



Ref: IITH/MS/103/Tender/Supermarket/2026

OPEN NOTICE INVITING TENDERS

The Director, IIT Hyderabad from the eligible bidders, for award of license to run a “**Supermarket and Grocery Stores**” at IIT Hyderabad as follows:

Sl. No.	Carpet Area (Sq. Mtrs)	Reserve License Fee (Rs.) per month	Name of the Service	Location & Operational Timings
1	227.38Sq. mts.	Rs. 88,692/- +Applicable GST/-	Supermarket and Grocery Stores	CU- Annexe-1, Residential Area, IIT Hyderabad & 09:00AM to 08:00PM

The Tender Document can be downloaded from Institute website- <https://iith.ac.in/tenders> and CPP Portal

No manual bids will be accepted. All quotations (both Technical and Financial) should be submitted online on CPP Portal.

A. Tender Schedule: As per Tender document

B. Pre-Bid Clarifications: The prospective bidders may send their queries to office.admin@iith.ac.in in the following format on or before 15-03-2026.

Tender page No.	Clause	Query

C. Before filing the bids, the bidders are requested to consider all the amendments/ clarifications, if any, issued by this Institute and placed on its website and CPP Portal.

D. Other Important Limits:

1	Tender processing fee (nonrefundable)	Rs.590/- (incl. GST)
2	Earnest Money Deposit (EMD) (refundable without interest)	Rs.50,000/-
3	Bid Validity period	90 days from the date of opening of Price bids
4	Performance Security Value	10 months License Fee (LF) (LF quoted by the successful bidder)
5	Period of Signing the Contract	Within 7 days

Sd/-
Registrar,
IIT Hyderabad



INSTRUCTIONS FOR ONLINE BID SUBMISSION

The Tender Document can be downloaded from CPP Portal OR Institute website <https://iith.ac.in/tenders>.

The bid is to be submitted online only through the CPP Portal up to the last date and time of submission of tender. **No manual** bids will be accepted.

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 addresses 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 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 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 / 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” are available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process.

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/online” 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.

- 8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 9) 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.
- 10) 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 the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 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 .



NOTICE INVITING TENDER

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 **Supermarket and Grocery Stores** on a license basis, using the space provided at the **CU- Annex-1, Residential Area, IIT Hyderabad** for the benefit of Students, Faculty, Staff and various users/ guests.
 - 2.2. The Licensee shall cater only to the below listed types of shops:
 - a) Supermarket Store
 - b) Grocery, Fruits, Vegetable, Beverages, Frozen & Dairy products
 - c) Stationery Store
 - d) Plastic and kitchenware, FMCG products
 - e) Any other similar activity with prior approval of IIT Hyderabad.
 - 2.3. **Period of Contract:** The period of contract is for **Five (5) years** from the date of Possession with a lock in period of **three (3) years**. After successful completion of the lock in period i.e. 3 years, the Institute at its discretion can extend the license period on yearly basis subject to satisfactory performance. However, if the services are not satisfactory the license shall be terminated with three-month notice period at any point of time. After completion of the license period or termination of agreement as per the terms and condition of License Agreement, whichever is earlier, the possession of licensed property shall be automatically comes in hand of Institute.
 - 2.4. **Operational timings:**

The service hours of the supermarket shall be from **09:00AM to 08:00PM** daily which may be modified by Institute if and when considered necessary. Any change in the timings will require the prior permission of concerned authority of the Institute. However, milk store shall be open from 6:00 AM on all days. Penalty clause will be applicable, if not observing timings in a calendar month.
3. 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.
4. **Bid Validity Period:** The tenders shall be valid for a period of 90 days from the date of opening of price bids.
5. **Signing of contract and commencement:** The successful bidder should enter agreement with IITH on a Rs.200/- non-judicial stamp paper within 10 days from the date of award of contract. The services are to be started within 15 days from the date of award of contract.
6. **Visit of the Campus:** Interested bidders are advised to visit the IITH Campus 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:

A non-refundable tender processing fee of Rs.590/- incl. GST should be deposited to the Institute account mentioned below and upload scan copy of proof of payment along with their bid.

Bank Name	:	SBI Bank
Account No.	:	30412797764
Account Name	:	Indian Institute of Technology Hyderabad
IFSC Code	:	SBIN0014182
Branch	:	IITH Kandi

The tender fee is exempted for MSME/NSIC registered bidders on submission of registration certificates.

8. Earnest Money Deposit: EMD of Rs. 50,000/- (Rupees Fifty Thousand only) in the form of Demand Draft or Banker's Cheque or payment online from any scheduled bank in the name of Director, IIT Hyderabad valid for 180 days. 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	:	SBI Bank
Account No.	:	30412797764
Account Name	:	Indian Institute of Technology Hyderabad
IFSC Code	:	SBIN0014182
Branch	:	IITH Kandi

The original Demand Draft or Banker's Cheque (other than online payment) should be posted/couriered/given in person to the **Management Services Section of IIT Hyderabad, #204, Administration Building, IIT Hyderabad, Kandi, Sangareddy-502284), Telangana State** 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 Performa 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 **10 months License Fee (LF-quoted by the successful 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. Pre-qualification 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. The bidder should have five years' experience in running of supermarket/grocery store of reputed one like DMART, MORE, RELIANCE FRESH, HERITAGE, VIJETHA, VISHAL MART, BIG BAZAR, IMART, SAMPOORNA etc. or equivalent store. A self-declaration should be submitted in this regard.
- 10.4. The bidder should have at least 3 or more branches at Hyderabad OR Sangareddy. In this regard, a self-declaration letter to be submitted. IIT Hyderabad has the right to visit stores for verification purpose.
- 10.5. The bidder should be the owner OR authorized representative of reputed supermarket, or the bidder should be a franchisee of reputed supermarket.



- 10.6. The franchising bidder should have the existing store with a minimum carpet area of 2500 Sq-ft. In this regard, a self-declaration letter to be submitted. (IIT Hyderabad has the right to inspect and testify).
- 10.7. Bidders should have a minimum Annual turnover of Rs.60 Lakhs from the business in operating Supermarket and Grocery Stores during the last 3 financial years i.e. FY 23-24, 24-25 and 25-26. 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.
- 10.8. Bidder should submit a self-declaration on their letter head for the following:
 - 10.8.1. 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.
 - 10.8.2. 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.
 - 10.8.3. That there are no dues towards income tax as on the date of the affidavit.
 - 10.8.4. That the bidder is not an employee or a close relative (including son, daughter, and siblings of self or spouse) of any employee of IIT Hyderabad.
- 10.9. The bidder should have a valid Labour License, EPF and ESI registrations (if applicable).
- 10.10. The franchisee or the franchisee's group company should not have been blacklisted by any State Government / Central Government / PSU for any reason in the last three financial years as on bid calling date. A letter of undertaking on the letterheads of the Bidder/ supermarket should be submitted separately stating that they have not been blacklisted by any State Government / Central Government / PSU for any reason in the last three years and should be signed by an Officer competent and having the power of attorney (with Company stamp) to bind the bidding Firm / Manufacturer(s). The letter of undertaking should be submitted in Pre-qualification Bid.
- 10.11. 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. Basis on the eligibility criteria and terms & conditions mentioned in this document only eligible bidder will be permitted for participation in auction process on GeM/ CPP Portal.
- iii. Thereafter, the contract will be awarded to the qualified bidder with the highest bid over the reserve price and applicable 18% GST as mentioned in the tender document. The bidder shall quote the rate (including 18% GST in INR only) per month.

12. The Director, IITH reserves the right to:

- 12.1. Reject any or all the tenders without assigning any reason whatsoever.
- 12.2. Not bind himself to accept the lowest or any tender; and
- 12.3. Accept the whole or any part of the tender and the tenderer shall be bound to perform the same at the rates quoted.

13. 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).

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. **Period of Contract:** The period of contract is for **Five (5) years** from the date of Possession with a lock in period of **three (3) years**. After successful completion of the lock in period i.e. 3 years, the Institute at its discretion can extend the license period on yearly basis subject to satisfactory performance. However, if the services are not satisfactory the license shall be terminated with three-month notice period at any point of time. After completion of the license period or termination of agreement as per the terms and condition of License Agreement, whichever is earlier, the possession of licensed property shall be automatically comes in hand of Institute.
3. **Operational timings:** The service hours of the supermarket shall be from **09:00AM to 08:00PM daily** which may be modified by Institute if and when considered necessary. Any change in the timings will require the prior permission of concerned authority of the Institute. However, milk store shall be open from 6:00 AM on all days. Penalty clause will be applicable, if not observing timings in a calendar month.
4. The Supermarket and Grocery Stores should function throughout the year. If for any reason the shop remains closed, prior approval from the Competent Authority, IITH shall be obtained.
5. The Licensee shall cater only to the below listed types of shops namely **(a)** Supermarket Store **(b)** Grocery, Fruits, Vegetable, Beverages, Frozen & Dairy products **(c)** Stationery Store **(d)** Plastic and kitchenware, FMCG products and **(e)** Any other similar activity with prior approval of IIT Hyderabad.
6. The licensee shall cater a wide variety of general daily use items viz. sanitary items, cosmetics, gift articles, limited textile items, confectionary items like ice-creams, chocolates, biscuits, all snacks such as **Alu Samosa, Corn Samosa, Onion Samosa** etc. OR any other item as per requirement of the IIT Hyderabad. The Licensee will not transfer the contract, sublet the premises for having additional outlets.
7. All the services shall be provided as detailed in the tender document and as directed by the officer concerned.
8. Suitable built-up space shall be provided by the Institute. However, in extreme circumstances, the Institute has right to reduce or relocate the space provided. The proposed let-out built-up space map is placed at Annexure-III. 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.



9. The contract shall not alter/modify the space without prior written approval from the concerned authorities.
10. The successful bidder shall obtain necessary permissions from the Police/Municipal departments at his own cost (if required).
11. The successful bidder should agree to provide bulk items for offices/hostels **on credit basis**. Any credit facility extended by Contractors to students/employees will be at his own cost and risk. The Institute will not take any responsibility on this account.
12. IITH will have no responsibility in dealing with vendors customer affairs (such as delay in payment by users, mode of payment, etc.)
13. The Licensee shall not sell any of the items above the Maximum Retail Price (MRP). The Contractor shall be responsible for compliance of the MRP Act and other such Acts applicable to Super Market Store Services.
14. The contractor will be under obligation to display prominently the rate list of all items/services available on the cover and racks as well.
15. The franchise will be allowed upto 20% on the market rate for the processed groceries packed in their franchise name and vegetables.
16. The contractor shall offer the highest discount on MRP. Any discount being offered by the bidders would have to be more or at least equal to similar discounts being offered to the same product at their stores outside campus at any given time. The Institute has the right to check with the stores.
17. **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.
18. **Electricity and Water charges:**
 - a) Electric Connection and Charges: The necessary electrical connection shall be taken by the Licensee at his own cost, from the point provided by the Licensor. The Licensee shall pay by due date the bills for consumption of power/electricity in the Licensed Premises as recorded in the meters or as demanded by the Licensor or its nominee or assigns.
 - b) Power Backup: The Licensor may have the provision for power backup from diesel generators for common areas of the building premises. The Licensee shall have to take separate approval from the Licensor for power backup for the Licensed Premises, which shall be provided by the Licensor on subject to availability of power from the installed Diesel Generator. The charges for such electricity shall be separately intimated to the Licensee by the Licensor as per actuals.



- c) The licensee shall have to pay the cost of electric units supplied to the licensee's premises through DG system. The rates of such DG supply shall be worked out by IIT HYDERABAD based on the actual inputs in production and supply of power which shall also include the cost of manpower, repairs, etc.
- d) Maintenance charges will be levied proportionately on per sq. ft basis, based on the actual cost of the maintenance of the common areas and services of the complex.
- e) The maintenance charges shall be payable in advance on quarterly basis, whether demanded or not.
- f) Delay in making payment of maintenance charges shall attract 18% per annum simple interest for delayed payment
- g) The Licensee shall maintain their lockable/ usable areas on its own cost.
- h) All Licensee shall have to sign the standard maintenance agreement with IIT HYDERABAD or its authorized agent before taking over possession of the space.
- i) The clauses of the Maintenance Agreement shall not be altered at the request of any licensee.
- j) The Successful Tenderer has to take possession of the built-up unit within a period of 1 month from the date of issuance of the possession letter or any extension as granted by IIT HYDERABAD.
- k) If possession is not taken within 1 month of offer of possession (issuance of possession letter) a reminder letter may be issued by IIT HYDERABAD.
- l) If possession is not taken even after 45 days of issuance of possession letter IIT HYDERABAD reserve the right to take necessary action including termination of License.
- m) The contractor should ensure that there is no short-circuiting, resulting in incidents of fire. There shall be no loose electrical connections and temporary fittings. Emergency fire extinguishers provided by Institute shall be kept at appropriate places of work, which shall be periodically got checked for proper use, by the Institute. (can be arranged and maintained by the licensee.
- n) **Water:** water charges as per the respective slab rates along with applicable GST.

19. Signage and Hoardings:

- a) The Licensor reserves the exclusive and absolute right to display hoardings on all or any of the Blocks and the terraces and/or in any part of the land and/or Buildings. The Licensor shall have right to retain its Logo and Brand and name/other matters in the form of a hoarding/board/signage in a conspicuous place in the blocks of Building and land. The Licensee shall not disturb or damage or remove the same any time.
- b) The Licensee shall put name and unit number of the Licensed Premises in standardized letters and coloring only at the location/board that may be designated by the Licensor at a place earmarked for the said purpose.
- c) No sign board, hoarding or any other logo or sign shall be put up by the Licensee on the exterior of the Building or on the outer wall of the unit without the prior approval of IIT HYDERABAD
- d) The Licensee shall not alter the color scheme of the exterior of the Building or of the exterior lobby wall of the Licensed Premises. However, the Licensee shall be entitled to select and carry out any decoration/painting of the interior of the Licensed Premises as permitted in this Licensed Agreement.



- e) The Licensee shall not do anything that may adversely affect the aesthetic appearance/beauty of the Building, nor do anything in the Property which may cause any nuisance or obstruction or hindrance to the other owners.

20. Development and Maintenance of Furnishing/ Interior work:

- a) The Licensee shall be provided the space in bare-shell condition and the Licensee shall carry out the interior and furnishing work at its own cost.
- b) The operation and maintenance of the Licensed Carpet area shall be carried out by the Licensee at its own cost, as and when the Licensor permits in compliance and adherence with the approval/ guidelines issued by the Licensor from time to time.
- c) The Licensee shall not make any alterations in the load bearing structures to the License Premises and/or effect any change to the plan or elevation.
- d) The Licensee within the License Premises shall not cause any nuisance/annoyance to the other occupants of the building and shall not use common areas, roads, open spaces for dumping materials/debris etc.

21. 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 Supermarket and Grocery Stores premises all the time.

22. 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.

23. The Licensee shall arrange for periodic pest control within the premises allotted to the Supermarket and Grocery Stores.

24. The Super Market vendor is solely responsible for the cleanliness and maintenance of the premises throughout the business hours, i.e. **09:00 AM to 08:00 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.

25. No cooking is allowed in the Super Market, except use of **Microwave oven** and the machinery provided/mentioned above. Gas/Stove or any other ovens are not allowed.



26. 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.
27. 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.
28. 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.
29. The Institute has authority to inspect the leased space at any time without giving any notice to the contractor.
30. All letters e-mailed to Licensee at the e-mail address given by him will be considered to have been delivered in time.
31. 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 Security deposit will be forfeited. The Contractor will have no claims whatsoever on the IITH.
32. Water Dispensers: It is required that water dispensers be provided by the vendor.
33. 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.
34. 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. **(penalty amount to be decided)**
35. 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.
36. 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.
37. 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.



38. 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
New Labour codes
Any other act or legislation as may be applicable in force from time to time.

39. The contractor shall take all reasonable precautions to see that the staff while on duty attire themselves in proper uniform approved by the Institute and are civil, sober and honest in their dealings with the faculty, staff, dependents, guests and students in general.

40. 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. The IITH will not have any responsibility with regard to staff on the role of the contractor whatsoever.

41. The persons deployed by the Licensee should be reliable, trustworthy, alert and efficient.

42. The persons deployed for work should not be involved in any police case or any case should not be pending against them.

43. 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.

44. The employees of the Licensee shall not be employees of the Institute, and the Licensee is 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.

45. 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.

46. The Licensee should not be an employee of IITH, or any other central/state Government. He should submit a declaration to this effect.

47. The contractor will have to obtain general insurance against risk, fire accident for his belongings etc. for the shop and his workmen etc.



48. 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.	Non-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.	Possession or consumption of Tobacco/ alcoholic/prohibited items.	Rs.10,000/-
10.	Penalty for not observing timings in a calendar month:	
	for late opening or early closing by half-an-hour for first 3 occasions.	Rs.500/-
	for late opening or early closing by half-an-hour for 4 to 10 occasions.	Rs.1000/-
	for late opening or early closing by half-an-hour from 11th occasions onwards.	Rs.2000/-
11.	Sale of Duplicate products	Rs 10,000
12.	Reported use of plastic/polythene bags	Rs 500/-
13.	Improper behavior of workers	Rs 5,000/-
14.	Contamination in the items supplied	Rs 5,000/-
15.	Selling substandard/spurious or expired items	Rs 5,000/-
16.	Presence of pest/cockroach etc among the food items	Rs 5,000/-

The above penalties are for the first incident in a particular calendar month. After this additional 10% penalty will impose from the next incidents in that particular month. The above penalties will be decided and levied on the Licensee by the Dean (Admin).

49. 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.

50. 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.



51. 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.
52. **Notice Period:** 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.
53. **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 this contract.
54. **Commencement of Work:** The services are to be started within 15 days from the date of award of contract. 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.
55. **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.
56. **Arbitration:**
- a) In the event of any question, dispute/difference arising under the agreement or in connection herewith (except as to matters the decision of which is specially provided under this agreement) the same shall be referred to the sole arbitrator to be appointed by Director, IIT Hyderabad.
 - b) The award of the arbitrator shall be final and binding on the parties. In the event of such arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever, Director IIT Hyderabad shall appoint another person to act as arbitrator in place of the out-going arbitrator in accordance with the



terms of this agreement and the persons so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor.

- c) The expression Director, IITH shall mean and include an acting/officiating Director.
- d) Subject to the aforesaid provisions, the Arbitration & Conciliation Act, 1996 and the rules made hereunder and any modification thereof from time to time being in force shall be deemed to apply to the arbitration proceedings under this clause.

57. **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.



ANNEXURE-I

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	Tender Processing Fee (Transaction ID and Date) <i>[copy to be attached]</i>			
6	EMD (Transaction ID and Date) <i>[copy to be attached]</i>			
7	PAN No. <i>[copy to be attached]</i>			
8	GST No. <i>[copy to be attached]</i>			
9	Annual turnover of the bidder in operating supermarkets/grocery stores: Certificate from the Chartered Accounts should be attached for last 3 financial years.			
10	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>			
11	EPF Registration <i>[copy to be attached]</i>			
12	ESI Registration <i>[copy to be attached]</i>			
13	Experience as per Eligibility criteria <i>[Experience certificates to be attached]</i>			
14	Self-declarations mentioned in Eligibility criteria [to be submitted in original]			
15	Income Tax Returns (for the last three financial years) FY 23-24, 24-25 and 25-26. <i>[copies to be attached]</i>			
16	Tender document with bidders sign & seal on each page <i>[to be attached]</i>			
17	Annexures II & IV <i>[to be signed and attached]</i>			
18	Any other relevant information			



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

S.No.	Name of the Client and full address Name of the store and full address	Telephone and Official e-mail id	Period (From – To)	Annual turnover (in Lakhs)	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.(As applicable)

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).**



ANNEXURE-II

(On the official letterhead of the bidder)

LETTER OF CONSENT

Date: _____

To
The Director
IIT Hyderabad

Tender Ref. No. IITH/MS/103/Tender/Supermarket/2024

Name of Work: to run a “**Supermarket and Grocery Stores**” at IIT Hyderabad.

Dear 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

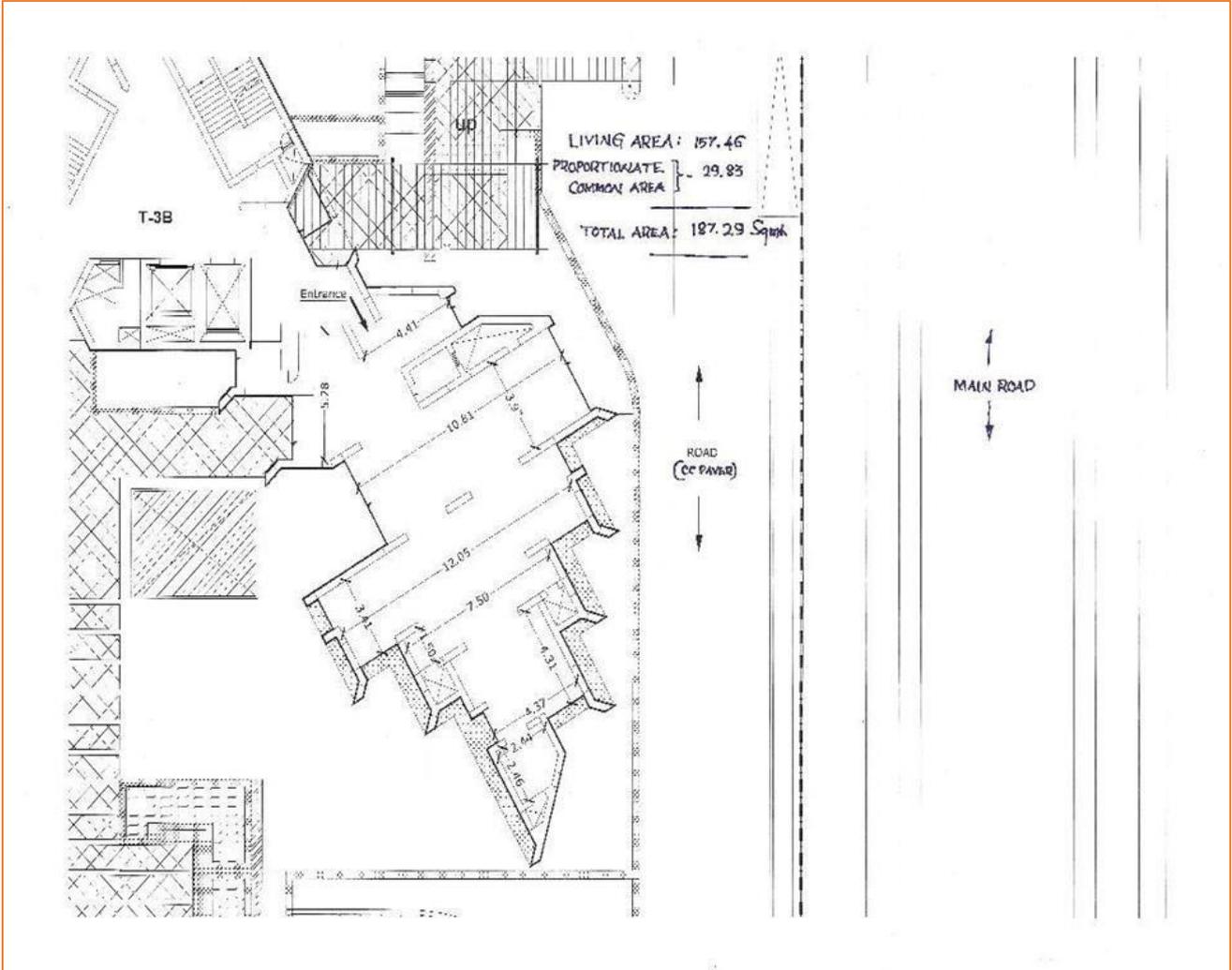
I/We do not commence work within 15 (fifteen) days after getting information from IITH.

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:



ANNEXURE-III



Details of built-up Space:

Block	Terminated Block of Faculty Tower
Floor	Ground Floor
Total Carpet Area (Tentative) (Sq. Mts.)	227.38Sq.mts



ANNEXURE-IV

NO CLAIM CERTIFICATE

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

I/We_____ (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 rented purpose for the period of contract.

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

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

Date:

Authorized Signatory with seal

Name:

Place:

Designation:

Contact No.:



ANNEXURE-V

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.:



ANNEXURE-VI

DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION

(to be provided on letter head of the firm)

I/We 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/We 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/We 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/We 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 with seal

Name:

Place:

Designation:

Contact No.: