



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

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

**Request for Proposal (RFP)**  
**for**  
**Indian Chaat Shop**

आवश्यकता की अनुसूची के अनुसार तकनीकी एवं वित्तीय बोली के दस्तावेज़  
ऑनलाइन जमा करने हेतु

Documents to be submitted online for  
Technical & Financial Bid as per Schedule of requirement

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



भारतीय प्रौद्योगिकी संस्थान इंदौर

खंडवा रोड, सिमरोल, इंदौर - 453552

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

Tel.: 0731-6603369/3408

Email: [servicecontracts@iiti.ac.in](mailto:servicecontracts@iiti.ac.in)

### प्रस्ताव के लिए अनुरोध / Request for Proposal (RFP)

Indian IIT Indore of Technology Indore invites online proposals for **Indian Chaat Shop**. The tender details are as follows:

<u>Sl. No.</u>	<u>Name of the Item</u>	<u>NIT No.</u>	<u>EMD</u>
1.	Indian Chaat Shop	IITI(SC)/CFDC/1/1A/Outlet/2025-26/06	Rs. 10,000/- (Rupees Ten Thousand Only) Online EMD Submission: Bidder can submit their EMD online by visiting: <a href="https://www.onlinesbi.sbi/sbicollect/">https://www.onlinesbi.sbi/sbicollect/</a>

### **SUBMISSION OF BIDS WILL BE ONLINE IN TWO BID**

*\*NIT No. **06-CFDC** should be mentioned for the purpose of EMD Submission, and Tender No. should be referred for bid submission/ communication etc.*

#### **Note:**

- Tender Documents with detailed terms & conditions can be downloaded from our website and CPPP: <http://www.iiti.ac.in/tender> & <https://eprocure.gov.in/eprocure/app>
- Pre-bid report will be published as a part of the tender document.
- All the details/documents pertaining to the NIT such as tender document, pre-bid report, corrigendum and any further updates will be available only on our website and also at Central Procurement Portal (CPPP).
- 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, contact Service Contracts Section at 0731-660 Ext 3369/3408 or email at [servicecontracts@iiti.ac.in](mailto:servicecontracts@iiti.ac.in).

Assistant Registrar  
(SCS)

सहायक कुलसचिव  
(सेवा अनुबंध)

Assistant Registrar  
(Service Contracts)

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

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

Sl. No.	Event	Date and Time/ Remarks
01	Category (Services/Goods/works)	<b>Services</b>
02	Date of uploading of Tender	<b>From January 1, 2026</b> <a href="http://www.iiti.ac.in/tender">http://www.iiti.ac.in/tender</a> & <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
03	Earnest Money Deposit	<b>The Bidder should submit Earnest Money Deposit (EMD) of 10,000/- (Rupees Ten Thousand only) online.</b>  <b>The Technical Bid without EMD would be considered as UNRESPONSIVE and will not be accepted.</b>  <b><u>Online EMD Submission:</u></b> Bidder can submit their EMD online by visiting to the below link: <a href="https://www.onlinesbi.sbi/sbicollect/collecthome.htm">https://www.onlinesbi.sbi/sbicollect/collecthome.htm</a>
04	Last date & Time of Submission of Bids Online (Technical and Price Bid)	<b>January 15, 2026 upto 03:00 PM</b> Please refer tender Terms at IIT INDORE'S website
05	Date & Time of Opening of Technical Bids	<b>January 16, 2026 at 03.00 PM (IST)</b> Please refer tender terms at IIT INDORE'S website
06	In case of any query, clarification or any details pertaining to tender, please contact	Assistant Registrar, Service Contracts Section 4th Floor, Abhinandan Bhawan (West Wing), Indian Institute of Technology, Indore, Khandwa Road Simrol, Indore-453552 Tel.: 0731-6603369/3408 Email: <a href="mailto:servicecontracts@iiti.ac.in">servicecontracts@iiti.ac.in</a>
07	Submission of Bid Online	<a href="http://eprocure.gov.in/eprocure/app">http://eprocure.gov.in/eprocure/app</a>
08	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.
09	<b>FOR TAKING ASSISTANCE, IF ANY</b>	<b>CPP Portal website: <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a></b> <b>CPP Portal Help Desk Toll-Free No.:</b> <b>18002337315, 180030702232</b>

**अनुभाग 2 / SECTION 2****ऑनलाइन बोली जमा करने के लिए बोलीदाताओं को निर्देश****INSTRUCTIONS TO THE BIDDERS FOR ONLINE BID SUBMISSION**

1. The tender must be submitted in accordance with instructions provided in this document and non-conformance of the same may lead to rejection. Instructions shall form part of the tender and the contract. The conditions of the tender shall be governed by the details contained in the complete bid document.
2. For Online Bid Submission as per the directives of Department of Expenditure, this tender document is published on the Central Public Procurement Portal at <http://eprocure.gov.in/eprocure/app>. Bidders are requested to submit the copies of their bids electronically (digitally) only on CPP Portal, using valid Digital Signature Certificates.
3. The tender is not transferable. Only one tender shall be submitted by one bidder.
4. **Registration:** Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal by clicking on the link "[Click here to Enroll](http://eprocure.gov.in/eprocure/app)" at <http://eprocure.gov.in/eprocure/app>.
5. **Submission:** Only online bids will be accepted. All the requisite supporting documents mentioned in the bid document must be uploaded online at <http://eprocure.gov.in/eprocure/app>. Bids sent by FAX, E-mail, hand, post/courier shall not be accepted/ processed, in any case. 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 bidder stipulates any condition of his own, such conditional tender is liable to be rejected.
6. Bidders are to submit duly filled and completed bid online as per instructions mentioned in this document. All the uploaded documents shall be digitally signed by the authorized signatory of the bidder. The Digital Signature Certificate should be in the name of authorized signatory (who will sign the bid) of the bidder. In case digital signature is not available then all the documents should be stamped with the service provider's seal and signed by authorized official and uploaded in pdf format.
7. Telegraphic, conditional, or incomplete Tender will not be accepted. Canvassing of any kind, direct or indirect, shall lead to disqualification of the tenderer.
8. IIT Indore reserves the right to reject any tender/bid wholly or partly without assigning any reason.
9. For detailed instruction on online submissions of bid(s) through e-procurement module of Central Public Procurement Portal of NIC, the bidder(s) may visit <http://eprocure.gov.in>.
10. The bidder shall be solely liable to bear all costs and expenses associated with the preparation and submission of its bid, and IIT Indore will in no case be held responsible or liable for payment of any costs associated with the preparation or submission of the said bids irrespective of the outcome of the bidding process as also in case the entire bidding process or part thereof is nullified/ cancelled due to any reason whatsoever.
11. The bidder should not be an employee of any of the IITs, Central or State Government, Autonomous Body, R&D Labs, IISERs, CFTIs (Centrally Funded Technical Institutes) or PSUs. Declaration to this effect is to be submitted.
12. 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.

**अनुभाग 3 / SECTION 3**  
**GENERAL TERMS AND CONDITIONS**

1. Indian Institute of Technology Indore (IITI) invites Online proposals for the setup of Indian Chaat Shop at IIT Indore premises from the experienced and branded reputed firms /companies /caterers.
2. **Tender Type: Two-Bid system through Online Mode.**
  - (a) Technical Bid (Cover-1): Technical bid will be opened on the due date for technical evaluation. The technical evaluation matrix will be uploaded on CPP Portal for intimation to the service providers. ***Technically disqualified service providers can represent disqualification, within 02 days of uploading of technical evaluation matrix.***
  - (b) Financial Bid (Cover-2): Financial bids of technically qualified responsive bidders only will be opened.
3. **Pre-Bid Meeting:**
  - (a) Bidders are requested to attend a Pre-bid meeting for clarification on the Tenders' technical specifications and commercial conditions, on the time, date, and place/ mode mentioned in the Schedule of Tender. Participation in such a Pre-bid meeting is not mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical & Commercial specifications/ conditions shall be entertained after the date of pre-bid meeting.
  - (b) Bidders are advised to submit their doubts/ questions/ clarifications in **FORM-6**, if any. It should bear tender no., title and marked "Queries for Pre-Bid Meeting". Form should be sent by email at [servicecontracts@iiti.ac.in](mailto:servicecontracts@iiti.ac.in) as per the Schedule of Tender mentioned in **Section-1**.
  - (c) Any modification of the tender document, arising as an outcome of the Pre-Bid meeting, shall be notified through amendment on the website of the IIT Indore and CPPP Portal. No queries will be entertained beyond the date of the pre-bid meeting.
  - (d) Bidders are totally responsible for incorporating/ complying with the changes/ amendments issued, if any.
4. **Bid Submission:** Bidders are requested to submit their bids from the date of submission of bids indicated Schedule of Tender mentioned in the **Section-1**.
5. **Late Bids:** Bids received after the last date of submission will not be accepted and IIT Indore shall not be responsible for non-receipt of bid due to internet issues or any other reasons whatsoever.
6. **Modification and withdrawal of bids:** No bid can be modified and withdrawn after the deadline for submission of bids.
7. **Opening of Tenders:** The opening of the bids would be done as per the Schedule of Tender mentioned in Section-I. In the event of the specified date of bid opening being declared holiday in the IIT Indore, the bids shall be opened at the same time and location on the next working day.
8. **Bid Security/ EMD:**
  - (a) Earnest Money Deposit (EMD) / Bid Security (BS) must be submitted by bidders except those who are registered with:
    - (i) Micro and Small Enterprises (MSEs)
    - (ii) Central Purchase Organization (CPO)
    - (iii) Concerned Ministry / Department



- (iv) Startups as recognized by the Department for Promotion of Industry and Internal Trade (DPIIT)
  - (b) In case, the service provider/ service provider is not covered as above, EMD must be submitted online at <https://www.onlinesbi.sbi/sbicollect/> and the payment reference should be attached in PDF along with the technical bid.
  - (c) EMD will be returned to the unsuccessful bidders within 30 days after the issue of Service Order.
  - (d) EMD will be forfeited if the successful bidder fails to accept the order or provide the services.
  - (e) No interest will be payable by the IIT Indore on the Earnest Money Deposit in any circumstance.
  - (f) 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 services as per the terms and conditions of Service Order (SO) within the stipulated period, EMD shall be liable to be forfeited by the IIT Indore.
  - (g) Tenders received without valid EMD stand automatically rejected. EMD should be kept in a TECHNICAL BID ONLY.
9. **Bid Evaluation Procedure:** To select the bidder, below method will be followed through a two-stage bidding process.
- (a) Bids should be submitted in two parts viz. Technical Bid & Financial Bid.
  - (b) The Technical Evaluation Committee (TEC) shall examine the bids to ascertain that all documents mentioned in **Section-6, Part - 1** have been provided and check the completeness of each document submitted. If any of these documents or information sought is missing, TEC may disqualify the bid.
  - (c) Evaluation will be done strictly on Pre-Qualification Criteria, Scope of Work, Other Conditions and Technical criteria as mentioned in **Section-6 (Parts A & B)**. **TEC will invite the bidders to give a presentation as part of the technical evaluation.**
  - (d) Financial bid will be opened only for the bid which is technically qualified by TEC.
10. **Award Criteria:**
- (a) The IIT Indore reserves the right to award the contract to the Bidder whose bid has been determined to be substantially responsive, technically qualified and offered responsive and lowest rates.
  - (b) A multiple service provider may be selected for similar services based on the requirement of the Institute.
  - (c) **The IIT Indore reserves the right to give the multiple outlet order to more than one agency. Also, if required a few outlets proposal will be empaneled for a period of 1 year which will be utilized based on upcoming requirements.**
  - (d) The successful bidder should submit acceptance of the Service Order within 02 days from the date of issue of order/ signing of contract, failing which, it shall be presumed that the successful bidder has accepted the order.
11. **The tenderer is advised to visit the IITI on any working day between 10:00 hrs and 16:00 hrs to assess the nature and quantum of work before tendering.**
12. The IIT INDORE will give the service order for the installation, operation and maintenance of the Outlet for contracted period only. The agreement will be made and executed for the said period only, commencing from the date of the agreement.
13. The site allocated for set-up of outlet at IIT INDORE only allows the service provider to use the premises for agreed purposes, terms & conditions and agreed period only.

**14. Failure to fulfill any of the conditions laid down renders the tender invalid.**

**15. Force Majeure:** Neither the service provider nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this control 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 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.

16. IITI does not bind itself to accept the lowest 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.

17. IIT Indore reserves the right to relax the technical evaluation criteria, submission of any document or any tender clause.

**18. IITI reserves the right to modify/alter/insertion or deletion on any part of the tender document to ensure fulfillment of its material & service requirement at any stage.**

19. The instructions about bidding given in this RFP should be read thoroughly before bidding.

20. The Request for Proposal (RFP), completed in all respects with stipulated documents, should be submitted and addressed to Registrar, IIT Indore.

21. All documents of the Request for Proposal (RFP) should be signed and stamped by the authorized signatory of the agency /service provider.

22. The RFP does not constitute a solicitation. IIT Indore reserves the right to change or cancel the requirements at any time during the process of RFP.

**23. 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/service contract.

**24. Governing Law:** The order placed will be 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.

**25. 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.

## **26. CANCELLATION OF CONTRACT:**

- a) Notwithstanding any other provisions in this contract, the IITI reserves the absolute right to terminate the contract forthwith 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 IITI shall be forfeited without any claim whatsoever on IITI and the Agency is liable for action as appropriate under the extant laws.

## **27. Termination of the contract:** The contract may be terminated in any of the following contingencies:

- a) By either party on giving notice in writing of 30 days to the other party (without assigning any reason).

OR

- b) on assigning of the contract or any part thereof or any benefit or interest therein or there under by the Agency to any third person for sub-letting the whole or a part of the contract to any third person, without any notice.

OR

- c) on Agency being declared insolvent by the competent Court of Law without any notice.

OR

- d) In case the Agency is not interested to continue the contract subject to the condition that the Agency shall give a minimum of three months' notice.

OR

- e) If the Agency does not give the requisite notice as mentioned above, then his security deposit shall be forfeited and Bank Guarantee shall be encashed in proportion to the period falling short of the specified notice period ; "Provided that during the notice period for termination of the contract, in the situation contemplated above, the Agency shall keep on discharging his duties as before till the expiry of notice period".

## **28. Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.**



**अनुभाग 4 / SECTION 4****विशेष नियम और शर्तें****SPECIAL TERMS AND CONDITIONS**

1. **Hygiene and Safety:** The service provider will maintain the highest standards of hygiene and cleanliness in food preparation, serving, and dining areas. The service provider will comply with all applicable health, safety, and sanitation regulations. The service provider will be responsible for regular pest control and waste disposal in line with institute guidelines.
2. **Quality Standards:**
  - Use fresh, high-quality ingredients sourced from verified service providers.
  - Ensure no use of substandard or expired raw materials.
  - Prepare and serve food in a clean and hygienic environment.
  - Frozen or stale items will not be accepted.
3. **Inspection:** The CFDC committee, staff and nominated students have the right to check the cleanliness, upkeep of premises, hygiene levels, quality, and brand of raw materials, utensils, vegetables, storage, and finished food products. The inspection committee will prepare the report and same will be forwarded to the service provider for clarification and justification. On occurrence of repeated lapses on cleanliness, upkeep of premises, hygiene levels, quality, and brand of raw materials, utensils, vegetables, storage, and finished food products, the committee will issue warning letter. In case of issuance of 03 warning letters the services will be terminated with notice of 05 days.
4. **Housekeeping and Pest Control:** The service provider will keep the kitchen, serving area, washing area, and raw material store free from flies, cockroaches, mosquitoes, rats, insects, and other pests. Housekeeping and pest control in the kitchen and area used by the service provider should be done regularly at their own cost. Cleaning of tables and chairs in the serving area is to be done by the service provider. These areas should be cleaned properly daily and whenever required. Disinfection is to be done once a week and as when needed and the record of the same should be maintained for inspection.
5. **Waste Disposal and Management:** The service provider shall not throw any garbage or dirt in the premises or drains. Waste segregation and disposal in accordance with Indore standards is the responsibility of the service provider. The service provider shall ensure proper disposal of collected solid/liquid waste daily under its arrangements. Accumulation of garbage/waste in the premises is not acceptable and should never be kept overnight in the campus. The service provider must ensure clearance of all the drains around the kitchen frequently and regularly at its own cost. Financial penalties will be levied/recovered for any lapse on this front.
6. **Meetings:** It is mandatory for the service provider to attend all official meetings whenever called. Failure to attend may result in action, including monetary penalties.
7. **Civil and Electrical Work:**
  - a) Please note that for any civil or electrical work within the Institute premises, the service provider is required to inform the Institute through the proper channels and obtain formal approval.
  - b) No civil or electrical work should commence without prior authorization from the Institute."

8. **Record Maintenance:** The service provider will maintain all records of the number of orders, and volume of business. These records should be provided to the institute upon request.
9. **Food Preparation:** "Vegetarian and non-vegetarian food must be prepared in completely separate utensils and in clearly differentiated cooking areas, specifically designated for this purpose. The service provider is required to maintain strict segregation of kitchen tools, utensils, cutting boards, and storage areas for vegetarian and non-vegetarian items. Additionally, these areas should be properly labeled to avoid any cross-contamination, ensuring adherence to the Institute's food safety and hygiene standards. Regular inspections may be conducted to ensure compliance with these guidelines."
10. **Medical and Police Verification:**
- a) All staff of the service provider should be medically fit and free from any contagious disease as certified by a doctor. The Institute may demand certificates in this regard.
  - b) All staff of the service provider should undergo police verification and the copy of the same should be submitted to the CFDC committee.
11. **Staff Behaviour and Grooming Standards:**
- a) The service provider will be responsible for the behaviour and conduct of its workers. No staff with doubtful integrity and/or a bad record shall be engaged by the service provider.
  - b) Grooming standards for staff: Employees must maintain a neat appearance with a close-cut hairstyle, clean uniform and proper grooming. Personal hygiene is essential, and smoking or spitting is not permitted.
12. **Performance and Compliance:** The performance of the service provider will be thoroughly evaluated to ensure compliance with the Institute's standards. The evaluation will cover several key aspects, including but not limited to:
- a. **Food Quality:** The taste, freshness, and overall quality of the food being served will be assessed regularly.
  - b. **Raw Materials:** Inspections will be conducted to verify that high-quality, fresh, and approved raw materials are being used for food preparation.
  - c. **Food Storage:** The proper storage of raw ingredients and cooked food will be checked, ensuring that food is stored at appropriate temperatures and in hygienic conditions to prevent spoilage or contamination.
  - d. **Cooking Standards:** The methods and processes used in food preparation will be reviewed to ensure they meet required safety and quality standards.
  - e. **Serving Practices:** The efficiency, hygiene, and presentation during food service will be evaluated, with particular attention to timeliness and customer service.
  - f. **Hygiene Practices:** Both personal hygiene of staff and overall cleanliness of the kitchen, serving area, and dining facilities will be monitored to ensure adherence to hygiene protocols and food safety regulations.
  - g. **Use of Substandard Products:** The service provider must not, under any circumstances, use substandard or expired raw materials, ingredients, or food products. Regular checks will be conducted to ensure that only high-quality, fresh, and approved materials are being used. Any instance of substandard products being used will result in immediate action, including the potential termination of the contract.
  - h. **Usage of Used Oil:** The use of used or recycled oil for cooking is strictly prohibited. Cooking oil must be fresh, and its quality should be regularly monitored to ensure it

meets food safety standards. Used oil should be properly disposed of according to environmental regulations and should not be reused under any circumstances. Any violation in this regard will be considered a serious breach of contract and will result in strict penalties or contract termination.

13. **Staffing:** The service provider will be responsible for adequately trained and experienced staff, including chefs, helpers, and servers. Staff must be in proper uniform and always display professional behavior. The service provider must ensure that their chefs and kitchen staff are certified in food safety and handling. The Service Provider should also ensure that all his labors/ employees are above 18 years of age.
14. **Operational Timings:** Operate from 10.00 am to 11.00 pm on all working days, with a requirement for special events or occasions till 1.00 am at night.
15. **Eco-Friendly Practices:** The use of plastic teacups and plastic carry bags is banned. The service provider shall use environmentally friendly material in all service activities. Use sustainable packaging materials and Promote energy-efficient practices in operations.
16. **Compliance:** The service provider will be responsible for obtaining necessary licenses and permits, including FSSAI registration and adherence to all statutory and legal requirements.
17. **Additional Services:** Takeaway and delivery options for campus residents and offices can be provided. The service provider can also take catering services for events within the institute premises.
18. **Billing and Pricing:**
  - (a) Display a clearly visible price list for all items certified by CFDC, no price revision should be done unilaterally.
  - (b) Ensure transparent billing practices with electronic receipts.
19. **Maintenance:**
  - (a) The service provider will be responsible for regular cleaning and maintenance of equipment and premises. The service provider will ensure immediate resolution of complaints related to service, hygiene or quality.
20. **Monitoring and Reporting:**
  - (a) Submit periodic reports on sales, footfall, and feedback.
  - (b) Participate in regular inspections and reviews conducted by the institute.
21. **Menu Adherence:** The menu must strictly adhere to the pre-approved list. Any changes must be approved by the CFDC.
22. **Liability for Damages:** The service provider will be liable for any damages caused to the premises or property during the contract period.
23. **Statutory Obligations:**
  - (a) The service provider must comply with all relevant laws and regulations issued by the Central/State Government concerning the contracted work and staff employed, including but not limited to:
    - i. Contract Labour (Regulation and Abolition) Act, 1970
    - ii. Contract Labour (Regulation & Abolition) Central Rules, 1971

- iii. Wages Code, 2019
  - iv. Occupational Health and Safety Conditions Code, 2020
  - v. Social Security Code, 2020
  - vi. Industrial Relations Code, 2020 (where applicable)
  - vii. Food Adulteration Act
- (b) The service provider shall be responsible for any liabilities arising from non-compliance with statutory or legal provisions.
- i. The service provider must maintain up-to-date records regarding relevant laws, and these records must be available for inspection at any time by authorized representatives.
  - ii. If a service provider is found violating any statutory labour laws or providing false/misleading information during the tender or contract, appropriate action, including debarring, may be taken.
- (c) The service provider shall indemnify IIT Indore against any litigation resulting from statutory violations during the contract. The caterer will bear the cost of any legal proceedings, and if IIT Indore is held liable for any penalties, the same will be recovered from the caterer's dues or security deposit.

**24. On-site Inspection:**

The institute reserves the right to conduct on-site inspections during food preparation to ensure compliance with hygiene and quality standards. Any deviation from approved practices may result in penalties or immediate termination of the contract.

**25. Food Handling & Storage:**

All food must be stored and handled in accordance with the highest standards of food safety. Refrigeration and temperature-controlled storage must be provided for perishable items. Improper food storage or handling may result in immediate disqualification of the service provider.

**26. Use of Filtered Water:**

Only filtered and purified water must be used for cooking, cleaning, and serving. Any deviation from this requirement will be considered a breach of contract.

**27. Cleaning of Utensils:**

The service provider must ensure that all utensils are hygienically cleaned, sanitized, and free of stains or food residue. The cleaning process should comply with standard food safety and hygiene protocols to avoid any contamination.

**28. No Artificial Additives:**

The use of artificial flavors, colours, or preservatives is strictly prohibited. All ingredients must be natural and free from harmful chemicals or additives.

**29. Quality Monitoring Committee:**

A committee appointed by the institute will monitor food quality during the event. If any issues regarding taste, hygiene, or quality are reported, immediate corrective action will be required from the service provider.

**30. Prohibited items:** The Service provider shall ensure that no products are sold by him which are prohibited for sale within the premises of an educational institute. This includes Cigarettes, Tobacco products such as Gutkha, Pan Masala, Drugs, Liquor or any such substance. The service provider shall also ensure that their staff is not indulged into use of these products within the premises of the Institute.

31. The said premises shall be used for the purpose of operating a food kiosk and for no other purpose whatsoever. The Service Provider shall not reside and shall not permit anyone else to reside on the said premises.
32. The Service Provider shall be in possession of all requisite licenses for the period of operation at IIT Indore.
33. The Service Provider shall not store or keep any hazardous or inflammable or combustible goods / articles in and around the said premises except cooking gas cylinder. Cooking gas cylinders will be transported in a gas company authorized vehicle.
34. The Service Provider shall ensure that adequate firefighting device is installed, and its staff is trained to carry out firefighting.
35. **Acknowledgment:** By signing the RFP and submission of acceptance, the service provider acknowledges that they have read, understood, and agreed to all terms and conditions set forth herein.
36. **Discount Structure:** Any rebate or discount programs offered by the service provider must be documented and displayed.
37. **Performance Evaluation:** The service provider's performance should be evaluated based on criteria such as timely delivery, product quality, cleanliness, proper display & discard of expiry products and customer service. Consistent failure to meet performance standards may result in the termination of the contract.
38. **Penalty for Substandard Food and Services:**  
If the food quality, taste, or hygiene falls below the agreed standards, the institute reserves the right to impose a financial penalty. Repeated offenses more than 03 times may lead to the cancellation of the contract without any compensation.
39. **Penalty Provisions:** The service provider must ensure uninterrupted, high-quality service at all times. Any failure or negligence will attract penalties as follows:
- (a) **Cleanliness & Hygiene Violation:**  
If hygiene and cleanliness standards are not maintained for more than one day, a penalty of ₹500 per day will be imposed.
  - (b) **Service Failures & Negligence (Penalty: ₹1,000 per instance):**
    - (i) Non-availability of workers during stipulated hours.
    - (ii) Violation of any clause of the agreement after prior written notice from IIT Indore.
    - (iii) Any act of negligence, misconduct, or unethical behavior by the service provider.
    - (iv) Use of harmful chemicals or artificial ripening agents on fruits or vegetables.
    - (v) Application of artificial colors on fruits and vegetables.
  - (c) **Repeated violations (beyond three instances) will result in severe action, including termination of service.**
40. **The proposal may be accompanied by the**
- a) The service provider will set up the eatery to serve the campus residents only
  - b) Details of area required (in Sq. ft.) for the outlet,
  - c) detail of the items to be on sale with list of items and their corresponding rates.
  - d) discount on each item.
  - e) The eatery should serve a multiple variety of Chaat items. The service provider can subsequently increase the range of the items based on the demand pattern in consultation with the institution.

- f) Demo of the Outlet food items.
- g) Payment method along with dealing of payment failure mechanism.
- h) The service provider will need to provide temporary sitting arrangements for customers.

**41. Rent & Utility Charges:**

- a) The Service Provider will have to pay the rent @ Rs. 35/- per sq ft. on the last day of every month.
- b) The Service Provider will pay the electricity charges and water charge as per actual usage.
- c) The Service Provider shall pay the electricity charges as per actual consumption. If the meter is not provided, then fixed charges will be applicable.
- d) **Waste disposal charges to be paid as per actual consumption and Institute policy.**
- e) The rent will be revised @ 10% per year.

**42. Contract Period:** Initially for a period of 06 months. The performance of the caterer will be reviewed after 06 months of initial award of the contract. Based on the satisfactory performance, the contract agreement will be extended further for 30 months; however, the contract will be reviewed periodically for continuation, and the said contract may be extended further for 02 more years based on satisfactory performance.

**43. Performance Bank Guarantee:** The Service Provider will pay a security deposit of Rs. 10,000/- and the said amount will be refunded after 60 days beyond contract period. No interest will be paid on the security deposit.

**44.** Successful bidder will not sublet/award outlet to anyone.

**45.** The shop will be established based on a movable container-based model constructed using SS/MS material. The location to operate the shop will be developed by the IIT Indore and its maintenance responsibility is of the service provider only.

**46.** The safety and security responsibility of the fixtures and assets inside the shop is of service provider only. No charges or compensation will be provided for the same.

**47.** Detailed Menu of the items to be served should be mentioned in the service providers letterhead/brochure.



## अनुभाग 5 / SECTION 5

कार्य का दायराSCOPE OF WORK:

1. Run the eating outlets as per above detail to provide food items that meet **Central FSSAI standards and nutritional requirements at reasonable rates to the campus community including students, faculties, staff, and their families.**
2. Provide an **e-commerce platform (in the Billing Area) for ordering and digital transactions for the payment; option for a Point of Sale (PoS)/ Swipe Machine.** The transaction should be cashless, and no cash handling will be entertained.
3. Provide a mobile app driven system for food ordering, complaint management, and service request or hire a service provider for the same purpose.
4. The item rate list for sale should be approved by the Campus Facility Development Committee. No item should be displayed or sold without the approval of CFDC. Any addition or deduction of the items need CFDC approval. The price of packed items should not exceed MRP. For non-MRP items rates, quality and quantity are reasonable prevalent in the market price when compared and negotiable.
5. The Service Provider will ensure that the layout of the eatery is on the lines of counter-based Food & beverages Court. The Service Provider will be responsible for placing furniture, counters, kitchen appliances, light fixtures, furnishings, serving utensils and kitchen utensils.
6. The Service Provider will create appropriate décor for the eatery to suit the campus environment.
7. No expiry items or material should be sale from the outlet.
8. The timings of the eatery will be decided mutually by Campus Facility Development Committee and the service provider.
9. The service provider will provide 24-hour WhatsApp service for any problems faced by IIT Community & call support 09:00 AM - 11:00 PM (Monday-Sunday).
10. The service provider will ensure proper feedback from customers.
11. 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.
12. All consumables should be entered with satisfactory delivery challan.
13. All Kitchen equipment's detailed information should be communicated to CFDC office, IIT Indore.
14. Service Provider 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.
15. Rent and other charges for the allotted shops shall be payable during the vacation period also.

**1. Menu & Pricing Offerings:**

- a. Offer a **standard Indian chaat menu**, including but not limited to:
  - i. Pani Puri, Bhel Puri, Sev Puri, Papdi Chaat
  - ii. Aloo Tikki, Ragda Pattice
- b. Prices shall be reasonable, student-friendly, and approved by IIT.

**2. Establishment & Setup:**

- a. Set up a fully functional Indian chaat food movable outlet of maximum **20 sq.ft.** area at the designated location provided by IIT Indore.
- b. Install necessary kitchen equipment, counters, display units, storage, and seating (if applicable) at the vendor's own cost..
- c. Adherence to fire safety norms and installation of a fire extinguisher.
- d. Obtain approval for layout and branding from the competent IIT authority.

**3. Additional Services:**

- a. Takeaway and delivery options for campus residents and offices.
- b. Catering services for meetings and events upon prior request

**4. Hygiene and Safety:**

- a. Maintain cleanliness of the shop area per FSSAI norms
- b. Use RO-filtered water for all drinks
- c. Dispose of waste properly using eco-friendly practices
- d. Ensure staff wears gloves, hairnets, and aprons during operation

**अनुभाग 6 / SECTION 6****Technical /Presentation Evaluation Criteria:****List of documents to be uploaded with Technical Bid**

Sr. No.	Details	Supporting Document to be Submitted	Page No.
1.	Name of the Service provider, Location of Head Office with complete address	Submit Valid Gumasta License, Certificate of Incorporation etc. and <b>Form – 1</b> on service provider letterhead	
2.	The bidder should have Valid PAN and GST number	Submit Valid PAN Card and GST Certificate Copy	
3.	Declaration that the Partners of the service provider or sole Proprietor or Company has never been blacklisted or changed the name of the service provider.	Submit <b>Form – 3</b> on Service Provider Letterhead	
4.	Declaration 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.		
5.	Acceptance Certificate	<b>Form - 2</b> on Service Provider Letterhead	
6.	<b>EMD of Rs. 10,000/-</b> . No transaction of EMD will be considered after the bid submission deadline.	(Attach the transaction receipt as a proof)	
7.	Form I to VIII of the RFP	On Service provider's letterhead	
8.	The bidder should be registered with appropriate authority to run the food outlet service and should have FSSAI license.	Valid FSSAI license	
9.	Details of the existing outlet (Address) with image or gumashta license copy.	Submit Location Image or Related documents of the Service provider/Franchisor	
10.	Experience in the same business i.e. Indian Chaat Shop for the last 03 years.	Valid documents mentioning the required details of the Service provider/Franchisor	
11.	ITR, Turnover & Profit & Loss Statement	Certified copies to be attached of the Service provider/Franchisor	
12.	Name of Brand/ Franchise details with documentation	Brochure/Website link etc. to be attached of the Service provider/Franchisor	
13.	Share the list of Minimum 05 similar outlets (Indian Chaat Shop) of the Service provider or Franchisor in case of Franchise based model.	Submit Location Image and Related documents of the Service provider/Franchisor for the Verification.	

**Note:**

1. Non-submission of all the documents mentioned above by the bidder will amount to non-eligibility for this tender and its bid shall be liable to be rejected summarily.
2. Formats have been made available for the convenience of bidders. No change should be made to these formats except filling-up details sought. In case any change is made in the format, it shall be treated as unauthorized and such tender will stand automatically disqualified.

**Note: -**

1. Bidders who qualify in the above technical evaluation will only be called for presentation.
2. Bidders who do not respond to or come for the presentation will be disqualified.

**Note:** The presentation is mandatory for technical evaluation.

The bidder should present on the points mentioned in the scope of work highlighting the below- mentioned points:

- a) Detailed proposal of outlet- Container/ Counter with layout and floor plan.
- b) Plan for maintaining cooking area, cleaning, waste and hygiene inside and outside of the Outlet premises.
- c) Norms and measures to be followed to ensure food safety standards in food preparation, handling, and storage.
- d) The bidder should provide proof of possessing an E-commerce platform for ordering food, orders management system through tokens, delivery of food and payment transactions, etc.
- e) Timeline to set up and start operations, if awarded the work
- f) Operational Capabilities (showing the number of times that bidder provided special services during the institute/client events and festivals).
- g) Sustainability and Social Responsibility (showing whether the bidder uses biodegradable packing materials, proper segregation of organic & non-organic waste items etc.)
- h) Menu and food preparations.
- i) Manpower deployment and level of staff with their experience details
- j) The institute reserves the right to ask the service provider for any information pertaining to their proposal for better understanding.

**\* Time and venue of the presentation would be intimated later stage to the technically qualified bidders.**

**Evaluation of Price Bids:**

1. Commercial bids submitted by only those bidders, who have qualified technical evaluation and technical presentation shall be eligible for further evaluation and opening.
2. Price bids will be evaluated on the basis of the highest discount percentage on the mentioned price of the items quoted by the bidder in BoQ.
3. The Bidder with the highest discount on items will be awarded the contract.

**अनुभाग 7 / SECTION 7****वित्तीय बोली / Financial Bid**

1. The prices once accepted by the IIT Indore shall remain valid till the successful expiry of the contract period and the work fully effected and accepted. The IIT Indore shall not entertain any increase in the rates during the period. However, in the event there is a reduction or increase in Government levy/duties/taxes during the period of execution of the order, the rates shall be suitably adjusted with effect from the date notifying the said reduction or increase in the Government levy/taxes/duty, if any.
2. The below mentioned financial bid format is provided as BoQ along with this tender document at <http://eprocure.gov.in/eprocure/app>.
3. Bidders are advised to download this BoQ.xls and quote their offer/rates in the permitted column and upload the same in the commercial bid. No alteration in the format provided should be made (separate sheet if required may be attached in the same format). In case, if the same is done, then the tender will be rejected.
4. The tender shall remain valid for acceptance for **270 days**, from the date of tender opening.
5. It is strongly advised that the prospective bidders visit the campus before quoting the final price.
6. The format of financial bid as per items is as follows:

**Item List for Indian Chaat Shop:**

Below is a detailed item list for outlet, categorized by menu offerings and essential accompaniments.

Item	Serving Size	Price
Pani Puri (6 pcs)	(6 pcs)	₹ 20/-
Sev Puri	1 Plate	₹ 30/-
Bombay Bhel	1 Plate	₹ 40/-
Indori Bhel	1 Plate	₹ 40/-
Puneri Bhel	1 Plate	₹ 50/-
Dahi Puri	1 Plate	₹ 30/-
Papdi Chaat	1 Plate	₹ 30/-
Aloo Tikki Chaat	1 Plate	₹ 60/-
Ragda Pattice	1 Plate	₹ 60/-
Dahi Bhalla	1 Plate	₹ 70/-
Cheese Papdi Chaat	1 Plate	₹ 45/-
Corn Chaat	1 Plate	₹ 30/-
Chole Chaat	1 Plate	₹ 50/-

**Bidder can quote additional items with Price and discount in Sheet 2 of the BOQ.**

**प्रपत्र - 1 / FORM - I****बोलीदाता सूचना प्रपत्र****Bidder Information Form***(To be submitted on Service Provider/ Company Letterhead)*

1.	Name of the service provider	
2.	Registration Number/ Incorporation certificate (Attach copy)	
3.	Registered Address with Pin code	
4.	Name of Director/ Partner(s)/ proprietor	
5.	Year of Establishment	
6.	Legal Status of the Organization (tick on appropriate option)	1. Limited Company 2. Undertaking 3. Joint Venture 4. Partnership 5. Proprietorship 5. Others (In case of others, please specify)
7.	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)
8.	Contact Name, Email Id & Mobile No.	
9.	Bank Details	Name of Beneficiary : A/c. No. CC/CD/SB/OD: Name of Bank : IFSC NO. (Bank) : Branch Address and Branch Code:
10.	PAN No. of the Organization (copy should be enclosed)	
11.	GST No. of the Organization (copy should be enclosed)	
12.	Details of area required (in Sq. Ft.) for the outlet	

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal



**प्रपत्र - 2 / FORM - II****निविदा शर्तों की स्वीकृति हेतु/ Acceptance of Tender Terms***(To be submitted on Service Provider/ Company Letterhead)*

Date: DD/MM/YYYY

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

**Sub:** Acceptance of Tender No. **"IITI(SC)/CFDC/1/1A/Outlet/2025-26/06"** for **Indian Chaat Shop**

1. I/ We have downloaded/ obtained this tender document(s) for the above mentioned 'Tender/service' from the website(s).
2. I/ We hereby certify that I/ we have read the entire terms and conditions of this tender from Page No. **02** to **27** (including all documents like annexure(s), schedule(s), etc), which form part of the contract agreement.
3. I/ We hereby unconditionally accept the tender conditions of the above-mentioned tender and its corrigendum(s) (if any) in its totality / entirety. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of bid.
4. I / We do hereby declare that the prices quoted in our bid are inclusive of taxes, if not mentioned specifically.
5. I/ We agree to keep this offer open until **180 days** from the date of opening of the tender and shall be bound to provide the said services till the specified period.
6. I/ We agree that, if we fail to provide the services as per the terms and conditions of this tender and agreement, then IIT Indore has full power to forfeit the Bid Security/ EMD or take any necessary action as deemed fit.
7. I/ We declare that no legal/ financial irregularities are pending against the proprietor/ partner of this service provider.
8. In case the tender is withdrawn within the validity period or the contract if awarded, I/We understand that our EMD will be forfeited, and I/We understand that I/We will be barred for future tendering.
9. I/We take full responsibility for the submission of authentic information/documents against the above cited bid.
10. I/ We do hereby certify that the prices/ rates quoted are fixed and are not higher than that approved by any other Govt. of State/ Central/ Institute/ Department/ PSUs during the current Financial Year. I/ We also offer to provide the services at prices and rates not exceeding those mentioned in the price bid.

(Signature of the Bidder, with Official Seal)

**प्रपत्र - 3 / Form - III****स्वच्छ छवि/कोई कानूनी कार्रवाई नहीं होने के संबंध में घोषणा पत्र****DECLARATION REGARDING CLEAN TRACK/NO LEGAL ACTION***(To be submitted on Service Provider/ Company Letterhead)*

I hereby certify that my service provider has neither been blacklisted/ debarred by any Institution of the Central or State Government, Govt. Departments/PSUs/Autonomous Bodies or concerned Bar Council in the last five years from the date of publishing of this tender and no bankruptcy/liquidation proceedings have been initiated against my service provider by any entity/government or quasi-government agency of PSU.

I also certify that the above information is true and correct in every respect and in case, later it is found that any details provided above are incorrect, any contract given to us may be summarily terminated and the service provider blacklisted.

I hereby certify that M/s. \_\_\_\_\_ is neither have any police case/ vigilance case by any Institution of the Central or State Government, Govt. Departments/PSUs/Autonomous Bodies, concerned Police Station or Hon'ble Court.

Date:

Authorized Signatory  
Company Seal

Or

I/we declare the following: -

No.	Country in which the company is debarred / blacklisted / case is pending	Blacklisted / 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.

Date:

Authorized Signatory  
Company Seal

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

**प्रपत्र – 4 / FORM - IV****वार्षिक कारोबार की घोषणा और इनकम टैक्स रिटर्न****DECLARATION OF ANNUAL TURNOVER, PROFIT & LOSS AND  
INCOME TAX RETURN***(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: NIT No. "IITI(SC)/CFDC/1/1A/Outlet/2025-26/06" for Indian Chaat Shop**

Dear Sir,

I/we hereby declare that the details of our service provider's for Annual Turnover and Profit & Loss is as mentioned below, and the documentary evidence of the Audited Accounts is placed as enclosure:

Financial Year	Turnover	Profit & loss	Remarks
2022-2023			
2023-2024			
2024-2025			

I/we hereby also declare that our service provider had filed Income Tax Returns for the last three financial years and the filed copies of IT Return are enclosed.

My PAN No., GST Regn. No. are as follows:

PAN –

GST –

Date:

Authorized Signatory  
Company Seal

Attach a separate neatly typed sheet on the letter head of Registered Chartered Accountant OR enclose copies of audited Balance Sheet and Profit & Loss Statement for the previous 3 financial year as specified in bid document and further details, if required, may be asked after opening of technical bids. There is no need to upload an entire voluminous balance sheet.

**प्रपत्र – 5 / FORM - V****पिछले और वर्तमान अनुभव का विवरण****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: NIT No. "IITI(SC)/CFDC/1/1A/Outlet/2025-26/06" for Indian Chaat Shop**

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

Name of the organization and full address	Order No. and Date	Description of the Outlet	Telephone and Email id of the client	Tenure of contract

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal

**प्रपत्र – 6 / FORM - VI****बोली-पूर्व प्रश्न प्रपत्र****PRE-BID QUERY FORM***(To be submitted on Service Provider/ Company Letterhead)*

Name of the Bidder: \_\_\_\_\_

Address: \_\_\_\_\_

Email ID: \_\_\_\_\_

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

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			

**प्रपत्र - 7 / FORM - VII****प्रदर्शन रिपोर्ट****Performance Report**

***(To be issued by the organization where Outlet services is being provided on their letter head)***

1. Name of the Company/Service Provider & Address:
2. Name and address of the organization where outlets are located:
3. Name and contact no. of the person in the organization for verification:
4. Date of award of contract:
5. Date of completion of contract:
6. Value of work in Contract:
7. Contract name:
8. Performance Report: Please tick/circle the correct option.

(a)	Quality of service	Excellent/Very Good/Good/Fair
(b)	Outlet Operational Efficiency	Excellent/Very Good/Good/Fair
(c)	Behaviour and Attitude	Excellent/Very Good/Good/Fair
(d)	Redressal of complaints and Promptness	Excellent/Very Good/Good/Fair
(e)	Customer Feedback & Satisfaction	Excellent/Very Good/Good/Fair

**Recommendation: \_\_\_\_\_**  
**(Overall Excellent/ Very Good/Good/Fair)**

Seal of the Organization  
Official

Signature of the Organization's  
Designation:

Date:



**प्रपत्र - 8 / FORM - VIII****परफॉरमेंस सिक्योरिटी प्रारूप / PERFORMANCE SECURITY FORMAT***(To be submitted on Service Provider/ Company Letterhead)*To,  
.....

**WHEREAS** ..... (name and address of the service provider) (hereinafter called "the service provider") has undertaken, in pursuance of contract no. .... Dated .....to supply (description of goods and services) (hereinafter called "the contract").

**AND WHEREAS** it has been stipulated by you in the said contract that the service provider 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 service provider such a bank guarantee:

**NOW THEREFORE** we hereby service provider that we are guarantors and responsible to you, on behalf of the service provider, 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 service provider 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 IITI any money so demanded notwithstanding any dispute or disputes raised by the service provider(s)/service provider(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 made by us under this bond shall be a valid discharge of our liability for payment thereunder and the service provider(s)/service provider(s) shall have no claim against us for making such payment.

We hereby waive the necessity of your demanding the said debt from the service provider 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 service provider 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:.