



భారతీయ సాంకేతిక విజ్ఞాన సంస్థ హైదరాబాద్
भारतीय प्रौद्योगिकी संस्थान हैदराबाद
Indian Institute of Technology Hyderabad
Kandi, Sangareddy (Dist), Telangana-502284
040-2301 6773; office.admin@iith.ac.in

Ref: IITH/MS/Cafeteria-CC/2025, dated 24.01.2025

NOTICE INVITING TENDERS

Sealed Tenders are hereby invited by the Director, IIT Hyderabad from the eligible bidders, for award of license to run a cafeteria at Convention Centre Building of IIT Hyderabad as follows:

S No.	Carpet Area (Sq. ft)	Reserve License Fee (Rs.) per month	Name of the Service	Operational Timings
1	1321.33 Sq. Ft	Rs. 35,000/- +GST	Operation of Cafeteria at Convention Centre Building, IIT Hyderabad.	9:00 AM to 09:00 PM

The Tender Document can be downloaded from <https://eprocure.gov.in/eprocure/app>. OR Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app>. OR Institute website- <https://iith.ac.in/tenders>.

The bid is to be submitted online only through the E-procurement portal of <https://eprocure.gov.in/eprocure/app>. up to the last date and time of submission of tender.

A. Tender Schedule:

S.No	Particulars	Date	Time
1	Date of Online Publication/Download of Tender	As per CPP Bid Document	
2	Bid Submission Start Date		
3	Bid Submission Close Date		
4	Opening of Technical Bids		

Other Important Limits:

1	Tender processing fee (nonrefundable)	Rs. 590/- (incl. GST)
2	Earnest Money Deposit (EMD) (refundable without interest)	Rs.1,00,000/-
3	Bid Validity period	90 days from the date of opening of Price bids
4	Performance Security Value	05 months License Fee (LF quoted by the successful bidder)
5	Period of Signing the Contract	Within 7 days

- A. No manual bids will be accepted.** All quotations (both Technical and Financial) should be submitted online through CPP portal of <https://eprocure.gov.in/eprocure/app>.
- B.** 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 details of the helpdesk are +91 0120-4711 508, +91 0120-4200462, +91 0120-4001002, +91 0120-4001005 and support-eproc@nic.in.

Sd/
Registrar
IIT Hyderabad

INSTRUCTIONS FOR ONLINE BID SUBMISSION

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

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

Registration:

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which 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 enrollment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / 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 DSC’s 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 / e-Token.

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. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) 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.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

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 / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 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, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

Submission of Bids:

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided 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 coloured (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.

- 6) 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.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, 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 (i.e. after Clicking "Freeze Bid Submission" in the portal), 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) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

Assistance to Bidders:

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to office.admin@iith.ac.in .
- 2) 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 details of the helpdesk are +91 0120-4711 508, +91 0120-4200462, +91 0120-4001002, +91 0120-4001005 and support-eproc@nic.in .

TENDER SCHEDULE

1. **Tender Form:** The tender document can be downloaded from the Institute's website <https://iith.ac.in/tenders/> and also from CPP Portal; Tender document will not be issued in person.

2. **Scope of Work:**
 - 2.1. IIT Hyderabad invites tenders from interested bidders to operate a Cafeteria using the equipment provided at the Ground Floor of the Convention Centre Building for the benefit of students, Faculty, Staff and various users/ guests. The list of food/beverage items to be provided along with its prices (if any) is provided at **Annexure-III** of this tender document. The bidder should not change the prices mentioned in the **Annexure-III** during the contract period.

 - 2.2. **Operational timings:**

The cafeteria shall operate from **09:00 AM to 09:00 PM**, the Convention Centre timings may change occasionally, and the vendor must be flexible to cover the Convention Centre timings.

 - 2.3. **Expenditure for common cleanliness:** The successful bidder shall be responsible for the overall cleanliness of the premises including removal of solid waste. Any food waste will attract RAT menace and result in damage to the equipment and furniture Convention Centre. Hence, the bidder is solely responsible for maintaining the cleanliness and should take utmost care to maintain the cleanliness in the cafeteria premises all the time.

 - 2.4. **Solid Waste Management:** The Licensee should keep an adequate number of big-size dustbins near their allotted space and clear them at regular intervals. The Licensee must supply an adequate number of 60 Microns trash bags to be placed in the dustbins and ensure they are appropriately sealed as soon as they are full and handover the same to the IITH-authorized Solid Waste Management Service provider. The SWM Service provider will collect the trash bags and process the waste as per Institute policy. The Licensee shall pay the SWM processing charges (presently Rs 4.956 per kg) to the SWM Service provider directly as per the invoice raised by the SWM Service provider based on the weight of the waste generated. The Licensee shall ensure to segregate the Dry waste and wet waste and arrange separate dust bins for dry and wet waste.

 - 2.5. The Licensee shall arrange for periodic pest control within the premises allotted to the cafeteria.

 - 2.6. The cafeteria vendor is solely responsible for the cleanliness and maintenance of the premises throughout the business hours, i.e. **09:00 AM to 09:00 PM** on all days. The vendor shall employ adequate manpower for cleaning of the premises. Failure to uphold cleanliness standards will result in a penalty of Rs. 1000/- per each instance/day for the initial three days within a given month. In the event of a recurrence, the penalty will escalate to Rs. 3000/- per day for the subsequent three days of that same month.

3. **Period of Contract:** The license shall be given initially for a period of one year. IITH may renew/extend the License to such further period (s), as it may deem proper and, in any case,

not exceeding **three years** from the date of commencement of the License having regard to the quality and manner of the contractor's performance. However, it shall be with consent/written request by the contractor in this regard.

4. In case the tender opening date happens to be declared as closed holiday, the tender will be opened on the following working day, without any change in timings.
5. **Bid Validity Period:** The tenders shall be valid for a period of 90 days from the date of opening of price bids.
6. **Visit of the Campus:** Interested bidders are advised to visit the IITH premises on any working day between 10:00 Hrs to 17:00 Hrs and ascertain the nature and quantum of work before bidding.
7. **Tender Processing Fee:**
The bidders have to submit tender fee (non- refundable) of **as mentioned in the tender schedule above** in the form of Demand Draft/Banker's Cheque or payment online from any commercial Banks of a scheduled bank in the name of Director, IIT Hyderabad valid for 180 days from the date of or Online Payment through the e-Procurement portal mapped to IIT Hyderabad Account. The Scan Copy of the Proof of Payment made is to be uploaded online on the CPP Portal, should be submitted along with technical bid.

Alternatively, the bidder may also deposit the Tender Fee amount to the Institute account mentioned below and upload scan copy of proof of payment along with their bid.

Bank Name: CANARA BANK
Bank Account No.: 120000769411
Account Name: IITH CCE
IFSC Code: CNRB0003458
Branch: IITH Kandi.

8. **Earnest Money Deposit:** EMD **as mentioned in the tender schedule above** in the form of Demand Draft Banker's Cheque/ Bank guarantee or payment online from any commercial Banks of a scheduled bank in the name of Director, IIT Hyd valid for 180 days from the date of or Online. The Scan Copy of the Demand Draft /Proof of Payment made online should be uploaded along with technical bid.

Alternatively, the bidder may also deposit the EMD amount to the Institute account mentioned below and upload scan copy of proof of payment along with their bid.

Bank Name: CANARA BANK
Bank Account No.: 120000769411
Account Name: IITH CCE
IFSC Code: CNRB0003458
Branch: IITH Kandi.

The original document (other than online payment) should be posted/couriered/given in person to the **Management Services Section (MS Section) of IIT Hyderabad, #204, Administration Building, IIT Hyderabad, Kandi, Sangareddy-502284** on or before opening of Technical Bid. In case of non-receipt of original document before the due date of opening of technical bid, the uploaded bid will be summarily rejected.

The firm registered with NSIC/MSME must furnish proof of registration along with their quotation failing which the bid will not be considered.

Exemption from submission of Bid Securing Declaration against valid and relevant NSIC /MSME Certification is permitted, however it shall be subject to scrutiny by the IITH and if during scrutiny, it is found that the NSIC Certificate is invalid and/or irrelevant, then that bid is liable to be rejected as “not-accompanying EMD”. Therefore, Bidders claiming exemption from EMD/Bid Securing Declaration against NSIC certificate, should ensure the same carefully, while submission of their bids.

Note: If in the view of bidder, any exemption / relaxation is applicable to them from any of the eligibility requirements, under any Rules / Guidelines/ Directives of the Government of India, bidder may submit their claim for the applicable exemption /relaxation, quoting the valid Rule/Guidelines/ Directives with a copy of such notification. In this case the bidder must submit necessary and sufficient documents along with the technical bid, in support of their claim. The relevant and valid certificates in support of claim of exemption must be submitted along with the Technical Bid.

- i) The BIDDER who submits the tender on behalf of their principals should produce documentary evidence in support of their authority to quote or submit Performance invoice of their principals for this tender.
- ii) The successful BIDDER, on award of contract / order, must send the contract / order acceptance in writing, **within 7 days** of award of contract.
- iii) Bids submitted without Bid Securing Declaration / relevant MSME/NSIC Certificates will be rejected & no correspondence in this regard shall be entertained.

9. Performance Security Deposit: For due performance of his/their obligations under the contract, during the validity, the successful bidder shall have to deposit a Security Deposit equivalent to a **05-month(s) License Fee (LF-quoted by the selected bidder)**, which will be free of interest, before commencement of the contract. This security deposit is to be furnished in the form of a Demand Draft or Bank Guarantee as per the format furnished by the Institute, from any of the Nationalized or scheduled banks. The security deposit will be forfeited in case of breach of contract. After successful completion of the contract, the security deposit will be refunded without interest within 60 days after adjusting dues if any to the IITH from the Contractor.

10. Eligibility Criteria:

- 10.1. The bidder should have valid registration and trade license for running of the said service [copy to be attached].
- 10.2. Bidders should have registered with PAN/GST [copies to be attached].
- 10.3. Bidders quoting for the cafeteria having supply of food items should have valid FSSAI licenses and submit the same along with the bid document.

- 10.4. **The vendor should have a minimum of 50 operating Cafeteria outlets during the previous year. A signed declaration with a list of operating Cafeterias and their addresses have to be submitted along with the bid. False/Incorrect information will lead to disqualification summarily.**
- 10.5. Bidders should have a minimum Annual turnover of Rs.5 Cr. From the business of operating Cafeterias during the last 3 financial years i.e. FY 21-22, 22-23 and 23-24. A certificate from the Chartered Accounts for bidder's turnover for the last three financial years along with an audited balance sheet is to be furnished.
- 10.6. Bidder should submit a self-declaration on their letter head for the following:
- 10.6.1. That the Partners of the firm or sole proprietor or Company as the case may be, has never been black-listed and the name of the firm or company has not been changed.
- 10.6.2. That there is no police case/vigilance enquiry pending against the Partners of the firm or sole proprietor or Company as the case may be, and that he has never been punished by any Hon'ble Court.
- 10.6.3. That there are no dues towards income tax as on the date of the affidavit.
- 10.6.4. that the contractor is not an employee or a close relative (including son, daughter, and siblings of self or spouse) of any employee of IIT Hyderabad.
- 10.7. The bidder should have a valid Labour License, EPF and ESI registrations (if applicable).
- 10.8. The bidder should submit duly signed and stamped tender document along with their bid as a token of acceptance of all the tender terms.

Note: All the copies of mandatory documents submitted by the bidder should be self-attested. Failure to comply with these conditions renders the tender/bid automatically disqualified. The original documents should be produced for verification at any stage of the tender process as and when sought for, failing which; the bids are liable for disqualification.

11. Bid Evaluation Process:

- i. The bid will be considered for technical evaluation, subject to submission of all relevant information/documents as per requirement.
- ii. IITH will scrutinize the documents submitted by the bidders for the technical evaluation. Among the eligible bidders, the bidder **who quotes the highest license fee** will be selected for award of the contract.

12. Force Majeure:

IIT Hyderabad may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that the delay/default, in performance or other failure to perform its obligations under the Contract, is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.) acts of states, the direct and indirect consequences of wars (declared or undeclared) hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises.

13. The Director, IITH reserves the right to:

- 13.1. Reject any or all the tenders without assigning any reason whatsoever.
- 13.2. Not bind himself to accept the lowest or any tender; and

13.3. Accept the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.

14. Canvassing in connection with tender/quotation is strictly prohibited.

Sd/
Registrar
IIT Hyderabad.

GENERAL TERMS & CONDITIONS

(Please read the following carefully and give acceptance for the same in the prescribed format and submit it with the Technical Bid).

A. GENERAL INSTRUCTIONS:

1. The bidders submitting the tender would be deemed to have inspected the premises and considered and accepted all the terms and conditions of the contract. No verbal or written inquiries will be entertained in respect of acceptance or rejection of the tender.
2. In case the tender opening date happens to be declared as a closed holiday, the tender will be received and opened on the next working day without any change in timing.
3. All the services shall be provided as detailed in the tender document and as directed by the officer concerned.
4. The Licensee shall not alter/modify the space without prior written approval from the concerned authorities.
5. **License Fee:** Licensee should pay the License fee **within 7 days** from the date of receipt of the invoice and the payment acknowledgment should be furnished to the authority/section concerned. If the Licensee fails to remit the Invoice amount (License fee, Electricity & water charges) within 7 days from the date of invoice, an additional license fee of **Rs.500/- per day** during the period of delay will be imposed in the invoice of the subsequent month.
6. **Electricity and Water charges:** Individual Electricity meters will be fixed to each shop. Licensee should pay Electricity and water charges as per the respective slab rates along with applicable GST.
7. The following kitchen equipment is already available in the cafeteria space/premises. The AMC of the equipment shall be the responsibility of the successful bidder and must return all the equipment which he has taken over in good working condition:

S.No.	Item No.	ITEM	Overall size in MM	Qty
1	CC1	Cold Display Counter	900X600X1200	1
2	CC2	Ice cream cabinet	900X600X850	1
4	CC4	Visi cooler	Branded	1
5	CC5	Worktable with sink on R.H.S part bottom storage	2000x600x850x100	1
6	CC6	Coffee Machine (2 groups)	Imported(770x510x485)	1
7	CC7	Coffee Grinder	Imported (220x400x620)	1
8	CC9	Wall shelf	1000x300	2
9	CC10	Sandwich Griller	Single	1
10	CC11	Microwave oven	Branded	1
11	CC14	Gn. Size 2Door Vertical combi unit	725x825x20250	1
12	CC15	Worktable with sink on R.H.S &2U/SH	1650x600x850+100	1
13	CC16	Induction Hob	Branded (locally purchased)	2
14	CC17	Wall shelf	1650x300	1
15	CC18	2sink unit	1200x600x850+100	1
16	CC19	Wall shelf	1200x300	1

17	CC20	Worktable with 2 U/SH	600x600x850+100	1
18	CC21	Storage Rack (4-shelves)	1200x350x1650	1
19	CC22	Worktable with 2 U/SH	450x600x850+100	1
20	CC23	Hardcore juicer	Branded (locally purchased)	1
21	CC24	Citrus juicer	Branded (locally purchased)	1
22	CC25	SS Grating	300x300	2
23	CC26	S/S Corner guard	1200mm Ht.	12
24	CC27	Water geyser (25 Ltr. capacity) (Horizontal)	Purchased by plumbing contractor	1
25	CC29	Insect killer	Branded	1

8. No cooking is allowed in the canteen, except use of Microwave oven and the machinery provided/mentioned above. Gas/Stove or any other ovens are not allowed.
9. It is the responsibility of the Licensee to maintain a hygienic environment in their surroundings. The Licensee should keep adequate number of dustbins near the allotted space and clear them at regular intervals.
10. The Institute shall have the right to impose a penalty commensurate with the fault and the amount towards damages if any, shall be recovered from the Security Deposit.
11. The Licensee shall abide by all laws and regulations and statutory obligations in force from time to time including labour laws and shall indemnify the IITH from any claims in this regard.
12. All letters e-mailed to Licensee at the e-mail address given by him will be considered to have been delivered in time.
13. If it is observed at any stage that the quality of the service is not satisfactory, the License as a whole may be terminated, and the Security deposit will be forfeited. The Contractor will have no claims whatsoever on the IITH.
14. Water Dispensers: It is required that water dispensers be provided by the vendor.
15. In order to include any additional products or items for sale, the vendor is required to obtain permission from the Competent Authority, IITH. This can be achieved by submitting a comprehensive list of the items along with their respective prices.
16. Stock refilling should be carried out proactively to prevent stock depletion. Repeated instances of the shop being found out of stock will result in penalties being imposed.
17. The vendor must supply an adequate number of 60 Microns trash bags to be placed in the trash bins and ensure they are appropriately disposed of (as detailed in clause No. 2.4).
18. Expanding Brand List: Vendors should be open to expanding the variety of brands and products they offer. If vendor(s) wish to add any extra items, they must first submit the prices and a list of the items to the Competent Authority, IITH for approval.
19. Emergency Lights: Each shop must have functioning emergency lights in case of power outages.

20. The cafeteria shall function throughout the year. If for any reason the shop remains closed, prior approval from the Competent Authority, IITH shall be obtained.
21. Licensee will be fully responsible for any accident or mishaps involving workers engaged by the Contractor and the Contractor would pay claims made by these victims. The Contractor shall indemnify the IITH from any claims arising out of accidents, disabilities of any nature or death or arising out of provisions under law, or any other nature in respect of all workers engaged by the Contractor. The contractor will fully indemnify IITH against all claims in this regard.
22. It is the sole responsibility of the Licensee to abide by the provisions of the following acts as to the workers engaged by him for performance of this contract:
 - Employment of Children Act
 - Workmen compensation Act
 - Contract Labour (Regulation & Abolition) Act 1970.
 - Minimum Wages Act
 - Employee Provident Fund Act
 - ESI Act
 - Any other act or legislation as may be applicable in force from time to time.
23. Any liability arising on the IITH shall be deducted from the Security deposit of the contractor. There would be no liabilities towards the workers of the contractor by the IITH.
24. The Licensee shall be liable to pay compensation for any loss & damage caused to the property of the IITH or its Staff Members/Students/Visitors by the contractor or his workers.
25. The Licensee shall be personally responsible for the conduct of his staff and in case of any complaint against any of his staff; the contractor will be under an obligation to replace the worker concerned within 24 hours when instructed by IITH authority. The contractor shall observe all the laws and will be responsible for any prosecution or liability arising from breach of any of those laws. IITH will not have any responsibility with regard to staff on the role of the contractor whatsoever.
26. The IITH reserves the right to terminate the License without assigning any reason by giving a notice of three months. The contractor will also have to serve a notice of three months, if he wishes to terminate the contract.
27. In the event of any dispute arising out of or in connection with this contract, whether during the subsistence of the contract or thereafter, the matter shall be referred to the Director, IITH or any other officer nominated by the Director, IITH for arbitration whose decision shall be final and binding on the parties. The contractor agrees that the arbitrator could be an employee of the Institute & shall not have any objections in this regard. The proceedings before the arbitrator would be governed by the provision of the Arbitration Act 1996.
28. The persons deployed by the Licensee should be reliable, trustworthy, alert and efficient.
29. The persons deployed for work should not be involved in any police case or any case should not be pending against them.

30. A verification report in respect of all the personnel of Licensee from the police station of concerned residential areas should be submitted and also list of employees with biodata of each employee posted to the Institute along with photo and thumb impression should be handed over to the Registrar of the IITH. Any changes should be informed of immediately.
31. The Licensee shall be fully responsible for providing leave benefits, weekly off, National & Festival holidays etc., to the personnel deployed and as and when any of personnel comes late or proceeds on leave or absents himself/herself, it will be the prime responsibility of the contractor to provide a suitable substitute.
32. The Licensee should not be an employee of IITH, or any other central/state Government. He should submit a declaration to this effect.
33. The Licensee shall not sell any of the items above the Maximum Retail Price (MRP).
34. IITH will have no responsibility in dealing with vendors customer affairs (such as delay in payment by users, mode of payment, etc.)
35. The Licensee and his staff will make their own residential arrangements outside the premises of the IITH. No one will be granted permission to stay in the Institute/Hostels during the night or during non-functional hours.
36. The Licensee shall not lease or sub-contract the whole or any part of the contract to anybody without the prior permission of the Director, IITH.

37. Penalties/Fine:

S.No.	Violation	Penalty per complaint
1.	Delay in payment of license fee & civic charges	Rs. 500/- for each day of delay.
2.	Violation of a contractual obligation not mentioned below.	Rs. 500/-
3.	No adherence to the timings mentioned in the tender	Rs. 500/-
4.	Changes in listed items or rates without permission of IITH	Rs. 500/-
5.	Inappropriate personal hygiene of workers	Rs. 500/-
6.	Uncleanliness of premises	Rs.1000/-per day
7.	Creating Nuisance/argue with the customers	Rs. 500/-
8.	Damage to Institute infrastructure & equipment	Rs. As per actuals
9.	Disposing solid waste into drainage or other waste disposal violations	Rs.5,000 /-
10.	Insects cooked along with food; Soft objects like hair, rope, plastic, cloth, etc. in food ; Hard and /or sharp objects like glass pieces, nails, hard plastic, etc. Any complaint of stones/pebbles of diameter more than 2 mm	Rs. 5,000/-

11.	Possession or consumption of Tobacco/ alcoholic/prohibited items.	Rs. 10,000/-
12.	Food Poisoning	Rs. 1,00,000/- or more

B. MODIFICATION OF TERMS AND CONDITIONS:

The IITH, with the consent of the contractor, may modify the terms and conditions of the contract as and when necessary, without affecting the basic nature of his contract.

C. COMMENCEMENT OF WORK:

The Contractor is required to start the services with effect from the date indicated by the Institute. In case it is found that the work has not been taken up from the date as indicated, the IITH at its sole discretion may cancel the work order and the EMD Security Deposit shall be forfeited without any further reference to the Contractor.

D. CANCELLATION OF CONTRACT:

1. Notwithstanding any other provisions in this contract, the IITH reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in the public interest. The contractor is not eligible for any compensation or claim in the event of such cancellation.
2. If at any later date, it is found that the documents and certificates submitted by the Contractor are forged or have been manipulated, the work order issued to the Contractor shall be cancelled and Security Deposit issued to the IITH shall be forfeited without any claim whatsoever on IITH and the contractor is liable for action as appropriate under the extant laws.

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Technical Bid

A. Documents/details to be mandatorily submitted: -

S. No.	Particulars	Fill in the details	Submitted? (Y/N)	Pg. No.
1	Name of Firm/Tenderer/Company (in block letters) <i>[Firm registration certificate to be attached]</i>			
2	Permanent Address & Telephone No.			
3	Full Postal Address, Telephone/Fax No. E-mail:			
4	Name of the bank, address, account number, IFSC code			
5	Valid FSSAI license <i>[copy to be attached]</i>			
6	Tender Processing Fee (Transaction ID and Date) <i>[copy to be attached]</i>			
7	EMD (Transaction ID and Date) <i>[copy to be attached]</i>			
8	PAN No. <i>[copy to be attached]</i>			
9	GST No. <i>[copy to be attached]</i>			
10	Turnover of the bidder in similar works: Certificate from the Chartered Accounts should be attached			
11	Valid labour license issued by the State/Central Labour Department under Contract Labour Act duly attested by the Contractor. <i>[copy to be attached]</i>			
12	EPF Registration <i>[copy to be attached]</i>			
13	ESI Registration <i>[copy to be attached]</i>			
14	Experience as per Eligibility criteria <i>[Experience certificates to be attached]</i>			
15	Self-declarations mentioned in Eligibility criteria [to be submitted in original]			
16	Income Tax Returns (for the last three financial years) FY 21-22, 22-23 and 23-24.			

	<i>[copies to be attached]</i>			
17	Tender document with bidders sign & seal on each page <i>[to be attached]</i>			
18	Annexures II & IV <i>[to be signed and attached]</i>			
19	Any other relevant information			

B. Details of Experience: Should be furnished in the following format-

S.No.	Name of the client and full address	Telephone and Official e-mail id of the client	Period of contract	Value of contract	Pg. No.
1					
2					
3					
4					
5					
6					

Important: Only certificates issued by the clients in letterhead with date of issue and containing requisite details will be considered. Copies of work orders, agreements, extension letters and bills will not be considered.

I/We certify that the above information is true to the best of my/our knowledge, and I/We do not have any relative of the rank of Under Secretary or equivalent working in IITH.

Signature of the Bidder
along with Seal

NOTE: Bidders have to fill all the details in Annexure-I (information, submission status and Pg. No.) and furnish the supporting documents for the points mentioned in Annexure-I **(PREFERABLY IN A SINGLE PDF FILE)**.

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ANNEXURE-II

PART - II PRICE BID

Tender Ref. No. IITH/MS/Cafeteria-CC/2025, dated. 24.01.2025.

Bidders are requested to quote the License fee against the schedule(s) for which they intend to submit their bid:

BIDDERS SHOULD DOWNLOAD THE BOQ FROM THE CPP PORTAL, UPLOAD THE SAME ON THE PORTAL AFTER FILLING THE REQUIRED DETAILS.

**Note: The license fee is to be quoted excluding GST.
GST @ 18% will be extra.**

Signature of the Tenderer with Seal & Address

Date:

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(On the official letterhead of the bidder)
LETTER OF CONSENT

Date: _____

To
The Director
IIT Hyderabad

Tender Ref. No. IITH/MS/Cafeteria-CC/2025 dated 24.01.2025.

Name of Work: Operation of Cafeteria at Convention Centre, IIT Hyderabad.

Sir,

I/We understand the nature and quantum of work to be carried out. I/we have read the various conditions to tender including general conditions and hereby agree to abide by the said terms and conditions. I/We also agree to keep this tender open for acceptance for a period of 90 (Sixty) days from the date fixed for opening the Part II and in case the tender is withdrawn within the validity period or the contract if awarded is not accepted, I/We understand that my/our "Earnest Money Deposit" submitted along with the tender will be liable for forfeiture. The rate quoted is firm and I/we will execute the work as per the rates quoted in the attached schedule and hereby bind myself/ourselves to carry out the work during the entire contract period as per the letter of acceptance of the tender/contract. I/We also hereby agree to abide by the rules and regulations of the IITH, general conditions of the contract as amended from time to time and to carry out the work according to the conditions of the contract laid down by IITH.

The full value of the Earnest Money Deposit (EMD) shall stand forfeited without prejudice to any other right to remedies if:-

I /We do not execute the contract documents within 7 (seven) days after getting information from IITH, or

I / We do not commence work within 15 (fifteen) days after getting information from IITH.

Until a formal agreement is prepared and executed, acceptance of this tender shall constitute a binding contract between us subject to modifications, as may be mutually agreed between us and indicated in the letter of acceptance of my/our offer for this work.

Signature of Tenderer(s) with Stamp, Address:

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SCOPE OF WORK**Items to be supplied & Rates:**

Items	Prices (in Rs.)	Qty
Veg puff	15	1 Piece
Paneer puff	18	1 Piece
Veg Roll	25	1 Piece
Samosa	12	1 piece
Corn Samosa	18	3 pieces
Onion Samosa	18	3 pieces
Paneer roll	25	1 Piece
Egg Puff	20	1 Piece
Chicken Puff	25	1 Piece
Chicken Roll	35	1 Piece
Chicken Tikka Roll	35	1 Piece
Chicken Roll	35	1 Piece
Veg Burger	45	1 Piece
Chicken Burger	55	1 Piece
chicken sandwich	35	1 Piece
paneer cheese grilled sandwich	35	1 Piece
paneer sandwich	30	1 Piece

Items	Prices (in Rs.)	Qty
veg cheese grilled sandwich	30	1 Piece
veg grilled sandwich	25	1 Piece
Egg cheese Sandwich	30	1 Piece
Dilkhush	20	1 Piece
Cream Bread	20	1 Piece
Vanilla, Chocolate Muffins	60	1 Piece
Cookies	30	1 Piece
Dilpasand	20	1 Piece
Pineapple pastry	40	1 Piece
black forest pastry	45	1 Piece
butterscotch pastry	40	1 Piece
mango pastry	40	1 Piece
sweet bread	10	1 Piece
donuts of all flavors	40	1 Piece
chocolate pastry	40	1 Piece
strawberry pastry	45	1 Piece

Items	Prices	Qty
Soups	Rs.15	All flavors -120ml
Tea	Rs. 15	All flavors-120ml
Coffee	Rs.15	All flavors-120 ml
Fresh Fruit Juices	Rs. 25-40	250ml
Milk Shakes (Vanila, chocolate Etc)	Rs.75-125	250ml
Chocolates (Branded only)	As per MRP	
Toffee (Branded only)		
Chips (Branded only)		
Biscuits (Branded only)		
Cookies (Branded only)		
Fruit Cakes (Branded + Packed)		
Different Soft drinks & Cold Drinks		
Namkeens		
Ice creams		
Juices		
Packed foods if any vendors want to keep)		

Items	Prices (in Rs.)	Qty
Frankie (Veg)	50	1 Piece
Frankie (Egg)	55	1 Piece
Frankie (non-Veg)	60	1 Piece
Pasta	20	250 gms
Pizza	100 to 450	1 Box
Taco (Veg)	60	1 Piece
Taco (non-Veg)	80	1 Piece
French Fries	80	1 Plate
Noodles (Veg)	30	350 gms
Noodles (Egg)	35	350 gms
Noodles (Chicken)	45	350 gms
Burger (Veg)	100	1 Piece
Burger (non-Veg)	120	1 Piece
Cakes (Pineapple, butterscotch, black forest)	400 to 600	1 kg
Maggi	25	160 gms

Note:

1. As per tender, using brands not mentioned in the contract without prior permission and adulteration will attract a fine of Rs. 5,000/-.
2. Using MSG (Monosodium Glutamate) is strictly PROHIBITED.

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No Claim Certificate

(To be submitted along with the technical bid on letter head)

I _____ (on behalf of) (Name of the Company) _____

Have read and understood and hereby accept the terms and conditions of the tender and agreement. I will not claim any rights on property being taken for rent for the period of contract.

I also understand the Institute reserves the right to cancel the contract at any point of time without assigning any reasons thereof.

I agree that after expiry of contract I will vacate the premises/ space immediately.

Signature:

Name:

Seal of contracting Agency/firm/company

Date:

Place:

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NO RELATIONSHIP CERTIFICATE

(to be submitted on letter head of the firm)

1. I/We hereby certify that I/We* am/are* related/not related (*) to any officer of IIT Hyderabad. (If related provide the details of the employee)
2. I/We* am/are* aware that, if the facts subsequently proved to be false, my/our* contract will be rescinded with forfeiture of E.M.D and security deposit and I/We* shall be liable to make good the loss or damage resulting from such cancellation.
3. I//We also note that, non-submission of this certificate will render my / our tender liable for rejection.

Date:

Authorized Signatory with seal

Name:

Place:

Designation:

Contact No.:

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ANNEXURE-VII

DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION

(to be provided on letter head of the firm)

I hereby certify that the above firm namely _____ is neither blacklisted by any Central/State Government/Public Undertaking/Institute nor any criminal case registered/ pending against the firm or its owner / partners anywhere in India.

I hereby certify that there is no police case/ vigilance enquiry pending against Partners of the firm or sole proprietor or company as the case may be, and that he has never been punished by any Hon'ble Court.

I hereby Certify that there are no dues towards income tax as on the date of the affidavit against Partners of the firm or sole proprietor or company as the case may be.

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

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

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