



**INDRAPRASTHA INSTITUTE OF INFORMATION TECHNOLOGY-DELHI,
(IIIT-DELHI)**

**Okhla Industrial Estate, Phase III New Delhi-
110020 (Tel No 011-2690400, Website: www.iiitd.ac.in)**

Tender for Dosa Corner at the ground floor of Dining Block at IIIT-Delhi

IIIT-Delhi invites proposals from reputed agencies for tender for Dosa Corner at Okhla, New Delhi 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 (Faculty/ Staff/ Students, etc.) and/or by any other means. The outcome of the feedback will be final and not subject to any challenge by the selected agency.

Bid Schedule

Name of Services:	Tender for Dosa Corner at the ground floor of Dining Block at IIIT-Delhi
Tender No	27/2025 dated 02.09.2025
Date of Start and downloading the tender (Tender document available from www.iiitd.ac.in)	02.09.2025
Pre-bid Meeting	A pre bid meeting will be held on 10.09.2025 at 3.00 PM - Any doubts or queries of the potential bidders will be addressed during the meeting. Venue: 2nd Floor, Meeting Room, Academic Block, IIITD Campus Okhla Phase-III, NewDelhi-110020
Technical Bid Submission end date (Last date and time) for receipt of bids	16.09.2025 at 3.00PM (tender deposit in the Tender Box kept on 2nd Floor (A208) of Academic Block of the Institute)
Date and time of bid opening of Technical Bids	16.09.2025 at 3.45 PM
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 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
Earnest Money Deposit:	Earnest Money Deposit: Rs 20000/- (Rupees Twenty Thousand Only) is to be submitted with document as earnest money in favour of "IIIT Delhi Collections"

Performance Guarantee & Security Deposit	To be submitted by L1 bidder The bidder whose bid is accepted will be required to furnish a Performance Guarantee of Rs. 25,000/- (Twenty Five only) of the accepted tendered 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 of Rs 20,000/- (Twenty Thousand only) in form of Demand draft in favour of IIIT Delhi Collections towards utility payments.
Date for start of services	Within Seven (7) 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 or 011-71985363/ 9773793610

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 IIITD website (<https://www.iiitd.ac.in/tenders>). The Bidders are advised to check 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

Scope of work

The “Dosa Corner” will function in the specified area of the Dining Block at IIIT-Delhi. The bidder(s) shall visit this facility 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 as well as all taxes.

Technical Bid will comprise of the following:

1. Company Profile, enclosing copy of its constitution.
2. Duly signed and stamped copy of rates as per **Annexure-A**
3. Certified Copies of Work orders/ Experience certificate for running Dosa Corner in Institute/Academic Institute/Public Sector Undertaking/MNC/ Corporate Sector/Shop during the last three (03) years.
4. Certified copies of PAN, GST/ ESI/PF Registration, and other statutory requirements.

5. Average Annual Turnover of Rs. 3 lakh for the years 2021-22, 2022-23 & 2023-24 issued by Competent authority/self-attested statement of accounts from CA
6. 2 years of income tax returns for the last years.
7. Proof of having a shop of similar nature.
8. List of Items Dosa Corner etc. proposed for sale with rates.
9. List of Fruits proposed for sale. No form of liquor or alcohol containing drums shall be allowed in the premises.
10. To deploy the staff on Saturday and Sundays also.
11. A minimum of 2 manpower should be deployed at all times during the working hours as mentioned above.
12. Antecedents of manpower should be duly verified by the Police Authority and personal details of the same should be submitted to IIIT-Delhi. Health checkup of the staff to be done periodically.
13. Underage manpower is strictly prohibited in IIIT-Delhi.
14. Headgears, masks & gloves to be worn by your staff all the time during working hours.
15. Increase/Decrease of prices should be strictly prohibited without intimating the institute management.
16. The use of Rotten and spoilt fruits is strictly prohibited and any attempt to sell will be penalized.
17. Periodical execution of pest control should be exercised.
18. EMD/Security in full or part may be forfeited in case of deviation from any of the conditions.
19. The vendor must be capable of handling and working with ERP-based solutions for order collection and fund management systems deployed by the Institute from time to time.
20. No premise for lack of experience in this regard will be accepted

Award of work:

Rates, as mentioned in **Annexure A**, are fixed; in case the vendor proposes a change of rates for certain items the same may be mentioned clearly. No. 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 for a maximum period of two years after the first year on same terms and conditions. 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.

Infrastructure/ operating hours:

Timings: -

The Timing will be 24 x 7.

Monthly Recoveries:

For running the Dosa Corner, the following recoveries shall be made from the agency on monthly basis:

1. Water : As per actual consumption
2. Electricity : As per actual consumption
3. **Maintenance /License Fee : 24705 /- Per Month. +18% GST**

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

Agency's Responsibility:-

1. To pay the License fee/maintenance, electricity, and water charges as applicable against the bills. within 15 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%. To charge the rates for fruits as per the prevailing market rates.
2. To keep the nearby premises neat and clean.
3. Providing hygiene and good quality items.
4. The dustbin should be kept clean every time.
5. Timing should be strictly followed.
6. To dispose of the waste properly.
7. To obtain HTL/ FSSAI licenses as applicable

SPECIAL CONDITIONS

The Vendor should enclose the copies of the following certificates and furnish the particulars.

1. 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 as directed locations without fail at his/her own cost.
2. The vendor shall maintain a neat and hygienic environment in and outside the premises of the Dosa Corner and IITD authorities will check the Dosa Corner

premises periodically. If the committee feels that the premises is not neatly maintained by the vendor , a penalty upto the tune of Rs.10,000/- may be levied on the vendor.

3. 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 IIITD failing which will be adjusted against the Security Deposit.
4. The vendor shall provide 4 bar stools and one round table all folding type for use in case required.
5. No alcoholic /addictive drinks/ cigarette/ hookah/ tobacco material shall be sold by the outlet. Any violation will lead to penal action by the Institute and State authorities including termination and permanent debarment.

How to submit:

The interested agencies may submit their proposal along with the above-mentioned documents by subscribing to “**Tender for Dosa Corner at IIIT Campus**” so as to reach the Registrar, IIIT- Delhi, Okhla Phase –III, Okhla Industrial Estate.

(Registrar)

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

S. no	Penalty/issue	Fine/Penalty on each default
1.	False claims by vendors (example: taking some action under the name of any authority without their permission)	1000/-
2.	Feedback register not available	500/-
3.	Denying from previous commitment	5000/-
4.	Not reporting the issue on time	500/-
5.	Unhygienic food with foreign material (insect/housefly, plastic, Hair (exceptional case only- clause), etc.)	5000/-
6.	Non Use of disposable headgear and gloves by staff	500/- per staff
7.	Kitchen Area not clean	500/-
8.	Use of unbranded items	1000/-
9.	Not displaying the price list	500/-
10.	Handling food items with bare hands	500/-
11.	Tables not clean	1000/-
12.	Plates, spoon, glass not clean	1000/-
13.	Food not served in time	500/-
14.	Store not properly arranged	500/-
15.	Cooking Mixer grinder utensils not clean	500/-
16.	Selling items not approved by Institute committee	500/-
17.	Selling items at higher rates	1000/-
18.	Selling items at rates higher than MRP	1000/-
19.	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)
20.	Selling expired /stale fruit/juices items	5000/-
21.	Adulteration in milk/juice and other food items	5000/-
22.	Items not available as per menu (not informed to any Institute committee member or authority)	1000/-
23.	Cutting vegetables/fruits in unhygienic/open/insect/fly prone areas	500/-
24.	Number of monthly complaints submitted to the Institute Committee . 10 complaints in a month a. More than 15 complaints in a month	5000/- Change of Chef

(on the official letterhead of the firm) Declaration by the Bidder

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.
0. The workers deployed will be more than 18 years and shall comply with all the statutory requirements

Bidders signature Official Seal

Criteria for Evaluation of the Technical 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 & the services strictly in accordance with the prices given in **Annexure-A**.
- B. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during technical evaluation of bids.
- C. The bid with the highest marks will be considered for award. However, IIITD reserves the right to accept or reject any tender in part or whole.
- D. Criteria for evaluation of the technical bid/performance of tenderer for pre-eligibility: -

Evaluation Criteria for Dosa Corner				
S.NO.	Item	Max. Points	Criteria	Points
1	An average annual turnover of Rs.3 Lacs or more average of the last 3 consecutive years- 2021-22, 2022-23 & 2023-24) Please attach CA certified copy of the turnover.	10	upto 3 lacs	4
			3 lacs -5 lacs	6
			5-10 lacs	8
			>10 lacs	10
2	Nos of Employee on roles with proof of ESI/PF	10	<10	5
			10-30	7
			>30	10
3	Nos of years of providing Dosa Corner Service	10	<3 years	5
			3- 7 Years	7
			>7 Years	10
4	ISO/ Other Certifications of the firm/" The vendor must be capable of and agree to handling and working with ERP-based solutions for order collection and fund management systems deployed by the Institute from time to time. No premise for lack of experience in this regard will be accepted"	10	yes	10
			no	0

5	Experience in similar organizations, the nature of past and current customers, recommendations from clients	10	<2	4
			2-3	8
			>3	10
6	Presentation to committee with the policy for maintaining hygiene and waste disposal including quantification etc.	30	As per committee recommendations	
7	Visit to Juice & Fruit Corner locations of vendor in Delhi /NCR	20	per committee recommendations	
	Total	100		

Annexure-A**Financial / Price Bid Format**

The Menu Items along with rates expected to be provided in the Dosa Corner at IIITD: -

S.NO	Items	Indicated Rate (Incl. GST) (Rs.)	To be Quoted Rate (Incl. GST) (Rs.)
1	Idly (2 pieces)	65	
2	Vada (2 pieces)	75	
3	Plain Dosa	80	
4	Butter Dosa	90	
5	Onion Dosa	90	
6	Masala Dosa	100	
7	Onion / Butter MD	100	
8	Paneer Dosa	120	
9	Plain Mysore Dosa	90	
10	Masala Mysore Dosa	100	
11	Paneer Mysore Dosa	120	
12	Plain Uttapam	80	
13	O T Uttapam	100	
14	Paneer Uttapam	120	

Signature Name
Designation