



Notice Inviting Tenders for Running of cafeteria services at IIIT-Delhi

IIIT-Delhi invites bids in **two bid system (technical and financial)** for the following services from reputed, experienced and quality Cafeteria Services/ Restaurants/ Food Ventures/ Canteen Services etc. agencies/contractors having similar types of operations, for the running of Tea/Coffee/Shakes 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.

Providing pre-cooked snack items including providing tea /coffee as required at the Ground floor of Academic Block.

The bidder/Company/Firm/Service Provider shall be Delhi based Authorized Distributor/Supplier/Franchise of Brew Bakes, Nestle (Nescafe), Hindustan Unilever (Bru), Amalgamated Bean Coffee Trading Co. Ltd. (Café Coffee Day), Lipton, Tata, Twining's or equivalent. Signed and scanned copy of documentary proof to be furnished.

1. Bid Schedule

Name of Work:	Tender for Running of cafeteria services at IIIT-Delhi.
Tender No	18/2024 dated 18.10.2024
Date of Start and downloading the tender	08.10.2024
Technical Bid Submission end date (Last date and time)	08.11.2024 at 1500 Hrs. (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	08.11.2024 at 1600 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.1180/- including 18% GST (Rupees One Thousand One Hundred Eighty only) in the form of a demand draft/ pay order in favor of IIIT-Delhi Collections which is non-refundable.

	<p>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)</p>
Earnest Money Deposit:	The completed tender along with the Earnest Money Deposit (EMD) of Rs.10000/- by way of bank draft / Pay order in favor of IIIT Delhi Collections payable at Delhi.
Performance Guarantee and security deposit	<p>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.</p> <p>Security deposit for below amount in form of Demand draft in favour of “IIIT Delhi Collections” towards utility payments.</p>
Date for start of services	Within Seven (7) days of the Award of Contract, as per the scope of work.
Presentation to committee	Will be communicated to vendors by email.
Clarification/Queries, if any, can be addressed to	mail ID: admin-project@iiitd.ac.in phone no- 01126907563/564/565 or 011-71985363/ 9773793610

Note : MSME firms are exempted from EMD & Tender fees. Such firms have to submit documentary evidence in support of their firm’s MSME status along with an application for exemption.

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.

Note: All the bidders are requested to please note that all future amendments/corrigendum will be published on IIIT-Delhi website and no separate advertisement will be released for the same. Bidders are therefore requested to regularly visit our website for any such updates.

2. Scope of work

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

Description	Tender for Running of cafeteria services at IIIT-Delhi
Location	Ground floor of Academic Block
EMD	Rs 10000/-
Security Deposit	Rs 30,000/- till the completion of the contract period and no dues from IIITD interest free
Performance Guarantee	Rs 30,000/- interest free
Timings	8AM to 8 PM (All days)
	The Cafeteria 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. They may have to install their own kiosk structures and maintain the same. The contractor will be required to supply fresh items of eatables prepared outside the Campus with the provision of hot case/ microwave//induction/ air frier in the Canteen to warm these items before supply. The contractors will be required to manage their own hot cases, and dispensing machines 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, shakes, etc. No cooking shall be allowed.

Detailed list of food items with approved rates is attached as Annexure: A

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/reject 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/ Registrar IIITD is final.

The tenderer may be required to provide for such Cafeteria arrangements for meetings, conferences, seminars, and functions which may include High Tea, Buffet/Packed Dry Snacks etc, within campus operations at any location as directed. No external services from our outlets shall be permitted.

3. 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. 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.

4. 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. on _____ dt. _____ For Rs. _____/- drawn

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

Signature of the Tenderer with stamp

Dated:

5. Terms & conditions for providing services:

1. The tenderer should have a valid Trade License and valid Food License for operating/running of **Cafeteria 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 a visit to the **Cafeteria Areas** etc. and is aware of the Site/ 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) Electricity: On a paid basis as per actual consumption
 - b) Water: On a paid basis as per actual consumption if any
 - c) **License Fee : 19825/- Per Month. +18% GST**

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 **IIT 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 **IIT 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 kiosks/canteen/cafeteria premises. 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 Human Resource 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 Cafeteria 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 contractor's 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/boarding /lodging/transport or any claims or misconduct of the employees by the agency 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, plates 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 be 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**. 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
 - viii. To submit and display the FSSAI and other required clearances to the Institute
 - ix. To submit ID proof, Res. proof & Police Verification Certificate of all its workers and the contractor will be held responsible for any misconduct of the staff.
57. The Covid/Any communicable/contagious epidemic/pandemic Appropriate Behavior and protocols as required/stipulated from time to time by the Govt. must be observed by all staff/workers of the vendor. 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.

6. Special Conditions of Service:

- a) All books of accounts, registers and other documents used in connection with the running of the **Cafeteria 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 **Cafeteria Services** and IITD authorities will check the **Cafeteria Services** premises periodically. If the committee feels that the premises are not neatly maintained by the vendor, a penalty up to 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. 500/- 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. 1000/- 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) " 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. No premise for lack of experience in this regard will be accepted"
- e) **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 immediately and 15 days prior to bidding.**
- f) **Doorstep delivery services facility in the Academic, R & D Block & Guest House should be provided without any additional cost. Out-of-campus delivery /e-platform/cloud-based delivery are not permitted.**
- g) The tenderer should provide an automated billing service with the facility of swipe cards/e-payments and cash payments.
- h) Increase/Decrease of prices should be strictly prohibited without intimating the institute management.
- i) Headgear and gloves (at caterers' own cost) to be worn by cooks and servers at all times while preparing & serving food. 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 to relevant NGO's / service providers for proper disposal and not poured in drains. Any choking/dirt/filth lying around the areas shall be the responsibility of the contractor/agency.

- 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 **Cafeteria Services** are self-closing to prevent entry of flies and provide anti fly /pest control equipment on their own cost.
 - q) Operation of the **Cafeteria 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. Obtaining certification from local authorities to run the shop will be the responsibility of the agency.
 - r) The contractor shall ensure that sufficient manpower 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. The agency shall at all times possess valid FSSAI certification and Health Trade License.
 - u) Increase/Decrease of prices is strictly prohibited without intimating the institute management.
 - v) Periodical execution of pest control should be exercised.
 - w) Zero Plastic Campus The latest rules of the DPCC on Plastic waste management policy and that of the Institution must be followed.
7. 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 **Cafeteria Services** vendor will undertake the repairs.

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

8. 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**
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.10 Lac 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 the last three financial years (2021-22, 2022-23 & 2023-24) duly approved by Chartered Accountant (CA).
6. The bidder/ Company / Firm / Service Provider should submit Certified Copies of Work orders/ Experience certificate from their customers for running **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](#))

7. The tenderer should have at least one similar work in the last 7 years' experience in running a **canteen/cafeteria/cafe/tuck shop** 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](#))
8. **The bidder/Company/Firm/Service Provider shall be Delhi based Authorized Distributor/Supplier/Franchise of Brew Bakes, Nestle (Nescafe), Hindustan Unilever (Bru), Amalgamated Bean Coffee Trading Co. Ltd. (Café Coffee Day), Lipton, Tata, Twining's or equivalent. Signed and scanned copy of documentary proof to be furnished.**
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. 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.**
12. Policy for maintaining hygiene and safety & Waste disposal mechanism, - **shall submit on the official letterhead of the firm duly signed.**
13. Nos. of manpower proposed to be deployed for serving, cleaning etc., - **shall submit on the official letterhead of the firm duly signed.**
14. 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.**
15. EMD/Security in full or part may be forfeited in case of deviation from any of the conditions.
16. IIITD is a plastic free campus and no plastic items/cutlery shall be used. All norms as per prevalent DPCC/CPCB/NGT/Directions of the Institute will have to be adhered to avoid any penalties.

9. 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. 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 cafeteria Tender				
S. N O	Item	Max. Points	Criteria	Poin ts
1	An average annual turnover of Rs. 10 lac or more (catering services only) (average of last 3 consecutive years- 2021-22, 2022-23 and 2023-24) Please attach CA certified copy of the turnover.	10	Upto 10 lacs	4
			10 lacs -50 lacs	6
			50-100 lacs	8
			>100 lacs	10
3	Nos of years of providing cafeteria Service	10	<5 years	5
			5- 10Years	7
			>10Years	10
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." 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. No premise for lack of experience in this regard will be accepted" This shall also be demonstrated by the vendor. .	30	As per committee recommendation	
7	Visit to 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).

S l . N o	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	Comple ti on 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 .The financial year-wise break-up is given below:-

S.NO.	FINANCIAL YEAR	ANNUAL TURN- OVER FOR THE YEAR	PROFIT EARNED FOR THE YEAR
1	2021-22		
2	2022-23		
3	2023-24		

**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

Annexure-A

Rate List for Cafeteria Services - inclusive of GST*

Sr. No.	Item	Price
1	Cappuccino Small	30
2	Cappuccino Regular	45
3	Americano Small	30
4	Americano Regular	45
5	Café Late Small	35
6	Café Late Regular	45
7	Mocha	45
8	Flavoured Coffee	65
Tea		
1	All Flavors Small	25
2	All Flavors Regular	35
3	Ice Tea	35
Shakes		
1	KitKat Shake	75
2	Oreo Cookies Shake	75
3	Walnut Brownie Shake	80
4	Saffron Cream Shake	80
5	Vanilla Cream Shake	80
Black-Choco		
1	Hot Chocolate	55
2	Cold Chocolate	55
Frappe		
1	Frappe Brew	80
2	Irish Frappe	80
3	Hazelnut Frappe	80
4	Caramel Frappe	80
5	Choco Frappe	80
Mojitos		
1	Classic Lemon Mint Soda	65
2	Blue Heaven Soda	65
3	Lemon Spicy Soda	65
4	Strawberry Soda	65
5	Green Apple Soda Classic Paan Mojito	65
6	Classic Paan Mojito	65
Smoothies		
1	Classic Plain Sweet	65
2	Classic Plain Masala	65
3	Mango	65

4	Strawberry	65
5	Pineapple	65
6	Green Apple	65
Burger		
1	Non Veg Chicken Burger	55
Sandwiches		
1	Mexican Sandwich	65
2	Vegetable Cheese Sandwich	65
3	Traditional Paneer Sandwich	75
4	Roasted Spicy Chicken Sandwich	80
Additional Items (Not in list)		
1	Paneer Sub	99
2	Brownie Bunde	89
3	Brownie	65
4	Mix Pasta	95
5	Allo Tikki Sub	89
6	Paneer Tikka Sandwich	100
7	Chicken Tikka Sandwich	100
8	Chicken Sub	100
9	Veg Burger	39
10	Paneer Wrap	100
11	Chicken Wrap	99
12	Veggie Wrap	69
13	Donute	80
14	Cup Cake	80

*** Rates are subject to enhancement**

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