers and enclose copies of the same)	
7	BANK DETAILS Name of Beneficiary: A/c. No. CC/CD/SB/OD: Name of Bank : IFSC NO. (Bank) Branch Address and Branch Code	
8	The bidder should have successfully provided cafeteria, dining, food court, institutional catering, hostel mess, canteen, or allied food services during the last five (05) years in any one or more of the following establishments: a) Educational Institutions of National Importance such as IITs, IISERs, NITs, IIMs, AIIMS, Central Universities, or other Government-funded institutions; OR b) Reputed Corporate Campuses / IT Parks / Technology Parks / Manufacturing Facilities / Business Parks employing not less than 250 personnel at a single location; OR c) Public Sector Undertakings (PSUs), Research Institutions, Defence Establishments, Large Industrial Townships, SEZs, or Corporate Offices having centralised dining facilities. OR Large Commercial Establishments, Shopping Malls, Food Courts, Convention Centres, Airports, Railway Catering Units, or similar establishments having centralised food service facilities 1.1. For the purpose of establishing eligibility, the bidder shall have successfully completed similar cafeteria/catering services in one or more of the above establishments with a minimum average daily meal service of 250 persons (or) having served not less than 250 persons per day at a single location.	

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	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)					
9	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				
	b)	Declaration on letterhead of the firm/company as per Annexures I to XI Copy of the tender document to be attached with the signature and stamp of the authorized person				

NOTE: A Copy of the tender document to be attached with the signature and stamp of the authorized person



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ANNEXURE: IV

Bid Securing Declaration Form

Date:

Tender No.

To (insert complete name and address of the purchaser)

I/We. The undersigned declare that:

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

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

a) have withdrawn/modified/amended, impairs or derogates from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

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

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

Name: (insert complete name of person signing the Bid Securing Declaration) Duly authorized to sign the bid on behalf of (insert complete name of Bidder)

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

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



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ANNEXURE-V

DECLARATION REGARDING CLEAN TRACK RECORD / NO LEGAL ACTION

(To be submitted on the Letterhead of the Service Provider / Service Provider)

I, _____, authorized signatory of M/s _____ (Name of the Service Provider / Firm), having its registered office at _____, hereby solemnly declare that:

1. M/s _____ is **not blacklisted or debarred** by any **Central Government / State Government / Public Sector Undertaking (PSU) / Autonomous Body / Statutory Authority / Institute**, including educational and research institutions, in India.
2. No **criminal case, vigilance case, or legal proceeding** is registered or pending against the firm or its **proprietor / partners / directors**, either in India or abroad, in connection with its business operations, including telecom services or telecom infrastructure activities.
3. No such case is registered or pending against any **branch / office / associate entity** of the firm.
4. I/We further declare that the firm has a **clean track record** with respect to **Providing Cafeteria services at IISER Tirupati**.
5. I/We certify that the information furnished above is **true, correct, and complete** to the best of my/our knowledge and belief. In the event that any information provided herein is found to be **false, misleading, or incorrect** at any stage, **IISER Tirupati** shall be at liberty to **reject the bid, terminate the contract, forfeit the EMD / Performance Security**, and/or **blacklist the firm**, without prejudice to any other rights available under law.

This declaration shall form an **integral part of the Tender / Contract Agreement** for **Providing Catering and Allied Services for Dining Hall – North Indian at IISER Tirupati**.

Date: _____

Place: _____

Signature of Authorized Signatory: _____

Name: _____

Designation: _____

Company Name & Seal: _____ Contact No.: _____



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ANNEXURE-VI

NO RELATIONSHIP CERTIFICATE

(To be submitted on Official Letterhead, duly signed and stamped)

This is to certify that M/s _____ (Name of the Service Provider / Service Provider), participating in the tender for “ Providing Catering and Allied Services for Dining Hall – North Indian at IISER Tirupati”, against Tender No. _____ dated _____, issued by the Indian Institute of Science Education and Research Tirupati (IISER Tirupati), hereby declare that:

1. There exists no relationship, whether direct or indirect, between any of our employees / partners / directors / associates and any employee of IISER Tirupati.
2. We further confirm that none of our employees, partners, directors, or associates are related to any employee of IISER Tirupati in any capacity that may give rise to a conflict of interest, as defined in the Tender Document.
3. We understand and acknowledge that if any such relationship is discovered at any stage during the tender process or during execution of the Contract / Lease Agreement, the Institute shall have the right to take appropriate action, including but not limited to rejection of the bid, termination of the contract, and initiation of further action as deemed fit.
4. We further undertake that, in such an event, IISER Tirupati shall be entitled to blacklist the firm, and forfeit the Earnest Money Deposit (EMD) and/or Performance Bank Guarantee (PBG) submitted by us, without any claim or recourse on our part.
5. This declaration is made voluntarily, in good faith, and with full knowledge of the consequences of furnishing false or misleading 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 (PBG)

(To be submitted on the Letterhead of the Service Provider)

Tender No.: _____

Date: _____

To

The Director

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

Tirupati – Andhra Pradesh.

Subject: Undertaking for Submission of Performance Bank Guarantee (PBG) – **Providing Catering and Allied Services for Cafeteria at IISER Tirupati**

Sir/Madam,

We, M/s _____, having our registered office at _____, hereby undertake that, **upon award of the contract** to us by **IISER Tirupati** against **Tender No. _____ dated _____** for **Providing Catering and Allied Services for Cafeteria at IISER Tirupati**, we shall submit a **Performance Bank Guarantee (PBG)**.

The **Performance Bank Guarantee of Rs 1,00,000/- (One Lakh)** shall be furnished **strictly in accordance with the terms and conditions prescribed in the Tender Document / Work Order**.

The PBG shall be issued by a Scheduled Commercial Bank in favour of Indian Institute of Science Education and Research (IISER) Tirupati and shall remain valid for the entire contract/lease period plus an additional sixty (60) days, including any extensions, as stipulated in the Tender / Contract conditions.

We further undertake that the Performance Bank Guarantee shall be submitted within the stipulated time frame as mentioned in the Letter of Award / Work Order, failing which IISER Tirupati shall be at liberty to take appropriate action, including cancellation of the award and forfeiture of Earnest Money Deposit (EMD), without prejudice to any other rights available under the Contract.



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This undertaking is furnished as part of our bid submission and shall form an integral and binding part of the Tender / Contract Agreement.

Thanking you.

Yours faithfully,

For M/s _____

Authorized Signatory

Signature: _____

Name: _____

Designation: _____

Company Seal

Contact Details:

Mobile No.: _____

Email ID: _____



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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/ Organization have also been taken into consideration while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of the above-mentioned tender document(s) / corrigendum(s) in their totality/entirety.
5. I / We certify that all information furnished by our Firm is true & correct and 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)



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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 mis judgements 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/completed 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.

S l. N o.		1	2	3	4	5	Remarks / Justificati on
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.



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ANNEXURE –XI

Authorization for Attending Pre-bid Conference

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

Service Provider's Name _____ Date.....

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

Ref: CPP Portal Bid No.: dated

Tender Title: Canteen at _____

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]

CHECKLIST FOR BIDDER

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

<u>Envelope-1(Technical-Bid)</u> (Following documents to be provided as a single PDF file)				
S l. N o .	Documen ts	Content	File Types	Docume nt Attached
1	Technica l Bid	SCAN COPIES OF THE EMD OF RS. 50,000/- (FIFTY THOUSAND & 1,00,000.00 (ONE LAKH) PBG IF AN EXEMPTION IS SOUGHT RELEVANT SUPPORTING DOCUMENT, THEN AN APPLICATION TO THAT EFFECT MUST BE SUBMITTED.	.PDF	(Yes /No)
2		Quality of ingredients and other items to be used in Food Preparation (ANNEXURE – I)	.PDF	(Yes /No)
4		BIDDER'S STATEMENT (ANNEXURE – III)	.PDF	(Yes /No)
5		BID SECURING DECLARATION FORM (ANNEXURE – IV)	.PDF	(Yes /No)
6		DECLARATION REGARDING CLEAN TRACK RECORD / NO LEGAL ACTION (ANNEXURE – V)	.PDF	(Yes /No)
7		NO RELATIONSHIP CERTIFICATE (ANNEXURE – VI)	.PDF	(Yes /No)
8		UNDERTAKING FOR SUBMISSION OF PERFORMANCE BANK GUARANTEE (ANNEXURE – VII)	.PDF	(Yes /No)
9		ACCEPTANCE OF TENDER TERMS (ANNEXURE – VIII)	.PDF	(Yes /No)
10		DECLARATION OF SITE VISIT – DINING HALL (ANNEXURE – IX)	.PDF	(Yes /No)
11		PERFORMANCE CERTIFICATE (ANNEXURE – X)	.PDF	(Yes /No)
12		Authorization for Attending Pre-bid Conference (ANNEXURE – XI)	.PDF	(Yes /No)
13		TENDER TERMS & CONDITIONS ACCEPTANCE SIGNED WITH OFFICIAL SEAL IS ATTACHED	.PDF	(Yes /No)

S l. N o .	Documen ts	Content	File Types	Docume nt Attached
1	Financia l Bid	PRICE BID SHOULD BE SUBMITTED IN EXCEL (BOQ) FORMAT	.xls	(Yes /No)



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IMPORTANT NOTICE

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

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

Signature of the Tenderer