



Indian Institute of Information Technology Sri City, Chittoor

CPPP – NOTICE FOR INVITING TENDER FOR Operation of students mess for preparation and serving of breakfast, lunch, evening tea & snacks and dinner at IIIT Sri City Chittoor on contract basis

[Technical bid and Price bid system – e-Procurement mode (CPPP only)
Tender Enquiry No.IIITS/NIT/Students Mess/2026/05/01, Dt. 12.05.2026

IIIT Sri City is operating TWO MESSES namely Mess A and Mess B, each may have an approximate strength of 500 to 900 resident students (during the regular semester) . The Institute functions from its campus at 630, Gnan Marg, Sri City, Tirupati District-517 646 and both Mess A and Mess B are located within the IIIT Sri City Chittoor, on the Campus.

The Tender Document can be downloaded from Central Public Procurement Portal (CPPP) <https://eprocure.gov.in/eprocure/app>. (OR) Institute website <https://www.iiits.ac.in/>

The bid is to be submitted online only through the E-procurement portal of <https://eprocure.gov.in/eprocure/app> up to the last date and time of submission of tender.

1	Description of Work	:	E-Tenders (through CPPP portal) under two bid system are invited from the experienced and reputed mess contractors on contract basis for “Operation of students mess for preparation and serving of breakfast, lunch, evening tea & snacks and dinner at Student Mess A in IIIT Sri City Chittoor campus and may required to serve as per the choice of the students in the additional serving location (Vaidehi Apartments) with in the radius of 1 KM (Scope of work is provided in the tender document)
2	Tender Enquiry No	:	IIITS/NIT/Students Mess/2026/05/01, Dt. 12.05.2026
3	Value of Work	:	Rs. 3.50 crore
4	Submission of Offer	:	CPPP Portal in TWO BID SYSTEM (i.e. Technical & Financial)
5	Pre bid Meeting	:	21 st May 2026 Time: 11:00 Hrs
6	Last Date for submission of bids	:	2 nd June 2026 Time: 14:00 Hrs
7	Opening of Technical bid	:	3 rd June 2026 Time: 16:00 Hrs
8	Presentation of the Bidders	:	Mail intimation will be sent to those who are technically eligible

10	Earnest Money Deposit (EMD)	:	The Earnest Money Deposit amounting to Rs.10,50,000/- (Rupees Ten lakh Fifty thousand only) for Mess-A must be credited in the form of NEFT/RTGS to “IIIT Sri City Chittoor Mess” (A/c.No. 110184684958, IFSC Code. CNRB0013247, 13247-Sri City 517588, Main Road, Opp. Sri City Business Centre, Appayapalem Village, Irugulam Post, Satyavedu Mandal, Tirupati District, PIN: 517 588. All bidders have to pay the EMD including MSME Registered firms as per the tender document
11	Performance Bank Guarantee	:	10% of the total purchase value.
12	Selection of Mess bidders	:	L-1 shall be awarded the Student Mess A In case L-1 is not agreed to take up the mess operations, opportunity will be given to L-2 subject to the matching the rates of L1 and so on. Other qualified vendors will be kept on waitlist and the opportunity may be given to the waitlisted bidders on temporary basis subject to matching the rate of L1 in case if the selected bidder withdraws operations in a period of less than one year.

Part A

Instructions for Bidders

- E-Tenders (through CPPP portal) under two bid system are invited from the experienced and reputed mess contractors on contract basis for “Operation of students mess for preparation and serving of breakfast, lunch, evening tea & snacks and dinner at Student Mess A in IIIT Sri City Chittoor campus and additional serving location (Vaidehi Apartments) with in the radius of 1 KM (Scope of work is provided in the tender document)
- The tender document with complete details including experience required, scope of work and terms and conditions can be downloaded from the website CPPP portal (<https://eprocure.gov.in/eprocure/app>) and www.iiits.ac.in. Bidders are advised to read tender documents and check their eligibility before participating in the bid.
- **TWO BID SYSTEM** shall be followed for this tender. Bidders should take due care to submit a tender in accordance with the requirement of <https://eprocure.gov.in/eprocure/app> portal. Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. All the terms and conditions stated in the Bid Document are final in nature and requests for any subsequent alterations/modifications will not be entertained. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respects as per the specified terms and conditions. Submission of the bids amounts to acceptance of all terms and conditions mentioned therein.
- **Bidders are advised to visit the website (<https://eprocure.gov.in/eprocure/app> and www.iiits.ac.in) frequently to find any addendum/ Corrigendum issued or extension of due date for submission, etc. No separate intimation will be issued / advertised in this regard. Bidders are advised to keep checking the website before submitting the final tender.**
- The interested bidders shall submit their technical and financial bids through online mode in <https://eprocure.gov.in/eprocure/app> only before the due date and time as mentioned in bid specifications. No other mode of submission is acceptable. The bidder must submit their financial bid in the prescribed format and no other format is acceptable.
- Bidders are expected to visit the campus to acquaint themselves with the actual locations of different Kitchens, Dining units, facilities and equipment available etc., before submitting the tenders under two bid systems.
- Technical bids of the bidder will be opened by the Committee to decide the technical suitability of their service based on the pre-laid terms and conditions.
- The initial contract would be for a period of one year, extendable on mutual agreement based on the satisfactory performance of Caterers and at the same or a lesser price. The performance would be reviewed by the Committee at any time during contract period.

Eligibility Conditions for submitting bids:

1. The vendor who is already operating the student mess in IIIT Sri City is not eligible for participation in this tender. This is to enable healthy competition and to avoid the monopoly in mess operations at IIIT Sri City.
2. The bidders should have prior experience in having successfully run the catering services of 3 years in the duration of July 2021 to till the last date as the tender closing date. **The proper documented evidence must be submitted.**
3. During the last five years the bidder should have undertaken minimum:
 - a) Minimum of three similar nature of works* completed/ongoing (preferably two or more works in a Hostel Mess of a Centrally Funded Institutions for minimum duration of one year each) from July 2021 till the last date as the tender closing date each with at least 600-800 dining strength at individual locations. With average annual turnover of INR 200 lakhs & above for each mess. Please attach copies of Work Orders including No. of students served, Menu with rates etc of all works.

(OR)

- b) Two similar nature of works completed/ongoing (preferably one or more of them in a Hostel Mess of a Centrally Funded Institutions for minimum duration of one year) from July 2021 till the last date as the tender closing date with at-least 800-1200 dining strength, with average annual turnover of INR 350 lakhs and above. Please attach copies of Work Orders including No. of students served, Menu with rates etc of all works.

*Similar nature of work means: Running Hostel Messes in renowned Central Funded Educational Institutions like IITs, NITs, IIITs, IIMs, AIIMS, Central Universities or Institute of National Importance.

4. **Average Annual Turnover:** The bidders average annual turnover in Catering services during the three out of five financial years (from April 2021- March 26), duly audited by Chartered Accountant, should not be less than INR **2000 lakhs (Rupees two thousand lakhs only)**. **Performance Certification:** The bidders' performance for each work completed during five financial years (from 2021-26) and work in hand should be certified by the responsible official from the concerned organization. The certificate should be enclosed with a Technical bid. The IIIT Sri City Chittoor reserves the right to visit the present service places.
5. The Bidder should have a latest valid License under Food Safety & Standards (Licensing and Registration of Food Business) Regulations issued by Central Food Safety and Standards Authority of India.
6. The firm should have valid ISO 9001-2015 certification or any other nationally or internationally acclaimed certification related to food safety and quality. The firm should have preferably ISO-22000:2018 certification.
 - a. Bidder's profile shall include the full details about the firm, establishments where canteens or mess are currently being functional, duration of the contracts, approximate break- fast, lunch, snacks and dinner are served every day. The

- number of years of experience in the business may be furnished along with proof.
- b. Firm Registration Certificate, PAN details, TIN/CST/GST etc., details are to be provided.
 - c. The Bidder should give an undertaking form for acceptance of all terms and conditions of tender documents.
 - d. The firm should be neither blacklisted by any government department nor should there be any criminal case registered/pending against the firm or its owner/partners anywhere in India. A duly completed certificate to this effect is to be submitted.
 - e. The firm has to bid for all the items mentioned in the tender document. The tender document will not be considered valid in the case of non-fulfillment of this criterion.
 - f. Name(s) for proprietor/partners of the bidders with their residential addresses and telephone numbers.
 - g. Self-attested copies of deed of partnership if the bidder is a partnership firm.
 - h. Self-attested copies of Income Tax Returns certificates for the last 3 years.
 - i. Self-attested copies of Registration and Sales Tax Certificate issued under Shops and Establishment Act.
 - j. Declaration on letterhead of bidders that it has never been involved in any illegal activity or financial frauds.
 - k. Signed copy of the terms and conditions stipulated in the terms and conditions.
 - l. **Performance Bank Guarantee:** The bidder will have to furnish performance bank guarantee for 10% of the total bid value in the form of a Bank Guarantee from a commercial bank in the format appended for proper performance of the contract agreement, (notwithstanding and/or without prejudice to any other provisions in the contract) within a period of 7 days from the date of issue of letter of acceptance. This period can be further extended by the IIIT Sri City Chittoor up to a maximum of 7 days on written request by the bidders stating the reasons for delay in procuring the performance guarantee, to the satisfaction of the Competent Authority.
 - a) The performance guarantee shall be validated up to the stipulated date of completion plus 6 months beyond that. In case the time for completion of work gets enlarged, the catering contractor shall get the validity of performance guarantee extended to cover such enlarged time for completion of work. After recording of the completion certificate for the work by the competent authority, the performance guarantee shall be returned to the catering contractor, without any interest.
 - b) The Competent Authority shall not make a claim under the performance guarantee except for amounts to which IIIT Sri City Chittoor is entitled under the contract (notwithstanding and/or without prejudice to any other provisions in the contract agreement), in the event of,
 - i) Failure by the catering contractor to extend validity of the Performance guarantee as described herein above, in which event IIIT Sri City Chittoor may claim the full amount of the performance security.
 - ii) Failure by the catering contractor to pay IIIT Sri City Chittoor any amount due, either as agreed by the catering contractor or determined under any of the rules/clauses/terms and conditions of the agreement, within 30 days of the service of the notice to this effect by IIIT Sri City Chittoor.

- iii) Failure by the catering contractor to pay their material suppliers (vendors) any amount due, as agreed by the catering contractor.
- c) In the event of the catering contract being rescinded under provision of any of the rules/clauses/terms and conditions of the agreement, the performance security in the form of Bank guarantee shall stand forfeited in full and shall be absolutely at the disposal of IIIT Sri City Chittoor.

Earnest Money Deposit (EMD)

- A. The Earnest Money Deposit amounting to Rs.10,50,000/- (Rupees Ten lakh Fifty thousand only) must be credited in the form of NEFT/RTGS to “IIIT Chittoor Mess” (A/c.No. 110184684958, IFSC Code. CNRB0013247, 13247-Sri City 517588, Main Road, Opp. Sri City Business Centre, Appayapalem Village, Irugulam Post, Satyavedu Mandal, Tirupati District, PIN: 517 588. All bidders have to pay the EMD including MSME Registered firms as per the tender document.
 - B. A Bank guarantee can be submitted for Earnest Money Deposit with a validity period of 90 days
- C. EMD of all unsuccessful bidders will be returned after finalisation of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Bank Guarantee. In the case of a successful bidder, the EMD may be adjusted towards the Performance Bank Guarantee on request.
- D. The amount of EMD is liable to be forfeited if the bidder withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Bank Guarantee.
- E. No interest will be paid on the EMD / Performance Bank Guarantee.
- F. The Bidders will have to upload a scanned copy of Payment details towards EMD and the same will be accepted only on verification and confirmation by the Institute.
- G. Any delay in credit will not be entertained by the IIIT Sri City Chittoor.

Documents Required to be submitted

Part – 1: Technical Bid: The technical bid should not contain any price information. It comprises the following documents.

- a. Payment proof of EMD
- b. Undertaking on Tender document (Annexure I)
- c. Basic Details (Annexure - II)
- d. Declaration regarding Black listing/litigation (Annexure - III)
- e. Proof for payment of Service Tax/GST and Proof for payment of Income Tax (Annexure IV)
- f. Solvency Certificate (Annexure V)
- g. Quality Certification Obtained (Annexure VI)
- h. Details of Academic Institutions Served (Annexure VII)
- i. Performance Report (Annexure VIII)
- j. Annual Turnover details (Annexure IX)
- k. Annual Profit details (Annexure X)

- l. Provide details of top 5 (Longest Serving) (Annexure XI)
- m. Form of Performance Security (Guarantee Bank Guarantee Bond (Annexure XII)
- n. Firm Registration Certificate
- o. Certificate of Registration for GST
- p. Permanent Account Number (PAN)
- q. EPF and ESIC registration certificates
- r. Catering License (Catering license as per State Government / Central Government
 - 2. Shops and establishment certificate where the operations are being undertaken
 - 3. FSSAI license The tenderer shall submit documentary proof of the application filed for getting FSSAI license from the competent authority of IIIT Sri City, within 15 days from the date of taking possession of the allotted premises, if they do not possess the FSSAI license already. The tenderer shall furnish certified/attested copy of the FSSAI license to the IIIT Sri City within 60 days from the date of taking possession of the allotted premises. If the tenderer anticipates delay in submission of FSSAI license, the tenderer shall inform in writing the reasons for non-submission of the certified/ attested copy of the said certificate at least 10 days before expiry of the stipulated period of 60 days to the IIIT Sri City. If satisfied that the delay is due to valid reasons then it can further extend the stipulated period. If Name and Signature of the Bidder 2 the tenderer fails to submit the license within 60 days or in the extended period then his license is liable for termination along with forfeiture of security deposit. Termination on these grounds cannot be challenged and the IIIT Sri City is at liberty to invite a fresh tender thereafter
- s. Quality certificate (ISO etc.)
- t. Bidder Solvency
- u. Central FSSAI license
- v. Certificate of experience in support of experience along with list of organizations where the contractor currently providing services
- w. Attach other documents etc as mentioned in the Eligibility Criteria mentioned in the Tender document
- x. Other documents that the bidder feels are necessary in support of his bid.

(The bid will be not be considered if any of the above documents are not included)

Part 2: Financial Bid: This should contain only the price information which should remain valid for a minimum of THREE (3) months along with commercial terms and conditions.

- a. Financial Bid should be filled in and submitted through CPPP portal only. If the Financial Bid is attached with Technical Bid, the bid will be summarily rejected.
- b. The financial bids of the bidders shortlisted in technical bid evaluation shall be considered for further processing.
- c. The Financial bid should clearly contain the details (without erasers/overwriting etc.) as mentioned in the form.
- d. The price quoted for supply of food etc shall be considered firm and no price escalation will be permitted during the entire period of the contract.
- e. The actual GST percentage, if any, should be specified clearly.
- f. Financial bids, which are incomplete and are not submitted in the prescribed format, will be summarily rejected.

IIIT Sri City Chittoor reserves the right:

- a. To accept or reject any or all tenders either in whole or in part or to invite revised price bids or to annul the bidding process.
- b. To postpone and/or extend the date of receipt/opening of tender or to withdraw the same at any time before finalization without incurring any liability to the affected Tenderer / Bidder.
- c. To omit/delete any item(s) of work from the schedule at the time of allotment or before the commencement of work without assigning any reason whatsoever.
- d. To increase or decrease the No. of students specified in the schedule of requirements without any change in price for supply of food or other terms and conditions.
- e. If the date of opening of the tender is declared as holiday, it will be opened on the next working day at the same time.

Technical Evaluation

The Technical Evaluation Committee (TEC) constituted by the Director, IIIT Sri City Chittoor will open the technical bid to decide the technical suitability of their service based on the pre-laid terms and conditions. After the evaluation of the technical aspects of the bid the committee will give suitable recommendations about the shortlisted firms. The recommendation of the TEC shall be final and binding on all the parties. Further, the TEC may seek additional information from the existing users at IIIT Sri City Chittoor or from other Institutes and also call for technical presentations from the bidders if required.

Commencement of Operations / Timelines

The mess vendor has to commence the operations as per the institute requirement after the date of issue of purchase order. Time is the essence of a contract. It is mandatory for the bidders who respond to this bid to meet this expectation, as this is linked to reporting of students and the strength of students.

PART-B

1. SCOPE OF THE CONTRACTOR:

The contractor is required to prepare food items as per the menu fixed by IIIT Sri City Chittoor from time to time, at the kitchen situated in the IIIT Sri City Chittoor Campus Location and serving details are as follows:

Location 1: Cooking and dining at BH1 &BH2 mess area (ground and first floor).

Location 2: Only dining within one KM range from the campus.

Further, vendors need to quote for the transport charges based on per KM basis for the dining locations, to meet any of such arrangements in future.

The approximate number of foods to be served for break-fast, lunch, dinner and evening tea and snacks will be given on the date of presentation by the bidder.

The contractor has to make his own arrangements for transportation of the evening tea and snacks from Mess to Academic Block/Other locations.

Tentative timings of meals to be served shall be as follows:

a) Break-fast	07:30 AM to 09:00 AM
b) Lunch	12:00 PM to 02:00 PM
c) Evening Tea & Snacks	05:30 PM to 06:30 PM
d) Dinner	07:30 PM to 09:30 PM

The contractor shall adhere to the timings of the meals set out by IIIT Sri City Chittoor authorities so that the classes of the students are not affected. The above timings may be changed with mutual consent.

The food shall be served on a buffet basis. To avoid delay in service and wastage of food the contractor shall provide an adequate number of service personnel at the counters in the dining halls to serve food items.

2. SCOPE OF IIIT Sri City Chittoor

IIIT Sri City Chittoor will provide the following facilities:

Water: treated water will be provided at the kitchen for usage for cooking purposes. The charges will be worked out as per actual consumption and bill raised by the water supplier, authorized by IIIT Sri City Chittoor. Drinking water will be provided by IIIT Sri City Chittoor at the dining halls for the students.

Water charges are based on the consumption to be paid by the contractor at the current rate of Rs. 60/kl. All rates are as per supply rates of the Sri City. "For cooking and vegetable/fruits washing, purified can water should be used" This is under the scope of the contractor

Sewage charges: The Sri City sewage is calculated at 80% of water consumed and is to be paid by the contractor as per the current rate of Rs.55/kl. All rates are as per supply rates of the Sri City.

Power connection will be provided for the kitchen with a dedicated sub-meter. Electricity charges will be recovered for the units of electricity consumed in the kitchen area for which a separate sub-meter exists at the rates charged by APTRANSCO from time to time.

Garbage Collection: It is the responsibility of the contractor to segregate and keep the garbage in the designated location as per the prescribed norms/practice of the local authority/IIIT Sri City Chittoor for the collection of garbage on a regular basis. Accumulation of garbage/waste in the premises is prohibited. Currently, the Sri City garbage collection charges per day are Rupees 1500/- only, plus GST. 20% of the garbage collection charges will be borne by the contractor.

Garbage disposal : It is the responsibility of the vendor to segregate and dispose- off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at its own cost and as per prescribed norms/practice of the local authority/IIIT Sri City Chittoor. The vendor shall ensure proper disposal of the collected solid/liquid waste on a daily basis under its own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIIT Sri City Chittoor campus. The Sri City Garbage disposal rates will be applicable. The same will be borne by the Contractor.

The kitchen with all electrical fixtures, fans, refrigerators, water coolers, kitchen equipment and necessary furniture namely tables, chairs etc. for the three dining halls will be provided by IIIT Sri City Chittoor.

Crockery, cutlery vessels for use in the kitchen will be provided by IIIT Sri City Chittoor. The contractor shall sign the handing over document containing the total items as mentioned above, in token of having received the items. The items need to be returned to IIIT Sri City Chittoor, after the end of the contract in the same working condition.

3. TERMS AND CONDITIONS:

A. General:

- 1) The Contractor will not employ the services of any subcontractor directly or indirectly for the purposes of catering services pursuant to this Contract.
- 2) The contractor will not sublet IIIT Sri City space to any other party.
- 3) The contract is valid initially for a period of one year which is extendable subject to the successful fulfillment of the contract and also at the sole discretion of IIIT Sri City Chittoor.
- 4) The successful bidder/contractor will be required to enter into an agreement/Contract as per the prescribed format to be supplied, immediately after finalization of the tender, by the successful bidder.
- 5) The failure, delay or evasion of the successful bidder to execute the agreement/Contract within the period mentioned above will result in forfeiture of the contract. Failure, delay or evasion on the part of the successful bidder/Contractor to commence the services within the period stipulated in the order, will result in termination of the contract and forfeiture of EMD.

- 6) No escalation in rates whatsoever will be allowed during the entire period of the contract. No subsidy over the quoted rates will be permitted either.
- 7) No advance amount will be paid against this contract at any time.
- 8) No additional cost including any type of taxes will be paid by the institute under any circumstances.
- 9) The following charges are to be paid by the Caterer for running the mess. License fee (12 months) should be paid in advance before starting the mess operations.

Sl.No.	Facility	License Fee
1	IIIT Sri City Chittoor Mess	Rs.2,00,000/ + 18% GST Applicable = 2,36,000(Rupees Two lakhs thirty six thousand only)

- 10) The Caterer shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.
- 11) The contractor shall maintain all the items and equipment provided by IIIT Sri City Chittoor properly. In case any item found missing or damaged during the tenure of the contract, the contractor is liable to make good the loss / repair charges and in the event of failure to do so, the IIIT Sri City Chittoor will recover appropriate cost thereof.
- 12) The contractor shall not modify the kitchen/dining/wash areas and shall not remove the fixtures and equipment at their risk and cost.
- 13) The contractor is expected to maintain hygiene and serve unadulterated food. Leftovers cooked food/processed food/cut vegetables of the previous session shall be removed from the kitchen and disposed of immediately after the serving hours. Only fresh vegetables and hygienic material has to be used for preparation of food at all times. Contractors shall keep the kitchen/dining halls/wash areas neat and clean following most hygienic norms at all times.
- 14) Cost of LPG charges shall be borne by the contractor and make his/her own arrangements for the commercial gas cylinders The gas cylinders should be obtained in the contractor's name only.
- 15) The menu/ items shall be fixed by IIIT Sri City Chittoor.
- 16) Proper cleaning of utensils, Kitchen, and dining halls will be the Contractor's responsibility. No staff including housekeeping/cleaning will be provided by IIIT.
- 17) The contractor shall pay all Govt dues relating to Income Tax/VAT/GST and submit returns regularly.
- 18) The Institute reserves the right to enhance/reduce the seating capacity of any mess/dining hall as per the administrative requirement.
- 19) The Contractor would provide breakfast, lunch, dinner, snacks, tea/coffee at the campus, per menu decided by the IIIT Sri City Chittoor.
- 20) IIIT Sri City Chittoor will provide bain maries, meal plates, tea spoons, table spoons, any other item which may be required for dining purpose. All the other items have to be brought by the Contractor at its own cost after the approval of the sample by IIIT Sri City Chittoor Administration.
- 21) The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water

and soap solution and mopped, after every meal and will be disinfected once in a week or as and when required. The Contractor needs to provide liquid soap for the hand wash in the dining area, cooking and catering area. All grease traps will be cleaned on a daily basis and kept in serviceable conditions. Violation of this clause will invoke a financial penalty.

- 22) After every meal all the plates, cups, katoris, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and dried and kept ready for the next session. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal.
- 23) Efficiency, promptness, quality of food, quality service, good behavior and politeness of the Contractor and its staff are the essence of the contract. The Contractor is required to ensure that this essence of the contract is maintained at all times. Quality of services, hygiene and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the IIIT Sri City Chittoor.
- 24) The contractor will ensure that one Supervisor(s)/F&B executive(s) will always be present during breakfast, lunch, evening snacks and dinner.
- 25) Only packed/branded products of groceries shall be used for cooking as approved by IIIT Sri City Chittoor authorities.
- 26) The contractor needs to provide breakfast, lunch, evening snacks and dinner to IIIT Sri City Chittoor guests and employees on demand through IIIT Sri City Chittoor Administration for which the IIIT Sri City Chittoor will settle the bills on submission of bills.
- 27) For extra items, it will be mandatory for the Contractor to serve the item in unlimited quantity/fixed weight/size on demand by the IIIT Sri City Chittoor Administration. On special occasions, the menu will be identified by the and prepared by the contractor.
- 28) The quality of food will be inspected item wise by IIIT Sri City Chittoor Administration frequently and the mess vendor shall not deny access for such inspections. The IIIT Sri City Chittoor Administration has the right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institutions. Further, the store, kitchen of the Contractor can also be inspected by the IIIT Sri City Chittoor Administration so as to ensure that only the brands allowed are being used. In case a violation is found, the IIIT Sri City Chittoor reserves the right to impose a financial penalty/cancellation of contract on repeated violation.
- 29) The vendor will ensure that no instance of fire takes place and no injury to any of its staff or the IIIT Sri City Chittoor person takes place. If such an incident occurs, the vendor will be responsible for fulfilling the loss.
- 30) The IIIT Sri City Chittoor shall not be liable for any damages to property or individuals under the scope of this contract.
- 31) The Contractor must provide the service throughout the year without closing the mess on any day unless ordered by the IIIT Sri City Chittoor.
- 32) IIIT Sri City Chittoor will provide the Contractor, the dining area and the dining furniture free of cost. The Contractor will be responsible for repairing & maintenance of all the property of IIIT Sri City Chittoor given to the Contractor for use in the student mess. The Contractor shall replace inventory items, equipment, furniture and fixtures provided by IIIT Sri City Chittoor in case of loss, theft or damage to the

satisfaction of the IIIT Sri City Chittoor at its own cost and expense.

- 33) On termination of the contract, the Contractor will hand over all the equipment/articles supplied by the IIIT Sri City Chittoor in good working condition back to IIIT Sri City Chittoor. In case of any damage beyond normal wear and tear then IIIT Sri City Chittoor can recover the cost from the bank guarantee/current bill payment of the Contractor.
- 34) The Contractor will liaise with the IIIT Sri City Chittoor and report on a regular basis about all the activities of the mess service. The Contractor shall extend his full co-operation.
- 35) The Contractor will ensure that its employees are free from any communicable disease. The Police verification record of all the workers will have to be maintained by the Contractor. The Contractor/its servant(s)/its nominee will not be permitted to stay overnight in the canteen premises under any circumstances.
- 36) The Contractor should ensure a separate menu for its staff working in the mess.
- 37) The Contractor will not be permitted to franchise the services to any other party from the IIIT Sri City premises. Raw material stored in the Mess should be used exclusively for the student dining facilities in the IIIT Sri City Chittoor.
- 38) Use of plastic tea cups and plastic carry bags is prohibited and the Contractor shall use environmentally friendly material only for serving coffee, tea and for packing & carrying of food items.
- 39) Any change on menu items and changes in timing of operation etc., will require the permission of the IIIT Sri City Chittoor.
- 40) IIIT Sri City Chittoor is building an environment friendly/sustainable campus. All the efforts will be made to recycle the materials. The Contractor has to cooperate and follow guidelines issued by the Institute in this regard.
- 41) The Contractor shall ensure proper disposal of the collected solid/liquid waste on a daily basis under its own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIIT Sri City Chittoor campus. The Sri City Garbage disposal rates will be applicable. The same will be borne by the Contractor
- 42) It is the responsibility of the Contractor to segregate and dispose- off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at its own cost and as per prescribed norms/practice of the local authority/IIIT Sri City Chittoor.
- 43) The Contractor should ensure clearance of all the drains in and around the kitchen and dining hall frequently & regularly at its own cost. IIIT Sri City Chittoor will not pay any extra amount for the same. For any lapse on this front, a financial penalty will be levied.
- 44) Food should also be served at the designated place in the campus as and when required/ordered.
- 45) The Contractor at all times will keep the Kitchen/dining hall/washing area/raw material store free from flies/cockroaches/mosquitoes/rats and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the Contractor at all times.
- 46) Fire Fighting arrangement will be provided by the IIIT Sri City Chittoor at the start of the contract. However, the maintenance and services will be under the scope of the

contractor. The Contract has to be handed back to the IIIT Sri City Chittoor after finishing of the contract in good working condition.

- 47) Non-vegetarian food will be cooked in a separate area with separate utensils, stored and served separately. The food shall neither be too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the IIIT Sri City Chittoor community. The oil that remains from deep frying at the end of the day shall have to be disposed of and shall not be allowed to be used/recycled for the purpose of cooking again.
- 48) The mess vendor shall ensure that only freshly prepared food is served to the students/employees for all sessions, a variety and freshness must be ensured. The Contractor has to ensure that drinking water is provided at dining tables regularly.
- 49) The detailed daily meal wise menu specifying the Dals and Vegetables to be served will be identified at the beginning of each week/fortnight/month by the IIIT Sri City Chittoor. It will be mandatory for the Contractor to serve this pre-decided menu. In case of any difficulty in the same IIIT Sri City Chittoor must be informed well in advance.
- 50) The Contractor will be required to provide khichadi or any other suitable item for sick residents in lieu of the regular meals on demand. The Contractor will not serve any item that has not been approved by the IIIT Sri City Chittoor Administration beforehand.
- 51) Under any circumstances expired items must not be used in cooking. Use of colors/banned items as per industrial practices is prohibited. Menu will be checked by the nutritionist once in a quarter and the record will be kept for the same by the Contractor at its own cost.
- 52) The contractor shall procure and use the packed/branded product of groceries and other items that are approved by IIIT Sri City Chittoor authorities.
- 53) The IIIT Sri City Chittoor will inspect at any time all the items procured and the contractor is liable to carry out all the suggestions regarding the standard of items procured.
- 54) The IIIT Sri City Chittoor representatives issue the instructions from time to time for smooth running of the mess. Non-compliance may attract cancellation of the contract with appropriate penalty.
- 55) The contractor shall display the timings and menu everyday on the notice boards arranged for the purpose in the dining halls. Similarly food wastage by weight of the previous day may be displayed on the board.
- 56) Use of plastic materials like plastic cups, plastic carry bags, plastic glasses etc. is prohibited. Also the contractor has to dump the biodegradable and non-biodegradable waste from the mess separately in the bins/pits arranged by IIIT Sri City Chittoor.

Policy of assigning the students to the dining area:

- Students belonging to hostels (BH1, BH2, BH3 and BH4) inside the campus will be permitted to register for any mess irrespective of their hostel on a first cum first serve basis.

- A maximum of 900 students will be permitted to register in a given mess in a given month. The other students present in the campus will be registered to other mess automatically.
- Students belonging to location 3 (only dining) will be registered to each mess on a monthly basis initially and later as per the majority choice of the students this dining area will be attached to the mess of their choice.
- Mess vendors should maintain the track of students dining and submit the count for the payment. They should manage the proper biometric/facial recognition system for their dining locations
- Each dining area will be given with an assured number of students (90%) and any consumption over and above will be paid as per the proof produced by the mess vendor.

B. Additional terms and conditions:

- 1) The IIT Sri City Chittoor will not provide any transportation facility. The contractor shall make his own arrangement for his entire transport requirement including his employees.
- 2) The IIT Sri City Chittoor will not provide any accommodation for the employees of the contractor. The contractor has to make his own arrangements for the accommodation of the workers.
- 3) The Contractor shall be responsible for taking good care of all equipment, utensils etc.
- 4) If any repairs of the equipment are to be done on account of mishandling/negligence of the workmen, except normal wear and tear, the said items will be repaired by the Contractor at his own cost.
- 5) The Contractor shall be responsible for maintaining the entire dining area on the lounge (Kitchen, stores, dining hall service area etc.) and for cleaning those places spotlessly at all times.
- 6) The kitchen shall be opened at any time for inspection of materials/records to the duly authorized representatives of the IIT Sri City Chittoor.
- 7) It is the responsibility of the Contractor to store the material purchased by him in a neat, tidy and hygienic manner in the space provided by IIT Sri City Chittoor. The security of such material will be the sole responsibility of the Contractor.
- 8) The contractor should ensure that the vegetarian and non-vegetarian items preparation will be done separately.
- 9) The Contractor on a daily basis will do the disposal of leftover foods and other garbage at regular intervals outside office premises.
- 10) The Contractor will maintain and provide all necessary documentation, registers and records in connection with the performance of catering services and other related documents including for complying with any statutory requirement and provisions of applicable laws.
- 11) The Contractor should take all precautionary measures to ensure the safety of the staff employed by them and IIT Sri City Chittoor will not be responsible in case of any untoward incidents.
- 12) In case of any issues with the staff employed by the Contractor at IIT Sri City Chittoor, the same will be settled at the Contractor's end only. The Contractor will indemnify IIT Sri City Chittoor suitably. It shall be the duty of the Contractor to clearly inform its own personnel/staff that they will have no claim whatsoever

against IIIT Sri City Chittoor. The Contractor has to ensure that all labour laws are followed scrupulously.

- 13) The contractor shall not employ child labour as per the child labour act. Employment of child labour, defined as per relevant laws is strictly prohibited.
- 14) The Contractor shall maintain a register with name, age and address of all their employees working at IIIT Sri City Chittoor. premises.
- 15) The Contractor should obtain security passes for all his employees from IIIT Sri City Chittoor. The passes will be issued to all the staff, through IIIT Sri City Chittoor, as and when required. Further, the contractor must take back the passes/Id cards issued to staff who are leaving services.
- 16) The contractor will register with the Registrar of the concerned Central/State Body and shall abide by State Labor/Government of India (Ministry of Labor) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract including Works Contract, Act, minimum Wages Act etc. and shall indemnify IIIT Sri City Chittoor against all risks and damages arising out of the default on the part of the Contractor due to negligence or non- compliance of any of the aforesaid rules, regulations etc. laid down by the Government, Statutory authorities Regulations and other Government bodies, if any, from time to time.
- 17) The Contractor shall appoint adequate staff and a Manager as overall in-charge of catering services. The Contractor shall ensure that the staff in catering are suitably trained, well-mannered and in appropriate uniforms. The Hostel Administration of IIIT Sri City reserves the right to order deployment of additional staff if the services are inadequate

Staff Category	Number of staff to be employed for every 456 Students /shift
Manager	1
Store Supervisor	1
Cooks and Helpers	6
Housekeeping and dishwashing	8
Counter Staff	1 per counter

- 18) The Contractor shall be responsible for the proper conduct and behavior of the staff engaged by them.
- 19) The Contractor shall provide the uniform of appropriate colour and ID cards, the staff must display their ID cards as and when required.
- 20) The contractor shall ensure the continuity of the services and also supply the items as listed in the menu without any interruption.
- 21) The contractor shall ensure that the movement of its employees/workers are limited to the kitchen/dining halls operations only and not allow entering the hostel corridors and hostel rooms.
- 22) The contractor shall ensure that its employees/workers behave properly and do not give scope for suspicious activities/thefts etc.
- 23) Smoking, consumption/distribution of alcohol, use of paan and gutka is strictly prohibited in the IIIT Sri City Chittoor campus.
- 24) The contractor has to furnish the list of its employees/workers to IIIT Sri City Chittoor within two weeks of commencing of mess operations. The contractor shall inform the IIIT Sri City Chittoor authorities immediately in writing whenever the workers/employees are changed.
- 25) Staff should wear necessary hand gloves and caps/hair nets in the kitchen and

service areas.

- 26) All the employees posted at the Mess should undergo a medical examination once in every six months to validate their physical and fitness.
- 27) The Contractor is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Government of AP and GoI norms as applicable and should meet any other statutory and non-statutory benefits/obligations.
- 28) The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities.
- 29) The staff involved in mess activities are not entitled to play music systems/TV/ videos/other entertainment mediums in the dining hall.
- 30) The contract can be terminated by giving 2 months prior notice in writing by either party. In case of breach of terms and conditions, IIIT Sri City Chittoor reserves the right to terminate the contract without giving any notice, the Performance Guarantee shall be forfeited forthwith.
- 31) If during the tenure of the contract, the services of the contractor are found to be deficient or contrary to the interests of IIIT Sri City Chittoor, IIIT Sri City Chittoor reserves the right to terminate the contract giving a notice of two months in writing to the contractor with no liability to IIIT Sri City Chittoor whatsoever.
- 32) Outsiders are not allowed to dine in the dining locations of IIIT Sri City Chittoor.
- 33) During vacation periods IIIT Sri City Chittoor reserves the right to reduce the strength or to close the dining facilities totally with advance intimation to the Contractor. However, the Contractor has to serve the food during vacation with a minimum guarantee of 50 students/staff during vacation.

Hygiene and Sanitation Standards

1. Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms. Compliance to the hygiene standards will be checked periodically. Non-compliance to hygiene standards will be sufficient reason to terminate the contract.
2. The crockery, cutlery, furniture and utensils used in the preparation and serving of foods will always be in clean and in hygienic condition.
3. Cleaning and maintenance of kitchen equipment should be carried out on a regular basis following proper hygiene conditions.
4. Cleaning the mess premises including Dining Halls, Service Areas should be done and keeping surroundings neat, clean and hygienic periodic fumigation as and when required is necessary.
5. The food shall be cooked, stored and served under hygienic conditions.
6. The mess vendor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible.
7. In case of any food related disease to any member of IIIT Sri City Chittoor community, the Contractor will be responsible for reimbursement of complete medical expenses.

SPECIAL TERMS AND CONDITIONS

1. Persons above 50 years of age and pregnant women should not be engaged in the regular mess activities.
2. Persons with co-morbidities should not be engaged in the regular mess activities.

3. The contractor and all its employees should install Aarogya Setu Application (App) on compatible mobile phones and regularly update their health status on the App.
4. Physical distancing of at least 6 feet shall be followed.
5. Use of face covers/masks is mandatory.
6. Guidelines for use of masks. The correct procedure of wearing triple layer surgical mask:
 - a. Perform hand hygiene.
 - b. Unfold the pleats; make sure that they are facing down.
 - c. Place over nose, mouth and chin.
 - d. Fit flexible nose piece over Nose Bridge.
 - e. Secure with tie strings (upper string to be tied on top of head above the ears – lower string at the back of the neck.)
 - f. Ensure there are no gaps on either side of the mask, adjust to fit.
 - g. Do not let the mask hang from the neck.
 - h. Change the mask after six hours or as soon as they become wet.
 - i. Disposable masks are never to be reused and should be disposed of.
 - j. While removing the mask great care must be taken not to touch the potentially infected outer surface of the mask
 - k. To remove the mask first untie the string below and then the string above and handle the mask using the upper strings.
 - l. Disposal of used masks: Used mask should be considered as potentially infected medical waste. Discard the mask in a closed bin immediately after use.
7. Further Please follow the advisories issued by the Central and State Governments and requirements stipulated by the institute authorities instructions from time to time.
8. Ensure hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Provision for use of alcohol-based hand sanitizers (for at least 20 seconds) shall be made wherever feasible.
9. Entry & Exit points and common areas should have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.
- 10. Only Supervisors and Staffs who are double vaccinated shall be deployed. The Vaccination certificates should be produced to the IIIT Sri City Chittoor.**

4. BID EVALUATION

- a) The weightage for technical parameters (non-financial matters) : 70%
- b) Weightage for financial parameters : 30%

The proposal(s) with highest weighted combined score (quality and cost) shall be selected. Maximum technical marks to be allotted by the evaluation committee would be 100. The tenderer has to obtain a rating of above average in an overall performance rating on the feedback/ proxy site visits and a minimum score of 75 marks to be eligible for evaluation of financial bid. If none of the bidders have a technical evaluation score of 75 and more but fulfills the requirement of above average performance rating on the feedback/ proxy site visits, then the financial bid of the bidder who has scored highest technical score among the participating bidders will be taken up for further consideration. The criteria for awarding the marks for technical evaluation are as under:

Sl. No.	Parameters	Marks
1.	General Assessment	90
2.	Feedback / Proxy Site Visits	10
Total:		100

Evaluated Bid Score (B) will be calculated for each responsive bid using the following formula:

$$B = \frac{C_{low}}{C} X + \frac{T}{T_{high}} (1 - X)$$

Where,

C = Evaluated Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive bids

T = the total Technical Score awarded to the Bid

T_{high} = the Technical Score achieved by the Bid that was scored best among all Responsive bids

X = Weightage for the Price bid

The tenderer with the best Evaluated Bid Score (B) among responsive bids shall be the most advantageous bid. In case of a tie, the tenderer with higher technical marks would be awarded the contract. Further, even after doing so if there is a tie then the committee will decide on the appropriate procedure to be adopted for determining the eligible tenderer for award of contract.

The best evaluated bid shall normally be accepted. However, if the price offered by the best evaluated bidder is not acceptable, negotiation may be held with the best evaluated bidder. In case such negotiation does not provide the desired result, the reasonable or acceptable price may be counter offered to the next best evaluated bidder(s).

Final selection of the tenderer shall be based on the scoring system mentioned above. If the Tender Committee arrives at a decision that the rate quoted by any Bidder is too low with reference to the quality and quantity expected by the Institute, the respective tenders are likely to be rejected from further consideration. The Tender Committee reserves the right to negotiate the prices quoted by the Bidders. The catering service contract shall also be split among the successful bidders for operational and other reasons, as decided by the Tender Committee and the O/o Hostel Management, whose decision will be final and binding in this matter.

Note: The marks awarded for Tender Evaluation by the constituted committee shall be final and binding on the tenderers.

4. 1 General Assessment Sheet:

S.No.	Description	Maximum Marks
1	Providing catering services in academic institutions/CFTI for a minimum of 3 years from 2021-26	36
2	Catering License (Catering license / Shops & establishment license / FSSAI License)	Compulsory
3	Quality Certificate (ISO etc.)	Compulsory
4	Bidder Solvency	5
5	Central FSSAI License (License is compulsory however there is a 60 days grace period for the submission of license documents.	Compulsory
6	PAN	Compulsory
7	GSTIN	Compulsory
8	EPF	Compulsory
9	ESIC	Compulsory
10	Weightage based on the balance sheets for the financial years 2021-22, 2022-23, 2023-24, 2024-25 & 2025-26.	24
11	Weightage based on the performance report	10
12	Total No of employees of min 50	Compulsory
13	Presentation by the Bidder	15
Total		90

Criteria for General Assessment: (An appropriate formula will be decided by the committee before the opening of the Technical bid)

1. Academic Institutions

- a) Providing catering services to 801 students and above for a min of 3 years in 2021-2026 : 9 marks (per year 3 marks on prorated basis)
- b) Providing catering services to 601 to 800 students for a min of 3 years in 2021-2026 : 6 marks (per year 2 marks on prorated basis)

- c) Providing catering services to 301 to 600 students for a min of 3 years in 2021-2026 : 3 marks (per year 1 marks on prorated basis)
- d) Providing catering services to ≤ 300 students : No credit

+

- a) Providing catering services to 801 students and above for a min of 3 years in 2021-2026 in 2 to 5 Academic Institutions : 24 marks (per year 2 marks per institute on prorated basis)
- b) Providing catering services to 601 to 800 students for a min of 3 years in 2021-2026 in 2 to 5 Academic Institutions: 18 marks (per year 1.5 marks per institute on prorated basis)
- c) Providing catering services to 301 to 600 students for a min of 3 years in 2021-2026 in 2 to 5 Academic Institutions: 12 marks (per year 1 mark per institute on prorated basis)
- d) Providing catering services to ≤ 300 students : No credit

+

- a) Providing catering services to 801 students and above for a min of 3 years in 2021-2026 to more than 5 institutions : 3 marks (per year 1 marks on prorated basis)
- b) Providing catering services to 601 to 800 students for a min of 3 years in 2021-2026 to more than 5 institutions : 1.5 marks (per year 0.5 marks on prorated basis)
- c) Providing catering services to < 600 students No credit

Note: Canteen operations will not be considered for evaluation.

2. Balance Sheets

Turnover implies Total average turnover per year for any 3 years out of 5 years

Sl.No.	Average Turnover per year (Rs.)	Marks
1	>30 Crores	8
2	>20 to 30 Crores	6
3	< 20 Crores	0

3. Performance Reports (Average of the institutes considered for weightage)

- a Grading of Excellent : 10 marks
- b Grading of Very Good : 08 marks
- c Grading of Good : 06 marks
- d Grading of Fair : 04 marks
- e Grading of Poor : 00 marks

4. Employees

Mandatory requirement of 50 Employees

5. Presentation:

Bidders will present on the below aspects of mess operations before the committee for a 15% weightage

- Strengthening food quality, hygiene, and safety standards in preparation and serving.
- Adoption of technology-driven and efficient mess management practices.
- Ensuring procurement and use of high-quality materials and ingredients.
- Promoting balanced nutrition and healthy dietary practices for students.
- Enhancing transparency, monitoring, feedback, and accountability mechanisms.
- Capacity building and regular training for mess and kitchen staff.
- Reducing food wastage and promoting sustainable and environmentally responsible practices.
- Continuous improvement in overall student dining experience and mess operations.

6. Mess rebate to students

Students are eligible to get rebates from the mess bill. Every student who wishes to get a rebate in the mess bill shall notify his period of absence from the mess to the hostel administration. Hostel administration approves the same and sends a list of exempted students will be communicated to the respective caterers. Caterers will not be paid for the notified days of absence of the student. Each caterer shall be responsible for ensuring that the students who are given rebate are not allowed to dine during the period of said absence. Minimum number of days that a student is eligible to avail the mess rebate at a stretch is greater than FOUR days. However, students with medical reasons and with prior approval of institute authorities are not bound by the number of rebate days.

7. Payment to the Contractor:

Payment will be made once in fortnight on submission of bills in triplicate. Bills are to be submitted on or before 5th and 20th of every month and the payment will be released on or before 15th and 30th of the month respectively.

- INR 2/- per day out of the per day food charges of the awarded contract will be linked with the student feedback on a daily basis.
- Minimum 50% of the students must vote for the quality of the food and (based on the responses) INR 2/- per day per student will be released.
- Mess vendors should actively pursue this feedback mechanism and maintain the quality of the food.

Any penalties and mess rebates will be deducted accordingly and the remaining amount payable will be paid to the contractor.

8. Penalty Clause: Fines defined are for the first Instance of violation ‘X’.

2nd Instance of violation will attract 2X and 3rd Instance of violation will attract 3X. For every repeat of quality rule violation penalty will be multiplied by the Instance number accordingly.

Rule Violation	Fine per instance ‘X’
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Non-availability of complaint register on the counter / discouraging students from registering complaints	Rs. 10,000/-
Insects cooked along with food	Rs. 50,000/-
Soft objects like hair, rope, plastic, cloth, live flies etc. in food	Rs. 20,000/-
Any complaint of stones / pebbles of diameter more than 2 mm	Rs. 30,000/-
Hard and / or sharp objects like glass pieces, nails, hard plastic etc.	Rs. 40,000/-
Three or more complaints of unclean utensils in a week	Rs. 30,000/-
If Hostel Admin Office in consultation with students in present mess agrees that certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily	Rs. 20,000/-
Food poisoning	Upto Rs. 3,00,000/- depending upon severity
Timings mentioned in the tender or decided with the respective council should be followed strictly	Rs. 20,000/-
If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast and Tiffin	Rs. 30,000/-
Changes in menu of any meal without permission of mess committee	Rs. 20,000/-
If the quality of milk/curd is not found to be appropriate, or it is diluted. It should have 3-4% fat content or as recommended by the council.	Rs. 30,000/-
Inappropriate mess area hygiene or personal hygiene of employees including their dress and / or misbehavior by employees etc.	Rs. 40,000/-
Failure to maintain a proper health checkup of the employees	Rs. 20,000 /-
Using brands not mentioned in the contract without prior permission and adulteration	Rs. 50,000/-
Improper maintenance of gas cylinders / gas pipelines, related services.	Rs. 60,000/-
Use of newspapers to keep fried items or any cooked food will be fined severely	Rs. 30,000/-
Trespassing restricted areas	Rs 10,000/-

9. Work at Risk and Cost

The institute reserves the right to get the whole or part of the work executed by some other Contractor at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of the whole or part of the work is not satisfactory.

10. Insurance

The successful bidder (contractor) shall take third party insurance to cover any accident or accidents of nature, for an amount AS REQUIRED FOR this type of work against damage /loss/ injury to property or person or loss of life during the complete period of the contract. A copy of the insurance policy will be handed over by the contractor to the concerned authority of the Institute before the starting date of the work as specified in the work order/letter of

intent. In case the contractor fails to take the insurance policy, the Institute would arrange for the same at the cost of the contractor, alternatively, the institute may stop payments of bills to the contractor till insurance is arranged by the contractor or terminate the contract at the risk and cost of the contractor.

11. Indemnity

The contractor shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Royalty, Octroi, GST, Works contract etc, and shall keep the institute indemnified against all penalties and liabilities of any kind of breach of any such statute ordinance or law/regulations or Bylaws. **The contractor shall not employ child labour.** Payment to workers must be according to the Minimum Wages Act.

12. Compliance with the Institute rules and Regulations

The contractor shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline and Decency at and around the work site, Safety Precautions and Safety Regulations.

13. Arbitration

In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator be appointed by the Director, Indian Institute of Information Technology, Sri City, Chittoor and the decision of the Arbitration will be binding on both parties of this agreement.

14. Jurisdiction

It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Tirupati District alone shall have jurisdiction to the exclusion of all other courts in any place in the Union of India so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Tirupati

15. Authorization

The Contractor shall submit to the institute the names, designation and specimen signatures of the persons authorised by him to draw materials, sign joint measurements, bills, receive payments, receive instructions/notices etc, behalf of the contractor.

16. Access to site

The contractor shall allow unhindered access to the institute and/ or any other party or person, engaged by the Institute to work at the same site and /or to check/ regulate/ watch/ guard/ measure/ inspect, solely or jointly with the contractor.

17. Safety and Security

The contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.

Sd/-
Registrar
IIIT Sri City, Chittoor

Annexure I
UNDERTAKING FORM

To

The Registrar
IIIT Sri City Chittoor
PIN:517646

Dear Sir,

1. Having visited the site and examined the complete tender document including instructions for bid submission, terms and conditions, we offer to serve foods and run the mess in conformity with the conditions for contract, specifications, and Bill of Quantities of this Tender Documents or such other sum as may be ascertained in accordance with the said conditions of contract.
2. We agree to abide by this tender for the period of ninety days from the date fixed for receiving of tender and it shall remain binding upon us and may be accepted at any time before the expiry of the period.
3. Unless and until a formal Agreement is prepared and executed this tender together with your Acceptance thereof shall constitute a binding contract between us.
4. We understand that you are not bound to accept the lowest or any tender you may receive. Also you are not bound to assign any reason for rejection of any tender.

Datedday of.....2026

Signature.....

In the capacity of duly authorized to sign Tenders on behalf of

.....

Address of bidder:

.....
.....
.....
.....

Witness:

Signature.....

Annexure –II

BASIC DETAILS TO BE FURNISHED BY THE BIDDERS

S.No.	Description	Information
1a.	Name of the Firm / Company :	
	Date of Incorporation/Establishment	
	Complete Address	
	Phone No.	
	Mobile No.	
	Email id	
	Constitution: Proprietorship/ Partnership/ Pvt. Ltd Co./Public Ltd Co.	
1b.	Details of Proprietor /Director/MD :	
1c.	Contact Person/Representative Name and Designation :	
	Phone (with STD Code)	
	Mobile No.	
2a.	Licence No. (FSSAI certificate number)	

	GSTN	
	PAN	
	ESI	
	EPF	
	(Enclose copies of the above)	
2b.	Proof for payment of Income Tax and GST (last six years) (copy of Income Tax and GST payment to be enclosed)	
3	No. of Food Courts/dining facilities serviced in Higher Education Institutions (Enclose list of works handled from FY 2021-22 to 2025-26 and ongoing work, separately with all the relevant documents (Copies of Work Orders including Menu, Rates, No. of students served etc of all works)	
4.	Whether Quality Certification obtained for any of the Food Courts/Dining facilities/Catering Services provided. For example FSSAI, ISO etc., (If yes, copy to be enclosed, showing the validity)	
5	Bidders Solvency (Capital Employed) Rs. (in lakhs) (Solvency Certificate for an amount not less than Rs.50.00 lakhs should be enclosed)	
6	Turnover per annum Rs. (in lakhs) Authenticated copy of audited statement of Accounts during the four financial years (from 2021-22 to 2025-26)	

7	No. of Employees (Please attach proof of ESI, PF records of list of employees in summary)	Regular
		Temporary
8	Litigations, if any, connected with Catering work	Yes/No (If yes, details to be furnished)
9	Authorized Signatory Details	
	Name:	
	Designation	
	Email	
	Contact No.	
	Address	
10	Details of contact other than Authorized Signatory	
	Name:	
	Designation	
	Email	
	Contact No.	
	Address	

11	Any other information in support of the credentials	
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This is to certify that the above facts are true, complete and correct to the best of my knowledge and belief. Further, it is certified that I/We have read and understood the terms and conditions of the Tender Notice.

I/We give an undertaking and give our unconditional and unequivocal acceptance of all terms and conditions of the Tender and agree to abide by these terms and conditions.

List of licences to be included.

Signature and Seal of the bidder

Name in Block letter

Seal

Designation

Contact no.

Full Address

Date:

Place:

-

Note : i) Authenticated certificates, testimonials and proof of experiences to be produced in support of information furnished above.

ANNEXURE – III

DECLARATION REGARDING BLACK-LISTING AND/ OR LITIGATIONS

I/we hereby declare that our firm/Contractor is not black-listed by any Ministry or Department of Central Government/State Government or PSU or other bodies under the Central Government/State Government. I/we further declare that no criminal case is registered or pending against the firm/company or its owner/partners/directors anywhere in India.

Date the day of 2026

Signature and Seal of the bidder

Name & Address of Bidder

ANNEXURE IV

Proof for payment of GST

(During the Five financial years from 2021-2022 to 2025-26)

Financial Year	Taxable Value (Rs.)	GST paid (Rs.)
2021-22		
2022-23		
2023-24		
2024-25		
2025-26		

(Please enclose copy of GST Return & payment receipts)

Proof for payment of Income Tax

(During the four financial years from 2021-22 to 2024-25)

Financial Year	Assessment Year	Gross Income (Rs.)	Net Income (Rs.)	Income Tax paid (Rs.)
2021-22	2022-23			
2022-23	2023-24			
2023-24	2024-25			
2024-25	2025-26			
2025-26	2026-27			

(Please also attached form 26AS downloaded from TDS Centralized Processing Cell of Income Tax Department)

Date the day of 2026

Signature and Seal of the bidder

Name & Address of Bidder

ANNEXURE V

Solvency Certificate

(To be issued in the letterhead of the Bank)

Name of Entity/Authority

Address

This is to state that M/s _____ having Regd. Office at _____ is/are a customer of our Bank for over _____ years, and is/are presently enjoying certain credit facilities with us. The conduct of the account(s) of the Company has been satisfactory. The company can be considered good up to Rs. 50 lakhs (Rupees Fifty lakhs only) in terms of Net Worth shown in their Audited Balance sheet as on _____. This certificate is being issued for Bidding Catering Tender 2026-27 at IIIT Sri City Chittoor.

This certificate is issued for the above-mentioned specific purpose, and at the specific request of our customer M/s. _____.

Authorized signatory of the bank

with seal and Date

N.B. Solvency certificate in any other format will not be considered for tendering process

ANNEXURE VI

Quality Certification obtained

S.No.	Issued by	Valid until

Attach photocopies in support of the above.

Date the day of 2026

Signature and Seal of the bidder

Name & Address of Bidder

ANNEXURE VIII

PERFORMANCE REPORT FOR RUNNING OF HOSTEL MESSSES SUCCESSFULLY IN RENOWNED EDUCATIONAL INSTITUTIONS SUCH AS IITS, NITS, IIITS, IIMS, AIIMS, CENTRAL UNIVERSITIES OR INSTITUTE OF NATIONAL IMPORTANCE

(To be issued by the organization where facility is being provided)

1. Name of the Owner :
2. Name of the Company/Firm & Location :
3. Name of organization where catering services are provided :
4. Name and contact No. of the person in the Organization for verification :
5. Date of award of contract :
6. Date of expiry of license/completion of contract :
7. Performance Report

a)	Quality of items / works	:	Excellent / Very Good / Good / Fair / Poor
b)	Resourcefulness	:	Excellent / Very Good / Good / Fair / Poor
c)	Interpersonal relationship	:	Excellent / Very Good / Good / Fair / Poor
d)	Punctuality Opening & Closing of shop and Maintaining service hours.	:	Excellent / Very Good / Good / Fair / Poor
e)	Regularity in paying dues	:	Excellent / Very Good / Good / Fair / Poor

Date:

(Signature with Name, designation and
Seal of the organization)

ANNEXURE – IX
ANNUAL TURNOVER DETAILS

<i>Evaluation Criteria</i>			<i>Remarks</i>
<i>Bidder's Annual Turnover for the last three out of five financial years from similar catering services.</i>	<i>Financial Year</i>	<i>Turnover in Rs.</i>	-
	2025-26		Supporting Documents are to be attached
	2024-25		
	2023-24		
	2022-23		
	2021-22		

Date:

Place:

Seal

Authorized Signatory:

Name:

Designation:

Contact No

ANNEXURE-X
ANNUAL PROFIT DETAILS

<i>Evaluation Criteria</i>			<i>Remarks</i>
<i>Bidder's Annual Profit for the last six financial years .</i>	<i>Financial Year</i>	<i>Profit as per books of Accounts</i>	-
	2025-26		Supporting Documents are to be attached
	2024-25		
	2023-24		
	2022-23		
	2021-22		

Date:

Place:

Seal

Authorized Signatory:

Name:

Designation:

Contact No.

ANNEXURE-XI

Provide details of top 5 (Longest serving) / Provide details of top 5 (Longest serving)

NIT No.						
Name of the Bidder						
A.	Provide details of top 5 (longest-serving) (Running of Hostel Messes successfully in renowned Educational Institutions such as IITs, NITs, IIITs, IIMs, AIIMS, Central Universities or Institute of National Importance)	Name of the client 1	Name of the client 2	Name of the client 3	Name of the client 4	Name of the client 5
A. 1	Duration of Service					
A. 2	Starting Date					
A. 3	Ending Date					
A. 4	No. of Students served					
Note: Attach invoices for each client along with Work Order including student strength, Menu, Rates for each client)						
B	Provide details of current Clients (Running of Hostel Messes successfully in renowned Educational Institutions such as IITs, NITs, IIITs, IIMs, AIIMS, Central Universities or Institute of National Importance.)	Name of the client 1	Name of the client 2	Name of the client 3	Name of the client 4	Name of the client 5
B. 1	Starting Date					
B. 2	Contract Ending Date					
B.	No. of students					

3						
Note: Attach invoices along with Work Order including student strength, Menu, Rates for each client						
This is to certify that the above facts are true, complete and correct to the best of my knowledge and belief. Further, it is certified that I/We have read and understood the terms and conditions of the Tender Notice.						
Date				Signature of the bidder with seal of the Firm/Company		

Annexure XIII

Form of Performance Security (Guarantee) Bank Guarantee Bond

In consideration of the Indian Institute of Information Technology Sri City Chittoor (hereinafter called “IIIT Sri City Chittoor”) having offered to accept the terms and conditions of the proposed agreement between And (Hereinafter called “the said contractor (s)”) for the work of providing catering services as per agreement and the same having been unequivocally accepted by the catering contractor (Hereinafter called “the said agreement”)

and having agreed to production of an irrevocable bank Guarantee for Rs/- (Rupees only) as security / guarantee from the contractor (s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1) We (Hereinafter referred to as “the Bank”) hereby (Indicate the name of the Bank) Undertake to pay to IIIT Sri City Chittoor an amount not exceeding Rs..... (Rupees Only) on demand by IIIT Sri City Chittoor.

2) We do hereby undertake to pay the amounts due and payable under this Guarantee without any demure/reservation, contest, recourse or protest and credit without any reference to the catering contractor, merely on a demand from IIIT Sri City Chittoor stating that the amount claimed is required to that recoveries due or likely to be due from the contractor (s). Any such demand on the Bank shall be conclusive as regard the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs (Rupees Only)

3) We, the said bank further undertake to pay to IIIT Sri City Chittoor any money so demanded notwithstanding any dispute or disputes raised by the contractor (s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present guarantee being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability payment therein under and the contractor (s) shall have no claim against us for making such payment.

4) We further agree that the guarantee herein (indicate the name of the bank) Contained shall remain in full force and effect during the period that would be taken for the said performance of the said agreement and that it shall continue to be enforceable till all the dues of IIIT Sri City Chittoor under or by virtue of the said agreement have been fully paid and claims satisfied or discharged or till Competent Authority on behalf of IIIT Sri City Chittoor certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor (s) and accordingly discharges this guarantee.

5) We further agree with IIIT Sri City Chittoor that (Indicate the name of the Bank) IIIT Sri City Chittoor shall have the fullest liberty without our consent without effecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor (s) from time to time or to postpone for any time or from time to time any of the powers exercisable by IIIT Sri City Chittoor against the said contractor (s) and to forbear or enforce

any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor (s) or for any forbearance, act of omission on the part of IIIT Sri City Chittoor on any indulgence by IIIT Sri City Chittoor to the said contractor (s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6) This guarantee will not be discharged due to the change in the constitution of the bank or the contractor (s).

7) We lastly undertake not to revoke this (Indicate the name of the Bank) Guarantee except with the previous consent of IIIT Sri City Chittoor in writing.

8) This guarantee shall be valid up to unless extended on demand by IIIT Sri City Chittoor. Notwithstanding anything mentioned above, our liabilities under this guarantee are restricted to Rs(Rupees

only) and unless a claim of writing is lodged with us within six month of the date of expiry or extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the day of for

(Indicate the name of the bank)

Annexure XIV

Checklist			
S.No.	Description	Submitted/Not Submitted	Page Number
1	Providing catering services in academic institutions/CFTI for a minimum of 3 years from 2021-26		
2	Catering License (Catering license / Shops & establishment license / FSSAI License)		
3	Quality Certificate (ISO etc.)		
4	Bidder Solvency		
5	Central FSSAI License (License is compulsory however there is a 60 days grace period for the submission of license documents.		
6	PAN		
7	GSTIN		
8	EPF		
9	ESIC		
10	Weightage based on the balance sheets for the financial years 2021-22, 2022-23, 2023-24, 2024-25 & 2025-26.		
11	Weightage based on the performance report		
12	Total No of employees of min 50		

The proposed menu (tentative) for IIIT Sri City is attached for reference. The final menu will be presented during the pre-bid meeting.

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
Breakfast	Note: Drink 8 oz. Jar, Milk, Tea, Coffee, Cornflakes, Banana (1), Sugar to be avoided everyday in breakfast.							
	Regular Items	Ban Daal Paratha	Pangra + Hyson Rusk (2)	Puri	Lal + Halwa (2)	Boiled Dhaal /Ling + Paratha	Rangra Lgarn + Paratha (1)	Salam + Lgarn/Waite Chana
	Accompaniments	Kwami omaleta, Pickle, Curd	Canaal + Bradawal Chutney, Luntardar	Aloo + Daal Masala	Cabalal Chutney, Butter, Pickle, Olive	Qayourt Chutney / Luntardar	GaramChutney / Nargis (Matida)	Qayourt/Chutney/Luntardar
	Copt-1	Copt-1	Colabel (1)	Copt-1	Colabel (1)	Copt (1)	Colabel (1)	Copt(1)
	Sorata	Kachumber Salad	Diced black channa	Green Gram	Matki	Kachumber Salad	Boiled Peanuts	Boiled Chanai
Lunch	With Roti, Curd, Aachar, Ivy Gourd+ Cucumber+Carrot+Onion+Lemon+Assfood (Atleast Three Items)/Note: Avoid too high in fat all quantity without avoiding it.							
	2 Items	Dopnm Onionsy, Chanaal	Chingri, Bhumaa Palak, Tock, Dalia	Pahlar Mango (Test), Okra (1)	Pulka, Gangan Chutney / Pak, Dalia	Pabl/Rottage Palak Paneer, Fullk Dalia	Chanaal, Gongons Chutney	Chanaal, Paok, Ome
	Curry Item	Brinjal Tomato Curry	Pakora Curry	Ridge Gourd Channa Dal / Palak	Stuffed Potato Curry	Aloo in other masala	Chanal Curry	Jashabal Ogra in White Curry
	Dal / Bean	Dal paisa askar	-	Iody Moong Dal	Moong masoor dal	-	Mashcroodle dal	-
	Dry Item	Cairal Beans Potato/ cabbage peas potato	Aloo (G)	-	-	Peer Besarar Dry	Beanoot Potato	Aloo behia/Shotu Capsicum
	Sandwich/Asian/Chinese	-	Chickenish hakkain bamboo	Tomoto Pealian	Mishasian chow	Dhanashak / salad sandwich	Panjeeri Halwan	Mix veg sanwich
	Drinks	Plumberriion Juice	Lemon Juice	Watermelon Juice	Muskmelon Juice	Pabanenca Juice	Pineapple Juice	Larenj Juice
Snacks	Snacks Items	Banena (2) + Ketchup	Masala Dhelay (Mixed Milled chaat	Sweet Corn + spice+lemon	Pani Puri (3)	Melon por + green Chutney	Pakkis Calabasa / Potato + Chutney
	Drinks	Milk, Tea, Coffee, Sugar	Milk, Tea, Coffee, Sugar	Milk, Tea, Coffee, Sugar	Milk, Tea, Coffee, Sugar	Milk, Tea, Coffee, Sugar	Milk, Tea, Coffee, Sugar	Milk, Tea, Coffee, Sugar
Dinner	Note (Add 4 - 5 Cucumbers everyday/day and 80 gm. Quantity of Paneer in Paneer preparations / 100 gm. of salad to be regular quantity without exceeding).							
	2 Items	Pulka, Pahlar, Cauliflower (gowe/gatta), Rayta	Pulka, White Rice, Dal Fryaa	Pulka, White rice, Palak, Pyaz - Curry	Dum aal Chingni, White Rice, Curd	Pulka,Palak, Potato, Fryaa	White Rice, Curd	Pulka, White Rice, Curd, Fry Item
	Curry Item	Veg Pulao	Kichdi Masoor	Nadej jangalala	Kala Urad, Popper Chicken Masoor/Why, Mothar Paneer	Chenyana Palak, Muskmelon Curry	Paal, Choca Masala	Jibrotarral
	Dal / Bean	Mix Veg / Chicken Pepper i e Hyshan bod Ryaya / Veg Paneer (diyall)	Gongan dal/Moong Dal	Veg Micodes + Tomato Ketchup				Punjabis Indori Sandwich
	Dry Item	-	Mix gourd fry		-	-	-	
	Sandwich/Brown	-	-	-	-	-	-	garlic maan
	Fruits	-	Pineapple	Watermelon	-	muskmelon	-	-
Sandwiches arenas	Cup hot Chaan, Pakora Chips	Mamgip Popcorns	-	Pani cake bread	Q dalu Januar (2)	spice potato	Pineapple Kewarl	
Note: (Juice (Lemon / panta + any fruits are any kind)								
SPECIAL COUNTER (Weekly Once on Wednesday): Pachar - Quill paneer (veg) / Pich fry (pompfret), Main Course - Paneer, Palak Masala (veg) / Butter Chicken Masala, Dal/Iodat Dal/Tadka, Veg Pulao, veg shavya, cutlet/raw, Lacchadar Custard, Jal - Watermelon, Kharal/Ianjus.								

INSTRUCTIONS FOR SUBMITTING TENDER

INSTRUCTIONS FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

Registration:

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrollment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

Searching for Tender Documents:

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

Preparation of Bids:

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of

documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

Submission of Bids:

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128-bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the

server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

Assistance to Bidders:

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact details of the helpdesk are +91 0120-4711 508, +91 0120-4200462, +91 0120-4001002, +91 0120-4001005 and support-eproc@nic.in.