



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)

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

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



**कैंटीन के लिए खानपान और संबद्ध सेवाएं, सीमित शाकाहारी भोजन
थाली - बी ब्लॉक**

**CATERING AND ALLIED SERVICES FOR CANTEEN
SERVING LIMITED VEG MEALS THALI – B BLOCK**

AT

IISER TIRUPATI

निविदा संदर्भ सं/Tender Reference No: IISERT/ADMIN-DINING SERVICE/02/26

दिनांक / Dated 20/06/2026

INDEX

NOTICE INVITING TENDER	3
CHAPTER- I.....	3
1. THE TENDER DOCUMENT	3
2. PRE-BID CONFERENCE	4
3. SUBMISSION OF BIDS.....	4
4. TIME SCHEDULE	4
5. BID OPENING	5
CHAPTER II: INSTRUCTIONS FOR ONLINE BIDDERS.....	5
1. REGISTRATION	5
2. SEARCHING FOR TENDER DOCUMENT	6
3. PREPARATION OF BIDS	6
4. SUBMISSION OF BIDS.....	6
5. ASSISTANCE TO BIDDERS	7
CHAPTER III.....	8
1. GENERAL TERMS AND CONDITIONS OF CONTRACT.....	8
2. SCOPE OF WORK	18
3. PENALTIES	22
CHAPTER IV: MENU DETAILS	26
CHAPTER V: BID INFORMATION.....	36
ANNEXURE- I.....	37
ANNEXURE- II.....	40
ANNEXURE- III.....	43
ANNEXURE- IV	46
ANNEXURE- V.....	47
ANNEXURE- VI	48
ANNEXURE- VII.....	49
ANNEXURE- VIII.....	51
ANNEXURE- IX	52
ANNEXURE- X.....	53
ANNEXURE- XI	55
CHECKLIST FOR BIDDERS	56
IMPORTANT NOTICE.....	58

NOTICE INVITING TENDER:

The Indian Institute of Science Education and Research Tirupati invites online, digital-signature-authenticated electronic bids under a **Two-Bid System** from highly experienced, financially sound, and legally compliant hospitality, catering, and corporate facility management entities to provide comprehensive, commercial-grade Dining Hall Services (Limited Veg Thali meals at B block) on a pay-and-eat basis. The services will be hosted at the Permanent Campus of IISER Tirupati, Yerpedu Mandal.

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:

Deputy Registrar (Purchase & Stores)

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

2500205/232 /233 /235

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 <https://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.

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

- i. **CRITICAL LEGAL NOTICE:** This Tender Document constitutes a binding invitation to offer governed by the Public Procurement (Preference to Make in India) Order, the General Financial Rules (GFR 2017), and the statutory mandates of the Food Safety and Standards Authority of India (FSSAI).
- ii. Any submission made by a prospective Bidder shall be deemed an unconditional acceptance of the indemnity obligations, contractual liabilities and liquidated damages provisions contained herein. Conditional bids, or bids introducing alternative terms, shall be summarily rejected as non-responsive.

2. PRE-BID CONFERENCE:

IISER Tirupati will be conducting a Pre-bid meeting online through G-Meet/Zoom/WebEx/any other virtual meeting tool on 25/06/2026 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 24/06/2026.

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.

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	20/06/2026	18:00 Hrs.
2	Pre-Bid Meeting via Google Meet	25/06/2026	11:00 Hrs.
3	Bid Submission Start Date	26/06/2026	09:00 Hrs.
4	Bid Submission Close Date	04/07/2026	15:00Hrs
5	Opening of Technical Bids	06/07/2026	10:00 Hrs.
6	Tentative dates for presentation (Online/In person) & Trade test in person	10/07/2026	11:00 Hrs to 17.00 Hrs

5. BID OPENING:

5.1 Technical Bids will be opened on **6th July 2026 at 10:00 AM.**

5.2 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 EMD 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, Tender Fee 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: <https://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' dash board 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 & 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**.
- 5.3. Bidders must submit their proposals electronically through the Central Public Procurement Portal (CPPP) using valid Class III Digital Signature Certificates (DSC). Manual, physical, telephonic, or emailed bid submissions are legally void and will be summarily rejected.
- 5.4. Document Preparation & Technical Formatting
Bidders must review all corrigenda, amendments, and pre-bid clarifications published on the CPPP and Institute websites before compiling their submissions.
- 5.5. Technical bids must be consolidated into clear, text-searchable, high-resolution PDF files (scanned at 100 dpi with black and white settings). This ensures all supporting legal, financial, and regulatory credentials remain fully legible.
- 5.6. 2. Digital Submission Protocol
The Institute operates its procurement deadlines strictly on server-synchronized timing, as logged on the CPPP dashboard.
- 5.7. Bidders are solely responsible for completing their digital uploads before the submission window closes. The Institute accepts no liability for network latency, local internet drops, or encryption failures encountered by the Bidder.

CHAPTER - III

1. GENERAL TERMS & CONDITIONS OF CONTRACT

1. Objectives of this 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 a pay-and-eat basis** for almost **1500+ diners (actual number of diners may increase or decrease)** at B block canteen, 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 menu given in 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 2026 for the year 2026 & April 2027 to July 2027, 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 – B block canteen, 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 the contract must commence **dining operations on 20/07/2026**; 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:

Core Institutional Experience

The bidder should have successfully provided integrated dining, cafeteria, food court, hostel mess, or institutional catering services during the last five years in any 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 1,000 personnel at a single location;

OR

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

"Bidders having experience in providing dining and cafeteria services in Institutions of National Importance, Central Universities, Research Institutions, Corporate Campuses, IT Parks, Technology Parks, or establishments with a minimum daily meal count of 1,000 persons shall be awarded additional marks in technical evaluation."

2.1. Documented Performance Proof

Bidders must submit complete, unedited copies of original / completed Work Orders and matching Satisfactory Performance Certificates (Annexure X). These must be signed and stamped by the authorized administrative head of the client organization.

2.2. Mandatory Statutory Registrations

- i) The Bidder must possess valid, unexpired statutory credentials on the date of bid submission. Copies of these credentials must be uploaded within the Technical Bid PDF;
- ii) Income Tax Registration: Permanent Account Number (PAN) along with Audited Financial Statements and ITR filings for the preceding three fiscal years.
- iii) Goods and Services Tax (GST): Valid GSTIN Registration Certificate.
- iv) FSSAI License: Valid, active commercial food services category license issued by the Food Safety and Standards Authority of India, explicitly covering large-scale commercial catering or institutional mess operations.
- v) Labour Welfare Registrations: Active and compliant registration certificates under the Employees' Provident Funds and Miscellaneous Provisions Act (EPF) and the Employees' State Insurance Act (ESI).
- vi) Statutory Operating Licenses: Valid, updated Labour License issued by the competent Licensing Officer under the Contract Labour (Regulation & Abolition) Act.

2.3. Site Visit: All interested bidders are encouraged to conduct a site visit and assess and acquaint themselves 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 parties

2.4. 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, B block, 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 No
2	FoSTaC Certified Food Quality Supervisor	1 No
3	Chef / Master	3 Nos
4	Assistant Chef	3 Nos
5	Commis /helper in the kitchen	14 Nos
6	F&B Service waiter	8 Nos
7	Housekeeping staff	10 Nos
	Total	40 Nos

1. FoSTaC Certified Food Quality Supervisor as required under FSSAI norms will be deployed at the site, who will be selected by the vendor and the Institute, and remuneration will be paid by the vendor.

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.

3. 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.

4. 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 inspect 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.

5. TENDER EMD (EARNEST MONEY DEPOSIT DETAILS)

5.1 An Earnest Money Deposit (EMD) of ₹5,00,000/- (Rupees Five Lakh only) shall be paid through the Central Public Procurement Portal (CPPP) using the available online payment modes, including Net Banking, RTGS, or NEFT, within the stipulated date and time. If the EMD is paid via RTGS / NEFT, proof of successful payment along with supporting documents must be uploaded on the CPP Portal at the time of bid submission, as failure to do so will result in the rejection of the bid. Where EMD submission in the form of a Bank Guarantee (BG) or Demand Draft (DD) is permitted, it must be issued by a Nationalised / Scheduled Bank in favour of The Director, IISER Tirupati, and the original hard copy must be submitted to IISER Tirupati before the bid submission deadline. Service Providers registered as Micro & Small Enterprises (MSEs) with NSIC / MSE, and engaged in Catering and Allied Services relevant to this tender, shall be eligible for exemption from EMD payment, subject to uploading a valid MSE registration certificate uploaded on the CPP Portal at the time of bid submission. Summary Rejection: Bids not accompanied by the prescribed EMD, or submitted without valid, applicable exemption documents, shall be summarily rejected.

5.2 The technical offer should not contain any price information.

6. Evaluation of the Tender:

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

6.1 Stage 1- Bids will be scrutinized for technical evaluation 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 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.

6.2 Stage 2- Only Tenderers/bidders who qualify for **Stage 1** will be called to give the Online/In-

person PowerPoint Presentation & trade test. Tentative dates for presentation & trade test will be on 10/07/2026 – B block . The bidder can schedule accordingly; later on, no correspondence will be entertained regarding a change in schedule.

6.3 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.

6.4 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:

6.5 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.

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

6.6.1 How well do you understand the requirements of the Institute?

6.6.2 How will you manage the smooth and prompt services?

6.6.3 How will you operate the canteen /cafeteria for a la carte menu?

6.6.4 How will you address the issue of complaints/ feedback/concerns of the Institute?

6.6.5 How will you manage the various small /big events of the Institute, if need arises?

6.7 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 concealed 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.**

6.8 Technical & Operational Presentation & Trade Test Framework (200-Mark Scale)

i. Bidders who meet the mandatory eligibility criteria will be invited to give a comprehensive presentation to the Institute's Evaluation Committee. This presentation will be scored against a 100-mark evaluation matrix:

ii. Institutional Capability & Past Portfolios (30 Marks): Evaluation of the bidder's experience managing similar student dining operations for the 18–22 age demographic within premier higher education environments. This includes reviewing client references and previous financial performance.

iii. Operational Roadmap & Logistics Strategy (40 Marks): Evaluation of the bidder's supply chain resiliency, local vendor sourcing, contingency plans for sudden volume spikes, labor management strategies, and internal hygiene control protocols.

iv. Executive Interview & Committee Q&A (30 Marks): Direct assessment of the core management team's professionalism, knowledge of FSSAI regulations, and commitment to maintaining the service standards required by an Institution of National

Importance.

- v. Trade test (100 marks)
- vi. Technical Pass Threshold: Bidders must secure a minimum score of 150 out of 200 marks to qualify for opening of financial bid
- vii. The Evaluation Committee shall record marks against each sub-criterion separately and maintain evaluation sheets as part of the tender record.
- viii. The decision of the Evaluation Committee shall be based on objective parameters and documentary evidence.

6.9 Financial Highest Percentage-Discount System

- i. The financial bids of technically qualified agencies will be decrypted and evaluated through the Central Public Procurement Portal's Excel BOQ format.
- ii. The fixed prices for all items in Chapter VIII (Menu Tables A and B) represent the maximum allowable price ceilings established by the Institute. Bidders cannot increase these base rates.
- iii. Bidders must bid by offering a uniform Percentage Discount (%) that applies across all items listed in Chapter VIII.
- iv. The contract will be awarded to the qualified bidder who offers the highest uniform percentage discount (%) back to the Institute and its student community.
- v. The Institute reserves the right to seek justification for abnormally low bids, unusually high discount percentages or rates that appear commercially unviable.
- vi. The Institute may reject such bids if the explanation furnished is found unsatisfactory.
- vii. The proposal and all correspondence and documents shall be written in English.
- viii. The successful Bidder / Tenderer's Bid Security (BS) / Earnest Money Deposit (EMD) will be discharged upon the Bidder / Tenderer furnishing the performance security.
- ix. The Successful bidder/tenderer will have to enter into an Agreement with IISER Tirupati and also furnish a Bank Guarantee of the amount **INR 25,00,000 /- (Rupees Twenty Five 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.
- x. 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.

7. Termination:

The Institute shall at any time be entitled to determine and terminate the contract for any reason, including unsatisfactory performance. A notice in writing from the institute to the Bidder/Tenderer shall be issued giving 30 (Thirty) days 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.

8. Interpretation of Contract Documents:

8.1. 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.

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

9. 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.

10. Time of Mobilization:

The work covered by this contract shall have to commence dining services **w.e.f 20/07/2026** on the receipt of communication in the form of a letter/email and signing of the Agreement.

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

11.1. The Bidder/Tenderer, on or after the award of the work, shall name and depute an experienced manager with sufficient experience in carrying out work of a similar nature, to whom the establishment shall be handed over and the instructions for work shall be given. The Bidder/Tenderer shall also provide to the satisfaction of the Institute sufficient staff to supervise the execution of the work, including those with previous experience to supervise the type of work comprised in the contract in such manner as shall ensure work of a high standard commensurate with the reputation of the Institute. The Bidder/Tenderer shall appoint skilled cooks to ensure that the food preparations are of good taste and to the satisfaction of the diners.

11.2. 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 canteen.** The staff must strictly adhere to all safety and hygiene precautions 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

11.3. The Bidder/Tenderer shall submit to the Administration a list of workers, with complete details including local/permanent addresses, contact details, and their photographs, etc., for

approval, who may be allowed to work in the canteen

11.4. If and whenever any of the Bidder/Tenderer's employees shall, in the opinion of the Institute, be guilty of any misconduct or be incompetent or negligent in the performance of their duties or that in the opinion of the Institute, it is undesirable for administrative or any other reason for such person or persons to be employed in the work, the Bidder/Tenderer if, so directed by the Institute, shall remove such person/persons from employment within a reasonable time. Any person or persons so removed from work shall not again be employed in connection with the work without the written permission of the Institute.

11.5. Any person so removed from work shall be replaced at the expense of the Bidder/Tenderer by a competent substitute in a reasonable time.

11.6. The Bidder/Tenderer shall be responsible for the proper behavior of all the staff, employed directly or indirectly, and shall exercise a proper degree of control over them and in particular and without prejudice to the said generality, the Bidder/Tenderer shall be bound to prohibit and prevent any employees from trespassing/acting in anyway detrimental or prejudicial to the interest of the community or the properties. The Bidder/Tenderer shall be responsible thereof and indemnify the Institute of all consequent claims or actions for damages or injury or on any other grounds whatsoever. The decision of the Registrar, IISER Tirupati, on any matter arising under this clause shall be final.

12. Sub-Letting of Works:

No part of the contract nor any share or interest therein shall in any manner or degree be transferred, assigned, or sublet by the Bidder/Tenderer directly or indirectly to any person, firm, or whosoever.

13. Force Majeure:

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

Upon the occurrence of such cause and 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 01 (One) 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.

14. Release of Information:

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

15. Completion of Contract:

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

16. Schedule of Rates and Payments:

The price to be paid by the diners to the Bidder/Tenderer for the whole of the work to be done and

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

17. Accident or Injury to Workman:

The Institute shall not be liable for any damage or compensation payable in respect of or in consequence of any accident or injury to any workman or other person in the employment of the Bidder/Tenderer through a claim from 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.

18. Damage to Property:

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

19. Arbitration:

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.

20. 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.

21. General Rules:

21.1. 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.

21.2. All the workers engaged for the work shall wear a clean, tidy, washed uniform to be approved

by the Institute while on duty.

- 21.3. The premises of canteen 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.
- 21.4. The Licensee will not be permitted to franchise the Institute's dining services for any other commercial activity outside the scope of the contract.
- 21.5. No person with any offensive police record shall be employed to work in the Hostel/Institute Canteen. The service provider shall provide an undertaking for the same to the Institute.
- 21.6. Safety measures are to be provided by the Service provider/ themselves.
- 21.7. The Service provider will ensure and comply with the provisions of various municipal and other local Rules/ Regulations/ Laws of the Government
- 21.8. The Institute shall not be the party in case any dispute takes place between the Service provider and his employees.
- 21.9. 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 initialed 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 it's agent to exercise influence or to pressurize the Institute for this contract shall result in rejection of the application. Canvassing of any kind is prohibited

2. SCOPE OF WORK

2. The service provider is expected to provide the following services:

- 2.1. Cooking and serving meals chapter – IV A (Breakfast, Lunch, and Dinner dishes) and chapter – IV B in clean & hygienic conditions.
- 2.2. 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 the board.
- 2.3. 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.
- 2.4. **Compulsory deep cleaning of the entire kitchen & dining hall must be done once a week, day a Saturday or Sunday. In a week, the canteen may closed on that particular day.**
- 2.5. Cleaning of cooking, dining, and auxiliary areas attached to the kitchen, admeasuring approximately 11,450 sq feet. Housekeeping will be in the scope of the vendor.
- 2.6. Deployment and supervision of adequate required manpower for the above-mentioned tasks as per clause 2 (m) of the scope of work.
- 2.7. 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.
- 2.8. **The contractor has to pay the monthly rent/license fees @ INR 15,000 /- per month + GST applicable extra per month before the 7th of every month.** In the event of failing to do so, the contractor will not be allowed to open the Canteen till the time the rent is paid (any deviation in this is to be duly approved by the competent authority of the Institute in advance).
- 2.9. **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 canteen 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.**
- 2.10. **No accommodation shall be provided to the vendor's staff. The vendor shall make independent arrangements for accommodation outside the campus.**
- 2.11. **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 week.**
- 2.12. **The vendor shall undertake pest control activities at his own cost every week.**
- 2.13. **In the event of drainage choke-up attributable to canteen operations, the cleaning expenses shall be borne by the vendor.**
- 2.14. **The Vendor shall get the kitchen vent / hoods cleaning once a week.**
- 2.15. **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.**
- 2.16. Vendor to cater to all the dining requirements as and when required by the Institute.
- 2.17. 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.

- 2.18. The institute shall provide the necessary software and hardware to ensure hassle-free ordering of the menu. However, Vendor has to ensure the same is meticulously operated.

3. Operational Specifications -Core Service Mandate

- 3.1. The Contractor shall manage and operate the ground floor B Block Dining Hall on a Pay-and-Eat basis. The facility serves a baseline community of 1500+ regular student diners, faculty, staff, and institutional guests.
- 3.2. The Institute provides no floor minimum, volume guarantees, or financial underwriting regarding diner counts. Volume drops during standard academic breaks, summer recesses, winter holidays, and field placements are a core business risk that the Contractor must absorb within their operational model.

4. Comprehensive Capital Asset Distribution Framework

- 4.1. Asset Ownership & Custody: The Institute provides the Contractor with complete, commercial-grade kitchen infrastructure, advanced industrial cooking equipment, heavy-duty refrigeration systems, storage racking, dining furniture, and all necessary food-grade tableware, plates, and cutlery free of cost (as itemized in Annexure II). This layout represents a significant capital expenditure (Capex) by the Institute.
- 4.2. Capital Asset Indemnification: The Contractor acts as the legal custodian of these institutional assets. Before starting operations, the Contractor must execute a joint physical inventory log with the Office Superintendent (Dining). This log will record the structural condition, performance metrics, and count of every asset provided.
- 4.3. Maintenance & Restoration Mandate: The Contractor is solely responsible for maintaining these items in a hygienic and operational condition. Any asset failures caused by operational abuse, untrained labor, structural neglect, or theft must be repaired or replaced immediately at the Contractor's sole expense.
- 4.4. Wear and Tear Depreciation Verification: Standard operational depreciation based on regular, prudent use will be reviewed and approved solely by the Institute's Hostel & Dining Committee. Any unauthorized asset modifications, circuit changes, or structural tampering will result in the immediate forfeiture of the Performance Bank Guarantee.
- 4.5. Rigorous Quality, Hygiene, and Laboratory Testing Standards
- 4.6. Food Quality Monitoring and Laboratory Testing: The Service Provider shall ensure that all food articles, ingredients, beverages, milk products, meat products, edible oils, spices, condiments and prepared food items conform to the standards prescribed under the Food Safety and Standards Act, 2006 and Regulations framed thereunder. The Service Provider shall, at its own cost, undertake weekly testing of randomly selected raw materials and cooked food samples through a NABL accredited laboratory. The Institute may at any time order additional surprise testing whenever deemed necessary. The cost of routine and surprise testing shall be borne entirely by the Service Provider.
- 4.7. Failure of any sample shall constitute a material breach of contract and shall attract penalties, recovery of testing charges, suspension of operations, termination of contract and such other actions as may be deemed appropriate by the Institute.
- 4.8. Integrated Pest Management: The Service Provider shall implement a comprehensive pest management program covering kitchen areas, storage rooms, waste collection points, dining areas, service counters and utility spaces. Preventive pest control treatment shall be carried

out at least once every fortnight through licensed pest control agencies.

- 4.9. Emergency pest control treatment shall be undertaken immediately whenever directed by the institute. All records, invoices, treatment schedules and compliance certificates shall be maintained and produced for inspection.
 - 4.10. Weekly Exhaust and Ventilation Decontamination: To eliminate fire hazards from accumulated cooking grease, the Contractor must perform deep mechanical cleaning of all kitchen vent hoods, grease traps, ductwork, and exhaust systems every week.
 - 4.11. Mandatory Bi-Annual Medical Screening: Every employee deployed by the Contractor at the Institute campus must undergo a comprehensive medical examination every six months. This screening must verify that they are free from infectious diseases, skin disorders, and blood-borne pathogens and medically fit for food handling duties as certified by a Registered Medical Practitioner. Fitness certificates must be approved by the Institute's Medical Officer before any worker handles food or enters the facility.
 - 4.12. Food Quality supervisor as required under FSSAI norms will be deployed at site who will be selected jointly by the vendor and the Institute and remuneration will be paid by vendor as per the industry norms.
5. The canteen premises comprising cooking and dining facilities, furniture and kitchen equipment Annexure II 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.
- 5.1. 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.
 - 5.2. Similarly, the inventory in good condition shall be handed over by the Bidder/Tenderer to the Office Superintendent on the expiry of the contract period. The security deposit shall be refunded only after a "no dues certificate" is granted by the Administration.
 - 5.3. 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.
 - 5.4. 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.
 - 5.5. The preparation of food shall be as per the brands/ingredients mentioned in Annexure - I
 - 5.6. 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.
 - 5.7. 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.
 - 5.8. 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.

- 5.9. 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.
- 5.10. The successful bidder shall make arrangements for LPG Gas cylinders and refilling of the same at their own cost.
- 5.11. 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.
- 5.12. The Bidder/Tenderer shall not be allowed to use the hostel or canteen premises for anything other than dining services beyond the scope of the contract.
- 5.13. 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.
- 5.14. The bidder/tenderer may have to operate/run a kiosk near the academic block beside the library if required.

3. PENALTIES

The financial assessments detailed below constitute agreed liquidated damages as per the Indian Contract Act. They represent a genuine, pre-estimated measure of the operational, health, and reputational damage inflicted on the Institute by contractual non-compliance.

These damages will be deducted directly from the Contractor’s rolling Performance Bank Guarantee or any outstanding operational balances

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

Item No	Categorized Contractual Infraction / Material Breach	Liquidated Damages Assessment Rate	Enforcement Protocol & Action Matrix
1	Deployment or utilization of compromised, adulterated, stale, or expired ingredients; unauthorized reuse of deep-frying oils or leftovers.	₹25,000/- per documented instance.	Immediate confiscation and destruction of the food items; mandatory service line shutdown for comprehensive inspection.
2	Failure to conduct or document bi-annual medical screenings for food handlers; failure to maintain updated labor compliance registers.	₹20,000/- per week of non-compliance.	Suspends the access credentials of unverified workers; leads to total contract termination upon the third reminder.
3	Presence of biological vectors or pests (e.g., cockroaches, flies, rodents, insects, or larvae) within served food or cooking areas.	₹15,000/- per verified complaint.	mandatory deep chemical remediation at the Contractor’s expense.
4	Discovery of hazardous foreign objects in food (e.g., glass fragments, metallic wire mesh, nails, staples, hair, or plastics).	₹20,000/- per incident.	liability for all subsequent medical treatments and legal expenses.
5	Repeated failure to maintain sanitation standards; three or more verified cleanliness complaints regarding tables, dish counters, or washing zones within a 7-day period.	₹10,000/- per week.	Mandatory deployment of an external cleaning service, with all costs billed directly to the Contractor.

6	Substandard food preparation, including serving uncooked, unpalatable, excessively oily, or poorly prepared dishes.	₹5,000/- per meal session.	Subject to random organoleptic evaluations and verification by the Hostel & Dining Committee.
7	Unauthorized deviation from the approved service menu or operational hours without prior written consent from the Committee.	₹10,000/- per day.	Service line logs will be audited against the master schedule.
8	Dilution or chemical alteration of dairy products or basic food items (e.g., watering down milk, curd, or using unauthorized thickeners).	₹15,000/- per instance.	Confiscation of the adulterated stock; immediate shift to pre-packaged, individual-serving commercial brands.
9	Failure of staff to wear the mandated uniform, head coverings, face masks, or safety shoes; shorting the minimum staffing headcount of 43.	₹5,000/- per shift inspection.	Non-compliant workers will be removed from the service floor immediately.
10	Negligence resulting in the deterioration, breaking, unapproved alteration, or unauthorized modification of Institute capital equipment or infrastructure assets.	₹15,000/- per item + 100% of Actual Structural Restoration Costs.	Assessed via an independent engineering valuation, which must be paid within 7 days of notice. Assessment shall be carried out by the Institute Engineering Section or other competent technical authority nominated by the Institute.
11	Possession, storage, distribution, or consumption of prohibited substances (e.g., alcohol, tobacco, pan-masala, or narcotics) by staff within campus boundaries.	₹50,000/- per incident + Immediate Contract Termination.	Immediate handover of the offending individuals to local law enforcement; eviction of the Contractor from the

			premises.
12	Any foodborne illness or food poisoning incident established through investigation conducted by the competent authority, designated committee, laboratory analysis and attributable to the Contractor's operations.	Total Forfeiture of PBG + Immediate Contract Termination + Criminal Prosecution Referral.	Full financial liability for all diners hospitalizations, treatments, and associated institutional damages.

Note:

- i. 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.
- ii. The penalties specified herein represent genuine pre-estimated liquidated damages assessed having regard to the operational, reputational, health and administrative risks associated with the breach.
- iii. No penalty shall ordinarily be imposed without issuance of a notice and reasonable opportunity of explanation except in cases involving immediate threat to public health, food safety, security or statutory compliance.
- iv. Repeated violations shall mean three or more substantiated violations of similar nature during a rolling six-month period.

Institutional Protections, Student Liaison, and Anti-Bias Safeguards

6. Mitigation of Student Grievances & Collective Action Risks

- 6.1.** Establishment of Joint Review Protocols: To protect the Contractor and the Institute from arbitrary, biased, or unverified student complaints, all grievances regarding food quality, portions, or hygiene must be routed through the Hostel & Dining Committee.
- 6.2.** Fact-Finding & Evidence Collection Mandate: No disciplinary action or penalty under Chapter V shall be enforced based solely on social media posts or unverified statements. The Committee will investigate complaints by collecting physical samples, securing CCTV footage, and reviewing NABL laboratory test results.
- 6.3.** Protection Against Disruptions: All diners are strictly prohibited from interfering with the kitchen staff, disrupting the service lines, or damaging the Contractor's operational property. Any grievances must be handled through formal administrative channels, with the Director of the Institute maintaining final authority over all disputes.

Defamation and Non-Disparagement Covenants

- 6.4.** The Contractor and its personnel shall not make any public statements, online posts, or media releases regarding the internal operations, student body, or any internal decisions of IISER Tirupati.
- 6.5.** Any internal operational disputes, labor issues, or contractual disagreements must be handled through the formal governance channels detailed in this contract. Publication of false, malicious, defamatory or misleading statements concerning the Institute or its stakeholders shall constitute a material breach of contract and may attract appropriate contractual action

including forfeiture of the Performance Bank Guarantee.

- 6.6. . Absolute External Exclusion & Commercial Restrictions
- 6.7. The Contractor is granted a non-exclusive license to operate the dining facility solely for the benefit of registered students, faculty, staff, and authorized guests of IISER Tirupati.
- 6.8. The Contractor is strictly prohibited from marketing, selling, catering, or delivering food items to external parties, commercial entities, or the general public using the Institute's campus, infrastructure, or subsidized utility lines. Any violation of this commercial restriction will result in an immediate fine of ₹1,00,000 per instance and serve as grounds for contract termination.

CHAPTER – IV

Menu Detail:

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

MENU ANNEX A

Proposed Menu for B BLOCK CANTEEN

Menu for Canteen at B block Ground floor				
Sr no	Menu	QTY	Rate	Remarks / Specification
1	Boiled Egg	1 NOS	8	
2	Omelet (Single Egg)	1 NOS	12	
BREAKFAST				
Sr no	Menu	QTY	Rate (INR)	Remarks / Specification
1	Aloo paratha + mint chutney	1 PORTION	20	
2	POHA-120 gms	1 PORTION	20	
3	VEG UPMA-120 gms	1 PORTION	20	
4	IDLI	PER PLATE 2 PIECES(2 nos-50g each)	15	
5	RAVA IDLI	PER PLATE 2 PIECES(2 nos-50g each)	20	
6	MEDU WADA	PER PLATE 2 PIECES(2 nos-40 g each)	25	
7	IDLI+ WADA	PER PLATE IDLI 2 PIECES(2 nos-50 g each) + 1 PIECE OF WADA	30	
8	tea	110 ml		
9	bread butter		15	

MENU PATTERN FOR VEG LUNCH/DINNER

Sr no	Menu	QTY	Rate	Remarks / Specification
1	LIMITED VEG MEALS 3 CHAPATI (50GMS EACH) + 2 SABJI (SERVED IN WATI / BOWL)-150GMS EACH + green salad(slice of cucumber/carrot/beetroot) +fryums / papad	1 PORTION	30	
2	LIMITED VEG MEALS (dal +rice 100 gms+one sabji) (SERVED IN WATI/BOWL)+ green salad(slice of cucumber/carrot/beetroot) +fryums / papad as per menu	1 PORTION	30	
3	LIMITED VEG MEALS veg meals (Sambar/pappu/rasam 250 gms +rice-250 gms+one sabji dry 100gms+ one sabji wet 100 gms + 2 chapati(50 gms each)+ green salad(slice of cucumber/carrot/beetroot)+ fryums / papad (SERVED IN WATI/BOWL) as per menu + curd one wati	1 PORTION	30	
4	LIMITED VEG MEALS veg meals (Sambar/pappu/rasam 250 gms +one sabji dry 100gms+ one sabji wet 100 gms + 5 chapati(50 gms each)+ green salad(slice of cucumber/carrot/beetroot)+ fryums / papad (SERVED IN WATI/BOWL) as per menu + curd one wati	1 PORTION	50	

Curd PKT / BUTTERMILK PKT			On MRP	
		150 g -1 PORTION		Remarks / Specification
Sr no	Menu	QTY	Rate (INR)	
1	JEERA ALOO	1 PORTION	20	
2	BOILED VEGTABLES	1 PORTION	25	
3	ALOO METHI	1 PORTION	20	
4	PANEER BHURJI	1 PORTION	80	The catarer must utilize a minimum of 90 grams to 110 grams of raw, pure dairy paneer per portion prior to cooking
1				
RICE				
Sr no	Menu	QTY	Rate (INR)	Remarks / Specification
		1 PORTION - 250 GMS		
1	STEAMED RICE (HMT/KOLAM)	1 PORTION	12	
Sr no	Menu	QTY	Rate (INR)	Remarks / Specification
		200 g including 100 g OR 2 pieces approx=1 PORTION		
1	egg curry	1 PORTION	40	

INDIAN BREADS				
1	ROTI	1 PORTION- 50GMS EACH	5	
2	PHULKA	1 PORTION- 50GMS EACH	5	
3	BUTTER ROTI	1 PORTION- 50GMS EACH	7	
Extra Combo				
				Rate (INR)
1	3 roti + mix veg + aloo chola + rasgulla(2piece)+ ice cream (10 rupees)+ rice(1 portion)			85
2	3 roti + mirch chatni + aloo chola + jaleebi (4 piece) + kheer (250 ml)+ rice			85
3	roti (2) + mushroom mutter + mix veg + rashgulla (2) + fruit custard + rice			85
4	Protein meal(non-veg):120g(without gravy) Chicken Breast Curry / Kadhai Chicken (boneless breast pieces)+150ml Thick Dal +150g Steamed/Jeera Rice AND 2 Tawa Rotis (with/without ghee)+50g Fresh Green Salad + 80g Plain Curd(preferably packaged like mother diary)+1 boiled egg			115
5	protein meal (veg) : 150g Paneer Masala / Matar Paneer (minimum 100g solid paneer cubes)+150ml Thick Dal/ Chana Masala / Rajma+150g Steamed/Jeera Rice AND 2 Tawa Rotis (with/without ghee)+50g Fresh Green Salad + 80g Plain Curd(preferably pacakged like mother diary)			110

Note:

Above rates are exclusive of taxes i.e. GST approx. 5 % extra as applicable

1. Juices and snacks -existing rates
2. Bakery products from branded cake shops pastries/cakes - at actuals -subject to approval of the Institute.
3. Cold drinks/ice creams /pkt snacks on MRP.

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) (Inclusive of GST)
1.	Tea (Elachi)/ Coffee-150 ml	1	each	15
2.	Tea (Elachi)/Coffee (150 ml) with biscuits 02 varieties (one salted (4 pieces) + one good day (4 pieces)	1	each	25
3.	Tea (Elachi)/Coffee (150 ml) with cookies (Unibic-assorted-4 pieces/premium butter cookies pieces)	1	each	35
4.	Tea (Elachi)/coffee (150 ml) with snacks (50 to 55 gms each)–1 piece of (samosa/ dalwada/kachori/urid wada/aloo tikki /veg cutlet)	1	each	30
5.	Tea (Elachi)/coffee (150 ml) with snacks -1 piece of (ragda chaat/ veg sandwich/ veg puff/ spring roll)	1	each	35
6.	Tea (Elachi)/coffee 150 ml) with snacks (50 to 55 gms each) – 2 pieces (samosa/ Dalwada/Kachori/Uradowada/Alootikki/ Veg cutlet)	1	each	40
7.	Tea (Elachi)/coffee 150 ml with snacks –2 pieces of (Panner sandwich/Cheese veg sandwich /spring roll)	1	each	60
8.	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	each	80

9.	High Tea buffet – Tea (Elachi)/ coffee (150 ml) with biscuits 02 varieties (one salted + one good day/bourbon) + 1 piece of Indian snacks (50 to 55 gms each) (samosa/dalwada/kachori/uradwada /aloo tikki/veg cutlet-) + 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	150
ADD ONS				
1.	Assorted dry fruits (pista +salted cashew +salted badam)-pkt of 40 gms	1	Pkt	90
2.	Cold coffee (prepared in-house)	200	ml	40
3.	Assorted chips, packet of 50 gms each, banana/ tapioka or mixture farsan -50 gms packet	1	pkt	25
4.	One Sponge Slice Cake (Vanilla/Chocolate) -50 Gms	1	pkt	15
5.	Any branded addons			As per MRP
6.	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	150
7.	LIMITED PACK LUNCH NON-VEG – Packed in a biodegradable 4/5 compartment plate with lid (dimensions mentioned below)– Chicken gravy- 250 gms, including 2 pieces of 100 gms, One-flavored rice (Chicken Biryani /Chicken fried rice) - 200 gms (100 gms chicken with bone or 2-3 pieces) +	1	Pack	200

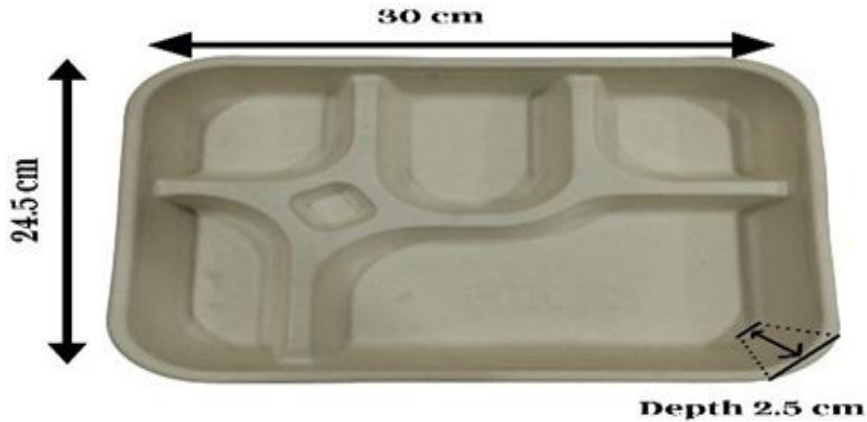
	<p>Raita or One-flavored rice (Chicken Biryani /Chicken fried rice) - 150 gms (100 gms chicken with bone or 2-3 pieces) + raita and 2 chapati</p> <p style="text-align: center;">+</p> <p>One Sweet (Rasgulla -2 pieces/ Gulabjamun -2 pieces (Rate including packing charge)</p>			
8.	<p>Lunch/dinner -Limited packed lunch, veg – packed in a biodegradable 5 compartment plate with lid (dimensions mentioned below)1 veg dry subji</p> <p style="text-align: center;">+</p> <p>1 Veg gravy made of paneer /mushroom,</p> <p style="text-align: center;">+</p> <p>1 Flavored rice (veg pulav / veg biryani/ jeera rice/peas pulav) 200 gms</p> <p style="text-align: center;">+</p> <p>1 Dal /sambar/dal makhani</p> <p style="text-align: center;">+</p> <p>2 pieces of assorted Indian bread roti /phulka/paratha/chapati</p> <p style="text-align: center;">+</p> <p>Green salad + raita</p> <p style="text-align: center;">+</p> <p>One sweet -Rasgulla/Gulabjamun -2 pieces (Rate including packing plate charge)</p>	1	Pack	200
9.	<p>Lunch/dinner -Limited packed lunch, Non-veg - packed in a biodegradable 5-compartment plate with lid (dimensions mentioned below)</p> <p style="text-align: center;">1 veg dry subji</p> <p style="text-align: center;">+</p> <p>1 Chicken curry - 200 gms including chicken with bone -100 gms or 2-3 pieces</p> <p style="text-align: center;">+</p> <p>1 Flavored rice (veg pulav / jeera rice/peas pulav)</p> <p style="text-align: center;">+</p> <p>1 dal /sambar/dal makhana</p> <p style="text-align: center;">+</p> <p>2 pieces of assorted bread roti/ phulka/ paratha</p> <p style="text-align: center;">+</p> <p>1 sweet (gulabjamun/rasgulla/payasam)</p> <p style="text-align: center;">+</p> <p>Green salad</p> <p style="text-align: center;">+</p> <p>Raita (Rate including packing charge)</p>	1	Pack	250

10.	<p>Spl Lunch/dinner -BUFFET 1 soup (veg /non-veg) + 1Veg starter (paneer/mushroom/any other starter) + green salad and pasta salad/aloo papadi chaat (any other salad from the menu) + 1 veg dry subji- + 1 veg gravy made of paneer /mushroom. 200 gms gravy including 100 gms paneer /mushroom + One chicken curry + Flavored rice (veg pulav / veg biryani /jeera rice/peas pulav) 1 Dal /sambar/dal makhana/dal pancharatna + assorted bread roti / phulka /paratha, + 1sweet (gulabjamun/rasgulla/payasam / rasmalai) + Green salad</p>	1	Pack	400
11.	<p>Spl Lunch/dinner - BUFFET 1 soup (veg/non-veg) + 2 Veg starter (paneer/mushroom/any other starter) + 1 Non-veg starter (chicken + 1 veg dry subji - + 1 Veg gravy made of paneer /mushroom + One chicken curry + Flavored rice (veg pulav / veg biryani /jeera rice/peas pulav)- 1 Dal /sambar/dal makhana/dal pancharatna +</p>	1	Pack	600

	assorted bread roti / phulka /paratha, + 1sweet (gulabjamun/rasgulla/payasam / rasmalai) + Green salad + Curd / raita + Papad & pickle			
12.	Veg Starter -Nonveg (chicken/fish) - Limited	APP ROX 100 gms to 120 GMS = 1		100
13.	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 120 ml Tea (Elachi)/coffee/milk + One Indian breakfast + 2 Slices of bread, butter (Amul) + Jam (branded)	1		80
14.	Special breakfast for Events- Indian Breakfast (1 North Indian + 1 South Indian + 1 Upma) + Fruits + Egg – (Boiled egg / omelette /poached eggs) + Corn flakes + milk + Bread toast-4 slices butter (Amul) + jam (branded)	1		120

Note :

- A) Packing charges for packing box with handle, premium quality will be at actuals as per the size of the box**
- B) Plate dimensions and sample for the biodegradable plate are as follows**



- C) Services have to be provided within the campus at different locations as per above fixed costs.**
- 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.**
- 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.**
- F) GST as applicable will be extra.**

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.5,00,000/- (Five Lakh Rupees)
- iii) Annexures I TO IX.
- iv) Tender Documents duly signed on every page by the Authorized person of the firm.

(B) PART-TWO (FINANCIAL BID)

Sl. No.	Description	Flat discount offered on fixed prices for all items given in chapter IV A (Proposed Menu-B block limited Veg meals 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.	Besan	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	Kissan / Mala
29.	Soya Sauce	Ching
30.	Tomato Sauce	Maggi / Kissan
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 is to be taken to get equivalent quality material approved under the FSSAI Act.
- 2) Use of monosodium glutamate, Ajinomoto, and artificial colours in the preparation of food is strictly prohibited.

ANNEXURE-II

	List of Kitcehn Equipment	B block
1	Vegetable Slicing Machine	1
2	MULTI-UTILITY GRINDER Capacity: 20 Litres	1
3	MULTI-UTILITY GRINDER Capacity: 40 Litres	common use
4	THREE BURNER CHINESE COOKING RANGE WITH CROSS SUPPORT (TWO CHINESE VESSEL REST + ONE STOCK POT)	1
5	IDLY STEAMER WITH STAND -120 IDLIS GAS OPERATED	2
6	THREE BURNER COOKING RANGE WITH U/S	0
7	Two Burners gas range	3
8	Single Burner Gas range	2
9	TILTING BOILER 25 ltrs capacity for Rice cooking	1
13	PULVERISER MODEL: 5 HP. 415 V , 3 phase SS Body, Std Design Capacity - 25 to 50 kg	1 common
14	SPIRAL MIXER Capacity Flour - 25 Kgs,	1
15	HOT PLATE WITH PUFFER	1
16	Dosa Bhatti	1
20	S S Tandoor	1
21	HEATED BANQUET CART	3
22	ICE CUBE MACHINE	1 no common for both canteens
23	HARD TOP FREEZER CAPACITY - 722 LTRS SIZE - 1860 X 780 X 908 H Triple Door -17 C	1
24	HARD TOP FREEZER CAPACITY - 505 LTRS SIZE - 1606 X 695 X 840 H Double Door -17C	1
25	VERTICAL 4 DOOR FREEZER CAPACITY - 1365 LTRS SIZE - 1400 X 818 X 1990 H Temp -7 C to -25 C	1
27	HARD TOP CHILLER CAPACITY - 505 LTRS SIZE - 1606 X 695 X 840 H Double Door +12 C	1
28	VERTICAL 4 DOOR CHILLER CAPACITY - 1365 LTRS SIZE - 1400 X 818 X 1990 H Temp -2 C to + 12C	1

29	6 CONTIANER MASALA TROLLEY (ROUND CONTAINER)	1
	List of Kitchen Furniture	B block
2	INSECTOCUTOR	4
3	Table Top Scale Capacity : 30 kgs.	1
4	Platform Scales Capacity : 300 kgs.	1
5	PRE RINSE SHOWER UNIT	1
6	CUTLERY STERLISER - COUNTER TOP	1
7	SS SPREADER TABLE	0
8	SS WORK TABLE UNDERSHELVES	2
9	MOBILE WORK TABLE	1
11	MOBILE CHOPPING BOARD SANITIZER TROLLEY	1
12	SS WORK TABLE WITH UNDERSHELVES AND SPACE FOR MOBILE CHOPPING BOARD SANITIZER TROLLEY PROVIDE 01 NO DRAWER	1
13	PALLET 1	4
14	SS WORK TABLE WITH SINK AT RIGHT SIDE AND SPACE FOR THE GARBAGE BIN 4	1
15	SS WORK TABLE WITH SINK AT RIGHT SIDE	1
16	SS STORAGE RACK (5 TIER)	2
17	SS STORAGE RACK (5 TIER)	2
18	POT RACK	2

19	3 SINK UNIT (3 NOS OVERFLOW CONNECTION WITH SS BALL VALVE LEVER)	1
20	HAND WASH SINK KNEE OPERATED WITH CUSTOM FABRICATED FAUCET (WALL MOUNTED) T	3
21	PLATFORM TROLLEY	1
22	VEG. CRATE RACK TROLLEY (WITH 9 NOS PLASTIC CRATES)	3
23	S S Bain marie counter with plate counter & refrigeration counter	2

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. 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	

	<p>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)</p> <p>PF & ESIC Registration (Mention PF & ESIC Numbers and enclose copies of the same)</p> <p>Labour License (Mention Labour License Numbers and enclose copies of the same)</p>					
7	<p>BANK DETAILS</p> <p>Name of Beneficiary: A/c. No. CC/CD/SB/OD: Name of Bank : IFSC NO. (Bank) Branch Address and Branch Code</p>					
8	<p>The bidder should have successfully provided integrated dining, cafeteria, food court, hostel mess, or institutional catering services during the last five years in any of the following establishments:</p> <p>a) Educational Institutions of National Importance such as IITs, IISERs, NITs, IIMs, AIIMS, Central Universities, or other Government-funded institutions;</p> <p style="text-align: center;">OR</p> <p>b) Reputed Corporate Campuses / IT Parks / Technology Parks / Manufacturing Facilities / Business Parks employing not less than 1,000 personnel at a single location;</p> <p style="text-align: center;">OR</p> <p>c) Public Sector Undertakings (PSUs), Research Institutions, Defence Establishments, Large Industrial Townships, SEZs, or Corporate Offices having centralised dining facilities.</p> <p>Bidders must submit complete, unedited copies of original / completed Work Orders and matching Satisfactory Performance Certificates (Annexure X). These must be signed and stamped by the authorised administrative head of the client organisation.</p>					
	S No.	Work order Placed by (full address of Purchaser)	Work order No. and date	Description	Value of order(In Rs.)	Purchaser/ Consignee Contact person, along with Telephone No., FAX No. and e-mail address

	1)					
	2)					
	3)					
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				



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-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 Catering and Allied Services for B Block Indian 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 B Block canteen Indian at IISER Tirupati**.

Date: _____

Place: _____

Signature of Authorized Signatory: _____

Name: _____

Designation: _____

Company Name & Seal: _____ **Contact No.:** _____

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 – B Block 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)

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 Dining Hall – B Block Indian 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 Dining Hall – B Block Indian at IISER Tirupati**, we shall submit a **Performance Bank Guarantee (PBG)**.

The Performance Bank Guarantee of Rs 25,00,000/- 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.

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



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)

Thanking you.

Yours faithfully,

For M/s _____

Authorized Signatory

Signature: _____

Name: _____

Designation: _____

Company Seal

Contact Details:

Mobile No.: _____

Email ID: _____



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)



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: _____

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.

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: 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

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 THE EMD OF RS. 5,00,000/- (FIVE LAKH) & 25,00,000.00 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)
3		List of Kitchen Equipment (ANNEXURE – II)	.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



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)

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)



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)

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