



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

TENDER DOCUMENT

Selection of Service Provider for Hostel Dining & Catering Services at IISER Tirupati

Tender No.: IISERT/Admin/HDCS/2026-27/01

Tender Type

Open Tender (e-Procurement)

Tender Inviting Authority: The Director, IISER Tirupati

IMPORTANT DATES

Particulars	Date & Time
Publishing Date	19.08.2026 & 17:00 Hrs
Bid Download Start Date	19.08.2026 & 17:00 Hrs
Pre-Bid Meeting	24.08.2026 & 11:00 Hrs
Bid Submission start date	24.08.2026 & 18:30 Hrs
Last Date & Time for Submission	07.09.2026 & 15:00 Hrs
Opening of Technical Bid	08.09.2026 & 15:30 Hrs
Opening of Financial Bid	To be notified separately to technically qualified Bidders

DISCLAIMER

This Tender Document is issued by the Indian Institute of Science Education and Research Tirupati (hereinafter referred to as "the Institute") for selection of a Service Provider for operating the Hostel Dining and Catering Services at the Institute.

The information contained in this Tender Document is intended to assist prospective Bidders in preparing their Bids. While every effort has been made to ensure the accuracy of the information contained herein, the Institute makes no representation or warranty, express or implied, regarding its completeness or accuracy.

The Bidder shall be solely responsible for conducting its own due diligence, assessing the scope of work, understanding the site conditions, complying with statutory requirements and evaluating all matters relevant to submission of the Bid.

The Institute reserves the right to amend, modify, cancel or withdraw this Tender at any stage without assigning any reason, in accordance with the applicable Government of India procurement rules.

Submission of a Bid shall be deemed to constitute unconditional acceptance of all the terms and conditions contained in this Tender Document.

For any technical and commercial-related queries, please contact the Deputy Registrar (Academics & Purchase) at Email: purchase@iisertirupati.ac.in and Ph: 0877 2500 232/33/35, 0877 2500 205/207.



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INSTRUCTIONS FOR ONLINE BID SUBMISSION

The Tender Document has been published and can be downloaded from Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app> (or) from the Institute website <http://www.iisertirupati.ac.in/tenders/>

The bidders are required to submit soft copies of their bids electronically online only through the E-procurement portal up to the last date and time of submission of tender.

The bidders are required to submit soft copies of their bids electronically on the <https://eprocure.gov.in/eprocure/app> using valid Digital Signature Certificates.

The instructions given below are meant to assist the bidders in registering on the e-tender Portal, prepare their bids in accordance with the requirements and submitting their bid online on <https://eprocure.gov.in/eprocure/app> the e-tendering portal.

More information useful for submitting online bids on may be obtained at:
<https://eprocure.gov.in/eprocure/app>

GUIDELINES FOR REGISTRATION:

1. Bidders are required to enrol 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.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
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 / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / eToken.
7. The CPP Portal also has user manual with detailed guidelines on enrollment and participation in the online bidding process. Any queries related to process of online bids or queries related to CPP Portal may be directed to the 24x7 CPP Portal Helpdesk.
8. The Institute will not be responsible for any type of technical issue regarding uploading of Tender on website.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters.

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 intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
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 document that need to be submitted. Any deviations from these may lead to rejection of the bid.
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 format. Bid Original documents may be scanned with 100 dpi with Black & White option.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents.
5. 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 bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the website well in advance for the submission of the bid so that they can upload the bid well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by IISER Tirupati. Failure to do so (or) incomplete/partial submission shall lead to rejection of the bid.
3. In case of Bank Guarantee (BG) bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Technical Bid. In case of non-receipt of BG in original by the said time, the uploaded bid will be summarily rejected.
4. Bidders are requested to note that they should necessarily submit their financial bids in the format provided (as per Schedule -G, G.8) and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender

document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

5. 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, opening of bids etc. The bidders should follow this time during bid submission.
6. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. 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 no. and the date & time of submission of the bid with all other relevant details.
8. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

ASSISTANCE TO BIDDERS

- i. 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.
- ii. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 0120-4200462, 0120-4001002, 91-8826246593.



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CHAPTER – 1

NOTICE INVITING TENDER (NIT)

1.1 Invitation

- The Indian Institute of Science Education and Research Tirupati (IISER Tirupati), an Institution of National Importance under the Ministry of Education, Government of India, invites online bids from eligible, experienced, and financially sound Service Providers under the **Two-Bid System** for operating the **Hostel Dining and Catering Services** at the Institute campus.
- The selection of the Service Provider shall be carried out through the **Quality-cum-Cost Based Selection (QCBS)** methodology as specified in this Tender Document.

* Note:

In the event of any discrepancy, inconsistency, or technical issue arising during the **QCBS evaluation through the CPPP (Central Public Procurement Portal)**, the Institute reserves the right to **calculate and verify the evaluation scores manually** in accordance with the provisions and evaluation methodology prescribed in the tender document.

Based on such manual verification/calculation, the Institute shall determine the final evaluation scores and may **award the tender to the H1 bidder as determined by the Institute.**

The **decision of the Institute in this regard shall be final and binding on all bidders**, and no claim or objection arising from any discrepancy in the CPPP-generated evaluation shall be entertained.

1.2 Name of Work: Selection of Service Provider for Hostel Dining & Catering Services at IISER Tirupati.

1.3 Scope of Services: The selected Service Provider shall be responsible for:

- Operation and management of the Hostel Dining Facility;
- Preparation and service of meals under the Fixed Semester Hostel Dining System;
- Operation of the Optional Add-on Service for additional items;
- Catering for official events and functions;
- Housekeeping and sanitation of the kitchen and dining facilities;
- Compliance with applicable statutory and food safety requirements.

1.4 Contract Period: The Contract shall initially remain valid for a period of **Two (02) Years** from the date of commencement of services. Institute reserves the right to terminate the contract on account of unsatisfactory performance by issuing one month of notice to the bidder.

The Contract may be extended for a further period of up to **One (01) Year**, subject to satisfactory performance, continued requirement of the Institute, availability of funds and approval of the Competent Authority.

1.5 Estimated Requirement

Particular	Details
Hostel Dining System	Fixed Semester Dining System
Approximate Regular Diners	1,500 Students
Optional Add-on Service	For Additional Items
Catering	As and when required
Operational Scale Reference	Approximately 1,500 regular diners; minimum comparable experience reference: 600 diners/day.

The above figures are indicative and may vary depending upon the academic session and operational requirements.

1.6 Bid System: The Tender shall be processed through the **Two-Bid System**, consisting of:

- Technical Bid
- Financial Bid

The Technical Bids shall first be evaluated in accordance with the eligibility and technical qualification criteria prescribed in this Tender Document. Only those Bidders who satisfy all mandatory eligibility and technical requirements shall be invited for the Presentation and Demonstrated Capability Evaluation.

Only Technically Qualified Bidders securing the minimum qualifying score of 18 marks out of 30 in the Presentation and Demonstrated Capability Evaluation shall be eligible for Financial Evaluation. The Financial Bids of Bidders who fail to secure the prescribed minimum Presentation Score shall not be considered/opened for evaluation.

1.7 Tender Inviting Authority**The Director**

Indian Institute of Science Education and Research Tirupati
Srinivasapuram, Venkatagiri Road,
Yerpedu Mandal,
Tirupati – 517619
Andhra Pradesh

1.8 Nodal Officer: The **Assistant Registrar** shall function as the Nodal Officer for this Tender. The Institute reserves the right to nominate any other officer as the Nodal Officer.

1.9 Right of the Institute: The Institute reserves the right to accept or reject any or all Bids, annul the Tender process, or reject all Bids at any time before the award of the Contract, without assigning any reason and without incurring any liability, in accordance with applicable Government of India procurement rules.

CHAPTER – 2

TENDER DATA SHEET (TDS)

The following Tender Data Sheet shall be read in conjunction with the other provisions of this Tender Document. In the event of any inconsistency, the specific provisions contained in this Tender Data Sheet shall prevail.

2.1 Scope of Services: The successful Bidder shall provide the following services:

- Hostel Dining Services;
- Optional Add-on Service;
- Catering Services; and
- Any other catering services specifically assigned by the Institute under the Contract.

2.2 Estimated Requirement

- i. The estimated student strength covered under this Tender is approximately **1,500 regular diners**.
- ii. The above number is indicative only and may increase or decrease during the Contract Period based on admissions, graduations, hostel occupancy and other operational requirements.
- iii. For the purpose of eligibility and technical evaluation, the principal scale-of-operation reference for this Tender shall be a minimum of 600 diners per day under a comparable Catering/hostel mess contract. This reference is intended solely to establish the bidder's relevant operational experience and capacity and shall not constitute a financial commitment, minimum business guarantee or payment obligation of IISER Tirupati.
- iv. **The Institute does not guarantee any minimum quantity of business.**
- v. Bid Security / EMD, Bid Validity Period and Performance Security shall be as specifically stated in the Tender Data Sheet and the e-procurement portal. Where the applicable procurement framework permits exemption or a Bid Securing Declaration, the same shall be governed by the prevailing rules and the Tender conditions.
- vi. Tender Fee: As specified in the e-procurement portal / Tender Notice, if applicable.
- vii. **Bid Security / EMD: ₹20,00,000/- (Rupees Twenty Lakh only)**, subject to applicable exemptions under prevailing Government of India procurement policy, bidder availing EMD exemption should submit Valid MSE certificate and Bid Security declaration.

The Bid Security shall remain valid for **at least 60 days** beyond the final Bid validity period. Bidders claiming exemption shall upload valid documentary evidence.

EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category with the bid. Under MSE category, only **Service Providers for Services** are eligible for exemption from EMD. **Traders are excluded from the purview of this Policy.**

- viii. Bid Validity: 180 days from the last date prescribed for submission of Bids.
- ix. Performance Security: **35,00,000/- (Rupees Thirty-Five Lakh only)**. Such Performance Security shall not constitute any minimum business guarantee or payment commitment by IISER Tirupati. The performance Security shall remain valid for at least 60 days beyond the contract period.



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No manual submission of bids shall be accepted.

2.4 Price Basis: The Bidder shall quote prices strictly in the prescribed Financial Bid (BOQ) format. The quoted rates shall remain firm during the initial Contract Period unless otherwise provided in the Contract.

2.5 Taxes and Duties: The quoted Breakfast, Lunch and Dinner rates shall be all-inclusive rates, inclusive of all applicable taxes, duties, statutory levies and charges as applicable on the date of submission of the Bid.”

Any subsequent change in statutory taxes or Government levies shall be dealt with in accordance with Clause 10.17 and applicable Government rules.

2.6 Corrigendum: Any corrigendum, addendum, amendment, clarification, or other communication relating to this Tender shall be published exclusively on the following official websites:

- **Central Public Procurement Portal (CPPP):** <https://eprocure.gov.in/eprocure/app>
- **IISER Tirupati – Tenders:** <http://www.iisertirupati.ac.in/tenders/>

Bidders are advised to regularly visit the above websites and keep themselves updated regarding any corrigendum, addendum, amendment, clarification, or other information issued in connection with this Tender.

2.7 Important Note: Submission of the Bid shall be deemed to constitute that the Bidder:

- has carefully examined the Tender Document;
- has understood the scope of work and contractual obligations;
- has satisfied itself regarding the site conditions and operational requirements; and
- agrees to abide by all the terms and conditions of the Tender.

The Tender No. and the portal reference shall be as published on the designated e-procurement portal.

2.8 Contact Details

Tender Inviting Authority

The Director
Indian Institute of Science Education and Research Tirupati
Srinivasapuram, Venkatagiri Road,
Yerpedu Mandal,
Tirupati – 517619
Andhra Pradesh

Nodal Officer

Assistant Registrar
Indian Institute of Science Education and Research Tirupati

Ph No. 0877 2500 207

E-mail: chvdeepak@iisertirupati.ac.in



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CHAPTER – 3 INSTRUCTIONS TO BIDDERS (ITB)

3.1 General

3.1.1 Invitation to Bid:

The Indian Institute of Science Education and Research Tirupati (IISER Tirupati), an Institution of National Importance under the Ministry of Education, Government of India, invites online bids under the Two-Bid System from eligible Service Providers for operation and management of Hostel Dining, Optional Add-on and Catering Services at the Institute Campus.

3.1.2 Cost of Bidding:

The Bidder shall bear all costs associated with the preparation and submission of the Bid. The Institute shall not be responsible or liable for any such costs irrespective of the outcome of the tender process.

3.1.3 Eligible Bidders:

Only those bidders satisfying the eligibility criteria prescribed in **Chapter 4** shall be eligible to participate in this Tender.

3.2 Tender Documents

The Tender Document consists of the following:

Chapter	Description
Chapter 1	Notice Inviting Tender
Chapter 2	Tender Data Sheet
Chapter 3	Instructions to Bidders
Chapter 4	Eligibility & Qualification Criteria
Chapter 5	Scope of Work
Chapter 6	Technical Specifications
Chapter 7	Evaluation Methodology
Chapter 8	General & Special Conditions of Contract
Chapter 9	Service Level Agreement & Performance Monitoring
Chapter 10	Payment Terms
Chapter 11	Forms, Schedules & Annexures

The Bidder shall be deemed to have examined all the above documents before submission of the Bid.

3.3 Clarifications

PRE-BID MEETING: IISER Tirupati will be conducting a Pre-bid meeting online through G-Meet/Zoom/Webex/any other virtual meeting tool on 24/08/2026 from 11:00 AM IST. All prospective bidders are requested to kindly send their queries through email at purchase@iisertirupati.ac.in and CC to chvdeepak@iisertirupati.ac.in so as to reach the latest by 23/08/2026.

Clarifications to all the queries received before the due date will be given during the Pre-Bid Meeting and only the queries which remain unclarified (or) the queries which have an impact on the change in

technical specifications will be mentioned in the minutes of the pre-bid meeting and the same will be uploaded on our website and CPPP portal.

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

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

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

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

3.4 Documents to be Submitted

Technical Bid

The Technical Bid shall include, but not be limited to:

- Technical Bid Form;
- Bidder Information;
- Eligibility Documents;
- Experience Certificates;
- Turnover Documents;
- Statutory Registrations;
- Technical Proposal;
- Declarations;
- Any other document specified in this Tender.

Financial Bid:

- The Financial Bid shall be submitted only in the prescribed BOQ format.
- No condition shall be incorporated in the Financial Bid.

3.5 Evaluation of Bids

The evaluation shall be carried out in the following stages:

Stage	Activity
I	Preliminary Scrutiny
II	Eligibility Evaluation
III	Technical Evaluation
IV	Financial Evaluation
V	QCBS Evaluation
VI	Recommendation for Award

The detailed evaluation methodology is specified in **Chapter 7**.

3.6 Preferential Procurement Policies

- i. Applicable Government of India procurement policies, including purchase preference for Micro and Small Enterprises (MSEs), Public Procurement (Preference to Make in India) provisions, and restrictions applicable to entities from specified countries, shall be applied to this procurement to the extent applicable and in accordance with the prevailing statutory orders, rules and guidelines. Bidders claiming any applicable benefit shall submit the prescribed supporting documents.

3.7 Disqualification of Bids

A Bid shall be liable for rejection if the Bidder:

- Does not satisfy the eligibility criteria;
- Submits false or misleading information;
- Fails to submit mandatory documents;
- Submits a conditional Financial Bid;
- Attempts to influence the evaluation process;
- Is found to have engaged in fraudulent, corrupt or collusive practices.

3.8 Interpretation

- i. In case of any ambiguity regarding the interpretation of this Tender Document, the decision of the Institute shall be final, subject to the applicable laws of India.

3.9 Conflict of Interest

- i. The Bidder shall disclose, in the prescribed declaration format, any relationship of its promoters, partners, directors or key managerial personnel with any employee, officer or member of the Governing Body of IISER Tirupati who is connected with this Tender process, including relationships by blood, marriage or business association.
- ii. Any employee or officer of the Institute connected with the preparation, evaluation or approval of this Tender who has a conflict of interest with a Bidder shall recuse himself/herself from the relevant stage of the process and report the matter to the Competent Authority.
- iii. Non-disclosure of a material conflict of interest shall render the Bid liable for rejection at any stage, including after the award of Contract, without prejudice to any other action available under law.

3.10 Integrity Pact

- i. Every Bidder shall execute an Integrity Pact on **Rs 100 bond paper**, in the format provided at **Annexure IX**, undertaking not to offer, give or agree to give, directly or indirectly, any gift, gratification, bribe or undue advantage to any official of the Institute in connection with this Tender or the resulting Contract.
- ii. The Institute may designate an Independent External Monitor (IEM) for tenders above such value threshold as may be decided by the Competent Authority, to oversee the tender process for adherence to the Integrity Pact. Where an IEM is designated, Bidders may raise concerns regarding the fairness of the process directly with the IEM.
- iii. Breach of the Integrity Pact by a Bidder shall entail forfeiture of the Bid Security/EMD or Performance Security, as applicable, cancellation of the Bid or Contract, and such further action including blacklisting as may be permissible under applicable law.



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CHAPTER – 4

ELIGIBILITY & QUALIFICATION CRITERIA

4.1 General

- The Bidder shall satisfy all the eligibility and qualification criteria prescribed in this Chapter. Documentary evidence in support of each requirement shall be uploaded along with the Technical Bid.
- Failure to comply with any mandatory eligibility requirement may result in rejection of the Bid.

PART – A

LEGAL ELIGIBILITY

4.2 Constitution of Bidder

The Bidder shall be one of the following legal entities:

- Company registered under the Companies Act,
- Limited Liability Partnership (LLP);
- Partnership Firm;
- Proprietorship Firm;
- Any other legal entity permitted under applicable law.

The Bidder shall submit documentary evidence of its legal status.

4.3 Statutory Registrations

The Bidder shall possess the following valid registrations, wherever applicable:

Sl. No.	Registration	Document Required
1	PAN	Copy of PAN
2	GST Registration	GST Certificate
3	FSSAI Licence	Valid FSSAI Licence
4	EPFO Registration	EPFO Registration Certificate
5	ESIC Registration	ESIC Registration Certificate

The successful bidder shall obtain any additional statutory registrations or licences required under law before commencement of the services.

PART – B

TECHNICAL ELIGIBILITY

4.4 Similar Work Experience: The bidder should have successfully provided integrated dining, hostel mess, or Catering services having served a minimum average of 600 diners per day for a continuous period of at least twelve (12) months during the last five years in any of the following establishments:

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

OR

b) Reputed Corporate Campuses / IT Parks / Technology Parks / Manufacturing Facilities / Business Parks / Public Sector Undertakings (PSUs)/ Research Institutions/ Defence Establishments/ Large Industrial Townships/ SEZs, / Corporate Offices having centralized dining facilities.

The following shall **not** ordinarily be considered as Similar Work:

- Marriage catering;
- Outdoor event catering;
- Festival catering;
- Temporary event catering;
- Private party catering.

4.5 Experience Criteria: The Bidder shall have successfully completed at least one (01) similar Catering/hostel mess contract during the last Five (05) years ending on the last date of submission of bids, having served a minimum average of 600 diners per day for a continuous period of at least twelve (12) months.

Completion Certificates or Performance Certificates issued by the client organisation shall be submitted.

4.6 Operational Experience: The Bidder shall have experience in operating organised dining facilities of comparable scale. The Institute may verify the details submitted by the Bidder from the respective client organisations.

PART – C

FINANCIAL ELIGIBILITY

4.7 Average Annual Turnover

- The Bidder shall have an average annual financial turnover of not less than **₹1,50,00,000/- (Rupees One Crore Fifty Lakh only)** from catering, institutional dining, hostel mess or allied food-service operations during the preceding three financial years.
- The turnover shall be supported by audited financial statements or a certificate issued by a Chartered Accountant.

4.8 Financial Capacity: The Bidder shall demonstrate adequate financial capability to execute the Contract. The Institute reserves the right to seek clarification or verification of financial information furnished by the Bidder.

PART – D**STATUTORY COMPLIANCE****4.9 Blacklisting:**

- i. The Bidder shall not have been blacklisted, debarred or banned by any Central Government Ministry/Department, State Government Department, Central Autonomous Body or Central Educational Institution as on the last date of submission of bids.
- ii. A declaration in the prescribed format shall be submitted.

4.10 Litigation

- i. The Bidder shall disclose details of any ongoing litigation, arbitration or contractual disputes having a material impact on its ability to perform the Contract.
- ii. Mere existence of litigation shall not automatically disqualify a Bidder.

4.11 Compliance with Labour Laws: The Bidder shall certify compliance with applicable labour laws including payment of wages, EPF, ESI and other statutory obligations.

PART – E**DOCUMENTS TO BE SUBMITTED**

The Bidder shall upload the following documents as part of the Technical Bid:

Sl. No.	Document
1	Certificate of Incorporation / Registration
2	PAN
3	GST Registration Certificate
4	FSSAI Licence
5	EPFO Registration Certificate
6	ESIC Registration Certificate
7	Work Orders along with Completion / Performance Certificates
8	CA Audited Financial Statements
9	CA certified Turnover Certificate
10	Blacklisting Declaration
11	Litigation Declaration
12	Authorisation of Signatory
13	All Annexures as per Chapter XI and Any other document specified in the Tender

PART – F**VERIFICATION OF CREDENTIALS**

4.12 Verification: The Institute reserves the right to verify any document, information or credential submitted by the Bidder.

Verification may be carried out through:

- Client organisations;
- Statutory authorities;
- Government databases; or
- Any other reliable source.

If any information furnished by the Bidder is found to be false, misleading or fabricated, the Bid shall be liable for rejection without prejudice to any other action available under law.

4.13 Clarifications: The Institute may seek written clarification regarding documents submitted by the Bidder. No clarification shall be permitted that materially alters the Bid or permits submission of a mandatory document that was required to be submitted before the bid submission deadline.

ELIGIBILITY COMPLIANCE MATRIX

Sl. No.	Eligibility Requirement	Compliance (Yes/No)	Reference Document
1	Legal Entity		
2	PAN		
3	GST		
4	FSSAI Licence		
5	EPFO		
6	ESIC		
7	Similar Work Experience		
8	Financial Turnover		
9	Blacklisting Declaration		
10	Litigation Disclosure		

CHAPTER – 5

SCOPE OF WORK

5.1 Objective

- The Institute intends to engage a professionally managed Service Provider for the operation and management of the Hostel Dining and Catering Services at IISER Tirupati.
- The Contractor shall provide safe, hygienic, nutritious and timely food services in accordance with the provisions of this Tender Document.

PART – A

HOSTEL DINING SERVICES

5.2 Hostel Dining System

- The Institute follows a Fixed Semester Hostel Dining System for registered resident students. The Contractor shall provide the prescribed meals in accordance with Schedule–C. Students shall make payment of the applicable semester dining charges directly to the Contractor. The Institute shall have no financial liability for such student payments.
- The Contractor shall operate the Hostel Dining Facility and provide meals to registered diners in accordance with the approved menu and meal schedule.
- The Contractor shall directly collect the approved semester dining charges from registered student diners in accordance with the mechanism approved by the Institute.

5.3 Meal Services: The Contractor shall provide Breakfast, Lunch and Dinner on operational days in accordance with the meal pattern, on all days except weekends (Saturday and Sunday) Rotational Menu and weekend operating model prescribed in Schedule–C.

Meal	Service
Breakfast	Daily
Lunch	Daily
Dinner	Daily

The detailed menu shall be prescribed separately by the Institute.

5.4 Meal Timings: Meal timings shall be notified by the Institute. The Institute reserves the right to modify meal timings during:

- Semester commencement;
- Semester breaks;
- Examination periods;
- Orientation Programmes;
- Workshops;
- Conferences; and
- Other Institute events.

5.5 Number of Diners:

- The present requirement is approximately **1,500 regular hostel diners**.
- The number of diners may vary depending upon admissions, graduations, hostel occupancy and other academic requirements.
- The Institute does not guarantee any minimum number of diners.

5.6 Scope: The Contractor shall provide Optional Add-on Food Items in accordance with Schedule-D and the rates quoted and approved in the Financial Bid.

PART – B

5.7 Menu:

- Only Optional Add-on Food Items approved by the Institute shall be supplied. The detailed framework is prescribed in Schedule-D.
- The approved Optional Add-on Menu shall be governed by Schedule-D.

5.8 Rates:

- Rates shall be quoted by the Bidder in the Financial Bid and shall become effective only after approval by the Institute.
- The Contractor shall not revise prices without prior written approval.

5.9 Operation: The Optional Add-on Service shall operate during the timings approved by the Institute.

PART – C

CATERING

5.10 Scope: The Contractor shall provide catering services for official functions including:

- Conferences;
- Workshops;
- Seminars;
- Faculty Meetings;
- Board Meetings;
- Senate Meetings;
- Student Programmes;
- Official Visits;
- Guest House requirements; and
- Other events approved by the Institute.

5.11 Requisition: Catering shall be provided only against authorised requisitions issued by the Institute.

5.12 Menu: Menus shall be approved by the Institute depending upon the nature of the programme.

PART – D

PROCUREMENT OF RAW MATERIALS

5.13 Responsibility: The Contractor shall procure all food grains, vegetables, fruits, milk, groceries, spices, edible oil and other consumables required for execution of the Contract.

5.14 Quality: All food materials shall conform to the quality standards prescribed in **Chapter 6**.

PART – E

KITCHEN OPERATIONS

5.15 Kitchen Management: The Contractor shall be responsible for:

- Food preparation;
- Cooking;
- Serving;
- Cleaning;
- Washing;
- Storage;
- Housekeeping;
- Waste segregation; and
- Day-to-day operation of the kitchen.

5.16 Kitchen Hygiene: The kitchen shall be maintained in a clean and hygienic condition throughout the Contract Period.

5.17 Dining Hall: The Contractor shall maintain the dining halls in a clean, orderly and hygienic condition during and after meal service.

PART – F

HOUSEKEEPING & SANITATION

5.18 Cleaning: The Contractor shall undertake cleaning of:

- Kitchen;
- Dining Hall;
- Food Preparation Area;
- Washing Area;
- Service Counters;
- Store Rooms;
- Waste Collection Area.

5.19 Waste Management

- Waste shall be segregated into biodegradable and non-biodegradable categories.
- Disposal shall be carried out in accordance with the directions of the Institute and applicable statutory requirements.

PART – G

MANPOWER

5.20 Deployment:

- The Contractor shall deploy adequately trained manpower for satisfactory execution of the Contract.
- The minimum manpower deployment shall be as prescribed in Schedule-F.

5.21 Uniform: All personnel deployed by the Contractor shall:

- wear clean uniforms;
- display identity cards;
- maintain personal hygiene;
- observe proper conduct within the campus.

PART – H

FOOD SAFETY

5.22 Compliance: The Contractor shall comply with the Food Safety and Standards Act, 2006, the applicable FSSAI Regulations and other statutory requirements relating to food safety.

5.23 Inspection: The Institute or any authority authorised by it may inspect:

- Kitchen;
- Dining Hall;
- Raw Materials;
- Food Preparation;
- Food Storage;
- Food Service;
- Hygiene Practices.

The Contractor shall extend full cooperation during such inspections.

PART – I

ASSETS & UTILITIES

Institute Assets:

- The Institute shall hand over the kitchen infrastructure, dining halls and other assets as recorded in the Institute asset inventory / hand-over record prepared before commencement of services.
- The Contractor shall use the assets responsibly and return them in good condition, subject to normal wear and tear.

5.25 Utilities

- The Institute shall provide utilities such as electricity and water at the designated facilities, subject to the terms of the Contract.
- The Contractor shall ensure economical and responsible use of these utilities.

PART – J

GENERAL RESPONSIBILITIES

5.26 Coordination: The Contractor shall coordinate with:

- Assistant Registrar;
- Hostel & Dining Committee;

5.27 Compliance: The Contractor shall comply with:

- This Tender Document;
- Applicable laws;
- Institute rules and regulations;
- Written instructions issued by the Institute in relation to the Contract.

Activity	Contractor	Institute
Procurement of Raw Materials	✓	
Cooking & Serving	✓	
Kitchen Housekeeping	✓	
Dining Hall Cleaning	✓	
Menu Approval		✓
Optional Add-on Rates Approval		✓
Catering Orders		✓
Electricity Supply*		✓
Water Supply*		✓
Kitchen Infrastructure		✓
Routine Operational Cleaning	✓	
Statutory Compliance	✓	

*Subject to the terms and conditions of the Contract. **Schedules forming part of this Chapter**

CHAPTER – 6**TECHNICAL SPECIFICATIONS****6.1 Objective**

- The purpose of this Chapter is to prescribe the minimum technical and quality standards for food, raw materials, kitchen operations, manpower, hygiene and equipment to ensure consistent, safe and nutritious dining services at IISER Tirupati.
- The Contractor shall comply with the specifications prescribed in this Chapter and the Schedules forming part of the Contract.

PART – A**FOOD QUALITY STANDARDS****6.2 General:** All food items shall be:

- Fresh and wholesome;
- Free from adulteration;
- Fit for human consumption;
- Procured from authorised sources;
- Stored, prepared and served under hygienic conditions.

The use of stale, spoiled, expired or contaminated food materials is strictly prohibited.

6.3 Raw Material Quality

The Contractor shall procure food materials conforming to applicable FSSAI standards. The following table indicates the minimum quality requirements.

Item	Minimum Specification
Rice	Premium quality, clean, free from stones, insects and foreign matter
Wheat Flour (Atta)	Freshly milled, FSSAI compliant
Edible Oil	Branded refined oil conforming to FSSAI standards
Pulses	Clean, machine processed, free from infestation
Milk	Pasteurised milk from approved dairy
Curd	Freshly prepared or procured from approved dairy
Paneer	Fresh, FSSAI compliant
Vegetables	Fresh, seasonal and of good quality
Fruits	Fresh, ripe and suitable for consumption
Eggs (where served)	Fresh, clean and of standard quality
Spices & Condiments	Branded and FSSAI compliant

The Institute reserves the right to reject any material not meeting the prescribed quality.



PART – B

FOOD PREPARATION

6.4 Cooking Standards: The Contractor shall ensure that:

- Food is freshly prepared for each meal.
- Food is cooked using hygienic practices.
- Overcooking or repeated reheating is avoided.
- Appropriate cooking temperatures are maintained.
- Safe food handling practices are followed.

6.5 Portion Sizes

- Standard portion sizes shall be as prescribed by the Institute in **Schedule-B**.
- The Contractor shall ensure uniform serving of portions to all diners.

6.6 Menu Compliance

- Meals shall be prepared strictly in accordance with the approved menu at **Schedule -C**.
- No substitution shall be made without prior written approval of the Institute, except in exceptional circumstances where an equivalent item is approved.

PART – C

KITCHEN & DINING HALL

6.7 Kitchen: The kitchen shall be maintained in a clean, organised and hygienic condition.

The Contractor shall ensure:

- proper ventilation;
- adequate lighting;
- cleanliness of work surfaces;
- regular cleaning of utensils and equipment;
- segregation of raw and cooked food.

6.8 Dining Hall

- The dining hall shall be maintained in a clean and orderly condition.
- Tables, chairs, serving counters and wash areas shall be cleaned before, during and after meal service.

PART – D

FOOD STORAGE

6.9 Storage: Food materials shall be stored separately based on their nature.

Separate storage shall be maintained for:

- Dry groceries;
- Vegetables and fruits;
- Dairy products;
- Frozen items;
- Cleaning chemicals.

Cleaning chemicals shall not be stored with food items.

6.10 Stock Rotation: The Contractor shall follow the **First-In-First-Out (FIFO)** principle for storage and consumption of food materials.

PART – E

FOOD SAFETY & HYGIENE

6.11 Personal Hygiene: All personnel engaged in food handling shall:

- Wear clean uniforms;
- Use head covers/aprons and gloves, where required;
- Maintain trimmed nails;
- Wash hands before handling food;
- Refrain from handling food when suffering from communicable illnesses.

6.12 Medical Fitness

- The Contractor shall ensure that all food handling personnel are medically fit for food service duties.
- The Institute may require the Contractor to produce medical fitness records whenever considered necessary.

6.13 Pest Control: The Contractor shall undertake periodic pest control measures in the kitchen and dining areas through approved methods, ensuring that food safety is not compromised.

PART – F

EQUIPMENT & UTENSILS

6.14 Utensils:

- The Contractor shall use clean and food-grade utensils for cooking and serving.
- Damaged or unsafe utensils shall be replaced promptly.
- Any additional utensils required for efficient service shall be arranged by the Contractor unless otherwise provided in the Contract.

6.15 Kitchen Equipment

- The Contractor shall use the equipment provided by the Institute with due care.
- Any additional equipment required for efficient service shall be arranged by the Contractor unless otherwise provided in the Contract.
- Maintenance of the Kitchen Equipment shall be done by the Contractor.

PART – G

HOUSEKEEPING

6.16 Cleaning Standards: The following minimum cleaning standards shall be maintained:

Area	Minimum Requirement
Kitchen	Clean before and after every meal
Dining Hall	Clean throughout meal service and after closing
Wash Area	Continuous cleaning during operational hours
Waste Collection Area	Cleaned daily
Store Rooms	Kept clean and organised

6.17 Waste Disposal

- Waste shall be segregated into biodegradable and non-biodegradable categories and cleared on daily basis.
- Waste shall be disposed of only at locations approved by the Institute.

PART – H

MANPOWER

6.18 Minimum Deployment

- The Contractor shall deploy manpower in accordance with **Schedule-F**.
- Any reduction in manpower below the prescribed level without prior approval of the Institute shall constitute a deficiency in service.

6.19 Identity & Uniform: All personnel shall:

- wear prescribed uniforms;
- display valid identity cards;
- maintain proper grooming and professional conduct.

PART – I

QUALITY CONTROL

6.20 Inspection: The Institute may inspect:

- Raw materials;
- Food preparation;
- Storage facilities;
- Kitchen hygiene;
- Dining hall;
- Utensils and equipment.

The Contractor shall extend full cooperation during inspections.

6.21 Food Samples: The Institute may require preservation of food samples in accordance with applicable food safety practices for investigation of complaints or food safety incidents.

**EVALUATION METHODOLOGY
(QUALITY-CUM-COST BASED SELECTION – QCBS)**

7.1 Objective

- The QCBS method shall be used only after the procurement is duly approved as a Quality Oriented Procurement (QOP) by the Competent Authority in accordance with the applicable Government of India procurement framework.
- The objective of the evaluation process is to identify the **Most Advantageous Bid** by assessing the technical competence, institutional experience, financial capability and commercial competitiveness of the bidders through the **Quality-cum-Cost Based Selection (QCBS)** method.
- The evaluation shall be conducted in a fair, transparent, objective and non-discriminatory manner strictly in accordance with the provisions of this Tender Document.
- No evaluation criterion other than those expressly specified herein shall be applied.

In the event of any discrepancy, inconsistency, or technical issue arising during the QCBS evaluation through the CPPP (Central Public Procurement Portal), the Institute reserves the right to calculate and verify the evaluation scores manually in accordance with the provisions and evaluation methodology prescribed in the tender document.

Based on such manual verification/calculation, the Institute shall determine the final evaluation scores and may award the tender to the H1 bidder as determined by the Institute.

The decision of the Institute in this regard shall be final and binding on all bidders, and no claim or objection arising from any discrepancy in the CPPP-generated evaluation shall be entertained.

PART – A

STAGES OF EVALUATION

7.2 Evaluation Process: The evaluation of bids shall be carried out in the following stages:

Stage	Activity
Stage – I	Preliminary Scrutiny
Stage – II	Eligibility Evaluation
Stage – III	Technical Evaluation
Stage – IV	Technical Qualification
Stage – V	Opening of Financial Bids
Stage – VI	Financial Evaluation
Stage – VII	QCBS Evaluation
Stage – VIII	Verification of Credentials
Stage – IX	Recommendation of Successful Bidder

Only those bidders who successfully qualify each stage shall be considered for the subsequent stage.

PART – B**PRELIMINARY SCRUTINY**

7.3 Preliminary Examination: The Institute shall conduct a preliminary examination of each Bid to determine whether:

- the Bid has been submitted within the prescribed time and through the prescribed mode;
- all mandatory documents and declarations have been furnished;
- the Bid is complete in all material respects;
- the Bid is substantially responsive to the Tender conditions; and
- there is no material deviation that affects the substance of the Bid.
- The Institute may seek clarification regarding minor deficiencies that do not materially alter the substance of the Bid, in accordance with applicable procurement rules.
- This preliminary examination shall be conducted on a qualifying basis and shall carry no marks. Only Bids passing the preliminary examination shall proceed to Technical Eligibility under Clause 7.4.

7.4 Technical Eligibility

- The Technical Evaluation Committee shall verify compliance with the mandatory eligibility and technical requirements prescribed in **Chapter 4** and elsewhere in the Tender Document. This stage shall be evaluated on a Qualified / Disqualified basis only. No marks shall be awarded at the Technical Qualification stage.
- Only Bidders satisfying all mandatory eligibility and technical requirements shall be treated as Technically Qualified and shall be invited to make the Presentation. Bidders failing any mandatory eligibility or technical requirement shall not be invited for the Presentation and their Financial Bids shall not be considered.

PART – C**PRESENTATION & DEMONSTRATED CAPABILITY EVALUATION****7.5 Presentation**

- All Technically Qualified Bidders shall be invited to make a presentation before the duly constituted Evaluation Committee. The Presentation and Demonstrated Capability Evaluation shall carry a maximum of 30 marks.

7.6 Presentation Evaluation Matrix

Sl. No.	Presentation / Demonstrated Capability Parameter	Maximum Marks
1	Understanding of IISER Tirupati's Dining Requirements and Proposed Operational Approach	5
2	Proposed 22-Day Rotational Menu, Nutritional Balance and Menu Management	5
3	Food Quality, Procurement, Raw Material Management and Food Safety	5

4	Demonstrated Experience in Handling Comparable Dining Volume, Contingency Arrangements and Business Continuity and Innovation / Value Addition	5
5	Financial Capacity / Average Annual Turnover and Manpower Deployment, Supervision and Day-to-Day Operational Management	5
6	Kitchen Hygiene, Sanitation, Quality Assurance and Monitoring Mechanism and Student Feedback, Grievance Redressal and Technology-Enabled Dining Management	5
	TOTAL	30

7.7 Basis for Presentation Scoring

- The marks under the Presentation and Demonstrated Capability Evaluation shall be awarded on the basis of the Bidder's presentation, submitted technical proposal and documentary evidence furnished with the Technical Bid.
- The Bidder shall not receive additional marks merely for making unsupported claims during the presentation.
- For Item 4, Demonstrated Experience in Handling Comparable Dining Volume, the Bidder shall furnish documentary evidence from the concerned client organisation indicating the average daily diners handled under a qualifying similar contract. The following scale shall apply: 600–799 diners/day: 1 mark; 800–999 diners/day: 2 marks; 1,000 or more diners/day: 3 marks. Only experience satisfying the mandatory Similar Work criteria shall be considered.
- For Item 5, Financial Capacity / Average Annual Turnover, the following scale shall apply based on the average annual turnover during the preceding three financial years: ₹1.5 crore to less than ₹2.50 crore: 1 mark; ₹2.50 crore to less than ₹3.5 crore: 2 marks; ₹3.5 crore and above: 3 marks. The minimum eligibility turnover of ₹1.5 crore remains a mandatory Qualified/ Disqualified condition.
- The same documentary evidence shall not be awarded marks more than once under different criteria. Any credential used to establish mandatory eligibility may also be considered for the relevant presentation criterion only to the extent expressly permitted under this Schedule.

7.8 Minimum Presentation Score

- A Technically Qualified Bidder shall secure a minimum Presentation and Demonstrated Capability Score of 18 marks out of 30 to qualify for Financial Evaluation. Bidders securing less than 18 marks shall not have their Financial Bids considered.

PART – E FINANCIAL EVALUATION

7.9 Opening of Financial Bids

- Financial Bids shall be opened/evaluated only for Bidders who are Technically Qualified and who have secured the minimum Presentation Score prescribed in Clause 7.8.

7.10 Financial Bid Basis

- The Bidder shall quote separate all-inclusive rates for Breakfast, Lunch and Dinner on a per-student-per-meal basis in the prescribed Fixed Hostel Dining Financial BOQ.

- The Total Daily Meal Price per Student shall be calculated as: Breakfast Rate + Lunch Rate + Dinner Rate.
- No notional quantity of diners, student-days, meals, subscriptions or operational days shall be used for determining the Financial Bid. IISER Tirupati does not guarantee any minimum number of diners, meals, student subscriptions, enrolments, operational days or business volume.

7.11 Financial L1 and Financial Score:

- The Bidder quoting the lowest Total Daily Meal Price per Student among the Bidders eligible for Financial Evaluation shall be designated as Financial L1 and shall receive a Financial Score of 100.
- The Financial Score of each other eligible Bidder shall be calculated as follows:

Financial Score (Fs) = (Lowest Total Daily Meal Rate ÷ Bidder's Total Daily Meal Rate) × 100.

- For avoidance of doubt, Financial L1 means the Bidder quoting the lowest Total Daily Meal Price per Student. Financial L1 shall not, by itself, constitute the successful Bidder under the QCBS methodology.
- Optional Add-on Food Item rates and Institutional / Special / Guest House Catering rates shall be quoted separately in the respective Schedules / Financial Rate Schedules. These rates shall not form part of the comparative Financial Score for Fixed Hostel Dining because the Institute does not guarantee any quantity or volume of such services/items.

PART – F

QCBS EVALUATION

7.12 Combined Score

- The final Combined Score shall be calculated out of 100 marks as follows:
Presentation and Demonstrated Capability Score = maximum 30 marks.
Financial Score = maximum 70 marks.
Financial Contribution = **Financial Score × 70 ÷ 100.**

Combined Score = Presentation Marks + Financial Contribution.

The Bidder obtaining the highest Combined Score shall be ranked H-1 / Most Advantageous Bidder, subject to successful verification of credentials and approval by the Competent Authority.

7.13 Tie Breaking

- In the event of two or more Bidders obtaining the same Combined Score, ranking shall be determined in the following order: (1) Higher Presentation and Demonstrated Capability Score; (2) Lower Total Daily Meal Price per Student; (3) Higher demonstrated average daily diners handled under a qualifying similar contract.

PART – G

VERIFICATION OF CREDENTIALS

7.14 Verification

- Before issuance of the Letter of Award, the Institute reserves the right to verify any information furnished by the H-1 / Most Advantageous Bidder, including experience certificates, completion/performance certificates, average daily diner evidence, turnover, statutory registrations, infrastructure, equipment, manpower resources and client references. The Institute may conduct physical verification wherever considered necessary.

7.15 False Information

- If any information furnished by the Bidder is found to be false, fabricated, misleading or materially inconsistent with the bid submitted, the Institute may reject the bid, forfeit the Bid Security/EMD wherever applicable, cancel the Letter of Award if already issued, and take further action as permissible under applicable laws and Government procurement rules.

PART – H

RECOMMENDATION & AWARD

7.16 Recommendation: The Evaluation Committee shall prepare a detailed evaluation report and recommend the H-1 / Most Advantageous Bidder to the Competent Authority.

7.17 Award of Contract: The Contract shall ordinarily be awarded to the H-1 / Most Advantageous Bidder, subject to fulfilment of all Tender conditions, successful credential verification and approval of the Competent Authority.

GENERAL & SPECIAL CONDITIONS OF CONTRACT (GCC & SCC)

8.1 General

- These General & Special Conditions of Contract shall govern the execution, administration and performance of the Contract entered into between IISER Tirupati and the successful Bidder (hereinafter referred to as the "Contractor").
- These conditions shall be read in conjunction with all other provisions of this Tender Document.

PART – A

CONTRACT ADMINISTRATION

8.2 Contract Documents

The following documents shall collectively constitute the Contract:

- a) Letter of Award (LoA)
- b) Contract Agreement
- c) Tender Document
- d) Corrigenda / Addenda, if any
- e) Accepted Technical Bid
- f) Accepted Financial Bid
- g) Schedules and Annexures
- h) Written instructions issued by the Institute during execution of the Contract.

8.3 Order of Precedence

In case of inconsistency between Contract Documents, the following order of precedence shall apply:

1. Letter of Award (LoA)
2. Contract Agreement
3. General & Special Conditions of Contract
4. Scope of Work
5. Technical Specifications
6. Tender Document
7. Accepted Technical Bid
8. Accepted Financial Bid

8.4 Commencement of Contract: The Contractor shall commence the services from the date specified in the Letter of Award or Work Order after completion of all mobilisation requirements.

8.5 Contract Period: The Contract shall remain valid for **One (02) Year** from the date of commencement of services.

The Contract may be extended for a further period of up to **One (01) Year**, subject to:

- Satisfactory performance;
- Continued requirement of the Institute;
- Availability of funds; and
- Approval of the Competent Authority.

Extension shall not be claimed as a matter of right by the Contractor.

PART – B

OBLIGATIONS OF THE CONTRACTOR

8.6 General Obligations: The Contractor shall:

- perform the services with due diligence, efficiency and professionalism;
- comply with the Tender Document and Contract;
- ensure continuity of services throughout the Contract Period;
- deploy qualified and trained personnel;
- comply with all applicable statutory provisions.
- Poor general conduct by the caterer equals strict action.

8.7 Compliance with Laws: The Contractor shall comply with all applicable laws including those relating to:

- Food Safety;
- Labour;
- Taxation;
- Fire Safety;
- Public Health;
- Environmental Protection; and
- Occupational Safety.

Any liability arising due to non-compliance shall be borne solely by the Contractor.

8.8 Conduct of Personnel: The Contractor shall ensure that all personnel:

- maintain discipline within the campus;
- wear prescribed uniforms and identity cards;
- behave courteously with students, employees and visitors;
- refrain from misconduct, violence, abuse or harassment.

The Institute may require replacement of any employee whose conduct is found to be unsatisfactory.

8.9 Confidentiality: The Contractor shall maintain confidentiality of all information relating to the Institute and shall not disclose any information to any third party without prior written approval, except where disclosure is required under law.

8.10 Payment of license fees - The successful bidder shall pay a fixed monthly licence fee of **₹50,000/- (Rupees Fifty Thousand only) plus applicable GST** per month for the licensed area measuring **635.2 sq.m.** The applicable GST shall be borne and paid by the successful bidder in addition to the licence fee.

The monthly licence fee prescribed under Clause 8.10 is a fixed contractual obligation of the successful Bidder and shall not form part of the comparative Financial Score under Clause 7.12.

PART – C

OBLIGATIONS OF THE INSTITUTE

8.11 Responsibilities of the Institute: The Institute shall:

- Provide access to the designated kitchen and dining facilities;
- Hand over the assets listed in the Asset Inventory Schedule;
- Provide electricity and water as per the Contract;
- Nominate a Nodal Officer for administration of the Contract;
- Process payments in accordance with **Chapter 10**.

PART – D

INSPECTION & MONITORING

8.12 Right of Inspection

- The Institute or any officer authorised by it may inspect the services, facilities, records, food materials and operational areas at any time during the Contract Period.
- The Contractor shall extend full cooperation during such inspections.

8.13 Records

- The Contractor shall maintain all records prescribed under the Contract and applicable laws.
- Such records shall be produced for inspection whenever required by the Institute or any statutory authority.

PART – E

DEFAULT

8.14 Events of Default: Without prejudice to other remedies available under the Contract, the following shall constitute Events of Default:

- persistent failure to maintain service standards;
- repeated violation of food safety requirements;

- abandonment of services;
- use of substandard or adulterated food materials;
- breach of statutory obligations;
- submission of false documents or information;
- unauthorised subcontracting or assignment;
- insolvency or liquidation of the Contractor.

8.15 Notice of Default: Where a default is noticed, the Institute may issue a written notice specifying:

- nature of the default;
- corrective action required; and
- time allowed for rectification.

Failure to rectify the default within the stipulated period may result in action under the Contract.

PART – F

TERMINATION

8.16 Termination for Default: The Institute may terminate the Contract, after following due process, if the Contractor:

- Commits a material breach of the Contract;
- Fails to rectify persistent deficiencies despite written notices;
- Abandons the services;
- Repeatedly violates statutory requirements;
- Furnishes false information or documents.

8.17 Termination for Convenience

- The Institute may terminate the Contract in the public interest or due to administrative reasons by giving **Thirty (30) days' written notice** to the Contractor.
- The Contractor shall not be entitled to claim compensation except for payments due for satisfactorily rendered services up to the effective date of termination.

8.18 Termination by the Contractor

- The Contractor may seek termination by giving **Ninety (90) days' prior written notice**.
- The Institute may accept such request subject to ensuring continuity of services and completion of contractual obligations.

PART – G

FORCE MAJEURE

8.19 Force Majeure: Neither Party shall be liable for failure to perform its obligations if such failure is due to events beyond its reasonable control, including but not limited to:

- Natural disasters;

- War;
- Civil unrest;
- Epidemic or pandemic;
- Governmental restrictions;
- Other events recognised as Force Majeure under law.

The affected Party shall promptly notify the other Party and take reasonable steps to mitigate the impact.

PART – H

INDEMNITY & LIABILITY

8.20 Indemnity: The Contractor shall indemnify and keep indemnified the Institute against all claims, losses, damages, liabilities, penalties, costs and expenses arising out of:

- Negligence;
- Breach of Contract;
- Statutory violations;
- Acts or omissions of the Contractor or its personnel.

8.21 Limitation of Liability

- Except in cases involving fraud, wilful misconduct, gross negligence, personal injury, death, breach of confidentiality or statutory liability, the aggregate contractual liability of the Contractor shall, to the extent legally permissible, be limited to the total amount payable by the Institute under the Contract during the period to which the claim relates. This limitation shall not restrict recovery of statutory dues, taxes, penalties or amounts specifically recoverable under law.
- This limitation shall not affect the Institute's right to recover statutory dues, taxes, penalties or damages specifically recoverable under law.

PART – I

DISPUTE RESOLUTION

8.22 Amicable Settlement: The Parties shall first endeavour to resolve all disputes through mutual consultation.

8.23 Arbitration

- Any dispute not resolved amicably shall be referred to arbitration in accordance with the **Arbitration and Conciliation Act, 1996**, as amended from time to time.
- Unless otherwise agreed, the arbitral tribunal shall consist of a Sole Arbitrator appointed in accordance with the applicable legal framework.
- The seat and venue of arbitration shall be **Tirupati, Andhra Pradesh**.
- The proceedings shall be conducted in the English language.

8.24 Jurisdiction: Subject to the arbitration provisions, the courts at **Tirupati, Andhra Pradesh**, shall have exclusive jurisdiction over matters arising out of this Contract.

PART – J

MISCELLANEOUS

8.25 Assignment: The Contractor shall not assign, transfer or subcontract the whole or any substantial part of the Contract without the prior written approval of the Institute.

8.26 Waiver: Failure by either Party to enforce any provision of the Contract shall not constitute a waiver of that provision or any subsequent breach.

8.27 Severability: If any provision of the Contract is held to be invalid or unenforceable by a court of competent jurisdiction, the remaining provisions shall continue to remain in full force and effect.

8.28 Governing Law: The Contract shall be governed by and construed in accordance with the laws of India.

PART – K

EMPLOYMENT STATUS, LABOUR LAW COMPLIANCE, INSURANCE & TRANSITION

8.29 No Employer-Employee Relationship

- a) All personnel deployed by the Contractor for the performance of this Contract, including supervisory, cooking, service, housekeeping and administrative staff, shall at all times remain the employees of the Contractor. Nothing contained in this Tender Document or the Contract shall be construed as creating any employer-employee relationship, master-servant relationship or any other relationship of privity between such personnel and IISER Tirupati.
- b) The Contractor alone shall be responsible for recruitment, wages, service conditions, disciplinary action, termination, statutory dues and all other obligations of an employer towards its personnel. The Institute shall have no liability whatsoever, whether under the Industrial Disputes Act, 1947, the Code on Wages, 2019, or any other labour enactment, towards absorption, regularisation, back-wages or any other employment-related claim by the Contractor's personnel.
- c) The Contractor shall indemnify the Institute against any claim, demand, award or liability arising from any such claim of employer-employee relationship, absorption or regularisation raised by its personnel or any statutory or judicial authority.

8.30 Contract Labour (Regulation & Abolition) Act, 1970 Compliance

- a) Where applicable, the Contractor shall obtain and maintain a valid licence under the Contract Labour (Regulation and Abolition) Act, 1970 (or the corresponding provisions of the Occupational Safety, Health and Working Conditions Code, 2020, upon its commencement) for the manpower deployed under this Contract, and shall furnish a copy thereof to the Institute before commencement of services and upon every renewal.
- b) The Institute shall register itself as the Principal Employer under the said Act to the extent required by law. The Contractor shall maintain the registers, records and muster rolls prescribed under the Act and the Rules made thereunder, and shall produce the same for inspection by the Institute or any statutory authority whenever required.

- c) The Contractor shall ensure that wages are paid directly into the bank accounts of its personnel within the time prescribed under the Payment of Wages Act, 1949 / Code on Wages, 2019, and shall furnish proof of payment along with the Monthly Compliance Report prescribed in Schedule-I.

8.31 Insurance

The Contractor shall, at its own cost and throughout the Contract Period, take out and keep in force the following minimum insurance cover, and shall furnish copies of the policies to the Institute before commencement of services and upon every renewal:

(a) Workmen's Compensation / Employees' Compensation Insurance or Group Personal Accident cover for all personnel deployed under the Contract, in accordance with the Employees' Compensation Act, 1923 / applicable law;

(b) Public Liability Insurance covering third-party injury, death or property damage arising out of the Contractor's operations on campus, with a minimum sum insured of ₹50,00,000/- (Rupees Fifty Lakh only) per occurrence, or such higher amount as may be specified in the Letter of Award; and

(c) Product/Food Liability Insurance covering claims arising from food-borne illness or food safety incidents attributable to the Contractor, with a minimum sum insured of ₹25,00,000/- (Rupees Twenty-Five Lakh only) per occurrence.

Failure to maintain the insurance cover prescribed above shall constitute a breach of the Contract and shall be treated as an Event of Default under Clause 8.13.

8.32 Antecedent Verification of Personnel

- a) Since the Services are performed within a residential student campus, the Contractor shall obtain police verification / character and antecedent verification for every person deployed under the Contract before such person commences duty, and shall furnish the verification records to the Institute or the Chief Security Officer for record.
- b) The Institute may, at any time, require the removal of any personnel whose antecedents are found unsatisfactory or whose presence on campus is considered a security risk, and the Contractor shall comply forthwith.

8.33 Exit Management and Transition

- a) Not later than sixty (60) days before expiry of the Contract Period, or immediately upon issuance of a notice of termination, the Contractor shall prepare and submit a Transition Plan to the Nodal Officer covering handover of the kitchen, dining facilities, Institute assets, records, recipes/menu documentation, and, where required by the Institute, support for training the incoming service provider's personnel.
- b) The outgoing Contractor shall continue to provide uninterrupted services during the transition period and shall extend reasonable cooperation, for a period of up to thirty (30) days, to facilitate a smooth handover to the incoming Contractor or to the Institute, as directed. No additional payment shall be admissible for such transition support unless specifically approved by the Institute.



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Responsibility Matrix

Activity	Contractor	Institute
Recruitment of Staff	✓	
Payment of Wages	✓	
EPF & ESI Compliance	✓	
Uniforms & PPE	✓	
Training of Personnel	✓	
Attendance Records	✓	
Verification of Manpower		✓
Performance Monitoring		✓
Direction for Replacement		✓

SERVICE LEVEL AGREEMENT (SLA), KEY PERFORMANCE INDICATORS (KPIs) & PERFORMANCE MONITORING

9.1 Objective

- a) The objective of this Chapter is to establish measurable Service Levels, Key Performance Indicators (KPIs), monitoring mechanisms and performance review procedures to ensure consistent delivery of high-quality Hostel Dining, Optional Add-on and Catering Services throughout the Contract Period.
- b) The Service Levels prescribed herein are minimum standards. The Contractor shall continuously strive to improve the quality of services.

PART – A

SERVICE LEVEL REQUIREMENTS

9.2 General Service Standards: The Contractor shall ensure that the services are:

- Safe
- Hygienic
- Nutritious
- Timely
- Courteous
- Consistent
- Student-centric

9.3 Service Availability: The Contractor shall ensure uninterrupted dining services throughout the Contract Period except in circumstances approved by the Institute or arising from Force Majeure.

9.4 Menu Compliance

- a) Meals shall be prepared and served strictly in accordance with the menu approved by the Institute.
- b) No substitution of menu items shall be made without prior written approval of the Institute.

9.5 Meal Timeliness

- a) Meals shall be served during the timings notified by the Institute.
- b) The Contractor shall ensure adequate quantity of food is available throughout the notified serving period.

PART – B**KEY PERFORMANCE INDICATORS (KPIs)**

9.6 Performance Indicators: The Contractor's performance shall be evaluated based on the following KPIs:

Sl. No.	Performance Indicator	Target
1	Menu Compliance	100%
2	Timely Meal Service	100%
3	Food Quality	Satisfactory
4	Food Safety Compliance	100%
5	Kitchen Hygiene	Satisfactory
6	Dining Hall Cleanliness	Satisfactory
7	Availability of Approved Menu Items	100%
8	Staff Attendance	As per approved deployment
9	Complaint Resolution	Within prescribed timeline
10	Statutory Compliance	100%

PART – C**PERFORMANCE MONITORING**

9.7 Monitoring Mechanism: The Institute shall monitor the Contractor's performance through:

- Daily operational inspections;
- Surprise inspections;
- Hostel & Dining Committee;
- Student feedback;
- Monthly performance review meetings;
- Food safety inspections;
- Verification of statutory compliance.

9.8 Inspection: The Institute may inspect at any time:

- Kitchen;
- Dining Hall;
- Raw Materials;
- Food Storage;
- Cooking Process;
- Serving Process;
- Housekeeping;
- Waste Management;
- Staff Deployment.

The Contractor shall provide unrestricted access to authorised officers of the Institute.

9.9 Student Feedback: The Institute may collect student feedback through:

- Online feedback system;
- QR Code-based feedback;
- Mobile application;
- Suggestion boxes;
- Hostel meetings;
- Other approved digital platforms.

Student feedback shall be analysed periodically for continuous improvement and shall not be the sole basis for contractual action.

PART – D

COMPLAINT REDRESSAL

9.10 Complaint Management: The Contractor shall maintain a Complaint Register (physical and/or digital) for recording complaints received from the Institute. Each complaint shall contain:

- Date & Time;
- Nature of Complaint;
- Action Taken;
- Date of Closure.

9.11 Complaint Resolution Timeline

Nature of Complaint	Maximum Resolution Time
Minor Operational Issue	Same Day
Food Quality Issue	Immediate
Hygiene Issue	Immediate
Equipment Breakdown	Within 24 Hours
Housekeeping Deficiency	Same Day

PART – E

PERFORMANCE REVIEW

9.12 Monthly Performance Review: The Institute shall conduct a monthly performance review covering:

- Food Quality;
- Hygiene;
- Menu Compliance;
- Student Feedback;
- Manpower Deployment;
- Statutory Compliance;
- Complaint Redressal;
- Overall Service Quality.

Minutes of the review meeting shall be recorded.

9.13 Annual Performance Assessment: The Institute shall undertake an annual performance assessment before considering extension of the Contract. The assessment shall include:

- Overall SLA compliance;
- Operational efficiency;
- Food safety compliance;
- Responsiveness to corrective actions;
- Stakeholder satisfaction;
- Contract compliance.

PART – F

SERVICE DEFICIENCIES & PERFORMANCE DEDUCTIONS

9.14 Service Deficiencies: The following shall be treated as service deficiencies:

- Failure to serve meals as per schedule.
- Unauthorised deviation from approved menu.
- Use of substandard food materials.
- Poor hygiene.
- Inadequate manpower deployment.
- Repeated complaints of similar nature.
- Non-maintenance of kitchen and dining facilities.
- Non-compliance with statutory requirements.

9.15 Performance Improvement Notice

- a) Where deficiencies are observed, the Institute may issue a written Performance Improvement Notice requiring the Contractor to rectify the deficiencies within the specified period.
- b) Failure to improve may result in contractual action under Chapter 8.

9.16 Performance Deductions

- a) Where specific deductions are prescribed under the Contract or BOQ, the Institute may recover the applicable amount from the Contractor's bills after recording the reasons and providing an opportunity to explain, wherever appropriate.
- b) The details of deductions, if any, shall be communicated to the Contractor in writing.

PART – G

CONTINUOUS IMPROVEMENT

9.17 Improvement Initiatives: The Contractor shall periodically propose measures for:

- Improving food quality;
- Enhancing menu variety;
- Reducing food wastage;

- Improving hygiene;
- Promoting sustainable practices;
- Improving customer satisfaction.

The Institute may consider such proposals for implementation.

9.18 Performance Records: The Contractor shall maintain records relating to:

- Daily meal service;
- Menu compliance;
- Food procurement;
- Complaint Register;
- Cleaning schedules;
- Staff attendance;
- Statutory compliance;
- Monthly review reports.

These records shall be produced for inspection whenever required by the Institute.

Activity	Monitoring Authority	Frequency
Food Quality	Hostel & Dining Committee	Daily
Kitchen Hygiene	Hostel & Dining Committee	Daily
Dining Hall Cleanliness	Hostel & Dining Committee	Daily
Menu Compliance	Hostel & Dining Committee	Weekly
Student Feedback	Hostel & Dining Committee	Monthly
Statutory Compliance	Institute	Monthly
Performance Review	Institute	Monthly
Annual Performance Assessment	Competent Authority	Annually

PAYMENT TERMS & FINANCIAL CONDITIONS

10.1 Objective: This Chapter prescribes the financial conditions governing the Contract, including collection of Hostel Dining Charges, billing procedures for Institute-sponsored catering services, statutory compliance, payment mechanisms, recoveries, Performance Security and other commercial conditions.

PART – A

FINANCIAL MODEL

10.2 Financial Structure: The financial model under this Contract shall comprise the following components:

10.3 Hostel Dining Charges

- a) The Institute follows a Fixed Semester Hostel Dining System for registered resident students. The Contractor shall provide the prescribed meals in accordance with **Schedule-C**. Students shall make payment of the applicable semester dining charges directly to the Contractor. The Institute shall have no financial liability for such student payments.
- b) The Contractor shall collect the approved semester dining charges directly from the registered student diners in accordance with the mechanism approved by the Institute.
- c) The Institute shall **not** be responsible for:
 - Collection of Hostel Dining Charges;
 - Recovery of unpaid student dues;
 - Disbursement of Hostel Dining Charges to the Contractor; or
 - Any financial liability arising from delayed or non-payment of dining charges by students.
- d) The Contractor shall not collect any amount from students other than:
 - Approved Hostel Dining Charges;
 - Institute-approved Optional Add-on charges; or
 - Any other charges specifically approved in writing by the Institute.
- e) Mess Rebate / Refund for Absence: A student who is absent from the Institute/hostel for Five (5) or more consecutive days may claim rebate/refund of the applicable fixed mess charges for the approved period of absence, subject to prior approval/intimation and compliance with the Institute's prescribed mess rebate procedure.

10.3.1 Recovery of Student Dining Charges

- a) The Institute shall not assume any financial liability towards unpaid Hostel Dining Charges.
- b) However, where a registered student persistently defaults in payment despite due notice from the Contractor, the Contractor may report the matter to the Nodal Officer along with documentary evidence.
- c) The Institute may, in accordance with its Hostel, Student Affairs and Academic Regulations, extend appropriate administrative assistance to facilitate recovery or resolution of such cases.
- d) Such administrative assistance shall not be construed as acceptance of any financial liability by the Institute for payment of outstanding Hostel Dining Charges.

10.4 Student Registration & Financial Records: The Contractor shall maintain complete and accurate records relating to:

- Student registration;
- Semester-wise dining subscriptions;
- Amounts collected;
- Receipts issued;
- Outstanding dues;
- Refunds, if any; and
- Other financial transactions relating to Hostel Dining Services.

These records shall be produced before the Institute whenever required for verification, audit, inspection or dispute resolution.

PART – B

BILLING FOR INSTITUTE SERVICES

10.5 Catering Bills: For Catering, Guest House Catering and other catering services specifically requisitioned by the Institute, the Contractor shall submit invoices in the prescribed format to the Nodal Officer.

Each invoice shall contain:

- Name of the Programme/Event;
- Date(s) of Service;
- Approved Menu;
- Number of Persons Served;
- Accepted Rates;
- Applicable GST;
- Total Amount Claimed.

10.6 Supporting Documents: Each invoice shall be accompanied by:

- Service Completion Certificate;
- Copy of approved Requisition / Work Order;
- Attendance Statement, wherever applicable;
- GST Invoice;



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- Any other supporting document required by the Institute.

10.7 Verification of Bills: The Nodal Officer shall verify:

- Services rendered;
- Menu compliance;
- Number of persons served;
- Quality of services;
- Supporting documents.

Only after satisfactory verification shall the bills be forwarded to the Finance & Accounts Section for payment processing.

10.8 Payment by the Institute: The Institute shall make payments only in respect of:

- Catering Services;
- Guest House Catering Services; and
- Other catering services specifically requisitioned by the Institute.

Payments shall ordinarily be released through electronic transfer after certification by the Nodal Officer and subject to submission of complete supporting documents and statutory compliance records.

PART – C

MONTHLY COMPLIANCE REPORTING

10.9 Monthly Compliance Submission

- a) The Contractor shall submit the consolidated Monthly Compliance Report in the format prescribed in **Schedule-I** to the Nodal Officer, Assistant Registrar, IISER Tirupati, on or before the 10th day of every succeeding month.
- b) Failure to submit the above documents within the prescribed timeline may be treated as a contractual non-compliance and dealt with in accordance with Chapters 8 and 9 of this Tender Document.

PART – D

TAXES & STATUTORY COMPLIANCE

10.10 Goods and Services Tax (GST): GST shall be applicable in accordance with the prevailing statutory provisions.

The Contractor shall be solely responsible for:

- Payment of applicable GST;
- Filing of GST returns;
- Compliance with GST laws.

10.11 Statutory Compliance

The Contractor shall comply with all applicable statutory obligations relating to:

- Labour Laws;
- EPF;
- ESI;
- Minimum Wages;
- Income Tax;
- Professional Tax (where applicable);
- Food Safety and Standards Act, 2006;
- Other applicable Central, State and Local laws.

PART – E

RECOVERIES

10.12 Recoveries: The Institute may recover from amounts payable by it to the Contractor:

- Statutory deductions;
- Excess payments;
- Contractual recoveries;
- Damages attributable to the Contractor;
- Performance deductions;
- Other recoveries authorised under the Contract.

10.13 Performance Deductions: Performance deductions shall be made only in accordance with Chapter 9 after following the prescribed procedure.

PART – F

PERFORMANCE SECURITY

10.14 Performance Security: The successful Bidder shall furnish Performance Security of rupees 35,00,000/- (Rupees Thirty-Five Lakh only).

10.15 Release of Performance Security: The Performance Security shall be released after satisfactory completion of the Contract and settlement of all contractual obligations.

PART – G

PRICE VALIDITY

10.16 Price Validity

- a) The accepted rates shall remain firm during the Contract Period.
- b) No price escalation shall be admissible except where specifically provided under the Contract or arising from changes in statutory taxes or Government levies.

10.17 Change in Statutory Levies: Any increase or decrease in statutory taxes or Government levies after the date of submission of the Bid shall be regulated in accordance with the applicable Government of India rules.

PART – H

FINAL SETTLEMENT

10.18 Final Bill: The Contractor shall submit the Final Bill relating to Institute-sponsored services within **Thirty (30) Days** from completion or termination of the Contract.

10.19 Settlement of Accounts

The Final Bill shall be processed after:

- Verification of services;
- Settlement of recoveries;
- Return of Institute assets;
- Submission of the No Demand Certificate;
- Completion of all statutory obligations.

PART – I

TAX DEDUCTION AT SOURCE

10.20 TDS Compliance

- a) All payments made by the Institute to the Contractor under this Contract shall be subject to deduction of Income Tax at Source (TDS) under the Income Tax Act, 1961, and Tax Deducted at Source under Section 51 of the Central Goods and Services Tax Act, 2017 (GST-TDS), at the rates prescribed and in force from time to time.
- b) The Institute shall issue the prescribed TDS certificates (Form 16A) and GST-TDS certificates (Form GSTR-7A) to the Contractor within the statutory timelines. The Contractor shall be solely responsible for reflecting such deductions in its own statutory returns and for any consequence of mismatch arising from incorrect PAN/GSTIN furnished by it.

SCHEDULES FORMING PART OF THIS CHAPTER

FORMS, SCHEDULES & ANNEXURES

11.1 General: The following Forms, Schedules and Annexures shall form an integral part of this Tender Document. **All Forms on company letter head shall be duly filled, signed and uploaded by the Bidder wherever applicable.** Failure to submit any mandatory form may render the Bid liable for rejection.

PART – A

TECHNICAL BID FORMS

Annexure – I: Technical Bid Submission Form

S No	Particulars	Details
1	Tender Number	
2	Name of Work	
3	Name of Bidder	
4	Registered Address	
5	Contact Details	
6	Declaration accepting all tender conditions	
7	Signature	

Annexure – II

Bidder Information Sheet

Particular	Details
Name of Firm	
Constitution	
Registered Office	
Corporate Office	
PAN	
GST	
FSSAI Licence	
EPFO Registration	
ESIC Registration	
CIN/LLPIN (where applicable)	
Contact Person	
Mobile	
Email	
Website	



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Annexure – III

Details of Similar Work Experience

Client	Nature of Work	Contract Value	Average Daily Dinners	Contract Period	Completion Certificate
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Annexure – IV

Financial Capacity

Financial Year	Annual Turnover (₹)
FY-1 2023-24	
FY-2 2024-25	
FY-3 2025-26	

The financial capacity of the bidder shall be Certified by Chartered Accountant and same shall be submitted with this bid.

Annexure – V

List of Ongoing Contracts

S No	Client	Nature of Work	Contract Value	Present Status
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PART – B

DECLARATIONS

Annexure – VI: Declaration regarding Blacklisting

DECLARATION REGARDING CLEAN TRACK RECORD / NO LEGAL ACTION

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

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

1. M/s _____ is **not blacklisted or debarred** by any **Central Government / State Government / Public Sector Undertaking (PSU) / Autonomous Body / Statutory Authority / Institute**, including educational and research institutions, in India.



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2. No **criminal case, vigilance case, or legal proceeding** is registered or pending against the firm or its **proprietor / partners / directors**, either in India or abroad, in connection with its business operations, including telecom services or telecom infrastructure activities.
3. No such case is registered or pending against any **branch / office / associate entity** of the firm.
4. I/We further declare that the firm has a **clean track record** with respect to **Providing Cafeteria services at IISER Tirupati**.
5. I/We certify that the information furnished above is **true, correct, and complete** to the best of my/our knowledge and belief. In the event that any information provided herein is found to be **false, misleading, or incorrect** at any stage, **IISER Tirupati** shall be at liberty to **reject the bid, terminate the contract, forfeit the EMD / Performance Security**, and/or **blacklist the firm**, without prejudice to any other rights available under law.

This declaration shall form an **integral part of the Tender / Contract Agreement** for **Providing Dinning and Catering Services at IISER Tirupati**.

Date: _____

Place: _____

Signature of Authorized Signatory: _____

Name: _____

Designation: _____

Company Name & Seal: _____ Contact No.: _____

Annexure – VII

Declaration regarding Litigation: Details of pending litigation, arbitration or contractual disputes.

If NIL Write "NIL"



Annexure – VIII

ACCEPTANCE OF TENDER TERMS

(To be given on Company Letter Head)

Date:

To,

The Director

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

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

Name of Tender / Work: -

Dear Sir,

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

Yours faithfully,

(Signature of the Bidder, with Official Seal)



Annexure – IX

PRE-CONTRACT INTEGRITY PACT

(To be submitted as part of Technical bid)

Integrity Pact for Tender Document No. Tender No./ xxxx; Tender Title: Service

This Agreement (hereinafter called the Integrity Pact) is made on ____ day of the month of ____ 202__ at _____, India.

BETWEEN

IISER Tirupati for and on behalf of Director, IISER Tirupati (hereinafter called the “The Principal”, which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/ s. _____ (hereinafter called the “The Bidder/ Contractor” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

PREAMBLE

‘The Principal’ intends to award, under laid down organizational procedures, contract/ s for _____, ‘The Principal’ values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and/ or Contractor(s).

In order to achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

1. Shri Kasividyasagar

Email: kasividyasagar@gmail.com

Mob:9771407778

2. Dr. Davendra Verma

Email: verma.davendra@gmail.com

Mob:9868501919

Section 1 - Commitments of the ‘The Principal’

1. The Principal’ commits itself to take all measures necessary to prevent corruption and to observe the following principles: -
 - a. No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.
 - b. The Principal shall, during the tender process, treat all Bidder(s) with equity and reason. The Principal shall in particular, before and during the tender process, provide to all Bidder(s) the same information and shall not provide to any Bidder(s) confidential/ additional information

through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

- c. The Principal shall exclude from the process all known prejudiced persons.
- d. If the Principal obtains information on the conduct of any of its employees, which is a criminal offence under the IPC/ PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and, in addition, can initiate disciplinary actions.

Section 2 - Commitments of the 'Bidder/ Contractor'

1. The 'Bidder/ Contractor' commit themselves to take all measures necessary to prevent corruption. The 'Bidder/ Contractor' commit themselves to observe the following principles during participation in the tender process and during the contract execution.
 - a. The 'Bidder/ Contractor' shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

The BIDDER further undertakes that he has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the Contract or any other Contract with the BUYER for showing or forbearing to show favour or disfavour to any person in relation to the Contract or any other Contract with respect to the BUYER's Organization.

If the BIDDER or any employee of BIDDER on any person acting on behalf of BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest / stake in the BIDDERS firm, the same shall be disclosed by the BIDDER at the time of filling of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.

- b. The 'Bidder/ Contractor' shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the tender process.
- c. The 'Bidder/ Contractor' shall not commit any offence under the relevant IPC/ PC Act; further, the 'Bidder/ Contractor' shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.
- d. The 'Bidder/ Contractor' of foreign origin shall disclose the name and address of the Agents/ representatives in India if any. Similarly, the Bidder/ Contractors of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder/ Contractor. Further, as mentioned in the Guidelines, all the payments made to the Indian agent/ representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed in Appendix to this agreement.

- e. The 'Bidder/ Contractor' shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents, brokers, or any other intermediaries in connection with the award of the contract.
- f. Bidder/ Contractor who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter.

The 'Bidder/ Contractor' shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the 'Bidder/ Contractor', before award or during execution, has committed a transgression through a violation of Section 2, above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the 'Bidder/ Contractor' from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4 - Compensation for Damages

- a. If the Principal has disqualified the 'Bidder/ Contractor' from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from 'Bidder/ Contractor' the damages equivalent to Earnest Money Deposit/ Bid Security.
- b. If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

- a. Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- b. If Bidder makes an incorrect statement on this subject, he can be disqualified from the tender process, or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Equal treatment of all Bidders/ Contractors/ Subcontractors

- a. In the case of Sub-contracting, the Principal Contractor shall take responsibility for the adoption of the Integrity Pact by the Sub-contractor.
- b. The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.
- c. The Principal shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

- a. If the Principal obtains knowledge of the conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor

which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

- a. The Principal appoints a competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively whether and to what extent the parties comply with the obligations under this agreement.
- b. The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He/ she reports to the Head of the Procuring Organisation.
- c. The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal, including that provided by the contractor. The Contractor shall also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- d. The Monitor is under contractual obligation to treat the information and documents of the Bidder/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform the Head of the Procuring Organisation and recuse himself/ herself from that case.
- e. The Principal shall provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the contractor. The parties offer the Monitor the option to participate in such meetings.
- f. As soon as the Monitor notices, or believes to have noticed, a violation of this agreement, he shall so inform the Management of the Principal and request the Management to discontinue or take corrective action or to take other relevant action. The monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.
- g. The Monitor shall submit a written report to the Head of the Procuring Organisation within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- h. If the Monitor has reported to the Head of the Procuring Organisation, a substantiated suspicion of an offence under relevant IPC/ PC Act, and Head of the Procuring Organisation has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner. The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

- a. This Pact begins when both parties have legally signed it. It expires for the contractor 12 months after the last payment under the contract and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.
- b. If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above unless it is discharged/ determined by the Head of the Procuring Organisation.

Section 10 - Other provisions

- a. This agreement is subject to Indian Law. The place of performance and jurisdiction is the Registered Office of the Principal, i.e., New Delhi.
- b. Changes and supplements, as well as termination notices, need to be made in writing. Side agreements have not been made.
- c. If the contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- d. Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement with their original intentions.
- e. Issues like Warranty/ Guarantee etc. shall be outside the purview of IEMs.
- f. In the event of any contradiction between the Integrity Pact and its Appendix, the Clause in the Integrity Pact shall prevail.

For and on behalf of the Principal

(Name of the Officer and Designation)

(Office Seal)

For and on behalf of 'Bidder/ Contractor'

(Name of the Officer and Designation)

(Office Seal)

For and on behalf of the Principal

Place

Date

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

Please Note:

1. For Integrity pact-related queries, please contact the above-mentioned Independent External Monitor(s).
2. The Integrity pact will be valid until throughout the contract.
3. The Integrity Pact agreement must be submitted on Rs 100.00/- Stamp Paper.
4. For any technical and commercial-related queries, please contact the Deputy Registrar (Admin & Purchase) at Email: purchase@isertirupati.ac.in and Ph: 0877 2500 232/33/35.

Annexure – X**Authorisation of Signatory / Power of Attorney**

(Standard Format)

PART – C**CHECKLISTS****Annexure – XI****Technical Bid Checklist**

Sl. No.	Document	Submitted
1	Technical Bid Form	☐
2	PAN	☐
3	GST	☐
4	FSSAI	☐
5	EPFO	☐
6	ESIC	☐
7	Experience Certificates	☐
8	Turnover Certificate	☐
9	Blacklisting Declaration	☐
10	Litigation Declaration	☐
11	Power of Attorney	☐
12	Annexures I	☐
13	Annexures II	☐
14	Annexures III	☐
15	Annexures IV	☐
16	Annexures V	☐
17	Annexures VI	☐
18	Annexures VII	☐
19	Annexures VIII	☐
20	Annexures IX	☐
21	Annexures X	☐
22	Annexures XII	☐
23	Annexures XIII	☐
24	Signed tender document	☐



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Mandal, Tirupati District, Andhra Pradesh India – 517619

Annexure – XII

Eligibility Compliance Matrix

Eligibility Requirement	Complied	Page No.
Legal Entity		
PAN		
GST		
FSSAI		
EPFO		
ESIC		
Experience		
Turnover		
Blacklisting		

PART – D

PERFORMANCE SECURITY

Annexure – XIII

UNDERTAKING FOR SUBMISSION OF PERFORMANCE SECURITY

(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 Security – **Providing Dinning and Catering Services at IISER Tirupati**

Sir/Madam,

We, M/s _____, having our registered office at _____, hereby undertake that, **upon award of the contract** to us by **IISER Tirupati** against **Tender No. _____ dated _____** for **Providing Dinning & Catering services at IISER Tirupati**, we shall submit a **Performance Security**.



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The Performance Security of Rs 35,00,000/- (Thirty-Five Lakh only) 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: _____

PART – E

CONTRACT AGREEMENT

Annexure – XIV

The Agreement shall include:

- Parties to the Contract
- Definitions
- Scope of Services
- Contract Period
- Performance Security
- Payment Terms
- Termination
- Force Majeure
- Arbitration
- Jurisdiction
- Signatures

PART – H

SCHEDULES

The following Schedules shall form part of the Contract:

APPENDIX – I

List of Applicable Statutes

The Contractor shall comply with all applicable laws, including but not limited to:

- Food Safety and Standards Act, 2006
- Food Safety and Standards Rules and Regulations
- Employees' Provident Funds and Miscellaneous Provisions Act, 1952 (or successor legislation)
- Employees' State Insurance Act, 1948 (or successor legislation)
- Code on Wages, 2019 and other Labour Codes as brought into force
- Goods and Services Tax Acts and Rules
- Environment (Protection) Act, 1986
- Legal Metrology Act, 2009 (where applicable)
- Any other applicable Central, State or Local law.

APPENDIX – II**List of Institute-Provided Assets**

(To be prepared by IISER Tirupati before award of the Contract)

The inventory shall include:

- Kitchen Equipment
- Dining Hall Furniture
- Refrigerators
- Freezers
- Cooking Range
- Steam Boilers
- Rice Cookers
- Wet Grinders
- Chapati Machines (if any)
- Exhaust System
- Water Coolers
- Serving Counters
- Wash Area Equipment
- Gas Pipeline System (if provided)
- Fire Safety Equipment
- Any other asset handed over to the Contractor.

APPENDIX – III**Abbreviations**

Abbreviation	Meaning
IISER	Indian Institute of Science Education and Research
Hostel & Dining Committee	Hostel & Dining Committee
QCBS	Quality-cum-Cost Based Selection
BOQ	Bill of Quantities
FSSAI	Food Safety and Standards Authority of India
EPF	Employees' Provident Fund
ESI	Employees' State Insurance
GST	Goods and Services Tax
SLA	Service Level Agreement
KPI	Key Performance Indicator
LoA	Letter of Award



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CONTRACT SCHEDULES

SCHEDULE – A

APPROVED BRANDS, FOOD QUALITY STANDARDS & TECHNICAL SPECIFICATIONS

(Forms Part of the Tender Document and Contract Agreement)

Indian Institute of Science Education and Research Tirupati

Tender for Selection of Service Provider for Hostel Dining, Optional Add-on Menu & Catering Services

SCHEDULE – A

Approved Brands, Food Quality Standards & Technical Specifications

A.1 Purpose

This Schedule prescribes the minimum quality standards, approved brands and technical specifications for food ingredients, consumables and related materials to be used by the Contractor during execution of the Contract.

The Contractor shall ensure that all food materials supplied under the Contract conform to the specifications prescribed herein.

A.2 General Requirements

The Contractor shall ensure that:

- All food items are fresh, wholesome and fit for human consumption.
- All products comply with the Food Safety and Standards Act, 2006 and the regulations framed thereunder.
- Food materials are procured only from authorised manufacturers, distributors or dealers.
- No adulterated, expired, damaged or sub-standard material is used.
- Packaging shall be original and unopened.
- All materials shall bear manufacturing date, batch number and expiry date wherever applicable.

A.3 Approved Brands

The following brands are indicative of the minimum acceptable quality. Equivalent brands of equal or higher quality may be permitted only with the prior written approval of the Institute.

Cereals & Grains

Item	Minimum Specification	Approved Brand / Equivalent
Raw Rice	Premium Grade, FAQ Quality	Sona Masoori / Premium equivalent
Basmati Rice	Aged Premium Grade	India Gate / Daawat / Fortune
Wheat Flour	Freshly Milled	Aashirvaad / Pillsbury / Fortune
Rava (Sooji)	Fine Quality	Branded FSSAI compliant
Vermicelli	Roasted	Bambino / MTR / Equivalent
Poha	Thick Premium Grade	Branded

Pulses

Item	Specification	Brand
Toor Dal	Premium Grade	Branded
Moong Dal	Premium Grade	Branded
Urad Dal	Premium Grade	Branded
Chana Dal	Premium Grade	Branded
Rajma	Premium Grade	Branded
Kabuli Chana	Premium Grade	Branded

Edible Oils & Fats

Item	Specification	Brand
Sunflower Oil	Refined	Fortune / Freedom / Gemini / Equivalent
Groundnut Oil	Filtered/Refined	Fortune / Freedom / Equivalent
Rice Bran Oil	Refined	Fortune / Ricela / Equivalent
Ghee	Pure Cow Ghee	Amul / Nandini / Gowardhan

Reuse of cooking oil beyond the limits prescribed by FSSAI is strictly prohibited.

Dairy Products

Item	Brand
Milk	Amul / Heritage / Vijaya / Mothers Dairy / Nandini
Curd	Freshly prepared or approved dairy
Paneer	Fresh, FSSAI compliant
Butter	Amul / Britannia/ Mother Dairy
Cheese	Amul / Britannia/ Mother Dairy

Tea & Coffee

Item	Brand
Tea	Taj Mahal / Tata Tea Gold / Red Label
Coffee	Bru / Nescafé / Continental

Sugar & Salt

Item	Brand
Sugar	Sulphur-free refined
Salt	Tata / Aashirvaad / Annapurna (Iodized)

Masalas & Spices

Item	Brand
Turmeric Powder	Everest / Aachi / MTR / Catch
Chilli Powder	Everest / Aachi / Catch
Coriander Powder	Everest / Aachi / MTR
Garam Masala	Everest / MDH
Kitchen King	Everest / MDH
Sambar Powder	Aachi / MTR / Sakthi
Rasam Powder	Aachi / MTR

Condiments

Item	Brand
Tomato Ketchup	Kissan / Maggi
Jam	Kissan
Pickles	Priya / Mother's Recipe
Vinegar	Branded
Soy Sauce	Ching's / Tops
Green Chilli Sauce	Ching's
Red Chilli Sauce	Ching's

Bakery Products

Item	Brand
Bread	Britannia / Modern/ Reputed Brands as Approved by the Nodal officer
Burger Bun	Branded Bakery

Beverages

Item	Brand
Drinking Water	RO Purified Water supplied through Institute-approved system
Packaged Water (where required)	BIS Certified

A.4 Vegetables & Fruits: The Contractor shall procure:

- Fresh seasonal vegetables.
- Fresh leafy vegetables.
- Grade-A fruits.
- No over-ripe or damaged produce.
- No rotten vegetables.

Frozen vegetables shall not be used without prior written approval of the Institute.

A.5 Eggs: Where eggs are included in the approved menu:

- Fresh Grade-A eggs.
- Clean shells.
- Free from cracks.
- Stored under hygienic conditions.

A.6 Food Colour & Additives: Artificial colours, preservatives and additives shall not be used except where specifically permitted under FSSAI regulations.

A.7 Water Quality: Water used for:

- Cooking
- Washing
- Ice making
- Beverage preparation

shall conform to BIS drinking water standards.

A.8 Storage Standards

Separate storage shall be maintained for:

- Dry groceries
- Dairy
- Vegetables
- Fruits
- Frozen Items
- Cleaning Chemicals

FIFO (First in First Out) shall be followed.

A.9 Prohibited Items

The following are prohibited:

- Expired materials
- Damaged packages
- Artificially coloured food



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- Adulterated materials
- Reused cooking oil beyond FSSAI limits
- Tobacco products
- Alcohol
- Monosodium Glutamate (MSG/Ajinomoto), unless specifically approved for designated recipes and compliant with applicable food safety regulations

A.10 Inspection

The Institute may inspect the following at any time.:

- Procurement records
- Raw materials
- Storage
- Batch numbers
- Expiry dates
- Vendor invoices

A.11 Sample Testing

The contractor needs to submit monthly reports of testing of food samples or raw materials from NABL-accredited laboratories or Government Food Testing Laboratories.

A.12 Non-Conforming Material

Any food material rejected by the Institute shall be immediately removed from the campus by the Contractor at its own cost and replaced without delay.

SCHEDULE – B

STANDARD PORTION SIZES

(Forms Part of the Contract Agreement)

B.1 Objective

This Schedule prescribes the minimum serving quantities to ensure uniformity, nutritional adequacy and consistency in food service.

Breakfast

Item	Quantity
Idli	Unlimited
Dosa	Unlimited
Poori	Unlimited
Pongal	Unlimited
Upma	Unlimited
Sprouts	Unlimited



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Item	Quantity
Bread	Unlimited
Butter/Jam	Unlimited
Boiled Egg / Seasonal Fruit	1 No.

Lunch & Dinner

Item	Quantity
Rice	Unlimited
Chapati	Unlimited
Dal	Unlimited
Sambar	Unlimited
Rasam	Unlimited
Curry	Unlimited
Fry	Unlimited
Curd	Unlimited
Papad	Unlimited
Pickle	Unlimited
Spl Curry	150 gms (Limited – Chicken /Paneer /Mushroom /Etc

B.2 Special Meals

Festival meals, special dinners and Institute functions shall follow the quantities prescribed by the Institute for the specific occasion.

B.3 Unlimited Items

The items shall ordinarily be served on an unlimited basis unless otherwise specified:

The Contractor shall ensure adequate availability throughout the serving period.

SCHEDULE – C

HOSTEL DINING MENU PATTERN

(Forms Part of the Tender Document and Contract Agreement)

C.1 Objective

This Schedule prescribes the minimum menu pattern, meal composition and service requirements for Hostel Dining Services at IISER Tirupati.

The detailed 22-Day Rotational Menu shall be finalized after award of the Contract by the Students Committee constituted/recognised by the Institute, in consultation with the successful Contractor, and shall be subject to approval by the Institute.

C.2 Menu Cycle

The Dining Services shall be operated based on a **Monday to Friday (Except on Sat/Sun) Rotational Menu**.

The approved menu shall be implemented by the Contractor without any deviation unless specifically approved by the Institute.

The Institute reserves the right to revise the menu from time to time based on:

- Student feedback;
- Seasonal availability of ingredients;
- Nutritional requirements;
- Operational requirements; and
- Recommendations of the Students Committee and approval of the Institute.

C.3 Daily Meal Pattern

The Contractor shall provide the following meals on all operational days.

Meal	Service
Breakfast	Daily
Lunch	Daily
Dinner	Daily

C.4 Breakfast Pattern (Common for Both Dining Halls)

Breakfast shall ordinarily consist of:

- One Main Breakfast Item (Unlimited)
- Chutney(s) (where applicable)
- Bread with Butter/Jam
- Seasonal Fruit or Boiled Egg
- Milk
- Tea
- Coffee

The Main Breakfast Item shall vary according to the approved Rotational Menu.

C.5 Lunch Pattern

The following items shall ordinarily be served in both dining halls (South & North):

- Steamed Rice (Unlimited)
- Roti / Phulka
- Dal
- Sambar/Rasam
- One Common Seasonal Vegetable



- Curd
- Fresh Salad
- Pickle
- Buttermilk 250 ml

In addition to the above, the respective South Indian or North Indian signature preparation shall be served as per the approved menu.

C.6 Dinner Pattern

The following items shall ordinarily be served in both dining halls:

- Steamed Rice
- Roti / Phulka
- Dal
- Sambar/Rasam
- One Common Seasonal Vegetable
- Curd
- Fresh Salad
- Pickle
- Buttermilk 250 ml

In addition to the above, the respective South Indian or North Indian signature preparation shall be served as per the approved menu.

C.6.1 Weekly Protein Supplement

To ensure a balanced and nutritious diet for resident students, the approved **Rotational Menu** shall include **Two (02) protein-rich special preparation every week** apart from daily egg / fruit in the breakfast.

(a) Non-Vegetarian Option

For students opting for the non-vegetarian menu, **either one (01) Egg preparation and one (01) Chicken preparation** shall be served twice every week, as specified in the approved menu.

(b) Vegetarian Option

For students opting for the vegetarian menu, an equivalent protein-rich preparation shall be served on the same day, comprising any one of the following:

- Paneer Preparation / Mushroom Preparation / Phool Makhana Preparation / Soya Chunks Preparation / Any other equivalent protein-rich vegetarian preparation approved by the Hostel & Dining Committee and the Institute.

The specific preparation shall be included in the approved Rotational Menu.

C.6.2 Mess Rebate / Refund for Absence: A student who is absent from the Institute/hostel for Five (5) or more consecutive days may claim rebate/refund of the applicable fixed mess charges for the

approved period of absence, subject to prior approval/intimation and compliance with the Institute's prescribed mess rebate procedure.

C.7 South Indian & North Indian Dining System

The Institute operates two dining halls:

- South Indian Dining Hall
- North Indian Dining Hall

The common menu items shall remain the same in both dining halls. Only the signature South Indian and North Indian preparations shall differ as per the approved menu.

C.8 Weekend Operational Model

To facilitate preventive maintenance, deep cleaning and operational upkeep, one dining hall shall remain closed on Saturdays and Sundays on a rotational basis.

Accordingly:

- If the **South Indian Dining Hall** is closed during a particular weekend, the **North Indian Dining Hall** shall remain operational.
- During the following weekend, the **North Indian Dining Hall** shall remain closed and the **South Indian Dining Hall** shall remain operational.

The Institute may revise this rotation based on operational requirements.

C.9 Weekend Dining

Students may avail dining services in the dining hall that remains operational during Saturdays and Sundays.

Students registered under the Fixed Semester Dining System shall not be charged any additional amount for their regular meal merely because the alternate dining hall is operating. Any diner not covered under the Fixed Semester Dining System may avail the operational dining hall at the rates approved by the Institute.

The Contractor shall not levy any amount in excess of the rates approved by the Institute.

C.10 Festival & Special Menus

The Institute may approve special menus for:

- National Festivals;
- Religious Festivals;
- Orientation Programme;
- Student Functions;
- Other Institute-approved events.



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The Contractor shall provide such meals as directed by the Institute.

C.11 Menu Modification

The Students Committee may recommend revision or modification of the approved Rotational Menu from time to time, subject to approval by the Institute.

The Contractor shall implement the revised menu from the date notified by the Institute without requiring amendment to the Contract.

C.12 Seasonal Variations

The Institute may substitute vegetables, fruits or other food preparations based on seasonal availability, quality or nutritional requirements without altering the overall menu pattern.

C.13 Menu Compliance

The Contractor shall strictly adhere to the approved menu.

No menu item shall be substituted, omitted or altered without prior written approval of the Institute, except where an equivalent substitute is approved due to non-availability of ingredients or other exceptional circumstances.

C.14 Responsibility Matrix

Activity	Contractor	Hostel & Dining Committee	Institute
Preparation of Draft Menu	✓	✓	
Approval of 22-Day Menu		✓	✓
Implementation of Approved Menu	✓		
Menu Revision		✓	✓
Monitoring of Menu Compliance	✓	✓	✓
Weekend Dining Hall Rotation	✓		✓

SCHEDULE – D

OPTIONAL ADD-ON MENU (SUPPLEMENTARY DINING ITEMS)

(Forms Part of the Tender Document and Contract Agreement)

Indian Institute of Science Education and Research Tirupati

Tender for Selection of Service Provider for Hostel Dining, Optional Add-on Menu & Catering Services

SCHEDULE – D

Optional Add-on Menu (Supplementary Dining Items) & Approved Rates

D.1 Objective

- The objective of this Schedule is to prescribe the framework for providing **Optional Add-on Food Items** to students who are registered under the Institute's Fixed Hostel Dining System.
- These items are intended to supplement the regular meals provided under the Hostel Dining System and shall be supplied only on payment of the Institute-approved rates.

D.2 Scope

- Students enrolled under the Fixed Hostel Dining System may voluntarily purchase Optional Add-on Food Items along with their regular Breakfast, Lunch or Dinner.
- The Optional Add-on Menu is intended to provide additional food choices beyond the regular approved menu and shall not replace or reduce the standard meal entitlement of any student.
- Purchase of Optional Add-on Food Items shall be entirely voluntary.
- The Contractor shall not compel, influence or induce any student to purchase Optional Add-on Food Items.

D.3 Optional Add-on Food Categories

The Optional Add-on Menu may include, but shall not be limited to, the following categories:

A. Non-Vegetarian Items

- Chicken Curry
- Chicken Fry
- Chicken Roast
- Chicken Biryani (where approved)
- Fish Curry/ Fry
- Egg Curry
- Boiled Egg
- Egg Omelette
- Double Egg Omelette

B. Vegetarian Items

- Paneer Butter Masala
- Kadai Paneer
- Chilli Paneer
- Mushroom Curry
- Mushroom Masala
- Mushroom Pepper Fry
- Soya Chunks Curry
- Soya Chunks Fry

C. Additional Food Items

- Extra Curd
- Additional Sweet
- Ice Cream



- Fresh Fruit Bowl
- Fresh Fruit Juice
- Lassi
- Flavoured Milk
- Additional Chapati/Roti
- Additional Dessert (where approved)

D.4 Financial Bid (BOQ)

The Bidder shall mandatorily quote unit rates for each Optional Add-on Food Item in the prescribed Financial Bid in the PDF under Financial Cover.

The quoted rates shall remain valid during the Contract Period and any approved extension thereof unless revised with the prior written approval of the Institute.

The quoted rates shall be inclusive of all costs, including raw materials, preparation, labour, overheads and applicable taxes, unless otherwise specified in the Financial Bid.

D.5 Supply of Optional Add-on Food Items

Optional Add-on Food Items shall be supplied:

- Only on the request of the student;
- Subject to availability;
- At the Institute-approved rates;
- During the approved meal timings.

The Contractor shall ensure that the supply of Optional Add-on Food Items does not adversely affect the preparation or service of the regular Hostel Dining meals.

D.6 Collection of Charges

The Contractor shall collect the approved charges directly from the student for the Optional Add-on Food Items supplied.

The Institute shall not be responsible for:

- Collection of such charges;
- Recovery of outstanding dues;
- Settlement of payments relating to Optional Add-on Food Items.

The Contractor shall maintain proper records of all transactions and issue receipts or maintain digital transaction records wherever applicable.

D.7 Display of Menu & Rates

The Contractor shall prominently display at the Dining Hall:

- Approved Optional Add-on Menu;



- Institute-approved selling rates;
- Portion sizes (where applicable);
- Availability of items.

No Optional Add-on Food Item shall be sold unless included in the approved menu and rate list.

D.8 Revision of Menu

The Hostel & Dining Committee may recommend:

- Addition of new Optional Add-on Food Items;
- Deletion of existing items;
- Seasonal special items;
- Nutritional modifications.

Such revisions shall become effective only after approval by the Institute.

D.9 Revision of Rates

The approved rates shall ordinarily remain valid during the Contract Period.

Any revision shall be considered only with the prior written approval of the Institute based on justifiable reasons, including significant changes in market conditions or statutory levies.

No revision shall take effect unless formally approved and notified by the Institute.

D.10 Quality Standards

All Optional Add-on Food Items shall conform to:

- Chapter 6 – Technical Specifications;
- Schedule-A – Approved Brands & Food Quality Standards;
- Food Safety and Standards Act, 2006;
- Applicable FSSAI Regulations.

The quality of Optional Add-on Food Items shall be at par with the quality of food served under the regular Hostel Dining System.

D.11 Inspection & Monitoring

The Institute may inspect at any time:

- Quality of ingredients;
- Portion sizes;
- Selling prices;
- Food safety and hygiene;
- Transaction records;
- Compliance with approved menu and rates.

The Contractor shall provide all records and extend full cooperation during such inspections.

D.12 Display of Prices and Prevention of Overcharging

The Contractor shall prominently display the Institute-approved prices of all Optional Add-on Food Items at the serving counters.

The Contractor shall not charge any amount in excess of the approved rates.

Any instance of overcharging, unauthorised collection or sale of unapproved food items shall constitute a material breach of the Contract and may attract action under the relevant provisions of the Tender Document.

D.13 Responsibility Matrix

Activity	Contractor	Hostel & Dining Committee	Institute
Preparation of Optional Add-on Food Items	✓		
Supply of Optional Add-on Food Items	✓		
Collection of Charges	✓		
Maintenance of Transaction Records	✓		
Display of Approved Menu & Rates	✓		
Recommendation of Menu Revision		✓	
Approval of Menu		✓	✓
Approval of Rates			✓
Inspection & Monitoring		✓	✓

D.14 Important Note

The detailed list of Optional Add-on Food Items and their approved unit rates shall form part of the Financial Bid (BOQ).

The Institute reserves the right to:

- Add, modify or delete Optional Add-on Food Items;
- Revise the approved menu;
- Rationalise the approved rates;

based on the recommendations of the Hostel & Dining Committee and the operational requirements of the Institute.

Such revisions shall be communicated to the Contractor in writing and shall become effective from the date specified by the Institute.

Schedule-D (BOQ Format) (Should not quote in the technical bid)

The following table shall form part of the Financial Bid:

Sl. No.	Description	Unit	Rate (₹)
1	Chicken Curry	Per Portion	
2	Chicken Fry	Per Portion	
3	Chicken Roast	Per Portion	
4	Fish Curry	Per Portion	
5	Fish Fry	Per Portion	
6	Egg Curry	Per Portion	
7	Boiled Egg	Each	
8	Egg Omelette	Each	
9	Double Egg Omelette	Each	
10	Paneer Butter Masala	Per Portion	
11	Kadai Paneer	Per Portion	
12	Chilli Paneer	Per Portion	
13	Mushroom Curry	Per Portion	
14	Mushroom Pepper Fry	Per Portion	
15	Soya Chunks Curry	Per Portion	
16	Soya Chunks Fry	Per Portion	
17	Sweet Curd	Per Cup	
18	Sweet	Per Serving	
19	Ice Cream	Each	
20	Fresh Fruit Bowl	Per Serving	
21	Soft Beverages	Per Glass	
22	Lassi	Per Glass	
23	Flavoured Milk	Per Bottle/Glass	
*Standard Portion Size 150 gms			

Bidders shall quote rates only in the Financial Bid. Any bidder quoting rates, prices, or other financial information in the Technical Bid shall be liable for disqualification of the bid.

Further, all bidders are required to quote the rates for all Add-on/Optional Items in the prescribed format provided in the PDF under the Financial Bid cover.

INSTITUTIONAL / SPECIAL / GUEST HOUSE CATERING SERVICES & BOQ

(Forms Part of the Tender Document and Contract Agreement)

Indian Institute of Science Education and Research Tirupati

Tender for Selection of Service Provider for Hostel Dining, Optional Add-on Menu & Catering Services

E.1 Objective

This Schedule prescribes the framework, indicative menu composition and financial quotation requirements for Institutional, Special and Guest House Catering Services required by IISER Tirupati for official programmes, meetings, conferences, workshops, seminars, training programmes, VIP visits, student events and other Institute-approved functions.

E.2 Scope

The Contractor shall provide catering services against an approved requisition / work order / written instruction of the authorised Institute officer. The actual quantity, date, venue and final menu shall be specified in the respective requisition.

E.3 Categories of Catering Services

The following categories shall be available for quotation: (i) Breakfast; (ii) Morning Tea / Coffee; (iii) Working Lunch / Buffet Lunch / Dinner; (iv) Executive Lunch; (v) Evening High Tea; (vi) Packed Meals – Vegetarian; (vii) Packed Meals – Non-Vegetarian; (viii) Refreshments; (ix) Special Catering Packages; and (x) Guest House Catering.

E.4 Menu Approval

The menu for each programme shall be approved by the Institute. The Contractor shall not alter the approved menu without prior approval of the authorised Institute officer.

E.5 Indicative Menu – Breakfast

May include: Idli, Vada, Dosa, Pongal, Upma, Poori, Paratha, Bread, Butter, Jam, seasonal fruit, Tea, Coffee, Milk and Fresh Juice, as approved.

E.5.1 Working Lunch / Buffet Lunch / Dinner – Standard Indicative Menu

This is one common service category for quotation purposes and may be used for a Working Lunch, Buffet Lunch or Dinner as requisitioned by the Institute. The indicative menu may comprise: Soup, where approved; Salad; Rice; Jeera Rice / Pulao; Chapati / Roti / Naan; Dal; one vegetable / paneer / protein preparation; one dry vegetable; Curd / Raita; Pickle / Condiments; Papad; one Sweet / Dessert; and Ice Cream, where approved. The final menu shall be approved for the particular event.

E.5.2 Optional Add-on Items for Working Lunch / Buffet Lunch / Dinner

The following optional items shall be quoted separately in the Financial BOQ so that the Institute may add them to the standard package, where required, at the quoted additional rates. These rates shall not be included in the base package rate.

E.5.3 Optional Non-Vegetarian Add-ons

The Bidder shall quote separately for: (a) One Non-Vegetarian Starter + One Non-Vegetarian Curry – per person; and (b) Two Non-Vegetarian Starters + Two Non-Vegetarian Curries – per person.

E.5.4 Optional Vegetarian Add-ons

The Bidder shall quote separately for: (a) One Additional Vegetarian Starter + One Vegetarian Curry – per person; and (b) Two Additional Vegetarian Starters + Two Vegetarian Curries – per person.

E.5.5 Optional Salad Add-ons

The Bidder shall quote separately for: (a) One Additional Salad Variety – per person; and (b) Two Additional Salad Varieties – per person.

E.5.6 Other Optional Add-ons

Where required, the Bidder shall also quote separately for additional dessert, ice cream, fresh fruit, additional bread / roti and other specifically listed optional items in the BOQ.

E.5.7 Evening High Tea

May include Tea / Coffee, Cookies, Sandwich, Veg Puff, Samosa, Cutlet, Fresh Juice and other approved snack items.

E.5.8 Packed Meals – Vegetarian

May include a rice item, vegetable curry, dal, curd / raita, sweet, drinking water and disposable cutlery, as approved.

E.5.9 Packed Meals – Non-Vegetarian

May include a rice item, non-vegetarian curry / protein preparation, dal, curd / raita, sweet, drinking water and disposable cutlery, as approved.

E.6 Special Catering

Special Catering shall cover Executive Lunch, VIP Lunch, Conference / Meeting / Institutional Event Catering and Student Event Catering. The Bidder shall quote separate all-inclusive per-person package rates for each category in the Financial BOQ. The actual menu for an event shall be selected / approved by the Institute within the corresponding indicative package.

E.6.1 Executive Lunch – Indicative Menu

Soup or starter; two vegetable / protein preparations including one paneer / vegetarian protein preparation; dal; rice / pulao; Indian bread; salad; curd / raita; pickle / condiments; one sweet / dessert; drinking water and standard service.

E.6.2 VIP Lunch – Indicative Menu

Starter; soup, where approved; two premium vegetable / protein preparations; dal; rice / pulao / biryani as approved; Indian bread; salad; raita; accompaniments; premium sweet / dessert; drinking water and standard service.

E.6.3 Conference / Meeting Catering – Indicative Menu

As requisitioned, may comprise Breakfast / High Tea / Working Lunch / Dinner or a combination thereof, including beverage, snack / starter, main meal, accompaniments and dessert / sweet.

E.6.4 / Institutional Event Catering – Indicative Menu

May comprise welcome beverage, starter / snack, main meal, accompaniments, dessert / sweet and drinking water, together with required service arrangements.

E.6.5 Student Event Catering – Indicative Menu

May comprise a student-oriented meal / snack package with beverage, main meal / snack, accompaniment and dessert / sweet, as approved.

E.6.6 Special Catering Pricing

The quantities of Special Catering services are not guaranteed. The final menu shall not materially exceed the composition of the quoted package without prior approval of the Institute and, where applicable, an agreed additional rate.

E.7 Guest House Catering

Guest House Catering shall be priced separately. The Bidder shall quote all-inclusive per-person rates for Guest House Breakfast, Guest House Lunch, Guest House Dinner and High Tea / Tea-Coffee with Snacks.

E.7.1 Guest House Breakfast – Indicative Menu

Tea / Coffee / Milk; one South Indian or North Indian breakfast preparation; appropriate accompaniment; seasonal fruit or equivalent supplementary item; and prescribed service.

E.7.2 Guest House Lunch – Indicative Menu

Rice / Pulao; dal / pulse; one dry vegetable; one curry / protein preparation; Indian bread; salad; curd / raita; pickle / condiments; sweet / dessert; drinking water and prescribed service.

E.7.3 Guest House Dinner – Indicative Menu

Rice / Pulao; dal / pulse; one dry vegetable; one curry / protein preparation; Indian bread; salad; curd / raita; pickle / condiments; sweet / dessert; drinking water and prescribed service.

E.7.4 High Tea / Tea-Coffee with Snacks – Indicative Menu

Tea / Coffee; two snack items such as sandwich, samosa, cutlet or veg puff; and fresh juice / fruit where specifically requisitioned.

E.8 Catering Orders

Institutional / Special / Guest House Catering shall be provided only against an approved requisition, work order, email approval from the Competent Authority or written instruction of the authorised Institute officer.

E.9 Minimum Service Standards

The Contractor shall ensure timely delivery, freshly prepared food, hygienic service, professional presentation, adequate service personnel, buffet setup where applicable, proper waste disposal and restoration / cleaning of the service area after the event.

E.10 Billing

The Contractor shall submit the invoice after completion of the service, accompanied by the approved requisition / work order, Service Completion Certificate, number of persons served, GST invoice and any other document required by the Institute.

E.11 Menu Variation

The Institute may modify the final menu, number of dishes, category of service or portion size depending upon the nature of the programme, subject to the applicable quoted package / add-on rates and prior approval.

E.12 Quantity / Volume

No minimum quantity, number of persons or frequency of Institutional / Special / Guest House Catering is guaranteed by IISER Tirupati. Payment shall be made only for services actually requisitioned, supplied and certified.

E.13 Financial BOQ

The Bidder shall quote the rates in the prescribed Financial BOQ. Base package rates and optional add-on rates shall be quoted separately. Optional add-ons shall be payable only when specifically requisitioned by the Institute and actually supplied.

Schedule – E: Financial BOQ for Institutional / Special / Guest House Catering

The Bidder shall quote all-inclusive rates inclusive of applicable taxes. The quoted base package rate shall cover the complete indicative composition specified for that package.

Sl. No.	Catering Item / Package	Unit	Bidder's Rate (₹)
1	Breakfast	Per Person	₹ _____
2	Morning Tea / Coffee	Per Person	₹ _____
3	Working Lunch / Buffet Lunch / Dinner	Per Person	₹ _____
4	Executive Lunch	Per Person	₹ _____
5	Evening High Tea	Per Person	₹ _____
6	Packed Meals – Vegetarian	Per Packet	₹ _____
7	Packed Meals – Non-Vegetarian	Per Packet	₹ _____
8	Refreshments	Per Person	₹ _____
9	Special Catering – VIP Lunch	Per Person	₹ _____
10	Special Catering – Conference / Meeting Package	Per Person	₹ _____
11	Special Catering – / Institutional Event Package	Per Person	₹ _____
12	Special Catering – Student Event Package	Per Person	₹ _____
13	Guest House Breakfast	Per Person	₹ _____
14	Guest House Lunch	Per Person	₹ _____
15	Guest House Dinner	Per Person	₹ _____
16	Guest House High Tea / Tea-Coffee with Snacks	Per Person	₹ _____

Optional Add-on Rate Schedule for Working Lunch / Buffet Lunch / Dinner

Sl. No.	Optional Add-on Item	Unit	Bidder's Rate (₹)
1	One Non-Vegetarian Starter + One Non-Vegetarian Curry	Per Person	₹ _____
2	Two Non-Vegetarian Starters + Two Non-Vegetarian Curries	Per Person	₹ _____
3	One Additional Vegetarian Starter + One Vegetarian Curry	Per Person	₹ _____
4	Two Additional Vegetarian Starters + Two Vegetarian Curries	Per Person	₹ _____
5	One Additional Salad Variety	Per Person	₹ _____
6	Two Additional Salad Varieties	Per Person	₹ _____
7	Additional Dessert / Sweet	Per Serving	₹ _____
8	Additional Ice Cream	Per Serving	₹ _____
9	Additional Fresh Fruit	Per Serving	₹ _____
10	Additional Chapati / Roti / Naan	Per Piece	₹ _____

Special Catering Package Rate Schedule

Sl. No.	Special Catering Package	Unit	Bidder's Rate (₹)
1	Executive Lunch – Standard Indicative Package	Per Person	₹ _____
2	VIP Lunch – Standard Indicative Package	Per Person	₹ _____
3	Conference / Meeting Catering – Standard Package	Per Person	₹ _____
4	/ Institutional Event Catering – Standard Package	Per Person	₹ _____
5	Student Event Catering – Standard Package	Per Person	₹ _____



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

SCHEDULE – F

MINIMUM MANPOWER DEPLOYMENT, QUALIFICATION & DUTIES

(Forms Part of the Tender Document and Contract Agreement)

Indian Institute of Science Education and Research Tirupati

Tender for Selection of Service Provider for Hostel Dining, Optional Add-on Menu & Catering Services

SCHEDULE – F

Minimum Manpower Deployment

F.1 Objective

The objective of this Schedule is to prescribe the minimum manpower requirements, qualifications, deployment standards and responsibilities for the operation and management of Hostel Dining Services, Optional Add-on Food Services and Catering Services at IISER Tirupati.

The Contractor shall deploy adequate trained manpower to ensure uninterrupted, hygienic and efficient services throughout the Contract Period.

F.2 General Requirements

The Contractor shall:

- Deploy competent, trained and medically fit personnel.
- Ensure sufficient manpower during peak meal hours.
- Maintain discipline, punctuality and professional conduct.
- Replace absent personnel immediately to avoid disruption of services.
- Ensure compliance with all applicable labour laws.

F.3 Minimum Manpower Deployment

The following deployment is indicative and shall be treated as the **minimum requirement** for approximately **1,500 registered student diners**.

Sl. No.	Category	Minimum Deployment
1	Unit Manager	1
2	Assistant Unit Manager	2 (North + South)
3	Executive Chef	1
4	South Indian Head Cook	1
5	North Indian Head Cook	1
6	Assistant Cooks	6
7	Chapati Maker	4

Sl. No.	Category	Minimum Deployment
8	Rice & Bulk Cooking Operators	2
9	Chinese Cook	1
10	Service Supervisors	2
11	Service Staff	12
12	Utility Workers	10
13	Housekeeping Staff	8
14	Store Keeper	1
15	Billing/Cashier (Optional Add-on Counter)	2 (North + South)
16	Kitchen Equipment Maintenance Assistant	1
Total		54

Note: The Institute reserves the right to increase or decrease the minimum manpower requirement proportionately based on the number of registered diners, operational requirements or additional facilities commissioned during the Contract Period.

F.4 Key Personnel

The following positions shall be treated as **Key Personnel**:

- Unit Managers
- Assistant Unit Manager
- Executive Chef
- South Indian Head Cook
- North Indian Head Cook
- Assistant Cooks

Replacement of Key Personnel shall require prior intimation to the Institute.

F.5 Qualification & Experience

Position	Minimum Qualification / Experience
Unit Manager	Graduate with minimum 5 years' experience in Catering
Assistant Unit Manager	Graduate/Diploma with 3 years' experience
Executive Chef	Diploma/Degree in Hotel Management with 5 years' experience
Head Cook	Minimum 5 years' experience in large kitchens
Assistant Cook	Minimum 2 years' experience
Service Staff	Literate and trained in food service
Housekeeping Staff	Experience in institutional housekeeping preferred

F.6 Medical Fitness

All food handlers shall:

- Be medically fit
- Undergo periodic health examinations as required under applicable regulations.
- Be free from communicable diseases.

The Institute may require production of medical fitness certificates whenever considered necessary.

F.7 Uniform & Personal Hygiene

The Contractor shall provide, at its own cost:

- Uniforms
- Aprons
- Hair Caps
- Gloves (where required)
- Safety Shoes (for kitchen staff)
- Name Identity Cards

All personnel shall maintain proper personal hygiene while on duty.

F.8 Duty Hours

The Contractor shall organize duty shifts to ensure adequate manpower during:

- Breakfast
- Lunch
- Evening Snacks
- Dinner
- Catering Events
- Special Functions

No meal service shall suffer due to shortage of manpower.

F.9 Attendance

The Contractor shall maintain:

- Daily Attendance Register;
- Shift Roster;
- Leave Register;
- Substitute Deployment Register.

The attendance records shall be submitted to the Nodal Officer along with the Monthly Compliance Report.

F.10 Replacement of Personnel

The Institute may require replacement of any employee on grounds of:

- Misconduct;
- Poor hygiene;
- Unsatisfactory performance;
- Indiscipline;
- Security concerns;

- Violation of Institute rules.

The Contractor shall replace such personnel within **48 hours** or within such shorter period as directed by the Institute in urgent cases.

F.11 Training

The Contractor shall ensure periodic training on:

- Food Safety;
- Hygiene Practices;
- Fire Safety;
- First Aid;
- Customer Service;
- Waste Management;
- Personal Hygiene.

Training records shall be produced whenever required by the Institute.

F.12 Statutory Compliance

The Contractor shall ensure that all deployed personnel are covered under applicable labour laws, including:

- EPF
- ESI
- Minimum Wages
- Bonus (where applicable)
- Leave benefits
- Other statutory entitlements

F.13 Identity Cards

Every deployed employee shall display an Institute-approved identity card while on duty.

No person shall be permitted to work without proper identification.

F.14 Manpower Review

The Institute may review the manpower deployment periodically.

Where the Institute finds that the deployed manpower is inadequate, the Contractor shall deploy additional personnel without adversely affecting the quality of services.

F.15 Responsibility Matrix

Activity	Contractor	Institute
Recruitment of Staff	✓	
Payment of Wages	✓	
EPF & ESI Compliance	✓	
Uniforms & PPE	✓	
Training of Personnel	✓	
Attendance Records	✓	
Verification of Manpower		✓
Performance Monitoring		✓
Direction for Replacement		✓

F.16 Important Note

The manpower indicated in this Schedule represents the **minimum deployment requirement**.

The Contractor shall deploy additional manpower, at no additional cost to the Institute, whenever necessary to maintain the prescribed service levels, particularly during:

- Student admissions;
- Orientation programmes;
- Conferences;
- Workshops;
- Institute functions;
- Peak occupancy periods.

SCHEDULE – G

FIXED DINING – FINANCIAL BID BASIS, NOTIONAL QUANTITY & BOQ

(Forms Part of the Tender Document and Contract Agreement)

G.1 Basis of Financial Quotation

- The Bidder shall quote the price per student per day for providing the complete Fixed Hostel Dining Services comprising Breakfast, Lunch and Dinner. The Bidder shall quote separately for Breakfast, Lunch and Dinner, based on the indicative meal composition and minimum food/service specifications prescribed in this Tender.
- The detailed 22-Day Rotational Menu shall be finalised after award by the Students Committee, in consultation with the successful Contractor and subject to approval of the Institute. The final menu shall remain within the minimum meal composition, portion/serving standards, nutritional requirements and service standards prescribed in the Tender Document. No additional payment shall be admissible merely on account of rotation or substitution of menu items within the prescribed framework.

G.2 Indicative Menu for Pricing

- The following indicative meal composition is provided solely to enable all Bidders to assess the scope of service and quote their Financial Bid on a uniform basis. The Bidder shall factor all costs necessary for complete service delivery into the quoted meal rates.
- Breakfast: Tea/Coffee or prescribed beverage; South Indian/North Indian breakfast preparation such as Idli, Vada, Pongal, Upma, Dosa, Uttapam, Poori, Stuffed Paratha, Poha or equivalent; Sambar/Chutney/accompaniment as applicable; seasonal fresh fruit or approved supplementary item; Egg on designated non-vegetarian days and appropriate vegetarian alternative.
- Lunch: Rice preparation; Dal/Pulse preparation; Dry Vegetable/Sabzi; Curry/Gravy/Vegetable or Protein preparation; Chapati/Phulka/Puri as applicable; Salad; Pickle/condiments; designated weekly Egg/Chicken or appropriate vegetarian protein equivalent; and other components prescribed in the approved menu.
- Dinner: Rice preparation; Dal/Pulse preparation; Dry Vegetable/Sabzi; Curry/Gravy/Vegetable or Protein preparation; Chapati/Phulka/Puri as applicable; Salad; Pickle/condiments; designated weekly Egg/Chicken or appropriate vegetarian protein equivalent; and other components prescribed in the approved menu.
- Weekly Protein Provision: At least once in every week, the Fixed Hostel Dining Menu shall provide Egg/Chicken for non-vegetarian diners and Paneer/Mushroom/Phool Makhana/Soya Chunks or an equivalent approved vegetarian protein preparation for vegetarian diners, as incorporated in the approved rotational menu.

G.3 Financial Bid – Daily Meal Rate

G.4 Notional Quantity for Financial Evaluation

- For comparative financial evaluation, per day per person combined rate of breakfast, Lunch, and Dinner will be considered.

G.5 Student Payment

- The Fixed Dining charge shall be paid directly by registered students to the Contractor in accordance with the approved dining rate and applicable semester/dining period. IISER Tirupati shall have no financial liability towards the Contractor for student-paid Fixed Hostel Dining Services.

G.6 Pricing Conditions

- Breakfast, Lunch and Dinner are all mandatory components of the Fixed Hostel Dining Services. Bidders shall quote a rate for each meal.
- The Total Daily Meal Price per Student shall be the sum of the quoted Breakfast, Lunch and Dinner rates.
- The quoted rates shall include all costs necessary for complete service delivery, including food materials, manpower, fuel, consumables, transportation, cooking, serving, cleaning, statutory compliance, overheads and Contractor's profit.
- No additional amount shall be charged for items forming part of the approved Fixed Hostel Dining Menu.
- Optional Add-on Food Items shall be quoted separately in Schedule-D and shall not be included in the Fixed Hostel Dining Daily Meal Price.
- Catering Services shall be quoted separately and shall not be included in the Fixed Hostel Dining Daily Meal Price.
- The final 22-Day Rotational Menu shall not give rise to any additional financial claim where the substituted/rotated items remain within the prescribed contractual meal specifications.

G.7 Financial Bid Evaluation

- In the event of any arithmetic discrepancy, the quoted individual meal rates shall prevail for calculation and the Total Daily Meal Price shall be corrected accordingly, subject to the applicable procurement rules. A bidder quoting a blank or non-responsive rate for any mandatory meal shall be liable for rejection.

G.8 BIDDER'S FINANCIAL BOQ – TO BE FILLED IN AND SUBMITTED

- The following BOQ shall be completed by the Bidder and submitted in the prescribed Financial Bid/BOQ format on the designated e-procurement portal. The Bidder shall quote the unit rate per student per meal for each mandatory meal component. The consolidated Total Daily Meal Price per Student shall be the sum of the Breakfast, Lunch and Dinner rates.

Sl. No.	Meal Component	Unit for Quotation	Bidder's Rate (₹), inclusive of all applicable taxes
1	Breakfast	Per Student Per Day	₹ _____
2	Lunch	Per Student Per Day	₹ _____
3	Dinner	Per Student Per Day	₹ _____
	Total Daily Meal Price per Student (Sl. 1 + 2 + 3)	Per Student Per Day	₹ _____

G.9 Separate Rate Schedules

- Rates for Optional Add-on Food Items and Catering Services shall be quoted separately in the prescribed schedules and shall not be included in the Fixed Hostel Dining L1 comparison unless an evaluation quantity is expressly provided.
- Rates for optional/ additional items shall be submitted as per the format in PDF file under the financial cover

G.10 Submission of BOQ

- The Bidder shall submit the Financial BOQ in the prescribed electronic format on the designated e-procurement portal. The Bidder shall not alter the item descriptions or units prescribed in the Financial BOQ. The Financial Evaluation for Fixed Hostel Dining shall be based solely on the Total Daily Meal Price per Student calculated from the quoted Breakfast, Lunch and Dinner rates.

SCHEDULE - H

The quantities of Optional Add-on Food Items and Catering Services are not guaranteed. These rates shall apply only to actual quantities ordered/consumed under the Contract.

The Bidder shall quote rates only in the prescribed Financial Bid. The quoted rates shall be inclusive of all applicable costs and taxes unless otherwise specified in the BOQ.

H.1 Optional Add-on Food Items – Financial Quotation

Sl. No.	Optional Add-on Item	Unit	Rate (₹)
1	Chicken Curry	Per Portion	
2	Chicken Fry	Per Portion	
3	Chicken Roast	Per Portion	
4	Chicken Biryani (where approved)	Per Portion	
5	Fish Curry	Per Portion	
6	Fish Fry	Per Portion	
7	Egg Curry	Per Portion	
8	Boiled Egg	Each	
9	Egg Omelette	Each	
10	Double Egg Omelette	Each	
11	Paneer Butter Masala	Per Portion	
12	Kadai Paneer	Per Portion	
13	Chilli Paneer	Per Portion	
14	Mushroom Curry	Per Portion	
15	Mushroom Masala	Per Portion	
16	Mushroom Pepper Fry	Per Portion	
17	Soya Chunks Curry	Per Portion	
18	Soya Chunks Fry	Per Portion	
19	Additional Curd	Per Cup	
20	Additional Sweet	Per Serving	
21	Ice Cream	Each	
22	Fresh Fruit Bowl	Per Serving	
23	Fresh Fruit Juice	Per Glass	

Sl. No.	Optional Add-on Item	Unit	Rate (₹)
24	Lassi	Per Glass	
25	Flavoured Milk	Per Bottle/Glass	
26	Chapati/Roti	Per Piece	
27	Additional Dessert (where approved)	Per Serving	
*Standard Portion Size 150 gms			

SERVICE LEVEL, KPI, QUALITY MONITORING & PENALTY MATRIX

H.2 Service Level

The Contractor shall provide the services strictly in accordance with the Tender Document, approved menu, food quality standards, portion/serving standards, manpower requirements and operational instructions issued by the Institute.

H.3 Key Performance Indicators

The following parameters shall be monitored by the Institute through the Nodal Officer / authorised officers, student representatives and other inspection mechanisms prescribed by the Institute.

Sl. No.	Performance Parameter	Required Standard	Monitoring / Evidence	Corrective Action / Penalty
1	Menu Compliance	Approved 22-Day Rotational Menu / approved menu shall be followed	Daily menu verification	As per Contract / penalty matrix
2	Food Quality	Raw materials and brands as prescribed in Schedule-A	Inspection / sampling / records	Corrective action / penalty
3	Portion & Serving Standard	As prescribed in Schedule-B	Random measurement / inspection	Corrective action / penalty
4	Food Safety & Hygiene	Applicable FSSAI and Institute food-safety requirements	Inspection / records / testing	Corrective action / penalty
5	Meal Timeliness	Meals served within approved dining timings	Daily monitoring / complaint records	Corrective action / penalty
6	Manpower Deployment	Minimum manpower and supervision as prescribed in Schedule-F	Attendance / deployment statement	Corrective action / penalty
7	Student Grievance Redressal	Complaints addressed within prescribed timelines	Complaint register / digital records	Corrective action / penalty

8	Cleanliness & Sanitation	Dining hall, kitchen and service areas maintained in prescribed condition	Inspection checklist	Corrective action / penalty
9	Statutory Compliance	EPF, ESI, GST, FSSAI and other applicable compliance	Monthly compliance submission	Corrective action / contractual action
10	Service Continuity	Adequate contingency arrangements for uninterrupted dining service	Incident / contingency records	Corrective action / contractual action

H.4 Inspection and Monitoring

- The Institute may conduct routine and surprise inspections of the kitchen, dining halls, stores, food preparation areas and records. The Contractor shall provide access and cooperate fully with inspection, sampling, audit and verification.

H.5 Corrective Action and Penalties

- Non-compliance shall be recorded and the Contractor shall take corrective action within the time prescribed by the Institute. Monetary penalties, recovery, suspension of a service/item or other contractual action shall be imposed only in accordance with the penalty provisions of the Tender/Contract.

Without prejudice to any other remedy available to the Institute under the Contract, the following schedule of penalties/deductions shall apply. Penalties shall be recovered from the Contractor's next payable bill (Catering bill) or, where no such bill is due, shall be recoverable from the Performance Security, after recording reasons in writing and giving the Contractor an opportunity to explain, in accordance with Clause 9.16.

Sl. No.	Nature of Default / Deficiency	Penalty / Deduction
1	Menu non-compliance / unauthorised substitution of an approved item (per meal, per instance)	₹2,000 per instance
2	Deployment of manpower below the minimum prescribed in Schedule-F (per category, per day of shortfall)	₹1,000 per person per day of shortfall
3	Use of a brand/material below the standard prescribed in Schedule-A (per instance, after opportunity to explain)	₹5,000 per instance
4	Kitchen/dining hall hygiene deficiency recorded on inspection (per instance, uncorrected within the time given)	₹3,000 per instance
5	Failure to serve a meal within the notified timing without prior approval (per instance)	₹2,000 per instance

6	Non-submission of the Monthly Compliance Report (Schedule-I) within the prescribed timeline	₹5,000 per week of delay
7	Any food-safety violation resulting in a valid health complaint / adverse FSSAI finding	₹25,000 per instance, without prejudice to termination under Clause 8.15
8	Repetition of the same deficiency within a period of three (3) months	Deduction under the applicable item above shall be doubled for the repeat instance

The aggregate penalty recoverable in any month shall not exceed 10% of the value of Catering services billed by the Contractor for that month, or such other ceiling as may be specified in the Letter of Award; recoveries beyond this ceiling, where warranted by the gravity of the default, shall require the specific approval of the Competent Authority and may be treated as an Event of Default under Clause 8.13 instead of, or in addition to, a monetary deduction.

H.6 No Duplication of Reporting

- The monthly compliance and statutory documents required under Schedule-I shall constitute the formal monthly compliance submission. The Contractor shall not be required to submit duplicate records where the same document has already been furnished, except where specifically required for verification.

SCHEDULE – I

MONTHLY COMPLIANCE & PERFORMANCE REPORTING FORMAT

The Contractor shall submit the consolidated Monthly Compliance Report to the Nodal Officer, Assistant Registrar, IISER Tirupati, on or before the 10th day of every succeeding month. The report shall include the Monthly Performance Certificate, manpower attendance statement, wage payment proof/certificate, EPF/ECR records, ESI records, applicable GST compliance documents, FSSAI/Food Safety compliance records and other statutory compliance documents required by the Institute.

I.1 Monthly Performance Certificate

Particular	Details
Contractor Name	
Reporting Month	
No. of Registered Diners	
Menu Compliance	
Food Quality & Hygiene	
Manpower Deployment	
Complaint Status	
Catering, if any	
Overall Performance	Satisfactory / Needs Improvement / Unsatisfactory

Certified by: _____ Designation: Nodal Officer / Authorised Officer Date: _____

I.2 Monthly Statutory & Compliance Submission

Sl. No.	Document / Certificate	Submitted (Yes/No)	Remarks
1	Monthly Performance Certificate		
2	Monthly Manpower Attendance Statement		
3	Wage Payment Certificate / Proof		
4	EPF Challans and ECR, as applicable		
5	ESI Challans / Returns, as applicable		
6	GST Compliance Documents, where applicable		
7	FSSAI / Food Safety Compliance Records		
8	Other Statutory Compliance Certificate		
9	Any other document required by the Institute		

I.3 Monthly Manpower Statement

Sl. No.	Name	Designation	Attendance / Days Worked	EPF No.	ESI No.	Remarks
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

The Contractor shall maintain complete supporting records and produce them for inspection, audit or verification whenever required.



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

SCHEDULE – J

CATERING INVOICE FORMAT

Particular	Details
Contractor Name	
Invoice No. & Date	
Programme / Event	
Date(s) of Service	
Location	
Authorised Requisition / Work Order No.	
Number of Persons Served	
Approved Rate	
Taxable Amount	
GST, if applicable	
Total Amount	

Contractor Certification: The services covered by this invoice have been provided in accordance with the approved requisition, menu and rates.

Service Completion / Nodal Officer Certification: _____



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SCHEDULE – K

FINAL BILL / CONTRACT CLOSURE FORMAT

Particular	Details
Contractor Name	
Contract Period	
Final Bill No. & Date	
Total Amount Claimed	
Recoveries / Deductions, if any	
Net Amount Payable	
Institute Assets Returned	Yes / No
No Demand Certificate	Submitted / Pending
Statutory Compliance	Completed / Pending
Remarks	

Contractor Declaration: All contractual services have been completed and all Institute assets, records and statutory obligations have been settled, except as specifically stated above.

Nodal Officer Certification: _____

Finance & Accounts Verification: _____

भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH TIRUPATI

(An Autonomous Institution of National Importance under the Ministry of Education, Govt. of India)



Details of Account Holder:

Name of the Account Holder as per Bank records	Indian Institute of Science Education and Research Tirupati
Account Number of the above Account	35029946671
Complete Contact Address	Indian Institute of Science Education and Research Tirupati Srinivasapuram- Jangalapalli Village, Panguru (G.P), Yerpedu Mandal, Tirupati District-517619
Telephone No.	0877-2500400
Fax No.	0877-2500250
E-mail	registrar@iisertirupati.ac.in / drfa@iisertirupati.ac.in

Bank Details:

Bank Name (Full)	State Bank of India
Branch Name	IIT Campus Branch Tirupati
Complete Contact address	Administrative Building, IIT Campus, Yerpedu- Venkatagiri Road, Tirupati-517619
Telephone No.	7674013799
E-mail	sbi.64604@sbi.co.in
9-digit code No. of Bank & Branch	517002012
Account Number	35029946671
Account Type	CURRENT
IFSC Code	SBIN0064604
SWIFT Code	SBININBB324

Certified that Institute's account is on RTGS enabled branch.

I hereby declare that the particulars given above are correct and complete

Date: 24.07.2024

Signature of Competent Authority

Certified that the particulars furnished above are correct as per bank records

Date:

Signature of Authorized Official with Bank seal





भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान तिरुपति

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IMPORTANT NOTICE

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

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

Signature of the Tenderer