



INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY, DELHI (IIIT-DELHI)
A State University established by the GNCTD

**NOTICE INVITING TENDER FOR RUNNING CANTEEN/CAFETERIA/
KIOSKS/TUCK SHOP SERVICES OF DINING BLOCK & LECTURE
HALL COMPLEX AT IIIT-DELHI**

Tender No- 14/2022 dated 18.08.2022

Notice Inviting Tenders for Running Canteen/Cafeteria/ Food Kiosks Services

IIIT-Delhi invites in **two bid system** for the following services from branded, reputed, experienced and quality Cafeteria Services/ Restaurants/ Food Ventures/ Canteen Services etc. agencies/contractors having similar type of operations in educational Institutes, for the running of canteen/cafeteria/food kiosk services for a period of one year extendable up to a maximum of three (03) years depending on the performance which will be evaluated based on the feedback from customers/stakeholders (Faculty/ Staff/ Students, etc.) The outcome of the feedback will be final and not subject to any challenge by the selected agency.

There are three types of canteens to apply for:

Type – “A” Student Activity Centre: Having full-fledged **Canteen with a cooking** facility area.

Type – “B” Student Activity Centre: Having Dry **Cafeteria/ Kiosks** for providing snack items in shop and small room only.

Type – “C” LHC: Having Dry **Snacking /Kiosks/Tuck shop** for providing pre-cooked items only at LHC.

1. Bid Schedule

Name of Work:	Tender for Running Canteen/Cafeteria/ Food Kiosks Services of Student Activity Center & LHC at IIIT-Delhi.
Tender No	14/2022 dated 18/8/2022
Date of Start and downloading the tender (Tender document available from www.iiitd.ac.in)	18/08/2022
Pre-bid meeting	A pre-bid meeting will be held on 25.08.2022 at 2.30 PM - Any doubts or queries of the potential bidders will be addressed during the meeting. Venue: IIITD Campus Okhla Phase-III, New Delhi-110020
Technical Bid Submission end date (Last date and time) for receipt of bids	29.08.2022 at 1500 Hrs. (tender deposit in the Tender Box kept on 2nd Floor of Academic Block of the Institute)
Date and time of bid opening of Technical Bids	29.08.2022 at 1545 hrs
Financial bids of only those bidders, who qualify for bidding will be opened.	Only those tenderers who have submitted the required documents as prescribed in the tender document will be considered for the opening of the Financial Bid. The date and time for the same will be decided later.
Address for communication & submission of tender documents and opening of technical bid	Registrar, IIIT-DELHI, Okhla Industrial Area, Phase III, New Delhi 110020
Tender Fee/cost	Rs.590/- (Rupees Five hundred only) in the form of a demand draft/ pay order in favor of IIIT-Delhi Collections which is non-refundable. NEFT Transfer A/c details are as under: Bank - HDFC Bank LTD , Okhla Industrial Area Phase –III New Delhi 110020

	Beneficiary's Name - IIIT Delhi Collections Account No - 20741110000035 IFSC code- HDFC0002074 In case of on-line payment of Tender Fees - UTR No. (For Tender Fee)
Earnest Money Deposit:	The completed tender along with the Earnest Money Deposit (EMD) of Rs.50,000/- by way of bank draft / Pay order in favor of IIIT Delhi Collections payable at Delhi.
Performance Guarantee & Security deposit	To be submitted by L1 bidder The bidder whose bid is accepted will be required to furnish a Performance Guarantee for below amount in addition to other deposits mentioned elsewhere in the contract for his proper performance of the contract. This guarantee shall be in the form of DD / FDR in favour of "IIIT Delhi Collections" payable at New Delhi-110020. Bank Guarantee of any scheduled bank drawn in favour of IIIT-Delhi. Security deposit for below amount in form of Demand draft in favour of "IIIT Delhi Collections" towards utility payments.
Date for start of services	Within Three (3) days of the Award of Contract, as per the scope of work.
Clarification/Queries, if any, can be addressed to	Email ID: admin-project@iiitd.ac.in phone no- 01126907563/564/565

Note : MSME firms are exempted from EMD & Tender fees. However, such firms have to submit a Bid Security Declaration according to [Annexure-XX](#). If the MSME firms do not submit the Bid security Declaration, then the bid shall be rejected. Such firms have to submit documentary evidence in support of their firm's MSME status in the particular area of operations along with an application for exemption.

Note: This tender document contains 25 pages, and bidders are requested to sign on all the pages. The duly filled-in bid should be sealed by the bidders and super scribed as "Tender for Running and Operations of Canteen/Cafeteria/Food Kiosks Services of Dining Block & LHC at IIIT-Delhi".

The Registrar, IIIT-Delhi, reserves the right to accept/ reject any or all bids/offers/tenders either in part or in full without assigning any reasons thereof.

The interested agencies may submit their Technical Proposal along with the following documents, duly authenticated and stamped by the proprietor or authorized signatory:

If there is any addendum/corrigendum related to tender, it shall only be published on the IIITD website (<https://www.iiitd.ac.in/tenders>). The Bidders are advised to check the IIITD website regularly. No other mode of notice will be given.

If the last date of receiving/opening of the bids coincides with a holiday, then the next working day shall be the receiving/opening date

2. Scope of work

Detailed list of food items with approved rates is attached as **Annexure-A & B & C**.

Description	Type – “A” Canteen: Having full-fledged cooking facility area with IGL Connection	Type – “B” Canteen: Having Dry Canteen for providing snacks cooked items.	Type – “C” LHC: Having Dry Canteen /Tuck Shop for providing pre cooked items only.
Location	Ground Floor of Dining Block	Ground Floor of Dining Block	Ground Floor of Lecture Hall Complex
Area	192 Sqm + 56 Sqm Kitchen	19 Sqm + 17 Sqm Kitchen	30 Sqm Approx.
Tender Cost	Rs. 590/- (non- refundable)		
EMD	Rs 50,000/-		
Security Deposit	75,000/-	30,000/-	15,000/-
Performance Guarantee	1,50,000/-	60,000/-	30,000/-
Timings	7 days and 24 Hours	7 days and 24 Hours	7 days and minimum 12 Hours
			The Type C Canteen at the Campus will be Dry Canteen, but with the provision of making tea & coffee /shakes /dry/packed snacks etc.. These will be operated without kitchen. Therefore, the contractor will be required to supply fresh items of eatables prepared outside the Campus with the provision of hotcase/microwave//induction/ air frier in the Canteen to warm these items before supply. The contractors will be required to manage their own hotcases and also ensure that the hygienic condition of the food items is being maintained. They will also arrange their own machine(s) for preparing and serving the tea & coffee and heating etc.No cooking shall be allowed.

Detailed list of food items with approved rates is attached as Annexure-A & B & C.

The “Canteen/Cafeteria/ Food Kiosks Services” will function in the specified area of the Dining Block & Lecture Hall Complex at IIIT-Delhi. The bidder(s) shall visit these facilities and ascertain the available infrastructure before submitting the bid. Any additional requirements necessary for efficient services, shall be taken care of by the bidder(s). The rates quoted by the bidder(s) shall include the overall operational costs related to the

rendering of the items/services and all taxes for 24x7 operations.

The IIITD reserves the right to suitably increase/ reduce the scope of work put to this tender. In case of any ambiguity in the interpretation of any of the clauses in the tender document or the contract document, the interpretation of the Clauses by IIITD/ Director IIITD is final.

Catering arrangement for meetings, conferences, seminars, and functions which may include High Tea, Buffet/Packed Lunch etc, within campus operations at any location as directed . No external services from our outlets shall be permitted..

3. Guidelines for Submission of Tender

The bids are to be submitted in two parts

- i. Sealed Technical Bid, along with Technical documents in one sealed envelope super-scribed “**TECHNICAL BID**” should be kept.
- ii. Sealed Financial Bid, placed in a separate envelope super-scribed “**FINANCIAL BID,**” should be kept.
- iii. Name of the Tenderer :
- iv. Name & Type of the Canteen applied for :
- v. The above-mentioned two sealed envelopes should bear the name and complete postal address of the bidder. Sealed envelopes containing Technical Bid and Financial Bid should be placed in a bigger envelope super-scribed with the name of **the Canteen/Cafeteria/ Food Kiosks Services applied for**. This bigger envelope, should be dropped in the Tender Box and Tender received after due date and time shall not be accepted.
- vi. The bidder (s) must specify the name of the canteen on the top of the sealed envelope.

4. Opening of Bids :

- i. **The Technical Bids will be opened on the same day at 03:45 P.M. in the IIIT Campus** in the presence of the bidders or their authorized representatives (duly supported with authorization letter).
- ii. The Financial Bids of only technically acceptable tenders will be opened for further consideration. The decision of the Institute in this regard will be final and no requests etc. will be entertained from the bidders. The date and time of opening of financial bid(s) will be intimated only to such bidders who are found eligible as per evaluation criteria prescribed by the Institute.

5. Award of work:

Rates, as mentioned in **Annexure-A/B/C**, are fixed; in case the vendor proposes a change of rates for certain items same may be mentioned clearly. Nos. of items can be increased/decreased as mutually agreed.

Work will be awarded on the basis of a Technical Bid and personal visit to the site by the nominated committee.

The final selection shall be based on the submitted bid documents and inspection reports and the rates quoted/ services /feedback of the party. Various factors, namely, availability of items; quality of service; reliability of services, apart from the quote, shall be considered during the finalization process.

The Tender Committee reserves the right to negotiate the price(s) quoted by the bidder(s); services can be awarded in part or whole to a selected bidder by the Tender Committee on the basis of evaluation.

The Institute will take feedback (thru Feedback Form) from customers (Faculty/ Staff/ Students) regularly (once every quarter). Further renewal will depend heavily on customer feedback. The extension of the contract will be on yearly basis. Further, the Institute may adopt any other means to assess the performance, not limited to feedback from customers,

The Institute also reserves the right to reject any or all the bids without assigning any reason thereof.

6. Details of Tenderer

1. Name of the Tenderer _____
2. Address _____

3. Registration/License No. _____
(Attested Photocopy of license issued by the competent authority may be attached)
4. GST No. _____
(Attested photocopy of GST certificate should be attached)
5. Year of Establishment _____
(Attested photocopy)
6. Details of contracts executed till date- Details of experience in the running canteen/cafeteria Services in University/Ministry/Public Sector Undertaking/MNC/Corporate Sector/College/ University.
(Please give details of contracts executed previously in a separate sheet, along with documentary proof thereof)

S.No.	Name of Contracts	Period	Govt./Educational Institutes/Semi Govt./Private

7. Details of present contracts in hand:- Details of experience in the running canteen/cafeteria Services in University/Ministry/Public Sector Undertaking/MNC/Corporate Sector/College/ University.
(Please give details of contracts executed previously in a separate sheet, along with documentary proof thereof)

S. No.	Name of Work	Period of Contract	Govt./Educational Institutes/Semi Govt./Private	Name of Client and Address	Contact person name with designation and telephone no.

8. Pan Card No. _____
(Copy of the Income Tax Return filed in the previous three years may be enclosed)
9. Manpower/Resources available: (Details should be attached)
10. Earnest Money Deposit: DD No. _____ dt. _____ For Rs. _____/- drawn on _____

Certified that all the terms and conditions mentioned in the tender document are acceptable to me/us.

Signature of the Tenderer with stamp
Dated:

7. Terms & conditions for providing services:

1. The tenderer should have a valid Trade License and valid Food License for operating/running of **Canteen/Cafeteria/ Food Kiosks Services**.
2. Please read the Terms & Conditions carefully before filling up the document. Incomplete Tender Document will be rejected.
3. Tenders shall be submitted in official tender form only. If submitted in any other form the same shall summarily be rejected.
4. **No paper shall be detached from the prescribed tender document except the Financial Bid.**
5. **All pages of the tender document are to be signed by the authorized signatory/signatories.**
6. The name and address of the bidder with rubber stamp shall be clearly written in the space provided and no overwriting, corrections, insertion shall be permitted in any part of the tender unless duly countersigned by the tenderer. The tender should be filled in and submitted strictly in accordance with the instructions laid down herein otherwise the tender is liable to be rejected.
7. The tender is liable to be rejected if complete information is not given there-in or if the particulars and data (if any) asked for in the schedule to the tender are not filled in.
8. **Visit** -The bidder is advised to visit and acquaint himself with the operational system. The cost of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken visit to the **Canteen/Cafeteria/ Food Kiosks Services** etc. and is aware of the operational conditions prior to the submission of the tender documents.
9. **Monthly Recoveries:** The following recoveries shall be made from the agency on monthly basis:
 - a) Space: No rentals for Accommodation that will be provided for running canteen/cafeteria Services.
 - b) Electricity: On a paid basis as per actual consumption
 - c) Water: On a paid basis as per actual consumption
 - d) Piped Gas: On a paid basis as per actual consumption- for only **Type A Category**
 - e) Maintenance Charges: Rs.5000/- Per Month. +18% GST for Type A Category
Rs.3000/- Per Month. +18% GST for Type B Category
Rs.3000/- Per Month. +18% GST for Type C Category

Recoveries specified above shall be subject to revision based on the actual cost of maintenance to the Institute, rate revision affected by authorities concerned.

All bills should be cleared by the 10th of every month, failing which a penalty for late payment will be charged.

10. Security deposit - in the form of Demand draft in favour of **IIIT Delhi Collections** towards utility payments and performance guarantee shall have to be deposited in the form of Demand draft/Bank Guarantee/FDR in favour of **IIIT Delhi Collections** after award of the work contract. The above shall be non-interest bearing payment and shall be released on completion of contract and adjustment of balance dues if any.
11. Payments of Bills:-
- (i) For all bills of the tenderer, including for special arrangements such as parties/outdoor catering etc., payment will be made by the institute within 15 days from the date of submission of the proper/satisfactory bill. The bills shall be submitted in triplicate along with a copy of duly signed work order issued by the institute.
 - (ii) Final payment of the tenderer i.e. the last payment before expiring of contract will be cleared only after ascertaining clearance of any liability pending with the tenderer.
 - (iii) Tax will be deducted at source, as applicable. PAN should be quoted on each bill presented for payment.
12. The tenderer will be provided with the canteen/cafeteria premises and furniture as available in the existing canteen/cafeteria. The maintenance and upkeep of premises, furniture and fixtures will be the sole responsibility of the tenderer. In case of any loss, theft, burn damage etc. caused to equipment's, furniture, fitting & fixture then it shall be replaced at tenderer cost in case the same has been provided by the Institute.
13. The institute also reserves the right to terminate the contract, at any time during the currency of contract by giving 30 days' notice to the tenderer.
14. The tenderer has to ensure that canteen/cafeteria premises are used only for the purpose of running the services and not for other purposes in any manner. The tenderer himself and/or his worker should not use the premises of any other business purpose. The tenderer shall not be authorized for any kind of sub-letting of the premise in any manner.
15. The workers of the Caterer shall be of good character and of sound health and should be above 18 years. Underage manpower is strictly prohibited in IIIT-Delhi. Necessary vaccination certificates as required from time to time against pandemics etc will have to be submitted by the agency.
16. The tenderer should verify the character antecedents of all the persons employed, through local police and shall submit a certificate to this effect.
17. The contractor shall not keep/sell items like Cigarettes/drugs etc. and other health hazardous/ banned articles.
18. The tenderer shall advise its work force etc. to strictly refrain from smoking or using any kind of tobacco products or pan chewing, consumption/sale of alcohol and playing of cards within or around the premises of the Institute.
19. The canteen workers will bear the Identity Card issued by IIITD during the working hours.

20. The contractor will ensure that the cooks have proper shave and clipped nails while cooking food and should wear apron and head gear maintaining all hygienic conditions while cooking and servicing. The contractors employees handling and serving food items should wear plastic/rubber gloves.
21. The contractor will ensure that his/her employees do not loiter around in the campus. In case of any loss of IIITD caused by the employees of the contractor, the contractor will be responsible to make good the loss so sustained.
22. The tenderer shall be provided the necessary and requisite infrastructure for cooking and serving. In case any damage is caused to any of the item which is provided due to mishandling, the item of the same quality shall be replaced by the tenderer. The amount of compensation payable for such damage shall be assessed by the Institute on a replacement cost basis
23. The tenderer shall be responsible for running the canteen/cafeteria as per the rules applicable and ensure compliance with the provisions of the Employees Provident Fund Act and ESI Act and rules framed thereunder and other relevant statutes, including Municipal Rules and Regulations relating to the canteen/cafeteria in force from time to time, during the subsistence of the contract. The tenderer shall obtain the necessary license to run the canteen/cafeteria from the Municipal Corporation of Delhi.
24. The tenderer shall employ his own canteen/cafeteria staff, provide them clean uniforms at his own cost, and shall be responsible for timely payment of their wages/salary directly in their bank accounts. The tenderer will also be responsible to deduct and pay EPF as per rules and also extend medical facilities etc. as per statutory rules in force from time to time. IIITD shall not be responsible in any manner.
25. The tenderer shall not cause, to the security of the institute, in any manner. The payment to canteen/cafeteria staff employed by the tenderer must be released by the 10th of every month directly in their bank accounts.
26. The tenderer shall procure and use all fresh and of standard/good quality raw material, eatables, fuels etc. necessary for running the canteen/cafeteria at his own cost. The quality of food shall be maintained in consultation with the management and the decision of the management in respect of quantity and quality shall be final.
27. The tenderer will be required to strictly observe the timings of the office and also rules framed by the institute as amended/provided from time to time.
28. The tenderer shall provide the canteen/cafeteria services normally on all seven day a week and will also provide the said services on holidays or late hours in the institute.
29. The EMD/Security deposit deposited by the successful bidder will be kept with IIITD without carrying any interest, and it shall be refundable upon termination of the contract, provided the tenderer discharges his services according to terms and conditions and satisfaction of the management of IIITD, failing which security deposit shall be forfeited. It is also provided that, if during the currency of contract if the tenderer withdraws his services and/or fails to discharge his services upto the satisfaction of the management, the said security shall be forfeited.
30. EMD of unsuccessful bidders will be returned without interest after the completion of the tender process and award of the contract.

31. The tenderer shall also undertake and ensure that all the raw materials including milk etc. shall be available during the course of the working hours of the institute.
32. The tenderer or his manager, who should be qualified and professionally experienced, must be available in the canteen/cafeteria at all times to attend to the complaints if any.
33. The oil/ghee and all other ingredients to be used shall be from amongst the brands as suggested by the committee. If no suggestion is made, it should have FSSAI/ FPO/AGMARK marking and shall be opened to the inspection of the authorized representatives of the institute.
34. The tenderer will be responsible for maintaining cleanliness inside and around the canteen/cafeteria.
35. The vendor shall provide and maintain in good condition sufficient sanitary dust bins of approved patterns with lids. These dustbins should be daily used for the storage of waste food and sweepings of the floor, dust, etc., and the contents/garbage should be disposed of regularly, outside at directed locations without fail at his/her own cost. Excess /wastage should be treated as per norms and/ or supplied to authorized agencies for benefit of the needy community.
36. The tenderer shall provide a portable weighing machine in order to check the weight of the items provided as per the approved rates/weight list and the food disposed .
37. Use of baking soda/MSG or any other preservative in the canteen/cafeteria shall be strictly prohibited. Any violation shall attract a serious penalty, including termination of the contract.
38. The tenderer will settle and pay all Municipal and other statutory taxes, if any, to the concerned authorities.
39. It will be obligatory on the part of the tenderer to sign the offer and other documents for all the components & parts. After the work is awarded, the tenderer has to enter into an agreement for work awarded on a non-judicial stamp paper of Rs. 100/- at his own cost within fifteen working days from the date of receipt of the acceptance order or before the work is undertaken.
40. The contractor shall inform the Institute Administration, any changes of the Canteen workers. IIITD reserves the right to ask & require the contractor to remove any person deployed by the contractor without assigning any reasons or notice.
41. No responsibility will be taken by the IIITD for credit sales to students and others, losses or pilferage.
42. All liabilities arising from accident or death in respect of any employee of the contractor while on duty shall be borne by the contractor. The Contractor shall indemnify IIITD against any claims arising out of the works /workers/fooding by the Agency .
43. The contractor will ensure a high standard of cleanliness, hygiene and sanitation in the kitchen and canteen at their own cost. The contractor will make the arrangements for keeping all eatables in a covered showcase, free from flies, insects and rodents.

Adequate numbers of dustbins will be provided by the contractor to ensure proper disposal of garbage. There should not be any littering of unused food or any other articles within the canteen. The Contractor will also ensure that no used utensils viz Cups, Thalis are lying in the IIITD Campus and these should be removed immediately. The Committee of IIITD may visit the Canteen for inspection & further instructions from time to time.

44. The contractor will ensure that the cooked and uncooked food is stored properly and no stale food served. In case of any food poisoning, the contractor will be held solely responsible and will be penalized besides legal action.
45. The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served and the stale food is not recycled. Stale food shall be removed from the Canteen premises as soon as possible. Unrefrigerated cooked food, not consumed within six hours in summer months and ten hours in winter months, shall deemed to be stale and unfit for consumption.
46. The food shall neither be too spicy nor oily. The food preparation shall be wholesome and shall generally cater to the taste of the students/employees.
47. The oil that remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking again.
48. The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils shall have to be maintained sparkling clean at all time.
49. The contractor will be required to display the approved rate list of all the food articles, soft drinks, tea, coffee and juice etc. sold in the canteen prominently including taxes. Any increase or over charging if found to be true, shall make the licensee liable to pay fine as decided by the University or termination of contract or both.
50. The rates for different items shall be as per list attached at **Annexure-A/B/C**. The contractor if intends to serve eatables not specified in the enclosed list; the same must be with the approval of rates by Institute Committee of IIITD.
51. Due to any unforeseen, if the canteen/cafeteria is closed for some time, it shall be the responsibility of the tenderer to provide food to the employees and the students on the same cost as has been agreed in the tender terms.
52. The courts of Delhi shall have the exclusive jurisdiction to try all disputes if any arising out of this contract.
53. The Institute Committee along with the manager will decide the menu for each month, any changes in the menu without the Institute committee's consent will be fined.
54. In case any compromise in the quality of food is observed the canteen/cafeteria vendor will be asked to provide fines (as per the fine list) and some incentive for the students which will be negotiated with the Institute committee.
- 55. The Institute will take feedback (thru feedback form) from customers (Faculty/ Staff/ Students) regularly (at least once every quarter). Further renewal of work will depend mainly on customer feedback.**

56. Agency's Responsibility:-

- i. To pay the maintenance, electricity, gas and water charges as applicable against the bills. within days from the date of bill of each month failing which penalty @ Rs 50/- per day of delay may be levied subject to max of 10%.
- ii. To keep the nearby premises neat and clean.
- iii. Providing hygiene and good quality food items.
- iv. The dustbin should be kept clean every time.
- v. Timing should be strictly followed.
- vi. To dispose of the waste properly.
- vii. To ensure timely cleaning and upkeep of bins

57. The Covid Appropriate Behavior and protocols must be observed by all staff of the operator. Vaccination certificates of the agency staff are mandatory.

58. Use plastic free material in all operations as per the zero plastic policy of the Institute.

8. Special Conditions of Service:

- a) All books of accounts, registers and other documents used in connection with running of the **Canteen/Cafeteria/ Food Kiosks Services** shall be maintained by the tenderer at his own cost and the same shall be produced for inspection either on demand by the MCI/ESIC/Provident Fund Authorities/Municipal Authorities or any other official Agency/officer authorized by the competent authority in this connection.
- b) The vendor shall maintain a neat and hygienic environment in and outside the premises of the **Canteen/Cafeteria/ Food Kiosks Services** and IITD authorities will check the **canteen/cafeteria** premises periodically. If the committee feels that the premises are not neatly maintained by the vendor, a penalty upto the tune of Rs.10,000/- or part thereof may be levied on the vendor.
- c) In the event of unsatisfactory services rendered by the Contractor/vendor, a monetary fine as penalty @ Rs. 100/- per day will be imposed for every default during the period of the contract. If the services do not improve subsequently, a monetary fine of Rs. 200/- per day will be imposed for the defaults that will have to be paid by the Contractor within a week on communication from the IITD failing which will be adjusted against the Security Deposit.
- d) **All the vendors who have worked at IITD and not cleared their pending dues cannot participate in the bidding process. In case they want to do so they must clear their dues prior to bidding .**
- e) **Doorstep delivery services facility in the Academic, R &D Block & Guest House should be provided without any additional cost. Out campus delivery /e platform delivery are not permitted.**
- f) The tenderer should provide an automated billing service with the facility of the swipe cards as well as cash payments.
- g) Increase/Decrease of prices should be strictly prohibited without intimating the institute management.
- h) Headgear and gloves (at caterers' own cost) to be worn by cooks and servers at all times while preparing & serving food.

- i) No non-recyclable plastic or plastic containers are allowed to use in campus
- j) Mandatory to wash hands with soap after use of the rest rooms and before cooking food.
- k) Ensure no reuse of oil used once for deep frying. Used oil shall be disposed of appropriately, immediately after the usage. Storage of used oil will be viewed seriously and serious penalties as decided by the institute shall be invoked.
- l) Ensure no reuse of leftover food from the previous day. Leftover food should be disposed of appropriately, within one hour of the completion of the relevant service hours.
- m) Ensure all the employees are free of any contagious diseases or ailments.
- n) Ensure all employees are well mannered and display courteous behavior.
- o) Ensure pest control administration periodically (rats/mice/flying insects, crawling insects), but not with aerosol based ante-pest sprays that could get in the food.
- p) Ensure doors to the **Canteen/Cafeteria/ Food Kiosks Services** are self-closing to prevent entry of flies and provide anti fly /pest control equipment on their own cost.
- q) Operation of the **Canteen/Cafeteria/ Food Kiosks Services** is subject to regular (every week) inspection by the management of IIITD to ensure all points are adhered to. Further periodic checking/performance audit by professional catering monitoring agency shall also be carried out to evaluate the performance of the caterer on international standards of hygiene, cleanliness and health.
- r) The contractor shall ensure that sufficient man power is deployed for preparation and service of each meal including cleaning, washing and overall upkeep of Canteen assets and premises.
- s) Any violation to the terms and conditions of the contract shall attract a penalty on the tenderer which shall be decided by the management of the institute and the same shall be acceptable to the tenderer.
- t) Obtaining FSSAI and MCD Health trade license shall be the responsibility of the agency.
- u) Increase/Decrease of prices is strictly prohibited without intimating the institute management.
- v) Periodical execution of pest control should be exercised.
- w) The latest rules of the DPCC on Plastic waste management policy and that of the Institution must be followed.
- x) The Institute will **prefer** vendors with facilities for onsite cooking. the agency will be required to keep utensils (Supplied by the vendor) and equipment in good and working condition. Maintenance and repair of cooking equipment, fridge, cleaning of hoods etc will be the responsibility of the vendor. The institute through other vendors at the cost of the **Canteen/Cafeteria/ Food Kiosks Services** vendor will undertake the repairs.

9. FINE LIST: Maximum Penalty for Canteen/Cafeteria and other Eateries Non-Compliance /Default

S.no	Penalty/issue	Fine/Penalty on each default
1	Veg and non veg Items prepared on the same utensils	5,000/-
2	False claims by vendors (example: taking some action under the name of any authority without their permission)	1000/-
3	Feedback register not available	500/-
4	Denying from previous commitment	5000/-
5	Not reporting the issue on time	500/-
6	Unhygienic food with foreign material (insect/housefly, plastic, Hair (exceptional case only- clause), etc.)	5000/-
7	Non Use of disposable headgear and gloves by staff	500/- per staff
8	Kitchen Area not clean	500/-
9	Use of unbranded items	1000/-
10	Not displaying the price list	500/-
11	Handling food items with bare hands	500/-
12	Tables not clean	1000/-
13	Plates, spoon, glass not clean	1000/-
14	Food not served in time	500/-
15	Store not properly arranged	500/-
16	Cooking utensils not clean	500/-
17	Selling items not approved by Institute committee	500/-
18	Selling items at higher rates	1000/-
19	Selling items at rates higher than MRP	1000/-
20	Misbehavior of the staff (includes biased attitude towards Institute committee members, if observed the vendor will be fined and member will be removed from group)	Enquiry will be done (fine will be decided post the enquiry)
21	Selling expired items	5000/-
22	Adulteration in milk and other food items	5000/-
23	Items not available as per menu (not informed to any Institute committee member or authority)	1000/-
24	Cutting vegetables in open areas	500/-
25	Number of monthly complaints submitted to the Institute Committee a. 10 complaints in a month b. More than 15 complaints in a month	5000/- Change of Chef

10. Required documents under Criteria for Evaluation of the Technical Bid will comprise of the following:

The interested vendors may submit their proposals along with the following documents, duly authenticated and stamped by an authorized representative: -

1. Company Profile, enclosing a copy of its constitution.
2. Duly signed and stamped copy of rates as per **Annexure-A/B/C**.

3. Submission of EMD & Tender Fee or valid NSIC / MSME certificate/document.
4. The bidder/Company/Firm/ Service Provider shall have an average annual turnover of Rs.2 Crore or more (catering services only) in the last three financial years. The annual turnover should be certified by a registered established chartered accountant/ firm/company. [\(Annexure-Y\)](#)
5. The bidder/Company/Firm/Service Provider will have to provide details of Income Tax return of their firm for last three financial years (2019-20, 2020-21 & 2021-22) duly approved by Chartered Accountant (CA).
6. The bidder/ Company / Firm / Service Provider should be registered with the appropriate registration authority (labour commissioner etc.) and Certification from food departments (FSSAI) of the States and Central Government is a must. Bids of the bidder/Company/Firm/ Service Provider non-complying labour laws will be rightly rejected.
7. The bidder/ Company / Firm / Service Provider should submit Certified Copies of Work orders/ Experience certificate from their customers for running **canteen/cafeteria** services in Institute/Academic Institute/Public Sector Undertaking/ MNC/ Corporate Sector/reputed private organization during last Seven (07) years. Tenderer should enclose their list of clients/ list of catering services/hotel/restaurant etc., run by him (with details of periods). [\(Annexure-X\)](#)
8. The tenderer should have at least one similar work in the last 7 years' experience in running a **canteen/cafeteria** in a University (Central/State)/ Autonomous Institutions where the institution must have a residential hostel. **Documentary evidence, such as an experience certificate, issued from the concerned educational institute/University, should be furnished.** [\(Annexure-X\)](#)
9. Certified copies of PAN, GST/ ESI/PF Registration and other statutory requirements (FSSAI etc.),
10. The bidder /Company / Firm / Service Provider shall submit an affidavit duly notarized on a Rs.100/ - judicial stamp paper stating that the Service Provider has not been blacklisted by Central Government/ State Government/ any PSU /Reputed hotel as on the date of submission of the bid. [\(Annexure-YY\)](#)
11. Details about no. of employees on roll (Pan India)-
12. Copy of ISO or any other certification,
13. A minimum of manpower should be deployed at all times during the working hours as mentioned above & To deploy the staff on Saturday and Sundays also.- **shall submit on the official letterhead of the firm duly signed.**
14. Policy for maintaining hygiene and safety & Waste disposal mechanism,- **shall submit on the official letterhead of the firm duly signed.**
15. Nos. of manpower proposed to be deployed for serving, cleaning etc.,- **shall submit on the official letterhead of the firm duly signed.**

16. Proposal for maintaining quality of the food including brand of material to be used & Delivery mechanism (Serving food to students) including.- **shall submit on the official letterhead of the firm duly signed.**

17. Conceptual **plan for the provision of Food Shop in Student**

18. EMD/Security in full or part may be forfeited in case of deviation from any of the conditions.

11. Bid Evaluation Criteria

A. The bids shall be ranked on the basis of total score secured by the respective bidders in the technical evaluation. The contract shall be awarded to the bidder obtaining the highest score in the evaluation of technical bid subject to agreeing & catering the services strictly in accordance with the prices given in **Annexure-A/B/C**.

B. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during technical evaluation of bids.

C. Criteria for evaluation of the technical bid/performance of tenderer for pre-eligibility: -

Evaluation Criteria for canteen/cafeteria Tender				
S.NO	Item	Max. Points	Criteria	Points
1	An average annual turnover of Rs.2 Crore or more (catering services only) (average of last 3 consecutive years- 2019-20, 2020-21 and 2021-22) Please attach CA certified copy of the turnover.	10	100-500 lacs	4
			500 lacs -1000 lacs	6
			1000-5000 lacs	8
			>5000 lacs	10
2	Nos of Employee on roles with proof of ESI/PF	10	<100	5
			100-500	7
			>500	10
3	Nos of years of providing canteen/cafeteria Service	10	<5 years	5
			5- 10Years	7
			>10Years	10
4	ISO/ Other Certifications of the firm	10	yes	10
			no	0
5	Experience in similar organizations, the nature of past and current customers, recommendations from clients	10	<2	4
			2-5	6
			5-10	8
			>10	10
6	Presentation to committee with the policy for maintaining hygiene and waste disposal including quantification etc.	10	As per committee recommendations	
7	Visit to canteen/cafeteria locations of vendor	30	As per committee recommendations	
8	Vendor must have a running food outlet in Delhi .NCR region failing which (7) may not be feasible and tender rejected out rightly.	10		
Total		100		

LIST OF PRESENT AND PAST CLIENTS DURING LAST SEVEN YEARS.

Please give complete details as per the following format along with the Experience Certificate issued by clients/organization's. This information provided will facilitate evaluation of Technical Bid).

Sl. No	Name of the Organisation with complete postal address mentioning Pvt.Sector/ Govt Body / PSU / Public Limited Company.	Name and Designation of the Contract Person with Telephone No. / Mobile No. / E-mail ID.	Nature of Work	Completion Work Done Amount- if any	Completed or Not

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

**CERTIFICATE REGARDING TURN-OVER OF TENDERER DURING THE
LAST THREE FINANCIAL YEARS’’**

I / We, M/s___, hereby confirm that the average total turn-over of the firm/company and profit earned for the last three financial years i.e. 2019-20, 2020-21 & 2021-22. The financial year-wise break-up is given below:-

S.NO.	FINANCIAL YEAR	ANNUAL TURN-OVER FOR THE YEAR	PROFIT EARNED FOR THE YEAR
	2019-20		
	2020-21		
	2021-22		

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

(on the official letterhead of the firm)

Declaration by the Bidder/Tenderer

I/We hereby declare that all the terms and conditions of the tender document has/have been read by me/us and I/we accept all the terms and conditions mentioned in the tender document and shall comply with them strictly.

Further, I/We hereby declare the following:

1. I/We have never been blacklisted by any institution/department due to any reason.
2. I/We are ready to get our capabilities inspected by the Officer/Committee of the University, to judge the level of competency for undertaking the work.

If our bid is accepted, we undertake to:

1. Not to object to our disqualification on the basis of the above declaration, if found wrong and misrepresented at any point during the contract.
2. The workers deployed will be more than 18 years and shall comply with all the statutory requirements

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

NON-BLACK LISTING DECLARATION on stamp paper of Rs10/-

FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD
WITH REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION

UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT

To, Registrar
IIITD Campus
Okhla Phase-III,
New Delhi-110020

We hereby confirm and declare that we, M/s -----, are not
blacklisted/ De-registered/ debarred by any Government department/ Public Sector
Undertaking/ Private Sector/ or any other agency for which we have Executed/ Undertaken
the works/ Services during the last 5 years. Signature of the Authorized Signatory with Seal
of the Agency/ Firm

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

Financial / Price Bid Format

The Menu Items along with rates expected to be provided in the Premises of IIITD :-

Rate List for Type A Category - 24x7 operations

Sr.No.	Items/Brand	Quantity	Weight/Measure	MRP in Rs.
1.	Hot Coffee	One cup	150 ml disposable cup	20.00
2.	Hot Tea	One cup (150 ml disposable cup)	Normal milk tea	10.00
3.	Toast	1 plate	Two pieces of Normal Bread with butter/jam/stuffed	20.00
			Two pieces of Jumbo Bread with butter/jam/stuffed	30.00
4.	Vegetable/ Sandwich Cheese	1 plate	Two pieces of Normal Bread with slices of cucumber, onion, tomato/ Cheese	30.00
			Two pieces of Jumbo Bread with slices of cucumber, onion, tomato/ Cheese	40.00
5.	Egg Bhujia	1 Egg	Egg and onion	20.00
		2 Eggs	Egg and onion	30.00
6.	Omelets with bread slice	1 Egg	With Bread	20.00
		2 Eggs	With Bread	30.00
7.	Grilled Sandwich	1 plate	Two pieces	35.00
8.	Pav Bhajji	1 plate	2 Buns and Subji	35.00
9.	Veg. Patty	1 piece		20.00
10.	Veg Burger	1 piece		40.00
11.	Veg Chowmin	1 plate	200 gms	40.00
12.	Chhole Kulche/poori/Bhature	1 Plate	2 Kulcha/2 Bhature/4 Poori with Chholle	40.00
13.	Kachauri	1 Plate	2 pieces with Aloo Subji	40.00
14.	Samosa	1 Pc	80gms	10.00
15.	Bread Pakora	1 Pc(100gms)	Normal	15.00
16.	Bread Pakora	1 Pc(100gms)	With Paneer	25.00
17.	Aloo Bonda	1 Piece	50 gms	10.00
18.	Idli with Sambar with chutney	Two pieces of Idli	80 gms each	40.00
19.	Masala Dosa With Sambar and Chutney	1 Plate	Standard Size	60.00
20.	Sada Dosa Sambar Chutney	1 Plate	Standard size	50.00

21.	Sambar , Vada and Chutney		2 Pcs	40.00
22.	Paneer Dosa		1 Plate	50.00
23.	Uttapam	1 Plate	Standard size	40.00
24.	Chilli Potato	1 plate		50.00
25.	Chilli Paneer	1/2 plate		55.00
26.	Fried Rice	1 plate		50.00
27.	Manchurian Rice	Fried	1 plate	65.00
28.	Chilli Paneer Rice	Fried	1 plate	75.00
29.	Momos	1 plate- 6 piece		40.00
30.	Momo Non Veg	1 plate – 6 piece		55.00
31.	Spring Role		1 Pc	35.00
32.	Meal (Sabji, Dal, Roti, Rice, Salad)	1 plate		60.00
33.	Special Meal (Paneer/Chhole, Dal, Roti, Rice, Salad)	1 plate		70.00
34.	Non Veg Meal (Chicken curry/Briyani, Raita, Roti, Rice)	1 plate		80.00
35.	Aloo/ Methi/ Pyaz / Aloo Pyaz / Gobhi / Mix Parantha	1 pcs	Standard Size	30.00
36.	Paneer Parantha	1 pcs	Standard Size	40.00
37.	Vegetable Maggi	1 plate		35.00
38.	Butter Maggi	1 plate		35.00
39.	Egg Maggi	1 plate		40.00
40.	Vegetable Butter Maggi	1 plate		45.00
41.	Plain Maggi	1 plate		25.00
42.	Water Bottle, Juice (Tetrapack), Soft Drinks, Chips, Biscuits, Chocolates etc		Standard Company	Not More than MRP.

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

Annexure-B

Rate List for Type B Category - 24 x7 operations

Sr. No.	Items/Brand	Quantity	Weight/Measure	MRP in Rs.
1	Egg Bhurji	1 Egg	Egg and onion with Bread	20
		2 Egg	Egg and onion	30
2	Healthy Sprouts (Mix)		100 ms	30
3	Omelets with bread slice	1 Egg	Without Bread	20
		2 Egg	With Bread	35
4	Poori Sabji (Aloo+Chole)	4 Pcs	150	40
5	Pav Bhajji	1 plate	2 Buns and Subji	40
6	Kachori	1 Plate	2 pieces with Aloo Sabzi	35
7	Stuffed Kulcha	1 Plate	2 Piece With Matar/ Chhole & Paneer	30
8	Aloo Bonda	1 Piece	50 gms	10
9	Maggi	1 Plate	200 gms	30
10	Chilly Potato (Peri-Peri)	1 Plate	1	60
11	Chilly Potato	1 Plate	1	50
12	Bhel Puri	1 Plate	200 gms	30
13	Paratha+Soya Keema subji	Pcs	2	60
14	Aloo / Mix/ Gobi/ Onion Paratha	Pcs	1	30
15	Paneer Paratha	Pcs	1	40
16	Spring Roll	Pcs	2	40
17	Water Bottle, Juice (Tetra Pak), Soft Drinks, Chips, Biscuits, Chocolates etc		Standard Company	Not More than MRP.

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**

Annexure-C

Tentative Menu for Type-C - To be run for minimum 12 hours - Rate to be filled by vendor inclusive tax

Sr. No.	Items/Brand	Quantity	Weight/Measure	MRP in Rs.
1	Dhokla	gms	250gm	
2	Pyaz Kachori	pcs	1	
3	Raj-Kachori	pcs	1	
4	Sweets (Rasgulla, Rajbhog, Gulab Jamun, Ras Malai etc.)	pcs	1 per item to be quoted separately	
5	Dahi Lassi	glass	300ml/500ml	
6	Cutlet	pcs	1	
7	Samosa/Bread Pakora/Paneer Pakora	pcs	1 per item to be quoted separately	
8	Eco Thali	nos	1	
9	Delux Thali	nos	1	
10	Fresh lime soda (sweet/salted)	glass	300ml/500ml	
11	Aloo Tikki/Papdi chaat	plate	Items per plate to be quoted separately	
12	Combo meals (Chole Chawal,Rajma Chawal etc.)	plate	Items per plate to be quoted separately	
13	Soups	bowl	1	
14	Veg/Non Veg Rolls	pcs	1 per item to be quoted separately	
15	Shakes of different flavours	glass	300ml/500ml	
16	Maggi of different types	Plate	1	

**Signature of the Authorized Signatory
with Seal of the Agency/ Firm**