

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	12-02-2026 14:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	12-02-2026 14:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Education
विभाग का नाम/Department Name	Department Of Higher Education
संगठन का नाम/Organisation Name	Indian Institutes Of Science Education And Research (iiser)
कार्यालय का नाम/Office Name	Pune 411008
वस्तु श्रेणी /Item Category	Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian, Non-Vegetarian, Veganism; Breakfast; Inside Building Premises (exclusive for employees/ patients/ in house personnel) , Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian, Non-Vegetarian, Veganism; Lunch; Inside Building Premises (exclusive for employees/ patients/ in house personnel) , Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian, Non-Vegetarian, Veganism; Dinner; Inside Building Premises (exclusive for employees/ patients/ in house personnel)
अनुबंध अवधि /Contract Period	5 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	50 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
न्यूनतम मूल्य/Floor Price	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.
अनुमानित बिड मूल्य /Estimated Bid Value	83790000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	1675800

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	62

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Director

Indian Institute of Science Education and Research Pune Dr. Homi Bhabha Road, Pashan Pune 411008 Tele -020 25908263/8246/8017 purchase@iiserpune.ac.in

(Director Indian Institute Of Science Education And Research Pune)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	No
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एमएसई के लिए सक्षम प्राधिकारी का विवरण:/Details of the Competent Authority for MSE

सक्षम प्राधिकारी का नाम/Name of Competent Authority	Prof. Sunil Bhagwat
सक्षम प्राधिकारी का पदनाम/Designation of Competent Authority	Director
सक्षम प्राधिकारी का कार्यालय/विभाग/प्रभाग/Office / Department / Division of Competent Authority	IISER Pune
सीए अनुमोदन संख्या/CA Approval Number	IISER/PUR/1879/24
सक्षम प्राधिकारी अनुमोदन तिथि/Competent Authority Approval Date	09-04-2025

सक्षम प्राधिकारी द्वारा प्रदान की गई स्वीकृति का संक्षिप्त विवरण//Brief Description of the Approval Granted by Competent Authority

The OMs issued by the Ministry of Finance, Department of Expenditure, provide that while relaxation of prior experience/turnover is generally recommended for Startups, there are exceptions. • Specifically, the OM No. F.20/2/2014-PPD(Pt.) dated 20th September, 2016, clarifies that procuring entities may choose not to relax these criteria "wherever adequate justification exists" such as in the "procurement of items related to public safety, health, critical security operations and equipments, etc.". • Catering and allied services directly impact the health and well-being of the IISER Pune community. Ensuring the highest standards of hygiene, food safety, and service reliability is paramount. Prior experience and a proven track record in providing such services are crucial to mitigate potential risks to health.

Competent Authority Approval for not opting Micro and Small Enterprises Preference : [View Document](#)

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
4. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Detailed breakup of financial bid - [1765605112.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Annual Turnover and Profit Requirement:As per bid document

Number (up to 100%) of service provided in the past year to government agencies with minimum footfall.:As per bid document

Number (Up To 100%) Of contracts executed with business revenue of not less than xxx in A Single Contract To A Government Agency In The Past Three Years:As per bid document

Minimum Years (Up To 5 Years) Of Experience in Related Field:As per bid document

Geographic Presence In States:As per bid document

Distribution/ Serving Style:[1765604666.pdf](#)

Specifications of Food Consumables (Brand, specific mandi, supplier store, Vegetables, Cooking Essentials, Packaged foods, food ingredients, etc):[1765604706.pdf](#)

Menu Items:[1765604734.pdf](#)

Scope of Work:[1768562436.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
28-01-2026 11:00:00	Pre-bid meeting will be held at Purchase Section IISER Pune via video conferencing. All prospective bidders are requested to kindly submit their queries and request for video conferencing credentials on email ID purchase@iiserpune.ac.in at least 2 days before for the aforesaid pre-bid meeting. Tel No: 020 2590 8263/8246/8017

Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian, Non-Vegetarian, Veganism; Breakfast; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Diet	Vegetarian , Non-Vegetarian , Veganism
Type of Meal	Breakfast
Type of Canteen Space	Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Electricity Charges	To be provided by Buyer
Cooking Gas Charges	To be provided by Service Provider
Water Charges	To be provided by Buyer
Basic Furniture	To be provided by Buyer
Canteen's Operational Days in a week	7 days a week
Cooking Equipments	To be provided by Service Provider
Essential Crockery	To be provided by Service Provider
Canteen Staff	To be provided by Service Provider
Distribution/ Serving Style	From single point - (canteen establishment)
Uniform for Canteen Staff	To be provided by Service Provider
Display Shelf	To be provided by Service Provider
Smart Vending Machines	To be provided by Service Provider
Raw Material	To be provided by Service Provider

विवरण/ Specification	मूल्य/ Values
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Canteen Start Time	7.30 AM
Canteen End Time	9.30 AM

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	3375000

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Lumpsum/Project Based	अतिरिक्त आवश्यकता /Additional Requirement
1	John Albert K	411008,Indian Institute of Science Education and Research, Pune (IISER) Dr.Homi Bhabha Road , Pashan, Pune Email: purchase@iiserpune.ac.in For Delivery Status: 020 2590 8169 For Payment Status: 020 2590 8180/8452	1	<ul style="list-style-type: none"> Total Canteen Space (In Sqft) : 11270 Total No of Employees/ Individuals/ Footfall to be served per day : 250 Monthly License Fee : 0 Duration in Months : 60 Working Days in a Month : 30

Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian, Non-Vegetarian, Veganism; Lunch; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Diet	Vegetarian , Non-Vegetarian , Veganism
Type of Meal	Lunch
Type of Canteen Space	Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Electricity Charges	To be provided by Buyer
Cooking Gas Charges	To be provided by Service Provider
Water Charges	To be provided by Buyer
Basic Furniture	To be provided by Buyer
Canteen's Operational Days in a week	7 days a week
Cooking Equipments	To be provided by Service Provider
Essential Crockery	To be provided by Service Provider
Canteen Staff	To be provided by Service Provider
Distribution/ Serving Style	From single point - (canteen establishment)
Uniform for Canteen Staff	To be provided by Service Provider
Display Shelf	To be provided by Service Provider
Smart Vending Machines	To be provided by Service Provider
Raw Material	To be provided by Service Provider
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Canteen Start Time	12.00 Noon
Canteen End Time	2.30 PM

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	11137500

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Lumpsum/Project Based	अतिरिक्त आवश्यकता /Additional Requirement
1	John Albert K	411008,Indian Institute of Science Education and Research, Pune (IISER) Dr.Homi Bhabha Road , Pashan, Pune Email: purchase@iiserpune.ac.in For Delivery Status: 020 2590 8169 For Payment Status: 020 2590 8180/8452	1	<ul style="list-style-type: none"> Total Canteen Space (In Sqft) : 11270 Total No of Employees/ Individuals/ Footfall to be served per day : 450 Monthly License Fee : 0 Duration in Months : 60 Working Days in a Month : 30

Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian, Non-Vegetarian, Veganism; Dinner; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Diet	Vegetarian , Non-Vegetarian , Veganism
Type of Meal	Dinner
Type of Canteen Space	Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Electricity Charges	To be provided by Buyer
Cooking Gas Charges	To be provided by Service Provider
Water Charges	To be provided by Buyer
Basic Furniture	To be provided by Buyer
Canteen's Operational Days in a week	6 days a week
Cooking Equipments	To be provided by Service Provider
Essential Crockery	To be provided by Service Provider
Canteen Staff	To be provided by Service Provider
Distribution/ Serving Style	From single point - (canteen establishment)
Uniform for Canteen Staff	To be provided by Service Provider
Display Shelf	To be provided by Service Provider

विवरण/ Specification	मूल्य/ Values
Smart Vending Machines	To be provided by Service Provider
Raw Material	To be provided by Service Provider
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Canteen Start Time	7.30 PM
Canteen End Time	9.30 PM

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	6435000

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Lumpsum/Project Based	अतिरिक्त आवश्यकता /Additional Requirement
1	John Albert K	411008, Indian Institute of Science Education and Research, Pune (IISER) Dr.Homi Bhabha Road , Pashan, Pune Email: purchase@iiserpune.ac.in For Delivery Status: 020 2590 8169 For Payment Status: 020 2590 8180/8452	1	<ul style="list-style-type: none"> Total Canteen Space (In Sqft) : 11270 Total No of Employees/ Individuals/ Footfall to be served per day : 300 Monthly License Fee : 0 Duration in Months : 60 Working Days in a Month : 26

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

Director Indian Institute of Science Education and Research Pune
payable at
Pune

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

3. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

Director Indian Institute of Science Education and Research Pune
Account No.
30042605732
IFSC Code
SBIN0003552
Bank Name
STATE BANK OF INDIA
Branch address
NCL Campus Branch, Pune 411008

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

4. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

5. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

6. Generic

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

7. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

MANDATORY ELIGIBILITY AND EVALUATION CRITERIA

1) The contracting agency/firm/company should have all statutory registrations/licenses/permits required as stated in the Bid document for providing **catering and allied services failing which the bid will be summarily rejected without any further correspondence.**

2) The contracting agency/firm/company must demonstrate a minimum of 3

years of catering experience, specifically catering for at least 500 meals daily (lunch or dinner or combined) at any of the following institutions: IISERs, NITs, IITs, IIMs, IIITs, IISc, PSU training centers (including PSU Banks) or equivalent State/Central Government Institutes/Universities.

The work orders or contracts from the above listed categories of the clients shall be considered to determine the bidder's eligibility experience only if they meet all of the following criteria:

- i. Only those catering contracts with the required details submitted in the duly filled 'Annexure-E' shall be considered for evaluation.
- ii. All such contract copies should have a Supporting client certificate(s). The same must be submitted in the format prescribed in Annexure-B for verification of the required three-year experience period.
- iii. Each catering contract should be for a period not less than one year. A contract with lesser duration shall be admissible only if it is extended in continuation (without even a day's gap in between- extended on or before its due date) provided that such original contract duration adding up with its (any such) extension(s) is more than or equal to one year. In such a case, it is mandatory for the bidder to attach the certified copy(ies) of the contract extension along with the original contract document.
- iv. For a period ranging between April 1, 2021, and March 31, 2025 (both days inclusive), It should be able to substantiate a net bidder's experience of complete 3 years (non-overlapping).
- v. The bidder must be currently serving at least one of the aforementioned eligible organizations through an annualized on-going catering contract. The copy(ies) of such contract to be enclosed.

- 3) The contracting agency/firm/company should submit, tender terms and conditions 'Acceptance certificate' in the format as prescribed in **(Annexure-C)**
- 4) The contracting agency/firm/company's turnover in **catering services alone should be a minimum of INR 50.00 Lakhs.** per annum or above for each of the last three financial years i.e. 2021-22 2022-2023 & 2023-2024. Annual turnover certificate duly certified from Chartered Accountant should be submitted in the format as prescribed in **(Annexure-D)**
- 5) Bidders should provide details regarding past performance, experience, etc. highlighting their qualification to supply relevant items & services as specified in this Bid Document. **Only relevant documents** to be attached. Bidder should submit the Previous Order Information Sheet in the format as prescribed in **(Annexure-E)**
- 6) The Technical Committee will examine all the Technical aspects of the bids received. Further, the Technical Committee may call for Technical presentations from the bidders, if it is required so giving a notice of 7 days in advance, communicating the date and time of the presentation. All such presentations are to be made before the Technical Committee at IISER Pune, in person; by an authorized representative of the bidder. No request for change in date, time and venue shall be entertained. **In case the bidder fails to do so, the bid will be declared as "Techn**

ically Disqualified”.

- 7) In case of award of contract, the contractor shall obtain separate site-specific registrations / licenses / permits required such as FSSAI certificate, Labour Registration License etc. within 60 days from the date of award of contract failing which the contract shall be terminated.
- 8) Team of Institute designated officials may visit the site of the bidders for the Technical Evaluation where qualifying nature of services are offered to receive on the spot information / [feedback](#) regarding the quality of services provided, etc.
- 9) The tender is not transferable under any circumstances. No part of the contract, nor any share or interest therein, shall in any manner or degree be transferred, as signed or sublet by the contractor directly or indirectly to any person, firm or who soever. The successful agency / firm / company has to run the contract directly with its own employees.

It may be noted that the above prequalification criteria of prior experience will NOT be relaxed for MSME or registered start-ups etc.

8. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

9. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

10. Buyer Added Bid Specific SLA

Text Clause(s)

SPECIFIC TERMS AND CONDITIONS OF THE TENDER

1) The existing student strength is approximately 1800+, including undergraduates, research students and approximate 400 faculties and staff members. The Institute **does not guarantee a minimum number of diners and volume of business at any point in time.**

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).**

2) IISER Pune retains the sole discretion to operate multiple canteens concurrently within its campus. The selected contractor is therefore encouraged to provide Affordable Options, maintain food quality, taste and hygiene to attract and retain diners.

3) The successful bidder of this tender, during the concurrency of the contract shall not be allowed to participate in the subsequent tenders for Providing Catering & Allied Services on contractual basis at IISER Pune.

4) The contract shall be given to a successful agency/firm/company for a maximum of 05 years. However, the Institute shall at any time be entitled to determine and terminate the contract for any reason, including unsatisfactory performance. A notice in writing from the institute to the contractor shall be issued, giving 30 (Thirty) days' time for such termination and vacation of the premises, without assigning any reasons. Under exceptional circumstances, this 30 (Thirty) days period may be appropriately reduced (or) waived off.

5) The successful Agency / Firm / Company will have to deposit a 5% performance security deposit of the contract value in the form of a Performance Bank Guarantee (PBG) of any Nationalized Bank / Scheduled Bank in favour of Director, IISER Pune, within 15 days, upon email receipt of Letter of Intent issued by the Institute. This PBG shall cover the entire period of the contract and shall remain valid for a period of 60 days beyond the period of the contract.

6) **Prices:** The prices shall be fixed for the regular meals as quoted and awarded in the Financial Bid as per the menu structure in "**Annexure F**". The agency/firm/company must offer the meals in the given quantity at the approved prices, prepared with the given list of brands as specified in the bid document. The prices mentioned shall remain fixed for one year from the date of award of the contract. The rates stated are inclusive of GST.

Additional meal serving options shall be implemented based on mutually agreed rates by the Dining Committee and the Contractor with approval from the competent authority of the Institute.

The revision in the price after every one year shall be maximum 5% based on the price day before implementation of revision subject to prior approval of the Competent Authority. Revision shall be implemented from the 1st day of the calendar month.

7) Further, the contracting agency/firm/company shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency. The contracting agency/firm/company shall need to provide the services continuously as per the award of the contract. In case of discontinuation of services by the contractor in the middle of the period or non-satisfactory services, breach of any terms and conditions of the contract, non-compliance of the orders of competent authority, etc the contractor shall be liable for termination of the contract and/or necessary legal action. The contracting agency/firm/company shall also be liable for forfeiture of their performance security deposit in such a case.

8) The lowest evaluated bidder (L1) shall be the Bidder who quotes the lowest **Total Consolidated Contract Value** for the entire **five-year period**.

a) The Total Consolidated Contract Value must incorporate the prices for **Breakfast, Lunch, and Dinner** combined for the full five-year term.

b) For transparency, bidders must provide a detailed price breakdown for each individual meal (Breakfast, Lunch, and Dinner) alongside the mandatory five-year consolidated price.

c) **Note:** Evaluation for L1 status will be based strictly on the five-year consolidated price, not on the rates of individual meals.

d) The quoted price for Lunch and Dinner must be equal. Financial Bids that contain different prices for the Lunch and Dinner servings will be considered non-compliant and will be rejected.

9) The contracting agency/firm/company shall get suitable directions from the Designated Officials / Dining Committee of IISER Pune and promptly provide the services as required

10) The Catering Contractor must use the biogas supplied by SWACH/VAAYU to the kitchen burner and pay SWACH/VAAYU 80% of the commercial PSU LPG rate based on meter reading. The rate is reviewed bi-annually. Non-payment reported by SWACH/VAAYU will result in the Institute recovering the amount from the Contractor.

This gas would be in limited supply of a weight similar to that of around 2-3 cylinders per month and provided at a separate burner inside the kitchen with proper meter readings. All other burners has to be operated through LPG with connection through the Gas Bank only

11) Bidder who was awarded the contract under previous Bid No. GEM/2025/B/65 32399 are ineligible to participate in this tender.

12) Technical bids must not include any pricing information. Any bid that contains pricing details in the technical submission will be rejected.

12) The contracting agency/firm/company shall abide by the rules and regulations of IISER Pune and Govt. of India particularly applicable to the said business

13) The contracting agency/firm/company and the user shall make every effort to resolve any dispute or disagreement amicably by direct negotiations.

However, in case of any unresolved issues/disagreements/disputes in connection with the contract, the same shall be settled under the Court of Law within its jurisdiction at Pune. The resultant contract will be interpreted under Indian Laws.

14) The staff deployed by the contractor shall be medically fit and free from any communicable disease at all times. Medically unfit employees should not be allowed to work. Periodic (once in six months) medical checkup of all employees should be carried out by the contractor. The certificates shall be verified by the Institute Medical Officer.

15) The contractor shall submit to the Designated Official a list of workers, with complete details including local/permanent addresses, contact details, and their photographs etc who may be allowed to work in the dining area. Workers credentials shall be verified by the Contractor before their deployment on the Institute site. **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**

16) If and whenever any of the contractor's employees shall, in the opinion of the Institute, be guilty of any misconduct or be incompetent or negligent in the performance of their duties or that in the opinion of the Institute, it is undesirable for administrative or any other reason for such person or persons to be employed in the work, the contractor if so directed by the Competent Authority, shall remove such person/persons from Institute site within a reasonable time (not more than 10 calendar days). Any person or persons so removed from work shall not again be employed in connection with the work without the written permission of the Competent Authority.

17) The successful Agency / Firm / Company shall provide two sets of uniforms and shoes to the staff deployed at IISER Pune and replace it as and when required.

18) IISER Pune shall not be responsible for any damages, losses, theft, claims, financial or other injury to any workers deployed by the contractor in the course of their performing the functions/ duties or for payment towards any compensation The contractor has to cover the same under a suitable Insurance policy or as required under the applicable laws / Acts.

19) The workers deployed by the contractor shall not claim nor shall be entitled to pay, perks and other facilities from IISER Pune admissible to casual, ad-hoc, regular/ confirmed employees during or after the expiry of the contract period.

20) In case of termination of the contract on its expiry or otherwise, the workers engaged by the contractor shall not be entitled to and shall have no claim for any absorption nor for any relaxation for absorption in the regular / otherwise capacity in IISER PUNE and they shall be removed by the contractor from the Institute site.

21) The contractor shall be responsible for compliance of all statutory provisions relating to the business carried out at the Institute site including Minimum Wages Act and compliances under ESIC and PF etc. in respect of the workers engaged by it at IISER PUNE

22) The contractor shall also be liable for depositing all taxes, levies, cess, etc on account of services rendered by it to IISER PUNE to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

23) The Income Tax (T.D.S.) shall be deducted at the prevailing rate from any bills towards services offered directly to the Institute, as amended from time to time in accordance with the provisions of Income Tax Act, and a certificate to this effect shall be provided to the agency by IISER PUNE.

24) In case, the contractor fails to comply with any statutory/ taxation liability under appropriate law, and as a result thereof, IISER PUNE is put to any loss/obligation, monetary or otherwise, IISER PUNE shall be entitled to get itself reimbursed out of the outstanding bills or the Performance Bank Guarantee of the agency, to the extent of the loss or obligation in monetary terms. The excess amount if any shall be then further recovered from the contractor.

25) Any damages to the infrastructure facilities/ Property of the Institute caused by the personnel of the agency/ firm/ company; contractor shall bear the responsibility of losses and shall replace the same on its own expenses / reimburse the full cost of the same

26) If the designated key employee of the Contractor wants to proceed on leave, they shall inform well in advance to the Section Officer of Dining Services at IISER PUNE, and immediate alternative proper arrangements shall be made by the Contractor.

27) Minimal accommodation (unfurnished) on campus for the contractor's staff shall be provided by the Institute.

28) In case of multiple L1 bidders against this bid, the Institute will use the 'Run L1 selection', which is GeM portal feature wherein the system randomly identifies an L1 seller. It works on pseudorandom number generator algorithms, which is the system generator based on linear congruential algorithm.

29) 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 the responsibility of the catering contractor.

30) The designated Dining Committee of the Institute will supervise the catering operations including but not limited to surprise visits/checks. The Student members of the Committee shall decide on the weekly menu in coordination with the contractor's representative well in advance and communicate the same to the Contractor.

31) Integrity clause: If integrity pact not properly pledged and signed and if any fact concealed, the tender will become liable for rejection.

32) The Director IISER PUNE, reserves the right to withdraw/relax any of the terms and conditions mentioned above so as to overcome any problem encountered by the contracting parties.

33) The Director IISER PUNE reserves the right to cancel the tender or reject or any part of tender without assigning any reason and shall also not be bound to accept the lowest tender. IISER PUNE would not be under any obligation to give any clarifications to the agencies whose bids are rejected.

34) Fire and Operational Safety: The Contractor shall be solely liable for any damage or loss caused by fire or gas leakages in kitchen area arising from the negligence or improper handling of kitchen equipment and gas installations by their personnel. The Contractor must ensure that all safety protocols are strictly followed and that fire-fighting equipment within the catering area is accessible and unblocked.

35) Property Damage: The Contractor shall be responsible for the cost of repair or replacement of any Institute property, infrastructure, or equipment damaged due to the negligence (including accidents), default, or misconduct of the Contractor's staff. The Institute reserves the right to recover such costs directly from the Contractor's pending bills or Performance Bank Guarantee.

36) Loss of Life and Limb: The Contractor shall be exclusively liable for any injury, permanent disability, or loss of life involving their own staff resulting from accidents within the service area. The Institute (Principal Employer) shall stand indemnified against all claims for compensation, legal proceedings, and medical expenses under the Workmen's Compensation Act or any other prevailing statutes.

37) Insurance Coverage: The Contractor shall, at their own expense, maintain comprehensive insurance policies to cover the aforementioned risks, including Fire Insurance and Third-Party Liability insurance

11. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Director Indian Institute of Science Education and Research Pune
Account No.
30042605732
IFSC Code
SBIN0003552
Bank Name
STATE BANK OF INDIA
Branch address
NCL Campus Branch, Pune 411008

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

12. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

Director Indian Institute of Science Education and Research Pune
payable at
Pune

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The

Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---