

INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES), DHANBAD



TENDER DOCUMENT

Notice Inviting Tender (NIT) for

Running of Tea & Coffee Shop

Tender No.: SAE-INS-264-23-24

Date: **06.03.2024**

Tender Schedule

Particulars	Date & Time
Bid Security or Earnest Money Deposit	Rs. 2000.00 (Rupees two thousand only)
Date of publication of Tender	06.03.2024 at 10:00 A.M.
Pre-bid meeting	12.03.2024 at 12:05 P.M.
Bid submission start date	13.03.2024 at 10:00 A.M.
Last date and time for submission of tenders	27.03.2024 at 05:00 P.M.
Date and time of opening of tenders	28.03.2024 at 11:30 A.M.

DEPUTY REGISTRAR (PURCHASE & STORES)

Indian Institute of Technology (Indian School of Mines), Dhanbad

DHANBAD –826004 (INDIA)

www.iitism.ac.in, purchase@iitism.ac.in

GSTIN : 20AAAAI0686D1ZA

INDIAN INSTITUTE OF TECHNOLOGY(INDIAN SCHOOL OF MINES) DHANBAD

Tender Notice No.				SAE-INS-264-23-24	
Name of Work / Service				Tea & Coffee Shop	
Number of Shops				05 (Details are as under)	
Sl. No.	Shop No.	Location of Shop	Approx. Area (In sqft)	Approx. License Fee	
1.	35	Jasper Hostel	190	Rs. 3397 + GST as applicable	
2.	55	Amber Hostel	330	Rs. 5899 + GST as applicable	
3.	66	Sapphire Hostel	85	Rs. 1216 + GST as applicable	
4.	75	Academic Complex	290	Rs. 5184 + GST as applicable	
5.	10	Ruby Annex.	129	Rs. 2768 + GST as applicable	
Tenure of the contract (maximum)				Initially for one year (said to be the probation period) further extendable up to five years on successful/ satisfactory performance during the probation period.	
Monthly License fee for Closed Space Area				[CSA x Rs. 14.30 x Location Factor]+ GST (as applicable)	
Enhancement of License fee after every three years				10%	
Electricity charges per month				As per the actuals	
Water Charges				As per the actuals	
EMD Amount				Rs. 2000/-	
Last date & time of receipt of tender				27.03.2024 at 5:00 PM	
Date & time of opening of technical bids				28.03.2024 at 11:30 AM	
Timing of the Outlet / Shop				08:00 AM to 10:00 PM (Tentative) or as decided by the Competent Authority of IIT(ISM)	
Place of Pre-Bid Meeting				New Conference Hall, Administrative Building, IIT (ISM), Dhanbad-826004	
Place of submission of Tender				Purchase & Store Section, IIT (ISM), Dhanbad-826004	
Place of opening of tenders				Purchase & Store Section, IIT (ISM), Dhanbad-826004	
Link to download the tender document				(https://www.iitism.ac.in/tender)	

NOTICE INVITING TENDER

TENDER NOTICE No. SAE-INS-264-23-24

Subject: Tender for Tea & Coffee Shop.

Indian Institute of Technology (Indian School of Mines) Dhanbad (here in after referred to as the 'Institute') established by the Parliament and incorporated as a body corporate, is an Institute of National Importance declared as such under the Institutes of Technology Act, 1961. The Institute is engaged in imparting education and research of the highest standards in the area of Technology and Science. The campus is fully residential and 10,000 (approx.) residents reside on the campus during monsoon and winter semesters.

The Institute intends to allot space on a license basis to the willing bidders, for opening a Tea & Coffee Shop, having the experience to operate such an outlet under its ownership/proprietorship to cater to the needs of the campus community. The item-wise details of work are given in the financial bid. The requirement is only indicative and can be changed on the recommendation of the Shop Allotment Committee (SAC). The tenderer should have a sufficient pool of men/machines to cater to the needs.

Bids are accordingly invited on behalf of the Indian Institute of Technology (Indian School of Mines) Dhanbad from the interested parties for running a Tea & Coffee Shop with the items as detailed in **Table 1**.

The tender number, bid submission deadline and contact details must be clearly mentioned on the envelope. Bid should be submitted under TWO-BID system in two separate sealed envelopes i.e. "Technical bids" and "Financial bid".

Technical bid - First sealed envelope: Should contain the technical offer along with all annexures/forms and EMD as asked in the tender document. All the above-mentioned documents should be signed & stamped and to be submitted as Technical bid as acceptance of the terms and conditions. This first sealed envelope should be super-scribed with 'Technical bid against Tender no: SAE-INS-264-23-24 dated 06.03.2024 – Tea & Coffee Shop at IIT (ISM) Dhanbad'. Price indication in the Technical bid will be summarily rejected.

Financial bid -Second sealed envelope: Should contain only Annexure II (Financial Bid) (duly sealed and signed). The format provided in the tender document for the price schedule should be followed and any other format will be liable for rejection. This second sealed envelope should be super-scribed with 'Financial Bid against Tender No: SAE-INS-264-23-24 dated 06.03.2024– Tea & Coffee Shop at IIT (ISM) Dhanbad'.

The above-mentioned two sealed envelopes should be put in another big sealed envelope and should be super-scribed as '**Bid for Tender No. SAE-INS-264-23-24 dated 06.03.2024 for running Tea & Coffee Shop at IIT (ISM) Dhanbad**'.

Important Note: A bid submitted not in line with the above guidelines will be liable for rejection.

Tender/Bid may be dropped in the tender box kept in the Purchase & Stores Section, IIT (ISM) Dhanbad– 826004 (Jharkhand, India). Bids may also be submitted by Speed Post/ Registered post / Courier / By Hand in sealed envelope only within the due date of tender submission. IIT(ISM), Dhanbad will not accept such bid if delivered/submitted to the Purchase & Stores Section, IIT (ISM) Dhanbad after the submission deadline and such bids will be treated as late bids / non-responsive bids. It will be the sole responsibility of the bidders that their bid should be submitted/delivered as per bid submission deadline. IIT (ISM) Dhanbad will not be responsible for any delay or transit loss or late delivery of bids to the Institute. All bids / correspondences should be sent to the following address only: "Deputy Registrar (P&S), IIT (ISM), Dhanbad, P.O. – Indian School of Mines (ISM), DHANBAD – 826004 (Jharkhand, India)".

All the bid document(s) and enclosures must be signed by the bidder.

Tender documents can be downloaded from the Institute web site www.iitism.ac.in.

Table 1 List of Items for the proposed Tea & Coffee Shop

Sl. No.	Item		Quantity
1.	Tea	Normal Tea	100 ml
		Masala Tea	100 ml
		Lemon Tea	100 ml
		Green Tea	100 ml
2.	Coffee	Expresso	200 ml
		Black coffee	200 ml
		Americano	200 ml
		Black Eye	200 ml
		Cappuccino	200 ml
		Macchiato	200 ml
		Cold Coffee	200 ml
		Latte	200 ml
		Mocha	200 ml
3.	Other items	Noodles (Plain)	1 packet
		Noodles (With Vegetables)	1 packet
		Mix Pakoda	100 gm
		Paneer Pakora	100 gm
		Bread omelette (Two bread slices and one Egg)	-
		Bread Pakora (Two half slices)	One
		Samosa	One
		Veg Patties	One
		Paneer Patties	One

GUIDELINES FOR BIDDERS

1. The prescribed bid form shall be duly filled by the bidder in all respects and should be sent to the Purchase & Store Section, IIT (ISM) Dhanbad.
2. Technical bid & Financial bid, if not enclosed in separate sealed envelopes, the tender shall be rejected.
3. The tenders will be opened on the prescribed date and time in the presence of authorized representative(s) of the bidding parties (if any).
4. The Financial bids of technically qualified bidders shall only be opened.
5. The tenderer shall quote the rates in English Language and international numerals.
6. All entries in the tender shall either be typed or be written in ink, Erasure and overwriting are not permitted and may render such tenders liable to summary rejection. All cancellations and insertions shall be duly attested by the tenderer.
7. The Institute reserves the right to cancel the tender process at any time without assigning any reasons.
8. The bidder has to quote rates for each item.
9. Every page of the bid must be duly signed by the bidder. Any bid without the bidder's signature on each page and without a valid authorization certificate may/shall be rejected without assigning any reason.
10. If the bidder is a dealer/agency, there must be a valid authorization certificate from the competent authority/Board resolution, authorizing the person to sign and file the bid on behalf of the Company.
11. Overwriting or cutting in bid documents must be avoided. However, if any overwriting or cutting is caused due to some unavoidable reason, the same must be duly attested by the person signing the bid document.
12. The bidder is not allowed to make any additions/alterations to the tender paper. Such additions and alterations shall be at the bidder's own risk and shall render the tender to be summarily rejected. **Conditional tenders will not be accepted.**
13. The bidder shall give his/her complete permanent and correspondence address in Annexure-I and shall also furnish/attach proof thereof.
14. The bidder must submit their official e-mail ID.
15. On acceptance of the Tender, the name of the accredited representative(s) of the bidder, who would be responsible for taking instruction from the Employer, shall be communicated to the Employer.

16. The bidder whose bid is accepted shall submit a ₹ 100/- non-judicial stamp paper at its own cost to the Office of DR (P&S) for preparing the contract agreement to be signed by both parties.
17. The party, whose tender is accepted will have to sign an agreement within 30 days from the award of the tender. This is the sole responsibility of the bidder to submit the signed agreement between both parties, as per the consultation of the Office of DR (P&S), within 30 days from the date of award of the contract to the Purchase section.
18. The successful bidder lies the responsibility under this Contract commences from the date of issue of the Letter of Intent/Award by the Institute. The successful bidder shall be required to execute an agreement in the prescribed form, with the Institute, within the specified time after the acceptance of award of tender. The expenses for completion and making a required number of copies and compilation of Contract Documents duly bound/titled and stamping/registration of the agreement with the prescribed authority, if necessary, shall be borne by the bidder.
19. The tender will remain valid for 90 days from the date of opening of the bids. After submission of the bid, it shall be deemed that the bidder has undertaken to keep its tender open for acceptance for the entire period of 90 days and will have no right to withdraw the same before the expiry of the said period.
20. Prices/discounts of all items must be in Indian rupees and must be inclusive of GST and all other taxes.
21. The offer shall be kept open for acceptance for 90 days from the date of opening of tenders. In case the Institute observes that the rate rates quoted are not reasonable and high as compared to the market rates, negotiations may be done with the L-1 vendor only.
22. The rates quoted shall be all-inclusive rates for the item/services/work, including materials, labour, machinery, carriage & transport, supervision, overheads & profits, mobilizing, all taxes, and other charges whatsoever including any anticipated or un-anticipated difficulties etc.
23. All rates shall be quoted on the proper form of the Tender alone. Quoted rates and units different from those prescribed in the Tender schedule will be liable for rejection.
24. GST, works contract tax, or any other tax, any royalties, duties, levies, cess, entry tax, octroi, profession tax, turnover tax, or of like on material or finished work in respect of the contract shall be payable by the tenderer. The Institute will not entertain any claim whatsoever in respect of the same, and nothing extra shall be paid/reimbursed for the same subsequently.

25. **Pre-Bid Meeting:** A Pre-bid meeting will be held on the date and time as mentioned in the Tender Schedule. The venue for the Pre-Bid meeting shall be the New Conference Hall, Administrative Building. The interested bidders may attend the Pre-Bid meeting at their own cost if they so desire.
26. The bidders are advised to inspect and examine the location of the shops before submitting their bids.
27. Submission of a tender by a tenderer implies that he has read this notice and all other Contract documents and has made himself aware of the scope and specifications of the work to be done & local conditions and other facts or having a bearing on the execution of the work.
28. Conditional tenders, tenders containing absurd or unworkable rates and amounts, tenders which are Incomplete or otherwise considered defective and tenders not in accordance with the tender conditions, specifications etc., are liable to be rejected.
29. If the bidder deliberately gives wrong information in his tender, Institute reserves the right to reject such tender at any stage or to cancel the contract, if awarded and forfeit the Earnest Money/ Security Deposit/ any other money due. The bidder shall be fully responsible for all legal action due to the submission of wrong information and fraud documents.
30. The successful bidder should not sub-contract/sublet the part or complete work details in the tender. The tenderer is solely responsible for the work awarded to him.
31. It is the sole responsibility of the bidder to settle the dues of washing, ironing and dry cleaning from its customers. The Institute has no role to settle the dues between bidder and with any type of customer.
32. The Institute reserves the right to accept or reject any or all tenders without assigning any reasons thereof and the bidder shall have no right, whatsoever, to challenge the same.
33. **Eligibility Criteria:**
- a) Must have experience of running of Tea & Coffee Shop for a period of minimum of 05 years in IITs/NITs/IIITs/IIMs. Relevant Registration (Under Shops & Establishment Act.)/Agreement documents/Work Order/should be attached as a proof with the bid document.
 - b) The bidder/agency should have its own Bank Account.
 - c) The bidder/agency must have valid PAN No. / Income Tax Registration Certificate.
34. **Earnest Money Deposit (EMD):**
- a) Every bid must be attached with an Earnest Money Deposit (EMD), in the form of Demand Draft of Rs. 2000/- in favor of the “Registrar, IIT (ISM) Dhanbad”. Any bid

which is not accompanied by the earnest money deposit shall be summarily rejected.

- b) The EMD of the successful bidder will be liable to be forfeited as a liquidated damages in the event of any evasion, refusal, or delay on his part in signing the agreement.
- c) The earnest money of the bidder who withdraws its tender in breach of conditions of the contract and who evades or refuses to sign the contract after acceptance of the tender within the period of its validity will also be liable to forfeiture.
- d) The EMD of unsuccessful bidders shall be refundable to them after completing the bidding process.

35. **Performance Security (to be submitted by the successful bidder after award of contract):**

The successful bidder to whom the bid will be awarded has to deposit a Performance Security equal to the sum of 12 month's license fee. The performance security can be deposited in the form of Demand Draft/ Bank Guarantee/FDR in favor of "Registrar, IIT (ISM) Dhanbad". The performance security should be valid for 14 months.

36. **Documents to be attached with the tender:**

The bidder must attach self-attested copies of the following documents along with the technical bid. Any bid not accompanied by these documents would be liable for rejection:

- a) Registration certificate of the firm/shop/establishment.
- b) Income Tax Registration Certificate / PAN No.
- c) GST Registration Certificate. (if applicable).
- d) Copy of FSSAI license.
- e) Details/particulars of the firm submitting the bid in Annexure-I
- f) Earnest Money Deposit (EMD) as per NIT.
- g) Address proof along with Aadhaar Card
- h) A copy of experience (any relevant document) of running a Tea & Coffee Shop at IITs/NITs/IIITs/IIMs for a period of minimum five (05) years.

37. **Submission of Bid:**

The bid shall be submitted in two parts, i.e. (i) **Technical Bid** and (ii) **Financial Bid**:

(i) **Technical Bid:**

The technical bid shall consist of the entire tender document, i.e. Appendix-A, Appendix-B, and Annexure-I, III and IV, along with all the supporting documents as detailed above should be attached (except Annexure-II).

(ii) **Financial Bid:**

- a) The financial bid shall be submitted in Schedule-I of Annexure-II only.
- b) In case of a tie-in financial bid, the bidder with maximum experience at IITs will be

given preference.

38. **Bid Evaluation and Criteria for award of tender:**

- (i) Technical bids shall be evaluated first. Bids without supporting documents and the signature of the bidder shall be rejected.
- (ii) Financial bid of technically qualified bidder shall only be opened.
- (iii) The institute has earmarked five shops at different locations for Tea & Coffee Shops.
- (iv) **Allotment of first shop:** L-1 will be given the opportunity to choose any one shop out of five shops of its choice and a contract will be awarded to L-1 for the selected shop.
- (v) L-2, L-3, L-4, L-5 and L-6 bidders shall be asked to match L-1 price.
- (vi) **Allotment of second shop:** If L-2 agrees to match L-1 price, then L-2 will be given the opportunity to choose any one shop out of the remaining four shops of its choice and a contract will be awarded to L-2 for the selected shop on L-1 rates. If L-2 does not agree to match L-1 price then opportunity shall be given to L-3, L-4, L-5 and L-6 one by one.
- (vii) **Allotment of third shop:** If L-3 agrees to match L-1 price, then L-3 will be given an opportunity to choose any one shop out of the remaining three shops of its choice and a contract will be awarded to L-3 for the selected shop on L-1 rates. If L-3 does not agree to match L-1 price or L-3 is not available then opportunity shall be given to L-4, L-5 and L-6 one by one.
- (viii) **Allotment of fourth shop:** If L-4 agrees to match L-1 price, then L-4 will be given an opportunity to choose any one shop out of the remaining two shops of its choice and a contract will be awarded to L-4 for the selected shop on L-1 rates. If L-4 does not agree to match L-1 price or L-4 is not available then opportunity shall be given to L-5 and L-6.
- (ix) **Allotment of fifth shop:** If L-5 agrees to match L-1 price, then the contract will be awarded to L-5 for the fourth shop on L-1 rates. If L-5 does not agree to match L-1 price or L-5 is not available then opportunity shall be given to L-6.

Note : One bidder will be allotted only one shop. In case number of bidders are more than five then L-1 price match will be asked up to L-6 bidder only. If bidders do not agree to match L-1 price the remaining shops shall not be allotted and shall remain vacant.

INDIAN INSTITUTE OF TECHNOLOGY (ISM) DHANBAD**TECHNICAL BID**

TECHNICAL EVALUATION OF COMPLIANCE SHEET			
S.No.	Eligibility Criteria	Bidder will mention the Page No. (as per Tender document)	Document Submitted (Yes/No)
1.	Must have experience of running similar outlet(s) for at least a period of minimum 05 years in IITs/NITs/IITs/IIMs. Relevant Registration/ Agreement documents/Work Order should be attached as a proof with the bid document.	Page No. _____	
2.	Registration certificate of the firm / shop / establishment.	Page No. ____	
3.	Copy of FSSAI license	Page No. _____	
4.	PAN No./ Income Tax Registration Certificate.	Page No. _____	
5.	EMD	Page No. _____	
6.	Aadhaar Number	Page No. _____	
7.	Bank Account Number	Page No. _____	
8.	The total number of existing Tea & Coffee Shops and their details.	Page No. _____	
9.	Any other documents.	Page No. _____	

TERMS & CONDITIONS OF CONTRACT

1. Duration of the contract:

Initially for one year (said to be the probation period) further extendable up to five years on successful/ satisfactory performance during the probation period.

2. License Fee, Electricity and Other Provisions for Licensed premises:

- a) The bidder shall be liable to pay monthly license fee for the allotted shop.
 Monthly License Fee = [Closed Space Area (CSA) x Location Factor (LF) x Rs 14.30] + GST (as applicable).
- b) In case of failure to pay the License fee within the stipulated time as aforesaid, the bidder shall be liable to pay the penalty of Rs. 1000 per week over and above the License Fee on a cumulative basis towards delay charges.
- c) It will be the sole responsibility of the bidder to maintain the cleanliness and proper hygiene of the allotted space and its surrounding area.
- d) Besides, the bidder shall also be liable to pay the electricity charges on an actual consumption basis to the Accounts Section at the prevailing rates along with the payment of the monthly License fee. For this purpose, there shall be a meter installed in the outlet by the Institute. The electricity charges shall, however, be subject to revision/change from time to time which shall be payable by the bidder as aforesaid at the then prevailing rates.
- e) In case of non-payment of electricity charges in time, the bidder shall be bound to pay the penalty towards delayed payment @ 5% per month of actual dues (to be rounded off) over and above the bill. Further, if the dues of electricity consumption remain unpaid for up to three months, the electricity connection shall be disconnected without giving any notice on this behalf.
- f) The water charges will be @ Rs. 10 per kiloliter (as applicable) + GST if there is an installation of water meters in commercial space. If there is no installation of the water meter then a flat rate of Rs. 300/- per month + GST will be charged monthly from the commercial establishment. The bidder will pay the water bill as per the revision from time to time and as per the institute's norms.
- g) Non-payment of License fees, electricity charges, and cleaning & maintenance charges, water charges, within the time shall be deemed to be a serious breach of the contract and may lead to termination of the contract at the discretion of the Institute and which shall not be challenged by the bidder under any circumstances, whatsoever in any court of law.
- h) The bidder shall use the premises ONLY for which it has been allotted by the Institute under the contract. The use of the premises for other purposes will lead to the

suspension/termination of the contract with immediate effect.

- i) The bidder shall not use the premises for residential purposes or for any other purposes (including vending of any item other than those for which permission has been given) without prior written permission of the SAC. The bidder shall always use the premises in a prudent and careful manner as if it were his own.

3. **Penalty Clause:** The bidder shall be liable to be penalized or fined in cases of defaults and negligence on its part or for complaints in the manner provided hereafter at the discretion of the Institute and/or at the behest of the SAC. Such penalties or fines shall be imposed through the SAC according to the nature of the complaints. The first penalty in such case would be to the tune of Rs. 5000/- , the second penalty in the tune of Rs. 10000/-, and the third penalty in the tune of Rs. 20000/- or such higher penalty as deemed fit by the Institute.

The list of other incidents for the imposition of the penalty are listed below:

- a) Non- Non-compliance on the hygiene of commercial space, stores or anywhere inside the premise of allotted space.
 - b) Non-compliance with environment-friendly waste disposal methods.
 - c) The penalty for unsatisfactory and substandard services.
 - d) Non-display of Rate Chart/discount at the shop.
 - e) Any other recurring service deficiency not listed above, and not rectified even after repetitive communication from the Institute. SAC will decide the penalty amount from points (a) to (e) on a case-to-case basis.
4. **Location Visit:** The Bidder may visit the location of Tea & Coffee Shops on any working day from Monday to Friday from 03:00 PM to 4:00 PM.

5. **Timing, Items, Prices, Facilities and Services etc. of Tea & Coffee Shop:**

- a) The timing of the Tea & Coffee Shop shall be 08:00 AM to 10:00 PM. Running the shop/outlet beyond this time shall be carried out only with the prior permission of the competent authority.
- b) The shop/outlet shall operate on all seven days of the week and there shall be no holiday under any circumstances. It may be closed only with the prior instructions/approval of the competent authority.
- c) The services for the items mentioned in Table 1 of Annexure-I must be available in the shop/outlet. However, the Institute, through the Shops Allotment Committee (SAC) may add or delete any number of items to the shop/outlet either suo-moto or on the recommendation of the designated committee.
- d) All necessary furniture and other infrastructure shall be provided and maintained by the Bidder itself.

- e) The facility of Payment through BHIM, UPI, Credit /Debit Card, etc., should be made available to the customers.
- f) Further, the bidder shall maintain a display board on its shop of size 5'×2.5' ft which shall contain the following information:
 Name of the Bidder:
 Activity of the Outlet:
 Name of Authorized Person:
 Mobile Number:
 Timings of shop:
 Allotment of Shop Valid Up to:
- g) Safety standards should be maintained. Fire extinguishers (2 Kg & 4.5 Kg dry type), sand buckets, should be installed in accessible places and should be in working conditions. A list of emergency numbers should be displayed in a prominent place of the shop/outlet. First-aid measures should also be available in outlets for emergencies.
- h) The bidder shall provide proper and smooth services to the customers.
- i) Any loss to the Campus residents with regard to the services provided by the bidder shall be the responsibility of the bidder. The Institute shall be indemnified in this regard and shall not be a part of any legal proceedings thereto.
- j) All the services/items prescribed as per the tender agreement should be made available at all times. Permission for any alteration, addition, or deletion should be obtained from the competent authority.

7. Statutory Liabilities , Goods & Services Tax (GST) and Other Taxes liabilities:

- a) Bidder shall be solely responsible for all statutory liabilities and tax-related liabilities. The service provider will be solely responsible for the compliance of all labour welfare like payment of Minimum Wages, EPF and ESI (as applicable) to their staff. The institute will not be responsible for any payment to the staff hired by the service provider. The bidder will be liable for all the statutory compliances of the State/Central Govt.s
- b) The service provider will engage/appoint their staff(s) as per the terms and conditions and guidelines of GoI.
- c) The bidder shall be solely liable for payment of GST to the respective department on items sold in the shop/outlet. The Institute shall have no liability, whatsoever, in this regard and shall be deemed to be immune and indemnified in all respects.
- d) The bidder shall also be liable to pay all other taxes, levies and other legal payables that may be applied by the Government, local authorities and other competent forums from time to time.

- e) The bidder shall not tamper with the trees, plants, shrubs, hedges, lawns, and flowers standing or maintained on or around the said outlet or in other places of the campus.
- f) The bidder shall not make any addition or alteration to the building of the said shop/premises or tamper with the fittings or electrical installations therein, nor make any unauthorized constructions or extensions to the electricity or water supply lines without the specific written permission of the Licensor in this behalf.

8. Quality, hygiene & cleanliness:

- a) The bidder shall maintain good quality of services to be provided. There shall be no compromise regarding the quality of services to be provided in the Tea & Coffee Shop/outlet premises.
 - b) The bidder shall maintain full hygienic conditions in the shop/outlet, in storage and in keeping the floor and furniture neat and clean, so as to maintain the standards and aesthetic values in the Shop/outlet. The bidder shall also have to make his own arrangements for the safe storage of materials.
9. For all purposes of the communication, the address of the contractor mentioned in the tender shall be final unless the contractor informed a change of address to the Institute. The contractor shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
10. **Risk & Cost:** In case of failure of the bidder to perform the contract satisfactorily, the same will be cancelled and fresh tender will be floated at the risk and cost of the default agency in addition to forfeiture of Security Deposit.
11. SAC or its representatives may inspect the shop at any time as required.
12. The premises should be kept well ventilated and well lit. No display/encroachment is allowed outside the premises.
13. Garbage and waste disposal should be done as per the institute norms. Pest/rodent control should be done on regular basis to control the harmful insects and rodents.
14. Unusable/old/not working/stale/expired items/parts/goods should not be kept in the shop/outlet under any circumstances.
15. Usage of plastic bags is strictly PROHIBITED and the same shall not be used under any circumstances, whatsoever. Use of Paper bags / plates / cups / etc. is encouraged.
16. **Directives of SAC and Competent Authority:** The bidder shall carry out the work in accordance with this contract and the directives of SAC & competent authority. The SAC may, from time to time, issue further instructions, detailed directions and explanations regarding:
- a) The variation or modification in the list of items/services including additions/omissions/substitution.

- b) The removal from the site of any material thereon by the bidder and the substitution of any other materials thereon.
- c) Inspection of materials and other equipment, etc., whenever required.
- d) Maintenance of proper hygienic conditions, cleanliness and neatness pertaining to all aesthetic values.

17. Price Revision: There shall be no revision in the price quoted by L-1 bidder up to the first 03 years. The revision of the rate may be considered on a written request with proper justification from the contractor after 03 years. The decision of the Institute regarding consideration of the revision of rates shall be final.

18. Deployment of Workmen:

- a) The bidder shall employ in running the outlet only such persons as are careful, skilled, experienced in their trades, dutiful, sober and well-behaved.
- b) The bidder shall neither employ any child labour nor any worker who is below 18 years of age.
- c) All the workers shall invariably carry their ID Cards (to be provided by the bidder at its own costs) and shall be produced to the security personnel and other Institutes authorities, whenever asked for.
- d) The bearers for servicing in the outlet will be provided uniforms by the bidder during working hours at their own cost and they are required to wear them in neat manner uniforms during working hours.
- e) The Bidder shall be fully responsible for strict adherence of discipline and good conduct by its workers.
- f) The bidder shall be bound to remove any such worker and disallow him/her from entering into the Institute premises that the Institute does not deem appropriate to continue within the Institute premises for administrative or any other reasons.
- g) The bidder shall have absolute authority regarding the engagement, disengagement, suspension, termination, retrenchment, dismissal and discharge etc. of its workmen and for all disciplinary actions against them. The bidder shall be fully responsible of master and servant relationship with its workmen and the Institute shall have no concern, whatsoever, with all the above-mentioned matters.
- h) The bidder shall be fully liable regarding any dispute or other matters concerning its workmen that are initiated in any forum or court of law and shall further be liable to meet and discharge all the liabilities that may arise on account of its relationship with its worker from the decisions of any court including all liabilities as are thrust upon by the provisions of any labour law being in force at the time besides other statutory liabilities.

- i) The bidder shall further be liable to make good the loss to the property of the Institute, if any that may be caused on account of any non-responsible action on the part of workers, whether deliberate or otherwise.
- j) It is understood that several enactments and laws would apply to the bidder, which are supposed to be complied by the bidder in letter and spirit and in particular to laws relating to minimum wages to workers, employees compensation and GST etc.
- k) The bidder shall ensure that no product shall be sold inside the premises which is prohibited to be sold within the premises of an educational Institute, as per the provisions of the **Cigarette and Other Tobacco Products (Prohibition of Advertisement and Regulation of Trade and Commerce, Production, Supply and Distribution) Act, 2003**.
- l) The Institute shall be completely immune and deemed indemnified in all matters, claims, liabilities and legal consequences that relate to compliance with statutory provisions, rules and regulations, orders and directions of Govt. authorities/ municipal corporation/courts/forum etc. as well as the provisions of this contract agreement. In case, the Institute is put to bear any liability for lapses on the part of the bidder or for his illegal actions, the Institute would have the right to realize from the bidder all dues if those are in financial terms, and on other matters, appropriately as it deems appropriate including adopting legal recourse.
- m) The bidder and its worker should comply with all guidelines/instructions issued by the Institute concerning to security/safety issues and Institute discipline.
- n) The Bidder shall ensure that it and its employees do not adversely affect the peaceful and congenial atmosphere of the Institute's premises.
- o) If the bidder breaches any terms and conditions of the agreement which is deemed to be serious by the Institute, its security deposit may be forfeited either in part or in full as the Institute may deem appropriate, at its discretion.

21. Complaint Mechanism:

- a) The bidder shall maintain a complaint book in the outlet wherein the consumers may register their complaints. The SAC or its representative may check this complaint book any time during visit.
- b) The complaints shall be removed or dealt with by the bidder on a priority basis on issues that concern and proper remarks should be made in the complaint book.
- c) The bidder shall be liable to be penalized or fined in cases of defaults and negligence on its part or for complaints in the manner provided hereafter at the discretion of the Institute and/or at the behest of the SAC. Penalty or fines shall be imposed according to the nature of the complaints. The first penalty in such case may be ₹ 1000/- , the second penalty may

be ₹ 2000/-, and the third penalty may be ₹ 5000/- or any other penalty as deemed fit by the SAC / competent authority.

- d) However, if the complaints of an identical nature still persist, the Institute would be at liberty to terminate the contract forthwith without giving any more notice.

22. Termination of Contract:

- a) The bidder will not be allowed to leave/terminate the contract during the prescribed contract period. However, by serving a notice period of at least 3 months, the bidder may be allowed to terminate the contract, failing which the entire amount of performance security will be forfeited.
- b) The contract is liable to be terminated by the Institute at any time if found and/or reported by students/staff/residential/inspecting team about poor services rendered in the Tea & Coffee Shop without giving any notice period/time. Institute reserves the right of forfeiture of performance security in addition to other claims and penalties.
- c) In case, the contract is terminated, or it comes to an end by efflux of time, the contractor shall hand over the vacant possession of the licensed premises within 15 days of the contract coming to an end.
- d) The Institute shall have absolute rights to enter the premises and assume absolute possession of the premises licensed under this contract from the bidder and the same shall not be subject to challenge. In case of unauthorized occupation by the bidder, all the goods belonging to the bidder in such circumstances shall be deemed forfeited there-from and may be sold or put to auction at the discretion of the Institute as per rules. The Institute may, if it so desires, proceed against the bidder in terms of provisions of the Public Premises (Eviction of Unauthorized Occupants) Act, 1971 since the entire premises is governed by the provisions of the said Act in case of non-handing over its possession to the Institute as aforesaid.

23. Assignment & Subletting:

- a) The bidder shall not assign/sublet the contract or any part thereof. The whole of the charge included in the contract shall be executed by the bidder or his authorized competent representative(s).
- b) If at any time, it is detected that the outlet has been sublet or assigned to any other entity by the bidder, the Institute would be at liberty to terminate the contract immediately without giving any time to the bidder and further to take over the possession of the given premises and/or to hand over the same to any other party at its sole discretion.
- c) In case of subletting is proven, the action as deemed fit will be taken by the Institute against the bidder. The decision/action taken by the Institute shall be binding on the bidder.
- d) The entire business of the Tea & Coffee Shop shall be carried out in the name of the bidder.

- e) The bidder or his authorized/competent representative whose intimation would be provided in writing in advance, shall at all times be available in the outlet and the business of the outlet shall not be carried out by any other person/ entity under any circumstances.
- f) For any reason, if the bidder is not in a position to be available in the outlet consecutively for more than 3 days, a prior permission will have to be obtained from the competent authority, failing which, it will be deemed that the bidder has violated an essential condition of the contract and a penalty, as deemed fit, may be imposed by the Institute.
24. The original agreement shall remain with the Institute while a photocopy thereof may be retained by the bidder, if it so wishes.
25. The several documents forming the contract are to be taken mutually explanatory to one another and in case of any ambiguities or discrepancies, the interpretations of the same shall be communicated in writing by the Institute through its competent authority to the bidder along with the directions, if any, and the same shall be deemed to be final and binding and shall not be open to question in court.
26. All matters and disputes under this contract shall be subject to the jurisdiction of Dhanbad District Courts only.

Date: _____

Signature of the Bidder _____

Name of the Bidder with Seal _____

APPLICATION FOR RUNNING TEA & COFFEE SHOP IN IIT (ISM) DHANBAD

Name of the Applicant

(If an individual)/Firm:

Father's Name:

Address of self and Firm

Phone No. /Mobile No.

Email ID:

Aadhar No:

Details of EMD

a. Amount : ₹/-

b. DD/ FDR No. :

c. Dated :

d. Bank & Branch:

GST No.:

PAN No.:

Experience, if any (in years):

Name and address of two responsible persons as guarantors:

Name: Aadhar No:Address:	Name: Aadhar No:Address:
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Declaration:

I hereby undertake –

1. That I shall bear all the expenses if there is any damage to the said premises.
2. That I shall vacate the outlet premises and handover it to the Institute whenever any notice will be served.
3. That I have read all the terms and conditions of the tender document and I bind myself to the terms and conditions of this tender document.
4. That I am not blacklisted by any of the IITs/NITs/IIITs/IIMs/Any Govt. organization.

Date:

Signature of the Bidder

Seal:

DETAILS TO BE FILLED BY THE BIDDER

IN CASE THE BIDDER IS A FIRM	IN CASE THE BIDDER IS AN INDIVIDUAL
Income Tax Registration Certificate/PANNo. _____	Income Tax Registration Certificate/PANNo. _____
GST Registration Certificate/No. _____ Document Enclosed: Yes/No	GST registration Number _____ Document Enclosed: Yes/No
Registration certificate _____ Document Enclosed: Yes/No	Not required
No of years of experience _____ Document Enclosed: Yes/No	No of years of experience _____ Document Enclosed: Yes/No
In case of person signing the bid on behalf of the Firm,enclose authority letter.: Yes/No	In case of person signing the bid on behalf of the Party, enclose authority letter: Yes/No
FDR/TDR/DD No. _____ Issuing Bank Name _____ Date of issue _____	FDR/TDR/DD No. _____ Issuing Bank Name _____ Date of issue _____
EMD details	EMD details
Aadhar No. of Individual: _____ Document enclosed: Yes/No.	Aadhar No. of Individual: _____ Document enclosed: Yes/No.

Signature of the Bidder _____

Seal: _____

INDIAN INSTITUTE OF TECHNOLOGY

FINANCIAL / PRICE BID

**Bidder will fill only the minimum quoted rate
To be submitted separately as price bid not to be submitted along with Technical Bid.**

SCHEDULE I

Sl. No.	Item		Quantity	Quoted Rate (INR)
1.	Tea	Normal Tea	100 ml	
		Masala Tea	100 ml	
		Lemon Tea	100 ml	
		Green Tea	100 ml	
2.	Coffee	Espresso	200 ml	
		Black coffee	200 ml	
		Americano	200 ml	
		Black Eye	200 ml	
		Cappuccino	200 ml	
		Macchiato	200 ml	
		Cold Coffee	200 ml	
		Latte	200 ml	
		Mocha	200 ml	
3.	Other items	Noodles (Plain)	1 packet	
		Noodles (With Vegetables)	1 packet	
		Mix Pakoda	100 gm	
		Paneer Pakora	100 gm	
		Bread omelette (Two bread slices and one Egg)	-	
		Bread Pakora (Two half slices)	One	
		Samosa	One	
		Veg Patties	One	
		Paneer Patties	One	

Note: The bidder who will quote the maximum number of items at the lowest rate shall be declared as L-1 bidder.

Declaration of the Offered Rate for the running Tea & Coffee Shop

To

The Registrar

IIT(ISM) Dhanbad

Dhanbad - 826004

Respected Sir,

I/We Proprietor/ Partner(s) of M/s,_____hereby,
declare an offer of a minimum quoted rate as mentioned in Annexure – II of the tender document
for running Tea & Coffee Shop at the IIT(ISM) Dhanbad. I will also abide by all the clauses and
sub-clauses of the terms and conditions of the tender.

Date:

Signature of the Bidder: _____

Name of the Bidder: _____

Address: _____

Phone No.: _____

E_mail: _____

Seal: