



Tender Ref. No. IIITB/CTR-001/2022

Date : 04.11.2021

Tender for Catering Services & Tuck shop Operation at IIIT Campus at Bangalore

International Institute of Information Technology-Bangalore, located at 26/C, Electronics City, Bangalore, Karnataka - 560100, invites Bids from reputed Caterers in Bangalore for providing food catering & Tuck shop operation services to about 900 students per day (Breakfast, Lunch, Evening Snacks, Dinner and Tuck shop operation).

1. Tender Details :

1.	Tender No	: IIITB/CTR-001/2022
2.	Name of the work	: Tender for Food Catering Services & Tuck Shop Operation
3.	Student Strength	: Catering services for appx 900 students per day (except during Festive Holidays, Institute Breaks and internships, when numbers will be lesser)
4.	Contract Period	: 1 st January, 2022 to 31 st December 2024 (Extendable for additional one year upon satisfactory feed back from the Students)
5.	Earnest Money Deposit (EMD)	Rs. 10,00,000/- (Rupees Ten lakhs only) to be deposited in the form of Demand Draft, drawn in favour of 'International Institute of Information Technology-Bangalore' payable at Bangalore, from any Nationalized or approved Scheduled Bank valid for 90 days from the last date of submission.

1.01) The Tender documents can be downloaded from www.iiitb.ac.in

1.02) The tenders shall be submitted in the following manner and shall contain details / documents as listed below,

- a) One sealed envelope super scribed "**Technical Bid (Part-I) - Tender for catering services & Tuck shop Operation at IIITB**" shall contain the following:
- Covering letter (as per **Annexure-1**) on the letter head of the bidder signed by authorized signatory.
 - Profile of the bidder (as per **Annexure-2**)
 - Tender document (downloaded from IIITB site) signed by the authorized signatory.
 - Demand Draft (EMD amount) of Rs 10 Lakhs, drawn in favour of 'International Institute of Information Technology-Bangalore, payable at Bangalore, from any



Nationalized or approved Scheduled Bank valid for 90 days from the last date of submission.

The said Demand Draft submitted by all unsuccessful tenderers will be returned once the contract is awarded to the successful tenderer.

The said Demand Draft submitted by the successful tenderer will be released against the submission of a Bank Guarantee of Rs 10 Lakhs, valid till end of the contract as security deposit.

- v. Sample Menu (**Annexure-3**) signed by the authorized signatory.
 - vi. Valid Food license,
 - vii. Firm registration certificate, Trade & Labour License,
 - viii. GST registration Certificate,
 - ix. ESI & PF Registration Certificate,
 - x. PAN card in firm's name.
 - xi. FSSAI Certificate
 - xii. ISO 22000:2018 Certification (for any of the kitchen facilities serving presently)
 - xiii. Filled "Check List for Technical Bid" as per **annexure-4**.
- b) One sealed envelope super scribed "**Commercial Bid (Part-II - Tender for catering services & Tuck Shop Operation at IIITB)**" shall contain the following:
- i. Filled and Signed Copy of **Annexure – 5**
- c) Both the envelopes (technical bid as well as commercial bid) shall be placed by the bidder in an outer sealed envelope super scribing "**Tender for catering services & Tuck Shop Operation at IIITB**" and may be submitted to reach IIIT-Bangalore before 13:00 Hrs (1:00PM) on 02.12.2021
- d) Sealed Tenders addressed to
**Chief Administrative Officer ,
International Institute of Information Technology,
26/C, Electronics City, Phase-1, Bangalore – 560100**
may be submitted in the form of two bid system to reach IIITB before 1.00 pm on 02.12.2021
- e) The full name and postal address of the bidder shall be written on the bottom left hand corner of the sealed covers.
- f) Bidder/authorized signatory shall sign on each page of the tender.

Timelines for Food Catering Services & Tuck shop operation :

No	Task	Date
1	Release of tender notification in IIIT-B website	4 th November, 2021
2.	Pre-bid meeting with bidders at IIIT-B Campus	11 th November, 2021, 15:00 Hrs
3.	Last date for submission of bids	2 nd December, 2021, 13:00 Hrs
4.	Opening of Technical Bids	2 nd December, 2021 15:00 Hrs
5.	Verification of Documents	3 rd December, 2021
6.	Sample meal preparation at Campus (shortlisted only)	6 th December – 10 th December
7.	Completion of evaluation of Technical Bid	10 th December, 2021
8.	Opening of Commercial Bids	10 th December, 2021
9.	Issue of Letter of Award	13 th December, 2021
10.	Start of Catering Service Contract	1 st January, 2022

1. Eligibility Criteria & Document submission :

The following is the minimum eligibility criteria for the bidder to participate in the tender “for providing Food Catering & Tuck Shop Operation services to IIITB,

- 1.01 Bangalore based Caterer and with the registration of catering services under the relevant statutory Act, as a registered firm or a company to run food catering services.
- 1.02 Should be free from all the encumbrances, liabilities, disputes and litigations with respect to its ownership and shall have all required approvals/permissions from the competent authorities to participate in the bidding process.
- 1.03 Valid Food license, Trade License, Labour License, GST registration Certificate, ESI & PF Registration Certificate, PAN card in firm’s name.
- 1.04 Presently serving to Educational Institutes, not less than 800 Student’s four daily meals per day (Morning, Afternoon, Evening, Night)– **PO copies & testimonials to be submitted.**
- 1.05 Caterer should have executed Single / Multiple contracts in a single financial year in any of the last Three years **(IT return & audited Balance Sheets to be enclosed)**
 - Single service of Rs 400.00 Lakhs in any one of the last Three years
 - Two services of Rs 250.00 Lakhs in any one of the last Three years
 - Three services of Rs 200.00 Lakhs in any one of the last three years



- Customer satisfactory certificates must be enclosed **(Financial Bids of the firms will not be opened if these certificates are not enclosed.)**
- 1.06 Caterer should have FSSAI certificate in their existing Catering services **(Copies to be enclosed)**
- 1.07 The selected Vendor should obtain FSSAI Certificate for IIITB facilities (at his own cost) within one month of the award of the contract and maintain the standards set by FSSAI during the Contract period.
- 1.08 **Certificate Copy of ISO 22000: 2018** for “Food Safety Management System”, certifying activities like “Preparation of Food with Temperature Controlled Storage, Pre-Preparation like Sanitation, Peeling, Chopping, Grinding, Marinating, Grilling, Preparation like Cooking, Roasting, Frying, Temperature Controlled Holding, Distribution and Service of Food” must be enclosed.
- 1.09 Caterer should not been blacklisted by any of the Organization at any point of time and no criminal/civil case is pending against the said Caterer.
- 1.10 An undertaking signed by the authorized signatory stating that all the terms and conditions given in the document “Tender for food catering services & Tuck shop Operation” No. **IIITB/CTR-001/2022**, 1st November, 2021, are acceptable. **(As per Annexure-1)**
- 1.11 All the supporting documents should be self-attested by the authorized signatory of the firm.

2. Pre-Bid meeting :

A Pre bid meeting will be conducted at IIIT-B as per the “Timelines for food catering tender & Tuck Shop operation” Interested bidders who would like to seek clarifications may attend the meeting.

3. Evaluation of Bids:

- 8.01) Technical Bids will be opened on 2nd December, 2021 and only Technically qualified Bidders will be shortlisted for next round.
- 8.02) Short listed bidders (in Technical Bids) will be asked to prepare one meal at IIITB Campus on specified day to cater 50 members of “Food approval Committee” comprising of students / Faculty / Staff.
- 8.03) “Food Approval Committee Members” grade “Excellent”, “Good”, “Bad” or “Not Acceptable”
- 8.04) Institute will open the commercial bids of graded “Excellent” and “Good” only.



- 8.05) Institute will award the contract to the successful bidder (Not necessarily, Commercially L1) who has been determined to have qualified in the evaluation of “Food approval Committee members” and Commercial Bid.
- 8.06) The authorized Committee of the Institute may visit and inspect the shortlisted bidder’s premises to inspect food quality, food preparation area & hygiene factors.

4. Menu / Timings / Available Facilities / SOP :

**A) Menu - Broadly, menu for Breakfast, Lunch, Evening Tea and Dinner is as follows.
(Sample menu is as per Annexure-3)**

i) Breakfast –

- Bread, Butter and Jam (unlimited)
- Tea, Coffee, Milk, Sugar (unlimited)
- South Indian / North Indian Breakfast
- Two Boiled Eggs weekly two times (served in separate counters)

ii) Evening Snacks -

- Tea/Coffee and Snacks

iii) Lunch & Dinner –

- One Sweet or Cut Fruit or Ice Cream
- Indian Bread
- Vegetable gravy
- Vegetable dry
- Flavoured Rice
- White Rice
- Dal or Sambar
- Rasam
- Green Salad or Sprouts
- Papad or Fryam
- Pickle
- Sugar
- Saunf
- Curd or Raita or Butter Milk or Curd Rice

iv) Non Veg Lunch or Dinner

- Weekly three Chicken Dry or Gravy dish to be served for non-vegetarians replacing Vegetable Dry or Vegetable Gravy dish (120gms Chicken + 80 gms Gravy)
- Non Veg dishes to be served for dinner only.
- Chicken dishes are new addition and are not appeared in **sample menu**.

Weekly menu will be fixed by Student’s Food Committee in consultation with your Chef to bring in variety of food.

B) Tuck Shop Operation -

Institute has demarcated an area, to facilitate the establishment of a Tuckshop. Caterer to furnish the same for the operation. Tuckshop to be kept operational from 8:00am to 2:00am and services to be provided all the days of the week, irrespective of the holidays.

This service is Counter Sales service and Caterer to collect the payment from the Students / Staff / Faculty, directly against the delivery. Caterer to agree with Food committee on items to be served and the price per each dish. Broadly expected dishes are as follows,

- Tea / Coffee / Milk / Bournvita / Hot Chocolate / Boost / Horlicks etc
- Branded Ice creams & Cold Beverages
- Chips & Biscuits
- Milk Shakes & Fresh Fruit Juices
- Veg Parathas, Bhajias, Samosa
- Sandwiches
- Assorted Maggies
- Boiled Egg, Egg Omelette, Egg Bhurji etc.

C) Other Conditions for Catering Services –

- i) All Items shall be prepared in the premises and served hot.
- ii) All items shall be served unlimited except for sweets, fruits, Eggs, Snacks in Evening Tea and Non Veg in dinner.
- iii) Catering services to be provided all the days of the week, irrespective of the holidays.
- iv) **Items to be prepared LIVE** : Items like Puri, Dosa, Jelebi or any other food items (which are required to be cooked LIVE) should be prepared “LIVE” in the respective locations.
- v) The Caterer is responsible for arranging and maintenance of the required cooking equipment for preparing items “LIVE.
- vi) **Three** counters should be operational during Breakfast, Lunch, Dinner for the whole duration except for first and last 15mins, during which two counters should be operational.



- vii) A weekly menu for the Breakfast, Lunch, Dinner will be made and submitted by **the IITB's Food Committee** which will have a variety of North and South Indian menu to be strictly followed.
- viii) Caterer hereby reserves the right to make small adjustments to the menu, after intimating IITB's Food Committee if certain ingredients / Vegetables are not available due to the reasons that are beyond Caterer's control.
- ix) Non garlic and non onion dishes (1 vegetable and 1 dal) to be provided for Lunch and Dinner for a limited set of students.
- x) Food Festivals / Theme Lunches (Karnataka, Kerala, Andhra, Gujarati, Rajasthani etc) to be provided, matching the occasion/festivals either for Lunch or Dinner during special occasions / festivals (to be agreed with IITB's Food Committee)
- xi) IITB is 100% Residential students Campus and operate through single catering facility for 365days. The number of meals/breakfasts will remain more or less same except during Institute holidays and festive seasons. Caterer should check the actual Students count on daily basis with the Estate Office and prepare food accordingly. **IITB will release payments for the actual students count on that day.**
- xii) Additional appx. 50nos of Faculty, Staff, Start-ups may avail Food on week days.
- xiii) The payment of food charges for Faculty, Staff, Start-ups shall be made by themselves. A separate register shall be maintained by the Caterer for providing breakfast / lunch evening snacks / dinner service to the faculty and staff. Caterer shall collect the payment towards the settlement directly from the faculty, staff and start-ups on proportionate billing basis once in a month. The caterer shall provide receipts to the staff for such payments.
- xiv) Institute shall issues guest vouchers for breakfast / lunch / dinner for entertaining its guests. Institute also may request special lunches for limited number of guests in different location (within the campus) Separate bill in this respect may be made on the basis of proportionate cost of the monthly bills or as per mutually agreed prices. The bill in this regard shall be raised on monthly basis and payment obtained from the office of IITB.

D) Food Serving Timings –

Caterer should strictly adhere to the timings mentioned below

<u>Weekdays (Monday to Friday):</u>	
Breakfast	7:30 am to 09.45 am
Lunch	12:30 pm to 2:15 pm
Tea/Coffee/Snacks	4:30 pm to 5:45 pm
Dinner	7:30 pm to 9:30 pm
<u>Weekends (Saturday and Sunday) and Holidays:</u>	
Breakfast	7:45 am to 10:00 am
Lunch	12:45 pm to 2:30 pm
Tea/Coffee/Snacks	5:00 pm to 6:30 pm
Dinner	7:30 pm to 9:30 pm
Tuck Shop	
Tuck shop	8:00 am to 2:00 pm

E) UTILITIES

- i) **Gas** – IITB shall provide gas connection and the Caterer shall arrange for regular supply of gas at his own cost.
- ii) **Electricity** - The charges for electricity consumed for lights, exhaust and other electrical appliances in the Kitchen will be borne by the Caterer. **IITB will deduct these charges in monthly bills on actual consumption basis + GST**
- iii) **Water Supply** - The water required for running the Canteen and maintaining the Canteen Block shall be supplied by IITB. The water charges on actual consumption **(as per Elcita Charges + GST)** will be recovered from the Caterer's monthly bill. The Contractor shall ensure utmost economy in the consumption of water and shall ensure that there is no wastage of water in the canteen. Leaking taps shall be brought to the notice of IITB well in time to repair the same.
- iv) **Water for Cooking & Drinking** – IITB shall provide RO water for cooking and drinking purpose free of cost. Caterer to ensure limiting the usage of RO water only for Cooking and drinking purpose.
- v) **Kitchen Equipment** – Institute has most modern cooking facilities with serving counters and dining facilities. List of Kitchen equipment/facilities enclosed in **Appendix-6**



- Steam cooking facilities with exhaust system, Cold & Dry storage
- Three Serving Counters (please refer kitchen equipment list)
- Dishwashing machine
- Dining facility (Tables, Chairs and Fans)
- Water Dispensers (drinking)

Caterer need to return the same (above mentioned Kitchen equipment) to the Institute in good working condition at the end of the contract. In the instance of any damage caused to the kitchen equipment or the area of operation under Caterer's limits, directly or indirectly by the Caterer, Caterer need to share the responsibility to make good for the losses.

- vi) Maintenance charges of **Rs 1,00,000/- per month + GST** (for all the 12months of the year) will be invoiced to the caterer and will be deducted in Caterer's monthly bill.
- vii) IITB shall borne the AMC and Maintenance cost of the Kitchen Equipment, Exhaust, Dishwasher, Water Dispensers, RO system and Cold storage.
- viii) **Accommodation for Caterer's staff** – IITB has semi furnished rooms (three numbers) with lockers, adjacent to the Cooking area for male staff to stay in the campus. Appx. 20 staff (total) can be accommodated in these rooms. **A lumpsum amount of Rs 5,000/- per month + GST** (for three rooms total) will be charged to the caterer towards the maintenance of these rooms and the same amount will be deducted from the Caterer's monthly bills.
- ix) **Security Deposit** - The Contractor will be required to provide an interest free Bank Guarantee of **Rs. Ten Lakhs only** at the time of award of work (EMD Demand Draft will be released to the successful contractor against this Bank Guarantee). This Bank Guarantee should be from a scheduled/ nationalized bank (valid till end of Contract period), and will be held against in default in performance and violations of terms and conditions.
- x) **Wash rooms** - Separate male and female wash rooms are available near cooking area for Caterer's staff.
- xi) **Pest Control** – The Contractor shall ensure absolute hygiene and cleanliness including **periodic pest control in Kitchen & serving area at his cost** (Dining area's Pest Control will be the responsibility of IITB)

F) Manpower Deployment :

- i) The Caterer shall provide adequate number of manpower required to provide the Food Court Services.
- ii) All employees working under the Caterer shall always be the employees of the Caterer only and such employees shall not have any claim of whatsoever nature against the Institute.
- iii) The Caterer should depute Supervisor, who is well experienced, qualified, skilled and responsible personnel to manage production and supervision.



- iv) Feedback and the suggestions shall be recorded, addressed directly to the supervisor. The details of the supervisor(s) with photo shall be intimated to the Registrar/CAO.
- v) Supervisor to manage the Catering services during Breakfast, Lunch, Evening Snacks and Dinner time including interactions with students, faculty and the staff to ensure smooth operations.
- vi) The Caterer shall employ only those who are medically fit and are above eighteen years of age, free from any communicable and skin disease. The Caterer shall organise periodical medical check-ups for his employees as.
- vii) The Caterer shall ensure that the employees employed by the Caterer should be presentable and clean in their habits and clothing. Also Caterer shall ensure that the team follows the uniform with shoe polished, wear the head caps and hand gloves. The male should present themselves with neatly shaved face.
- viii) The caterer shall ensure cordiality of his personnel (especially cooks and stewards) in transactions at the food counters with the faculty, staff and students of IIITB and to the entire campus community in general.
- ix) All the employees of the Food Caterer must be covid vaccinated (both the doses) and vaccinate them periodically as per Government guidelines at his cost.

G) Hygiene :

- i) Maintaining a high degree of cleanliness and hygiene in the galley, Serving area, cold storage area, store rooms etc are the responsibilities of the caterer.
- ii) Cleaning the Cooking area, serving area, utensils, crockery, equipment and consumables are the responsibilities of the Caterer.
- iii) Caterer should use safe and proper cleaning agents and use clean clothes for wiping the plates and cutleries.

H) Cutlery / Crockery for serving food:

The Caterer should provide proper and required number of Cutlery/Crockery items like Glasses, serving bowls, plates, spoons etc., for serving the food at all locations. Replenishing of the items due to breakage/damage is the responsibility of the Caterer only. Serving plates for Vegetarian and Non-Vegetarian dishes need to be separate.

I) Garbage Disposal :

- i) Garbage segregation at source is the responsibility of the Caterer and disposal will be arranged by the Institute, subjected to, Caterer has segregated the waste as per the Elcita/BBMP/Municipal standards.
- ii) In case of non-segregation of the garbage, the fine imposed by Elcita will be charged to the Caterer.

J) Storage of food items:



Items like Jam, Pickles, Butter, Salt, and Sugar should be kept /stored properly in a neat and clean place to avoid insects/mosquitoes. The items should be checked at regular intervals and should be replenished based on the requirement.

K) Medical Insurance :

Caterer's employees should be comprehensively insured by the Caterer for any accidents and injuries. No REIMBURSEMENT will be made.

L) Food Test Reports:

The Caterer should preserve the "Cooked meal samples" for two days in IIITB's cold storage. These samples need to be get tested at the laboratory specified by the Institute incase of food poisoning.

IIIT-B reserves the right to test cooked meals samples randomly.

M) Inspection of Kitchen:

- i) Entry to the Kitchen and Serving area is restricted for all, excepting the Caterer's staff, IIITB's Food Committee members, Registrar, Wardens and CAO. Caterer should ensure strict adherence of the entry policy and also ensure personnel enter with adequate protective gear only.
- ii) Cooking, Serving & Dining areas are need to be maintained clean and dry before/after cooking and throughout the cooking process. Food Committee members, Registrar, Wardens or CAO may give surprise visits anytime for inspection.

N) Groceries :

- i) Caterer shall arrange for the necessary groceries, vegetables, oil, fuel for cooking and other raw materials and consumables at its own cost and expenses. However, Caterer shall ensure that the items used shall be with necessary food certification from Agmark, FPO, ISI where ever applicable.
- ii) Caterer shall always maintain a minimum stock of essential dry rations which would enable uninterrupted services for a minimum of 3 days for business continuity during any disruptions or any other uncontrolled circumstances.

5. Other Terms and Conditions:

- i) IIITB reserves the right to accept or reject any or all the tenders or cancel this process at any time without assigning any reason whatsoever.
- ii) The bidders, who do not meet the eligibility criteria; or do not submit all the necessary documents in support of the eligibility criteria; or do not submit documents that are complete and valid - shall be disqualified and they would not be invited for participating in commercial bidding (later stage)
- iii) The bid offer shall be valid up to 60 days after closing date of the Tender.



- iv) The bidder is expected to read all instructions, terms and conditions in the tender document. Incomplete bids, bids received late, bids not conforming to the specifications and instructions contained herein, will be rejected summarily.
 - a. Short listed bidders (in Technical Bids) will be asked to serve one meal at IIIT-B Campus on specified day to cater 50 members of “Food approval Committee members” comprising of students / Faculty / Staff.
- v) “Food Approval Committee Members” grade the taste of the dishes “Excellent”, “Good”, “Bad” or “Not Acceptable”
- vi) Institute will open the commercial bids of graded “Excellent” and “Good” only.
- vii) Institute will award the contract to the successful bidder (Not necessarily, Commercially L1) who has been determined to have qualified in the evaluation of “Food approval Committee members” and Commercial Bid.
- viii) Any form of canvassing/influencing will attract rejection of bid submitted by the bidder and the Institute reserves the right to take such penal action (e.g. blacklisting the Bidder for the present and future etc.) as it deems fit. Notwithstanding anything contained above, the Institute reserves the right to reject all or any bid as recommended by the Tender Committee and is not bound to divulge any reason to the unsuccessful bidders.

6. Statutory Requirements:

- 6.01 The Caterer shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of running of the Catering Service and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local Bodies and other authorities in this regard. And the Caterer shall indemnify the Institute against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.
- 6.02 The Caterer shall have separate ESI / PF code number on their own name and ensure prompt payment and submission of the related returns on time to the authorities concerned and produce documentary evidence to that effect. The Caterer should ensure that all workers have separate EPF and ESI Code number. The Caterer should ensure remittance of EPF and ESI, to the respective accounts of the individual workers and enclose documentary evidence along with Monthly Bills.
- 6.03 The rate is to be quoted after considering **Minimum Wages for Zone ‘A’**, as prescribed by Central Ministry of Labour & Employment, Govt. of India or as by Labour Commissioner (Karnataka) from time to time, whichever is higher.
- 6.04 None of the workmen engaged by the vendor shall have any claims against the Institute in respect of the execution of the contract and the vendor undertakes to indemnify the Institute against loss suffered on the account of any such claims.
- 6.05 The vendor shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the Institute. The Contract / Agreement is NON-TRANSFERABLE
- 6.06 The caterer shall not be entitled to any increase on the quoted rates or any other rights or claim whatsoever by reason of any representation, explanation or statement or



alleged representation, promise or guarantee given or alleged to have been given to him by any person.

6.07 The vendor shall comply with all the terms and conditions and ensure supply of the prescribed quantity and quality of food items during the service timings. In the event of any failure or breach of any of the conditions by the Service Provider and in case of deterioration in the quality of the food items or reduction in the quantity thereof, IIIT-B shall be at liberty to levy penalty for such breach, as mentioned below :

7. Penalties :

- An amount of Rs. 5,000/- per instance for Quality / Taste issues as the complaint raised by majority of students or Food Committee
- An amount of Rs. 1,000/- per instance for not serving the food item given in the menu without any prior information and approval from the IIITB Food Committee.
- Amount of Rs.5,000/- per instance or the total food cost of that meal, as deemed appropriate, in case of hygiene Issues like Worms / Insects or any other harmful particles found in food served.
- Actual penalty amount levied by Elcita, incase of non-segregation of the Garbage.

8. Tender Bid Submission:

All required documents, Financial Bids are to be submitted by the bidders, on or before 13:00 hrs on 2nd December, 2021, failing which the Bids shall be treated as invalid. The Technical will be opened at 15:00 hrs on the same day.

9. Amendment to Bid Documents –

9.01) At any time prior to the due date for submission of bids, IIIT-B may modify the bidding documents by amendment, by issuing Corrigendum or Addendum. All prospective Firms who have downloaded the Bid Document should surf our website from time to time to know about the changes / modifications in the Bid Document.

9.02) All Corrigenda / Addenda / Amendments / Clarifications (if any) related to this bid, will be notified in IIIT-B website. Bidders shall regularly visit IIIT-B website to keep themselves updated. Firms are deemed to have submitted their bid documents after viewing the above notifications

10. Bill Payments:

10.1) The Caterer is required to maintain all records with regard to the supply of food and should get it verified by IIITB's Estate Office on regular basis.

10.2) Payments shall be made on monthly basis through online mode, within 15 working days on receiving the bills/invoices with all supporting documents from the caterer.



10.3) TDS and other taxes applicable will be deducted from the bills as per government rules.

11. Contract Period:

11.1) The contract will be for a period of 24 months initially from the date of supply of food and may be extended with same terms and conditions for one more year based upon the satisfactory feedback from all the stakeholders of the institute.

11.2) **During the contract period, Institute will not entertain any request for revision of rates.**

12. Terms for Termination of Contract:

The food catering contract can be terminated by either side by giving a notice of not less than 30 days in advance without showing any reason for the termination of the contract.

13. Mode of Issue of Notice:

Any notice sent by Speed Post/Email by either party to the addresses recorded in the Food catering contract agreement shall be deemed to have been properly served for any of the purposes mentioned herein.

14. **Arbitration** : In case of any dispute arising out of the terms and conditions of contract or assignment, the matter shall be referred to the Sole Arbitrator to be appointed by the Director, IIIT-B as per the relevant Act. And the award of the Sole Arbitrator will be binding on both the parties. Further, any legal dispute arising shall be settled in the court of competent jurisdiction located within the local limits of Bangalore, Karnataka.
