



# INDIAN INSTITUTE OF INFORMATION TECHNOLOGY ALLAHABAD

Devghat, Jhalwa, Prayagraj - 211 015 (U.P.) INDIA

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Ref. No.: IIIT-A/SP/1839/2727/2026

Date : 14/05/2026

## NOTICE INVITING TENDER (NIT)

To,  
M/s \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Sub: Quotation/Tender for Setting up and operation of Reputed Quick Service Restaurant(QSR) chains (initially for Pizza) within the IIIT-A -reg**

**NIT Issue Date** : 14/05/2026  
**Last Date & Time for Submission** : 04/06/2026 04:00 PM  
**Place of Submission** : The office of the Deputy Registrar (Stores & Purchase)  
**Date & Time of Opening** : 04/06/2026 04:30 PM

Note: If any of the above days happens to be an IIITA's holiday, the next working day shall be implied.

**Dear Sir/Madam,**

Indian Institute of Information Technology, Allahabad invites sealed quotations from eligible and experienced bidders/agencies for **Setting up and operation of Reputed Quick Service Restaurant(QSR) chains (initially for Pizza) or their authorized franchise partners within the IIIT-A campus**

### **Scope of Work:**

1. Set up a QSR outlet on an approved open space allocated by IIIT-A.
2. The set-up should be made appropriately for maximum visibility and hygiene and cleanliness should be maintained properly. In case the hygiene and cleanliness are not maintained it will lead to a penalty.
3. The Service Provider will ensure that the layout of the eatery is on the lines of counters-based Food & beverages court. The Service Provider will be responsible for placing furniture, counters, kitchen appliances, light fixtures, furnishings, serving utensils and kitchen utensils.
4. The Service Provider will create appropriate décor for the eatery to suit the campus environment.
5. All the Outlets within the campus must make necessary arrangements to provide clean, safe and purified drinking water (BIS Standards) to the consumers at no cost.
6. No expiry items or material should be sold from the outlet.
7. The maintenance and upkeep of the outlet is the sole responsibility of the service provider.
8. The rate list of each item should be mentioned clearly in the menu card.
9. The sales transaction should be cashless, and no cash handling will be entertained.
10. The operating timings of the eatery will be decided mutually by the Institute's designated committee and the service provider. Preferably the outlet shall remain in operation from 10:00 AM to 10:00 PM on all working days and weekends. Any extension beyond 10:00 PM shall require prior approval from the designated Committee. The outlet shall remain closed for notified holidays by the committee to the service provider.

11. Service provider will provide 24 hours Whatsapp service for any problems faced by IIIT-Allahabad Community & call support 08:00 AM - 08:00 PM (Monday-Sunday)
12. Service providers will ensure proper feedback from customers and compliance as per requirements mentioned in feedback.
13. Complementary items with food like sauce, Chilli flakes, oregano & potable water should be provided properly.
14. The service provider will be responsible for ensuring the proper electricity connection for the kitchen equipment and CCTV surveillance for the outlet, as per requirement.
15. The service provider will not only ensure health and safety standards of edible food & beverages items, but also will ensure hygiene and sanitation standards of the area within and around the eatery.
16. The service provider will be responsible for managing the manpower with proper police verification. All workers must display their ID cards not only at the time of entry into the campus but keep displaying it during the entire duration of stay in the IIIT-A campus
17. The Institute security personnel may frisk and inspect the bags/briefcases of all workers during entry and/or exit, either on a regular basis or through surprise checks, as deemed necessary.
18. The service provider should ensure asset items and expired items should exit with gate pass.
19. Service Providers will strictly ensure that no credit purchases are extended to the customers. If he/she does, it would be solely at his/her risk and in case of litigation, the institution will have no role or say or responsibility of resolution in the same.
20. The Service Providers must submit a **staffing and hygiene plan**, ensuring proper staffing, hygiene standards, and quality control measures.
21. Rent and other charges for the allotted outlet shall be payable during the vacation period also.

**Note:** The scope of the services listed above is indicative only.

### **1. BRIEFING SESSIONS (PRE-BID SESSION)**

The interested Service Providers may visit IIIT Allahabad to inspect the area covered under the scope of service. In this regard, a briefing session has been arranged for the bidder at the office of the Deputy Registrar (Store & Purchase) in online/offline mode (Google Meet Link: <https://meet.google.com/qgf-idvi-iwe> ) to clarify any doubt or queries related to the services. The briefing session will be available as per the following schedule

TIME: 03:30 PM dated 22.05.2026

VENUE: Purchase Section Conference Room, Room No.- 1820, Admin Building East Wing, IIITA, Jhalwa Prayagraj

### **2. SUBMISSION PROCESS**

Quotations/Tenders duly sealed may also be dropped in the tender box placed in the office of the Deputy Registrar (Stores & Purchase), Admin Building, East Wing, Stores & Purchase Section, IIIT-Allahabad. Quotation should be addressed to Deputy Registrar (Stores & Purchase), IIIT-Allahabad, Deoghat, Jhalwa, Prayagraj. Kindly mention enquiry number, subject, due date, contact address etc. on your quotation. Incomplete quotations will not be accepted.

### **3. BID SECURITY (EARNEST MONEY)**

Bid Security fee is Rs.20,000/- (Twenty Thousand only). Bid Security may be provided through direct transfer (RTGS/NEFT), Account Payee Demand Draft, Fixed Deposit Receipt, Banker's cheque or Bank Guarantee from any of the Commercial Banks. If Bid Security has been submitted by any other mode than NEFT/ RTGS, then a hard copy of the Bid Security has to be sent by Registered Post. It should reach IIITA Campus before the bid submission deadline to the name of Deputy Registrar (Store & Purchase), Indian Institute of Information Technology Allahabad, Deoghat, Jhalwa, Prayagraj, Pincode-211015. In the envelope super scripted the quotation reference Number and with firms full address.

**Exemption for Bid Security:** Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprise (MSMEs) or are registered with the Central Purchase Organization or Concerned Ministry or Department or Startups as recognized by Department of Industrial Policy and Promotion are exempted from BID SECURITY. Such a bidder needs to submit relevant certificates issued by competent authority along with technical bids of tender.

**The details for payment are as follows:**

**Name of the Account Holder :** IIIT A EMD and Security Deposit Account

**Bank & Branch -** Punjab National Bank, Pipal Gaon, Jhalwa, Prayagraj

**Account No. :** 8636000100031943

**IFSC Code :** PUNB0863600

**4. ELIGIBILITY CRITERIA**

- a. The service provider or their authorized franchise partners must be a registered company/firm/proprietorship involved in the food and beverage business. A copy of the registration certificate (GST, PAN, FSSAI, etc.) must be enclosed.
- b. **The bidder should have experience in running Quick service restaurants (QSR) in reputed academic Institutions** (IIT's, IIM's, IIIT's, IISER's, NIT's, Central University & any other Govt Institution/ Organization) atleast 02 years during the last 3 years. **Relevant work orders and performance certificates or Customer Satisfactory Performance Report from such Institute** should be attached, before the last date of tender submission for the purpose of consideration as technical experience. Completion Certificate / attested copy of experience certificate / copy of purchase order issued from the concerned department is mandatory to be submitted.
- c. The bidder must possess a valid Food Safety and Standards Authority of India (FSSAI) license for food services and shall submit a copy of the same along with valid Health/Trade License and Fire Safety Clearance issued by the competent authority..
- d. Details of the equipment to be deployed for setting up the pizza outlet must be provided in the technical proposal.
- e. **Menu & Pricing Proposal:** The bidder must submit a tentative menu to be served on the QSR along with proposed prices, ensuring affordability and variety suitable for the student community. The proposal must also include the minimum percentage of discount offered, specified in the format provided at Annexure 'A'.
- f. Net Worth Certificate from certified Chartered Accountant as per Annexure'B'.
- g. The service provider must be registered with ESI and EPF authorities if employing more than the threshold number of employees, as per applicable laws.
- h. The service provider should submit proof of average annual turnover of Rs.50 Lakhs for the Last 3 financial years (2022-23, 2023-24 and 2024-25). Audited and certified copies of balance sheet, letter mentioning turnover, Profit and Loss Statement of these three years duly certified by chartered accountant should be submitted.

**Note:** If any bidder does not furnish the turnover value for any financial year out of the last 3 financial years, the turnover for that financial year shall be taken as 'Zero' and the average annual financial turnover shall be calculated accordingly.

- i. Compliance with Institute Guidelines:** The bidder must agree to abide by all health, safety, fire, waste disposal, and environmental norms as specified by designated Committee, IIIT-Allahabad. (An undertaking on the official letterhead of the firm/company, duly signed by the authorized signatory, must be enclosed with the tender)
- j.** Any IIT/IIIT/NIT/ Government Department/PSU/PSU Banks/Autonomous Bodies/Statutory Bodies/ Central Universities in India should not have blacklisted the Bidder at any stage. Self-declaration to that effect should be submitted along with the technical bid on company letter head as per Annexure-'C'.
- k.** The firm must have a valid GST Registration Certificate by showing the registered office address, GST no., Contact no. & person. (Attach self-attested copy)

**Note:** It is mandatory to provide all the valid & readable supporting documents as proof in respect of the mandatory eligibility criteria mentioned above Eligible bidders must also satisfy the following conditions:

**Registration:** Bidder should be registered with the Income Tax Department

Employees Provident Fund (EPF) Organization &, Employees State Insurance (ESI) Corporation, if applicable to the firm/agency/Bidder.

#### **DESIRABLE CRITERIA**

1. Must have a dedicated website and mobile app with good review for online ordering of the items
2. Must have good customer reviews in terms of quality and services.

**5. TECHNICAL & FINANCIAL EVALUATION**

- a. The Technical bids will be opened on the scheduled date and time for evaluation of the received technical bids based on the Eligibility criteria mentioned at SI No 4 .
- b. Technical bids shall be evaluated by a duly constituted Committee of the Institute for the purpose.
- c. The bidders quoting arbitrary rates of the menu items may be disqualified by the evaluation committee.
- d. **Evaluation of Bids:** Maximum Marks : 100

The following parameters will be considered while assigning the Technical Marks to the bidder(s)

**a) No. of outlets in India (25 Marks Max.)**

2-3 Outlets	05 Marks
4-6 Outlets	10 Marks
7-10 Outlets	15 Marks
11 and above Outlets	25 Marks

**b) Menu and Pricing (Relative Marking, Max 05 Marks for each variety, 25 Marks Max.)**

The bidder shall provide the detailed menu strictly as per the table indicated below. The menu offered should clearly specify the items to be served for each category/meal type as mentioned. Any deviation from the prescribed menu format shall not be accepted unless specifically approved by the competent authority.

**Marking Scheme:**

Number of items in every category/Variety

Sr . No.	Variety	Item Name	Quantity/Size/ Volume	Price
1	Veg Pizza			
2	Non-Veg Pizza			
3	Side			
4	Desserts			
5	Beverage/ Drinks			

For Example:

**X** = Maximum number of items quoted by any vendor in a variety

**Y** = Number of items quoted by the vendor under evaluation in that variety

The Marks awarded to vendor for that variety= (Y/X)\*5

**c) Average Cost of meal for One Person (Relative marking-10 Marks)**

The bidders are required to submit the Average Cost of Meal per person on their official letterhead, clearly indicating the detailed breakup of the cost. The declaration should be duly signed by the authorized signatory of the firm and submitted along with the bid documents.

**Definition of meal for evaluation purposes:-**

- (a) One Vegetarian Pizza (Min 8”, minimum 6 slices with standard toppings & cheese coverage to match full surface area)
- (b) 2 pcs. Garlic bread/Fries 150 gm.
- (c) 300 ml Soft Drink

**Evaluation**

X=The bidder quoting the lowest average cost of meal will be assigned the maximum marks of 10 marks

Y=Other bidder will be awarded marks proportionately using the formula

**Marks of bidder = (Lowest Quoted Cost(X)/Bidder Quoted cost(Y))\*10**

**d) Rating on Online Platforms (10 Marks Max)** Average Rating of the Google Maps, Zomato, Swiggy outlet (considering the platform where the outlet is listed)

<2.0-3.0	04 Marks
<3.0-4.0	06 Marks
<4.0-4.5	08 Marks
<4.5-5.0	10 Marks

**e) Interview by the constituted committee: (30 Marks Max.)** Selected vendors based upon the above criteria (a-d) as a reference will be called for an interview as deemed appropriate by the Committee.

- \* Interviews shall be based on various aspects such as authentication of the product, vendors, maintenance of proper decorum in similar organizations, etc.
- \* The committee would document the whole proceedings of the interview and award the marks accordingly.

**Evaluation Parameter (Max 06 Marks per Parameter)**

- I. Understanding of Institute Requirements. Awareness of campus environment, student/staff needs, compliance with institute rules
- II. Menu Innovation & Nutritional Balance. Creativity in menu, inclusion of healthy and dietary-specific options
- III. Quality Assurance & Hygiene Standards. Knowledge of food safety, hygiene practices, waste management
- IV. Operational & Service Plan. Efficiency in order handling; peak time management, customer service approach
- V. Infrastructure & Resource Preparedness. Equipment, storage, drinking water arrangements, energy and maintenance plan

\* The decision of the Institute shall be final and binding for all the vendors.

**6. AWARD OF CONTRACT**

The bidder securing the overall highest Technical & Financial Marks in the evaluation process (Point a) to e)) shall be declared as the successful bidder and may be considered for award of the contract, subject to fulfillment of all tender terms and conditions and approval of the competent authority.

**Tie Breaking Clause:**

In case more than one bidder will obtains highest Technical & Financial Marks, then the following criteria will be adopted for tie-breaking in order of merit:-

- a) The bidder having the highest average annual turnover for the last three financial years would be awarded the bid. For financial soundness, Profit & Loss Account and Balance Sheet duly certified by Chartered Accountant must be submitted for the last three financial years. The Profit & Loss Account and Balance Sheet should be accompanied by supporting schedules.

**NOTE**

- 1) The Institute may terminate the license if it is found that the successful bidder is black-listed on previous occasions by any of the Govt. Organization, Institutes/Local Bodies/Municipalities/ Public Sector Undertakings, etc.
- 2) Institute reserves the right to amend the NIT document by issuing corrigendum/addendum/clarification before the closing date of bid submission.
- 3) The Institute reserves the right, without being liable for any damages or obligation to inform the bidder, to:
  - Amend the scope and service/service level agreement of the contract.
  - Reject any or all the applications without assigning any reason.
- 4) Any effort on the part of the bidder or his agent to exercise influence or to pressurize the Institute official would result in rejection of his bid. Canvassing of any kind is prohibited.

## TERMS & CONDITIONS

- 1.1. **License Fee:** The successful bidder shall be liable to pay a monthly license fee of Rs. 35,000/- (Rupees Thirty-Five Thousand only), exclusive of applicable GST, as per prevailing rates.
- 1.2. **Electricity and Water Charges:** The Licensee shall pay electricity and water charges based on actual consumption, as recorded through sub-meter readings, at the rates fixed by the Institute from time to time. In addition, the Licensee shall pay maintenance charges of Rs. 15,000/- per month. The maintenance charges shall include provision for regular power supply, water supply, and facilitation of smooth entry and exit to the premises. The electricity and water charges may be revised by the Institute from time to time based on consumption and/or changes in the applicable tariff rates.
- 1.3. The successful bidder (licensee) will be allowed to commence the business upon the satisfaction of other formalities like payment of performance security within 15 days from the date of issuance of Allotment Order, execution of agreement (Deed of License-as per Institute format) failing which Bid Security paid will be forfeited besides canceling the Allotment Order, unless request for extension will be made by the service provider and accepted by the designated Committee.
- 1.4. The Successful bidder (licensee) shall start service within 30 days from the issuance of Allotment Order. Any delay may lead to forfeiture of Bid Security.
- 1.5. The successful bidder will run & maintain QSR as per license in the allotted Area as per mentioned above or as decided by designated Committee.
- 1.6. The allocated space to the licensee can be relocated as per the requirement of the Institute.
- 1.7. The successful bidder shall obtain all necessary permission from the concerned authorities for operating the outlet at her/his own cost.
- 1.8. **Change of Nature of Business:** The licensee has to do the same business which is mentioned in the tender and for which license is issued. If the licensee is found doing business in the outlet other than the stipulated in the deed of license, the license is liable for termination and forfeiting the Performance Security.
- 1.9. The space for outlet or open space will be given “**as is where is condition**” to the successful bidder (licensee).
- 1.10. The successful bidder shall install and operate a temporary structure in the designated area measuring approximately 800 sq. ft., equipped with all necessary amenities required for smooth business operations. In addition, a shop space in the shopping complex measuring approximately 112 sq. ft. shall also be provided for carrying out the said activities. The institute will help in providing electrical and water connection. Any expenditure related to the above shall be borne by the allottee/licensee.
- 1.11. **The Area of Outlet**
  - 1.11.1. The licensee has to perform the business by confining to the extent of space allotted as mentioned in the NIT or as recorded in the deed of license. There should not be any encroachment of platforms or additional space by licensee, under any circumstances.
  - 1.11.2. If the licensee encroaches the platforms, area meant for passenger’s movement or area of other shop/open space, the licensee is liable for payment of penalty for **Rs.10,000/-** each Occasion. If the licensee is habituated for encroachment, liable for termination by serving a notice.
  - 1.11.3. The Institute is not responsible for any theft within the Outlet. It will be the liability of the Licensee to make necessary security arrangements within the Outlet.
  - 1.11.4. A “Suggestions & Complaints” book shall be made available to the consumers on demand immediately. Any suggestions or complaints are made by the consumers; it is the responsibility of the licensee to bring it

to the notice of the Institute (licensor). The said book shall be produced to inspecting officials. The "Suggestions & Complaints" recorded in the suggestions & complaints book be scrupulously followed and failure to follow will lead to levy of penalty or termination of agreement or forfeiture of Performance Security at the discretion of the Institute.

- 1.11.5. On the expiry of the period of the license or on its termination, as the case may be, the licensee shall deliver vacant possession of the premises intact, within 7 days of expiry of the license.
- 1.11.6. In the event of the Licensee failing to deliver vacant possession of the Outlet/premises to the licensor, the licensor shall have the right to take possession of the premises by putting his own lock and key to the said premises and shall entitle the Licensor to forfeit the Performance Security. The articles, if any, left by the licensee, will be kept in public auction on the next day of taking over the premises by the licensor.
- 1.11.7. The outlet cannot be closed for more than 03 (three) days. If an outlet is closed for 03 days without any prior intimation to IIIT-A, the institute may take possession of the area by unlocking it.
- 1.11.8. Licensee shall ensure that fire detection and suppression measures installed inside the premises are kept in good working condition at all times, and also ensure that all electrical wiring, power outlets and gadgets are used and maintained properly, for guarding against short circuits/fires

#### **1.12. Maintain Hygiene in the Outlet**

- 1.12.1. The Licensee should maintain high standard Cleaning and Housekeeping of Outlet with regular cleaning at their own cost and sole responsible for the same. In case, on surprise inspection it is found that Premises are unclean & in unhygienic condition then penalty for Rs. 2000/- from licensee will be collected on each occasion.
- 1.12.2. Waste management should be in a proper way. The premises and surroundings of the Outlet shall be kept in clean and tidy condition by keeping dustbins at appropriate places and are subject to inspection by the officials of the licensor and the Municipal Authorities.
- 1.12.3. Workers should be provided the necessary training to maintain the highest possible standard of hygiene & courtesy, as is expected.
- 1.12.4. The Institute would reserve the right to check on cleanliness and upkeep of premises and quality of provisions, and quality of the food items sold.
- 1.12.5. Periodic cleaning of the outlet should be done at least once every month preferably on second Saturday and for this purpose it should be closed for first half a day by giving prior notice to the Institute authority well in advance

#### **1.13. Garbage Disposal/Cleaning of Occupied area with surrounding:**

- 1.13.1. The Licensee will be responsible for dumping the garbage to the specified dustbins placed at the designated area.
- 1.13.2. The occupied area and its surroundings are to be cleaned by the Licensee. It is the sole responsibility of the Licensee to keep the area clean & tidy. It is expected that regular cleaning & mopping with phenyl, detergent, bleaching powder etc. as required.
- 1.13.3. For cleaning of such area, no cleaning materials are to be provided from the Institute end.
- 1.13.4. The Institute will supply only the dustbins in the required / designated places. Under no circumstances shall plastic and food waste be disposed of into the drainage. Non-compliance with proper waste disposal will invite penalties.

#### **1.14. Manpower deployment**

- 1.14.1. The licensee shall register himself as a Licensor under the License Labour (Regulation and Abolition) Act 1970, if applicable.

- 1.14.2. No child laborer shall be employed for work as per law.
- 1.14.3. The licensee shall be responsible for recruitment and deployment of staff for service and the staff so recruited and deployed by him shall be under his direct control / supervision. The bidder / Licensee shall exercise total superintendence, control and supervision over the staff and their work as per appropriate statutory norms
- 1.14.4. The licensee has to pay compensation, in case of any accident to the personnel employed by them during the business time. The licensee is alone for liable workmen's compensation and any other statutory dues and the Institute is not liable for payment of any such amount.
- 1.14.5. The vendor must provide the name of the workers who will be working and visiting the Outlet inside IIIT-A Campus along with their police verification within a 15 days time after award of the license. If a new worker joins the Licensee who will work within the IIIT Allahabad Campus, a prior intimation has to be given to the Institute and they also need to submit a recent police verification Certificate within a 15 days time from joining.
- 1.14.6. The licensee shall issue identity cards to all staff engaged for outlet in IIIT-Allahabad.
- 1.14.7. No worker except security would be allowed to stay in the outlet at night after 11 PM to 8 AM.

**1.15. Uniforms:** Staff / Cleaners are to wear the uniform and carry Identity Cards during their working hours. The shop owner / Licensee will be responsible for arrangement of uniform and identity cards for their staff. Staff posted on duty should always be in neat and clean complete uniform and carry photo identity cards duly signed by the agency. The workers must wear head caps (mandatory), failing which penalty will be imposed.

**1.16. Safety Measures**

- 1.16.1. The licensee shall carry out all works in accordance with statutory requirements of Safety Regulations and other rules/Acts as applicable.
- 1.16.2. The licensee or his/her representative must take immediate corrective measures whenever any unsafe conditions/practices are detected
- 1.16.3. The licensee or his/her representative shall report any accident to the appropriate Authority and also to the Institute Authority. The cause of all minor and or major accidents that occur in their job shall be reported and immediate remedial measures shall be taken to prevent recurrence of such accidents and also the responsibilities solely lie on the Licensee / bidder

**1.17. Prohibitions**

- 1.17.1. Selling of any prohibited items by the Institute or by the Government or any enforcing agencies such as cigarettes, gutka, pan masala, intoxicants, liquor, prohibited drugs etc. is not allowed. The license agreement can be terminated at any point of time without assigning any reasons for gross violation of license obligations.
- 1.17.2. **Use of single use plastic items, polythene and colors in food items are strictly prohibited.** The licensee shall submit an undertaking for not using the polythene covers which are banned by the State / Central Governments or any other agency.
- 1.17.3. No worker should consume alcohol or smoke, Gutka, Paan Masala etc. inside the IIIT Allahabad campus. They should not come to work in drunken conditions. The Institute reserves the right to screen any worker engaged by the service provider using an alcohol detector at any time. Any worker found under the influence of alcohol shall be immediately removed from duty. If they fail to abide by these rules, strict actions will be taken against the licensee .
- 1.17.4. The licensee shall not exhibit or permit any advertisement in the outlet which is not related to the unit established in IIIT-A campus, and the cutout/ poster/ hoarding should not be obscene. In case of misbehavior, assault on person / employees of the Institute, any act or comment tarnishing the image of Institute by the licensee or his representative /workers will lead to impose penalty or termination of license duly forfeiting the Performance Security amount.

- 1.17.5. Licensee shall not use any coloring agents and/or chemicals like Mono Sodium Glutamate (Ajinomoto) in any of the dishes, or store them in the food outlet premises
- 1.17.6. Reuse of oil strictly prohibited.
- 1.17.7. Regular cleaning of the facility shall be done.
- 1.17.8. **Failing to comply with the above guidelines may attract appropriate penalties.**
- 1.18. Vegetarian and Non-Vegetarian food cooked and served separately. Licensee must keep separate cooking utensils (properly labelled e.g., Green Tape –Veg / Red Tape –Non-Veg) for Veg and Non- Veg Items. If they are using eggs in preparation of any food items (including naan, bread), then it should be mentioned on the menu with a red mark
- 1.19. **Rates and Taxes for selling food items / services**
  - 1.19.1. The rates / amounts mentioned in the submitted bid for all the food items should be inclusive of all taxes / charges. Free Home delivery to IITians inside the IIT-A premises or residing within 4 KM radius from IIT-A campus should be made available within 30 minutes from the order placed. No extra charge will be levied for home delivery & packaging within the Institute campus for items above Rs. 100/-.
  - 1.19.2. The prices mentioned in the menu for the customers should also be inclusive of all mentioned charges.
- 1.20. **Subletting/ Sublease:** The licensee during the license period, permanently or temporarily, shall not share/franchise or sublet to anybody else and shall not be allowed to take any person to share the premises or in partnership without the prior written permission to the licensor, nor shall she/he be entitled to allow any person to occupy the licensed premises or to use any part thereof without the permission in writing from the licensor
- 1.21. **Damage to Property:** The licensee shall be fully responsible for making good or making necessary payment for any loss or damage caused to any structures, properties etc. belonging to the Institute if such loss or damage is due to the faults and or negligence or willful commissions of the licensee / his or her employees / agency representatives, as per investigation report of the Institute and whose assessment shall be final and binding on the licensee. Additionally, the licensee shall ensure that trees, flowers, plants and grassy lawns are not damaged by the staff deployed / employed.
- 1.22. The licensee shall arrange his own transport for all his needs, no transportation will be provided by the Institute in any case. The Institute shall not be liable for any expenses related to transportation, lodging, food and the health of the owner and the workers working under him.
- 1.23. If at any time, after the allotment of space (during the operations), it is found that the vendor/Licensee has encroached additional area, the vendor/Licensee is liable to be penalized by levying a penalty (at the rate of 1.5 times the monthly rent computed on daily basis for the duration of encroachment) along with the removal of encroachment. The concerned Commercial Establishment/Licensee shall abide by the decision of Estate Office
- 1.24. **Taxes:** The licensee shall pay all the taxes which are levied by the Central Government and the State Government from time to time. The Institute is not liable for the penalties against non- payment of these taxes or default therein. Any default, non-payment of taxes to statutory authorities will cause termination of license and vacation of premises
- 1.25. All notices, consents, sanctions directions and approval referred to in this agreement or otherwise shall be given by the licensor to the licensee in writing.
- 1.26. In the event of any damages caused to the outlet premises or property of the Licensor by the Licensee or his representatives, agents or servants during the subsistence of licensee period, the Licensor shall have right to recover the said amount from the Performance Security of the licensee.
- 1.27. No accommodation shall be provided to Licensee or their employees in the campus. Likewise, no person related to Licensee except security personnel on duty, if any will be allowed to stay in the campus after closing of outlet;

- 1.28. During the License/agreement period, the licensor is at liberty to alter /modify / add/ delete in the condition (s) of the agreement in the interest of the Institute
- 1.29. The Successful bidder (licensee) during the currency of the contract shall sell all varieties of Pizza for the Outlet and will sell the items as per the quoted discount offered in Financial Bid.
- 1.30. Old/stale/expired items (i.e. beyond expiry date) should not be kept in the outlet. Reporting of such incidents may attract appropriate penalties.
- 1.31. Weights and measures of approved Government Agency only to be used. Electronic Weighing should be done only on Government ISI approved brand machines with adequate back up machines. Weighing by traditional instruments is strictly not allowed
- 1.32. The Licensee must follow the complete safety protocols
- 1.33. All items should be available all the time at the discounted price, best quality and right quantity, of reputed brands & **computerized invoice mentioning GSTIN have to be provided to every customer for each transaction.** Exchange or return may be allowed as per standard practice
- 1.34. Institute will not be responsible for the credit extended to residents/students under any circumstances
- 1.35. All available deals and combo offers on pizzas and related food items should be widely promoted among campus residents and students through emails, posters, menu cards, or other suitable communication channels as per mutual communication/conversation & approval with the designated Committee
- 1.36. Institute will not be party nor will help the Licensee where a govt. agency or its official is visiting the premises in connection with the discharge of his duties. Any dispute arising out the same shall be the responsibility of the Licensee and the Govt. Agency
- 1.37. Provision of Payment by customers through QR Code and POS etc must be available at the outlet.
- 1.38. There must be a system in place, such as a QR Code or any other suitable mode—for collecting suggestions and feedback from customers to improve service quality.
- 1.39. **One quotation per bidder:** - Each Bidder shall submit only one quotation, either individually or as a partner in a joint venture. A Bidder who submits or participates in more than one quotation(other than as a sub -contractor) shall cause all Bids with the Bidder's participation to be disqualified.
- 1.40. **Order of Acceptance:** - Successful bidder should submit Order Acceptance within 7 days from the date of order.
- 1.41. **Performance Security:** : The successful bidder must submit an irrevocable performance security of 3,50,000/- (Rs. Three Lakh Fifty Thousand only) within 15 days of receipt of “Letter of Indent/Allotment Letter” for the due and faithful performance of the contract along with the other terms and conditions agreed to,valid for a minimum period of sixty days beyond the date of completion of all contractual obligations. Any payment to the bidder will be released only after submission of PS by the bidder. Extension of time for submission of PS beyond 15 days and up to the date of submission of PS from the date of issue of contract may be given by the Competent Authority. However, a penal interest of 12% per annum of the amount of PS, or part thereof, shall be charged for the delay beyond 15 days, i.e., 15+1st day after the date of issue of contract. The interest on the delayed period shall be calculated on a pro rata basis for the number of delayed days. The amount shall be recovered from any payment due or become due against bills / any other amount lying with IIIT-A. The delayed submission of PS by the bidder shall be recorded in substantial completion and final completion certificates. If Licensee fails to submit the PS within 60-days from the date of issue of contract, then following actions may be taken against such bidder:
- I. The bidder shall be debarred/ banned from participating in the business dealings with IIIT-A for a period of two years.
  - II. The name of the bidder shall be hosted on the IIIT-A website etc. as per existing norms of IIIT-A/ Govt. of India.

- III. Such defaulted bidder shall not be eligible to participate in the bidding process of re-tender of this bid.
- IV. Award shall be summarily terminated.
- V. Bid security shall be forfeited.

**1.42. Signing of License:** The successful bidder shall enter into an agreement for running the outlet for which he/she emerges successful bidder within 30 days from the date of issue of allotment letter but after submission of Performance Security & Receipt of Bank Confirmation in case of Bank Guarantee.

**1.43. Term/Period of License:** This Contract shall be valid for a period of three years beginning from the date of formal mutual acceptance signified by its being signed by both parties. Upon satisfactory performance the contract may be extended on yearly basis (maximum of 3 year) on mutually agreeable terms and conditions. However, notwithstanding the above, this agreement is liable or fit for prior termination if either or both parties formally express their dissatisfaction through written communication(s) and by giving a notice period of not less than three months. The prices / rates stipulated in this agreement shall hold good for a minimum period of one year from the date of mutual signing of this agreement.

**1.44. License Period/Minimum Period of doing Business/Payment of License fee:**

- 1.44.1. The successful bidder/ allottee shall enter into a deed of license on non- judicial stamp paper worth Rs.100/- and the deed will be registered with the concerned authority, if applicable and will commence the business within 30 days from the date of issue of allotment letter (LoI). If the allottee fails to enter into the deed of license then Performance Security will be forfeited.
- 1.44.2. If the Licensee desires to vacate the premises for what so ever reasons before completion of license period of (3) years, then performance security deposit will be forfeited
- 1.44.3. Payment of License Fee: The licensee shall have to pay monthly license fee with GST on or before 7th of every month. In case of failure to pay the License Fee, Cleaning & Maintenance charges within the stipulated time as aforesaid, the licensee shall be liable to pay a penalty of 10% of License fee per month over and above the License Fee on cumulative basis towards administrative charges. Further, if the License Fee remains unpaid for up to three months the license will be terminated and Performance security will be forfeited.
- 1.44.4. ~~Besides, the licensee shall also be liable to pay the electricity charges on actual consumption~~ basis to the Estate Office at the then prevailing rates along with the payment of monthly License fee. For the 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 licensee as aforesaid at the then prevailing rates
- 1.44.5. In case of non-payment of electricity charges in time, the licensee shall be bound to pay a penalty towards belated 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, in this behalf and unpaid amount will be recovered from performance security
- 1.44.6. The Licensee shall abide by the conditions of license deed executed between the Licensee and the Licensor during the period of license; and
- 1.44.7. **Non Exclusive Clauses:** The allotment of Outlet shall be on “NON EXCLUSIVE BASIS” i.e. the Institute shall have right to grant license to more than One licensee to do same Business in the same Premises.

**1.45. Penalty Provision**

In the opinion of the licensor (Institute), if the licensee (successful bidder/Licensee) fails to execute the license for the terms mutually agreed and enter in the agreement/license between the licensor and the licensee to satisfaction of the licensor, the Institute (licensor) has the right to take the following actions

- 1.45.1. Imposition of fine/penalty for breach of license by authorized officer of the Institute
- 1.45.2. Forfeiture of Performance Security Deposit either partly or fully

- 1.45.3. Termination of license by giving three month's notice
- 1.45.4. Termination of license and forfeiture of Performance security.
- 1.45.5. In the event any statutory authorities imposes any punishment or fines etc., and if the Institute is made a party in such penal action the Institute has the authority to keep security deposit etc., with it until it is proved to the satisfaction of the Institute that such penal actions are ceased. Such penal actions may be a reason for termination of License.
- 1.45.6. On expiry of the license, Performance Security deposit will be returned only on the handing over the premise in the same condition (subject to normal wear & tear), paint & restoring it in original colour.
- 1.45.7. Non maintenance of hygiene and cleaning will attract imposing of penalty up to Rs.2000/- on each occasion
- 1.45.8. Any violation of the license terms and conditions shall attract a penalty of not less than Rs. 1,000/- for each occasion.

#### **1.46. After Award of Contract**

- 1.46.1. There will be continuous evaluation by campus students/residents.
- 1.46.2. The vendor must bring their own furniture
- 1.46.3. The cutlery should be environment friendly, and the outlets must use food-grade stainless steel utensils or food-grade plastic disposable cutlery. Any further instruction from the designated Committee regarding cutlery to maintain green standards of food must be respected.
- 1.46.4. A feedback register needs to be kept and maintained to collect feedback.
- 1.46.5. Payment of rent and electricity bills needs to be paid to the Institute on a monthly basis.
- 1.46.6. There must be a provision for debit/credit cards and online payment gateways like (Paytm, Google pay, net banking, BHIM, or any other wallet).
- 1.46.7. No closing without prior information (at least 24 hours) to the designated Committee. Defying so will attract an appropriate penalty.
- 1.46.8. Any extension of contract period will be based on the decision of competent authorities
- 1.46.9. The inspection report from the designated Committee will be considered for monetary fine, depending on the severity of the act, if anything is found unacceptable, as defined earlier.
- 1.46.10. The pricing and rate list need to be maintained as such (as at the time of bid) for 1 year. Increase in price, if any, will be mutually decided by the service provider and Institute.
- 1.46.11. The price increase can only be proposed by the outlet owner and will be approved by a committee constituted by the Competent Authority .

#### **1.47. Termination of License**

- 1.47.1. The licensor is at liberty to terminate the license with three month's notice, without assigning any reasons
- 1.47.2. The licensee defaults in payment of license fee for three months consecutively or two times in calendar year, the license can be terminated and the Performance Security deposit will be forfeited
- 1.47.3. The licensee fails to start the business in the allotted space for a period of Thirty (30) days (for which the license is granted allotment letter) for whatever reasons, unless extension is granted by the Institute, the allotment letter will be cancelled including forfeiture of the Bid Security.

The licensor shall have the right to terminate the license if in his opinion the quality of goods/ services sold is not up to the standard/ satisfaction including forfeiting the Performance Security deposit

**AVAILABILITY OF ITEMS**

<b>PIZZAS</b>	Size	
<b>Veg Pizzas</b>		Group-1
Margherita	Small/Medium/Large	
Cheese & Corn	Small/Medium/Large	
Onion & Capsicum	Small/Medium/Large	
Farm House	Small/Medium/Large	
Peppy Paneer/Spiced Paneer	Small/Medium/Large	
Deluxe Veggie/Veggie	Small/Medium/Large	
Tandoori Paneer	Small/Medium/Large	
<b>Non Veg Pizzas</b>		Group-2
Chicken Golden Delight	Small/Medium/Large	
Chicken Tikka Supreme	Small/Medium/Large	
Non Veg Supreme	Small/Medium/Large	

Availability of items from each Group is mandatory on each working day as per table below.

Group	Minimum items availability
Group-1	3
Group-2	1

However, it must be ensured that each item available in the menu card as provided during the submission of Tender under each group is sold at least twice in a week.

## RESPONSIBILITIES OF LICENSEE

The Licensee shall be solely responsible for ensuring:

1. Arrangements of gas refills, and their safety.
2. Cleaning / washing of plates / utensils,
3. Pest control measures shall be implemented once every 3 months which should coincide with the periodic cleaning leave for the month and that day the outlet shall be completely closed.
4. Proper maintenance, hygiene, cleanliness and presentation of the kitchen(s), their surroundings, and the specified and allotted service space. Also, the menu served should be freshly prepared every day and no items left out shall be served for the next day. If found doing so shall be penalized by the Competent Authority with recommendation from the designated Committee of the Institute.
5. Service readiness of the staff – this should be given the top most priority, the staff members should be available for attending the students and service during the operational timings.
6. That the food cooked and served in the specified and allotted space shall not be served in any other place inside and/or outside the Institute campus
7. Catering to a pre-specified demand of a large number of students and/or staff members, at mutually acceptable notice, when circumstances warrant.
8. That the specified and allotted space, or any part thereof, is not assigned, sublet, or parted with for possession, use or enjoyment by any other third party, under any circumstances.
9. That no construction, structural alterations, or additional fittings within the specified and allotted space shall be made or carried out without prior written approval from the competent authorities of the Institute.
10. The necessary staff strength in each category of cooks, helpers, cleaners, etc. Their exact numbers, including shift details, shall be furnished to the Competent Authority and designated Committee of the Institute before commencing the services.
11. That no children are engaged in any manner whatsoever, in violation of the existing laws in any part or whole of the service operations.
12. That no employee stays on the premises after his/her assigned working hours.
13. That all employees shall wear assigned uniforms given by the caterers during their service times and always carry their identity cards.
14. All the measures for fire safety should be taken.
15. The acceptable conduct and behavior of their employees, during their respective service times as well as during their presence inside the campus. It may be especially noted that smoking and consumption / distribution of liquor and Pan masala / Gutka / Supari is strictly prohibited within the campus.
16. That all the employees are free of contagious, Skin disease. Medical Certificates to this effect shall be made available for inspection by the competent authorities of the Institute.
17. The payment of minimum wages to their employees will be as per the GOI rules. The record of employees' duty hours and their respective pay structures shall be maintained as per the corresponding rules, and be made available for:
  - I. Inspection by authorized government personnel, and
  - II. Meeting other statutory and non-statutory benefits / obligations.
18. That all expenses related to the functioning of the employees engaged by the Licensee shall fall fully within the scope of the Licensee .
19. The Licensee will have to adhere to all the rules, regulations, bylaws etc. issued by the Government and local authorities from time to time, w.r.t payments of salaries, wages etc. to the engaged employees as well as deductions to be made from time to time regarding ESIC, EPF, PF contributions, etc.
20. The Licensee /vendor is required to serve all items as submitted in the bid. Any changes to the menu can only be made upon recommendation by the designated Committee of the Institute and must be approved by the Committee before implementation.

**Deputy Registrar(S&P)**

## LIST OF ITEMS TO BE MADE AVAILABLE IN THE OUTLET

(The prices to be quoted should be inclusive of GST & other applicable taxes)

**The bidder is expected to follow the below-mentioned menu and present a list with price list**

ITEMS	Minimum %age of Discount on Retail Price of your Prayagraj outlet/ Academic Institutional Discount
<b>PIZZAS (Large/ Medium/ Small)</b>	
(a) There must be a wide range of pizzas varying from non-veg to veg flavours.	
(b) There must be a varied range of toppings offered.	
(c) There must be varied range of crust options	
<b>SIDES</b>	
(a) There must be a varied range of sides offered like Garlic Bread, Parcel, ChickenWings, etc.	
(b) Dips must also be offered.	
(c) Any possible addition to sides will be a plus.	
<b>DESSERTS</b>	
(a) There must be a basic range of desserts offered like Choco Lava Cake, etc.	
(b) Having ice-cream based options and sundaes will be a plus.	
<b>DRINKS</b>	
(a) There must be a basic range of cold drinks offered.	
(b) Having unique drinks other than cold drinks like Lemonade, Ice Tea, etc will be a plus.	
<b>DEALS</b>	
(a) There must be proposed combo offers with additional discounts.	
(b) Possible seasonal offers will be a plus.	
<b>ANY OTHER SIMILAR ITEMS WHICH YOU WOULD LIKE TO PROVIDE IN THE OUTLET:</b>	
(a)	
(b)	
(c)	
(d)	

1. An extra discount of\_\_% will be provided on bulk order of ₹2500/- and above.
2. Home delivery to IITians inside the IIIT-A premises or residing within 4 KM radius from IIIT-A campus should be made available within 30 minutes from the order placed. No extra charge will be levied for home delivery & packaging within the Institute campus for items above Rs. 100/-.

Signature of the Bidder:

.....

Name of the Bidder:

.....

**I /we ..... Undertake that I/we shall sell all above menu items not more than that the mentioned price.**

**(Name & Signature of the Bidder, with Official Seal)**

**NET WORTH CERTIFICATE**

( CERTIFIED BY CHARTERED ACCOUNTANT)

(To be printed in Letter head of Chartered Accountant)

This is to certify that as per the audited Balance Sheet and Profit & Loss statement of the account during the financial year ....., the net worth of M/s./Sh.....(Name & Registered Address of individual/ firm/ company) as on 31.3.2025 is Rs. (Rupees.....) after considering all liabilities. It is further certified that the net worth of the company has not eroded by more than 30% in the last three years ending on 31.3.2025.

.....  
(Signature of the Chartered Accountant)

.....  
(Name of the Chartered Accountant)

.....  
(Membership No. of ICAI)

.....  
(Date & Seal)

**CERTIFICATE**  
**DECLARATION REGARDING BLACKLISTING/ NON-BLACKLISTING**  
(On the letter head of the bidder)

I /We Proprietor / Partner (s) / Director (s) of M/s .....hereby  
declare that the firm/ company namely M/S.  
.....has not been  
blacklisted or debarred in the past by any organization from taking part in Government tenders.

Or

I / We proprietor / partner (s) / Director (s) of M/S.....  
hereby declare that the firm/ company namely  
M/S.....was blacklisted or debarred by any  
Government Department from taking part in Government Quotations/Tenders for a period  
of.....years w.e.f.....the period over on.....and now the firm/company is entitled  
to take part in Government Tenders. In case the above information is found false I / we are fully  
aware that the contract will be rejected/cancelled by the **IIIT-Allahabad**.

Authorized Signatory (Signature In full): \_\_\_\_\_

Name and title of Signatory: \_\_\_\_\_

Stamp of the Company: \_\_\_\_\_

**INDIAN INSTITUTE OF INFORMATION TECHNOLOGY  
ALLAHABAD**

Quotation Ref No. IIIT-A/SP/1839/2727/2026

**DECLARATION**

(On the letter head of the bidder)

I, \_\_\_\_\_ Son/Daughter/Wife of \_\_\_\_\_ Resident of Proprietor/  
Director/ Authorized Signatory of the Company /Firm, mentioned above, is competent to sign this  
declaration and execute this Tender document;

I/We hereby certify that I/We have read the entire terms and conditions of the Tender documents  
from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), etc.) I/We  
shall abide hereby by the terms / conditions / clauses contained therein.

The information/documents furnished along with the above application are true and authentic to the  
best of my knowledge and belief. I/we are well aware of the fact that furnishing any false  
information /fabricated document would lead to rejection of my Quotation at any stage besides  
liabilities towards prosecution under appropriate law.

The corrigendum(s) issued from time to time by your department/organization too have all been  
taken into consideration, while submitting this declaration letter.

I/We hereby unconditionally accept the tender condition so above mentioned Tender document(s) in  
it's totally/ Entirely.

Authorized Signatory (Signature In full):

\_\_\_\_\_

Name and title of Signatory:

\_\_\_\_\_

Stamp of the Company:

\_\_\_\_\_