

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

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



**आईआईएसईआर तिरुपति में चाय, कॉफी, पेय पदार्थ एवं पैकेटबंद खाद्य सामग्री कियोस्क की
स्थापना एवं संचालन हेतु निविदा**

**TENDER FOR ESTABLISHMENT AND OPERATION OF TEA, COFFEE, BEVERAGES &
PACKAGED EATABLES KIOSK AT IISER TIRUPATI**

**Tender Reference No: IISERT/ADMIN-DINING SERVICE/KIOSK/0001/26
Dated 22/08/2026**

निविदा आमंत्रण सूचना (Notice Inviting Tender)

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान (IISER) तिरुपति, भारत सरकार के शिक्षा मंत्रालय द्वारा देश में उच्च-गुणवत्ता वाली विज्ञान शिक्षा एवं अनुसंधान को बढ़ावा देने के लिए स्थापित एक प्रमुख स्वायत्त संस्थान है।

निदेशक, IISER तिरुपति, संस्थान परिसर में चाय, कॉफी, पेय पदार्थ एवं पैकेटबंद खाद्य सामग्री कियोस्क की स्थापना एवं संचालन हेतु योग्य एवं अनुभवी एजेंसियों से ऑनलाइन निविदाएं (Online Bids) आमंत्रित करते हैं।

इच्छुक निविदाकारों (Bidders) से अनुरोध है कि वे 'द्वि-निविदा प्रणाली' (Two-Bid System) के अंतर्गत अपनी विस्तृत निविदाएं—अर्थात् 'तकनीकी निविदा' (Technical Bid) एवं 'वित्तीय निविदा' (Financial Bid)—जमा करें।

NOTICE INVITING TENDER

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

An Open Tender is invited by the Director, IISER Tirupati, from eligible and experienced agencies/firms for the Establishment and Operation of a Tea, Coffee, Beverages & Packaged Eatables Kiosk at IISER Tirupati.

The bidders are requested to submit their bids under the **Two-Bid System**, comprising the following:

1. Technical Bid

2. Financial Bid

Bidders shall submit the Technical Bid and Financial Bid separately in accordance with the terms and conditions specified in the tender document.

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

1. TIME SCHEDULE

Sr. No	Particulars	Date	Time
1	Date of Online Publication/Download of tender	22/08/2026	11:45 Hrs.
2	Pre-Bid Meeting via Google Meet	24/08/2026	12:00 Hrs.
3	Bid Submission Start Date	24/08/2026	18:00 Hrs.
4	Bid Submission Close Date	29/08/2026	18:00 Hrs.
5	Opening of Technical Bids	31/08/2026	10:00Hrs.

CHAPTER – I

1. THE TENDER DOCUMENT

- 1.1. Bidder to Read the Complete Tender Document : Bidders are advised to carefully read and understand the **complete Tender Document** before submitting their bids.
- 1.2. The **Notice Inviting Tender (NIT)** forms an integral part of the Tender Document and is intended primarily to invite bids.
- 1.3. The NIT does not contain all the details and requirements necessary for the preparation and submission of bids. Therefore, bidders shall thoroughly examine the complete Tender Document, including all terms, conditions, specifications, and instructions, before submitting their bids.
- 1.4. Availability and Submission of the Tender Document. The Tender Document may be downloaded from the Central Public Procurement (CPP) Portal at <https://eprocure.gov.in/eprocure/app> or from the **IISER Tirupati website** at www.iisertirupati.ac.in.
- 1.5. The bid shall be submitted **online only** through the E-Procurement Portal on or before the stipulated date and time for bid submission.
- 1.6. Manual/offline bids shall not be accepted.
- 1.7. **Bidders shall upload all the required documents on the CPP Portal as specified under the Technical Bid.**
- 1.8. **The Technical Bid shall be prepared and uploaded in PDF format, while the Financial Bid shall be submitted in the prescribed Excel format and uploaded through the CPP Portal.**
- 1.9. **Clarifications: Bidders may seek clarifications regarding the Tender Document in accordance with the provisions specified under Clause 5 – Assistance to Bidders, Chapter II.**

2. SUBMISSION OF BIDS:

As outlined in Clause 4 of Chapter II.

3. TIME SCHEDULE

Sr. No	Particulars	Date	Time
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5	Opening of Technical Bids	31/08/2026	10:00Hrs.

4. BID OPENING:

4.1 Technical Bids will be opened on **31st August 2026 at 10:00 AM.**

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

5. Pre-Bid Meeting: IISER Tirupati will be conducting a Pre-bid meeting through Google Meet on **24/08/2026** from 12:00 PM (IST). All prospective bidders are requested to kindly send their queries through email at purchase@iisertirupati.ac.in to reach the latest by **24/08/2026, 10 AM.**

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

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

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

Bidders attending Pre-Bid meeting online must ensure an active and uninterrupted high-speed internet connection with a working microphone and a good quality camera from their end. In case of frequent disconnection (or) bad connection, IISER Tirupati will not be responsible for the same and no further correspondence will be entertained post the date of Pre-Bid meeting.

Note:

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

CHAPTER II
INSTRUCTIONS FOR ONLINE BID SUBMISSION

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

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

1. REGISTRATION:

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

2. SEARCHING FOR TENDER DOCUMENT:

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

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

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

3. PREPARATION OF BIDS:

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

4. SUBMISSION OF BIDS:

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

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

5. ASSISTANCE TO BIDDERS:

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

CHAPTER – III

1. GENERAL TERMS & CONDITIONS OF CONTRACT

1. Objectives of the Tender:

- 1.1** The objective of this Tender is to invite proposals from interested and eligible bidders for the **Establishment and Operation of a Tea, Coffee, Beverages and Packaged Eatables Kiosk at the IISER Tirupati campus**. The Institute does not guarantee any minimum number of customers/users or minimum volume of business during the contract period. Bidders shall assess the potential business based on their own understanding and shall not claim any compensation from the Institute on account of variations in the number of users or business volume. The undergraduate students generally have their academic break during **April to July and in December** for the Academic Year 2026–27. However, the academic calendar is subject to change from time to time as per the academic requirements of the Institute.
- 1.2** The Institute shall not be responsible for any interruption or change in the academic schedule arising due to unforeseen circumstances or events beyond the control of the Institute.
- 1.3** The successful bidder shall be responsible for establishing and operating the **Tea, Coffee, Beverages and Packaged Eatables Kiosk** at IISER Tirupati for an initial period of **Two (02) year**. The contract may be extended for a further period of up to **one (1) year**, subject to satisfactory performance of the successful bidder during the contract period and mutual consent of both parties, on such terms and conditions, including applicable prices/rates, as may be mutually agreed upon.
- 1.4** The Tender Document provides details of the **scope of work, services, responsibilities, terms and conditions, and other requirements** to enable interested bidders to understand the nature and extent of the services to be provided under the contract.
- 1.5** The successful bidder shall, upon award of the contract, be required to **establish and commence operation of the Tea, Coffee, Beverages and Packaged Eatables Kiosk at the IISER Tirupati campus on or before 07/09/2026**. The bidder shall make all necessary arrangements, including manpower, equipment, materials, licenses/registrations, and other resources required for commencement of operations within the stipulated time.
- 1.6** **No request for extension of the stipulated commencement date shall ordinarily be entertained after award of the contract**, except in circumstances specifically accepted by the Institute

2. Eligibility Criteria:

The invitation for bids is open to legally constituted entities registered in India that satisfy the eligibility criteria specified below.

2.1 Legal Status of the Bidder: The bidder shall be a legally constituted entity registered in India and shall possess the legal capacity and authority to enter into and perform the Contract for the establishment and operation of the Tea, Coffee, Beverages and Packaged Eatables Kiosk at the Indian Institute of Science Education and Research Tirupati (IISER Tirupati).

The bidder may be a Proprietorship Firm, Partnership Firm, Limited Liability Partnership (LLP), Company, Cooperative Society or any other legally recognised business entity.

2.2 Relevant Experience and Financial Capacity: The bidder shall have a minimum of three (03) years of relevant experience during the last five (05) years and shall satisfy any one of the following eligibility categories.

Category-I: Experience in Operation of Tea/Coffee/Beverage Kiosk

The bidder shall have successfully operated or managed, during the last five (05) years, for a minimum cumulative period of three (03) years, one or more of the following:

- Tea/Coffee/Beverage Kiosk; or
- Kiosk offering Beverages and Packaged Eatables.

The above experience shall mandatorily pertain to the operation of such kiosk/outlet in at least one of the following establishments:

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

OR

2) Public Sector Undertakings (PSUs) / Govt Institutes.

The bidder shall have achieved a minimum average annual turnover of ₹50.00 lakh (Rupees Fifty Lakh only) from operation of Tea/Coffee/Beverage Kiosks or Kiosks offering Beverages and Packaged Eatables during the last three (03) completed financial years.

Note: Mere experience of operating a standalone retail café, restaurant, bakery, food outlet or similar establishment serving the general public shall not, by itself, satisfy this eligibility criterion.

Category-II: Experience in Manufacture / Authorised Distribution / Dealership / Channel Partnership / Institutional Supply

The bidder may alternatively establish eligibility through experience in:

- Manufacture;
- Authorised Distribution;
- Authorised Dealership;
- Authorised Channel Partnership; or
- Institutional Supply

of Tea, Coffee, Beverages, Packaged Eatables or allied Food & Beverage Products.

The bidder shall have such relevant experience for a minimum cumulative period of three (03) years during the last five (05) years.

The bidder shall have achieved a minimum average annual turnover of ₹1.00 Crore (Rupees One Crore only) from the above business activities during the last three (03) completed financial years.

2.3 Documentary Evidence of Experience

The bidder shall submit documentary evidence in support of the eligibility claimed under the applicable category.

(A) Kiosk Operation Experience

The bidder shall submit one or more of the following documents:

- Work Orders;
- Letter of Award;
- Agreements/Contracts;
- Completion Certificates;
- Performance Certificates;
- Client Certificates; or
- Other equivalent verifiable documentary evidence.

The documents shall clearly establish:

- Name of the Client Organisation;
- Nature of Kiosk/Food & Beverage Operation;
- Location of the Kiosk;
- Period of Operation;
- Satisfactory Performance; and
- Institutional category of the client.

(B) Manufacture / Distribution / Channel Partnership Experience

The bidder shall submit, as applicable:

- Manufacturer Authorisation Certificate;
- Authorised Distributor Certificate;
- Authorised Dealer Certificate;
- Channel Partner Certificate;

- Distribution/Dealership Agreement;
- Institutional Business Agreement;
- Purchase Orders;
- Supply Contracts;
- Client Certificates; or
- Other equivalent verifiable documentary evidence.

The bidder shall additionally submit audited financial statements and/or a Chartered Accountant's Turnover Certificate establishing compliance with the prescribed turnover requirement.

IISER Tirupati reserves the right to verify the credentials submitted by the bidder directly with the concerned client/customer.

2.4 Authorised Distributor / Dealer / Channel Partner

Where a bidder claims eligibility on the basis of being an Authorised Distributor, Authorised Dealer, Authorised Channel Partner, Institutional Business Partner, Institutional Supplier or equivalent channel partner of a Tea/Coffee/Beverage Manufacturer or Brand Owner, the bidder shall mandatorily submit valid documentary evidence issued by the concerned Manufacturer/Brand Owner.

The documentary evidence may be in the form of: Manufacturer Authorisation Certificate / Brand Owner Authorisation Certificate / Channel Partner Certificate / Dealership Certificate / Distribution Agreement / Institutional Business Agreement / Kiosk/Channel Outlet Authorisation or Any other equivalent document issued by the Manufacturer/Brand Owner.

The document shall establish the bidder's valid and subsisting business relationship with the Manufacturer/Brand Owner and the scope of authorisation relevant to the products/business proposed under the tender.

2.5.1 Validity of Authorisation

The authorisation shall:

- a) be issued in the name of the bidding entity;
- b) identify the concerned Manufacturer/Brand Owner;
- c) establish the nature of the authorised relationship;
- d) be valid and subsisting as on the last date of submission of bids; and
- e) cover the relevant product/business activity and geographical area, wherever such limitations are specified by the Manufacturer/Brand Owner.

2.5.2 Nomenclature of Authorisation : The Manufacturer/Brand Owner may use different nomenclature for its channel arrangements, including Authorised Distributor,

Authorised Dealer, Channel Partner, Institutional Business Partner, Institutional Supplier, Kiosk Partner or any other equivalent designation.

The nomenclature used by the Manufacturer/Brand Owner shall not, by itself, be a ground for rejection, provided the substantive authorised business relationship and scope of activity are established.

Where the Manufacturer/Brand Owner has authorised the bidder for institutional/commercial business, Government/PSU business, kiosk/channel-outlet business or similar institutional arrangements, such authorisation shall be considered as relevant supporting evidence.

2.6 Verification of Manufacturer Authorisation :

IISER Tirupati reserves the right to independently verify the authenticity, validity and scope of any manufacturer/brand-owner authorisation submitted by the bidder.

The bidder shall provide the official contact details of the concerned Manufacturer/Brand Owner or its authorised representative for such verification.

If the authorisation is found to be: expired; cancelled or revoked; materially inconsistent with the bidder's claim; not issued by the concerned Manufacturer/Brand Owner; or otherwise unverifiable, IISER Tirupati may not consider the experience/eligibility claimed on the basis of such authorisation, subject to the applicable provisions of the tender.

2.7 Past Performance and Clean Track Record :

The bidder shall have a satisfactory performance record in the assignments submitted for meeting the eligibility criteria.

The bidder shall declare that it has not been blacklisted, debarred or banned by any Central Government Department, State Government Department, Public Sector Undertaking, Autonomous Body, Statutory Authority or Educational/Research Institution for reasons relating to fraud, corruption, serious contractual default or other serious misconduct during the relevant period.

The bidder shall submit the prescribed Declaration of Clean Track Record / Non-Blacklisting.

IISER Tirupati reserves the right to verify the declaration and past performance from the concerned organisation.

2.8 Statutory Registrations and Licences

The bidder shall possess, or shall obtain before commencement of operations, all statutory registrations, licences and approvals applicable to the proposed activity, including, as applicable:

PAN;

GST Registration;

Valid FSSAI Registration/License applicable to the nature and scale of the food business;

Any other registration/licence required under applicable Central, State or local laws.

The successful bidder shall ensure that all applicable registrations, licences and approvals remain valid throughout the contract period.

2.9 Experience of Parent / Group / Associate Entities

The experience of a parent company, subsidiary, associate company, group company, franchisee or any other related entity shall not automatically be considered as the experience of the bidder.

The experience of a Manufacturer/Brand Owner shall similarly not automatically be treated as the experience of its Distributor/Dealer/Channel Partner.

2.10 Joint Venture / Consortium

Joint Venture/Consortium bids shall not be permitted.

2.11 Site Visit

The bidder shall inspect the proposed kiosk premises and satisfy itself regarding the site conditions, available infrastructure, utilities, access and other conditions relevant to performance of the contract.

The bidder shall submit the duly signed Site Visit Declaration along with the Technical Bid.

2.12 Bid Security / EMD : The EMD Amount of Rs. 30,000/- (Thirty Thousand only) in the form of a Demand Draft from a Nationalised/scheduled bank in favour of The Director, IISER Tirupati. Bidders registered with MSE are exempted from payment of EMD and are required to submit the Bid Securing Declaration Form.

Details of the Bank for Payment:

- **Bank Name:** State Bank of India
- **Branch Name:** IIT Campus Branch, Tirupati
- **Account Number:** 35029946671
- **IFSC Code:** SBIN0064604

The same may be deposited by registered post or in person to the Director, IISER, TIRUPATI, before the last participation date of the bid. The scanned copy of the EMD must be uploaded to the CPP portal as proof of deposit of the EMD. Bidders who do not submit the required documents online will be summarily rejected. The bidder shall submit the prescribed Earnest Money Deposit/Bid Security or Bid Securing Declaration, as applicable under the tender and prevailing Government of India

rules/orders. Eligible bidders claiming exemption from EMD/Bid Security shall submit valid documentary evidence in support of such exemption.

2.13 Submission of Eligibility Documents

All documents required to establish fulfilment of the eligibility criteria shall be submitted along with the Technical Bid.

The bidder shall clearly indicate the relevant document and page number against each eligibility requirement in the Technical Compliance / Eligibility Checklist.

IISER Tirupati may seek clarification regarding documents already submitted, wherever considered necessary, in accordance with the applicable procurement procedure. Such clarification shall not ordinarily permit alteration of the substantive eligibility or financial offer of the bidder.

2.14 Evaluation Process of The Tender:

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

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

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

The Institute reserves the right to independently verify the performance credentials, work orders, and certificates submitted by the bidder from present or past client organisation. Any adverse report, concealment of material facts, submission of false information, or misrepresentation discovered at any stage of the tender process or during the currency of the contract shall render the bidder liable for rejection of the bid, termination of the contract, forfeiture of Performance Security, and debarment from participating in future tenders of the Institute, as deemed appropriate by the Competent Authority. The proposal and all correspondence and documents shall be written in English.

2.15 The successful Bidder / Tenderer's Bid Security (BS) / Earnest Money Deposit (EMD) will be discharged upon the Bidder / Tenderer furnishing the performance security.

2.16 The successful bidder shall furnish Performance Security of ₹50,000/- in the prescribed form within 21 days from the date of issue of the Letter of Award/Work Order. The

Performance Security shall remain valid for the entire contract period and for such additional period as may be specified by the Institute for settlement of contractual obligations.

2.17 The Bid Security (BS) may be forfeited: In case of a successful Bidder/Tenderer, if the Bidder/Tenderer fails to furnish order acceptance within 1 day of the order and/or fails to furnish Performance Security within 21 days from the date of contract/ order.

2.18 For any query/clarification, please contact the ASSISTANT REGISTRAR, IISER Tirupati, during working hrs. on phone no 0877-2500-207 or at all times on: purchase@iisertirupati.ac.in

2.19 FINAL Selection of service provider: The selection of the service provider is based on the opening of the financial bid after stage 2 of the evaluation criteria. The bidders will have to discount the menu given in Annexure I. This discount applies to each dish. The Bidder who gives the highest discount will be considered as H1. The contractor must sell food items at the quoted discounted rates on the menu price indicated in Annexure I.

3 License Fee:

- (i) **The bidders will have to pay fixed monthly license fees of ₹ 1,000 /- to IISER, Tirupati.**
- (ii) GST on license fees @ 18% or as per the prevailing Government rates shall be payable.

4 Time of Mobilization: The work covered by this contract shall have to commence on 07/09/2026 after the receipt of communication in the form of a letter/email/fax message and signing of the Agreement.

5 Interpretation of Contract Documents: 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 Director, IISER Tirupati, who shall give his decision and issue to the Bidder/Tenderer directing how the work is to be carried out. The decision of the Competent Authority shall be final and conclusive, and the Bidder/Tenderer shall carry out work by this decision.

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

7 Force Majeure:

7.1. Neither IISER Tirupati nor the Bidder shall be liable for failure or delay in performing any obligation under the Contract to the extent such failure or delay is directly caused by an event of Force Majeure which is beyond the reasonable control of the affected party and could not reasonably have been foreseen or prevented.

7.2. For the purposes of this Contract, Force Majeure shall include acts of God, natural disasters such as earthquake, cyclone, flood or landslide, war, declared hostilities, civil disturbance, riot, epidemic/pandemic, fire or acts, orders, restrictions or regulations of the Government or competent statutory authorities, to the extent that such event directly prevents or materially affects performance of the affected obligation.

7.3. Force Majeure shall not include lack of funds, financial difficulty, increase in operating costs, shortage of manpower attributable to the Bidder, labour disputes confined to the Bidder or its employees, failure of the Bidder's suppliers, ordinary market fluctuations or any event arising from the negligence, default or wilful act or omission of the affected party.

7.4. The party affected by an event of Force Majeure shall notify the other party in writing within **seven (07) days** of becoming aware of the occurrence of such event, furnishing reasonable particulars of the event, its expected duration and the obligations affected.

7.5. The affected party shall take all reasonable steps to mitigate the effects of the Force Majeure event and resume performance of its obligations at the earliest practicable opportunity.

7.6. During the period in which performance of an obligation is prevented by Force Majeure, the affected obligation shall be suspended only to the extent and for the period directly affected by such event. Other unaffected obligations shall continue to be performed.

7.7. Mere occurrence of a Force Majeure event shall not automatically entitle the Bidder to any additional payment, compensation, escalation, loss of profit or extension of the Contract period.

7.8. If the Force Majeure event continues for a continuous period of more than **thirty (30) days** and materially prevents the operation of the kiosk, IISER Tirupati may, at its discretion, terminate the Contract in whole or in part by written notice to the Bidder, without liability for compensation for loss of profit or anticipated business.

7.9. Upon cessation of the Force Majeure event, the Bidder shall immediately resume performance of all suspended obligations to the extent reasonably practicable.

- 8 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.
- 9 Completion of Contract:** Unless otherwise terminated under the provisions of any other relevant clause, this contract shall be deemed to have been completed at the expiration of the duration of the contract. The same may be extended further based on the basis of satisfactory performance of the Bidder/Tenderer during the entire contract period with mutual consent on the terms and conditions, including the price.
- 10 Schedule of Rates and Payments:** The price to be paid by the users to the Bidder/Tenderer for the whole of the work to be done and the performance of all the obligations undertaken by the Bidder/Tenderer as per the terms of the contract shall be ascertained by the application of the schedule of rates and payment shall be made accordingly to the work executed and approved by the Institute.
- 11 Accident or Injury to Workman:** The Institute shall not be liable for any damage or

compensation payable in respect of or in consequence of any accident or injury to any workman or other person in the employment of the Bidder/Tenderer through a claim from the insurance company. The Bidder/Tenderer shall indemnify and keep the Institute indemnified against all such damage and compensation whatsoever in respect of or in relation thereto.

12 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.

13 Accounting and Payment:

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

13.2 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.

13.3 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.

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

14 General Rules:

14.1 All the workers engaged for the work shall wear a clean, tidy, washed uniform to be approved by the Institute while on duty.

14.2 The premises will be used for the purpose for which the allotment will be made and not for any other purpose without the written permission of the Competent Authority.

14.3 The Licensee will not be permitted to franchise the Institute's Tea, Coffee, Beverages and Packaged Eatables Kiosk services for any other commercial activity outside the scope of the contract.

14.4 No person with any offensive police record shall be employed to work in the Institute Kiosk. The service provider shall provide an undertaking for the same to the Institute.

14.5 Safety measures are to be provided by the Service provider/ themselves.

14.6 The Service provider will ensure and comply with the provisions of various municipal and other local Rules/ Regulations/ Laws of the Government

14.7 The Institute shall not be a party in case any dispute takes place between the Service provider and his employees.

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

15 Termination:

IISER Tirupati may, without prejudice to any other rights or remedies available under the Tender Document or Contract, terminate the Contract in whole or in part by giving written notice to the successful Bidder, if:

- a) the Bidder fails to perform any material obligation under the Contract and fails to remedy such failure within the period specified in the written notice issued by IISER Tirupati;
- b) the Bidder repeatedly violates the approved menu, prescribed selling prices, uniform discount, quality standards, hygiene requirements, food-safety requirements or operating conditions;
- c) the Bidder engages in overcharging, sale of expired/adulterated/unauthorised products or any serious food-safety violation;
- d) the Bidder abandons the kiosk or ceases operations without prior written approval of IISER Tirupati;
- e) the Bidder sublets, assigns or transfers the Contract or any part thereof in violation of the Tender conditions;
- f) the Bidder furnishes false, misleading or materially incorrect information or documents;
- g) the Bidder becomes insolvent, is wound up, or otherwise ceases to carry on its business; or
- h) the Bidder is blacklisted, debarred or prohibited by a competent Government authority from participating in Government procurement, where such action materially affects its eligibility or ability to perform the Contract.

2. Termination for Convenience

IISER Tirupati may, for administrative, institutional, operational or other bona fide requirements, terminate the Contract in whole or in part by giving **thirty (30) days' written notice** to the successful Bidder. In such event, the Bidder shall not be entitled to claim loss of profit, loss of business, compensation for anticipated revenue or any other consequential compensation on account of such termination.

3. Consequences of Termination

Upon termination, the Bidder shall immediately discontinue the operation of the kiosk, remove its personnel and belongings from the Institute premises and hand over the premises, equipment and other Institute property, if any, in good condition, subject to reasonable wear and tear.

4. Without prejudice

Termination under this Clause shall be without prejudice to the right of IISER Tirupati to recover any dues, damages, penalties, losses or other amounts payable by the Bidder under the Contract and to take such other action as may be permissible under the Contract and applicable rules.

16 Arbitration:

16.1 Except as otherwise provided elsewhere in the contract, if any dispute, difference, question of disagreement or matter whatsoever, shall, before/after completion or abandonment of work ordering extended period, hereafter arises between the parties,

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

16.2 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 arbitrator, it shall be lawful for the Director of the Institute to appoint another to act as arbitrator in the manner aforesaid. Such a person shall be entitled to proceed with reference from the stage at which it was left by his predecessor if both parties consent to this effect, failing which the arbitrator shall be entitled to proceed de novo.

16.3 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.

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

16.5 The venue of arbitration shall be at IISER Tirupati.

16.6 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.

17 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.

18 Important Notes:

18.1 The Institute reserves the right to:

18.1.1 Amend the scope and value of the contract.

18.1.2 Amend the rate of the contract.

18.2 For any of the above actions, the Institute shall neither be liable for any damages nor be under any obligation to inform the applicants, the grounds for the same.

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

18.4 Efforts on the part of the agencies or their agents to exercise influence or to pressurize the Institute for this contract shall result in rejection of the application. Canvassing of any kind is prohibited.

2. SCOPE OF WORK

The successful bidder shall be responsible for the **establishment, operation and day-to-day management of the Tea, Coffee, Beverages and Packaged Eatables Kiosk at IISER Tirupati** and shall provide the following services:

- 2.1 The bidder shall establish and operate the kiosk for the sale of tea, coffee, beverages, packaged snacks, eatables and other approved refreshment items in clean, hygienic and safe conditions.
- 2.2 All packaged food items, snacks and beverages offered for sale shall be branded, of standard quality, within their prescribed shelf life and shall not be sold above the printed Maximum Retail Price (MRP). Any food item prepared outside the kiosk premises or any bakery/other food product not included in the approved list shall be sold only with the prior approval of the Competent Authority of IISER Tirupati.
- 2.3 The successful bidder shall ensure adequate availability of the approved range of tea, coffee, beverages and packaged eatables throughout the operating hours. The list of approved items and applicable rates shall be as specified in Annexure-I of the Tender Document. The bidder shall display the approved menu/item list and rates prominently at the kiosk.
- 2.4 The bidder shall be responsible for the **cleaning and hygienic maintenance of all utensils, cups, glasses, serving items and equipment** used for the operation of the kiosk.
- 2.5 The bidder shall deploy and supervise **adequate and competent manpower** required for the efficient operation, service, cleaning and maintenance of the kiosk.
- 2.6 The bidder shall make **independent arrangements for accommodation of its staff**. No accommodation shall be provided by IISER Tirupati.
- 2.7 The bidder shall provide and regularly refill **branded liquid handwash/soap** at the hand-washing facility provided for the users of the kiosk, wherever applicable.
- 2.8 The bidder shall be responsible for the **housekeeping and cleaning of the kiosk, preparation/service area and any auxiliary area allotted to the bidder**. The kiosk shall be maintained in a clean, neat and hygienic condition at all times. The food/beverage collection shall be on a **self-service basis**, wherever applicable, and users may be required to dispose of their waste in the designated bins. The bidder shall ensure that the kiosk and surrounding area are cleaned regularly and that waste is promptly removed.
- 2.9 The proposed kiosk shall be located at the **designated premises identified by IISER Tirupati**, as specified in the Tender Document. The approximate area of the proposed kiosk/premises shall be **32 sq. metres**, or as may be finally allotted by the Institute.
- 2.10 The bidder shall deploy and supervise adequate manpower for sales/service, cleaning, housekeeping and other activities necessary for the smooth operation of the kiosk.

- 2.11 Pest-control services within the kiosk premises**, wherever required, shall be undertaken by the bidder at its own cost and in accordance with applicable food-safety and hygiene requirements.
- 2.12** The bidder shall provide **clean drinking water and clean glasses/cups**, wherever such facility is required under the approved scope of services, and shall maintain the same in hygienic condition.
- 2.13 Single-use plastic items**, including plastic straws, thermocol plates and similar prohibited items, shall not be used on the IISER Tirupati campus. The bidder shall comply with the Institute's waste-management and sustainability requirements.
- 2.14** The Institute shall provide the **designated kiosk premises and such basic facilities as specifically mentioned in the Tender Document**. Electricity charges and water will be provided by the institute. The bidder shall make every effort to minimize the consumption of electricity and water and shall avoid unnecessary use of utilities.
- 2.15** Any electrical equipment requiring **high power consumption or electrical load beyond the sanctioned capacity**, including equipment requiring voltage above 415 volts, shall be installed/used only with the **prior written approval of the Competent Authority of IISER Tirupati** and the bill need to be paid by the vendor.
- 2.16** The successful bidder shall pay the **monthly kiosk rent/licence fee in advance on or before the 7th day of every month**, as specified in the Tender Document. In case of non-payment, the Institute may suspend operation of the kiosk until the outstanding amount is cleared, unless otherwise approved by the Competent Authority.
- 2.17** The bidder shall comply with all applicable **FSSAI requirements, statutory provisions, safety standards and instructions issued by IISER Tirupati** from time to time in connection with the operation of the kiosk.
- 2.18 Inventory and Institute Property:** Any equipment, furniture, fixtures or other articles provided by the Institute shall be handed over to the Bidder in good and working condition at the commencement of the contract. The Bidder shall be responsible for the safe custody and proper use of such Institute property during the contract period and shall make good, at its own cost, any loss or damage caused due to misuse, negligence or improper handling.
- 2.19 Handover on Expiry of Contract:** Upon expiry or termination of the contract, all Institute-provided equipment, furniture, fixtures and other inventory shall be handed over to the Institute in good working condition, subject to normal wear and tear. The PBG shall be refunded only after settlement of all dues and submission of a **No Dues Certificate** from the concerned authority.
- 2.20 Quality and Hygiene of Food and Beverages:** All tea, coffee, beverages and packaged eatables shall be stored, handled and served in **clean, safe and hygienic conditions**. Expired, stale, damaged, contaminated or otherwise unfit food and beverage items shall not be stored or sold and shall be removed from the kiosk immediately.
- 2.21 Approved Products:** The Bidder shall sell only the **approved tea, coffee, beverages, packaged eatables and other items** specified in the Tender Document and its annexures. Any addition or substitution of products shall require prior approval of the Institute.

- 2.22 Packaged Products:** All packaged food items and beverages shall be properly sealed, branded, within the prescribed shelf life and shall **not be sold above the printed Maximum Retail Price (MRP)**. The Bidder shall ensure that all products comply with applicable food-safety and statutory requirements.
- 2.23 Cleaning of Utensils and Equipment:** All cups, glasses, utensils, serving articles, equipment and other reusable items used at the kiosk shall be cleaned and maintained in a hygienic condition at all times using suitable cleaning agents.
- 2.24 Cleaning and Housekeeping:** The Bidder shall be responsible for the **daily cleaning and housekeeping of the kiosk and its immediate surrounding area**. The kiosk shall be maintained in a neat, clean and hygienic condition throughout the operating hours.
- 2.25 Waste Management:** All food waste, packaging material and other waste generated from the kiosk shall be collected in suitable **covered/sealed bins** and removed from the kiosk premises regularly and preferably on the same day. The Bidder shall follow the waste-management and segregation practices prescribed by the Institute.
- 2.26 Location of Kiosk:** During the Contract, IISER Tirupati may, based on institutional requirements, student/staff convenience, operational requirements or availability of suitable space, identify and provide **one or more additional locations** within the Institute campus for operation of the Tea, Coffee, Beverages and Packaged Eatables Kiosk. Any additional kiosk location shall be allotted only through a **written order issued by the Competent Authority** specifying the location, nature and extent of the additional facility and the date from which the same shall become operational. The successful Bidder shall operate the additional kiosk location(s) in accordance with the **same approved menu, approved selling prices, uniform percentage discount, quality standards, hygiene requirements, operating conditions and other applicable terms and conditions of the Contract**, unless otherwise specifically approved in writing by IISER Tirupati.
- 2.27 Permitted Use of Premises:** The kiosk premises shall be used only for the **sale and service of approved tea, coffee, beverages and packaged eatables** covered under the contract. The Bidder shall not undertake any unrelated commercial activity from the premises.
- 2.28 Quality of Service:** All products and services provided by the Bidder shall meet the **quality, safety, hygiene and service standards expected by IISER Tirupati**. The Bidder shall promptly comply with directions issued by the Institute regarding quality, cleanliness and service.
- 2.29 Staff:** The successful Bidder shall nominate an **experienced staff** responsible for the day-to-day operation of the kiosk and coordination with the Institute. The Bidder shall deploy sufficient and competent manpower to ensure smooth and efficient operation.
- 2.30 Hygiene and Sanitation:** The Bidder shall strictly comply with applicable **FSSAI requirements and prevailing food-safety and hygiene standards**. All personnel working at the kiosk shall maintain proper personal hygiene and shall wear clean and appropriate uniforms, head covering and other protective equipment, wherever applicable.
- 2.31 Medical Fitness of Food Handlers:** Personnel handling food and beverages shall be medically fit to perform their duties. The Institute may require the Bidder to furnish appropriate **medical fitness certificates** for its food-handling personnel as and when required.

- 2.32 Prohibited Activities:** Smoking, consumption or distribution of alcohol, use of tobacco, pan, gutka or other prohibited substances, and possession or consumption of drugs/substances by the Bidder's employees are strictly prohibited within the kiosk premises and the Institute campus.
- 2.33 Details of Personnel:** The Bidder shall submit to the Institute a list of personnel deployed at the kiosk, along with such details and identification documents as may be required by the Institute. Only approved personnel shall be permitted to work at the kiosk.
- 2.34 Unsatisfactory Personnel:** If any employee of the Bidder is found to be guilty of misconduct, negligence, indiscipline, incompetence or any activity detrimental to the interests of the Institute, the Institute may direct the Bidder to remove such person from the campus. Such person shall not be re-deployed at the Institute without prior written permission.
- 2.35 Replacement of Personnel:** Any personnel removed under Clause 2.34 shall be replaced by the Bidder at its own cost within a reasonable period. The Bidder shall be responsible for the conduct and behaviour of all personnel deployed by it, whether directly or indirectly.
- 2.36 Accommodation:** No accommodation shall be provided by IISER Tirupati to the Bidder's employees. The Bidder shall make independent arrangements for accommodation outside the Institute campus.
- 2.37 Food Safety Testing:** Where required by the Institute or applicable food-safety requirements, the Bidder shall arrange testing of selected food, beverage or raw-material samples through an NABL-accredited laboratory and submit the test reports to the Institute. The frequency and scope of such testing shall be as directed by the Institute.
- 2.38 Pest Control:** The Bidder shall undertake regular pest-control and preventive measures at its own cost to ensure that the kiosk and its surrounding area remain free from insects, rodents and other pests.
- 2.39 Drainage and Plumbing:** Any blockage of drainage or plumbing attributable to the operation of the kiosk shall be rectified by the Bidder at its own cost.
- 2.40 Cleaning of Equipment and Ventilation:** The Bidder shall regularly clean and maintain all equipment, ventilation arrangements, counters and other facilities used for the operation of the kiosk.
- 2.41 Manpower Deployment:** The Bidder shall deploy adequate manpower for kiosk management, sales/service and housekeeping/cleaning. The Bidder may deploy additional manpower depending on the volume of business and operational requirements.
- 2.42 Penalty for Non-Compliance:** The Institute shall have the right to impose an appropriate penalty/fine, as decided by the Competent Authority, for poor quality of products, overcharging, sale of expired products, unhygienic conditions, malpractice, inadequate service, or violation of any terms and conditions of the contract.
- 2.43 Food Safety Violations:** Any serious food-safety violation, including the presence of insects, foreign objects, contaminated products or other hazardous material in food/beverages sold by the Bidder, shall attract appropriate penalty and may result in **termination of the contract**, in addition to any other action permissible under the contract or applicable rules.
- 2.44 Period of Contract:** The contract shall initially be for a period of **two (02) years** and may be extended for a further period of up to **one year**, subject to satisfactory performance of the

Bidder and mutual consent of the Institute and the Bidder, on the same terms and conditions or as mutually agreed.

2.45 Operating Hours: The kiosk shall ordinarily remain operational from **08:00 AM to 11:00 PM**. The operating hours may be modified by the Institute from time to time based on campus requirements.

Note: The above timings are tentative and may be revised by the Institute based on the requirements of students, faculty, staff and other campus users.

3. PENALTIES

3.1 The successful bidder shall strictly comply with all the terms and conditions of the Tender Document, approved menu and rate card, prescribed selling prices, quality standards, hygiene and food-safety requirements, operating hours and other instructions issued by IISER Tirupati.

In case of any violation, deficiency, default or non-compliance attributable to the Bidder, IISER Tirupati shall have the right to impose the prescribed penalty, recover the same from the Performance Security and/or take such further action as may be warranted under the terms of the contract.

3.2 Penalty Schedule

Sl. No.	Nature of Violation / Default	Penalty
1	Violation of any tender/contract condition not specifically covered in this schedule	₹2,000/- per occurrence
2	Overcharging beyond the approved selling price / discounted rate	₹2,000/- per complaint, besides refund of excess amount to the customer
3	Charging any amount in addition to the approved price towards milk, sugar, cups, stirrers, preparation, service, packaging or incidental consumables	₹2,000/- per occurrence
4	Sale of any packaged product above the printed MRP	₹2,000/- per occurrence, besides refund of excess amount
5	Sale / storage of expired, stale, damaged, contaminated or otherwise unfit food/beverage products	₹5,000/- per occurrence and immediate removal of such products
6	Deliberate use of inferior, adulterated, diluted or sub-standard ingredients/products	₹5,000/- per occurrence
7	Presence of insects, cockroaches, flies, rodents or other pest contamination in food/beverages or within the food preparation/service area	₹2,000/- per occurrence
8	Presence of foreign objects / extraneous material / hazardous material such as glass, metal, plastic, stones, insects or other contaminants in food/beverages	₹5,000/- per occurrence

9	Failure to maintain prescribed hygiene, cleanliness or sanitation of the kiosk and immediate surroundings	₹2,000/- per occurrence
10	Three or more substantiated complaints relating to cleanliness/hygiene within a day/week	₹2,000/- in addition to individual applicable penalties
11	Failure to maintain personal hygiene, prescribed uniform, head covering, gloves or other protective equipment, wherever applicable	₹2,000/- per incident
12	Failure to maintain required manpower resulting in disruption or inadequate service	₹2,000/- per incident
13	Failure to operate the kiosk during the prescribed operating hours, including unauthorised late opening or early closure	₹2,000/- per incident
14	Failure to operate the kiosk on a scheduled working day without prior approval of IISER Tirupati	₹2,000/- per day
15	Sale of products/brands/items not included in the approved menu/rate card without prior written approval of IISER Tirupati	₹2,000/- per occurrence
16	Change/substitution of an approved product or brand without prior written approval	₹2,000/- per occurrence
17	Sale/use of spurious, counterfeit, unauthorised or non-genuine branded products	₹5,000/- per occurrence and immediate removal of such products
18	Failure to use fresh milk for milk-based beverages, wherever prescribed	₹2,000/- per occurrence
19	Failure to maintain the prescribed serving size / quantity	₹2,000/- per substantiated complaint
20	Failure to prominently display approved base rates, uniform discount and resultant selling prices	₹2,000/- per occurrence
21	Use of prohibited single-use plastic items, thermocol or other prohibited materials within the Institute campus	₹2,000/- per occurrence
22	Failure to properly collect, segregate and remove waste generated from the kiosk	₹2,000/- per occurrence
23	Damage to Institute property, equipment, fixtures, electrical installations or other infrastructure due to negligence, misuse or improper handling	Actual cost of restoration/replacement, subject to assessment by IISER Tirupati, in addition to applicable penalty
24	Unauthorised alteration, installation or use of equipment causing electrical load beyond sanctioned capacity without prior approval	₹5,000/- per occurrence, besides recovery of actual consequential cost/damage
25	Sale, possession or distribution of alcohol, tobacco, pan, gutka or other prohibited substances within the kiosk/campus	₹5,000/- per occurrence and may lead to termination
26	Serious food-safety violation resulting in suspected food poisoning, contamination or risk to health	Forfeiture of Performance Security and/or termination of contract , subject to investigation and due process

27	Repeated violation of the same condition despite written warning/penalty	₹5,000/- per subsequent occurrence and/or further contractual action
28	Abandonment/non-operation of the kiosk without approval	Forfeiture of Performance Security and termination of contract, in addition to recovery of dues/loss, if any

3.3 Food-Safety and Public-Health Violations

Any serious food-safety violation, including but not limited to:

- contamination of food or beverages;
- presence of foreign/hazardous material;
- sale of expired or unsafe products;
- deliberate use of adulterated ingredients;
- food poisoning attributable to the Bidder;
- serious breach of applicable FSSAI requirements;

shall be treated as a **material contractual default**.

Depending upon the nature and gravity of the violation, IISER Tirupati may:

1. direct immediate stoppage/removal of the affected product;
2. order testing of food/raw-material samples;
3. require corrective action;
4. impose applicable penalty;
5. recover the cost of testing, replacement, cleaning or rectification attributable to the Bidder;
6. forfeit the Performance Security; and/or
7. terminate the contract.

3.4 Recovery of Penalty

The penalty imposed under this clause may be:

- (a) Recovered from any amount payable to the Bidder, where applicable; or
- (b) Recovered from the Performance Security; or
- (c) Paid directly by the Bidder within **15 days** from the date of communication of the penalty order.

Where the Bidder fails to pay the penalty within the stipulated period, IISER Tirupati may recover the amount from the Performance Security and/or take further action in accordance with the contract.

3.5 Repeated Defaults

Repeated violations shall be viewed seriously.

Where the Bidder commits repeated violations of the same or similar nature despite written warnings and/or imposition of penalties, IISER Tirupati may treat such conduct as **persistent non-performance** and may initiate appropriate contractual action, including suspension of operation, forfeiture of Performance Security and/or termination of the contract, in accordance with the terms of the Agreement.

3.6 No Penalty Without Verification

For complaints relating to quality, hygiene, overcharging, product quality or other service deficiencies, the Institute may verify the complaint through available records, inspection, photographs/video, product/sample examination, statements of concerned persons or such other reasonable means as considered appropriate.

Penalties shall be imposed after recording the relevant facts and providing the Bidder an opportunity to explain, wherever the circumstances warrant, except in cases requiring immediate preventive action for food safety, public health or campus safety.

CHAPTER – IV: BID INFORMATION

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

PART-ONE (TECHNICAL BID)

- (i) A list of all submitted documents should be provided.
- (ii) EMD Amount of ₹ 30,000/- (Thirty Thousand).
- (iii) **Annexures I TO XII.**
- (iv) Tender Documents duly signed and stamped on every page by the Authorized person of the Firm.

PART-TWO (FINANCIAL BID)

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

Notes: - The bidder is to acquaint himself with the scope of work, all terms and conditions, and penalty details, etc., of the tender document before quoting the rates. After a flat discount ON ALL ITEMS GIVEN IN Annexure I, the decimal value of the individual item will be rounded off to the nearest value. The bidder offering the highest uniform percentage discount applicable to all items specified in Annexure-I shall be ranked H1, subject to fulfilment of all technical and commercial requirements of the Tender. The successful bidder shall sell the approved items at the resultant discounted rates throughout the contract period, subject to the terms and conditions of the Tender.

FINANCIAL BID

**FOR ESTABLISHMENT AND OPERATION OF TEA, COFFEE, BEVERAGES
AND PACKAGED EATABLES KIOSK**

1. FINANCIAL OFFER

I/We, M/s. _____, having carefully examined the Tender Document, terms and conditions and Annexure-I – Approved Menu & Rate Card, hereby submit our Financial Bid for establishment and operation of the Tea, Coffee, Beverages and Packaged Eatables Kiosk at IISER Tirupati.

I/We hereby offer the following ONE UNIFORM PERCENTAGE DISCOUNT applicable to all 50 items specified in Annexure-I.

Sl. No.	Description	Bidder's Offer
1	Uniform Discount applicable to Items Sl. No. 1 to 50	_____ %

Discount in Words _____ percent

2. FINANCIAL EVALUATION

1. The bidder shall quote ONE uniform percentage discount applicable to all items from Sl. No. 1 to 50 specified in Annexure-I.

2. The same percentage discount shall apply uniformly to:

- Tea and coffee;
- Milk-based beverages;
- Hot and cold beverages;
- Soups and hot preparations; and
- Packaged beverages and packaged eatables.

3. No separate discount shall be quoted for individual items, categories, brands, products or pack sizes.

4. The uniform discount shall be quoted up to two decimal places.

5. Among the technically qualified bidders, the bidder offering the highest uniform percentage discount shall be ranked H1.

6. The financial evaluation shall therefore be based exclusively on the highest uniform percentage discount offered for Items Sl. No. 1 to 50.

3. APPLICATION OF THE UNIFORM DISCOUNT

A. Freshly Prepared Items

For freshly prepared items, the final selling price shall be calculated as:

$$\text{Final Selling Price} = \text{IISER Approved Base Rate} \times (100 - \text{Uniform Discount \%}) / 100$$

Example:

If the approved base rate is ₹20 and the bidder offers a uniform discount of 15%:

$$₹20 - 15\% = ₹17.00$$

The bidder shall charge ₹17.00 from the customer.

B. Packaged Products

For packaged products bearing a printed Maximum Retail Price (MRP), the quoted uniform discount shall be applied to the printed MRP, subject to applicable statutory requirements.

$$\text{Final Selling Price} = \text{Printed MRP} \times (100 - \text{Uniform Discount \%}) / 100$$

Example:

If the printed MRP is ₹20 and the bidder offers a uniform discount of 15%:

$$₹20 - 15\% = ₹17.00$$

The bidder shall charge ₹17.00 from the customer.

4. IMPORTANT CONDITIONS

1. The uniform discount quoted by the successful bidder shall be applicable to all 50 items without exception.

2. The bidder shall not quote different discounts for:

- Freshly prepared beverages;
- Milk-based beverages;
- Coffee;
- Tea;
- Packaged beverages;
- Biscuits;
- Snacks;
- Chocolates; or
- Any other item listed in Annexure-I.

3. No item shall be excluded from the uniform discount.

4. No additional charges shall be collected from students, faculty or staff towards milk, sugar, cups, stirrers, preparation, service, packaging or other incidental consumables for freshly prepared items.

5. For packaged products, the bidder shall ensure that the final selling price after discount is clearly displayed/communicated to the customer.
6. The bidder shall not sell any packaged product above the printed MRP.
7. All milk-based beverages shall be prepared using fresh milk only. Milk powder, reconstituted milk, non-dairy creamer or premixed milk-based preparations shall not be used.
8. The approved serving size specified in Annexure-I shall be maintained.
9. The bidder shall display the IISER-approved base rates, uniform discount percentage and resultant selling prices prominently at the kiosk.
10. The uniform discount offered in the Financial Bid shall remain valid and binding throughout the contract period, subject to the terms and conditions of the Tender Document.

5. H1 DETERMINATION

For avoidance of doubt, the following shall be the basis of financial evaluation:

H1 = Highest Uniform Percentage Discount offered on all Items Sl. No. 1 to 50 by a technically qualified bidder.

No other financial parameter shall be considered for determining H1. In case of a tie between two or more technically qualified bidders offering the same highest uniform discount, the tie shall be resolved in accordance with the procedure specified in the Tender Document.

6. DECLARATION BY THE BIDDER (On the company Letter head)

I/We hereby confirm that:

1. I/We have carefully examined the Tender Document and Annexure-I – Approved Menu & Rate Card.
2. I/We have understood that one uniform percentage discount is required for all 50 items.
3. I/We have quoted the uniform discount without any condition, qualification or exception.
4. I/We shall extend the same discount percentage to every item covered under Sl. No. 1 to 50.
5. I/We shall adhere to the approved menu, serving sizes, quality requirements and applicable selling prices.
6. I/We shall use fresh milk for all milk-based beverages.
7. I/We shall not collect any additional amount from students, faculty or staff beyond the applicable discounted selling price.
8. I/We understand that the bidder offering the highest uniform percentage discount among technically qualified bidders shall be ranked H1.
9. I/We agree that the Financial Bid shall be evaluated strictly in accordance with the terms and



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI

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

conditions of the Tender Document.

7. BIDDER DETAILS

Name of the Firm/Agency:

Name of Authorised Signatory:

Designation:

Mobile No.:

Email ID:

GSTIN:

Date: _____

Place: _____

Signature of Authorised Signatory:

Name: _____

Designation: _____

Official Seal of the Firm/Agency

APPROVED MENU & RATE CARD TEA, COFFEE, BEVERAGES AND PACKAGED EATABLES KIOSK

A. TEA

Sl. No.	Item	Serving Size	Approved Base Rate (₹)
1	Regular Tea with Fresh Milk	100 ml	14.00
2	Ginger Tea with Fresh Milk	100 ml	15.00
3	Masala Tea with Fresh Milk	100 ml	16.00
4	Lemon Tea	100 ml	15.00
5	Green Tea	100 ml	15.00

B. COFFEE

Sl. No.	Item	Serving Size	Approved Base Rate (₹)
6	Regular Coffee with Fresh Milk	100 ml	16.00
7	Filter Coffee with Fresh Milk	100 ml	18.00
8	Bean Coffee with Fresh Milk	100 ml	20.00
9	Black Coffee	100 ml	14.00
10	Strong Coffee with Fresh Milk	100 ml	18.00

C. MILK-BASED HOT BEVERAGES

Sl. No.	Item	Serving Size	Approved Base Rate (₹)
11	Hot Fresh Milk	150 ml	15.00
12	Hot Chocolate with Fresh Milk	150 ml	22.00
13	Horlicks with Fresh Milk	150 ml	20.00
14	Malted Health Beverage with Fresh Milk	150 ml	22.00

Condition: All milk-based beverages shall be prepared using fresh milk. Use of milk powder, reconstituted milk or premixed milk-based preparations shall not be permitted.

D. SOUPS & HOT SNACK PREPARATIONS

Sl. No.	Item	Serving Size	Approved Base Rate (₹)
15	Tomato Soup	150 ml	15.00
16	Sweet Corn Soup	150 ml	15.00
17	Mixed Vegetable Soup	150 ml	16.00
18	Vegetable Cup Noodles	45 g	30.00

E. COLD BEVERAGES

Sl. No.	Item	Serving Size	Approved Base Rate (₹)
19	Cold Coffee with Fresh Milk	200 ml	30.00
20	Premium Cold Coffee with Icecream	200 ml	40.00
21	Iced Tea	250 ml	25.00

22	Lemon Iced Tea	250 ml	25.00
23	Fresh Lemon Water	250 ml	15.00
24	Sweet Lemon Soda	250 ml	20.00
25	Salt Lemon Soda	250 ml	20.00
26	Fresh Buttermilk	200 ml	10.00
27	Fresh Lassi	200 ml	15.00

F. PACKAGED DRINKS

Sl. No.	Item	Pack Size	Maximum Selling Price
28	Packaged Drinking Water	500 ml	MRP
29	Packaged Drinking Water	1 Litre	MRP
30	Packaged Fruit Juice	As per pack	MRP
31	Packaged Flavoured Milk	As per pack	MRP
32	Packaged Buttermilk	As per pack	MRP
33	Packaged Carbonated Beverage	As per pack	MRP

G. BISCUITS & PACKAGED EATABLES

Sl. No.	Item	Pack / Unit	Maximum Selling Price
34	Glucose Biscuits	Pack	MRP
35	Marie Biscuits	Pack	MRP
36	Cream Biscuits	Pack	MRP
37	Digestive / Multigrain Biscuits	Pack	MRP
38	Cookies/Osmania Biscuits	Pack	MRP
39	Salted Biscuits / Crackers	Pack	MRP
40	Potato Chips	Pack	MRP
41	Banana / Vegetable Chips	Pack	MRP
42	Corn / Extruded Snacks	Pack	MRP
43	Roasted Peanuts / Roasted Chana	Pack	MRP
44	Popcorn	Pack	MRP
45	Chocolate / Wafer Bar	Pack	MRP
46	Cake / Muffin	Pack	MRP
47	Rusk / Toast	Pack	MRP
48	Energy / Cereal Bar	Pack	MRP
49	Ready-to-Eat Packaged Snack	Pack	MRP
50	Samosa (On Demand)	Per Piece	13.00

GENERAL CONDITIONS:

1. The rates specified against Sl. Nos. 1 to 27 shall constitute the maximum approved base rates for freshly prepared beverages and food items.
2. All milk-based beverages shall be prepared using fresh milk only.
3. Milk powder, reconstituted milk, non-dairy creamer, artificial milk substitutes and premixed milk-based preparations shall not be used for preparation of the items specified in this Rate Card.

4. The bidder shall quote ONE UNIFORM PERCENTAGE DISCOUNT applicable to all items from Sl. Nos. 1 to 50.
5. No item-wise variation in the quoted discount shall be permitted.
6. The bidder offering the highest uniform percentage discount among the technically qualified bidders shall be ranked H1, subject to fulfilment of all other terms and conditions of the Tender Document.
7. **No additional charges shall be collected towards milk, sugar, cups, stirrers, preparation, service or other incidental consumables.**
8. The prescribed serving size shall be maintained uniformly.
9. The final selling price after application of the successful bidder's uniform discount shall be prominently displayed at the kiosk.
10. All food and beverage items shall be prepared, stored and served in accordance with applicable food safety, hygiene and sanitation requirements.
11. The successful bidder shall use good-quality ingredients and genuine branded packaged products sourced through legitimate channels.
12. IISER Tirupati reserves the right to inspect ingredients, preparation methods, storage facilities and finished products at any time.
13. No item other than the items approved by IISER Tirupati shall be sold from the kiosk without prior written approval.
14. IISER Tirupati reserves the right to add, delete or modify items in the Rate Card based on the requirements of students, faculty and staff.
15. The menu and pricing mechanism are intended to ensure affordable, hygienic, transparent and uniform pricing for students, faculty and staff while ensuring commercially sustainable operation of the kiosk.
16. Samosa / Puffs supplied under Sl. No. 50 shall be treated as freshly prepared/on-demand food items and shall not be treated as packaged products bearing printed MRP. The applicable selling price shall therefore be determined with reference to the IISER-approved base rate and the uniform percentage discount quoted by the successful bidder.

ANNEXURE –II

BIDDER'S STATEMENT

(ON THE COMPANY LETTER HEAD OF THE BIDDER)

NOTE:

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

S.N o.	Description	Detailed Response
1	Name & Address of the Bidder organization/firm	
2	Date of Commencement of Business	
3	Address of the Headquarters	
4	Details of the Firm Name of the Chief Executive/proprietor/Director of the firm Details- Phone No. Landline no /Mobile no - Email address -	
5	Legal Status (Attach copies of the original document defining the legal status):	
	a) An individual	
	b) A proprietary firm/ HUF Firm	
	c) A Firm in partnership	
	d) A limited company	
	e) Corporation or Co-operative society	
6	Details of Registrations:	
	a) Income Tax Registration (attach attested copy) (Mention Income Tax Registration details)	
	b) GST registration: Mention the GST Number and enclose a copy of the same	

	FSSAI Registration for providing Kiosk services. Bidder should comply with all legal documents related to the Food Safety & Standards Authority of India at Tirupati on the award of the contract. (Mention the FSSAI registration Number and enclose a copy of the same) PF & ESIC Registration (Mention PF & ESIC Numbers and enclose copies of the same) Labour License (Mention Labour License Numbers and enclose copies of the same)	
7	BANK DETAILS Name of Beneficiary: A/c. No. CC/CD/SB/OD: Name of Bank: IFSC NO. (Bank) Branch Address and Branch Code	
8	The bidder shall be a legally constituted entity registered in India and shall possess the legal capacity and authority to enter into and perform the Contract for the establishment and operation of the Tea, Coffee, Beverages and Packaged Eatables Kiosk at the Indian Institute of Science Education and Research Tirupati (IISER Tirupati). The bidder may be a Proprietorship Firm, Partnership Firm, Limited Liability Partnership (LLP), Company, Cooperative Society or any other legally recognised business entity. Relevant Experience and Financial Capacity: The bidder shall have a minimum of three (03) years of relevant experience during the last five (05) years and shall satisfy any one of the following eligibility categories. Category-I: Experience in Operation of Tea/Coffee/Beverage Kiosk The bidder shall have successfully operated or managed, during the last five (05) years, for a minimum cumulative period of three (03) years, one or more of the following: - Tea/Coffee/Beverage Kiosk; or - Kiosk offering Beverages and Packaged Eatables. The above experience shall mandatorily pertain to the operation of such kiosk/outlet in at least one of the following establishments:	

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

OR

2) Public Sector Undertakings (PSUs) / Govt Institutes.

The bidder shall have achieved a minimum average annual turnover of ₹50.00 lakh (Rupees Fifty Lakh only) from operation of Tea/Coffee/Beverage Kiosks or Kiosks offering Beverages and Packaged Eatables during the last three (03) completed financial years.

Note: Mere experience of operating a standalone retail café, restaurant, bakery, food outlet or similar establishment serving the general public shall not, by itself, satisfy this eligibility criterion.

Category-II: Experience in Manufacture / Authorised Distribution / Dealership / Channel Partnership / Institutional Supply

The bidder may alternatively establish eligibility through experience in:

- Manufacture;
- Authorised Distribution;
- Authorised Dealership;
- Authorised Channel Partnership; or
- Institutional Supply

of Tea, Coffee, Beverages, Packaged Eatables or allied Food & Beverage Products.

The bidder shall have such relevant experience for a minimum cumulative period of three (03) years during the last five (05) years.

The bidder shall have achieved a minimum average annual turnover of ₹1.00 Crore (Rupees One Crore only) from the above business activities during the last three (03) completed financial years.

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
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	1)					
	2)					
	3)					
9	Details of the Firm.					
	a)	Details of the earnest money deposit (EMD) submitted. Details of the Tender Fee (If an exemption is sought, then an application to that effect must be submitted.)				
	b)	Declaration on letterhead of the firm/company as per Annexures I to IX Copy of the tender document to be attached with the signature and stamp of the authorized person				
	b)	Declaration on letterhead of the firm/company as per Annexures I to XI Copy of the tender document to be attached with the signature and stamp of the authorized person				

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

ANNEXURE: III

Bid Securing Declaration Form

Date:

Tender No.

To (insert complete name and address of the purchaser)

I/We. The undersigned declare that:

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

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

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

b) having been notified of the acceptance of our Bid by the purchaser during the period of bid validity

(i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or

(ii) thirty days after the expiration of the validity of my/our Bid.

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

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

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

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

ANNEXURE-IV

DECLARATION REGARDING CLEAN TRACK RECORD / NO LEGAL ACTION

To be submitted on the Letterhead of the Bidder / Firm

I, _____, being the authorized signatory of M/s _____, having its registered office at _____, hereby solemnly declare and certify that:

1. M/s _____ is **not blacklisted, debarred, suspended or otherwise prohibited** from participating in tenders by any **Central Government / State Government / Public Sector Undertaking (PSU) / Autonomous Body / Statutory Authority / Government Organisation / Educational or Research Institution** in India.
2. No **criminal case, vigilance case, or legal proceeding** relating to fraud, corruption, financial irregularity, food safety, or any other offence that may affect the firm's eligibility or ability to perform the present contract is registered or pending against the firm or its **proprietor / partners / directors**, as applicable.
3. No such case, proceeding or adverse action is pending against any **branch, office or associated entity** of the firm that may affect the firm's eligibility or performance under this tender.
4. I/We further declare that the firm has a **clean track record in providing Tea, Coffee, Beverages, Packaged Eatables, Refreshment Kiosk, or similar food and beverage services**.
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 furnished herein is found to be **false, misleading or incorrect** at any stage, **IISER Tirupati** shall be at liberty to **reject the bid, cancel/terminate the contract, forfeit the EMD/Performance Security, and/or take appropriate action including debarment/blacklisting of the firm**, without prejudice to any other rights or remedies available to the Institute under the Tender Document, Contract Agreement or applicable law.
6. I/We undertake to **immediately inform IISER Tirupati** if any of the above declarations cease to be true during the period of the tender/contract.

This declaration shall form an integral part of the Tender Document and, in case of award, the Contract Agreement **for the** Establishment and Operation of Tea, Coffee, Beverages & Packaged Eatables Kiosk at IISER Tirupati.



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INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI

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

Date: _____

Place: _____

Signature of Authorized Signatory: _____

Name: _____

Designation: _____

Name of Firm: _____

Company Seal: _____

Contact No.: _____

ANNEXURE-V

NO RELATIONSHIP CERTIFICATE

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

This is to certify that M/s [Name of Service Provider], participating in the tender for the Establishment and Operation of a Tea, Coffee, Beverages & Packaged Eatables Kiosk 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) – Establishment and Operation of Tea, Coffee, Beverages & Packaged Eatables Kiosk 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 **Establishment and Operation of a Tea, Coffee, Beverages & Packaged Eatables Kiosk at IISER Tirupati.**, we shall submit a **Performance Bank Guarantee (PBG)**.

The **Performance Bank Guarantee of Rs 50,000/- Fifty Thousand)** 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.

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 – 517619,
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-VIII

On the Letterhead of the Bidder / Service Provider / Firm

DECLARATION OF SITE VISIT

**Establishment and Operation of Tea, Coffee, Beverages & Packaged Eatables Kiosk at
IISER Tirupati**

I/We, _____, the undersigned, being the **Partner / Authorized Representative of the Bidder**, representing **M/s _____**, hereby declare that I/we have conducted a **thorough inspection and assessment of the site and premises designated for the establishment and operation of the Tea, Coffee, Beverages & Packaged Eatables Kiosk at IISER Tirupati Campus.**

During the site visit, I/we have:

1. Carefully inspected and assessed the **designated kiosk location, available space, access points and surrounding areas.**
2. Assessed the availability and condition of relevant **infrastructure and utilities**, including electricity, water supply, drainage and other facilities, wherever applicable.
3. Verified the areas designated for **storage, display, preparation/service and other operational requirements** of the kiosk.
4. Familiarized ourselves with the **site conditions, access arrangements, operational requirements and logistical constraints** relevant to the execution of the contract.
5. Satisfied ourselves regarding the **suitability and operational feasibility of the designated premises** for establishment and operation of the kiosk.

I/We confirm that the bid submitted by us has been prepared **after taking into consideration the actual site conditions and facilities observed during the site visit.** We fully understand the responsibilities, risks, operational requirements and obligations associated with the contract.

I/We further agree and confirm that:

1. Any **omission, error or misjudgement** on our part regarding the site conditions shall not constitute a ground for claiming any additional payment, compensation, extension of time or modification of the contract after award.

2. We shall undertake the **establishment and operation of the kiosk strictly in accordance with the site conditions observed, Tender Document, specifications, terms and conditions, and instructions issued by IISER Tirupati.**
3. We shall not raise any claim for **additional compensation or financial adjustment on account of any site condition, access constraint, utility availability or other condition that could reasonably have been identified during the site visit.**
4. We acknowledge that we have satisfied ourselves regarding the **accessibility, suitability and operational requirements of the designated premises** and have taken the same into consideration while submitting our bid.
5. We certify that we have **no objection to the site conditions observed during the site visit** and shall not subsequently claim lack of knowledge of such conditions as a basis for any additional claim.

Accordingly, I/We confirm that the bid has been submitted with **full knowledge and understanding of the site conditions and requirements** for the **Establishment and Operation of Tea, Coffee, Beverages & Packaged Eatables Kiosk at IISER Tirupati.**

For IISER Tirupati	For the Bidder / Service Provider / Firm
Representative, IISER Tirupati	Authorized Signatory
Name: _____	Name: _____
Designation: _____	Designation: _____
Contact No.: _____	Contact No.: _____
Signature: _____	Signature: _____
Seal: _____	Seal: _____

Place: _____

Date: _____



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INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI

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

ANNEXURE-IX

PERFORMANCE CERTIFICATE

[To be issued by the Client Organisation / Customer / Principal Manufacturer as applicable,
on its official letterhead]

PERFORMANCE CERTIFICATE FOR RELEVANT EXPERIENCE

**OPERATION / MANAGEMENT OF TEA, COFFEE, BEVERAGE KIOSK / FOOD & BEVERAGE
OUTLET OR MANUFACTURE / AUTHORISED DISTRIBUTION / DEALERSHIP / CHANNEL
PARTNERSHIP / INSTITUTIONAL SUPPLY**

This is to certify that M/s. _____, having its registered office at:

has been associated with / engaged by _____

(Name of Client Organisation / Customer / Manufacturer / Brand Owner)

having its office at: _____

during the period _____

1. NATURE OF EXPERIENCE

The relevant experience of the bidder is certified under the following category:

CATEGORY-I: OPERATION / MANAGEMENT OF KIOSK / FOOD & BEVERAGE OUTLET

- ☐ Operation / Management of Tea, Coffee and Beverage Kiosk
- ☐ Operation / Management of Kiosk offering Beverages and Packaged Eatables
- ☐ Operation / Management of Food & Beverage Outlet involving Tea, Coffee, Beverages and/or Packaged Eatables

Category of Establishment where the service was performed:

- ☐ Central Government Department / Organisation
- ☐ Educational / Research Institutions such as IIT / IISER / NIT / IIM / AIIMS / Central University / similar Govt funded institutions



☐ Public Sector Undertaking (PSU)

CATEGORY-II: MANUFACTURE / AUTHORISED DISTRIBUTION / DEALERSHIP / CHANNEL PARTNERSHIP / INSTITUTIONAL SUPPLY

- ☐ Manufacture of Tea / Coffee / Beverages / Packaged Eatables / Allied Food & Beverage Products
- ☐ Authorised Distribution
- ☐ Authorised Dealership
- ☐ Authorised Channel Partnership
- ☐ Institutional Business Partnership
- ☐ Institutional Supply
- ☐ Other equivalent authorised business activity:

Name of Manufacturer / Brand Owner / Principal, wherever applicable:

2. DETAILS OF THE ASSIGNMENT / BUSINESS

Sl. No.	Particulars	Details
1	Name of Client Organisation / Customer / Principal	
2	Address of Client Organisation / Customer / Principal	
3	Name of Bidder / Service Provider	
4	Nature and Scope of Service / Business	
5	Location of Kiosk / Outlet / Supply / Business Activity	
6	Contract / Work Order / Agreement / Authorisation No. & Date	
7	Date of Commencement	

8	Date of Completion / Present Status	
9	Duration of Engagement	
10	Approximate Annual Value of Business / Contract, wherever applicable	
11	Total Value of Business / Contract, wherever applicable	
12	Products / Services handled	
13	Number of Kiosks / Outlets operated, wherever applicable	
14	Whether the assignment/business is being performed satisfactorily	

3. DURATION OF RELEVANT EXPERIENCE

It is hereby certified that the bidder has performed the above-mentioned activity for a period of:

From: _____ **To:** _____

Total Duration: _____

The above engagement constitutes approximately:

_____ **years** / _____ **months**

of continuous / cumulative experience.

Where the bidder has undertaken multiple assignments with this organisation, the details may be furnished below:

Sl. No.	Contract / Work Order No. & Date	Nature of Activity	Period	Approx. Annual / Contract Value
1				
2				
3				

4. PERFORMANCE CERTIFICATION

It is further certified that M/s. _____:

1. **has satisfactorily operated / managed the kiosk, outlet or food & beverage facility, or carried out the relevant manufacture, distribution, dealership, channel partnership or institutional supply activity**, as applicable, during the above-mentioned period;
2. has supplied / handled / dealt with **Tea, Coffee, Beverages, Packaged Eatables and/or allied Food & Beverage Products**, as applicable to the nature of the assignment;
3. has maintained satisfactory standards of **quality, hygiene, food safety, service and timely supply**, to the extent applicable to the nature of the assignment;
4. has complied with the applicable contractual, statutory and food-safety requirements during the period of engagement, to the extent applicable;
5. has maintained satisfactory customer / service standards;
6. has not been found guilty of any material malpractice, fraud, deliberate misrepresentation or serious contractual misconduct in connection with the above assignment;
7. has completed the assignment satisfactorily / is presently performing the assignment satisfactorily; and
8. the information furnished in this certificate is based on the records available with this organisation and is true and correct to the best of our knowledge.

5. AUTHORISATION / BUSINESS RELATIONSHIP

[To be completed only for Category-II experience, wherever applicable]

It is certified that M/s. _____ is / was an:

- ☐ Authorised Distributor
- ☐ Authorised Dealer
- ☐ Authorised Channel Partner
- ☐ Institutional Business Partner
- ☐ Institutional Supplier
- ☐ Other equivalent authorised business partner

of:

Manufacturer / Brand Owner / Principal:

Nature of Authorisation:



Authorisation / Agreement No.:

Date of Authorisation / Agreement:

Validity of Authorisation:

From _____ to _____

The above authorisation / business relationship was valid and subsisting during the relevant period and covered the business activity/products for which the bidder has claimed experience under the tender.

6. DEFAULT / PENALTY / TERMINATION, IF ANY

During the period of the above engagement:

- ☐ No material default / penalty / termination has occurred.
- ☐ The following default / penalty / termination occurred:

Sl. No.	Nature of Default / Violation	Date	Action / Penalty Imposed	Present Status
1				
2				

If no material default exists, the first option may be ticked.

7. OVERALL PERFORMANCE

Based on the performance of the bidder during the above period, the overall performance is assessed as:

- ☐ Excellent
- ☐ Very Good
- ☐ Satisfactory
- ☐ Unsatisfactory



भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI

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

8. CERTIFICATION

I hereby certify that the information furnished above is **true and correct and based on the official records available with this organisation.**

The certificate is issued at the request of the bidder for submission in connection with the tender for:

“Establishment and Operation of Tea, Coffee, Beverages and Packaged Eatables Kiosk at IISER Tirupati.”

The undersigned is authorised to issue this certificate on behalf of the organisation.

Signature: _____

Name of Certifying Officer: _____

Designation: _____

Organisation: _____

Official Contact Number: _____

Official E-mail ID: _____

Date: _____

Place: _____

Official Seal of the Organisation



ANNEXURE -X

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
The Director,
IISER, TIRUPATI, – 517619 (A.P.)

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

Tender Title: Establishment and Operation of Tea, Coffee, Beverages & Packaged Eatables
Kiosk at IISER Tirupati

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.

CHECKLIST FOR BIDDER

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

ENVELOPE – 1 (Technical Bid)			
Documents		File Types	Document Attached
Sl. No	Content		
1	EMD / Bid Securing Declaration / valid exemption document	.PDF	(Yes /No)
2	PAN	.PDF	(Yes /No)
3	GST Registration	.PDF	(Yes /No)
4	FSSAI Registration/License	.PDF	(Yes /No)
5	Constitution/Registration Certificate of Firm/Company	.PDF	(Yes /No)
6	Relevant Experience Documents	.PDF	(Yes /No)
7	Manufacturer/Brand Owner Authorisation, where applicable	.PDF	(Yes /No)
8	Relevant Turnover Certificate / Audited Financial Statements as applicable to the eligibility category claimed – ₹50.00 lakh for kiosk-operation experience / ₹1.00 crore for manufacture, authorised distribution, dealership, channel partnership or institutional supply.	.PDF	(Yes /No)
9	Clean Track Record Declaration	.PDF	(Yes /No)
10	No Relationship Certificate	.PDF	(Yes /No)
11	Bidder's Statement	.PDF	(Yes /No)
12	Acceptance of Tender Terms	.PDF	(Yes /No)
13	Site Visit Declaration	.PDF	(Yes /No)
14	Performance Certificate, wherever applicable	.PDF	(Yes /No)
15	Pre-bid Authorisation, if applicable	.PDF	(Yes /No)
16	Signed Tender Document	.PDF	(Yes /No)

Envelope-2(Financial-Bid)				
Sl. No	Documents	Content	File Types	Document Attached
1	Financial Bid	PRICE BID SHOULD BE SUBMITTED IN EXCEL (BOQ) FORMAT	.xls	(Yes /No)



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Andhra Pradesh – 517619

Website: www.iisertirupati.ac.in

IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS TENDER 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