

No. IIT Mandi/students/canteen/2024-25/47

Dated: 11.04.2025

**INDIAN INSTITUTE OF TECHNOLOGY MANDI**

**Inviting bidders for providing canteen service (Sunbird Canteen) at South Campus IIT Mandi**

Date of interaction with bidders: **30.04.2025 (2:30 PM onwards)**

Chairperson Canteen Committee  
Dean (Students) Secretariat A9 Building,  
North Campus, Indian Institute Technology Mandi,  
Himachal Pradesh – 175075, India  
Telephone: 01905-267016

**Calling for bidders**

All interested bidders should be present at **2:30 PM** on **30.04.2025**, Dean Students Conference Room, A9 Building (Ground Floor), North campus, IIT Mandi along with the necessary documents and the interaction will be held on the same day. The bidding agency/company/cooperative must have good experience of running the relevant canteen, proven capability of providing similar services in the past for at least 02 (Two) years (**Annexure-I**).

**As part of the interaction, an interested bidder should submit the following items:**

- A. It shall contain details of rate as per the menu the vendor is able/capable to provide.
- B. It would also contain details of the persons and their numbers to be deployed in the canteen for providing services.
- C. Also, all statutory documents (Experience, GST, FSSAI, PAN) including blacklisting certificate are required for running canteen (**Annexure-II**).

The contract will be awarded initially for a period of one year to the successful bidder. This period may be extended on mutual consent on satisfactory performance after a review each year. The successful caterer shall be bound to execute an agreement on non-judicial stamp paper of Rs.100/. Institute reserves the right to reject some or all the applications without assigning any reasons whatsoever. Further, only lower rates shall not be sole criteria for selection of the vendor.

Menu

S.No	Packaged Item(s)	Quantity (ML/Ltr/Gram/Kg)	Quoted discount (%)
1	Milk (Toned/Cow/full cream/fresh etc.)		
2	Flavoured Milk		
3	Ultra heat treatment (UHT) milk		
4	Milk powders		
5	Probiotic drinks		
6	Lassi		
7	Chach		
8	Butter		
9	Cheese & spreads		
10	Paneer		
11	Dahi (cup/pouch)		
12	Ice cream (all varieties)		
13	Ghee		
14	Chocolate (all varieties)		
15	Mithai		
16	Cream		
17	Frozen snacks		
18	Frozen vegetables		
19	Frozen peas		
20	Beverages		
21	Bakery products		
22	Organic products		

Note: 1. Price of each packaged item in a particular category of products needs to be quoted separately in terms of the quantity along with the offered discount.

2. Any other specific packaged items offering such as organic products, edible oils etc., needs to be quoted separately along with the offered discount.

**Signature of the bidder**

**The Bidders are instructed to provide the above given menu by quoting their rates per item with mention of item quantity in grams/pieces/inches in case of solid food items & millilitres in liquid food items.**

A PowerPoint presentation will be held on the same day where the owner, accompanied by the manager to be deputed (If any) is required to be present in person. The presentation must include the following points:

- A. **Introduction of the firm** – Brief overview and background of the firm.
- B. **Justification for selection** – Why they are the most suitable choice for the award of the canteen contract?
- C. **Approach to student interaction** – How they will effectively deal with students and their needs?
- D. **Hygiene standards** – The level of cleanliness and hygiene to be maintained in the canteen.

**Items to be used in the canteen:**

The vendor must use only packaged items from certified and reputable brands. Before commencing operations, the vendor must obtain approval from the selection committee for the list of items to be used in the canteen. Additionally, the vendor is not permitted to use loose raw materials, except for raw vegetables, fruits, and milk, which must meet the approved lactometer reading.

**Note:** The use of Ajinomoto, Eno, arrowroot powder, food colors, or hydrogenated vanaspati oil is strictly prohibited. Any violation will be considered adulteration. Additionally, washing utensils with washing powder is strictly forbidden.

**GENERAL TERMS & CONDITIONS FOR THE AWARD OF CONTRACT**

- 1) That the products served by the caterer shall be wholesome and clean. The competent authority at any time may enter upon the premises allotted to the caterer for the purpose of this agreement/contract and take away samples free of charge for purposes of inspection, trial or analysis and decision of the competent authority about the desirability or quality of the food offered for consumption in the canteen shall be treated as final.
- 2) If either of the parties wants to discontinue the service, a one-month written notice signed by the Dean (Students)/caterer should be given to the other party. No reason needs to be provided.
- 3) The service hours of the canteen shall be as given by the chairperson of the student canteen committee
- 4) The caterer shall be required to use electrical equipment/appliances for preparation. All expenses shall be borne by the caterer.

- 5) IIT Mandi may call for the advice of the medical officer on matters of hygiene at any time. The caterer strictly needs to abide by the suggestions of the medical officer.
- 6) The caterer would provide a sufficient number of workers in the canteen and shall take all reasonable precautions to see that they are professional, civil, sober and honest in their dealings with all users of their services.
- 7) The caterer shall only employ in his service, such persons whose antecedents have been verified by the police and who have also been medically examined at the caterer's own cost and to the satisfaction of the Institute. The caterer shall be required to give an undertaking to the Institute to this effect.
- 8) After the initial health checkup, every year between 1st -31st of January and 1st -31st August, the caterer may consult IIT Mandi Medical Officer for getting health check-up done for all the staff handling food in the canteen, and provide chairperson of the student canteen committee a Letter/Certificate signed by the Medical Officer, certifying that the canteen staff are fit to work in the canteen. This is to be done only to assist the health condition of the staff handling the food and in case the staff requires medical attention the caterer should provide necessary medical service on his own cost.
- 9) The caterer shall provide a list of the persons employed by him with their name, address, photo and other details, to the student canteen committee at the start of the academic session. If the caterer desires to change the workers, he needs to inform the chairperson of the student canteen committee and provide the details of the new workers before they start the services at the canteen.
- 10) The caterer or his employees will not be permitted to stay overnight in the institute premises.
- 11) The caterer will ensure & comply with the statutory provisions for running canteen service.
- 12) The caterer should provide a copy of the GST and FSSAI license within one month from the service start date. Preference will be given to those who can present these documents at the time of committee interaction.
- 13) If any employee and/staff member of the caterer in the opinion of IIT Mandi, is not rendering proper service or is otherwise guilty of any misdemeanor or is found otherwise undesirable, the caterer shall forthwith remove that person from the IIT Mandi campus, with immediate effect and replace him with a suitable person.
- 14) The Caterer shall take sole responsibility of paying at least the minimum wages as per Government norms to his employees and also take proper care of their welfare by provisioning leave and other benefits. The caterer should make payment of the wages of his employees through their bank account.
- 15) The caterer shall not make any additions/alterations in the premises provided by the IIT Mandi.
- 16) The caterer shall maintain a suggestion/complaint box for noting suggestions/complaints, all the time in the canteen, for improvement by the users. Such suggestions/complaints after having

the approval of the Chairperson of the student canteen committee should be forthwith acted upon by the caterer. The suggestions/complaint book should be kept open for the inspection of the users and competent authority.

17) All the workers providing the services under this agreement shall be employees of the caterer and the IIT Mandi shall not have an employer-employee relationship with the employees of the caterer. The caterer undertakes to keep the IIT Mandi, harmless and indemnified against any demand/claim of wages, provident fund, Employees State Insurance and any other such dues of its employees. The relationship between the caterer and IIT Mandi is purely contractual and IIT Mandi is not responsible and/liable for the employees of the caterer.

18) The caterer shall have no right or interest in the premises allotted for kitchen, canteen area and other allied purposes and he shall have no right or interest to remain in possession thereof at the end of this agreement or on termination thereof at any time.

19) When a student fest will be organized and sponsorship will be taken from the external restaurants or food chain groups, the Institute will reserve the right to ask the Canteen to be closed on such days.

20) The caterer shall display the menu (as approved by the Chairperson of the student canteen committee) prominently in the canteen.

21) The caterer shall be provided by IIT Mandi with necessary area and requisite furniture and/or gadgets and he/she shall be responsible for the proper maintenance of both the premises as well as the furniture and other gadgets provided by IIT Mandi.

22) The caterer shall pay 1 year rent in advance during the time of signing the agreement @ **Rs.2262/- (plus 18% GST)** per month for Sunbird Canteen and Rs. 100/- water charges per month to IIT Mandi. Electricity charges on actual basis will also be paid by the caterer to IIT Mandi.

23) The caterer shall make available all other implements for running the canteen, things like crockery, cutlery, etc. for the canteen.

24) The caterer will not provide food/service to unauthorized persons inside the canteen premises.

25) The caterer (Owner) should be present on campus for more than 50% of the contract tenure. Otherwise, he must bring the manager to be deputed to face selection criteria with canteen selection committee. Breach of this condition will lead to termination of contract. This condition does not apply to countrywide or international food chains with more than 10 outlets operating under the same name.

26) The caterer must submit an undertaking confirming that they have never been debarred or blacklisted by an organization in past contracts with central funded technical institutes. If this information is found to be incorrect, the caterer will be held fully responsible and liable for immediate termination of contract.

27) Any association with previously debarred or terminated vendors, working with IIT Mandi (including chefs and staff from their team) will result in the immediate termination of the contract.

28) The caterer should not use disposable cutlery.

29) The caterer should operate throughout the year

30) On the expiry/termination of the contract the caterer shall hand-over/vacant physical possession of the canteen space on the date of expiry/termination.

31) Legal disputes, if any, shall be subject to the jurisdiction of Mandi (H.P.) Courts only.

32) If the Caterer forfeits the contract before the end of tenure without one-month notice, then the security deposit will not be refunded.

33) In case of any disputes between the parties above, the Director IIT Mandi shall have the sole power to appoint an arbitrator whose decision will be final and binding.

34) The caterer is required to vacate the premises by the end of this contract and handover the gadgets/equipment to Mess Caretaker, if not asked to do otherwise in written by the competent authority before the end of this contract. Penalty of Rs. 5,000/- per day will be imposed for unauthorized possession. Besides, suitable action will be taken as deemed appropriate by the competent authority.

35) The agreement will automatically get null and void on completion of one year, if not extended further.

**Penalty shall be applicable on breach of following Clauses:**

**Cleanliness and Hygiene:** Utensils and premises (including cooking, serving, and storage areas) must be maintained with the highest standards of cleanliness and hygiene. Table, chairs in café area, kitchen selves, washrooms, etc. must be clean at all times.

**Use of Products:** Expired products must not be used or served in the canteen.

**Uniform and Personal Hygiene:** Canteen staff must wear clean, approved uniforms, including head caps (as specified by the Student Canteen Committee), and maintain high standards of personal hygiene (such as trimmed nails, clean clothes, and combed hair) from the very first day of duty.

**Penalties for Non-Compliance:**

**First Instance:** A penalty at the rate of 5% of the amount of security deposit.

**Second Instance:** A penalty at the rate of 20% of the amount of security deposit.

**Third Instance:** Termination of the contract, with a debarment from participation in tender of any canteen for the next 3 years.

**Penalties outlined above will apply to each individual breach of a clause, and the penalty amounts will be cumulative in the case of multiple breaches.**



The caterer shall deposit a security deposit of Rs. 1,00,000/- (Rupees One Lakh only) with the Registrar, IIT Mandi, in the form of **Demand Draft** in the name of 'Registrar IIT Mandi', which shall be refunded, without any interest thereon, 30 days after the end of the contract after adjusting the amount of any damage caused to IIT Mandi by any omission or discrepancy on the part of the caterer or his employee.

**Experience**

S.No	Name of the organization & Address	Tender duration	Total experience

**Signature of Bidder**

**Name:** \_\_\_\_\_

**Organization Name:** \_\_\_\_\_

**Contact No. :** \_\_\_\_\_

**Annexure-II**

**Declaration Regarding Blacklisting / Debarring For Taking Part in Expression of Interest  
(EOI)**

I/We \_\_\_\_\_ (bidder) hereby declare that my/our firm/agency namely M/s \_\_\_\_\_ has not been blacklisted or debarred in the past by Union / State Government or organization from taking part in Government tenders in India.

In case the above information is found false I/We are fully aware that the tender/contract will be rejected/cancelled by the Dean (Students), IIT Mandi and the security money shall be forfeited.

**Signature of Bidder**

**Name:** \_\_\_\_\_

**Organization Name:** \_\_\_\_\_

**Contact No. :** \_\_\_\_\_