

TENDER NOTICE FOR PROVIDING CAFETERIA AT IIIT TIRUCHIRAPPALLI

Tender Enquiry No : **IIIT/Admin/Cafeteria/2025/03-01**
Last Date for submission of bids : **25.03.2025** **Time: 15 00 Hrs**
Opening of Technical bid : **Will be intimated later**



Indian Institute Information Technology Tiruchirappalli,
Sethurapatti, Trichy-Madurai Highway,
Tiruchirappalli-620012,
Tamil Nadu.

I. INSTRUCTION TO BIDDERS

Tender Document for providing “CAFETERIA”

1	Work	:	Providing Cafeteria at Indian Institute of Information Technology Tiruchirappalli
2	Tender Enquiry No	:	IITT/Admin/Cafeteria/2025/03-01
4	Eligibility Criteria	:	<ul style="list-style-type: none">The agency shall have a minimum of two years' experience in providing such cafeteria.The agencies should have successfully carried out at least one work for an annual value of Rs 3.00 Lakh (excluding taxes) OR two works each for an annual value of Rs 2.00 Lakh (excluding taxes) each executed on or after 01.04.2021. Copies of relevant work orders need to be enclosed as proof without fail.The firm should have registration of GST and other essential certifications. The firm must also submit at least 2 Customer Satisfactory Performance Reports from the organisation served during the last 05 years.
5	EMD	:	The tenderer shall deposit an Earnest Money Deposit of Rs.5,000 (Rs. Five thousand only) through Demand Draft /Bankers Cheque/ Bank Guarantee. DD/Bankers Cheque may be drawn in favor of “ The Director, IIT Tiruchirappalli ” (on any nationalized banks payable at Tiruchirappalli), which will be refunded in respect of unsuccessful tenderers. EMD should be submitted along with the bid document. No interest will be paid on EMD.
6	Submission of Bid document	:	<u>Two Bid System:</u> Two bid system will be followed in this tender. Under this system, the bidder must submit technical bid and commercial bid in two separate sealed envelopes . A format of technical bid and commercial bid is provided at Annexures I and II respectively. Envelopes containing technical bid and commercial bid should be securely sealed and stamped separately and clearly marked as “ Envelope No: 1 – Technical Bid ” and “ Envelope No: 2 – Commercial Bid ” respectively. EMD should be placed only in the Technical bid. These two separate sealed envelopes should be placed in single envelope superscribing the tender number and description of the services.
7	Pre bid Meeting		Date: 21.03.2025 Time: 11 00 Hrs
8	Last Date for submission of bids	:	Date: 25.03.2025 Time: 15 00 Hrs
9	Opening of Technical bid	:	will be intimated later

Tender Document for providing “CAFETERIA”

1. INTRODUCTION:

IIIT Tiruchirappalli is an Institution of National Importance established under the Department of Higher Education, Ministry of Education, Govt. of India.

IIIT Tiruchirappalli proposes to outsource the cafeteria to a professional agency having competence in this field.

2. INVITATION OF TENDER:

- The contracting agency/firm/company should submit technical bid and commercial bid in separate sealed envelopes super scribing “Technical Bid” and “Commercial Bid” as the case may be. The format and details to be included in these bids are at **Annexures I and II**. Late bids will not be considered.
- **A copy of each of the following shall be enclosed along with the technical bid as at Annexure-I. Any tender documents without these shall be invalid and rejected.**
 - Registration certificate/ Certificate of incorporation, as applicable.
 - Copy of catering license issued by the State / Central Govt.
 - PAN Number (Aadhar Linked)
 - GST number and details
 - Copy of work order: one work for annual value of Rs 3.00 Lakh (excluding taxes) OR two works each for annual value of Rs 2.00 Lakh (excluding taxes) each executed on or after 01.04.2020.
 - Customer satisfactory performance report from at least 2 organizations served during last 5 years.
 - Other essential documents
- The technical bid should accompany a DD / Bankers Cheque/ Bank Guarantee of Rs.5,000/- (Rs. Five Thousand only) drawn on any nationalized Bank. DD/ Bankers Cheque shall be drawn in favour of “**The Director, IIIT Tiruchirappalli**” payable at **Tiruchirappalli** towards Earnest Money Deposit (EMD). Tender received without EMD or lesser amount will be summarily rejected. Exemption of EMD will be followed as per GFR, GoI. The contractor should note that the EMD shall be forfeited by IIIT Tiruchirappalli, if any of the tenderer withdraws his/her tender after opening of the tender. **The EMD should be placed in the technical bid cover only.**
- The rates quoted in the Commercial / Price bid shall be valid for at least 12 months from the date of award of the tender. Tender valid for a shorter period shall be rejected.
- The tender shall be signed by the authorized person, and his / her full name and status be indicated below the signature along with the official stamp of the firm.
- The tenders of the contracting agency/firm/company not in possession of valid statutory sanctions / registrations will be rejected. In additions, the tender of firm block listed by any Govt. Institutions will not be considered.

3. TERMS AND CONDITIONS

1. The space for cafeteria (1000 to 1500 square feet) with thin sheet shed will be allotted near to main gate with electrical power, water and drainage pipeline connection. The agency should arrange the remaining necessary furniture and equipment in the assigned area for the Cafeteria operations at the institute.
2. The agency shall have minimum two-years' experience in providing such cafeteria.
3. The cafeteria will be providing service at least from 07:00 Hrs to 22:00 Hrs on all seven days a week.
4. IIT Tiruchirappalli will not bear any expenditure for the setting up of stall/infrastructure.
5. Door delivery facility in the administrative and academic building should be provided without any additional cost.
6. **Period of Contract:** - The contract will be initially for a period of two years from the date of issue of the order, which may be extended for another one/two years on mutual consent, based on satisfactory performance.
7. Technical bid eligibility will be carried out by the IITTT authorities to check all relevant documents for their authenticity and technical evaluation.
8. A formal contract/agreement shall be entered into with the successful agency. In this contract, the successful agency shall be defined as agency.
9. The successful agency will have to commence the services as per the work order.
10. Each page of the tender documents and papers submitted along with, should be numbered, signed and stamped by the authorized signatory in acceptance of the terms and conditions laid down by the IIT Tiruchirappalli.
11. The Director, IIT Tiruchirappalli reserves the right to withdraw/relax/modify any of the terms and conditions mentioned in the tender document if it is felt necessary to the benefit of the Institute. The Director, IIT Tiruchirappalli reserves the right to reject tender in whole, or in part, without assigning any reasons thereof.
12. Intending agencies are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting the tenders. An agency shall be deemed to have full knowledge of the site whether they inspect it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by an agency implies that it has read this notice and all other contract documents and has made itself aware of the scope and specifications of the work to be done.
13. All tenders in which any of the prescribed conditions is not fulfilled or any condition including that of conditional rebate is put forth by the agency, shall be summarily rejected.
14. The agency shall take at his/her own cost, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him/her in connection with the aforementioned services to IIT Tiruchirappalli and shall indemnify IIT Tiruchirappalli against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which IIT Tiruchirappalli may be a party or involved as a result of the agency's failure to comply with.
15. The responsibility of maintaining the cleanliness and hygienic condition of the cafeteria will be of the agency, at his/her own cost. In case of violation of this condition, the institute may have the right to impose a fine and the contract may be cancelled by giving a week's notice to vacate the premises.

16. The staff (not below the age of 18 years) employed by the agency shall have to be medically fit, neat and clean. The agency shall not employ children as prohibited under the law/rules/regulations.
17. **The agency shall display the list of items and rates in the cafeteria premises.** The cafeteria and surrounding area should be kept neat and clean and free of unhygienic conditions.
18. The agency will make his/her own arrangement for cooking gas, crockery, cutlery, glasses and other kitchen equipment.
19. The agency shall be responsible for ensuring the safety and maintenance of all the equipment/fixtures installed/provided by the Institute, during the entire period of the contract. If any damage/loss of equipment/fixtures are found then the same will be recovered from the agency. The agency shall take adequate fire precautions.
20. The agency shall maintain the Institute premises in good condition and shall not cause any damage thereto. If any damage is caused to the premises by the agency or his workers, employees or agents, the same shall be rectified by the agency at his/her own cost either by rectifying the damage or by paying the compensation as may be determined by the Institute.
21. The successful tenderer shall not sub-let the premises either in whole or in part. The premises shall not be used for residential purposes even for the staff employed by the agency. No bathing and washing of clothes, etc. will be allowed in the cafeteria premises.
22. The agency and his/her employees would be governed by the discipline rules as may be laid down by the Institute while they are inside the IIT Tiruchirappalli Campus.
23. The Institute will provide basic infrastructure, electricity, and water for dishwashing purpose. The utility charges for these services except electricity will be charged in the name of License Fee every month, and the firm/agency shall pay a license fee of **Rs. 5,000** per month. A separate meter may be arranged. The electricity charges as per actual consumption to be paid by the agency every month at the rate of TNEB norms.
24. The Firm/agency shall pay the license fee and charges for monthly electricity charges latest by 10th of every month.
25. The institute may consider a 50% license fee reduction during the vacation period of students every year at the discretion of competent authority.
26. The institute may revise the license fee after one year on mutually agreed terms.
27. Quality of food/services provided will be inspected/checked from time to time and if found unsatisfactory the contract may be cancelled at any time by the Institute with/ without furnishing any notice. The Institute reserves the right to impose a fine, if deemed necessary.
28. The conduct/characters/antecedents and proper bonafide of the workers in the cafeteria shall be the sole responsibility of the agency. However, the agency should provide the necessary details of all its employees to the Institute. If at any stage during the currency of contract, in any case involving moral turpitude, the CONTRACTOR or their employees is/are convicted, then IIT Tiruchirappalli reserves the exclusive and special right to terminate the Contract and in such event the CONTRACTOR shall not be entitled to any compensation from IIT Tiruchirappalli.
29. The agency will use only the commercial cylinder and ISI marked gas stove for the purpose of cooking. Considering safety, the gas cylinders have to be kept in proper location with safety measures.
30. All items over and above mentioned in Annexure II should get prior written approval from the Institute.

4. **PENALTY:**

In case of violation of Hygiene, Quality of products, etc., the penalty will be imposed to the agency. The details for the same are as follows:

Violation	Minimum penalty to be imposed (Rs.)	Second Occurrence (Rs.)	Third and further Occurrence (Rs.)
Presence of harmful items like blade, glass, metal wires, nails, piece of plastics etc and /or insects/cockroach etc in the food	500	1000	2000
Presence of Non-Veg item in Vegetarian dishes	500	1000	2000
Unclean utensils of proven complaint	500	1000	2000
Two or more proven complaints in a month that certain meal was not cooked properly	500	1000	2000
Poor Personal hygiene of any workers	500	1000	2000

5. **HOLIDAYS:**

If the date specified for the opening of the tenders is declared as a holiday by the competent authority for any reason, then the date for the opening of tenders will get postponed automatically to the next working day.

6. **PAST PERFORMANCE:**

In case the past performance of the tenderer is not found to be satisfactory with regard to quality, delivery, warranty obligation and non-fulfilment of terms and conditions of the contract, their offer is liable to be rejected by IIIT Tiruchirappalli.

7. **BRAND OF MATERIALS:**

Contractor shall use only branded raw materials and best quality items (**FSSAI approved/AGMARK**) for preparing the food. Brands of products will be decided in consultation with the competent authority of the Institute. The list for the same may be submitted along with the technical bid.

8. EXECUTION OF AGREEMENT:

The tenderer(s) whose tender(s) is/are accepted shall be required to be present at the office of the Director of the Institute in person or if a firm or company, by their authorized representative to execute an agreement on non-judicial stamp paper of ₹100/- for satisfactory completion of the job incorporating the conditions mentioned in the tender document and conditions if any subsequently agreed/modified, within 15 days from date of issue of work order.

9. TERMINATION OF CONTRACT:

The contract shall stand terminated on account of:

- (a) On expiry of the contract period, if not extended further.
- (b) In case of unsatisfactory performance or for any other reason, the contract can be terminated at any time during the tenure of the contract at the sole discretion of IIT Tiruchirappalli by giving one month's notice to the contractor.
- (c) The contract shall stand terminated in the event of filing any legal petition against IIT Tiruchirappalli by the CONTRACTOR or any of his employees with regards to labour laws/rules or in case of any agitation/strike initiated by the CONTRACTOR's employees.
- (d) In case, the CONTRACTOR wants to discontinue the contract, he will have to give 3 (three) months advance notice to IIT Tiruchirappalli in writing narrating the reason.
- (e) If the CONTRACTOR suspends the services without any notice to IIT Tiruchirappalli the whole amount of security deposit shall be forfeited in addition to the loss incurred in making alternate arrangements during the shortfall in the notice period.

10. SECURITY DEPOSIT:

The successful contractor shall deposit with IIT Tiruchirappalli a sum of **Rs.25,000/-** as a security deposit within 10 days from the date of issue of letter of intent in the form of **demand draft/bank guarantee from any one of the nationalized/scheduled banks** issued in favor of "The Director, IIT Tiruchirappalli" Payable at Tiruchirappalli.

Upon the successful completion of the contract period, the Security Deposit shall be refunded, and no interest shall be paid thereon. The security deposit shall be refunded to the contractor after 3 months from the date of expiry of the contract and adjusting any dues to be recovered from the contractor.

11. PAYMENT:

The contractor will charge for the food items directly from the students/employees as per the price list approved by the Institute and no bill should be raised to the Institute for payment.

12. WAIVER:

No failure or delay by IIIT Tiruchirappalli in enforcing any right to remedy of IIIT Tiruchirappalli in terms of the Contract or any obligation or liability of the CONTRACTOR in terms thereof shall be deemed to be a waiver of such right, remedy obligation or liability, as the case may be, by IIIT Tiruchirappalli and not withstanding such failure or delay, IIIT Tiruchirappalli shall be entitled at any time to enforce such right, remedy, obligation or liability, as the case may be.

13. LAW GOVERNING THE CONTRACT:

This Contract shall be governed by the laws of Govt. of India from time to time.

14. ARBITRATION:

In the event of any dispute or differences arising out any of the terms and conditions of the Contract, the matter shall be referred to the Director, IIIT Tiruchirappalli for settlement. In case the parties to the contract are not in a position to settle the dispute mutually, the matter shall be referred to a Sole Arbitrator to be appointed in accordance with the Arbitration & Reconciliation Act, 1996 & Arbitration and Conciliation (Amendment) Act, 2015 as amended from time to time.

15. JURISDICTION:

The Courts at Tiruchirappalli shall only, subject to Arbitration Clause, have jurisdiction to deal with and decide any matter out of this Contract.

16. RATE:

The rates may be furnished in the **Commercial Bid (Annexure II)** and shall remain fixed for the contract period of one year.

17. CLARIFICATIONS:

Queries, if any, can be made through e-mail only to registrar@iiit.ac.in on or before 10.03.2025. Queries received via any mode other than e-mail id mentioned above shall not be entertained. If there is any addendum/corrigendum related to tender, it shall only be published on IIIT Tiruchirappalli website (www.iiit.ac.in). The Bidders are advised to check IIIT Tiruchirappalli website regularly. No other mode of communication will be given.

Sd
Registrar (i/c)

Annexure I

**TECHNICAL BID
INFORMATION TO BE PROVIDED BY TENDERER**

S. No.	Particulars	Details concerning Firm
1.	Name and address of the contractor with Phone No. and E-mail ID, if any	
2.	Registration Details	
	a. Registration Number of the Firm	
	b. Catering License Number/	
	c. PAN Number	
	d. GST Number	
3.	Experience certificate and Copy of Work orders of at least one work for annual value of Rs 3.00 Lakhs (excluding taxes) OR two works each for annual value of Rs 2.00 Lakhs (excluding taxes) each executed on or after 01.04.2020.	Attach as appendix to Annexure I
4.	Customer Satisfactory Performance Report from at least 2 organizations served during last 5 years.	To be enclosed by bidder
5.	Litigation/ Blacklisting if any, in connection with catering work	
6.	Any other Information: <ul style="list-style-type: none">● Brand of materials proposed to be used.	Enclose separate document as annexure

Place : Signature of the Contractor with seal

Date : Name & Address:

Note:

[Authenticated certificates, testimonials, and proof of experience to be produced in support of SI no 2, 3, 4 & 5]

Appendix to Annexure I
(To be kept duly signed in Technical Bid)

(Tenders not accompanied by this information & documents in support of the same may be summarily rejected)

Sl. No.	Party's Name & Address	Name of contact persons & phone no.	Period of contract	Contract value per month	Reason for termination/ discontinuation if any

DECLARATION

1. The above facts are true to the best of my knowledge, and I shall be held fully responsible for any wrong statement.
2. The information provided in the annexure is factually correct.
3. I have read the Tender and understood the terms and conditions.
4. I agree to abide by the terms and conditions of the contract.

Authorized Signatory (signature in full): _____

Name and Title of Signatory with seal of the company: _____

ANNEXURE-II

COMMERCIAL BID
SCHEDULE OF RATES

Name of the work: Providing Cafeteria at IIT Tiruchirappalli

CHARGES FOR FOOD ITEMS:

Group No	Item No	Item	Weight	Rates in Rs. (Inclusive of Tax)
I.	1.	Coffee / Tea	150 ml	
	2.	Filter/Instant Coffee	150 ml	
	3.	Dosai - 1 no (with sambar and chutney)	100 gm	
	4.	Idli - 2 nos (with sambar and chutney)	100 gm	
	5.	Pongal / Kichdi (with sambar and chutney)	200 gm	
	6.	Vadai 2 nos(with sambar and chutney)	50 gm	
	7.	Puri or Chapati 2 nos/ Masala or curry or dal	100 gm	
	8.	Rava dosai (with sambar and chutney)	100 gm	
	9.	Limited Meals – Chappati -2, Rice, Curry, Sambar, Rasam, Curd, Papad, Pickle)	-	
		Group I - Total		Rs. _____
II.	1.	Samosa (with chutney/ sauce / ketchup)	50 gm	
	2.	Fried Rice – Chicken (with ketchup or sauce)	200 gm	
	3.	Fried Rice – Egg (with ketchup or sauce)	200 gm	
	4.	Fried Rice – veg (with ketchup or sauce)	200 gm	
	5.	Variety Rice (Lemon / Tomato / Curd / Tamarind / Sambar)	200 gm	
	6.	Veg Briyani	200 gm	
	7.	Chicken Briyani	200 gm	
	8.	Egg Briyani	200 gm	
	9.	Lemon Juice/Butter Milk	200 ml	
		Group II - Total		Rs. _____

Note :

Group I : All items should be made available at all times.

Group II : One or more item from the group should be made available.

Bid Evaluation Process:

1. All the technically eligible bidders will be considered for commercial bid.
2. The analysis of rate (L-1) will be made by giving 40% weightage to Group I and 60% weightage to Group II.
3. The lowest tenderer will be awarded the contract.

I HAVE READ AND UNDERSTOOD ALL THE TERMS & CONDITIONS

(Sign, seal & date of Bidder)