



भारतीय प्रौद्योगिकी संस्थान इंदौर
सिमरोल, खंडवा रोड, इंदौर, पिन- 453552

Indian Institute of Technology Indore
Simrol, Khandwa Road, Indore- 453552

Request for Proposal
for
Supply, Installation and
Operation of Automated Vending Machines at IIT Indore

Service Contract Section
IIT Indore

4th Floor Western Wing (Toward's Gate-1)
Abhinandan Building, Simrol
Khandwa Road, Indore- 453552

Tel.: +91-0731-6603408/3369 Email: servicecontracts@iiti.ac.in.
Website: www.iiti.ac.in

प्रतिलिखित कागजात
(अंकित 10/9)
18/12/2018
12:00



भारतीय प्रौद्योगिकी संस्थान इंदौर
खंडवा रोड, सिमरोल, इंदौर - 453552
Indian Institute of Technology Indore
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Tel.: 0731-6603408/3369
Email: servicecontracts@iiti.ac.in

RFP No.: IITI(SCS)/CFDC/RFP/Vend.-Mach/2025-26/02

August 25, 2025

प्रस्ताव के लिए अनुरोध/ Request for Proposal

स्वचालित वेंडिंग मशीनों की आपूर्ति, स्थापना एवं संचालन हेतु /

For Supply, Installation and Operation of Automated Vending Machines at IIT Indore

The Indian Institute of Technology Indore (IITI), an Institute of national importance under the Ministry of Education, Government of India, is one of the premier institutions for science and technical education.

Located on a sprawling **501.42 acres campus**, IIT Indore currently hosts a vibrant community of approximately 5,000 members, including students, faculty, staff, and their families. This number is expected to grow beyond 7,000 in the near future.

IIT Indore invites proposals from reputed and branded firms for the **supply, installation, and operation of automated vending machines** across the campus. Interested parties should have proven experience in owning and/or operating vending machines, particularly in academic institutions such as IITs, IIMs, IISERs, NITs, IITs, other premium universities, or autonomous colleges.

Sl. No.	Description	NIT No.	EMD
1.	Supply, Installation and Operation of Automated Vending Machines at IIT Indore	023	Rs. 10,000/- (Rupees Ten Thousand Only) Online EMD Submission: Bidder can submit their EMD online by visiting to the below link: https://www.onlinesbi.sbi/sbicollect/

Note:

- Tender Documents with detail terms & conditions can be downloaded from our website: <https://www.iiti.ac.in/tender> & <https://eprocure.gov.in/eprocure/app>
- The pre bid report will be published as a part of the tender document.
- All the details pertaining to the NIT such as tender documents, pre-bid report, corrigendum and any further updates will be available only on our website and also at Central Public Procurement Portal.

IIT Indore shall not be responsible for non-receipt of bid due to internet issues or any other reasons. For any issues related to tender please contact Service Contracts Section, Tel: +91-0731-6603408/3369 Email: servicecontracts@iiti.ac.in.

Assistant Registrar (SCS)

सहायक कुलसचिव
(सेवा अनुबंध)
Assistant Registrar
(Service Contracts)

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अनुभाग 1 / SECTION 1
निविदा की अनुसूची/ SCHEDULE OF TENDER

Sl. No.	Event	Date and Time/ Remarks
01	निविदा अपलोड करने की तिथि Date of uploading of Tender	From August 25, 2025 http://www.iiti.ac.in/tender_mms.php
02	बोली-पूर्व बैठक के लिए प्रश्न प्रस्तुत करने हेतु और साइट विजिट /Submission of Queries for Pre-bid meeting and Site Visit	September 01, 2025, till 02:00 pm IST Prebid Format for Submission of Queries enclosed as Form – 9
03	बोली-पूर्व बैठक की तारीख और समय Date & Time of Pre-Bid Meeting	September 01, 2025 at 03.00 PM (IST) meet.google.com/xdy-aevh-opk The pre-bid report will be uploaded on the website & CPPP and the same will be a part of the tender document
04	बोली-पूर्व बैठक स्थल Venue for Pre-Bid Meeting	Service Contracts Section 4th Floor, Abhinandan Bhawan (West Wing) Indian Institute of Technology, Indore Khandwa Road, Simrol, Indore-453552
05	सीपीपी पोर्टल और संस्थान की वेबसाइट पर प्री-बिड रिपोर्ट अपलोड करने की तिथि Date of Pre- Bid Report upload at CPP Portal and Institute Website	September 03, 2025
07	ऑनलाइन बोली जमा करने की अंतिम तिथि और समय (तकनीकी और वित्तीय बोली) Last date & Time of Submission of Bids Online (Technical and Price Bid)	September 15, 2025, upto 3:00 PM Please refer tender Terms at IIT INDORE'S website
08	तकनीकी बोलियाँ खोलने की तिथि एवं समय/Date & Time of Opening of Technical Bids	September 16, 2025 at 03:00 PM Please refer to tender terms at IIT Indore website
09	कृपया निविदा से संबंधित अपना सभी संचार निम्नलिखित पते पर संबोधित करें:/Kindly address all your communication related to the tender to:	Assistant Registrar, Service Contracts Section, 4th Floor, Abhinandan Bhawan (West Wing), Indian Institute of Technology, Indore Khandwa Road Simrol, Indore- 453552 Tel.: 0731-660 Ext 3369/3408 Email: servicecontracts@iiti.ac.in
11	बोली ऑनलाइन जमा करने हेतु Submission of Bid Online	http://eprocure.gov.in/eprocure/app
12	मूल्य बोली खोलने की अनुसूची Schedule of Price Bid Opening	Schedule for opening of Price Bids will be notified via CPPP only to the bidders qualifying the Technical Bid evaluation.
13	किसी भी आवश्यक सहायता के लिए संपर्क करें FOR ASSISTANCE, IF ANY	CPP Portal website: www.eprocure.gov.in CPP Portal Help Desk Toll-Free No.: 18002337315, 180030702232

अनुभाग-2 /SECTION-II

ऑनलाइन बोली जमा करने के लिए बोलीदाताओं को निर्देश

INSTRUCTIONS TO THE BIDDERS FOR ONLINE BID SUBMISSION

The tender shall be submitted in accordance with these instructions and any tender not confirming the instructions as under is liable to be rejected. These instructions shall form part of the tender and the contract.

1. **For Online Bid Submission** please visit CPP Portal (<https://eprocure.gov.in/eprocure/app>). The bidders are required to submit copies of their bids electronically on the CPP Portal.
2. **For Registration:** Bidders are required to enroll on the CPP portal (<https://eprocure.gov.in/eprocure/app>).
3. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
4. IIT INDORE reserves the right to reject any tender/bid wholly or partly without assigning any reason. The IIT Indore may indeed relax pre-qualification/technical qualification criteria based on specific needs and requirements
5. The Technical Committee constituted by the IIT INDORE shall have the right to verify the particulars furnished by the bidder independently.
6. The service provider shall be responsible for any damage caused to the institute by the deputed staff.
7. All the tender documents & price bid to be uploaded as per this tender are to be digitally signed by the bidder.
8. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents mentioned in the bid document should and must be uploaded On-line <http://https://CPP.gov.in/>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.
9. The bidders may submit duly filled and completed bidding documents ONLINE as per instruction contained in the bidding documents. The incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in the complete bid document.
10. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. The IIT INDORE reserves the right to accept or reject any or all the tenders.
11. The detailed instruction for online submissions of bid(s) through e-procurement module of Central Public Procurement Portal, the bidder(s) may visit following link:- <https://eprocure.gov.in/eprocure/app>.

Assistant Registrar (Service Contracts)

अनुभाग- 3 / SECTION- 3
बोली लगाने वालों के लिए निर्देश
INSTRUCTIONS TO BIDDER

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app> by clicking on the link "Online bidder Enrollment" on the CPP Portal which is free of charge.
- 2) As a part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / email in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

- 1) Please go through the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the documents that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 2) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the NIT / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 3) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor valid certificates etc.) has been

provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid and need not be uploaded again and again. This will lead to a reduction in the time required for the bid submission process.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload\ the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder must digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be liable to be rejected. The service provider should fill in the complete details as mentioned in BOQ and exclude any cell of BOQ (Financial bid), the cost will be treated as inclusive of GST and other charges as mentioned in the BOQ column.
- 4) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 5) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

GENERAL INSTRUCTIONS TO THE BIDDERS

- 1) The tenders will be received online through the portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in pdf format.
- 2) Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/etoken in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".
- 3) Tenderer are advised to follow the instructions provided in the "Instructions to the Tenderer" for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <http://eprocure.gov.in/eprocure/app>
- 4) The bids should be in computer printouts or neatly typed and submitted online complying with the guidelines of CPP Portals. The bidder's name and signature should appear on each page of the bid document.
- 5) Tenderer who has downloaded the tender from the Institute's website and Central Public Procurement Portal (CPPP) shall not tamper/modify the tender document including downloaded Financial Offer template in any manner. In case if the same found tampered/modified in any manner, tender will be completely rejected and EMD shall be forfeited, and tenderer is liable to be debarred from doing business with IIT
- 6) Intending tenderers are advised to visit Institute website and CPPP website regularly till the closing date of submission of tender for any corrigendum/addendum/ amendment.
- 7) **The bidder may seek detailed clarifications on technical & financial issues (if any) on the conditions of bidding document through email (arsc@iiti.ac.in) addressed to the Assistant Registrar (SCS), IIT Indore.**
- 8) Online Bid Form-The bidder shall complete the online bid form and the appropriate price schedule furnished in the online bidding documents, indicating, inter alia for the service to be supplied, a brief description with scope of service.
- 9) **Online Bid prices-**
 - a) The Bidder shall indicate the price on the BOQ as per defined scope of work under the Contract. To this end, the Bidders are allowed the option to submit the online bids for any one or more schedule specified in the "Schedule of Requirement" and to offer discounts for combined schedules. However, Bidders shall quote for the complete requirement of services specified under each schedule on a single responsibility basis, failing which such bids (for the schedule in question) will not be taken into account for evaluation and will not be considered for award.
- 10) **Prices indicated in the online price schedule shall be entered separately in the following manner.**
 - a) Any other service or charge applicable should be clearly mentioned and if not any additional amount will not be considered later on.
 - b) Any element of cost, taxes, duties levies etc. not specifically indicated in the online bid, shall not be paid by the IIT. **If the GST amount is not quoted in the BOQ (Financial Bid), the total cost will be treated as inclusive of GST.** No further communication will be entertained later or else the EMD will be forfeited.

Note – Non-compliance of the above-mentioned points may disqualify your offer for further consideration.

अनुभाग-4 /SECTION-IV
सामान्य निर्देश / GENERAL INSTRUCTIONS:

Indian Institute of Technology Indore (IIT INDORE) invites **Online tender** for “Supply, Installation and Operation of Automated Vending Machines at IIT Indore”.

1. **Tender Type: Two Bid through Online Mode.**
 - a) **PART A - Technical Bid:** Technical Bid will be opened on the due date for technical evaluation of bids. The technical evaluation matrix will be uploaded on CPPP Portal for intimation to the firms. The technically disqualified firms can represent disqualification within 02 days of uploading of technical evaluation matrix on CPP Portal. If the disqualified firms do not represent or raise concerns within the **2-days window, their opportunity to dispute the disqualification is forfeited**. After the week, the tender process will move forward without considering any further representations, and no late objections will be entertained.
 - b) **PART B - Financial Bid:** Financial bids of only technical qualified responsive bidders will be opened.
 - c) **Bid Evaluation:** The Technical and Financial Bid evaluation of eligible bidders, as specified in Section 8, will be carried out by a committee constituted by the Institute.
2. **Pre-Bid Meeting:** The Pre-Bid meeting for this tender is scheduled as specified in the Schedule of Tender document. **Its purpose is to address any questions or clarifications from prospective bidders regarding the technical bid and commercial terms and conditions.**
 - a) To facilitate this, bidders are encouraged to submit their queries, if any, using the format provided in **Form VIII**. The submitted queries should clearly reference the tender number and title and must be marked as "Queries for Pre-Bid Meeting."
 - b) These queries should be sent via email at servicecontracts@iiti.ac.in. The schedule for submitting queries is mentioned in Section 1 of the tender document, and no queries will be entertained after the date of the Pre-Bid meeting.
 - c) Following the meeting, if any modifications to the bidding documents are required, these will be communicated to all prospective bidders through an official notification of amendment. This will be made available on both the IIT Indore website and the CPP Portal. Make sure to submit any queries within the prescribed time frame, as no further questions will be addressed once the Pre-Bid meeting has concluded.
3. **Bid Submission:** Bidders are requested to submit the bids **only after the issue of minutes of the pre-bid meeting duly considering the changes made if any, during the pre-bid meeting**. Bidders are totally responsible for incorporating/ complying with the changes/ amendments issued, if any, during pre-bid meetings in their bid. All the two parts of the bid shall be submitted online at CPP Portal.
4. **Late Bids:** The Institute will not be responsible for delay arising due to any reason.
5. **Bid Validity:** Bids shall be valid for a period of **180 days** from the date of opening of the tenders.
6. **Modification and withdrawal of bids:** No bid can be modified after the deadline for submission of bids. No bid can be withdrawn after the deadline for submission of bids till the expiry of the period of bid validity.
7. Benefits to Micro and Small Enterprises (MSEs) & Start-up India will be as per the Govt. of India policy.
8. **Bid Security (EMD):** Earnest Money Deposit (EMD / Bid Security (BS) has to be submitted by bidders except those who are

- i. Micro and Small Enterprises who are manufacturers of the **Primary Product Category or Service Provider of the Primary Service Category** and give specific confirmation to this effect at the time of bid submission and whose credentials are validated online through Udyam Registration (as validated by Government from time to time) and through uploaded supporting documents.
 - ii. Start-ups as recognized by the Department of Industrial Policy and Promotion (DIPP).
 - iii. In such case, a copy of the valid certificate showing registration with the above-mentioned institutions to be uploaded in PART - A of the e-tender in PDF format.
 - iv. In case the unit is not covered as above, EMD should be submitted online via <https://www.onlinesbi.sbi/sbicollect/collecthome.htm> and the payment reference should be attached in PDF along with the technical bid.
 - a) EMD will be returned to the unsuccessful bidders within 30 days from the finalization of technical evaluation/award of contract.
 - b) EMD will be forfeited if the qualified bidder fails to accept the order or fails to provide the service based on his/her offer/bid.
 - c) The EMD of the successful bidder shall be returned on receipt of Performance Security. If the successful bidder fails to furnish the performance security or fails to provide the service as per award of contract (AOC) terms and conditions within the stipulated period, EMD shall be liable to be forfeited by the Institute.
 - d) No interest will be payable by the Institute on the Earnest Money Deposit.
9. **Visit to the Institute:** It shall be deemed that the service provider has undertaken a visit to the Institute and is aware of the location and operational conditions prior to the submission of the bid. The cost of such a visit shall be borne by the service provider.
10. **Clarification of Tender Document:** The Service provider shall check all the pages of each and every document against page number given in tender document and, in case of any query/doubt the bidder should contact the Assistant Registrar (SCS), IIT Indore in writing to email arsc@iiti.ac.in.
11. **Opening of Tenders:** The opening of bids will be done as per the specified schedule mentioned in Section 1. In the event of the specified date of Bid opening being declared a holiday for the IIT, Indore the Bids shall be opened at the appointed time and location on the next working day. In two-parts bidding, the financial bid shall be opened only for those who are qualified in the technical evaluation stage by the committee.
12. **Confidentiality:** Information relating to the examination, evaluation, comparison, and post qualification of bids, and recommendation of contract award, shall not be disclosed to bidders or any other persons not officially concerned with such process until publication of the Contract Award. Any effort by a Bidder to influence the Purchaser in the examination, evaluation, comparison, and post qualification of the bids or contract award decisions may result in the rejection of its Bid.
13. **Evaluation Criteria for Technical Bids: -**
- i. **Technical Bid Evaluation:** The Technical Evaluation Committee shall examine the bids to confirm that eligibility criteria and technical evaluation criteria have been complied as per tender document.
 - ii. **Financial Bid:** The financial offer/bid will be opened only for the offer/bid which submits all the required necessary documents and is verified by the Technical Evaluation Committee as technically qualified bid.
 - iii. **Award Criteria:** The Institute reserves the right to award the contract to the successful Bidder, also called as Service provider, whose bid has been determined to be substantially responsive and evaluated as L1 (Highest Discount) bidder, provided further that the Bidder is determined to be qualified to perform the contract satisfactorily.

Purchaser's Right to vary number of orders/ quantities at Time of Award: The Institute reserves the right at the time of award of the contract to place order on one or more than one bidder. The institute may empanel two bidders for a period of one year to cater the upcoming requirements.

- v. **Purchaser's right to accept any Bid and to reject any or all Bids:** The Institute reserves the right to accept or reject any bid at any stage and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the Bidders.
 - vi. **Signing of Contract:** After notification, the Institute shall send a Service Order to the successful Bidder, which should be acknowledged within **03 working days** from receipt of the service order.
 - vii. **Order Acceptance:** If the successful bidder fails to submit Order acceptance within **03 working days**, it shall be presumed that the bidder is not interested, and the bid security will be forfeited.
14. **Conflict of Interest among Bidders/Agent:** The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:
- a) they have controlling partner (s) in common; or
 - b) they receive or have received any direct or indirect subsidy/financial stake from any of them; or
 - c) they have the same legal representative/agent for purposes of this bid; or
 - d) they have relationships with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder; or
 - e) bidder participates in more than one bid in this bidding process. Participation by a bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved.
 - f) in case of a holding company having more than one independently units, or more than one unit having common business ownership/management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/common business/ management units in same/similar line of business
15. **Right of Acceptance:** This Institute does not pledge itself and reserves the right to accept the whole or portion of the tender, and the firm shall supply the same at the rate quoted.
16. **Subletting of Work:** The service provider should not assign or sublet the service/job or any part of it to any other person or party.
17. **No Unsolicited Correspondence:** No correspondence/discussion/visits whatsoever will be entertained on the subject unless specifically called by this office after opening the tenders for technical discussions/ price negotiations. Any violation of this will render the quotations invalid and the service provider is liable to be blacklisted.
18. **Techno-Commercial Discussions:** IITI reserves the right to call for techno-commercial/price negotiations. The company should depute a competent representative for such discussion/negotiations whenever called for and shall be competent to take on the spot decisions.
19. **Right to Modify Tender:**
- a) IITI reserves the right to modify/alter/insert/delete any part of the tender document to ensure fulfilment of its service requirement at any stage. The institute reserves the right

to re-consider any tender terms and conditions to ensure fulfilment of its service requirement at any stage.

- b) IITI reserves the right to modify the specifications of any items within the scope of services mentioned in the tender document, at any stage, to ensure the fulfillment of its service requirements.

20. IITI does not bind itself to accept the highest or any tender and may cancel / withdraw the tender without assigning any reason and no claim whatsoever, for any reason arising out of such action, will be entertained by IITI.
21. **Force Majeure:** Neither the Agency nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this contract caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage, fire, floods, explosion, epidemic, quarantine restrictions, any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify the other of his commencement and cessation of such contingency and prove that such is beyond the controls and effects the implementation of this contract adversely.
22. **Breach of Terms and Conditions:** IIT- Indore reserves the right to accept or reject or cancel any or all enquiries or bids at any stage without assigning any reason thereof. In case of cancellation of order due to Non-compliance of the Terms and Conditions and Breach of the Contract, No compensation will be paid towards progress of order/procurement.
23. **Governing Law:** The order placed will be a contract between the supplier and the buyer and shall be governed by the LAWS of India and under the contract shall be taken by the parties only in Indore, India to competent jurisdiction.
24. **Settlement of Disputes:**
- (a) **Amicable Settlement:** In case a dispute arises between the Institute and the Agency (parties) regarding any matter under the contract, the Party raising a dispute shall address to the other Party a notice requesting an amicable settlement of the dispute within seven (7) days of receipt of the notice. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days from the date of receipt of notice. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, Arbitration Clause shall become applicable.
- (b) On receipt of the dispute notice, the matter will be referred to the Dispute resolution Committee nominated by IIT Indore. The matter shall then be resolved between them and the agreed course of action will be documented. In case any dispute between the Parties, does not settle by negotiation in the manner as mentioned above, the same may be resolved exclusively by arbitration and such dispute may be submitted by either party for arbitration within 20 days of the failure of negotiations.
- (c) **Arbitration:** In the event of any dispute or difference arising out of or in any way touching or concerning this contract whatsoever (except as to matter the decision of which is specifically provided under this contract) the same shall be referred to the sole arbitration of the Registrar, IIT Indore or his nominee on mutual contract of both the parties.
- (d) The award of such Arbitrator shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever the Registrar, IIT Indore shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the above said terms of the contract and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. The Arbitration and Conciliation Act, 1996, shall apply to arbitration proceedings. The venue of arbitration shall be Indore.

25. Cancellation of Contract:

- a) Notwithstanding any other provisions in this contract, the Institute reserves the absolute right to terminate the contract forthwith, if it is found that continuation of the contract is not in public interest. The Agency is not eligible for any compensation or claim in the event of such cancellation.
- b) If at any later date, it is found that the documents and certificates submitted by the Agency are forged or have been manipulated, the work order issued to the Agency shall be cancelled and Security Deposit issued to the Institute shall be forfeited without any claim whatsoever on the Institute and the Agency is liable for action as appropriate under the extant laws.

26. **Evaluation of tender:** In case two or more tenders are equal in monetary terms, work will be awarded to the contractor who has executed contracts of Govt./Central Govt./IITs/CFTIs. All bidders must fulfill the requirements outlined in the NIT to qualify for the Technical Bid. The Institute reserves the right to relax any of the specified conditions, if necessary.

27. IIT Indore reserves the right to cancel the contract or withhold payment if the contractor fails to commence the work or if the performance is deemed unsatisfactory. In such cases, IIT Indore may arrange for the work to be carried out through the open market or by other agencies at the contractor's risk and expense. Additionally, penal actions may be imposed on the contractor, including blacklisting and forfeiture of the earnest money or security deposit, in the event of any breach of the contract terms.

28. Termination:

- a) **Termination on expiry of the Contract:** This contract shall be deemed to have been automatically terminated on the expiry of the Contract period unless the Institute has exercised its option to extend this Contract in accordance with the provisions, if any, of this Contract.
- b) **Termination on account of Force Majeure:** Either party shall have the right to terminate this Contract on account of Force Majeure.
- c) **Termination on Account of Insolvency:** In the event of the Service provider, at any time during the term of this Contract, becomes insolvent or makes a voluntary assignment of its assets for the benefit of creditors or is adjudged bankrupt, then the Institute shall, by a notice in Writing have the right to terminate this Contract and all the Service provider's rights and privileges hereunder, shall stand terminated forthwith.
- d) **Termination for Unsatisfactory Performance:** The Institute will judge the performance of the Service provider periodically through feedback from the user department. If the Institute considers that the performance of the Service provider is unsatisfactory or, not up to the expected standard, then the Institute shall notify the Service provider in writing and specify the cause of such dissatisfaction. The Institute shall have the option to terminate this Contract by giving 30 days' notice in writing to the Service provider, if, the Service provider fails to comply with the requisitions contained in the said written notice issued by the Institute.
- e) **Termination due to any other reason:** If the Institute intends to terminate the contract before the agreed tenure, a one-month notice will be provided to the firm. Conversely, if the Service provider wishes to terminate the contract before the completion of the tenure, it must give a written notice of three months or continue its services until the succeeding service provider takes over the dining operations.
- f) **Consequences of Termination:** In all cases of termination herein set forth, the obligation of the Institute to pay shall be limited to the period upto the date of termination. The Institute shall conduct an inquiry against the Contractor and consequent to the conclusion of the inquiry, if it is found that the fault is on the part of the Contractor, then they shall be debarred for a period of two years from the date of the order for putting the Contractor on debar list is issued.

अनुभाग-5 /SECTION- V
विशेष नियम और शर्तें
SPECIAL TERMS AND CONDITIONS

1. **Number and Location for Automated Vending Machine:** The Institute seeks to engage service provider for placement of **automated vending machine at multiple location within the IIT Indore Campus**. The Institute reserves the right to increase or decrease the number of vending machines as per requirement at any time.
2. The Institute reserves the right to engage **one or more service providers**, as deemed necessary, or to empanel service providers for a period of one year to meet future requirements, as and when they arise.
3. **Tenure of Contract:** The performance of the service provider will be evaluated after the **initial six months** from the award of the contract. Subject to satisfactory performance during this period, the contract will be formally executed for an **initial term of two years**. Thereafter, the contract may be renewed for additional periods up to 02 more years based on continued satisfactory performance and mutually agreed terms and conditions. An annual performance review shall be conducted by the Institute committee to assess the service provider's compliance and effectiveness throughout the contract tenure.
4. **Performance Security:** The service provider must submit a Performance Security of **₹ 50,000/- (Rupees Fifty Thousand only)** in the form of a **bank guarantee from a Scheduled Indian Bank for valid till 60 days beyond contract period**. The PBG should be submitted within 15 days of award notification. No interest will be payable. The Performance Security system may be forfeited for unsatisfactory service. The PBG should be extended in case of contract extension and will be returned upon satisfactory completion, without interest.
5. **Infrastructure:** The required infrastructure will be provided by the Institute, including access to electricity and water connections for the designated premises. The service provider shall be responsible for the proper use and maintenance of the provided infrastructure and shall bear the charges for electricity and water based on actual consumption.
6. **Rent:** The service provider shall pay a monthly rent of **₹ 35 per sq. ft. for the allocated space for automated vending machines and storage area**. The rent will be subject to an annual increase of 10% in subsequent years. Water and electricity charges for the area occupied by the service provider will be billed based on actual consumption.
7. **Storage Space and Inventory Maintenance:** The Institute shall provide a designated storage area for the sole purpose of stocking inventory required for the replenishment of automated vending machines. Under no circumstances shall the allocated space be used for any purpose other than storage of vending machine stock. Any deviation from this condition shall be considered a breach of contract. The vendor shall ensure that adequate inventory levels are maintained at all times to facilitate timely and uninterrupted refilling of the vending machines.
8. **Warranty:** All the vending machines should be new. Any complaint shall be attended to within a response period of 48 hours on 24x7 basis. Any defect (s) in workmanship or deterioration in the quality or deviation to tender specifications coming to notice shall be rectified at site within 48 hours of the reporting of the same to the vendor. If system is required to be picked up and taken to contractor's premises for removing the defect(s), the same shall be picked up from the consignee within 07 working days. During that period, a suitable machine should be provided.

अनुभाग-6 /SECTION- VI
कार्य का सेवा दायरा / SCOPE OF WORK

1. Set up of Vending Machine on approved allocated locations and the service provider shall sell snacks, beverages, and other small-sized items. However, under no circumstances shall the vendor be allowed to sell any intoxicating substances or any other item whose sale is explicitly or implicitly prohibited within an educational institution.

2. Proposed Location:

SI.No.	Location	Quantity (Approx.)
1	C.V. Raman Hostel	1 No.
2	Vikram Sarabhai Hostel	1 No.
3	A.P.J. Abdul Kalam Hostel	1 No.
4	P.M. Ajay Hostel	1 No.
5	Devi Ahilya Hostel	1 No.
6	Homi Jehangir Bhabha Hostel	1 No.
7	POD Building	5 Nos..
8	Learning Resource Centre (LRC)	1 No.
9	Abhinandan	1 No.
10	Lecture Hall Complex	1 No.
11	Workshop Building	1 No.
12	SIC	1 No.
13	Tea Coffee Vending Machine	5 Nos.

3. All items for display and sale must be approved by the CFDC Committee. No item shall be displayed or sold without prior approval.
4. The vending machine setup should ensure maximum visibility, proper hygiene, and cleanliness. Non-compliance with hygiene standards will attract penalties.
5. Refilling should be done promptly to ensure no shelf remains vacant. Continuous availability must be ensured. The service provider must gather regular feedback from users and act on refilling requirements accordingly.
6. Routine maintenance must be performed regularly. In case of a breakdown, it must be resolved within 24 hours. If repairs exceed this timeframe, IIT authorities must be informed with detailed reasons.
7. **Customer Feedback & Grievances:** A mechanism must be in place to report:
 - o Requests for new items or removal of existing ones
 - o Payment failures
 - o Expired or damaged products
 Reported issues must be addressed promptly.
8. Dispensation of expired products is strictly prohibited.
9. Maintenance and upkeep of the vending machine will be the sole responsibility of the service provider.
10. The vending machine should remain operational 24x7.
11. Prices of all products must be clearly displayed.
12. All transactions must be cashless. No cash handling is permitted.
13. The service provider must provide 24x7 WhatsApp support. Provide call support between 08:00 AM to 08:00 PM (Monday to Sunday).
14. The service provider shall ensure a proper electric connection for the vending machine.

15. Only new machines with proper fittings and display features should be deployed.
16. The service provider shall deploy manpower with valid police verification. Entry and exit of manpower shall be regulated through valid gate passes. Expired and asset items must exit with proper documentation.
17. All items such as beverages, snacks, and confectioneries must be entered through a satisfactory delivery challan.
18. In case of any accident involving the service provider's personnel, full responsibility lies with the service provider.
19. Deployed manpower should have valid medical insurance coverage.
20. List of Items to be Stocked in Vending Machines

Cold Beverages

- Carbonated Drinks: Coca-Cola, Pepsi, Thums Up, Sprite, 7Up, Mountain Dew
- Mango Drinks: Frooti, Maaza, Slice
- Flavored Drinks: Paper Boat (Aam Panna, Jaljeera, Kokum)
- Juices: Real / Tropicana tetra packs (Orange, Mixed Fruit)
- Buttermilk / Chaas tetra packs (Amul, Mother Dairy)
- Lemon Drinks: Nimbu Pani (Paper Boat, Minute Maid)
- Cold Coffee in cans (Nescafé, Bru)
- Energy Drinks: Red Bull, Sting, Monster
- Packaged Tender Coconut Water (Cocojal, Raw Pressery)
- Water Bottle

Packaged Snacks – Savory

- Namkeen Pouches: Haldiram's / Bikaji (Aloo Bhujia, Navratan Mix, Moong Dal)
- Masala Peanuts / Chana Jor Garam (packed)
- Roasted Makhana packs
- Chips: Lay's, Bingo, Uncle Chips, Pringles
- Kurkure / Cheetos / Corn Puffs
- Khakhra (vacuum-packed)
- Roasted Chana (salted / masala)
- Mini Popcorn packs (Act II)
- Banana Chips

Packaged Snacks – Sweet

- Chikki (peanut, sesame, dry fruit)
- Soan Papdi mini packs
- Energy Bars / Granola Bars (Yoga Bar, RiteBite)

- Small Chocolate Bars: Dairy Milk, Perk, KitKat, Munch
- Cookies / Biscuits: Parle-G, Bourbon, Hide & Seek, Oreo
- Dry Fruit Mix pouches (almonds, cashews, raisins)

Instant / Ready-to-Eat Cups

- Cup Noodles: Maggi, Yippee, Top Ramen
- Instant Pasta Cups: Maggi, Knorr
- Masala Oats Cups: Saffola
- Instant Poha / Upma Cups: MTR, Gits
- Instant Soup Cups: Knorr, Maggi

Optional Items:

Tea Coffee Vending Machine

Note: The Institute reserves the right to add or delete any item in the above-mentioned list

PENALTY PROVISION

The service provider should always ensure regular and uninterrupted quality services. In case of failure in services or negligence (As defined below), appropriate action shall be taken by the Institute.

- I. In the event of lack of cleanliness and hygiene conditions of the machines, non-repair or noncertification of failure beyond one day a penalty may be imposed on the service provider as Rs. 500/- per day.
- II. The service provider should have at least one technician to attend vending machine repairs. In case of technical faults or malfunctioning or breakdown of the vending machine, the agency is required to arrange for a standby machine within 01 day. Failure to supply stand by machine within the stipulated time will attract penalty of Rs. 1,000/- per day.
- III. The penalty will also be applicable in case of failure of service and negligence in terms of the following:
 - a. The service provider fails to supply products.
 - b. Operators are not available during the stipulated timings.
 - c. Breach of any clause of terms and conditions / agreement even after receiving prior written notice from IIT Indore.
 - d. Any other matter which is an act of negligence or breach of ethics by the service provider.
 - e. In case of expiry product is displayed- Rs. 1,000/- per incident/time.
 - f. Beyond three violations lead to severe action/termination of the service.

अनुभाग-7 /SECTION- VII
PRE-QUALIFICATION PARAMETERS:

To be eligible for this RFP a Bidder shall fulfil the following conditions of eligibility:

Sl. No.	Particulars	Compliance YES/NO (If No, Mention the deviation)	Attach the Documents and Conserve provider the Page No.
1.	Name of the Service provider		Attach as enclosure & refer here]
2.	Location of Head Office with complete address& Contact Person-Mobile No./E-mail:		Attach as enclosure & refer here]
3.	An affidavit duly certified by a Notary that the Partners of the service provider or sole Proprietor or Company has never been blacklisted or changed the name of the service provider (in original).		Attach as enclosure & refer here]
4.	An affidavit duly certified by a Notary that the Partners of the service provider or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court (in Original).		Attach as enclosure & refer here]
5.	Income Tax Return (last three years ITR), PAN No., Professional Tax, GST Regn. Nos. (enclose photocopies)		Attach as enclosure & refer here]
6.	The details of service support (Escalation Matrix details).		Attach as enclosure & refer here]
7.	Acceptance Certificate		Attach as ' enclosure & refer here]
8.	Declaration of Annual Turnover		Attach as enclosure & refer here]
10.	EMD of Rs. 10,000/- (Attach the transaction receipt as a proof). No transaction of EMD will be considered after the bid submission deadline.		Attach the transaction receipt as a proof
11.	From Page 23 to 30 of the NIT (Signed copy should be submitted)		Attach as enclosure & refer here]
12.	Certificate of incorporation and Food License (FSSAI), PAN, GST, Trade License, shall be provided with the bid document.		Attach as enclosure & refer here]

*** Note: All points and documents listed in Section 7 must be duly completed and submitted for pre-qualification. Failure to submit the required documents or to fill in the relevant columns will be treated as non-compliance, and such bids will be disqualified.**

अनुभाग-8 /SECTION- VIII

Technical Specification of the Automated Vending Machine

1.	Technical Specifications of Automated Vending Machine Touch Screen interface Connectivity: Wi-Fi enabled (2.4 GHz) Payment Options: Integrated payment system supporting PayTM, UPI, Debit/Credit Cards via Razorpay gateway Machine Dimensions: Height: Approximately 6 feet Width: Approximately 3 feet Tray Configuration: Minimum 6 standard trays Product Selections: Capacity to offer 30 to 50 selections (subject to product size) Product Capacity: Total holding capacity of approximately 350 to 500 products (depending on product dimensions)	Compliance Yes/No, if any deviation please specify
2	Make & Model No. of the Vending Machine	
3	Product Catalogue should be attached	
4	Power point required (no.)	
➤	Optional Item	
1	Automatic Tea/Coffee Vending Machine – Fully automatic, multi-beverage dispensing machine with minimum 3–4 canisters for tea, coffee, sugar, dairy whitener, etc., capable of serving 150–300 cups/day. Output of at least 4–6 cups per minute with adjustable beverage strength. Stainless steel food-grade body (SS-304) with instant water heating, digital controls, and programmable recipes. Operates on 230V AC, 50 Hz with water tank (5–10L) or direct connection. Equipped with auto cut-off, overheating protection, and easy-clean canister design. Conforms to FSSAI and BIS/ISO standards with AMC service support available.	

अनुभाग-9 /SECTION- IX

Eligibility Criteria for Evaluation of the Bids

The bids qualifying in Section 7 & 8 will only be considered for further evaluation on the below-mentioned criteria for evaluation of the proposal.

S. No.	Criteria	Marks maximum
1	The bidder should have a minimum of 03 consecutive years of experience in supply and operation of atleast 05 vending machines in any Govt. / Semi Govt. / PSU / Autonomous bodies, reputed private firm. (a) 2 marks for each one year of experience.	20 (maximum)
2	Average Annual Turnover for Last Three Years for similar services: (a) 05 marks for an average annual turnover of Rs.50 lakhs for last 03 FY. (b) 1 additional mark for every additional turnover of 50 lakhs over a turnover of Rs. 50 lakhs. <i>Illustration: If a bidder has an average annual turnover of Rs. 01 crore, then he will be awarded 06 marks, i.e., 05 marks for an annual turnover of Rs.50 lakhs and 1 mark for additional annual turnover of Rs. 50 Lakhs above Rs. 50 lakhs</i>	10 (maximum)
3	Total Number of Clients in any Govt. / Semi Govt. / PSU / Autonomous bodies/reputed private firms for whom the Bidder has previously served or currently serving as a Vendor or as a service provider. (a) 02 marks for each no. of client	20 (maximum)
4	Performance Report / Feedback provided by clients. 1 Performance report -10 (Excellent) 2 Performance Report- 08 Marks (Very Good) 3 Performance Report- 05 (Good) 4 Below good – no marks (05 marks for additional performance report)	25 (maximum)
5	Presentation-cum-Interaction with the Committee (Mandatory Clause) (Only those vendors would be called for the presentation-cum- interaction who fulfil the initial eligibility criteria). <u>Parameters for evaluation:</u> a. Start-over Plan b. Types & Designs of Machines being offered c. Manpower, Area and storage d. SOPs for operation of the machines e. Grievance redressal mechanism and TAT	25 (maximum)
Total Marks =		100

Note:

1. Date & Time of presentation-cum-interaction with the committee shall be intimated in due course of time. Presentation clause is mandatory for consideration of the proposal.
2. The minimum qualifying marks overall for opening of financial bid are 60 marks out of 100. However, the committee may relax the minimum qualifying marks in case of insufficient number of qualified bidders.
3. The Bidder with the highest overall discount percentage on MRP of items will be designated as (H1) and will be awarded the contract.

FINANCIAL EVALUATION CRITERIA

- a) The financial criteria having 100% weightage will be evaluated on the **basis of the maximum overall discount percentage on the items quoted by the bidder in BoQ.** The Bidder with the highest overall discount percentage on MRP of items will be designated as (H1) and will be awarded the contract.
- b) It is to be noted that the final selling price of each item at the start of operations will be submitted by the L1 bidder to the CFDC office for its approval.
- c) In case of tie in the financial bid, the vendor who scored the highest marks in the Technical Evaluation Criteria would be awarded the contract.

अनुभाग-10 /SECTION- X
वित्तीय बोली/ Financial Bid

FINANCIAL BID –Schedule of price bid in the form of BOQ format:

1. The below mentioned Financial Proposal/Commercial bid format is provided as BOQ along with this tender document at <https://eprocure.gov.in/eprocure/app>
2. Bidders are advised to download this BOQ.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid.
3. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tampered/modified in any manner, the tender will be completely liable to be rejected and EMD shall be forfeited.
4. Any element of cost, taxes, duties levies, etc. not specifically indicated in the BOQ, shall not be paid by the IITI. No further communication will be entertained later or else the EMD will be forfeited.
5. The tender shall remain valid for acceptance for 180 days, from the date of tender opening.
6. The price bid will be evaluated based on the discount percentage quoted for all items.

Format of Price bid BOQ:

Sr. No.	Item	Discount Percentage on MRP
1.	Cold Beverages	_____ %
2.	Packaged Snacks – Savory	_____ %
3.	Packaged Snacks – Sweet	_____ %
4.	Instant / Ready-to-Eat Cups	_____ %
5.	Tea /Coffee vending machine	_____ %
Overall Discount % =		_____ %

Yours faithfully
(Signature of the Tenderer)
Printed Name:
Designation:
Company Seal:
Date:

प्रपत्र - I / FORM - I

बोलीदाता सूचना प्रपत्र

Bidder Information Form

(To be submitted on Service Provider/ Company Letterhead)

1.	Name of the Organization	
2.	Registration Number	
3.	Details of infrastructure persons employed and number of offices/branches available (attach separate sheet).	
4.	Registered Address with Pin code	
5.	Name of Director/ Partner(s)	
6.	Year of Establishment	
7.	Legal Status of the Organization (tick on appropriate option)	1. Limited Company 2. Undertaking 3. Joint Venture 4. Partnership 5. Others (In case of others, please specify)
8.	Category of the Organization	1. Micro Unit as per MSME 2. Small Unit as per MSME 3. Medium Unit as per MSME 4. Ancillary Unit 5. SSI 6. Others (In case of others, please specify)
9.	Contact Name, Email Id & Mobile No.	
10.	Bank Details	Name of Beneficiary : A/c. No. CC/CD/SB/OD: Name of Bank : IFSC NO. (Bank) : Branch Address and Branch Code:
11.	PAN No. of the Organization (copy should be enclosed)	
12.	GST No. of the Organization (copy should be enclosed)	
13.	EPF Registration No. of the Organization (copy should be enclosed), if applicable.	
14.	ESI Registration No. of the Organization (copy should be enclosed), if applicable.	
15.	Professional Tax Registration No. of the Organization (copy should be enclosed)	
16.	FSSAI License (copy should be enclosed), if applicable.	

Date:

Place:
Company Seal

Authorized Signatory

Name:
Designation:
Contact No.:

प्रपत्र - 2 / FORM - II
ACCEPTANCE CERTIFICATE
(To be given on Company's Letter Head)

To,
Registrar
IIT Indore
Simrol, Khandwa Road,
Indore-453552

Sub: Acceptance of Terms & Conditions of NIT

Reference No.: RFP No.: IITI(SCS)/CFDC/RFP/Vend.-Mach/2025-26/02 dated: August 25, 2025

Name of contract: Supply, Installation and Operation of Automated Vending Machines at IIT Indore

Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above-mentioned services from the web site(s) namely: _____ as per your advertisement, given in the above mentioned website(s).
2. I / We hereby certify that I / we have read the entire terms and conditions of the RFP from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.), which form part of the contract agreement and agreement, shall abide hereby by the terms / conditions / clauses contained therein.
3. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
4. I / We hereby unconditionally accept the tender conditions of above-mentioned RFP / corrigendum(s) in its totality / entirety.
5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.
6. I / We do hereby declare that we have quoted our rates inclusive of taxes if not mentioned extra.
7. I/We agree to hold this offer open until 180 days and shall be bound to provide service within the specified period.
8. I / We certify that all information furnished by our firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the penalty/restrictions agreed to by us.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

प्रपत्र - 3 / FORM - III

DECLARATION REGARDING CLEAN TRACK

(To be submitted on Firm/Company Letterhead)

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Date:

Sub: "Supply, Installation and Operation of Automated Vending Machines at IIT Indore"

Reference No.: RFP No.: IITI(SCS)/CFDC/RFP/Vend.-Mach/2025-26/02 dated: August 25, 2025

Dear Sir,

I/we carefully gone through the Terms & Conditions contained in the above-referred NIT. I/we hereby declare that my company / firm is not currently debarred / black listed/ convicted by any Government / Semi-Government Organizations / Institutions in India or abroad. I/we further certify that I'm a competent officer in my company /firm to make this declaration.

Or

I/we declare the following

No.	Country in which the company is debarred / blacklisted / case pending	Black listed / debarred by Government / Semi Government Organizations / Institutions	Reason	Since when and for how long

In case the above information is found false I/we are fully aware that the tender/contract shall be liable to be rejected/cancelled by the IIT Indore and EMD / SD shall be forfeited.

In addition to the above, IIT Indore will not be responsible to pay the bills for any completed / partially completed work.

Yours faithfully

(Signature of the Tenderer)

Printed Name:

Designation:

Company Seal:

Date:

(NOTE: In case the company/firm was blacklisted previously, please provide the details regarding the period for which the company/firm was blacklisted and the reason/s for the same)

प्रपत्र - 4 / FORM - IV

DETAILS OF PREVIOUS & CURRENT EXPERIENCE

(To be submitted on Service Provider/ Company Letterhead)

To,
The Registrar
Indian Institute of Technology Indore
Khandwa Road, Simrol
Madhya Pradesh - 453552

Date: DD/MM/YYYY

Sub: "Supply, Installation and Operation of Automated Vending Machines at IIT Indore"

Reference No.: RFP No.: IITI(SCS)/CFDC/RFP/Vend.-Mach/2025-26/02 dated: August 25, 2025

Dear Sir,

Details of previous and current experiences with the clients are furnished below:

Name of the Client and full address	Order No. and Date	Description of the services offered	Telephone and Email id of the client	Tenure of contract	Value of contract

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal

प्रपत्र - 5 / FORM - V

**PERFORMANCE REPORT FOR AUTOMATED VENDING MACHINES
FOR SOFT DRINKS & SNACKS SERVICES PROVIDED in IITs, IIMs,
IISERs, NITs**

(To be issued by the organization where facility is being provided on there letter head)

1. Name of the Owner:
2. Name of the Company/Firm & Location:
3. Name of organization:
4. Name and contact No. of the person in the Organization for verification:
5. Date of award of contract:
6. Date of completion of contract:
7. Value of work in Contract:
8. Performance Report: Please tick/circle the correct option.

(a)	Quality of service	Excellent/Very Good/Good/Fair/Poor
(b)	Quality of Beverages, Snacks, Confectioneries etc.	Excellent/Very Good/Good/Fair/Poor
(c)	Resourcefulness	Excellent/Very Good/Good/Fair/Poor
(d)	Redressal of complaints and Promptness	Excellent/Very Good/Good/Fair/Poor
(e)	Machine Uptime (Availability and Functionality)	Excellent/Very Good/Good/Fair/Poor
(f)	Refilling Frequency and Inventory Management	Excellent/Very Good/Good/Fair/Poor
(g)	Transaction Experience (Ease of Use / Technical Smoothness)	Excellent/Very Good/Good/Fair/Poor

Overall performance of the service provider:

Excellent/Very Good/Good/Fair/Poor

Signature of Auth. Representative
Name:
Designation:
Office Seal

प्रपत्र - 6 / FORM - VI
DECLARATION OF ANNUAL TURNOVER AND
INCOME TAX RETURN

(To be submitted on Firm/Company Letterhead)

To,
The Registrar
Indian Institute of Technology Indore

Date :

Sub: RFP No.: IITI(SCS)/CFDC/RFP/Vend.-Mach/2025-26/02 dated: August 25, 2025

Dear Sir,

I/we hereby declare that our firm's Annual Turnover as follows, and I/we have also supported an Audited Accounts for your references: `

F.Y 2022-23	F.Y 2023-24	F.Y 2024-25

And, I/we hereby declare that, our firm had filed Income Tax Returns for last 3 years i.e. F.Y. 2022-23, 2023-24, & F.Y. 2024-25. Supported by copy of ITR of three years.

(Signature of the Tenderer)
Company Seal:
Date:

पत्र - 7/ FORM - VII
PERFORMANCE SECURITY FORMAT

To,

.....
WHEREAS (name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no. Datedto supply (description of goods and services) (hereinafter called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee:

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We further undertake to pay the Purchaser any money so demanded notwithstanding any dispute or disputes raised by the supplier(s)/vendor(s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the supplier(s)/vendor(s) shall have no claim against us for making such payment.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed there under or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20.....

(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal:

Name & address of the Bank

Address of the Branch:

Phone No.:

E-mail ID:.

प्रपत्र - 8 / FORM - VIII
बोली-पूर्व प्रश्न प्रपत्र/प्रारूप
PRE-BID QUERY FORM

Reference: RFP No.: IITI(SCS)/CFDC/RFP/Vend.-Mach/2025-26/02 dated: August 08, 2025

Sl. No	Reference of the Clause No. of the Tender Document	Query/Clarification/Deviation sought	Clarification/Response from IIT INDORE
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			