TENDER DOCUMENT

Invitation of Bids for

CATERING, TUCK SHOP & COFFEE COVE OPERATION SERVICES

at IIITB Campuses, Bengaluru (Electronics City Campus and Hosa Road Hostel Campus)

Item	Details
Bid Reference No.	IIITB/CTR-001/2026
Date of Issue	06.11.2026
Contract Period	24 months: 01.01.2027 to 31.12.2028 (extendable by one year)
Pre-Bid Meeting	17.11.2026 at 15:00 hrs, IIITB Electronics City Campus
Last Date & Time for Submission	27.11.2026 at 13:00 hrs
Earnest Money Deposit (EMD)	₹15,00,000 (Rupees Fifteen Lakhs only) by Demand Draft
Bid System	Two-bid system (Technical Bid + Commercial Bid), Quality & Cost Based Selection (QCBS)

Issued by:

Chief Administrative Officer
International Institute of Information Technology Bangalore
26/C, Electronics City, Phase-1,
Bengaluru – 560100, Karnataka
www.iiitb.ac.in

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1. Introduction and Bid Summary

1.1 The International Institute of Information Technology Bangalore (IIITB), 26/C, Electronics City, Phase-1, Bengaluru – 560100, invites sealed bids under the two-bid system from reputed Bengaluru-based caterers for providing catering services and operating tuck shops and coffee coves for approximately **1,400 students** across its Electronics City campus and Hosa Road hostel campus.

1.2 The services cover breakfast, lunch, evening snacks and dinner on all days of the contract period, operation of one tuck shop at each campus and operation of two coffee coves, as detailed in Section 8.

1.3 Bid summary:

Particulars	Details
Bid Reference No.	IIITB/CTR-001/2026
Locations	Electronics City main campus (approx. 1,000 resident students) and Hosa Road hostel campus, about 6 km away (approx. 400 resident students)
Services	Four meals a day (breakfast, lunch, evening snacks, dinner), tuck shops at both campuses, two coffee coves
Contract period	24 months from 01.01.2027, extendable by one year (Section 3)
EMD	₹15,00,000 by Demand Draft (Clause 6.3)
Important dates	See Section 2
Selection method	QCBS: Technical Score 60% + Commercial Score 40% (Section 7)
Bid validity	60 days from the last date of submission (Clause 10.8)
Tender document	Downloadable from www.iiitb.ac.in

2. Important Dates

No.	Activity	Date and Time
1	Release of tender on IIITB website	06.11.2026
2	Pre-bid meeting at IIITB Electronics City campus	17.11.2026, 15:00 hrs
3	Last date for submission of bids	27.11.2026, 13:00 hrs
4	Opening of Technical Bids	27.11.2026, 15:00 hrs
5	Verification of documents and shortlisting of bidders (Stages 1 and 2)	30.11.2026
6	Sample meal preparation at campus (shortlisted bidders only, Stage 3)	03.12.2026 to 10.12.2026
7	Completion of technical evaluation	14.12.2026
8	Opening of Commercial Bids	14.12.2026
9	Issue of Letter of Award (LoA)	18.12.2026
10	Commencement of catering services	01.01.2027

IIITB may revise the above schedule. Any change will be published on the IIITB website as a corrigendum (Clause 10.2).

3. Contract Period and Security Deposit

3.1 The contract shall be for a period of **24 months, from 01.01.2027 to 31.12.2028**. It may be extended by one more year on the same terms and conditions, based on satisfactory feedback from all stakeholders of the Institute.

3.2 Rates shall remain firm for the initial 24 months. No request for revision of rates will be entertained during this period.

3.3 The EMD of ₹15,00,000 submitted by the successful bidder by Demand Draft shall be retained by the Institute as the **Security Deposit** for the duration of the contract.

3.4 The successful bidder shall enter into an Agreement on stamp paper of appropriate value, in a form approved by IIITB and containing, inter alia, all the terms and conditions of this tender, within 7 days of issue of the Work Order / Letter of Award. The Caterer shall mobilise all resources, including manpower, to commence services from **01.01.2027**.

3.5 The Security Deposit shall be forfeited if the Caterer fails to perform any of the terms or conditions of the contract. The Caterer may also be blacklisted.

3.6 The Security Deposit shall be refunded without interest after the Caterer has duly performed and completed the contract in all respects.

3.7 IIITB will not pay any advance to the Caterer. Payments will be released as per Section 14.

4. Eligibility Criteria

The bidder must meet all of the following minimum criteria (Clauses 4.1 to 4.10) and enclose supporting documents. Clause 4.11 is a preference that carries marks in Stage 2.

4.1 The bidder must be registered as a catering firm or company under the relevant statutory provisions and hold the registrations and licences required to provide catering services in Bengaluru.

4.2 The bidder must be free from all encumbrances, liabilities, disputes and litigation with respect to its ownership, and must hold all approvals and permissions from competent authorities required to participate in this bid.

4.3 The bidder must be a reputed, professional and registered organisation / firm / individual with at least **5 years' experience** in providing in-house catering (vegetarian, non-vegetarian, South Indian and North Indian) to educational institutions, banks or the corporate sector in India.

4.4 The bidder must hold a valid Food Licence, Trade Licence, Labour Licence, GST registration, ESI and PF registrations and PAN, all in the firm's name.

4.5 In any one financial year of the last five financial years (**2021-22, 2022-23, 2023-24, 2024-25 and 2025-26**), the bidder must have executed catering contracts as follows (IT returns and audited balance sheets to be enclosed):

(a) one catering contract of value not less than **₹8.00 crore**; or

(b) two catering contracts, each of value not less than **₹6.00 crore**; or

(c) three catering contracts, each of value not less than **₹4.00 crore**.

4.6 Customer satisfaction / work completion certificates from the clients for the contracts claimed under Clause 4.5 must be enclosed. **The Commercial Bid of a bidder who does not enclose these certificates will not be opened.**

4.7 The bidder shall be ineligible if it has at any time been blacklisted by the Central or any State Government or by any organisation funded by them, or if any criminal or civil case is pending against it. A declaration as per **Annexure-4** must be enclosed.

4.8 The bidder must not have rescinded or abandoned any contract before the expiry of its term. The bidder shall disclose all disputes with its clients and the status of any arbitration.

4.9 IIITB reserves the right to reject the bid of any bidder whose performance has been found unsatisfactory, for any reason, in any organisation including IIITB.

4.10 The bidder must hold FSSAI certificates for its existing catering operations (copies to be enclosed).

4.11 Preference will be given to bidders holding **ISO 22000:2018** (Food Safety Management System) certification covering activities such as temperature-controlled storage; pre-preparation (sanitation, peeling, chopping, grinding, marinating); preparation (cooking, roasting, grilling, frying); temperature-controlled holding; and distribution and service of food (copy to be enclosed).

5. Pre-Bid Meeting

5.1 A pre-bid meeting will be held on **17.11.2026 at 15:00 hrs** at the IIITB Electronics City campus. Interested bidders who wish to seek clarifications may attend.

5.2 Clarifications and any amendments arising from the meeting will be published on the IIITB website (Clause 10.2).

6. Submission of Bids

6.1 The tender document can be downloaded from **www.iiitb.ac.in**.

6.2 Bids shall be submitted under the two-bid system as follows:

(a) **Envelope 1 – Technical Bid (Part-I):** a sealed envelope super-scribed **"Technical Bid (Part-I) – Bid for Catering & Tuck Shop Operation Services at IIITB"**, containing the following documents :

Sl.	Document	Details
1	Covering letter	Annexure-1 on the bidder's letterhead, signed by the authorised signatory with seal
2	Bidder's profile	Annexure-2, filled in
3	Tender document	This Tender document and Annexures, each page signed by the authorised signatory with seal
4	EMD	Demand Draft for ₹15,00,000 as per Clause 6.3
5	Food Licence	Copy of valid Food Licence
6	Firm registration	Copy of valid registration certificate
7	Trade Licence	Copy of valid Trade Licence
8	Labour Licence	Copy of valid Labour Licence
9	GST	Copy of GST registration certificate
10	ESI	Copy of ESI registration
11	PF	Copy of PF registration
12	PAN	Copy of the firm's PAN card
13	FSSAI certificate	Copies of valid FSSAI certificates for existing operations

Sl.	Document	Details
14	Major catering contracts	Details of contracts with educational institutions, corporates or PSUs in the last five financial years, as per Annexure-3
15	Work completion / customer satisfaction certificates	From the clients for the contracts listed in Annexure-5 (mandatory, see Clause 4.6)
16	Customer Satisfaction certificates	Annexure-6
17	Not-blacklisted declaration	Annexure-4
18	Financial statements	Audited balance sheets and IT returns for the last three financial years, and for any year relied upon under Clause 4.5
19	ISO 22000:2018	Copy of certificate, if available
20	Check List	Duly filled Annexure-14

(b) **Envelope 2 – Commercial Bid (Part-II):** a sealed envelope super-scribed **"Commercial Bid (Part-II) – Bid for Catering & Tuck Shop Operation Services at IIITB"**, containing the filled and signed **Annexure-7** (Schedule of Rates) and **Annexure-8** (Tuck Shop Menu and Price Schedule).

(c) **Outer envelope:** both envelopes shall be placed in an outer sealed envelope super-scribed **"Bid for Catering & Tuck Shop Operation Services at IIITB – Bid Ref. No. IIITB/CTR-001/2026"**, to reach IIITB on or before 13:00 hrs on 27.11.2026.

(d) The bid shall be addressed to: **The Chief Administrative Officer, International Institute of Information Technology Bangalore, 26/C, Electronics City, Phase-1, Bengaluru – 560100.**

(e) The full name and postal address of the bidder shall be written on the bottom left-hand corner of every sealed envelope.

6.3 **Earnest Money Deposit (EMD):** The EMD of **₹15,00,000 (Rupees Fifteen Lakhs only)** shall be paid by Demand Draft drawn in favour of "International Institute of Information Technology

Bangalore", payable at Bengaluru, from any nationalised or scheduled bank, and valid for 90 days from the last date of submission of bids.

(a) Bids not accompanied by the EMD shall be rejected.

(b) The EMD of unsuccessful bidders will be returned after the contract is awarded.

(c) The EMD of the successful bidder will be retained as the Security Deposit until the end of the contract (Clause 3.3).

(d) **The EMD / Security Deposit shall not bear any interest.**

7. Evaluation of Bids

7.1 IIITB shall constitute a **Bid Committee** to evaluate the bids, shortlist bidders and select the Caterer by the **Quality and Cost Based Selection (QCBS)** method.

7.2 IIITB shall also constitute a **Food Approval Committee** of not more than 25 members, comprising faculty, staff and a majority of students.

7.3 The Technical Score carries **60%** weightage and the Commercial Score carries **40%** weightage.

7.4 The Commercial Bid shall be submitted in Annexure-7, stating the price of each meal separately (Breakfast + Lunch + Evening Snacks + Dinner = Total price per student per day). **Bids without this break-up of prices will be rejected.**

7.5 The Bidder shall ensure that all quoted prices are realistic, reasonable and commercially viable, considering the prescribed quality, quantity, brand specifications and service requirements of the Institute. The Bid Committee shall evaluate the quoted prices against prevailing market rates to assess their reasonableness and commercial viability. The Institute reserves the right to reject any bid or individual item quotation found to be unreasonably low, substantially below prevailing market rates or commercially unviable. Such quotations shall be treated as under-quoted and rejected without any obligation on the Institute to provide justification or detailed explanation. No claims or representations in this regard shall be entertained.

7.6 The prices of Tuck Shop items (Annexure-8) shall be mandatorily quoted by the Bidder but shall not be considered for tender evaluation. The selling prices of items at the Tuck Shop counters

shall be mutually agreed upon directly between the selected Caterer and the Students' Food Committee.

7.7 The contract will be awarded to the bidder with the highest combined (Technical + Commercial) score, evaluated in four stages as below.

Stage 1 – Eligibility screening

7.8 The Bid Committee will verify the documents submitted. Bidders who satisfy all the eligibility criteria in Clauses 4.1 to 4.10 will proceed to Stage 2.

Stage 2 – Technical evaluation (70 marks)

7.9 The Bid Committee will grade eligible bidders on the following criteria:

A. Catering contracts in India in the last five financial years (maximum 20 marks)

Criterion	Marks
Each single catering contract of ₹8.00 crore or more per year	20 each
Each single catering contract of ₹6.00 crore or more per year	10 each
Each single catering contract of ₹4.00 crore or more per year	5 each

B. Average annual turnover from catering services in India in the last three financial years (maximum 20 marks)

Criterion	Marks
₹10 crore or more	20
₹7 crore to less than ₹10 crore	10
₹5 crore to less than ₹7 crore	5
Less than ₹5 crore	0

C. Experience of serving undergraduate / postgraduate college campuses in the last five financial years (maximum 20 marks)

Criterion	Marks
More than 1,200 students (4 meals a day) from a single facility	20
1000 to 1200 students (4 meals a day) from a single facility	10 each
Fewer than 1000 students (4 meals a day) from a single facility	5 each
No such experience	0

D. Certification (maximum 10 marks)

Criterion	Marks
ISO 22000:2018 certificate	10

7.10 The Stage 2 score is **P = A + B + C + D (out of 70)**. Marks under each of A, B and C are capped at 20. Bidders scoring 50 marks and **more** will be invited to Stage 3.

7.11 A bidder who qualifies on objective evaluation may still be disqualified at Stage 2 or any later stage for:

(a) making misleading or false representations, or deliberately suppressing information, in the forms, statements or enclosures; or

(b) a record of poor performance, such as abandoning work, not completing a contract properly, or financial failure or weakness.

Stage 3 – Sample meal evaluation (30 marks)

7.12 Shortlisted bidders will prepare and serve one meal at the IIITB campus on a specified day to the 25 members of the Food Approval Committee. The following conditions apply:

(a) IIITB will provide the cooking facility with basic utensils, gas, and serving and dining facilities.

(b) The menu will be the same for all shortlisted bidders and will be communicated later. Each bidder may add one special dish of its choice.

(c) All raw materials and ingredients shall be arranged by the bidder.

(d) Each shortlisted bidder will be paid a lump sum of **₹20,000 + GST** towards preparing and serving the meal for 25 members. IIITB will not pay any other expenses.

7.13 Each committee member will award marks out of 30 through an online form after tasting the food. The marks will be opened only after all shortlisted bidders have completed their sample meals. The average of the members' marks is the Stage 3 score, **Q (out of 30)**.

Stage 4 – Combined technical and commercial evaluation

7.14 The Technical Score of each bidder is **R = P + Q (out of 100)**. The weighted Technical Score is **X = R × 60%** (out of 60).

7.15 The Commercial Bids of the shortlisted bidders will then be opened. The bidder quoting the lowest total price per student per day (Annexure-5) is L1 and receives 40 marks. Every other bidder receives a Commercial Score **Y = 40 × (L1 price ÷ bidder's price)**. Illustration:

Bidder	Weighted Technical Score (X)	Commercial Score (Y, out of 40)	Final Score (X + Y)
Bidder-1 (L1)	X1	40	X1 + 40
Bidder-2	X2	40 × (L1 ÷ L2)	X2 + Y2
Bidder-3	X3	40 × (L1 ÷ L3)	X3 + Y3
Bidder-n	Xn	40 × (L1 ÷ Ln)	Xn + Yn

7.16 The Institute will award the contract to the bidder with the **highest Final Score (H1)**, who need not be the lowest-priced (L1) bidder.

7.17 An authorised committee of the Institute may visit and inspect the premises of shortlisted bidders to assess food quality, food preparation areas and hygiene practices.

8. Scope of Work

8.1 The Caterer shall provide complete catering services, comprising breakfast, lunch, evening snacks and dinner, on **all days** of the contract period, including holidays.

8.2 Services are required at two locations, served simultaneously: the IIITB main campus at Electronics City (about 1,000 resident students) and the Hosa Road hostel campus, about 6 km from the main campus (about 400 resident students). The expected monthly average student strength for 2027 is:

Campus	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
E-City	900	900	900	900	600	400	600	1000	1000	1000	1000	400
Hosa Road	350	350	350	350	175	50	50	700	700	700	700	100
Total	**1250**	**1250**	**1250**	**1250**	**775**	**450**	**650**	**1700**	**1700**	**1700**	**1700**	**500**

8.3 The above student strength is indicative only and is not a guaranteed number.

8.4 Breakfast and lunch on working days peak for short periods: about 60% of students take breakfast between 8:15 AM and 9:00 AM, and about 70% take lunch between 1:00 PM and 1:30 PM. The Caterer shall deploy sufficient manpower to serve without interruption, with at least the following serving counters:

Meal	Electronics City	Hosa Road
Breakfast	2	1
Lunch	4 +1 additional counter on weekdays, 12:45 PM – 1:30 PM	2
Evening Snacks	1	1
Dinner	3	2

8.5 **Jain food:** one vegetable dish and one dal without onion and garlic shall be provided at lunch and dinner for a limited number of students (approximately 25).

8.6 **Sick students:** a hostel student who is ill or indisposed shall be provided a special diet, up to the cost of the normal menu and for as long as needed, in place of the normal food and without extra charge. If required, it shall be served in the student's room, also without extra charge.

8.7 The number of meals may vary by 10–20% daily and may fall further during Institute holidays and festive seasons (as shown in above estimation summary). The Caterer shall check the actual student count daily with the Estate Office and prepare food accordingly. **IIITB will pay only for the actual student count of each day.**

8.8 All food shall be prepared in the kitchens at the respective IIITB campuses and served hot at both hostels. The Caterer shall not bring in or serve any food prepared or cooked outside IIITB premises.

8.9 Items requiring live preparation, such as Roti, puri, dosa, Parota shall be cooked live at the respective locations.

8.10 The IIITB Student Food Committee will prepare the weekly menu in consultation with the Caterer's Manager / Chef, and the menu shall be followed strictly.

8.11 If certain ingredients or vegetables are unavailable for reasons beyond the Caterer's control, the Caterer may make minor adjustments to the menu after informing the Student Food Committee.

8.12 **Theme meals** (Karnataka, Kerala, Andhra, Gujarati, Rajasthani, etc.) matching occasions and festivals shall be served at lunch or dinner, as agreed with the Food Committee.

8.13 One **feast dinner per month** shall be provided to all students at no extra cost. Feast menu format is as per Annexure-9

8.14 About 50–100 faculty, staff and start-up members may also take meals on weekdays and will pay the Caterer directly. The Caterer shall keep a separate register of such meals, collect payment daily or monthly on a proportionate billing basis, and provide a QR code for payment.

8.15 The Institute will issue guest vouchers for breakfast, lunch and dinner for its guests. These shall be billed to IIITB monthly, at the proportionate cost of the monthly bill or at mutually agreed prices.

8.16 The Institute may request special lunches for a limited number of guests at other locations within the campus, at prices agreed case by case.

8.17 The Caterer or its authorised representative shall attend a monthly review meeting, and other meetings as required, to discuss performance of the contract and statutory compliance.

8.18 **Broad menu:**

Meal	Unlimited items	Limited items ***
Breakfast	• Bread, butter and jam • Tea, coffee, milk, sugar • Two breakfast dishes (South Indian, North Indian or mixed)	• Egg item thrice a week (one boiled egg, an omelette, or about 60 g bhurji) • Cut fruit (about 10–12 pieces) or fruit juice, four days a week
Evening Snacks	• Tea / coffee / Milk (about 160 ml), as an alternative to tea / coffee	• Snacks
Lunch and Dinner	• Roti / naan / paratha / poori • Vegetable gravy • Vegetable dry • Flavoured rice • White rice • Dal • Sambar or rasam • Green salad or sprouts • Papad or fryums • Pickle, sugar, salt, saunf • Curd, raita or buttermilk	• One sweet, cut fruit or ice cream • Saturday Lunch, egg curry shall replace one vegetable gravy dish, with soya bean curry for vegetarians. • Non-vegetarian dish at dinner only (see below)

**** Additional quantities of limited items may be sold on a counter-sales basis.*

(a) Three times a week, a chicken dish (dry or gravy; 120 g chicken + 80 g gravy) shall be served to non-vegetarians in place of the vegetable dry or gravy dish, with a proportionate paneer

dish (70 g of Paneer + 80 g Gravy) for vegetarians (vegetarian to non-vegetarian ratio about 70:30).

8.19 **Serving timings:** the Caterer shall strictly adhere to the following timings (see Clause 8.4 for weekday peaks):

Meal	Weekdays (Monday–Friday)	Weekends and Holidays
Breakfast	7:30 AM – 9:45 AM	7:45 AM – 10:00 AM
Lunch	12:30 PM – 2:30 PM	12:45 PM – 2:30 PM
Tea / Coffee / Snacks	4:30 PM – 5:45 PM	4:30 PM – 6:00 PM
Dinner	7:30 PM – 9:45 PM	7:30 PM – 9:45 PM

8.20 **Tuck shops (2):** operating one tuck shop at each hostel campus is within the Caterer's scope. The Institute has demarcated an area with basic furnishing at each campus.

(a) The tuck shops shall be open from **9:00 AM to 3:00 AM on all days** of the week, including holidays.

(b) This is a counter-sales service; the Caterer shall collect payment directly from students, staff and faculty on delivery.

(c) Bidders shall fill in the tuck shop menu and price schedule in **Annexure-8** and enclose it with the Commercial Bid. Annexure-8 will **not** be considered in tender evaluation. The successful bidder shall agree the price of each item with the IIITB Food Committee.

8.21 **Coffee coves (2):** operating the two coffee coves in the academic blocks of the Electronics City campus is within the Caterer's scope.

(a) Both coffee coves shall be open on all **working days** from 8:00 AM to 6:00 PM.

(b) The Institute has furnished both coffee coves with coffee vending machines and basic displays, and will provide one person at each coffee cove to operate it and serve at meetings. Additional manpower for Coffee cove is the responsibility of the successful bidder.

(c) Coffee, tea and other hot beverages from the vending machines, and packaged snacks, shall be sold on a counter-sales basis at rates fixed jointly by the Administration and the Caterer.

(d) The Institute will use the coffee coves for its meetings and guests. The Caterer shall keep a record and bill the Institute at the end of each month.

(e) Faculty, staff and students may use the coffee coves; the Caterer shall collect payment from them daily or monthly and is solely responsible for setting up a reliable and efficient payment collection system.

9. Kitchen Equipment and Facilities

9.1 The Institute has modern kitchens with serving counters and dining facilities. The list of kitchen equipment and facilities is given in **Annexure-12**.

9.2 IIITB provides RO water for cooking and drinking free of cost.

9.3 The Institute will provide one dishwasher and one electric combi oven at each campus, and one electric oil fryer at the Electronics City campus.

9.4 Electric combi ovens shall be cleaned after each use as per the OEM's recommendations, using OEM-certified cleaning chemicals at Caterer's cost.

9.5 IIITB will arrange waste disposal. The Caterer shall ensure segregation of waste (see Section 12-E).

9.6 The Institute will maintain Annual Maintenance Contracts (AMCs) with OEMs for all applicable equipment. The Caterer shall use the equipment properly and return it in good working condition at the end of the contract.

9.7 IIITB will provide two housekeeping staff, free of charge, from 7:00 AM to 8:00 PM on all days, for cleaning the dining tables in both the campuses.

10. Terms and Conditions

10.1 At any time before the due date for submission of bids, IIITB may modify the tender document by a corrigendum or addendum. Bidders who have downloaded the tender document should check the IIITB website regularly for changes.

10.2 All corrigenda, addenda, amendments and clarifications relating to this tender will be published only on the IIITB website. Bidders are deemed to have submitted their bids after taking note of them.

10.3 IIITB is a fully residential campus with students from all over India and abroad. The Caterer shall provide multi-cuisine food as required.

10.4 The Institute will not provide accommodation for catering staff; the Caterer shall arrange accommodation nearby. Dormitories with washrooms are available at both campuses for staff to rest during the day. Staying on campus after 11:30 PM is strictly prohibited, except for staff on duty at the tuck shops.

10.5 The successful bidder shall obtain an FSSAI certificate for the IIITB facilities at its own cost within one month of award of the contract, and maintain FSSAI standards throughout the contract period.

10.6 IIITB reserves the right to accept or reject any or all bids, or to cancel this process at any time, without assigning any reason.

10.7 Bidders who do not meet the eligibility criteria, or do not submit all the documents supporting them, or submit incomplete or invalid documents, shall be disqualified and will not be considered for commercial evaluation.

10.8 Bids shall remain valid for **60 days** from the last date of submission.

10.9 Bidders are expected to read all instructions, terms and conditions in this document. Incomplete bids, late bids and bids not conforming to the instructions will be rejected summarily.

10.10 The Caterer shall not be entitled to any increase in the quoted rates for 24 months, or to any other right or claim, on the basis of any representation, explanation, statement, promise or guarantee given or alleged to have been given by any person.

10.11 The Caterer shall not sub-let, transfer or assign the contract or any part of it without the prior written approval of the Institute. The contract is **non-transferable**.

10.12 Any canvassing or attempt to influence will lead to rejection of the bid, and the Institute may take further action as it deems fit, including blacklisting the bidder.

10.13 Notwithstanding anything above, the Institute may reject any or all bids on the recommendation of the Bid Committee and is not bound to give reasons to unsuccessful bidders.

11. Statutory Requirements

11.1 The Caterer shall be solely responsible for complying with all Acts, laws, rules and regulations applicable from time to time to the catering service, and shall pay all taxes, dues and levies imposed by the Government, local bodies or other authorities. The Caterer shall indemnify the Institute against all claims, losses, damages and costs arising from any breach of these.

11.2 The Caterer shall hold ESI and PF code numbers in its own name, ensure that every worker has an individual EPF and ESI number, remit contributions and file returns on time, and enclose documentary evidence of remittance with each monthly bill.

11.3 Rates shall be quoted after taking into account the minimum wages for Zone ‘A’ prescribed by the Ministry of Labour & Employment, Government of India, or by the Labour Commissioner, Karnataka, from time to time, whichever is higher.

11.4 No worker engaged by the Caterer shall have any claim against the Institute in respect of the contract. The Caterer shall indemnify the Institute against any loss arising from such claims.

12. Other Information and Instructions

A. Utilities

Sl.	Utility	Provided by IIITB	Caterer's responsibility
1	Food court	Furnished main dining halls, kitchens, attached store rooms, dormitory, receiving area, etc.	Keep the premises clean, hygienic and neat at its own cost
2	Cold storage	Cold room with refrigeration at both campuses, covered under AMC	Keep the cold storage neat and clean
3	Dishwasher	Conveyor-type dishwashers (2,340–3,660 plates/hr), covered under AMC	Ensure efficient operation and use
4	Gas	Gas connection	Arrange regular gas supply at its own cost
5	Electric Combi Oven	MKN FlexiCombi Magic Pilot, Model 10.1 (one in each campus)	Daily Cleaning with OEM recommended chemicals ait it's own cost
6	Electric Tawas	Electric Tawas (72" x 24") – one each Campus	Keep the Tawas clean
7	Electric Fryer	36" dia Fryer – one in E City Campus	Keep the Fryer clean
8	Electricity	Electrical connection for lights, fans, exhaust system and cold storage, covered under AMCs Electric steam facility is not available	Bear electricity charges on actual consumption at ₹ 10 per unit, deducted from the monthly bill
6	Water	Water supply	Bear water charges on actual consumption at ₹125 per kilolitre, deducted from the monthly bill
7	RO water	RO water for cooking and drinking	Ensure economical use
8	Kitchen equipment	As per Annexure-12	Ensure efficient use

Sl.	Utility	Provided by IIITB	Caterer's responsibility
9	Maintenance	Maintenance and AMCs of dishwasher, exhaust systems, kitchen equipment, cold storage and water dispensers	A lump sum of ₹1,00,000 + GST per month will be deducted from the monthly bill for all 12 months, irrespective of student strength
10	Pest control	Pest control in dining areas	Pest control inside kitchen and service areas

B. Manpower Deployment

B.1 The Caterer shall deploy adequate manpower for the catering services, keeping in view peak and non-peak requirements and the academic calendar.

B.2 All persons working for the Caterer shall at all times be employees of the Caterer only and shall have no claim of any nature against the Institute.

B.3 The Caterer shall depute a well-experienced, qualified and responsible Manager to oversee production and supervision in each campus.

B.4 Feedback and suggestions shall be recorded and addressed to the Manager. The Manager's details, with photograph, shall be provided to the Registrar / CAO. Bidder to fill Annexure-13 detailing planned manpower deployment in each campus

B.5 The Manager shall supervise service during breakfast, lunch, evening snacks and dinner, including interaction with students, faculty and staff, to ensure smooth operations.

B.6 The Caterer shall employ only persons above 18 years of age who are medically fit and free from communicable and skin diseases, and shall arrange periodic medical check-ups for them.

B.7 Employees shall be presentable and clean in habits and clothing, and shall wear the prescribed uniform with polished shoes, head caps and hand gloves. Male staff shall be clean-shaven or neatly groomed.

B.8 The Caterer shall ensure that its personnel, especially cooks and stewards, are courteous at the food counters to faculty, staff, students and the campus community.

B.9 All employees shall be vaccinated as per prevailing Government health guidelines, at the Caterer's cost.

C. Hygiene and Use of Facilities

C.1 Maintaining a high standard of cleanliness and hygiene in the kitchen, serving area, cold storage, store rooms, etc. is the Caterer's responsibility.

C.2 Cleaning of the cooking area, serving area, utensils, crockery, equipment and consumables is the Caterer's responsibility.

C.3 The Caterer shall use safe and appropriate cleaning agents and clean cloths for wiping plates and cutlery.

C.4 The Caterer shall return all kitchen equipment in good working condition at the end of the contract, and shall make good any loss from damage caused, directly or indirectly, to the equipment or the area under its control.

D. Cutlery and Crockery

D.1 The Caterer shall provide adequate cutlery and crockery (glasses, serving bowls, plates, spoons, etc.) at all locations and replace items lost to breakage or damage. Separate serving plates shall be used for vegetarian and non-vegetarian food.

E. Garbage Disposal

E.1 The Caterer shall segregate garbage at source as per ELCITA / BBMP / municipal standards; the Institute will then arrange disposal.

E.2 Any fine imposed by ELCITA for non-segregation of garbage will be recovered from the Caterer.

F. Storage of Food Items

F.1 Items such as jam, pickles, butter, salt and sugar shall be stored in a clean place protected from insects. They shall be checked regularly and replenished as required.

G. Insurance

G.1 The Caterer shall comprehensively insure its employees against accidents and injuries. No reimbursement will be made by the Institute.

H. Food Test Reports

H.1 The Caterer shall preserve samples of each cooked meal for two days in IIITB's cold storage.

H.2 In case of food poisoning, these samples shall be tested at a laboratory specified by the Institute.

H.3 IIITB reserves the right to test cooked meal samples at random.

I. Inspection of Kitchen

I.1 Entry to the kitchen and serving areas is restricted to the Caterer's staff, IIITB Food Committee members, the Registrar, Wardens and the CAO. The Caterer shall enforce this entry policy and ensure that everyone entering wears adequate protective gear.

I.2 Cooking, serving and dining areas shall be kept clean and dry before, during and after cooking. Food Committee members, the Registrar, Wardens or the CAO may make surprise inspections at any time; penalties will apply if conditions are found unhygienic.

J. Groceries

J.1 The Caterer shall procure all groceries, vegetables, oil, cooking fuel and other raw materials and consumables at its own cost, using items with AGMARK, FPO or ISI certification wherever applicable.

J.2 All dairy products (milk, curd, butter and ghee) and other items shall be as mentioned in the Annexure - 11.

J.3 The Caterer shall always keep a minimum stock of essential dry rations sufficient for at least 3 days of uninterrupted service, to ensure continuity during disruptions

13. Penalties

The Caterer shall comply with all terms and conditions and supply food of the prescribed quantity and quality during the service timings. For any failure, breach, deterioration in quality or reduction in quantity, IIITB may levy the following penalties:

Sl.	Lapse	Penalty
1	Quality or taste issues, on complaint by a majority of students or by the Food Committee	₹5,000 per instance
2	Not serving an item on the menu without prior information to and approval of the Food Committee	₹1,000 per instance
3	Hygiene issues such as worms, insects or other harmful particles found in food served	₹5,000 per instance or the total food cost of that meal, as deemed appropriate
4	Failure to serve a meal	₹5,000 per instance or the total food cost of that meal, as deemed appropriate
5	Non-segregation of garbage	Actual penalty levied by ELCITA

14. Bill Payments

14.1 The Caterer shall maintain all records of food supplied and have them verified regularly by IIITB's Estate Office.

14.2 Payments will be made monthly by online transfer within 15 working days of receipt of the bill / invoice, verified by the Estate Office, with all supporting documents.

14.3 IIITB will not pay any advance to the Caterer.

14.4 TDS and other applicable taxes will be deducted from the bills as per Government rules.

15. Termination

15.1 Either party may terminate the contract by giving not less than **30 days'** notice in writing, without assigning any reason.

15.2 Any notice sent by Speed Post or e-mail by either party to the addresses recorded in the contract agreement shall be deemed to have been properly served.

16. Arbitration and Jurisdiction

16.1 Any dispute arising out of the terms and conditions of the contract shall be referred to a sole arbitrator appointed by the Director, IIITB, under the Arbitration and Conciliation Act, 1996. The award of the sole arbitrator shall be binding on both parties.

16.2 Any legal dispute shall be subject to the jurisdiction of the competent courts at Bengaluru, Karnataka.

— End of Tender Conditions —