

TENDER ENQUIRY
for
OPERATING VAYU VIHAR CANTEEN AT DEPT. OF AEROSPACE ENGINEERING, IISc,
BANGALORE



Tender No.: R/Amenities /Vayu Vihar Canteen - TE/Sep- 2026

Issue of tender document date	21.09.2026
Last Date and Time of submission of the tender	12.10.2026, 3:00 PM
Date, Time and Venue of opening of the Technical Bids	Will be intimated subsequently.

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1	Introduction																
	The Indian Institute of Science (IISc) is a premier research and academic institution in India, with a vibrant campus community comprising faculty members, students, staff, residents and visitors. The Institute provides various amenities and support services on campus to facilitate the day-to-day requirements and well-being of its community. The Institute intends to engage a suitable and experienced agency for the operation and management of Vayu Vihar Canteen located within the IISc campus. The canteen is intended to provide hygienic, nutritious, good-quality and reasonably priced food and beverages to the campus community. IISc invites Open Tender from eligible and reputed agencies having relevant experience for the operation and management of Vayu Vihar Canteen. <table border="1"> <thead> <tr> <th>Ser</th><th>Type of Shop</th><th colspan="2">Area</th><th>No's</th><th>Place</th></tr> </thead> <tbody> <tr> <td>1</td><td>Vayu Vihar Canteen (Veg)</td><td>Closed Area 330 Sq Ft</td><td>Open Area 700 Sq Ft</td><td>1</td><td>Aerospace Engineering Dept.</td></tr> </tbody> </table>					Ser	Type of Shop	Area		No's	Place	1	Vayu Vihar Canteen (Veg)	Closed Area 330 Sq Ft	Open Area 700 Sq Ft	1	Aerospace Engineering Dept.
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1	Vayu Vihar Canteen (Veg)	Closed Area 330 Sq Ft	Open Area 700 Sq Ft	1	Aerospace Engineering Dept.												
2.	Pre-Qualification Criteria																
	(a) The bidder should have at least 05 (five) years of experience in successfully operating and managing food service establishments, including hotels, restaurants, food courts, or similar food-service facilities, for major Government Departments / Public Sector Undertakings (PSUs) / Autonomous Institutions / Universities / Research Institutions / reputed Private Sector Institutions, premium malls, or premium locations. (b) Minimum Operational Area and Customer Handling Capacity: The bidder should have experience in operating at least one food-service facility of a similar nature, having a minimum operational area of 1,000 sq. ft. The bidder shall submit documentary evidence in support of the same, such as work orders, contracts/agreements, client certificates, or any other relevant documents clearly indicating the operational area of the facility. (c) The bidder should have the capacity to serve/handle a minimum of 1,000 customers per day. The bidder's customer-handling capacity shall be evaluated and assessed by the Committee based on the documents submitted by the bidder and/or other relevant information available during the evaluation. (d) A minimum Turnover of Rs. 1.00 Crore per annum for the last three financial years. (e) The bidder shall submit Income Tax Returns (ITRs) for the last 03 (three) financial years, duly supported by/along with the relevant CA-audited financial statements. The bidder shall submit complete copies of the documents specified in Para 5. Failure to submit any of the mandatory documents shall render the bid liable for summary rejection (f) Depending on the nature of business, the bidder must possess a valid License issued by the appropriate authority, as applicable.																

	(g) The bidder shall: (i) Not have been blacklisted or debarred by any Government Department, Public Sector Undertaking (PSU), Autonomous Institution, University, Research Institution, or Corporate Entity. (ii) Submit a self-declaration in this regard.
3.	General Scope
	The Vayu Vihar Canteen is intended to provide food and beverage services to the Institute community, including students, faculty, staff, residents and visitors, as well as other authorised users of the Institute. (a) The selected bidder shall be allotted the designated premises at Vayu Vihar Canteen, Aerospace Engineering Department, Indian Institute of Science, for operating and managing the canteen. The bidder shall use the allotted premises only for the purpose specified in this Tender Document. (b) The Institute shall provide the available infrastructure and utilities at the allotted premises as specified by the Institute. Where applicable, the selected bidder shall be charged for electricity, water and other utilities based on actual consumption or on such basis as determined by the Institute. A nominal License fee of Rs.15/sqft. (inside area) and Rs. 7.5/sqft (outside area) per month plus applicable taxes will be charged for the allotted space. (c) The selected bidder shall provide good-quality, hygienic, nutritious and reasonably priced food and beverages to the Institute community. The bidder shall ensure that the rates offered are reasonable and commensurate with the facilities and infrastructure provided by the Institute. (d) The menu and rates for food and beverage items shall be finalised in consultation with the Institute and shall remain valid for a period of one (01) year. Any revision in the approved rates thereafter shall be considered only upon a request from the selected bidder and subject to the approval of the Institute. (e) The selected bidder shall maintain adequate and trained manpower for the efficient operation of the canteen. All personnel deployed shall maintain proper personal hygiene, cleanliness, appropriate dress and courteous behaviour while dealing with customers. (f) The selected bidder shall comply with all applicable FSSAI requirements, food safety and hygiene standards, municipal regulations, labour laws and other statutory requirements applicable to the operation of the canteen. A valid FSSAI licence/registration and other mandatory licences shall be maintained throughout the contract period. (g) The selected bidder shall maintain the canteen premises, kitchen, dining/service area, equipment, utensils and surrounding areas in a clean, hygienic and sanitary condition at all times. The bidder shall ensure proper segregation and disposal of food waste and other waste generated from the canteen. (h) The selected bidder shall digitise its transactions and accept payments through PoS machines, UPI, digital wallets or other digital payment methods as may be prescribed by the Institute.

- (i) The use of **single-use plastic items and plastic carry bags** shall be strictly prohibited in the canteen, in accordance with the applicable rules and the Institute's environmental requirements. Any violation shall attract appropriate penalty as prescribed in the Tender Document/Agreement.
- (j) All food preparation, cooking, storage, equipment, utensils, raw materials and other articles related to the operation of the canteen shall be kept **within the designated/allotted premises**. No material shall be stored or displayed in common areas, corridors or other unauthorised locations.
- (k) The selected bidder shall procure and use **fresh and good-quality raw materials and ingredients** for preparation of food. Expired, spoiled, stale or otherwise unfit food ingredients shall not be stored or used for preparation or service.
- (l) **Sub-letting, assignment or unauthorised subcontracting** of the canteen or any part thereof is strictly prohibited. Any violation shall be dealt with in accordance with the terms of the contract and may result in termination of the contract.
- (m) The **approved menu and prices** shall be clearly and prominently displayed at the canteen. No additional amount shall be charged over and above the approved rates for the items listed in the approved menu.
- (n) The selected bidder shall ensure that the canteen operates during the **days and timings prescribed by the Institute** and shall maintain adequate stock and manpower to ensure uninterrupted availability of the approved menu items during the operating hours.
- (o) The Institute reserves the right to obtain feedback from the users of the canteen through online feedback forms, QR codes, surveys, complaint/feedback portals, direct feedback or any other mechanism considered appropriate. The feedback may be considered for monitoring the performance of the selected bidder and for taking appropriate corrective or contractual action.
- (p) The Institute or its authorised representatives shall have the right to conduct **periodic and surprise inspections** of the canteen, kitchen, food storage areas, equipment, raw materials, hygiene practices and other aspects of the operation. The selected bidder shall extend full cooperation during such inspections and shall promptly rectify any deficiencies pointed out by the Institute.
- (q) The selected bidder shall not make any **structural alteration, modification, addition or installation** in the allotted premises without the prior written approval of the Institute. Any equipment or installation proposed to be brought into the premises shall be subject to the approval of the Institute.
- (r) The successful bidder shall cooperate with **periodic third-party FSS food safety audits, inspections, hygiene assessments, and quality checks** conducted by or on behalf of the Institute. The bidder shall implement all corrective actions within the timelines prescribed by the Institute.
- (s) Upon award of the Contract, the selected bidder shall **commence operation of the Vayu Vihar Canteen within one (01) month from the date of issue of the Letter of Award/Work Order**, or within such period as specified by the Institute. Failure to

commence operations within the stipulated period may result in cancellation of the award.

(t) Canteen Establishment, Temporary Fit-Out and Investment by Vendor

(i) The selected vendor shall, at its own cost and responsibility, make the allotted café/canteen premises fully operational and fit for use before commencement of services.

(ii) The vendor shall undertake all necessary establishment and fit-out works, including cleaning and sanitisation, painting, provision of kitchen equipment and appliances, counters, storage facilities, furniture, tables, chairs and other seating arrangements, together with such other operational infrastructure as may be required for efficient running of the café/canteen.

(iii) **Only temporary, removable and non-permanent structures, fixtures and installations shall be permitted.** No permanent construction, civil work, structural alteration, masonry work or modification affecting the existing building or premises shall be undertaken by the vendor.

(iv) Any temporary partition, shed, counter, fixture, electrical installation, plumbing arrangement or similar work shall be carried out only with the prior written approval of IISc and shall comply with applicable fire, electrical, safety, hygiene and statutory requirements.

(v) All expenditure towards establishment, furnishing, equipment, temporary fit-out and commencement of operations shall be borne entirely by the vendor, and no reimbursement or financial assistance shall be payable by IISc.

NOTE: Bidders intending to submit their proposal are **strongly encouraged to visit and inspect the Vayu Vihar Canteen premises at the Aerospace Engineering Department, IISc**, before submission of their bids, in order to familiarise themselves with the available infrastructure, facilities, space, utilities and operational requirements.

4 General Terms and Conditions

(a) Contract Duration and Renewal

The contract shall be valid for a period of **03 (three) years**, subject to annual review on performance and community feedback. The contract may be extended for an additional period upon mutual agreement and at the sole discretion of the Institute.

(b) Termination of Contract

(i) The Institute reserves the right to terminate the contract by providing one (1) month's written notice without assigning any reason.

(ii) In cases of serious lapses or breaches, the Institute may cancel the contract with immediate effect, requiring the bidder to vacate the premises forthwith.

(iii) The bidder may terminate the contract by providing three (3) months' written notice and settling all outstanding dues to the Institute.

(c) Licensing Requirements

The bidder must possess all valid licenses and permits from the appropriate authorities to operate the establishment. Additionally, the bidder shall obtain and produce a license under the Contract Labour (Regulation and Abolition) Act, if required by law. The employment of child labour is strictly prohibited.

(d) Compliance with Labor Laws

The bidder shall maintain accurate records of payments, including minimum wages and statutory benefits for all workers. The bidder is solely responsible for compliance with labour laws and shall indemnify the Institute against any liabilities arising from non-compliance and failure of statutory obligations.

(e) Scope of Contract

This contract is solely for the provision of services to the Institute community at the **Vayu Vihar Canteen, Aerospace Engineering Department, IISc**. It shall not be construed or interpreted as a labour contract under any circumstances.

(f) Security Deposit

The selected bidder must deposit a security amount equivalent to **11 (eleven) months'** license fee in the form of a demand draft.

(g) Agreement Execution

Upon award of the contract, the selected bidder must enter into an **agreement** with the Institute as per the prescribed terms and conditions.

(h) Liability for Injury, Damage, or Loss

The bidder shall be solely responsible for any **injury, damage, or accidents** involving their workers, as well as for any **loss or damage to equipment or property** within the work area due to fire, negligence, or carelessness.

(j) Worker Information and Conduct

(i) The bidder shall provide the names and addresses of all workers employed under this contract.

(ii) Workers employed by the bidder are not employees of the Institute and shall have no claims against the Institute. They shall not act in any manner detrimental to the Institute's interests.

(iii) Workers must comply with all security regulations as directed by the Institute's Security & Fire Fighting Officer.

(iv) Workers are prohibited from forming unions or engaging in trade union activities on the Institute campus.

(k) Accommodation for Workers

The Institute will **not provide accommodation** for bidder workers. The bidder must make independent arrangements for worker accommodation.

(l) Proposal Completeness

The proposal must be **complete in all respects** and meet all submission requirements. Incomplete proposals may be rejected.

(m) Proposal Validity

The proposal shall remain valid for 180 (one hundred eighty) days from the date of opening.

(n) Proposal Format

The proposal and its envelope must clearly display the **name and address** of the bidder. All submitted documents must be **duly signed and stamped**.

(o) Right to Accept or Reject Proposals

The Institute reserves the right to **accept or reject** any or all proposals, in whole or in part, without assigning any reason.

(p) Final Decision

In all matters related to this contract, the decision of the Institute's Director shall be final and binding.

(q) Dispute Resolution

Any disputes arising from this tender shall be resolved through **mutual negotiation**. If a resolution is not reached, the matter shall be subject to the **exclusive jurisdiction of courts in Bangalore**.

(r) Pest and Rodent Management

The successful bidder shall engage a competent and licensed pest control agency and carry out **comprehensive pest and rodent control treatment at least three (03) times every month** covering the kitchen, food preparation areas, storage, dining, service and waste disposal areas. Any infestation or pest-related issue identified during inspections, audits or reported by the Institute shall be addressed **immediately at the bidder's own cost** until satisfactorily resolved.

(s) Technical Evaluation

The Institute reserves the right to verify technical specifications through various sources, including submitted brochures, company websites, etc.

(t) Inconsistencies or ambiguities in the provided information may lead to disqualification.

Feedback from the Institute community regarding existing bidders will be considered. Negative feedback may result in summary rejection of the bid during technical evaluation without further clarification.

(u) Penalties for Damage or Loss

	Damage or loss of goods, as well as mishandling or mismanagement, shall attract appropriate penalties. Detailed penalty clauses will be included in the contract award letter. (v) Delay in Rent Payment In the event of rent remaining outstanding for a period of two (02) consecutive months, penal charges along with applicable interest shall be levied on the outstanding amount for each month of default. The detailed provisions relating to penal charges, interest, and recovery of outstanding rent shall be specified in the License Agreement. (w) Centralized Menu Listing, Billing and Order display System In the event the Institute introduces a Centralized Menu Listing, Billing and Order display System during the contract period, the successful bidder shall extend necessary cooperation and comply with the requirements of the system, as prescribed by the Institute from time to time. (x) Uniform Signage Board Uniform Signage Board The successful bidder shall install and maintain a uniform name display board/signage at the allotted premises as per the design and specifications prescribed by the Office of Amenities, IISc. (y) Food Ingredients and Cooking Oil Standards The use of analogue paneer, fat spreads, vanaspati, palm oil, reused cooking oil, artificial or synthetic substitutes, adulterated or inferior-quality food ingredients in place of genuine paneer, butter, ghee, refined edible oils, or other approved food ingredients is strictly prohibited. Palm oil, either independently or as a constituent of cooking oil, shall not be used for preparation of any food item. Only fresh, genuine, and good-quality food ingredients conforming to the Food Safety and Standards Act, and the Regulations framed thereunder shall be used. Any violation shall be treated as a serious breach of contract and may result in penalties, suspension of operations, or immediate termination of the contract, depending upon the nature and severity of the violation.
5.	Mode of Furnishing the Proposal
	Interested bidders are required to submit their Bids in a Two-Bid System, comprising two separate sealed envelopes: (a) Cover ‘A’ – Technical Bid (b) Cover ‘B’ – Commercial Bid Both envelopes must be placed inside a larger sealed envelope, clearly superscribed as: “SUBMISSION OF BID FOR OPERATING VAYU VIHAR CANTEEN AT AEROSPACE ENGINEERING DEPARTMENT, IISc” (a) Cover ‘A’ – Technical Bid

The **Technical Bid** must include the following documents:

- (i) **License:** Copy of the license obtained from the competent authority to operate dry-cleaning services.
- (ii) **Financial Statements:** Copies of **audited financial statements** for the preceding three financial years (**2023-24, 2024-25, and 2025-26**).
- (iii) **PAN Card:** Copy of the bidder's **PAN card**.
- (iv) **GST Certificate:** Copy of the **GST registration certificate**.
- (v) **Testimonials:** Proof of **current/previous contracts** at other locations.
- (vi) **Labour Department Certificate:** Certificate issued by the **Central/State Labour Department**.
- (vii) **Certificate of Ethical Practice:** Declaration confirming adherence to **ethical business practices**, as specified in the tender document.
- (viii) **Conflict of Interest certificate**
- (ix) **Non-Blacklisting declaration certificate**
- (x) **Correctness of information certificate**
- (b) **Cover 'B' – Commercial Bid**

The **Commercial Bid** must be submitted in the **prescribed format** provided in **Annexure-II**. Bidders must ensure that the financial bid strictly follows the specified format—**any deviations will lead to disqualification**.

(c) Submission Guidelines

- (i) The sealed envelope containing **Cover 'A'** and **Cover 'B'** must be superscribed as:

**“SUBMISSION OF BID FOR OPERATING VAYU VIHAR CANTEEN
AT AEROSPACE ENGINEERING DEPARTMENT, IISc” and submitted
to:**

The Office of the Assistant Registrar (Amenities), Indian Institute of Science,
Bengaluru – 560012

Deadline for Submission: 12.10.2026, 03:00 PM

(ii) Important Notes:

- (aa) If Cover 'B' (Commercial Bid) is found exposed or unsealed, the bid will be summarily rejected.
- (bb) The proposal must be complete in all respects. Incomplete submissions will not be considered.

(d) Additional Information

(i) Bidders requiring further clarification or wishing to visit the site may contact the Amenities Section:

(ii) Phone No.: 080 – 2293 2370, Email Id: office.amenities@iisc.ac.in

(e) Submission of Proposals:

Interested bidders must submit their **technical and financial proposals** in separate sealed envelopes addressed to:

**Assistant Registrar, Amenities, New
Admin Building, Indian Institute of
Science, Bangalore – 560012**

6. Mode of Selection

The selection of the successful bidder shall be based on the **Quality and Cost Based Selection (QCBS)** methodology.

(a) Evaluation Weightage

Component	Weightage (%)
Technical Evaluation	50
Financial Evaluation	50
Total	100

Only technically qualified bidders shall be considered for Financial Evaluation.

(b) Technical Evaluation (50 Marks)

The Technical Evaluation Committee shall assess bidders based on the following criteria:

Ser	Criteria	Maximum Marks
(i)	Experience in Operating food service establishments, including hotels, restaurants, food courts, or similar food-service facilities, for major Government Departments / Public Sector Undertakings (PSUs) / Autonomous Institutions / Universities / Research Institutions / reputed Private Sector Institutions, premium malls, or premium locations	20
(ii)	Public Feedback/Public Customer Reviews (The bidder shall have a minimum of 500 unique customer ratings/reviews for its relevant business/service on publicly accessible platforms)	15
(iii)	Assessment of Existing Establishment through Site Visit by Institute Representatives	15
	Total	50

Only bidders securing the minimum qualifying technical marks will proceed to financial evaluation.

(i) Experience – 20 Marks

You can retain your existing experience concept, but scale it to 20 marks:

Relevant Experience	Marks
Minimum 5 years	10 Marks
Each additional completed year beyond 5 years, up to a maximum of 5 additional years	2 Marks per year
Maximum Marks	20 Marks

The experience shall be supported by valid work orders, agreements, completion certificates, experience certificates or other documentary evidence acceptable to the Institute.

Illustration: A bidder with 7 years of relevant experience shall be awarded **18 marks** (10 marks for the initial 3 years + 2 marks each for the additional 4 years).

(ii) Public Feedback, Client References and Customer Reviews – 15 Marks

Marks shall be awarded based on:

- Client feedback;
- Customer/Public reviews with a minimum of **500 unique customer ratings/reviews** for the establishment;
- Performance certificates;
- Overall reputation and performance of the establishment.

The Institute may contact the references provided by the bidder and may also consider other relevant and verifiable information available to it.

(iii) Site Assessment – 15 Marks

Institute representatives may visit the bidder's existing establishment(s) for assessment.

Marks shall be awarded based on:

- Cleanliness and hygiene standards;
- Quality of food and beverages offered;
- Food safety practices;
- Kitchen and storage facilities;
- Infrastructure and maintenance;
- Staff behaviour and customer service;
- Operational efficiency; and
- Overall suitability for operating the Vayu Vihar Canteen at IISc.

Minimum Technical Qualification

Bidders securing a minimum of 30 marks out of 50 in the Technical Evaluation shall qualify for opening of the Financial Bid.

The Technical Score for QCBS can then be normalized as:

$$\text{TS} = (\text{Technical Marks Obtained by the Bidder} \div \text{Highest Technical Marks Obtained by any Qualified Bidder}) \times 100$$

Where:

- TS = Normalized Technical Score
- Highest Technical Marks = Highest technical marks secured among all technically qualified bidders.

Financial Evaluation

Financial evaluation shall be carried out based on the **rates quoted by the bidders for the standard menu items prescribed by the Institute.**

For the purpose of financial evaluation, the total sum of prices quoted for all standard menu items by a bidder shall be divided by the total number of standard menu items to determine the **Average Menu Price.**

$$\text{Average Menu Price} = \text{Total of quoted prices for all standard menu items} \div \text{Total number of standard menu items}$$

The bidder quoting the **Lowest Evaluated Average Menu Price (L1)** shall be assigned a Financial Score (FS) of **100 marks.**

The Financial Score (FS) of other bidders shall be calculated as follows:

$$\text{FS} = (\text{Lowest Evaluated Average Menu Price} \div \text{Average Menu Price of Bidder under Evaluation}) \times 100$$

Where:

- FS = Normalized Financial Score; and
- **Lowest Evaluated Average Menu Price** = Lowest Average Menu Price quoted by any technically qualified bidder.

The rates quoted for all standard menu items shall be considered for financial evaluation. **Additional menu items proposed by bidders shall not be considered for financial evaluation.** However, bidders may propose additional menu items not exceeding **10% of the total number of standard menu items** specified by the Institute. The rates for such additional items shall be quoted separately and shall be subject to the approval of the Competent Authority before inclusion in the menu.

(e) Final QCBS Evaluation

The Final QCBS Score shall be calculated by combining the weighted Technical Score and weighted Financial Score in the prescribed ratio of **50:50.**

$$\text{Final QCBS Score} = (\text{TS} \times 0.50) + (\text{FS} \times 0.50)$$

Where:

- ❖ TS = Normalized Technical Score; and

❖ **FS** = Normalized Financial Score.

The bidder obtaining the **highest Final QCBS Score** shall be ranked **H1** and may be considered for award of the contract, subject to approval of the Competent Authority.

(f) Illustrative Example

Bidder	Technical Marks (Out of 50)	TS (Normalized)	Average Menu Price (₹)	FS (Normalized)	Final QCBS Score	Rank
A	35	77.78	100	100	88.9	H3
B	40	88.89	110	90.91	89.9	H2
C	45	100.00	120	83	91.5	H1

Calculation of Final QCBS Score

Bidder A

Technical Score (TS) = 78

Financial Score (FS) = 100.00

Final QCBS Score = (TS × 0.50) + (FS × 0.50)

= (78 × 0.50) + (100 × 0.50)

= **88.9**

Bidder B

Technical Score (TS) = 88.89

Financial Score (FS) = 90.91

Final QCBS Score = (TS × 0.50) + (FS × 0.50)

= (88.89 × 0.50) + (90.91 × 0.50)

= **89.9**

Bidder C

Technical Score (TS) = 100.00

Financial Score (FS) = 83.00

Final QCBS Score = (TS × 0.50) + (FS × 0.50)

= (100 × 0.50) + (83 × 0.50)

	= 91.50 Accordingly, Bidder C shall be ranked H1 and considered for award of the contract, having secured the highest Final QCBS Score. Note: The above illustration is provided only for understanding the evaluation methodology and shall not form part of the evaluation criteria. (g) Tiebreaker In the event of two or more bidders obtaining the same Final QCBS Score, the bidder securing the higher Technical Score shall be ranked higher. If the tie still persists, the bidder securing higher marks under Site Assessment shall be ranked higher. (h) Institute's Rights The Institute reserves the right to verify all information furnished by the bidders, conduct site inspections, seek clarifications, contact client references, verify past performance, and assess the reasonableness of the quoted rates. The decision of the Institute shall be final and binding in all matters relating to the evaluation and selection process.
7.	Disclaimer
	(a) Right to Accept or Reject Proposals: IISc reserves the right to accept or reject any or all proposals without assigning any reason. IISc is not obligated to correspond with bidders regarding the outcome. (b) Amendments to the Request for Proposal (RFP): IISc reserves the right to issue amendments to the Request for Proposal (RFP) through addendums at any stage, without any liability or obligation and without assigning any reason. The RFP does not create any legal rights and shall not be considered an offer or an invitation to offer. (c) Ownership of Documents: All documents and information submitted by bidders shall become the property of IISc. The Institute will not be liable to return any submitted applications or supporting documents. (d) No Contractual Obligation: Submission of a proposal does not create any contractual obligation between the bidder and IISc. (e) Costs Borne by Bidders: All costs associated with the preparation and submission of the proposal shall be borne by the bidders. IISc shall not be responsible or liable for any costs incurred, regardless of the outcome

	of the selection process.																								
8	Penalties / Fine																								
	The following penalties will be levied to the Bidders in case of violation/s: <table> <tr> <th>Violation</th><th>Penalty per violation</th></tr> <tr> <td>Cockroaches, flies, insects etc., in cooked food</td><td>Rs.10,000/-</td></tr> <tr> <td>Usage of spoiled/stale food ingredients eg: rotten Vegetables, infected grains, expired items.</td><td>Rs.10,000/-</td></tr> <tr> <td>Poor maintenance/tampering with institute property</td><td>Rs.5,000/-</td></tr> <tr> <td>Presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails, Pieces of plastics etc.</td><td>Rs.10,000/-</td></tr> <tr> <td>Improper cleaning of utensils</td><td>Rs.1000/-</td></tr> <tr> <td>Three or more complaints of unclean utensils in a day/week</td><td>Rs.5,000/-</td></tr> <tr> <td>If certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily</td><td>Rs.5,000/-</td></tr> <tr> <td>Food poisoning</td><td>Forfeiture of security deposit & cancellation of contract.</td></tr> <tr> <td>Nonadherence to the timings mentioned in the tender or decided with the respective amenities Committee</td><td>Rs.5,000/-</td></tr> <tr> <td>Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.</td><td>Rs.5,000/-</td></tr> <tr> <td>Use of spurious brands, goods or accessories in preparation / presentation</td><td>Rs.10,000/-</td></tr> </table>	Violation	Penalty per violation	Cockroaches, flies, insects etc., in cooked food	Rs.10,000/-	Usage of spoiled/stale food ingredients eg: rotten Vegetables, infected grains, expired items.	Rs.10,000/-	Poor maintenance/tampering with institute property	Rs.5,000/-	Presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails, Pieces of plastics etc.	Rs.10,000/-	Improper cleaning of utensils	Rs.1000/-	Three or more complaints of unclean utensils in a day/week	Rs.5,000/-	If certain item of a meal was not cooked properly / overcooked / extra spicy / extra oily	Rs.5,000/-	Food poisoning	Forfeiture of security deposit & cancellation of contract.	Nonadherence to the timings mentioned in the tender or decided with the respective amenities Committee	Rs.5,000/-	Inappropriate personal hygiene of workers including their dress and / or misbehavior by workers etc.	Rs.5,000/-	Use of spurious brands, goods or accessories in preparation / presentation	Rs.10,000/-
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	Damage to Institute infrastructure over and above cost of repair / replacement (which shall be levied extra)	Rs.5,000/-
	Possession or consumption of Tobacco items	Rs.5,000/-
	Non-compliance with FSSAI norms (audited by an external FSSAI-certified agency) will attract a penalty. If overall rating (in the scale 1 to 10) for three consecutive months is less than 5 out of 10.	Forfeiture of security deposit & cancellation of contract
	The representatives of Amenities Committee of IISc may conduct surprise checks. If any lacunas/violations found appropriate action will be taken	As per the norms

ANNEXURE - I**FORMAT FOR SUBMISSION OF BID**

Ser.	Document	Attached Yes / No
1	Company / Firm Profile	
2	PAN	
3	GST Registration Certificate	
4	Valid FSSAI Licence	
5	EPF / ESI Registration, if applicable	
6	Labour Law Registration / Contract Labour Licence, if applicable	
7	Experience Documents / Work Orders / Client Certificates	
8	Details of Existing Operations	
9	Audited Financial Statements for the prescribed period	
10	Income Tax Returns for the prescribed period	
11	Chartered Accountant Certificate for Turnover, if applicable	
12	Proposed Menu with Portion Sizes	
14	Billing / POS / Digital Payment and Bulk Meal Coupon System Details	
15	Non-Blacklisting and Compliance Declaration	
16	Conflict of Interest Declaration	
17	Declaration of Correctness of Information	
18	Undertaking for Acceptance of Terms and Conditions	
19	Authorization / Proof of Authority of the Signatory	

20	Any other document required under the Tender Document	
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* Furnish the details whichever is applicable to you.

Details of Previous Contracts

Period of Contract		Name & Address of Organization	Type of Contract Undertaken
From	To		

Give details of current contracts/shops being run, if any, of similar nature being rendered by you and which will be open for inspection by our committee

Period of Contract		Name & Address of Organization	Type of Contract Undertaken
From	To		

List of documents enclosed (specify)

ANNEXURE - II**COMMERCIAL BID**

(The Commercial Bid should be submitted in a separate cover duly super scribed as “Commercial Bid” for Vayu Vihar Canteen at Dept. of Aerospace Engineering, IISc., Bengaluru.)

Ser	Menu Item	Unit / Portion		Rate Quoted by Bidder (₹)
A	Breakfast			
1	Idly	2 Nos.	40 gms each	
2	Thatte Idly	1 No.	80gms	
3	Rava Idly	2 Nos.	50 gms each	
4	Plain Dosa	1 No.	10inch Dia/ 250gms	
5	Masala Dosa	1 No.	Dosa 12-inch dia., 100 gms masala	
6	Medu Vada	1 No.	80 gms	
7	Masala Vada	1 No.	60 gms	
8	Maddur Vada	1 No.	70 gms	
9	Veg Pongal	1 Portion	250 gms	
10	Bisibelebath	1 Portion	400 gms	
11	Upma	1 Portion	250 gms	
B	Beverages			
13	Tea	110 ml		
14	Coffee	110 ml		
15	Badam Milk	110 ml		
16	Mint Lime Juice	250 ml		

17	Tetra Pack Juice	1 Pack		
18	Milk Shake	250 ml		
19	Seasonal Fruit Juice	250 ml		
C	Snacks, Chat & Bakery Items			
20	Samosa	1 No.	80 gms	
21	Veg Puff	1 No.	100 gms	
22	Egg Puff	1 No.	100 gms	
23	Brownie	1 No.	60 gms	
24	Banana Cake	1 Slice	60 gms	
25	Veg Bread Roll	1 No.	100 gms	
26	Veg Sandwich	1 Portion	100 gms	
27	Vada Pav	1 No.	80 gms	
28	Samosa Pav	1 No.	125 gms	
29	Veg Burger	1 No.	80 gms	
30	Bread Omelette	1 Portion	100 gms	
31	Veg Cutlet	1 No.	50 gms	
32	Veg Nuggets	1 Portion	100 gms	
33	Pav Bhaji	1 Portion	250 gms	
34	Sev Puri	1 Portion	100 gms	
35	Dahi Puri	1 Portion	150 gms	
36	Bhel Puri	1 Portion	200 gms	

37	Pani Puri	1 Portion	100 gms	
38	Samosa Chat	1 Portion	150 gms	
34	Gulkhand Bun	1 No.	100 gms	
35	Maggi	1 Portion	100 gms	
36	Cookies	1 Portion	100 gms	
D	Organic / Healthy Dishes			
37	Millet Khichdi	500 gms		
38	Jaggery Kesari Bath	250 gms		
39	Millet Tikki	70 gms		
40	Millet Payasam	250 gms		
41	Millet Curd Rice	500 gms		
	Bread Items			
42	Chapati	1 No.	7-inch dia.	
43	Phulka	1 No.	7-inch dia.	
E	Main Course			
42	Veg Biryani (half/full)	200/400 gms		
43	Curd Rice	500 gms		
44	Chapati/Phulka with Veg Curry	2 No. Chapati/Phulka and 1 Portion Veg curry	Chapati/Phulka 7-inch dia. and Veg curry 450 gms	
F	Thali			
45	Veg Mini Thali	1. Chapati 1 No. (7-inch dia.), 2. 1 Palya (100 gms), 3. White Rice (300 gms), 4. Sambar (100ml),		

		5. Rasam (100ml), 6. Pappad 1No., 7. Sweet (80 gms), 8. Pickle	
46	Veg Organic Thali	1. Methi or Ajvain Chapati (7inch dia.), 2. Millet Starter (60 gms) 3. Veg. Gravy (150gms) 4. White Rice (300 gms), 5. Flavored Rice (100gms) 6. Rasam (100ml) 7. Curd (80 ml), 8. Roasted Pappad, 9. Organic sweet or cake (60 gms) 10. Pickle.	
47	Veg Executive Thali	1. Soup (100 ml), 2. Salad (80 gms) 3. 1 Starter (60 gms), 4. 1 Palya (100gms), 5. Veg. Gravy (150gms) 6. White Rice (250 gms) 7. Flavored Rice (100gms) 8. Curd Rice (100gms) 9. Indian Bread (2Nos.), 10. Rasam (100 ml), 11. Curd (80 ml), Sweet (2 Nos. 60gms each) 12. Pappad or Fryums 13. Pickle.	

Place:

Signature of the Bidder/Authorized person with seal

Date:

- ❖ Bidders may propose additional menu items in addition to the prescribed menu. Such additional items shall not be considered for financial bid evaluation and shall be subject to review and approval by the Committee.
- ❖ All quoted amounts shall be inclusive of all applicable taxes, and shall be quoted in Indian Rupees (INR).

CERTIFICATE OF ETHICAL PRACTICES

I/we assure the Institute that neither I/we nor any of my/our workers will do any act/s, which are improper/ illegal during the execution of the contract that may be awarded to us.

Neither I/We nor any of my/our workers/representatives will indulge in any corrupt activities/practice in my/our dealing with the Institute.

I/We will have no conflict of interest in any of our work/contracts at the Institute.

SIGNATURE

We have understood the scope and the terms and conditions and will agree to the same.

Place:

**Signature of the Bidder/Authorized person
with seal**

Date:

DECLARATION REGARDING CORRECTNESS OF INFORMATION

I / We hereby declare that all information, documents, certificates, statements and details submitted by us in response to this EOI are true, correct and complete to the best of our knowledge and belief.

I / We understand that if any information is found to be false, misleading, suppressed or incorrect at any stage, IISc shall have the right to reject our proposal, cancel our shortlisting, terminate any subsequent arrangement and take such other action as may be deemed appropriate.

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date:

CONFLICT-OF-INTEREST DECLARATION

I/We declare that all actual, potential or perceived conflicts of interest relating to our participation in this Tender have been fully disclosed.

I/We further declare that we have not entered into any arrangement with another applicant that may restrict competition or improperly influence the evaluation process.

Details of conflict, if any:

Signature of Authorised Signatory: _____

Name: _____

Designation: _____

Seal: _____

Date: _____

NON-BLACKLISTING DECLARATION

To
The Registrar / Competent Authority
Indian Institute of Science
Bengaluru

Subject: Declaration regarding non-blacklisting

I / We hereby declare that our organization has not been blacklisted, debarred or prohibited from participating in any tender / EOI / procurement process by any Government Department, PSU, Autonomous Body, Educational Institution, Research Institution, Statutory Authority or any other public authority during the preceding three years.

I/We further declare that no major penalty, suspension, cancellation of licence, closure order, prosecution or material adverse order has been imposed upon the applicant or its relevant establishments by FSSAI, any public-health authority, municipal authority, labour authority or other statutory authority during the preceding five years, except as disclosed below.

Disclosures, if any:

In the event of the above declaration being found false or incorrect at any stage, IISc shall be entitled to reject our proposal, cancel our shortlisting, forfeit applicable deposits and take such other action as may be deemed appropriate.

Signature of Authorized Signatory

Name:

Designation:

Seal:

Date: