

**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/2025/B/6532399**

**CATERING AND ALLIED SERVICES**

खानपान और संबद्ध सेवाओं के लिए 16/09/2025 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 16/09/2025, for Catering and Allied Services.

प्री-बिड मीटिंग 23/09/2025 को सुबह 11.00 बजे आयोजित की गई और बैठक का कार्यवृत्त निम्नानुसार है:

Pre-Bid meeting was held on 23/09/2025 at 11.00 AM 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 वरी. सहायक कुलसचिव (भंडारण एवं क्रय) 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.

23/09/2025

Sd/-

वरी. सहायक कुलसचिव (भंडारण एवं क्रय)

Sr. Assistant Registrar (S&P)

**TECHNICAL AND COMMERCIAL QUERIES AND CLARIFICATION -GEM/2025/B/6532399**  
**CATERING AND ALLIED SERVICES**

Sr.	Query / Clarification Sought	Clarification / Amendment
1	Maintenance of the Gas Bank - As the tender states that the maintenance is with the contractor, does this include maintaining the pipelines as well since these are underground and would include digging of the Institute roads in case of any maintenance issues.	Please refer ' <i>Scope of Work, Clause No. 2- a,b and c.</i> ' Successful bidder is required to maintain the Gas bank comprehensively. Any civil work required is to be done in consultation with designated IISER Authority.
2	Maintenance of the Institute Kitchen Equipment's including fridge and other materials. Do let us know if this will be done by the Institute or has to be borne by the vendor.	Please refer ' <i>Scope of Work, Clause No. 2- d and e.</i> '
3	Please share the list of materials / facilities being provided to the existing vendor which has been omitted in the current tender.	Please refer tabulated ' <i>technical specification</i> ' of the bid document.
4	In case the L1 bidder does not comply due to some unforeseen reasons from the vendor's side post opening of the financial bid, will the bid be awarded to the next L2 bidder or will the tender be cancelled.	Institute will adhere to bid document and GeM terms and conditions.
5	How many food service counters are available in the dining hall?	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 26.09.2025 between 10:00 AM to 01:00 PM. No site photography or videography shall be allowed.
6	Is the EMD (₹16,75,800) exempted for MSME holders?	Yes, the bidder seeking EMD exemption must submit a valid supporting document for the relevant category as per the GeM GTC with the bid.
7	What is the amount of the Performance Guarantee to be taken as a Bank Guarantee?	Please refer the relevant clause of the bid document
8	What type of vending machines are to be installed by the caterers?	It is the caterers discretion to choose the vending machine suited for its business requirement.
9	What essential kitchen equipment will be provided by the institute?	Please refer reply furnished at above Sr.No. 2
10	Is the use of gas inside the institute premises prohibited?	Please refer ' <i>Scope of Work, Clause No. 2- a,b and c.</i> '
11	Will accommodation for canteen staff be provided by the institute?	Please refer GeM bid Corrigendum ' <i>GEM/2025/B/6532399-C2 - Clause 10. Text Clause(s), SPECIFIC TERMS AND CONDITIONS OF THE TENDER, Sub Clause No. 27</i> '

12	The tender mentions that food service is to be extended to patients - can you kindly clarify the scope and details regarding this requirement?	There is no specific requirement for serving the patients. The same had percolated from the GeM tender creation template.
13	<p>a) 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>b) What are the applicable rates of water and electricity consumption?</p> <p>c) Details pertaining to the garbage and food waste disposal facility</p> <p>d) Details pertaining to the facility's gas supply.</p> <p>e) Details pertaining to the menu to be served</p>	<p><b>Please refer to the 'Scope of Work'</b></p> <p>a) <i>Clause # 1 (e), (f) &amp; Clause # 2.</i> Additionally, it is clarified that no housekeeping consumables shall be provided by the institute.</p> <p>b) Please refer tabulated technical specification of the bid document</p> <p>c) <i>Clause # 2 (k)</i></p> <p>d) <i>Clause # 2 (a), (b), (c).</i></p> <p>e) Please Refer the attachments placed under the following headings of the bid document:  <i>i) Specifications of Food Consumables (Brand, specific mandi, supplier store, Vegetables, Cooking Essentials, Packaged foods, food ingredients, etc.)</i>  <i>ii) Menu Items</i></p>
14	<p>a) Staff Shift Timings: What are the proposed or existing shift timings for the canteen staff?</p> <p>b) Staff Payment of wages: Is the institute bearing the cost towards payment of salaries to the deployed manpower for providing services?</p> <p>c) Clarify the applicability of the minimum applicable wages</p>	<p>a) 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>b) The contractor to bear the entire cost towards deployment of the manpower and any liabilities arising thereof.</p> <p>c) It is 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>

15	Is there any license fee applicable for this service contract	No license fee is payable
16	No. of students staying in hostel now	<p>Please refer GeM bid Corrigendum  '<i>GEM/2025/B/6532399-C2- Clause 10. Text Clause(s) - SPECIFIC TERMS AND CONDITIONS OF THE TENDER</i>' reproduced as below.</p> <p>1) The existing student strength is approximately 1800+, including undergraduates, research students and approximate 400 faculties and staff members. The Institute <b>does not guarantee a minimum number of diners and volume of business at any point in time.</b></p> <p>The number of diners may go down drastically during the term break, summer break, holidays, and outside project assignments of the students. The undergraduate students have their academic break in the months of May, June, July and December (may vary a little as per the schedule)</p>
17	Could you kindly confirm whether the eligibility criteria for past experience in similar services mandates experience specifically in an educational institute, or would experience in other domains also be considered.	Tender terms pertaining to the bidders eligibility criteria prevails.
18	GeM bid Corrigendum ' <i>GEM/2025/B/6532399-C2- Clause 15. Text Clause(s) - SPECIFIC TERMS AND CONDITIONS OF THE TENDER</i> '	<p>Please refer GeM bid Corrigendum  '<i>GEM/2025/B/6532399-C2- Clause 15. Text Clause(s) - SPECIFIC TERMS AND CONDITIONS OF THE TENDER</i>' reproduced as below.</p> <p>- The condition states that "Police verification certificate of the Contractor is to be submitted before commencement of the agreement" <b><i>It is hereby reframed to "Police verification certificate of all the staffs deployed by the contractor is to be submitted before commencement of the contract. In case of replacement / new joining of staff, police verification certificate should be submitted before joining."</i></b></p>
19	Addition of Clause: Scope of Work point 1 k	<b><i>Scope of Work point 1 k). Bills/ receipts / payments shall be strictly in the name of the tender awardee firm only.</i></b>

20	GeM bid Corrigendum 'GEM/2025/B/6532399-C2- Clause 29. Text Clause(s) - <b>SPECIFIC TERMS AND CONDITIONS OF THE TENDER</b> '	<p>Please refer GeM bid Corrigendum 'GEM/2025/B/6532399-C2- Clause 29. Text Clause(s) - <b>SPECIFIC TERMS AND CONDITIONS OF THE TENDER</b>' is amended as below.</p> <p><i>Periodic pest control services shall be provided by the Institute for the kitchen and dining areas. The contractor shall be responsible to ensure proper cleaning of the kitchen / food preparation areas and keep the area pest free at all times. Any incidences reported of pest activity found for the dining area shall be responsibility of the catering contractor.</i></p>
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