

**भारतीय विज्ञान शिक्षा एवं अनुसंधान संस्थान पुणे**  
**INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH PUNE**  
**FILE NUMBER - IISER/PUR/0025/25**  
**PREBID CLARIFICATION ON GeM BID NUMBER - GEM/2024/B/6102556**

**CATERING AND ALLIED SERVICES**

खानपान और संबद्ध सेवाओं के लिए 21/04/2025 को GeM पोर्टल और संस्थान की वेबसाइट [www.iiserpune.ac.in](http://www.iiserpune.ac.in) पर प्रकाशित खुली निविदा देखें।

Refer to an open tender published on the GeM portal and Institute website, [www.iiserpune.ac.in](http://www.iiserpune.ac.in) on 21/04/2025, for Catering and Allied Services.

प्री-बिड मीटिंग 29/04/2025 को शाम 3.00 बजे आयोजित की गई और बैठक का कार्यवृत्त निम्नानुसार है:

Pre-Bid meeting was held on 29/04/2025 at 3.00 PM and minutes of meeting is as under:

आरंभ में समिति ने सभी सदस्यों और संभावित बोलीदाताओं के प्रतिनिधियों का स्वागत किया तथा उन्हें निविदा के दायरे के बारे में सामान्य जानकारी दी और उसके बाद वरिष्ठ सहायक रजिस्ट्रार (एस एंड पी) से अनुरोध किया कि वे बोलीदाताओं को निविदा की मुख्य विशेषताओं के बारे में जानकारी दें।

At the outset, the committee welcomed all the Members and the representative of the Prospective Bidders and briefed them in general on the scope of the tender and thereafter requested the Sr. Assistant Registrar (S&P) to brief the bidders on the salient features of the tender.

उपस्थित प्रतिनिधियों की बात सुनी गई तथा उठाए गए प्रश्नों/मांगे गए स्पष्टीकरणों के उत्तर नीचे दिए गए अनुसार प्रकाशित किए जा रहे हैं। कार्य का विस्तृत दायरा इस दस्तावेज के अनुलग्नक-I में दिया गया है। सभी संभावित बोलीदाताओं को बोली दस्तावेजों में निर्धारित अनुसार अपनी बोलियाँ प्रस्तुत करते समय इसका संज्ञान लेना आवश्यक है।

The representatives present were heard, and the responses to the queries raised /clarifications sought are being published here as under. The detailed scope of work is placed as Annexure-I to this document. All the Prospective Bidders are required to take cognizance of this while submitting their bids as stipulated in the Bidding Documents.

हमारी आईआईएसईआर वेबसाइट [www.iiserpune.ac.in](http://www.iiserpune.ac.in) और GeM portal पर जारी नोटिस के अन्य नियम और शर्तें अपरिवर्तित रहेंगी। इस संबंध में और कोई पत्राचार नहीं किया जाएगा।

The other terms & conditions of the notice issued on our IISER website, [www.iiserpune.ac.in](http://www.iiserpune.ac.in), and GeM portal will remain unchanged. No more correspondence in this regard will be entertained.

बैठक अध्यक्ष के धन्यवाद प्रस्ताव के साथ समाप्त हुई।

The meeting ended with vote of thanks to the Chair.

29/04/2025

Sd/-  
वरी. सहायक कुलसचिव (भंडारण एवं क्रय)  
Sr. Assistant Registrar (S&P)

**TECHNICAL AND COMMERCIAL QUERIES AND CLARIFICATION**  
**CATERING AND ALLIED SERVICES**

Sr.	Query / Clarification Sought	Clarification / Amendment
1	<p>a) i) Whether the quantity of diners specified as 400 numbers is fixed or as per actual footfall.  ii) Minimum Guarantee (MG): Are you providing a minimum guarantee for the number of meals/services, or are there alternative arrangements in place?  iii) Could you provide an estimate of the average daily/monthly quantity of food supplied for each meal (breakfast, lunch, dinner, snacks)?  iv) Details pertaining to the Number of students staying in a hostel.</p> <p>b) Whether the payment is to be directly collected from the diners or shall be reimbursed by the Institute at actuals (or paid against a monthly invoice raised).</p> <p>c) Is there any license fee applicable for this service contract</p>	<p>a) Please refer to Page No. 8, Clause No. 14, 'Buyer Added Bid Specific SLA' under 'SPECIFIC TERMS AND CONDITIONS OF THE TENDERS' #1</p> <p>b) Payment against each service is to be directly collected from the diners  Please refer to the Detailed Scope of Work placed as 'Annexure -II' to this document</p> <p>c) No license fee is payable.</p>
2	<p>a) Staff Accommodation: Will there be on campus accommodation available for our employees and service staff who will be managing the canteen?</p> <p>b) Staff Shift Timings: What are the proposed or existing shift timings for the canteen staff?</p>	<p>a) Please refer to Page No. 11, Clause No. 14, 'Buyer Added Bid Specific SLA' under 'SPECIFIC TERMS AND CONDITIONS OF THE TENDERS' #24</p> <p>b) The catering service provider to deploy the manpower required at its expenses and liability, and all their compliances, including shift timings or weekly offs, are to be managed by the contractor in accordance with the Government-notified norms as applicable.</p>

	<p>c) Staff Payment of wages: Is the institute bearing the cost towards payment of salaries to the deployed manpower for providing services?</p> <p>d) Clarify the applicability of the minimum applicable wages</p>	<p>c) The contractor to bear the entire cost towards deployment of the manpower and any liabilities arising thereof.</p> <p>d) Please refer to Page No. 11, Clause No. 14, 'Buyer Added Bid Specific SLA' under 'SPECIFIC TERMS AND CONDITIONS OF THE TENDERS' #18.</p> <p>It is further clarified that: The contractor is required to follow the applicable minimum wage standards as notified by the Chief Labour Commissioner (Central) for further details.</p>
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3	<p>a) Utensils: Could you please provide details of the utensils and equipment that will be provided by IISER Pune within the canteen premises?</p> <p>b) Cleaning Supplies: Please clarify whether cleaning materials and other consumables for the canteen will be provided by IISER Pune or if this will be the responsibility of the service provider.</p> <p>c) What are the applicable rates of water and electricity consumption?</p> <p>d) Details pertaining to the garbage and food waste disposal facility</p> <p>e) Details pertaining to the facility's gas supply.</p> <p>f) Details pertaining to the menu to be served</p>	<p><b>Please refer to the Detailed Scope of Work placed as 'Annexure -II' to this document:</b></p> <p>a) Clause # 2. The contractor may use the utensils as available. Contractor to make up for any shortfalls to maintain the services.</p> <p>b) Clause # 1 (e), (f) &amp; Clause # 2. Additionally, it is clarified that no housekeeping consumables shall be provided by the institute.</p> <p>c) Clause # 2</p> <p>d) Clause # 2 (k)</p> <p>e) Clause # 2 (a), (b), (c).</p> <p>f) Refer: Page No. 12, Clause No. 14, 'Buyer Added Bid Specific SLA' under 'SPECIFIC TERMS AND CONDITIONS OF THE TENDERS' #27.</p>
4	<p>a) Whether the EMD exemption is applicable</p> <p>b) Since the F.Y. 2021-22 was largely affected due to the pandemic, it is requested to consider the turnover accounted for the last F.Y., i.e., 2024-25, for calculating the average minimum turnover to determine the eligibility of the bidder.</p>	<p>a) Yes, the bidder seeking EMD exemption must submit a valid supporting document for the relevant category as per the GeM GTC with the bid.</p> <p>b) The turnover accounted for the last F.Y., i.e. 2024-25 shall be considered for calculating the average minimum turnover to determine the eligibility of the bidder. The bidder is to submit a Chartered Accountant certified as per Annexure-D of the tender document.</p>

	<p>c) Whether the bidder is required to hold a registered office in Pune as a prequalification criterion.</p> <p>d) Whether the subletting/ transferring of the contract is allowed.</p>	<p>c) No, the bidders are not mandatorily required to hold a registered office in Pune. However, the onsite deployment of manpower as defined in the Scope of Work, placed as 'Annexure -II' to this document, must be strictly adhered to.</p> <p>d) Refer: Page No. 06, Clause No. 7, 'Buyer Added Bid Specific ATC' under 'Mandatory Eligibility and Evaluation Criteria' #9. Any Violation of the said condition shall lead to the immediate termination of the contract and forfeiture of the Performance Bank Guarantee. Furthermore, appropriate action shall be initiated on the GeM Portal.</p>
5	<p>Site Survey: We would greatly appreciate the opportunity to survey the canteen area and visit the site before submitting our tender. Please let us know if this is possible and how we can arrange a visit.</p>	<p>The potential bidders are encouraged to visit the site. They may do so with at least one day prior email request sent addressed to the Section Officer (Dining Services) on Email: <a href="mailto:diningservices@iiserpune.ac.in">diningservices@iiserpune.ac.in</a> (Contact: 020-25908247). The site visit is only allowed on 05.05.2025 between 10:00 AM to 01:00 PM. No site photography or videography shall be allowed.</p>

**SCOPE OF WORK**

- 1) The contractor shall provide the following services:
  - a) Daily Cooking and serving meals (Breakfast, Lunch and Dinner) at the Ground Floor Canteen.
  - b) Daily Cooking and serving meals (Breakfast, Lunch and Dinner) to **the Institute Guest House residents in the designated dining hall within the same premises** as per mutually agreed rates and menu. This will be on need basis.
  - c) Providing catering services during Meetings/Seminars/Workshop/Conferences or any other events of the Institute as per mutually agreed rates and menu. This will be on need basis.
  - d) Operations of refreshment canteen for students and staff to provide snacks/meal combos/beverages / fresh fruit/juice etc., as required. The menu and price for the same shall be as approved by the Institute's Dining Committee.
  - e) Cleaning of utensils and serving items to be done by the vendor.
  - f) Cleaning of cooking and auxiliary areas. Contractor to ensure that the same is followed meticulously. Minimal housekeeping staff shall be provided by the Institute for cleaning and maintaining Sitting area of the Dining Hall (Canteen) only.
  - g) Deployment and supervision of required manpower for the above-mentioned tasks. The contractor shall appoint and depute an experienced manager on Institute site having sufficient experience in carrying out work of similar nature.
  - h) The contractor shall also provide sufficient staff to supervise the execution of work, including those with previous experience; in such a manner as shall ensure work of a high standard commensurate with the reputation of the Institute.
  - i) The agency/firm/company shall appoint skilled cooks so as to ensure that the food preparations are of good taste and to the satisfaction of the diners.
  - j) GST bill/receipt to be issued against each service.
- 2) The dining premises comprising cooking and dining facilities, furniture, identified bare minimal equipment's, cold-room facility, bain marie serving counter, electricity and water shall be provided by the Institute free of cost. However, cleaning, washing materials / tools and manpower shall be arranged by the contractor at their own cost.
  - a) Institute has a Gas bank with a connection to the kitchen equipment/gadgets. Gas Cylinders shall not be allowed inside the building for safety reasons.

Obtaining Commercial Gas connection, refilling, and settlement of bills with the gas agency is to be done by the contractor. These expenses to be borne by the contractor.

- b) The maintenance of existing and working GAS Bank shall be the sole responsibility of the bidder. This includes the entire gas distribution infrastructure (including Regulators and flow control Valves, flexible hose pipes, metering etc. - wherever required). The successful bidder is advised to maintain an active service contract with any professional agency for such work.
- c) At all times, the contractor is required to adhere to Fire Safety guidelines as mandated by the Institutional Safety Committee.
- d) The inventory of material shall be handed over to the contractor in good and working condition at the commencement of the contract. The contractor shall be the custodian of this Institute's property and dining inventory during the period of the contract and shall make good, any loss to the inventory by way of misuse at his own cost.
- e) Similarly, the inventory in good condition shall be returned by the contractor to the designated personnel of the Institute on the expiry of the contract period. The security deposit shall be refunded only after a "no dues certificate" is granted by the Institute.
- f) The food shall be cooked, stored and served under hygienic conditions. The Contractor shall ensure that only freshly cooked food is served and that stale food is not recycled. Stale food shall be removed from the dining premises before the next service.
- g) The preparation of food shall be as per the brands/ingredients approved by the Institute Dining Committee as mentioned below. Food served should be prepared on site only.
- h) The food shall be cooked and served in clean utensils; no laxity shall be permitted. The utensils shall have to be maintained clean at all times.
- i) At all times, the contractor is required to strictly adhere to FSSAI regulations, guidelines and relevant publications etc.
- j) The contractor shall pay special attention to maintaining the dining premises in a neat and tidy condition at all times. The premises shall be cleaned thoroughly after each meal.
- k) The waste material and unused/leftover food from the dining shall be removed by the contractor from the premises every day at his own cost. The contractor shall ensure that all the waste material and unused/leftover food is disposed off in time as per the guidelines of Pune Municipal Corporation (PMC).
- l) The contractor shall not be allowed to provide any services to outside parties from the Institute premises.

## **ITEMS AND ITS APPROVED BRANDS**

<b>Sr.</b>	<b>Items</b>	<b>Brand</b>
1	Wheat Flour (Atta)	Ashirvad / Pillsbury / Samrat /Silvercoin/Toshi Gold
2	Gram Flour (Besan)	Samrat / Tata Sampann / Fortune/Hira
3	Porridge (Wheat Daliya)	Saktibhog / Vedaka
4	Refined Flour (Maida)	Samrat / Tata Sampann /Polo
5	Semolina (Suji)	Samrat / Tata Sampann /
6	Split Pigeon Peas (Tur Dal)	Tata Sampann / Laxmi / Vedaka / Pistol
7	Split Chickpeas (Chana Dal)	Tata Sampann / Laxmi / Vedaka / Pistol
8	Chickpeas Brown (Desi Chana)	Tata Sampann / Laxmi / Vedaka / Pistol
9	Chickpeas White(Kabuli Chana)	Tata Sampann / Laxmi / Vedaka / Pistol
10	Hara Mutter	Tata Sampann / Laxmi / Vedaka / Pistol
11	Lobia (Big)	Tata Sampann / Laxmi / Vedaka / Pistol
12	Masoor Lal	Tata Sampann / Laxmi / Vedaka / Pistol
13	Masoor Kali	Tata Sampann / Laxmi / Vedaka / Pistol
14	Moong Chhilka	Tata Sampann / Laxmi / Vedaka / Pistol
15	Moong Dhuli	Tata Sampann / Laxmi / Vedaka / Pistol
16	Moong Sabut	Tata Sampann / Laxmi / Vedaka / Pistol
17	Rice Basmati (Dubar Quality)	Indiagate/Kohinoor/Alishan/Dawat/Swadshree/Gemini
18	Rajma	Tata Sampann / Laxmi /Pistol
19	Rice Golden Sela	Indiagate/Kohinoor/VIP
20	Soybean Bari	Nutrela / Fortune / Vedaka
21	Urad Chilka	Green/Black
22	Urad Dhuli	Pistol/Laxmi
23	Urad Sabut	Sadi/ Pistol
24	Deshi Ghee	Amul/Britania/Govardhan
25	Mustard Oil (Ag)	Fortune / Tata / Dabur
26	Refined Oil	Sunflower oil Samrat/Kirti Gold/Gemini
27	Chili Sauce	Tops/win
28	Jam	Kissan/Mala / Manama /
29	Butter	Amul / Britania
30	Soya Sauce	Tops/Win
31	Tomato Sauce	Maggi/Surbhi/Magic King
32	Coffee	Nescafe/Bru/Sunrise
33	Tea	Tata Premium/Wagh Bakri/Brook Bond/Maharashtra Tea
34	Achar(Mixed)	Navrang/Goldie/Pravin/Suhana
35	Achar(Mango)	Navrang/Toofan/Pravin/Suhana



<b>Sr.</b>	<b>Items</b>	<b>Brand</b>
36	Custard Powder	Weikfield/Gits
37	Cheora	Shaktibhog
38	Corn Flakes	Kelloggs
39	Namkeen	Haldiram/Balaji/Tops/lays
40	Papad	Lijjat/Suhana
41	Vermicelli (Siwai)	Ganesh /Bombino/MTR
42	Sabudana	Dolfin
43	Amchoor Powder	Suhana/Raj/NavRang
44	Baking Powder	Weikfield
45	Haladi Powder	Suhana/Raj
46	Dhania Powder	Suhana/Raj
47	Dhania Khada	Suhana/Raj
48	Kashmiri Mirch	Suhana/Raj
49	Kasoori Methi	Suhana/Raj
50	Mirch (Powder)	Suhana/Raj
51	Mirch(Khada)	Suhana/Raj
52	Namak Sada	Tata/Nirama/Ashirwad /captain cook
53	Chola Masala	Catch/Kitchen king/MTR/Suhana/Raj
54	Chat Masala	Catch/Kitchen king/MTR/Suhana/Raj
55	Garam Masala	Catch/Kitchen king/MTR/Suhana/Raj
56	Kitchen King Masala	Catch/Kitchen king/MTR/Suhana/Raj
57	Matar Paneer Masala	Catch/Kitchen king/MTR/Suhana/Raj
58	Pao Bhaji Masala	Catch/Kitchen king/MTR/Suhana/Raj
59	Rajma Masala	Catch/Kitchen king/MTR/Suhana/Raj
60	Raita Masala	Catch/Kitchen king/MTR/Suhana/Raj
61	Samosa Masala	Catch/Kitchen king/MTR/Suhana/Raj
62	Sambhar Masala	Catch/Kitchen king/MTR/Suhana/Raj
63	Shahi Paneer Masala	Catch/Kitchen king/MTR/Suhana/Raj
64	Sabji Masala	Catch/Kitchen king/MTR/Suhana/Raj
65	Kewra jal/Rosewater	Dabur/Patanjali

\*in case there are any variations to the above brands, alternative brands can be used only after due approval from the Dining Committee of the Institute.