

**INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH
GOREGAON (EAST), MUMBAI**

TENDER DOCUMENT FOR

**Annual Contract for Providing and Managing Cafeteria and Restaurant
Services at IGIDR**

NIT No: IGIDR/Tender/2026/ED/15 Date: 14.07.2026

Bid Publishing Date	14.07.2026
Pre-bid meeting	20.07.2026 at 11:30 A.M. at IGIDR, Goregaon (E), Mumbai campus
Venue	IGIDR Campus, Mumbai
Bid Submission End Date	28.07.2026 at the End of the Day
PQ/Technical Bid Opening Date	29.07.2026 at 2:30 P.M.
Presentations by Technically Qualified bidders	The date will be intimated to bidders
Financial Bid Opening Date	The date will be intimated to qualified bidders

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH

Gen. A.K. Vaidya Marg, Film City Road, Santosh Nagar, Goregaon (East), Mumbai-400065.

Telephone: 022 6909 6200 / 570 / 513. Fax: 022 6909 6399.

INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, MUMBAI

Notice Inviting Tender

“NAME OF THE WORK: Annual Contract for Providing and Managing Cafeteria and Restaurant Services at INDIRA GANDHI INSTITUTE OF DEVELOPMENT RESEARCH, GOREGAON, MUMBAI – 400 065.”

1. The Institute invites bids from reputed, experienced, and financially sound vendors/contractors/service providers for providing and managing Cafeteria and Restaurant Services at the IGIDR Campus, Mumbai:

Name of work	Period of contract	EMD
(1)	(2)	(3)
Annual Contract for Providing and Managing Cafeteria and Restaurant Services at IGIDR	One Year, extendable for a further period of up to two years on satisfactory performance and mutual agreement, subject to approval by the Institute	Rs. 1,00,000.00

2. The proposed Cafeteria and Restaurant Services are intended to cater to the day-to-day requirements of faculty members, officers, staff, students, contractual employees, support staff, residents, guests, visitors, conference delegates, workshop participants, and other authorized users of the Institute. In addition to regular cafeteria operations, the Service Provider may also be required to provide catering support for official meetings, conferences, workshops, seminars, training programmes, Guest House requirements, and other Institute-approved functions as specified in the tender document.
3. The tenders are being invited for the above-mentioned work. The Institute reserves its right to award the work to the successful bidder.
4. The bidder has to submit an Earnest Money Deposit of **Rs. 1,00,000/- (Rupees One Lakh only)** (EMD) only along with the bid.
5. The tender bids in two bid systems are invited through two separate Emails to tender@igidr.ac.in: **“Email-1: EMD and Pre-qualification/Technical Bid”** and **“Email-2: Financial bid”**. The subject of the email should be mentioned as **“Email-1: EMD and PQ-cum-Technical Bid for Annual Contract for Providing and Managing Cafeteria and Restaurant Services at IGIDR”** and **“Email-2: Financial Bid for Annual Contract for Providing and Managing Cafeteria and Restaurant Services at IGIDR”** respectively. **All the bid documents should be attached as a PDF document or zip file protected with a password.**
6. Last date of submission of the tender document shall be **on 28th June 2026, at the End of the day.**
7. The Institute reserves the right to accept or reject any bid, wholly or partly, and to annul the tender process at any stage without assigning any reason whatsoever. The decision of the Institute in this regard shall be final and binding.
8. Before submitting the bid, the intended bidder, after taking prior appointment with the Institute, must visit the Institute’s Campus to familiarize themselves with the scope, nature, kitchen infrastructure, dining facilities and operational requirements of the work.

REGISTRAR

SECTION – A*

LETTER OF OFFER

Date _____

To,
The Registrar,
Indira Gandhi Institute of Development Research,
Gen. A.K. Vaidya Marg, Film City Road
Goregaon (East), Mumbai 400065.

Subject: Tender for Annual Contract for Providing and Managing Cafeteria and Restaurant Services at IGIDR Campus, Mumbai.

Reference: NIT No. IGIDR/Tender/2026/ED/15 Date: 14.07.2026

Dear Sir,

With respect to your above-mentioned tender, I / We hereby submit my / our tender bid in the required format along with the my/our Profile and supporting documents as prescribed in the tender document.

I/We have deposited an Earnest Money Deposit (EMD) of **Rs. 1,00,000/- (Rupees One Lakh Only)** through NEFT/DD/FDR/BG or submitted a valid MSME exemption certificate, wherever applicable. The EMD shall not bear any interest.

Should this bid be accepted, and I/We fail to execute the Contract when called upon to do so by the Institute, I/We hereby agree and acknowledge that the said EMD shall stand forfeited by IGIDR.

Should this tender be accepted, I/We hereby agree to abide by and fulfil the terms and provisions of the Contract and in the event of default thereof, I/We agree that the EMD shall stand forfeited.

I/We have carefully gone through all the terms and conditions of the tender document and agree to abide by the same without any alterations or modifications.

I/We further certify that all information furnished in the tender documents is true and correct to the best of my/our knowledge and belief and in the event of any information being found false or misleading, the Institute's shall have the right to reject the bid or terminate the Contract without prejudice to any other right and remedy available to the Institute under law.

Yours faithfully,

Authorized Signatory
Name, Designation & Seal of the Bidder

**To be submitted on the letterhead of the bidder with signature and stamp.*

SECTION – B

GENERAL INSTRUCTIONS TO BIDDERS

The tender bid shall be addressed to the Registrar, Indira Gandhi Institute of Development Research (IGIDR), Goregaon (East), Mumbai – 400065 and superscripted as: “Tender for Annual Contract for Providing and Managing Cafeteria and Restaurant Services at IGIDR Campus, Mumbai.”

1. The bidder shall submit an Earnest Money Deposit (EMD) of **Rs. 1,00,000/- (Rupees One Lakh Only)** through NEFT/DD/FDR/Bank Guarantee in favour of “Indira Gandhi Institute of Development Research, Mumbai”.

The EMD may be remitted to the following bank account:

- Account Name: Indira Gandhi Institute of Development Research
- Account Number: 010220100010001
- IFSC Code: BKID0000102
- Bank Name: Bank of India
- Branch: IGIDR Branch

The UTR number/details, along with proof of transaction, shall be enclosed as part of the tender document submitted by the bidder. The EMD shall not carry any interest.

2. Bidders registered under **MSEs**, wherever applicable and eligible under the Government of India procurement guidelines, may claim exemption from submission of EMD, subject to submission of a valid supporting registration certificate/documents along with the tender document.
3. The bidder shall carefully examine all instructions, terms and conditions, specifications, operational requirements and other details contained in the tender document before submission of the bid. Failure to furnish any information or submission of incomplete bids may result in rejection of the bid.
4. Conditional bids or bids containing deviations from the tender terms and conditions are liable to be rejected.
5. The tender shall be submitted under a Two-Bid System through separate emails to tender@igidr.ac.in as under:
 - Email–1: EMD & Pre-Qualification/Technical Bid
 - Email–2: Financial Bid

The subject line of the respective emails shall clearly mention:

- “Email–1: EMD & PQ-cum-Technical Bid for Annual Contract for Providing and Managing Cafeteria and Restaurant Services at IGIDR Campus”
- “Email–2: Financial Bid for Annual Contract for Providing and Managing Cafeteria and Restaurant Services at IGIDR Campus”.

All bid documents shall be submitted in PDF format or compressed ZIP file format.

In case the bidder is unable to attach the complete bid documents in a single email due to file size limitations, the bidder may submit the bid documents in multiple emails. In such cases, the subject line shall clearly indicate the part number, such as:

- Part–I
 - Part–II
 - Part–III
- etc.

The bidder shall ensure that all parts/files of the bid are properly submitted before the prescribed deadline. IGIDR shall not be responsible for incomplete submission of bid documents due to improper transmission or missing attachments.

6. The Financial Bid shall not contain any technical or commercial conditions other than those prescribed in the tender document. Conditional financial bids are liable to be rejected.
7. All required documents forming part of the bid shall be duly scanned and either merged into a single PDF file or compressed into a single ZIP file and attached to the respective emails.

The Financial Bid shall be submitted separately in PDF format and protected with a password. The password for opening the Financial Bid shall be shared by the bidder only at the time of Financial Bid opening through the online meeting/link communicated by the Institute to the technically qualified bidders.

The bidder shall keep the password confidential and ensure its availability during the Financial Bid opening process. Failure to provide the password at the time of Financial Bid opening may result in rejection of the Financial Bid.

The Institute shall not be responsible for corruption of files, unreadable attachments, incorrect password submission, incomplete uploads, or technical issues arising from improper submission of bid documents by the bidder.

8. The bidder shall ensure that the Financial Bid is not disclosed in the Technical Bid/Pre-Qualification documents. Any such disclosure may lead to the disqualification of the bidder.
9. The bids shall be received up to **28th July 2026 by the end of the day**. No bid shall be accepted after the prescribed date and time under any circumstances whatsoever.
10. The time recorded on the official email server/system of the Institute shall be treated as final for determining the deadline for submission of bids.
11. The email containing “EMD & PQ-cum-Technical Bid for Annual Contract for Providing and Managing Cafeteria and Restaurant Services at IGIDR Campus” shall be opened by the Tender Opening Committee on **29th July 2026 at 2:30 pm** through an online meeting platform.
The online meeting link/details shall be communicated separately to the participating bidders.
In the event of a holiday being declared by the Government on the scheduled date of bid opening, the bids shall be opened on the next working day at the same time. The bidders or their authorized representatives may participate in the online bid opening process. The decision of IGIDR regarding the evaluation and opening process shall be final and binding on all bidders.
12. The Financial Bids of only those bidders who qualify in the Pre-Qualification/Technical Evaluation stage shall be opened on a date and time to be communicated separately by the Institute to the technically qualified bidders, along with the online meeting link/details.
The Financial Bid shall be submitted in password-protected PDF format. The bidder shall provide the password for opening the Financial Bid during the online Financial Bid opening process as and when requested by the Institute.
In the event of failure of the bidder to provide the correct password for opening the Financial Bid during the bid opening process, the Financial Bid shall not be considered and the bid shall be treated as rejected.
No request for reopening, reconsideration, or resubmission of the Financial Bid shall be entertained thereafter.
The Financial Bid opening process may be recorded/documented by the Institute for transparency and administrative purposes.
13. The bid submitted by the bidder shall remain valid for acceptance by the Institute for a period of 120 days from the date of opening of the Technical Bid. The validity period may be extended by mutual consent of both parties. During the validity period, the bidder shall not withdraw, modify, or revoke the bid.
14. In the event of withdrawal or modification of the bid during the validity period, the EMD may be forfeited by the Institute.
15. The bidder shall use only the formats/forms prescribed by the Institute for submission of the bid, including the Technical Bid and Financial Bid formats. Any unauthorized alteration, modification, overwriting, conditional insertion, or tampering in the tender forms/documents may render the bid liable for rejection at the sole discretion of the Institute.
16. The bid document and all supporting documents submitted by the bidder shall be in English.
17. If any required document is found missing, incomplete, unsigned, or improperly submitted, the bid may be rejected by the Institute at its sole discretion.
18. Rates shall be quoted both in figures and in words in the prescribed format. In case of any discrepancy between the rates quoted in figures and words, the rates quoted in words shall prevail. Overwriting, erasures, or corrections in the Financial Bid are not permitted. Any correction, if unavoidable, shall be duly authenticated by the authorized signatory of the bidder.
19. Conditional rates or conditional Financial Bids shall not be accepted.
20. No request for revision, alteration, or modification of rates shall be entertained after opening of the Financial Bid.
21. All pages of the bid document and supporting documents submitted by the bidder shall be duly signed and stamped by the authorized signatory of the bidder in token of having carefully read,

understood and accepted the terms and conditions, specifications, scope of work and other provisions contained in the tender document.

22. Bids not accompanied by the prescribed Earnest Money Deposit (EMD), wherever applicable, shall be liable for rejection.
23. The EMD of unsuccessful bidders shall be returned without interest after completion of the tender process and finalization of the contract.
24. The EMD of the successful bidder may be retained and adjusted towards the Performance Security Deposit, subject to the terms and conditions of the contract.
25. No interest shall be payable by the Institute on the EMD or Performance Security Deposit.
26. The successful bidder shall furnish the prescribed Performance Security Deposit within the stipulated period as specified by the Institute.
27. The Performance Security Deposit shall be liable for forfeiture, either wholly or partly, in the event of:
 - failure to execute the agreement,
 - failure to commence the work,
 - breach of contract conditions,
 - violation of statutory provisions,
 - unsatisfactory performance,
 - abandonment of work,
 - or termination of contract due to default on the part of the contractor.

The decision of the Institute regarding forfeiture of EMD/Performance Security Deposit shall be final and binding.

28. The Institute reserves the right to accept or reject any bid, either wholly or partly and/or annul the tender process at any stage without assigning any reason whatsoever. The Institute shall not be bound to accept the lowest bid or any bid merely on the basis of the rates quoted and the decision of the Institute in this regard shall be final and binding on all bidders.
29. Upon receipt of the Letter of Acceptance/Work Order from the Institute, the successful bidder shall execute a formal agreement with the Institute within 7 (seven) days or within such extended period as may be permitted by the Institute.

The agreement shall be executed on non-judicial stamp paper of appropriate value as per applicable laws and the cost of stamp duty and execution thereof shall be borne by the successful bidder.

The tender document, Letter of Acceptance/Work Order, bid submitted by the successful bidder and subsequent communications issued by the Institute shall form an integral part of the agreement.

Failure of the successful bidder to execute the agreement or commence the work within the stipulated time may result in cancellation of the award of work and forfeiture of the EMD/Performance Security Deposit without prejudice to any other action available to the Institute under law.
30. The successful bidder shall not assign, transfer, sublet, or otherwise part with the contract or any portion thereof without prior written permission of the Institute.
31. The rates quoted by the bidder shall be inclusive of all statutory and contractual obligations, including, but not limited to:

- Minimum wages,
- Provident Fund (PF),
- Employees' State Insurance (ESIC),
- Maharashtra Labour Welfare Fund (MLWF),
- Bonus,
- Leave wages/leave reserve/leave encashment,
- Reliever charges,
- Overtime liability, wherever applicable,
- Uniforms,
- Safety items such as gloves, caps, shoes, aprons, etc.,
- Administrative charges,
- Management/service charges,
- Insurance,
- Transportation,
- Loading/unloading,
- and all other incidental expenses required for proper execution of the contract.

32. The rates quoted by the bidder towards administrative charges, service charges, contractor profit and other non-statutory components shall remain firm during the contract period and shall not be subject to escalation or variation.
However, any increase or decrease in statutory minimum wages, Variable Dearness Allowance (VDA), Provident Fund (PF), Employees' State Insurance (ESIC), or other statutory labour-related components notified by the Government during the contract period shall be considered for proportionate reimbursement/adjustment, subject to submission of documentary proof and verification by the Institute.
Such reimbursement/adjustment shall be restricted only to the Institute-approved reimbursable manpower component and shall not apply to contractor profit, management charges, overheads, administrative charges, or other non-statutory components.
Any claim towards statutory revision shall be supported by Government notifications, wage registers, salary disbursement proof, PF/ESIC challans and such other documents as may be required by the Institute.
33. The rates quoted by the bidder shall be inclusive of applicable GST and all other taxes, duties, cess, levies and statutory charges imposed by the Central Government, State Government, or local authorities, wherever applicable.
34. The bidder shall clearly indicate the applicable GST rate separately in the Financial Bid format.
35. Any change in statutory taxes during the contract period shall be regulated as per applicable Government rules and documentary proof.
36. **The intending bidders are advised to visit the Institute campus and acquaint themselves with the site conditions, kitchen infrastructure, dining facilities, storage arrangements, operational requirements and scope of work before submission of the bid.**
The bidders may seek clarifications regarding the tender document or operational requirements from the Administration Section of the Institute during working hours with prior appointment. The contact details and schedule for site visit/pre-bid clarification, if any, shall be communicated separately by the Institute.
37. A Pre-Bid Meeting shall be conducted on **20th July 2026 at 11:30 am** through physical/ online/ hybrid mode as decided by the Institute.
The bidders may seek clarifications regarding the tender conditions, scope of work, manpower deployment, billing mechanism, statutory compliance requirements and related operational matters during the Pre-Bid Meeting.
The clarifications, amendments, corrigendum, or decisions issued by the Institute pursuant to the Pre-Bid Meeting shall form part of the tender document and shall be binding on all bidders.

I/We hereby declare that I/we have carefully read, understood and accepted the above instructions, terms and conditions and agree to abide by the same.

Date:

Signature of Authorized Signatory

Name:

Place:

Designation:

Seal of the Bidder:

SECTION - C

GENERAL TERMS AND CONDITIONS

1. The bidders are advised to visit the Institute campus and work sites before submission of the bid. A site visit certificate shall be issued by the Institute after the visit and the same shall be attached with the Pre-Qualification/Technical Bid. Non-submission of the site visit certificate may be considered during technical evaluation.
2. **Period of contract:** The contract shall initially be awarded for a period of 1 (one) year from the date of commencement of services and may be extended for a further period of up to 2 (two) years, one year at a time, subject to satisfactory performance, statutory compliance, service quality and approval of the competent authority of the Institute.
3. **Performance Security Deposit (PSD):**
 - a. The successful bidder shall submit a Performance Security Deposit (PSD) of **Rs. 5,00,000/- (Rupees Five Lakh Only)** through NEFT/DD/FDR/Bank Guarantee from a Public Sector Bank or a Scheduled Bank authorized to conduct Government business within 15 days from the date of issuance of the Letter of Acceptance/Work Order.

The Performance Security Deposit shall remain valid up to 60 days beyond the completion/expiry of the contract period.
 - b. The Institute shall have the right to adjust, recover, or encash the Performance Security Deposit towards any financial loss, damages, statutory liabilities, penalties, recoveries, or dues arising out of violation of contract conditions or non-performance by the contractor.

In the event that the liabilities exceed the amount of the Performance Security Deposit, the contractor shall be liable to pay the balance amount to the Institute within 15 days from the date of demand notice issued by the Institute, failing which the same shall attract interest @10% per annum.
4. **Termination of Contract:** The contract may be terminated by either party by giving 2 (two) months' prior written notice. However, the Institute reserves the right to terminate the contract forthwith or with shorter notice in the event of:
 - a. deterioration in food quality, hygiene, cleanliness, or services,
 - b. violation of statutory provisions or labour laws,
 - c. non-payment of wages/statutory dues,
 - d. deployment of insufficient manpower,
 - e. misconduct by deployed personnel,
 - f. safety or health concerns,
 - g. repeated complaints,
 - h. breach of contract conditions,

- i. or any act considered detrimental to the interests, safety, health, or welfare of the Institute and its users.

The decision of the Institute in this regard shall be final and binding.

5. **Insurance Clause:** The contractor shall be solely responsible for any loss, damage, accident, injury, or death caused to persons, employees, Institute property, or third parties arising out of or in connection with the execution of the contract, negligence, omission, misconduct, or non-compliance by the contractor or its deployed personnel.

The contractor shall maintain valid insurance coverage, including Workmen Compensation Insurance/Employee Compensation Insurance and any other insurance required under applicable laws, at its own cost unless otherwise specifically provided in the contract.

The contractor shall indemnify and keep indemnified the Institute against all claims, damages, losses, compensation, penalties, expenses, or legal liabilities arising out of the performance of the contract.

6. **Legal dispute and Arbitration:** In the event of any dispute, difference, or claim arising out of or relating to the contract, the parties shall first attempt to resolve the matter amicably through mutual discussions.

Failing such resolution, the dispute shall be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and amendments thereof.

The arbitration shall be conducted by a sole arbitrator mutually appointed by the parties. In the event of failure to mutually agree upon the arbitrator, the appointment shall be made in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and amendments thereof.

The seat and venue of arbitration shall be Mumbai.

The arbitration proceedings shall be conducted in the English language and the courts at Mumbai shall have exclusive jurisdiction in all matters arising out of the contract.

The award passed by the Arbitrator shall be final and binding upon both parties.

7. **Payment terms:**

Payments payable by the Institute to the contractor under this contract shall be released after successful completion of the relevant month, within 15 days of submission of the certified invoice along with the supporting documents specified under Clause 12.

8. **Inspection and Quality Monitoring:** Authorized representatives of the Institute, including authorized representatives/users nominated by the Institute, may carry out periodic inspections and surprise checks to monitor the quality of food, services, hygiene, cleanliness, manpower deployment and overall Cafeteria and Restaurant Services. The Institute may also conduct surprise food quality checks, sampling, hygiene inspections, laboratory testing, or audits through FSSAI or any other recognized Government/approved third-party agency, whenever considered necessary.

The contractor shall fully cooperate during such inspections and shall immediately comply with the observations, corrective measures, or directions issued by the Institute from time to time.

9. **Indemnity:** The contractor shall indemnify, defend and keep indemnified the Institute, its officers, employees, students and representatives against all losses, damages, claims, liabilities, penalties, actions, proceedings, costs, or expenses arising out of:

- breach of contract conditions,
- negligence,
- misconduct,
- violation of statutory provisions,
- non-compliance with labour laws,
- accident/injury/death of deployed personnel,
- damage to property,
- or any act or omission on the part of the contractor or its deployed personnel.

The contractor shall comply with all applicable laws, rules, regulations, Government notifications, labour laws, safety requirements and statutory obligations during the contract period.

10. The contractor shall not employ child labour or any person prohibited under applicable laws.
11. The contractor shall ensure disbursement of wages/salaries to all deployed personnel only through bank transfer into their respective bank accounts on or before **the 7th day** of every month.

In case the 7th day falls on a Sunday, bank holiday, or public holiday, the payment of wages shall be made on the immediately preceding working day.

Delay in payment of wages/salaries beyond the prescribed period shall attract a penalty of Rs. 1,000/- per day for each day of delay, which may be recovered from the monthly bill and/or Performance Security Deposit of the contractor, without prejudice to any other action under the contract or applicable laws.

12. The contractor shall submit along with the monthly bill all statutory compliance documents relating to the previous month, including but not limited to:

- PF Challans,
- PF ECR Statements,
- PF Payment Receipts,
- ESIC Challans,
- ESIC Payment Receipts,
- Professional Tax (PT) Challans and Returns,
- Maharashtra Labour Welfare Fund (MLWF) Challans,
- GST Challans,
- GSTR-1/GST Return details,
- Bonus Register,
- ESIC Accident Register,
- Wage Register/Form-II,
- Bank statement/proof of salary transfer to deployed personnel,
- attendance records,
- and any other statutory compliance documents as required by the Institute from time to time.

Non-submission or delayed submission of the above statutory compliance documents may result in withholding/rejection of the monthly bill and may also attract penalties as decided by the Institute.

13. The contractor shall deploy suitable, trained, medically fit and verified personnel for execution of the contract and shall submit the details of deployed personnel to the Institute before commencement of services.

The Institute reserves the right to verify the suitability, conduct, antecedents, hygiene standards and performance of the personnel proposed to be deployed by the contractor and may require replacement of any person found unsuitable for the Institute's operations.

The contractor may consider engaging existing experienced workmen presently engaged in the cafeteria, restaurant, mess, or catering operations, subject to suitability and statutory compliance requirements. However, no such engagement shall confer any right of employment, continuity, absorption, or regularization against the Institute.

14. **Compliance with Institute's rules and regulations:** The contractor and all deployed personnel shall comply with all rules, regulations, instructions, security procedures, safety protocols, entry/exit procedures, identity card requirements, hygiene standards, discipline requirements and operational guidelines prescribed by the Institute from time to time.

The contractor shall ensure proper conduct, discipline, cleanliness and professional behaviour of the deployed personnel within and around the Institute premises and work locations.

The contractor and deployed personnel shall observe all safety precautions, fire safety measures, health and sanitation requirements and other regulations applicable to the Institute campus.

15. The contractor shall comply with all applicable labour laws, statutory provisions, Government notifications, rules, regulations, labour codes and other legal requirements in force from time to time in respect of all personnel deployed under the contract.

The contractor shall be solely responsible for payment of wages, overtime, bonus, leave benefits, weekly offs, statutory contributions, insurance, safety requirements and all other labour-related obligations in accordance with applicable laws.

The contractor shall ensure timely compliance relating to Provident Fund (PF), Employees' State Insurance (ESIC), Professional Tax (PT), Maharashtra Labour Welfare Fund (MLWF), Minimum Wages and other statutory obligations as applicable.

16. The contractor shall be solely responsible for compliance with all applicable laws, Government rules, statutory requirements and labour regulations during execution of the contract.

In the event of any loss, damage, penalty, liability, or legal consequence arising due to any act, omission, negligence, or violation on the part of the contractor or its deployed personnel, the contractor shall indemnify and keep indemnified the Institute against all such consequences.

17. The contractor shall obtain and maintain a valid Labour License/Contract Labour License and all other statutory registrations/licenses required under applicable laws during the contract period.

Wherever applicable under the Contract Labour (Regulation and Abolition) Act, 1970/Occupational Safety, Health and working conditions (OSH) Code, 2020 and related rules/regulations, the contractor shall ensure compliance with the prescribed requirements relating to labour license, deployment strength, statutory records and inspections.

18. Statutory Compliance and Mandatory Registrations:

- I. The contractor shall possess and maintain throughout the contract period all valid licenses, registrations, permissions and statutory approvals required for carrying out catering/Cafeteria and Restaurant services, including but not limited to:
 - a. FSSAI License,
 - b. GST Registration,
 - c. Labour License,
 - d. Shop & Establishment Registration,
 - e. PF Registration,
 - f. ESIC Registration, and
 - g. any other statutory approvals required under applicable laws.
 - II. The contractor shall ensure periodic medical/health check-up of all deployed personnel, particularly food handlers and kitchen staff, at least once every six months and shall submit copies/reports/certificates to the Institute.
 - III. Personnel suffering from contagious, infectious, or communicable diseases shall not be deployed in the Institute premises.
 - IV. The contractor shall submit police verification records/details of all personnel deployed at the Institute and shall ensure that no person with adverse criminal background is deployed within the campus.
19. **Authorization and Manpower deployment:** The contractor shall inform the Institute in writing regarding the details of the authorized representatives/persons empowered to:
- submit invoices/bills,
 - sign documents,
 - correspond with the Institute,
 - and collect payments or official communications on behalf of the contractor.
- The contractor shall submit the list/details of all personnel deployed at the Institute premises along with required identification and statutory verification documents as prescribed by the Institute.
- The contractor shall issue identity cards/uniforms to all deployed personnel and ensure that the same are properly displayed/worn during duty hours within the Institute premises.
- Any addition, removal, replacement, or change in deployed manpower shall be informed to the Institute in advance or immediately in case of emergency replacement.
- Office and Institutional Service:** The Service Provider shall, as and when required by the Institute, provide tea, coffee, snacks, meals and other approved food and beverage items to offices, departments, committee meetings, official visitors and such other designated locations within the campus. Such services shall be provided on requisition by the Institute and billed as per the approved rates.
20. **Assignment and sub-contracting:** The contractor shall not assign, transfer, sub-contract, sublet, or otherwise part with the whole or any part of the contract or its obligations without prior written approval of the Institute.
- Grant of such approval, if any, shall be at the sole discretion of the Institute and shall not relieve the contractor from any responsibilities, obligations, liabilities, or performance requirements under the contract.

21. **Canvassing:** Any attempt by a bidder, directly or indirectly, to influence, canvass, interfere, or exert pressure upon the Institute or its officials in connection with the tender process shall lead to disqualification of the bidder from the tender process.

The decision of the Institute in this regard shall be final and binding.

22. **Rejection clause:** Any bidder/firm which does not fulfil the prescribed eligibility criteria, Pre-Qualification (PQ) requirements, tender conditions, or fails to submit the required documents/information may be liable for rejection of the bid at the sole discretion of the Institute.
23. **Modifications:** Any amendment, modification, addition, deletion, or alteration to the terms and conditions of the contract during the contract period shall be made only through mutual written agreement between the Institute and the contractor.

Such modifications, if any, shall form part of the contract and shall be binding on both parties.

24. **Interpretation of Contract Documents:** The tender document, special conditions, general conditions, scope of work, schedules, corrigenda, communications and all other documents forming part of the contract shall be read together and construed as complementary to one another.

In the event of any ambiguity or inconsistency, the interpretation and decision of the Institute shall prevail and shall be binding on the contractor.

25. **Electricity supply:** Electricity required for execution of the contract within the designated cafeteria, restaurant, kitchen, and service areas shall be provided by the Institute without separate recovery, subject to reasonable and authorized usage.
26. **Water supply:** Water required for cooking, cleaning, washing and other authorized cafeteria and restaurant operations within the designated areas shall be provided by the Institute without separate recovery, subject to reasonable and authorized usage.
27. **Subsidy from the Institute:** The Institute shall provide financial support/subsidy to the contractor towards operation and management of the Cafeteria and Restaurant Services in such manner and to such extent as may be specified in this tender document and approved by the Institute from time to time as follows:

- i. **For Manpower Charges:** Reimbursement equivalent to 50% of the approved statutory manpower cost for the Institute-approved manpower deployment structure, subject to actual deployment, statutory compliance, verification and submission of supporting documents prescribed by the Institute. Consequent to this, the manpower portion of the subsidy shall be released only upon the contractor providing verifiable proof of actual salary payments made to the deployed staff.

For manpower: Reimbursement of **50%** of the actual cost of the manpower paid by the contractor subject to a maximum of **Rs.1,30,000/- (Rupees One lakh thirty thousand only) per month** by the Institute.

- ii. **PNG Gas Charges:** Reimbursement of **50%** of the actual PNG gas charges **paid to Mahanagar Gas Limited (MGL)**, subject to a maximum of **₹25,000/- (Rupees Twenty-five Thousand only) per month** towards authorized Cafeteria and Restaurant Services.

The above reimbursements shall be released only upon submission of the original bills/payment proof and verification by the Institute.

The reimbursement/subsidy shall be processed on a monthly basis, subject to:

- submission of statutory compliance documents,
- wage payment proof,
- attendance/manpower records,
- PNG bills/payment proof,
- and verification by the Institute.

The Institute reserves the right to restrict, withhold, proportionately reduce, or reject the reimbursement/subsidy in case of:

- non-deployment of approved manpower,
- statutory non-compliance,
- submission of incorrect claims/documents,
- poor performance,
- manpower shortage,
- or violation of contract conditions.
- Absenteeism of the staff

The methodology and approved manpower structure for reimbursement shall be as prescribed by the Institute from time to time.

28. **Compliance with Laws and Regulations:** The contractor shall comply with all applicable laws, rules, regulations, Government notifications, statutory requirements, labour laws, food safety standards and other legal obligations relating to execution of the contract during the entire contract period.
29. The contractor shall mandatorily cover all deployed personnel/workers under a valid Employee Compensation/Workmen Compensation Insurance Policy during the contract period.
30. **Selection of Vendor:** The selection of the successful bidder shall be carried out through a Techno-Commercial Evaluation process as detailed in Section D of the tender document. The decision of the Institute in this regard shall be final and binding on all bidders.
31. **Confidentiality and Professional Conduct:** The Service Provider and its personnel shall maintain strict confidentiality in respect of all information, records, documents, data and matters relating to the Institute, its students, faculty members, officers, employees, residents, Guest House occupants, conference delegates, visitors and other authorized users that may come to their knowledge during the course of execution of the contract.
The Service Provider and its personnel shall not disclose, publish, circulate, reproduce or communicate any such information to any third party without the prior written permission of the Institute, except where required by law.
The Service Provider shall ensure that its personnel do not take photographs, make audio or video recordings, or use social media or other electronic platforms to publish or circulate photographs, videos or information relating to the Institute premises, official meetings, conferences, Guest House occupants, VIP visits, academic activities or any other Institute event without prior written approval of the Institute.
The Service Provider shall use any personal or operational information obtained during the execution of the contract solely for the purpose of providing the contracted services and for no other purpose. The obligations relating to confidentiality shall survive the expiry or termination of the contract.
32. **Performance Review and Extension of Contract:** The performance of the Service Provider shall be monitored and reviewed by the Institute from time to time through such mechanism and at such intervals as may be considered appropriate by the Institute. The review may, inter alia, take into account the quality of food and services, hygiene and sanitation standards, manpower deployment, statutory compliance, customer feedback, complaint handling, operational efficiency, financial discipline and overall performance under the contract.

The Institute may obtain feedback from the Cafeteria and Restaurant Committee, students, faculty members, staff, residents, Guest House users and other authorized users of the Cafeteria and Restaurant Services while evaluating the performance of the Service Provider.

The extension of the contract beyond the initial contract period shall be entirely at the discretion of the Institute and shall be subject to satisfactory performance of the Service Provider, continued requirement of the services, compliance with the terms and conditions of the contract and approval of the competent authority.

The Service Provider shall not claim any right or entitlement for extension or renewal of the contract merely on the ground of satisfactory performance or completion of the initial contract period.

33. **Exit Management and Handover:** Upon expiry, termination or non-renewal of the contract, the Service Provider shall peacefully hand over to the Institute the premises, furniture, fixtures, equipment, keys, records, documents and all other Institute property entrusted to it in good condition, subject to normal wear and tear.

The Service Provider shall remove its own personnel, materials, consumables and equipment from the premises within the period specified by the Institute and shall ensure proper cleaning and restoration of the operational areas before handing over possession. The Service Provider shall clear all outstanding statutory dues, wages and other liabilities relating to its personnel and shall submit such records and documents as may be required by the Institute for verification. The Institute shall be entitled to adjust any outstanding dues, damages, penalties, recoveries or other amounts payable by the Service Provider from any pending bills, Performance Security or any other amount payable under the contract. The final settlement and release of the Performance Security shall be subject to satisfactory completion of the handover process and clearance of all contractual obligations.

I/We hereby declare that I/we have carefully read, understood and accepted the above terms and conditions and agree to abide by the same.

Place:

Date:

Signature of Authorized Signatory

SECTION - D

PRE-QUALIFICATION AND TECHNICAL ELIGIBILITY CRITERIA

To be eligible for participation in the tender process, the bidder shall fulfil the following Pre-Qualification and Technical Eligibility Criteria:

Sr. No.	Criteria	Supporting documents / Proof	Remarks by Bidder (Yes/No & Copies Enclosed)
1	The Bidder must be in the Business of Catering/ Mess/ Food Service Operations for at least three years as of 31.05.2026	Attach a copy of Shop & Establishment Registration/ Udyam Registration/ MSE/ NSIC/ Certificate of Incorporation/ other relevant business registration documents.	
2	The Bidder must have a Valid FSSAI License for catering/mess/food service operations	Attach Self –attested Copy	
3	Experience in providing similar services in at least one educational institutes in the last three years (Completed/Ongoing) bidder should have handled at least 200 persons/students per day in Cafeteria/Restaurant setup.	Attach Copies of Work Orders/Agreements/Experience Certificates along with satisfactory performance certificate/contact details of the client institution.	
4	PAN	Attach self-attested copy	
5	GST	Attach self-attested copy	
6	EMD	Proof of EMD submission / MSE exemption certificate, wherever applicable, along with Bid Security Declaration as per Annexure–III.	
7	The bidder must have an average Annual Turnover of at least 1 Crore during last three financial years ending 31.03.2026.	Attach the audited Balance Sheets or Certificate for FY2023-24, FY2024-25, and FY2025-26 duly certified by a Chartered Accountant. In case audit is not completed a turnover certificate from CA should be submitted.	
8.	The bidder should not have been blacklisted/debarred by any Government Institution/Autonomous Body/University/Public Sector undertaking during the last five years.	Self-declaration on the Company Letterhead.	

In addition to the above mandatory eligibility criteria, preference may be given to bidders having established experience and reputation in institutional catering, cafeteria, restaurant, Cafeteria and Restaurant services and allied food service operations.

The bidders may submit their profile, client testimonials, appreciation letters, quality certifications, operational credentials and other supporting documents along with the Technical Bid for consideration during technical evaluation.

During technical evaluation, emphasis shall be placed on the bidder's experience, operational capability, manpower management, quality assurance systems, food safety standards, service quality and overall ability to provide efficient and high-quality Cafeteria and Restaurant Services as required by the Institute.

Notwithstanding anything contained in the tender document, the Institute reserves the right to assess the bidder's technical capability, infrastructure, financial strength, operational capacity, past performance and overall suitability to execute the contract in the best interest of the Institute. The decision of the Institute in this regard shall be final and binding on all bidders.

The Technical Evaluation shall be carried out as detailed in Section F (Bid Evaluation System).

The bidder shall submit, along with the Technical Bid, a detailed Proposed Operational Plan for execution of the Cafeteria and Restaurant Services at the Institute covering the following:

- i. Proposed timeline/number of days required for commencement and stabilization of Cafeteria and Restaurant Services at the designated locations.
- ii. Proposed manpower deployment plan indicating role-wise/category-wise staffing structure for efficient operation of the Cafeteria, Restaurant, food service counters, event catering services, and allied facilities.
- iii. Shift-wise manpower deployment, supervision structure, reliever arrangement, weekly off mechanism and operational responsibility matrix.
- iv. List of equipment, utensils, machinery, service items, or infrastructure proposed to be deployed by the bidder in addition to the facilities/equipment provided by the Institute.
- v. Proposed system for complaint handling, feedback collection, grievance redressal, escalation mechanism and response timelines.
- vi. Systems and processes followed for recruitment, training, hygiene management, discipline, health check-up and performance monitoring of deployed personnel.
- vii. Proposed methodology for food preparation, cafeteria and restaurant operations, customer service, order management, event catering support, replenishment system, hygiene and sanitation practices, quality assurance measures, and overall operational management of the Cafeteria and Restaurant Services.
- viii. Value-added services/improvements proposed over and above the minimum scope of work prescribed in the tender document, including menu innovation, special meal themes, festival food arrangements, nutrition initiatives, or including menu innovation, special food themes, festival food arrangements, healthy food initiatives, customer engagement measures, and value-added hospitality services.
- ix. Qualifications, experience, specialization and profiles of key personnel, including cooks, supervisors, kitchen managers and other managerial staff proposed for deployment.

Presentations:

Only the Pre-Qualified bidders shall be invited for Presentation and Interaction before the Evaluation Committee of the Institute.

The presentation shall broadly cover the bidder's operational methodology, manpower deployment strategy, food preparation and service systems, cafeteria and restaurant management, event catering capability, hygiene and quality assurance systems, complaint handling mechanism, statutory compliance systems,

technology integration, mechanism for monitoring daily attendance and entry/exit of deployed personnel, proposed arrangements for accommodation and transportation of staff outside the Institute campus, shift management, reliever arrangements, measures to ensure timely reporting for duty and timely exit of staff after completion of operations, security and access control measures to ensure that no unauthorized personnel remain within the campus after duty hours, and the overall approach for efficient, safe, and professional management of the Cafeteria and Restaurant Services at the Institute.

The vendor has to submit the hard/ soft copy of the PPT file after the presentation is over.

The Institute reserves the right to evaluate the bidder's operational understanding, preparedness, technical capability and overall suitability during the presentation process.

I/We hereby declare that I/we have carefully read, understood and accepted the above terms and conditions and agree to abide by the same.

Place:

Date:

Signature of Authorized Signatory

Name:

Designation:

Name of Firm/Company:

Seal of the Bidder:

SECTION - E

DETAILED SCOPE OF WORK

INTRODUCTION:

The Indira Gandhi Institute of Development Research (IGIDR), Mumbai, is an advanced research institution established and fully funded by the Reserve Bank of India for carrying out multidisciplinary research on issues relating to economic development and public policy. IGIDR was registered as an autonomous society on 14 November 1986 and as a Public Trust in January 1987.

IGIDR is a fully residential academic and research institution offering postgraduate and doctoral programmes and undertaking advanced research, teaching, policy studies, training programmes and academic collaborations. The Institute has well-developed academic, residential, hostel and Guest House facilities and also hosts conferences, workshops, seminars, training programmes, official meetings, cultural programmes, academic events and visits by distinguished scholars, experts, policymakers and other dignitaries from India and abroad.

The approximate campus population comprises about 200 students, about 160 faculty members, officers, staff, contractual employees and support personnel. In addition, the Institute receives guests, visitors, conference delegates, workshop participants, alumni, interview candidates, consultants and other authorized users of the campus.

The Institute presently operates a separate residential Student Cafeteria and Restaurant facility for hostel residents, where students ordinarily avail breakfast, lunch, evening snacks, and dinner on a subscription basis under a separate arrangement. The Cafeteria and Restaurant Services contemplated under this tender are intended to primarily cater to the day-to-day requirements of faculty members, officers, staff, contractual employees, outsourced personnel, guests, visitors and other authorized users of the campus, while students may also avail the facilities on a voluntary and pay-per-use basis.

The above figures and user categories are indicative only and are provided for the information of prospective bidders. The Institute does not guarantee any minimum number of customers, users, transactions, sales volume, business turnover or assured quantity of food or catering services under this contract.

The Institute proposes to engage a professionally managed Service Provider for providing and managing Cafeteria and Restaurant Services at the IGIDR Campus. The objective is to provide safe, hygienic, nutritious, affordable and good-quality food and beverage services together with efficient, courteous and customer-friendly service standards befitting a premier academic and research institution.

The selected Service Provider shall provide and manage Cafeteria and Restaurant Services in accordance with the requirements of the Institute and the provisions of this tender document. The scope of services may broadly include day-to-day cafeteria operations, breakfast, snacks, beverages, meals, takeaway services, pre-ordered food items, official catering, conference and workshop catering, Guest House support, special event catering and such other food and allied hospitality services as may be required or approved by the Institute from time to time.

The Service Provider shall organize and manage the Cafeteria and Restaurant Services in a professional manner and maintain high standards of food quality, hygiene, sanitation, safety, customer service, operational efficiency and statutory compliance throughout the contract period while ensuring uninterrupted and satisfactory services to the IGIDR community.

1. Cafeteria and Restaurant Services

The services under this contract shall primarily relate to the operation and management of the Cafeteria and Restaurant Services at the designated Cafeteria premises and such other locations within the IGIDR Campus, Mumbai, as may be specified by the Institute from time to time.

The Service Provider shall prepare, supply and serve fresh, hygienic and wholesome vegetarian and non-vegetarian food, beverages, refreshments and allied food items for faculty members, officers, staff, contractual employees, outsourced personnel, students, residents, guests, visitors, conference delegates, workshop participants and other authorized users of the Institute in accordance with the standards and requirements prescribed by the Institute.

The scope of services shall broadly include day-to-day cafeteria operations, restaurant services, breakfast, snacks, beverages, meals, takeaway services, pre-ordered food items, official catering, conference and workshop catering, Guest House support, special event catering and such other food and allied hospitality services as may be required by the Institute from time to time.

The Service Provider shall deploy adequate manpower and make all necessary operational arrangements for food preparation, cooking, service, billing, housekeeping, cleaning, maintenance of hygiene and sanitation standards, waste disposal, customer service and all other allied activities necessary for efficient operation of the Cafeteria and Restaurant Services.

The Institute presently operates a separate residential Student Mess for hostel residents under an independent arrangement. Accordingly, the Cafeteria and Restaurant Services contemplated under this tender are distinct from the Student Mess Services. Students may avail the Cafeteria and Restaurant facilities on a voluntary pay-per-use basis in addition to the Student Mess facilities.

The approximate campus population and user categories indicated in this tender are provided only for the information of prospective bidders. The Institute does not guarantee any minimum number of customers, transactions, sales volume, business turnover or quantity of food services under this contract. The Service Provider shall quote rates and organize its operations after duly considering the nature of campus operations, academic schedules, holidays, vacations, conferences, workshops and seasonal variations in demand.

The Service Provider shall ensure uninterrupted, efficient, hygienic and customer-friendly Cafeteria and Restaurant Services throughout the contract period to the satisfaction of the Institute.

Sl. No.	Category of Users	Nature of Service	Billing Mechanism
1	Faculty, Officers and Staff	Daily Cafeteria and Restaurant Services	Pay per use
2	Contractual and Outsourced Personnel	Daily Cafeteria Services	Pay per use/Institute supported services as applicable
3	Students	Voluntary Cafeteria Usage	Pay per use
4	Guests and Visitors	Restaurant and Refreshment Services	Pay per use
5	Conferences, Workshops and Official Functions	Special Catering Services	As per approved event orders
6	Guest House Occupants	Food and Beverage Services	As per Institute arrangements

1.2 Indicative Operational Timings

The Cafeteria and Restaurant shall ordinarily remain operational during such timings as may be prescribed by the Institute from time to time. As a general guideline, the Service Provider shall ensure availability of food and beverage services during the following indicative operational periods:

Service	Indicative Timings
Morning Tea, Breakfast and Refreshments	09:00 A.M. to 11:00 A.M.
Daytime Cafeteria and Restaurant Services	11:00 A.M. to 07:00 P.M.
Evening Tea, Snacks and Refreshments	04:00 P.M. to 08:00 P.M.

The Cafeteria and Restaurant shall ordinarily operate from Monday to Saturday. On Sundays and such other days as may be specified by the Institute, the Service Provider shall ordinarily provide Morning Tea and Breakfast Services and Evening Tea and Snack Services together with such additional food items as may be approved by the Institute from time to time.

The Service Provider shall ensure uninterrupted Cafeteria and Restaurant Services during the approved operational hours and maintain adequate manpower, food stocks, beverages, ingredients and approved menu items so as to provide prompt, efficient and satisfactory services to the users of the Cafeteria and Restaurant.

The above timings are indicative in nature and may be revised, modified, extended, curtailed or rescheduled by the Institute from time to time depending upon academic schedules, examinations, seminars, conferences, workshops, official meetings, holidays, student requirements, special events, Guest House requirements and other operational necessities. The revised timings and service requirements shall, as far as practicable, be communicated to the Service Provider in advance.

The Institute reserves the right to require additional food services, extended operational hours, special menu arrangements or enhanced service levels during conferences, workshops, training programmes, official functions, Guest House requirements, admissions, examinations, special events or any other institutional requirements, and the Service Provider shall make suitable arrangements accordingly.

1.3 Fire and Safety Requirements

- i. The Service Provider and its deployed personnel shall strictly comply with all applicable fire safety, electrical safety, LPG safety, emergency response and campus safety regulations/instructions issued by the Institute or competent authorities from time to time.
- ii. The staff/personnel deployed by the Service Provider shall participate in fire safety training programmes, mock drills, emergency evacuation exercises and safety awareness activities conducted by the Institute whenever instructed. Such participation shall be mandatory for the concerned personnel.
- iii. The Service Provider may also conduct additional fire safety or emergency response training programmes for its personnel at its own cost through authorized agencies, subject to prior intimation and approval of the Campus Safety and Security Officer/Institute authorities.
- iv. Emergency contact information, fire safety instructions, exit signages, evacuation plans and safety notices shall be prominently displayed in the kitchen, dining, storage and related operational areas and shall be kept clearly visible and free from obstruction at all times.

- v. The Service Provider shall ensure safe handling, storage and operation of LPG/PNG installations, gas pipelines, burners, electrical equipment, kitchen appliances, inflammable materials and related installations in accordance with applicable safety standards and statutory requirements.
- vi. Fire exits, access passages, staircases, electrical panels, firefighting equipment and emergency movement areas shall not be blocked, obstructed, or misused under any circumstances.
- vii. A monthly fire and safety inspection checklist/report in the format prescribed by the Institute shall be completed and submitted to the Campus Safety and Security Officer/authorized Institute authority within the prescribed timelines.
- viii. Any accident, fire incident, gas leakage, electrical hazard, injury, unsafe condition, or safety-related incident occurring within the Cafeteria, Restaurant, kitchen, storage, service or related operational areas shall be immediately reported to the Institute authorities by the Service Provider and appropriately recorded in the prescribed register/logbook.

General Conditions and Information for Service Provider:

Quality of Ingredients and Approved Brands

The Service Provider shall procure and use fresh, hygienic, wholesome and good-quality ingredients, raw materials and consumables for preparation and service of all food and beverage items. All food materials shall conform to the standards prescribed under the Food Safety and Standards Act, 2006 and the regulations framed thereunder, together with any other applicable statutory requirements.

The Service Provider shall use standard reputed brands for food ingredients and consumables. The list of approved/reputed brands is given below. In the event of temporary non-availability of any specified brand due to market conditions or supply constraints, an equivalent reputed brand of comparable quality may be used only with the prior approval of the Institute.

The Institute reserves the right to inspect the quality, source, packaging, manufacturing date, expiry date and storage conditions of any food material or consumable used by the Service Provider and to reject any item found to be substandard, adulterated, expired, damaged or otherwise unsuitable for human consumption.

Item Category	Indicative Approved/Reputed Brands
Cheese	Amul, Mother Dairy, Britannia
Regular Rice (Vada/Surati Kolam)	Royal, Donur, Zeeba or equivalent
Full Grain Basmati Rice for Special Preparations like (Pulao, Biryani, Institute Event)	Daawat, India Gate, Zeeba ,Fortune
Edible Oil (Refined Sunflower Oil)	Sundrop, Saffola, Fortune, Dhara, Godrej
Atta/Wheat Flour	Aashirvaad, Pillsbury, Annapurna
Pickle	Mother's Recipe, Priya, Tops, Nilon's
Bread	Modern, Britannia, Wibs or equivalent

Butter	Amul, Mother Dairy, Govardhan
Jam	Kissan, Mapro, Druk
Ghee	Amul, Mother Dairy, Gits, Govardhan
Milk	Amul, Mother Dairy, Govardhan, Gokul/ Shivamrut
Paneer	Amul, Mother Dairy, Govardhan (Analog Paneer is strictly Prohibited)
Tea	Brooke Bond – Taj Mahal, Tata Gold, Society, Wagh Bakri Premium
Coffee	Nescafe – Classic , Bru Gold
Breakfast Cereals	Kellogg's, Tata Soufull or equivalent
Ice Cream	Amul, Mother Dairy, Naturals, Havmor
Papad	Lijjat or equivalent
Soya Products	Nutrela
Frozen Peas/Vegetables (if used)	Safal, Al Kabeer or equivalent
Handwash / Cleaning Consumables	Lifebuoy, Dettol or equivalent approved brands
Spices	Satyam, Tata Sampana, Catch, Everest, Zoff
Any other items not in the above list	Items not mentioned above shall be approved from the Institute/Canteen Council before usage related to the brand.

The Institute may, from time to time, add, delete, substitute or revise the above list of approved brands or prescribe quality specifications for any food item, ingredient or consumable, and the Service Provider shall comply with such directions.

Minimum Manpower Deployment and Staffing Requirements

The Service Provider shall deploy adequate trained, experienced, disciplined, medically fit and properly supervised manpower for smooth, hygienic, safe, efficient and uninterrupted operation and management of the Cafeteria and Restaurant Services at all times.

The manpower deployment indicated in this tender is the minimum indicative operational requirement. However, the Service Provider shall be fully responsible for deploying such additional manpower as may be necessary depending upon operational workload, customer footfall, conferences, workshops, official meetings, Guest House requirements, special events, peak service hours, absenteeism, leave arrangements, hygiene requirements, service standards and other operational exigencies, without claiming any additional financial liability from the Institute unless specifically approved in writing.

The Service Provider shall ensure that adequate supervisory personnel remain available during the operational hours of the Cafeteria and Restaurant and that sufficient reliever arrangements are maintained to ensure uninterrupted services during weekly offs, leave periods, emergencies and other contingencies.

The Institute reserves the right to require enhancement, rationalization or redistribution of manpower deployment having regard to operational requirements, service quality, special events, customer feedback and institutional needs, and the Service Provider shall make suitable arrangements accordingly.

Indicative Minimum Manpower Deployment

Sr. No.	Category of Personnel	Minimum Deployment	Indicative Nature of Duties
1	Supervisor cum Cashier	1 No.	Overall supervision, coordination, service monitoring, complaint handling, statutory coordination, manpower management and operational control. Billing, coupon/digital transaction handling, rebate records,
2	Cook	2 No.	Supervision of food preparation, menu implementation, food quality control, kitchen operations and cooking supervision. Food preparation, cutting, cooking assistance, breakfast/snack preparation and kitchen support activities
3	Service Personnel / Serving Staff	Minimum 3 Nos.	Counter service, dining support, service area maintenance, meal service coordination and any other work necessary for operating the canteen
6	Cleaning / Washing Staff	Minimum 2 Nos.	Cleaning of utensils, crockery, cutlery, washing areas, kitchen cleaning, sanitation and housekeeping support
7	Kitchen Helpers	Minimum 2 Nos.	Vegetable preparation, material shifting/loading support, cleaning assistance, waste handling and general kitchen assistance

Indicative Classification of Manpower Categories

Sr. No.	Category of Personnel	Classification Category
1	Supervisor cum Cashier	Supervisory
2	Cook	Skilled
3	Service Personnel / Serving Staff	Semi-Skilled
4	Cleaning / Washing Staff	Unskilled
5	Kitchen Helpers	Unskilled

The above classification is indicative in nature and based on the prevailing categorization generally adopted under applicable minimum wages notifications/ labour regulations. Any revision/modification notified by the appropriate Government from time to time shall automatically become applicable under the contract. The Service Provider shall ensure deployment of adequate manpower during all meal timings, including breakfast, lunch, evening tea/snacks, dinner, special meals, Institute events and peak operational periods.

- i. The above manpower deployment is indicative minimum deployment only. The Service Provider shall be fully responsible for deploying additional manpower as may be necessary depending upon student strength, workload, special events, operational requirements, absenteeism, leave arrangements, hygiene requirements and service standards.

- ii. Work in the Cafeteria and Restaurant shall ordinarily be organized in shifts in accordance with applicable labour laws/statutory provisions. Under no circumstances shall statutory limits relating to working hours, overtime, weekly offs, rest periods, or labour welfare requirements be violated.
- iii. All personnel deployed by the Service Provider shall be suitably trained, medically fit, properly uniformed, experienced and capable of performing the assigned duties efficiently. Personnel handling food preparation/service shall maintain proper personal hygiene, grooming, sanitation and discipline standards at all times.
- iv. At least one responsible supervisory personnel/manager authorized by the Service Provider shall remain available during all major meal services for coordination with the Institute authorities, students and operational staff.
- v. The Service Provider shall maintain updated records relating to manpower deployment, attendance, duty rosters, police verification, medical fitness certificates, statutory compliance records and identity details of deployed personnel and shall produce the same for inspection whenever required by the Institute.
- vi. The Institute reserves the right to require replacement/removal of any personnel deployed by the Service Provider in case of misconduct, indiscipline, hygiene concerns, unsatisfactory performance, security concerns, violation of tender conditions, or any conduct considered undesirable by the Institute.

Minimum Wages, Institute Subsidy Support and Statutory Compliance

The Service Provider shall comply with all applicable labour laws, statutory regulations, Government notifications, and welfare provisions relating to wages, employment conditions, EPF, ESIC, insurance, gratuity, bonus, leave benefits, and all other statutory obligations applicable to personnel deployed under the contract.

The Service Provider shall ensure payment of wages/salaries not less than the minimum wages and applicable Variable Dearness Allowance (VDA) notified by the appropriate Government/Maharashtra Government from time to time for the respective category of manpower deployed under the contract. Moreover, remuneration for specialized positions—including the Head Cook/Chef, Assistant Cooks, and Cashier cum Supervisor—may be decided based on prevailing market rates, subject to mutual agreement and final approval by the Institute.

The salaries/wages of all deployed personnel shall be paid directly to their respective bank accounts on or before the 7th day of every succeeding month. In case the 7th day falls on a weekly off, bank holiday, or public holiday, payment shall be made on the immediately preceding working day without fail.

Any delay/default in payment of wages beyond the prescribed timeline shall attract a penalty of Rs. 1,000/- per day of delay in addition to any other action that may be taken by the Institute under the tender conditions. Repeated delay/default may also lead to suspension of payments, imposition of additional penalties, or termination of the contract. Delay in payment of wages on any grounds whatsoever shall ordinarily not be accepted by the Institute.

The Institute subsidy support/liability towards manpower cost shall ordinarily be restricted to a maximum of 50% of the applicable minimum wages/VDA payable for the approved minimum manpower deployment indicated in the tender or such other limit as may be approved by the Institute from time to time.

Any payment made over and above the prescribed minimum wages/VDA, including overtime allowance (OTA), overtime wages, reliever charges, leave substitute manpower cost, incentives, bonus/ex-gratia beyond statutory liability, or any other additional employee-related expenditure shall be borne entirely by the Service Provider and shall not be reimbursable/payable by the Institute under any circumstances.

Sr. No.	Description	Cashier Cum Supervisor (Skilled Supervisor)	Cooks (Skilled)	Service Person/ Serving Staff (Semi-Skilled)	Cleaning/ Washing Staff and Kitchen Helpers (Unskilled)
A	MONTHLY PAYMENTS				
1	Basic	11,632.00	11,632.00	10,856.00	10,021.00
2	Dearness Allowance (w.e.f. 01.01.2026)	3,900.00	3,900.00	3,900.00	3,900.00
	Sub Total (Basic + DA)	15,532.00	15,532.00	14,756.00	13,921.00
3	House Rent Allowance @ 5%	776.60	776.60	737.80	696.05
4	Conveyance Allowance	4,000.00	6,980.00	3,650.00	1,150.00
5	Washing Allowance	500.00	500.00	500.00	500.00
6	Other Allowance	5,000.00	—	—	—
	TOTAL – A	25,808.60	23,788.60	19,643.80	16,267.05
B	STATUTORY OBLIGATIONS				
1	Provident Fund (PF)	1,950.00	1,950.00	1,950.00	1,950.00
2	ESIC	504.79	504.79	479.57	452.43
	TOTAL – B	2,454.79	2,454.79	2,429.57	2,402.43
	GRAND TOTAL (A + B)	28,263.39	26,243.39	22,073.37	18,669.48
	Weekly off Charges	4710.57	4373.90	3678.90	3111.58
	Total	32,973.96	30,617.29	25,752.27	21,781.06
	No. of Staff	1	2	3	4
	Total Amount Rs.	32973.96	61234.58	77256.80	87124.24

*** Note: Total manpower present should not be below 10 on any given day (excluding Sunday & holidays for Support Staff)**

On Sunday & holidays for Support Staff (1 Cook, 1 Serving Boy, 1 Cleaning, 1 Helper, 1 Supervisor cum Cashier), Only Breakfast and Snacks.

Total Staff – 10 Nos.

Total monthly Salary – Rs. 2,58,589.57

Subsidy Amount @50% = Rs. 1,29,294.78, per month.

The above wage structure is indicative and based on prevailing minimum wages and Variable Dearness Allowance (VDA) applicable under the latest Government notifications. Any revision in minimum wages/VDA by the appropriate Government during the contract period shall automatically become applicable and binding on the Service Provider.

- i. The above wage structure is indicative and based on prevailing minimum wages and Variable Dearness Allowance (VDA) applicable under the latest Government notifications. Any revision in minimum wages/VDA by the appropriate Government during the contract period shall automatically become applicable and binding on the Service Provider. The Service Provider may, at its own discretion and cost, pay wages/salaries higher than the prescribed minimum wages/VDA. However, any amount paid over and above the prescribed minimum wages/VDA shall be borne entirely by the Service Provider and shall not form part of the Institute subsidy or reimbursement under any circumstances.
- ii. The Institute subsidy support/liability towards manpower cost shall ordinarily be restricted to a maximum of 50% of the applicable minimum wages/VDA payable for the approved minimum manpower deployment indicated in the tender or such other limit as may be approved by the Institute from time to time.
- iii. The Service Provider may, at its own discretion and cost, pay wages/salaries higher than the prescribed minimum wages. However, any amount paid over and above the prescribed minimum wages/VDA shall be borne entirely by the Service Provider and shall not be reimbursable/payable by the Institute under any circumstances.
- iv. The salaries/wages of all deployed personnel shall be paid directly to their respective bank accounts on or before the 7th day of every succeeding month. In case the 7th day falls on a weekly off, bank holiday, or public holiday, payment shall be made on the immediately preceding working day without fail.
- v. **Any delay/default in payment of wages beyond the prescribed timeline shall attract a penalty of Rs. 1,000/- per day of delay in addition to any other action that may be taken by the Institute under the tender conditions.** Repeated delay/default may also lead to suspension of payments, imposition of additional penalties, or termination of the contract. Delay in payment of wages on any grounds whatsoever shall ordinarily not be accepted by the Institute.
- vi. Overtime Allowance (OTA), overtime wages, reliever charges, leave substitute manpower cost, absentee replacement cost, incentives, ex-gratia payments, bonus beyond statutory liability, uniforms, food, accommodation, transportation, medical expenses, insurance and all other employee-related expenditure shall be borne entirely by the Service Provider and no separate payment/reimbursement shall be made by the Institute towards the same.
- vii. The Service Provider shall ensure timely deposit/payment of all statutory dues including EPF, ESIC, Bonus, Gratuity, Labour Welfare Fund, insurance and all other statutory contributions applicable under labour laws and Government regulations from time to time.
- viii. The Service Provider shall maintain proper records relating to attendance, duty rosters, wages, overtime, statutory deductions, EPF contributions, ESIC contributions, leave records, wage registers and all labour compliance documents and shall produce the same for inspection whenever required by the Institute or statutory authorities.
- ix. The Service Provider shall be solely responsible for compliance with all statutory obligations relating to labour laws including Minimum Wages, EPF, ESIC, Bonus, Gratuity, Contract Labour provisions, Insurance, Labour Welfare Fund and all other applicable enactments/rules/orders issued by competent authorities from time to time.
- x. The Institute shall not have any employer-employee relationship with the personnel deployed by the Service Provider and shall not be responsible for any labour dispute, compensation claim, statutory default, accident, injury, insurance claim, or employee-related liability arising out of deployment of manpower by the Service Provider.
- xi. The Service Provider shall ensure that no child labour, bonded labour, unauthorized labour, or unverified personnel are engaged for execution of the contract under any circumstances.
- xii. The Institute reserves the right to verify manpower deployment, wage payment records, statutory compliance documents, EPF/ESIC challans, attendance registers, bank transfer proof and related records periodically and may take appropriate action in case of non-compliance.

Personnel Hygiene, Uniform and Operational Discipline

- i. The Service Provider shall ensure proper hygiene, grooming, discipline and professional conduct of all personnel deployed for the Cafeteria and Restaurant Services at all times. Failure to maintain prescribed hygiene and operational standards may attract penalty and/or corrective action as per the tender conditions.
- ii. Work in the Cafeteria and Restaurant shall ordinarily be organized in a minimum of two shifts and in accordance with applicable labour laws and statutory provisions. Under no circumstances shall statutory limits relating to working hours, overtime, weekly offs, rest periods or labour welfare requirements be violated.
- iii. Separate footwear/shoes shall be used by personnel while working in the kitchen, food preparation, washing and dining/service areas.
- iv. Consumption or possession of pan masala, gutka, tobacco, smoking materials, alcohol, intoxicants or similar prohibited substances within the Cafeteria, Restaurant, kitchen and associated operational premises shall be strictly prohibited.
- v. No personnel deployed by the Service Provider shall report for duty or work under the influence of alcohol, drugs, intoxicants or any prohibited substance.
- vi. Periodic medical examination and health check-up of cooks, food handlers, dishwashing personnel and other deployed staff shall be carried out in accordance with applicable food safety standards and statutory requirements. Relevant records shall be maintained and produced for inspection whenever required by the Institute.
- vii. Proper hygienic standards, approved cleaning materials and sanitization processes shall be adopted for washing crockery, cutlery, utensils, kitchen equipment, storage areas, washing areas and related facilities.
- viii. Cleanliness and hygiene shall be maintained at all times in the kitchen, dining and service areas, storage areas, washing areas, gas bank area, drains, waste disposal areas and surrounding operational premises.
- ix. Weekly offs, holidays, shift timings and rest periods for deployed personnel shall be regulated by the Service Provider strictly in accordance with applicable labour laws and statutory provisions.
- x. The Service Provider shall ensure that the cooks deployed for the Cafeteria and Restaurant Services are adequately trained, experienced and competent to prepare and serve the approved food and beverage items while maintaining the prescribed standards of quality, hygiene and food safety. The Service Provider shall ensure the availability of competent cooking personnel during operational hours for smooth and uninterrupted service.
- xi. The Service Provider shall ensure that all personnel deployed for the Cafeteria and Restaurant Services wear clean and identifiable uniforms, aprons, head covers, gloves and identity cards, wherever applicable, while on duty and maintain courteous, professional and customer-friendly behavior towards all users of the Institute.

Operational Service Conditions and Facilities

- i. The Service Provider shall prepare and serve food and beverages for the Cafeteria and Restaurant Services ordinarily from the designated kitchen and operational areas of IGIDR, Mumbai, unless otherwise specifically approved by the Institute.
- ii. The Service Provider shall maintain the kitchen, storage areas, dishwashing areas, serving counters, dining areas and all operational premises in a clean, hygienic, safe and serviceable condition at all times.
- iii. The following infrastructure and facilities shall ordinarily be provided by the Institute on an "as is where is" basis, subject to availability:
 - Kitchen equipment and basic kitchen infrastructure;
 - Dining area furniture;
 - Water purifier and water cooler;
 - Kitchen area with water supply;
 - Electrical supply;

- Gas bank/PNG supply infrastructure (excluding LPG cylinders unless otherwise specifically provided by the Institute).
- iv. The Service Provider shall submit, as part of the Operational Plan, a detailed list of additional equipment, machinery, utensils and other items proposed to be deployed by it. Installation of such additional items shall be subject to prior approval of the Institute.
 - v. The Cafeteria and Restaurant Services may be operated through counter service, self-service, takeaway service, table service for approved functions and such other service arrangements as may be approved by the Institute from time to time. Services may be provided from the Cafeteria, Guest House, Conference venues or such other locations within the campus as may be specified by the Institute.
 - vi. Table service and additional catering support may be required for Institute events, official meetings, conferences, workshops, Guest House operations, VIP visits, academic programmes and other approved functions as directed by the Institute.
 - vii. The Service Provider shall ensure efficiency, promptness, courtesy, professionalism, quality food preparation, hygienic service conditions and proper conduct of its personnel at all times.
 - viii. At least one responsible Supervisor-cum-Cashier or authorized managerial representative of the Service Provider shall ordinarily remain available during the operational hours of the Cafeteria and Restaurant for operational coordination and grievance handling.
 - ix. The Institute or its authorized representatives shall have the right to inspect food items, raw materials, kitchen areas, storage areas, service conditions, hygiene standards, records and operational facilities at any time and may draw food or material samples for quality testing through recognized laboratories or agencies whenever considered necessary.
 - x. The Service Provider shall not provide catering services to outside parties or external organizations using IGIDR kitchen facilities or premises without prior written approval of the Institute.
 - xi. The Service Provider shall be responsible for proper maintenance, safe custody and safe usage of all Institute property, furniture, fixtures, equipment and other assets handed over for operational purposes and shall make good any loss or damage beyond normal wear and tear attributable to the Service Provider or its personnel.
 - xii. The Service Provider shall maintain effective liaison and operational coordination with the Institute authorities and extend full cooperation for resolution of operational issues, complaints, inspections, audits and service-related matters.
 - xiii. The Service Provider shall ensure proper disposal of solid waste, food waste, liquid waste and garbage outside the campus on a daily basis under its own arrangements and in accordance with applicable hygiene, environmental and waste disposal regulations. Accumulation of garbage or waste within the premises shall not be permitted under any circumstances.
 - xiv. The Service Provider shall ensure that only freshly prepared food is served and that stale, recycled, contaminated or expired food items are not used under any circumstances. Used frying oil shall not be reused beyond the permissible limits prescribed under applicable food safety standards.
 - xv. The Service Provider shall maintain proper food quality, freshness, appropriate serving temperatures and reasonable menu variety throughout the operational hours of the Cafeteria and Restaurant.
 - xvi. The Service Provider shall ensure compliance with all applicable fire safety measures, operational safety precautions and safe handling and operation of electrical equipment, gas systems, kitchen appliances and firefighting equipment during execution of the contract.
 - xvii. Police Verification
The Service Provider shall ensure police verification and identity verification of all personnel deployed at the Institute and shall maintain relevant records for inspection whenever required by the Institute. No person having adverse antecedents known to the Service Provider shall be deployed at the Institute.
 - xviii. Replacement of Absent Staff
In the event of absence, resignation, leave, sickness or discontinuance of any deployed personnel, the Service Provider shall make suitable substitute arrangements and ensure replacement within twenty-four hours or within such shorter period as may be directed by the Institute so that the Cafeteria and Restaurant Services remain uninterrupted and service standards are maintained.

- xix. **Used Cooking Oil**
The Service Provider shall ensure disposal of used cooking oil in accordance with applicable FSSAI guidelines and shall not reuse cooking oil beyond the permissible limits prescribed under the applicable food safety standards.
- xx. **Inspection of Raw Materials**
The Institute shall have the right to inspect raw materials, including milk, meat, fish, poultry, vegetables, fruits, edible oils, spices, cereals, packaged food items, storage facilities, cold storage units and other ingredients used for preparation of food and may reject any material found unsuitable, substandard or unfit for use.
- xxi. **Food Safety Audit**
The Institute shall have the right to conduct periodic food safety, hygiene and operational audits of the kitchen, storage areas and Cafeteria and Restaurant facilities either through its own officers or through any agency authorized by the Institute, and the Service Provider shall promptly rectify any deficiencies pointed out during such inspections within the time prescribed by the Institute.
- xxii. **Temperature-Controlled Storage**
The Service Provider shall maintain appropriate temperature-controlled storage facilities for perishable food items including milk, dairy products, meat, fish, poultry, vegetables, fruits and other sensitive food materials and shall ensure compliance with applicable food safety standards relating to storage, preservation and handling.
- xxiii. **Sub-contracting**
The Service Provider shall not assign, transfer or sub-contract the whole or any part of the contract or any of its obligations under the contract without the prior written approval of the Institute.
- xxiv. **Waste Segregation and Disposal**
The Service Provider shall ensure segregation and disposal of wet waste, dry waste, used cooking oil and other waste materials in accordance with applicable municipal, environmental and FSSAI guidelines and the directions issued by the Institute from time to time.
- xxv. **Digital Payment Facility**
The Service Provider shall facilitate digital modes of payment, including UPI and other commonly accepted electronic payment systems, and shall issue suitable receipts for transactions wherever applicable.
- xxvi. **Attendance Records**
The Service Provider shall maintain proper attendance records of all deployed personnel in such form, including electronic or biometric systems, as may be approved by the Institute and shall produce the same for inspection whenever required.

Penalty and Corrective Action Clause

- i. In case of any deficiency relating to food quality, hygiene, service standards, manpower deployment, operational negligence, safety violations, statutory non-compliance, misconduct, or breach of tender conditions, the Institute may impose suitable penalties/corrective action upon the Service Provider.
- ii. Penalties may be imposed after verification of the complaint/violation by the Institute authorities/Cafeteria and Restaurant Committee and after providing reasonable opportunity of explanation to the Service Provider wherever considered necessary by the Institute.
- iii. The penalties indicated below are minimum indicative penalties. Depending upon the nature, frequency, repetition, severity, safety implications, or operational impact of the violation, the Institute reserves the right to impose higher penalties, recover losses/damages, suspend services, terminate the contract, or initiate blacklisting proceedings.

Penalty Structure

Sr. No.	Nature of Violation	Indicative Penalty
1	Non-maintenance of complaint register or discouraging users from lodging complaints	Rs. 1,000/- per instance
2	Presence of insects or pests in cooked food or kitchen/service areas attributable to poor hygiene	Rs. 2,000/- per instance
3	Presence of hair, thread, plastic, cloth or similar foreign matter in food	Rs. 3,000/- per instance
4	Presence of glass, metal, nails, stones, hard plastic or any hazardous object in food	Rs. 5,000/- per instance
5	Repeated or substantiated complaints regarding unclean utensils, crockery, cutlery or serving equipment.	Rs. 1,000/- per instance
6	Preparation or service of stale, spoiled, undercooked, overcooked or otherwise unfit food for consumption.	Rs. 5,000/- per instance
7	Failure to adhere to approved operational timings or delay in providing approved services	Rs. 2,000/- per instance
8	Non-availability of approved menu items due to inadequate preparation, stocking or manpower deployment	Rs. 3,000/- per instance
9	Unauthorized change in approved menu, portion size, quality standards or approved rates	Rs. 2,000/- per instance
10	Food adulteration or use of diluted/substandard milk or food products	Rs. 5,000/- per instance
11	Improper hygiene, misconduct or indiscipline of deployed personnel adversely affecting service standards or the Institute environment.	Rs. 2,000/- per instance
12	Failure to maintain prescribed medical examination and health records of deployed personnel	Rs. 2,000/- per instance
13	Use of unauthorized or substandard brands/materials without Institute approval	Rs. 3,000/- per instance
14	Unsafe handling of LPG/PNG systems or tampering with gas installations	Rs. 5,000/- per instance
15	Use of newspapers or other non-food-grade materials for serving or packing food	Rs. 1,000/- per instance
16	Improper waste disposal, garbage accumulation or blockage of drains attributable to the Service Provider	Rs. 5,000/- per instance
17	Delay in payment of wages to deployed personnel beyond the prescribed time	Rs. 1000/- per day of delay
18	Food poisoning or any major food safety incident attributable to the Service Provider	
	Minimum Rs. 1,00,000/- along with recovery of actual consequential losses, and may also result in suspension of services, termination of the contract and/or debarment from participation in future tenders of the Institute, depending upon the nature and severity of the incident.	
19	Refusal to provide approved catering or event services without valid reason	Rs. 5,000/- per instance

20	Charging rates higher than approved rates/MRP or sale of unauthorized items	Rs. 2,000/- per instance together with refund/recovery of the excess amount charged
21	Non-Renewal of FSSI license in r/o running Mess facility at IGIDR.	Rs. 25,000/- per week. (This should be renewed at least two months in advance from the date of expiry of the License)

General Provisions Relating to Penalties:

- i. Repeated violations of a similar nature or repeated instances of non-compliance may attract enhanced penalties of up to twice the prescribed amount, in addition to such other action as may be considered appropriate by the Institute.
- ii. In the event of food poisoning, serious food contamination, major safety incidents, repeated hygiene failures, gross negligence, statutory violations, or any act adversely affecting public health, safety, security or the reputation of the Institute, the Institute may, depending upon the nature and gravity of the default, suspend the services, terminate the contract, forfeit the Performance Security Deposit, recover consequential losses and damages, and/or debar the Service Provider from participating in future tenders of the Institute for such period as may be decided by the competent authority.
- iii. Absence of the authorized representative, proprietor or manager from officially convened review meetings without reasonable cause may attract a penalty of Rs. 2,000/- per instance. Repeated absence may invite enhanced penalties and such other action as deemed appropriate by the Institute.
- iv. Penalties may be recommended by the authorized officers of the Institute and imposed with the approval of the competent authority or such authority as may be authorized by the Institute.
- v. The Service Provider may submit a representation against the imposition of any penalty within seven days from the date of communication of the penalty. The representation shall be considered by the competent authority, whose decision shall be final and binding.
- vi. The Institute shall be entitled to recover any penalty, damages, losses or other dues from pending bills, the Performance Security Deposit or any other amount payable to the Service Provider under the contract.
- vii. Imposition of any penalty under this clause shall be without prejudice to the Institute's right to take any other contractual, financial, administrative or legal action available under the terms of the contract or under applicable law.
- viii. Except in cases involving public health, food safety, security, or other emergencies requiring immediate intervention, the Service Provider shall be afforded a reasonable opportunity to explain the circumstances leading to the alleged default before the imposition of any major penalty. However, where the Institute considers that immediate action is necessary to safeguard public health, safety, security, or the interests of the Institute and its stakeholders, it may take such interim or immediate measures as it deems appropriate, including suspension of services or other necessary actions, without prejudice to its right to take further action under the terms of the contract or applicable law.
- ix. The penalties specified above are independent of one another. Where a single act or omission constitutes multiple violations under this Schedule, the Institute may impose one or more applicable penalties, having regard to the nature and gravity of the default.

I/We hereby declare that I/we have carefully read, understood and accepted the above scope, terms and conditions and agree to abide by the same in case declared as the successful bidder.

Date:

Signature of the bidder with seal

SECTION - F

BID SUBMISSION AND BID EVALUATION CRITERIA

- **Bid Submission:**

Part I: PQ-cum-Technical Bid

The following documents (scanned copy) duly signed and stamped by the bidder are to be furnished along with the **PQ-cum-Technical Bid**:

Mandatory Bid Documents are to be submitted online with Email-1.

- Particulars of bidders (**Annexure I**)
- Copy of PAN
- Copy of GSTIN registration
- Bid Security Declaration (**Annexure III**)
- Undertaking for willingness to provide services as per the terms and conditions of the Bid document (**Annexure-II**)
- Supporting documents for eligibility PQ criteria as detailed in **SECTION-D**.
- Information about the firm with details about culinary capabilities, base kitchen, experience of similar services, list of organizations with work orders or experience certificates, testimonials, and any other documents that will consolidate the position of the bidder in the Technical Evaluation
- Operational Plan – (to be submitted with the technical bid)
- All documents as per checklist

Part II – Price Bid

The Price Bid is to be mandatorily submitted **online through email-2** only with a password-protected file. **Bid.**

Evaluation Scheme:

<u>S.N.</u>	<u>Particulars</u>	<u>Marks</u>	
1.	Number of Years in Operation/experience in the catering business (If Caterer has provided services to two or more clients during the same period, only the period will be considered as the experience. E.g. In the year 2024, the caterer 'X' has provided services to three clients. Only one year will be considered as the experience.)	1. Up to 5 years: 5 Marks 2. Above 05 & Up to 10 years: 7 Marks 3. Above 10 years: 10 Marks (Maximum Marks: 10)	
2.	Average Annual Turnover in the last 3 Financial Years FY 2023-24 FY 2024-25 FY 2025-26 Average Turnover	1 Cr to 5 Cr : 5 Marks Above 5 Cr till 10 Cr : 8 Marks Above 10 Cr : 10 Marks (Maximum Marks: 10)	
3.	i) Experience with Academic institute/ Central Universities, etc. ii) Experience in Corporate / PSU/Bank	1 to 2 academic Institute - 4 marks 3 to 4 academic Institutes – 8 Marks 1 to 2 corporate/PSU - 3 Marks 3 to 4 corporate/PSU - 7 Marks (Maximum Marks: 15)	
4.	Satisfactory experience in providing Cafeteria, Restaurant, Canteen or Institutional Catering Services for at least one year with any Academic Institution, Corporate Organization, PSU, Bank or similar establishment during the last six years.	Single work order size – 200-300 users per day 5 marks Single work order size – 300-400 users per day 7 marks Single work order size – 500 & above users per day: 10 marks (Maximum 10 marks)	
5.	Site visit and feedback by the committee constituted by the Competent authority. (Tentative parameters are given; final parameters may change as per the decision of the authority)	Preparation of food, Food Taste	10.00
		Serving facilities, Cleanliness, and hygiene	10.00
		Quality control practices	05.00
		(Maximum Marks: 25)	
6.	Presentation	30 marks	

Bidders with **Technical Proposal Marks (TPM)** of 70 and above (i.e. at least 70%) out of 100 will qualify for further Financial/Commercial Evaluation. The Proposal shall be rejected if it does not achieve the minimum Technical Proposal Marks of 70 marks.

The bidders' QCBS technical Marks shall be declared and notified for the opening of their financial bids, and unsuccessful financial bids will be returned.

(b) **Evaluation of Financial Bids:** Financial Bids of only those bidders, whose marks are at least 70 in the Technical Proposal Marks, in addition to fulfilling the qualification criteria mentioned in their BID, will be opened. The rate quoted in the Financial Bid must be reasonable with subsidized price.

Financial Proposal Marks (FPM) = (Lowest Financial Bid / Financial Bid under consideration) x 100.

The proposal with the lowest cost will be given a financial score of 100, and other proposals will be given financial scores that are inversely proportional to their prices.

Illustration for Financial Proposal Marks for Cafeteria and Restaurant Services:

Bidder	Financial Bid Amount (Rs.)	Financial Proposal Marks (FPM)
Bidder 1	150	$(150/150) * 100 * 0.80 = 80.00$
Bidder 2	175	$(150/175) * 100 * 0.80 = 68.57$
Bidder 3	160	$(150/160) * 100 * 0.80 = 75.00$

Illustration for Financial Proposal Marks for PART B. Institute Special Event:

Bidder	Financial Bid Amount (Rs.)	Financial Proposal Marks (FPM)
Bidder 1	790	$(700/790) * 100 * 0.20 = 17.72$
Bidder 2	950	$(700/950) * 100 * 0.20 = 14.73$
Bidder 3	700	$(700/700) * 100 * 0.20 = 20.00$

Total Marks in Financial Bid

Bidder	Financial Proposal Marks (FPM)
Bidder 1	$80.00 + 17.72 = 97.72$
Bidder 2	$68.57 + 14.73 = 83.30$
Bidder 3	$75.00 + 20.00 = 95.00$

***Note** – The approved Schedule of Rates for Cafeteria and Restaurant Services together with the rates quoted for Special Event Catering shall be considered for financial evaluation in the manner prescribed by the Institute.

Highest Marks basis: The proposal obtaining the highest total FPM be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-3, and so on.

1. IGIDR reserves the right NOT to award the work to the highest scorer.
2. IGIDR reserves the right to reject any or all bids without assigning any reason.
3. IGIDR reserves the right to increase or decrease the scope of work.
4. IGIDR may ask the selected vendor to submit the Pricing plan of the rates quoted and take a decision on the feasibility of the price quoted.

ANNEXURE – I

PARTICULARS OF BIDDER

<u>SR.NO</u>	DESCRIPTION	
1	Name of the bidder	
	a) Trade Name (in Block letters)	
	b) Status of the Bidder (Proprietorship/Partnership/LLP/Limited Co.) In Block letters)	
	c) Name of Proprietor/Partners/CEO/Directors (In Block letters)	
2	Postal Address	
3	Telephone No.	
4	E-mail / Website address (if available)	
5	Online payment details and amount (if applicable)	
	a) Tender Processing Fees	
	b) EMD	
6	Name of the Banker, Branch Name & address (In Block letters) (For e-payment purposes)	
	a) Account no	
	b) IFSC code	
7	PAN (upload self-attested photocopy)	
8	GSTIN (GST Registration No.) (Upload self-attested photocopy)	

I/We hereby declare and affirm that I/we have read and understood the terms and conditions of this tender as stipulated in the tender notice No: **IGIDR/Tender/2026/ED/15 dated 14.07.2026**. Accordingly, I/ we accept the terms and conditions and hereby offer the rates for “as per Price Bid.”

Date:

Signature of the bidder with seal

CHECKLIST OF DOCUMENTS TO BE SUBMITTED

The bidder is required to furnish the bid as per the checklist below:

Sr.no	Item Description	Submitted/ Attached YES/NO	Remark
1	Particulars of bidders Annexure I		
2	Bid Security Declaration Annexure III		
3	PAN copy		
4	GST Registration copy		
5	Establishment/ registration certificates / Udyog Adhar for the Services of Catering / Hospitality business for the last three years.		
6	Experience certificates / Work orders (Completed and Ongoing)		
7	Attach the audited Balance Sheets or Certificate for FY 2023–24, FY 2024–25, and FY 2025-26 duly certified by a Chartered Accountant. In case audit is not completed a turnover certificate from CA should be submitted.		
8	Annexure II Undertaking by the Bidder		
9	Price Bid		
10	Site Visit Certificate issued by the institute		
11	Undertaking – Not blacklisted from any government organization (As per Annexure-A*)		

ANNEXURE-II

Undertaking by the bidder

I / We _____ hereby declare and confirm that I/We have carefully read and understood the Scope of Work, the Terms and Conditions, and all other provisions contained in Tender Document No. **IGIDR/Tender/2026/ED/15 dated 14.07.2026** issued by Indira Gandhi Institute of Development Research (IGIDR), Mumbai, including the fact that the Institute does not guarantee any minimum number of customers, users, transactions, sales volume, business turnover, orders or quantity of services under the contract.

I/We further confirm that I/We have visited the Institute campus and the locations where the services are proposed to be provided and have familiarized ourselves with the site conditions, infrastructure, operational requirements and scope of work.

I/We hereby undertake to provide the required Cafeteria and Restaurant Services in accordance with the provisions of the tender document and at the rates quoted by us in the Price Bid.

Name of the Signatory

Signature with Date

Name of the Company/Firm:

Seal of the company/Firm

SECTION - G

FINANCIAL BID

NIT No: IGIDR/Tender/2026/ED/15

Date: 14.07.2026

Instructions to Bidders for Financial Bid:

1. The bidder shall sign each page of the Financial Bid and quote the rates in Indian Rupees (INR) inclusive of all applicable taxes and duties.
2. **The Institute will reimburse 50% of the actual cost of the manpower decided by the Institute, subject to a maximum of Rs. 1,30,000/- (Rupees One lakh thirty thousand only) per month, and 50% of the PNG (piped natural Gas) consumption by the caterer limited to a maximum amount of Rs. 25,000/- (Rupees Twenty-five thousand only) per month by the Institute. Free Electricity, Water, and rent free space, kitchen equipment, utensils, will be provided by the institute. So caterer have to carefully quote the subsidized price of the below items taking the above subsidized amount and facility provided by the Institute.**
3. The quoted rates shall take into account the subsidy support and facilities proposed to be extended by the Institute under the terms and conditions of the contract, including:
 - a. Subsidy towards approved minimum manpower deployment;
 - b. Subsidy towards approved PNG (Piped Natural Gas) consumption;
 - c. Electricity, water supply, and operational space provided by the Institute; and
 - d. Subsidy support for approved food and beverage items for eligible outsourced support staff in accordance with the policy of the Institute in force from time to time.
4. The quoted rates shall be inclusive of all costs relating to procurement of raw materials, preparation, cooking, manpower, transportation, fuel, utilities, packaging, serving, cleaning, statutory compliance, overheads and all other incidental expenses necessary for proper execution of the contract, except for the subsidies and facilities specifically extended by the Institute under the contract.
5. The Service Provider shall carefully consider the subsidy support, facilities and operational arrangements extended by the Institute while quoting the rates and shall not be entitled to any additional financial assistance, compensation or reimbursement except as specifically provided under the contract.
6. The rates quoted shall remain valid during the contract period, subject to the escalation provisions contained in the tender document.

Part A: Price Schedule for Cafeteria and Restaurant Items

The Service Provider shall quote the subsidized rates for the food and beverage items specified in this Financial Bid. The quoted rates shall be inclusive of all costs and obligations necessary for providing the services in accordance with the tender conditions.

The quantities and serving sizes indicated are indicative minimum standards and shall not be reduced without prior approval of the Institute.

The Institute may add, delete, modify, substitute or rationalize menu items during the contract period depending upon operational requirements. Rates for newly introduced items, wherever necessary, shall be mutually agreed upon and approved by the Institute.

The quoted rates shall be the subsidized rates payable by the users after taking into account the subsidy support and facilities extended by the Institute.

Note regarding subsidized food for eligible outsourced support staff

The Institute may provide subsidy support for approved food and beverage items for eligible outsourced support staff in accordance with its policy in force from time to time. The approved menu, entitlement and extent of subsidy may be revised by the Institute from time to time without any claim for compensation by

the Service Provider. Food and beverage items consumed beyond the approved entitlement shall be chargeable at the rates quoted in the Financial Bid unless otherwise specifically approved by the Institute.

All branded and packed food items shall ordinarily be sold at MRP.

Event Catering and Special Menu Services

The event catering and special menu services specified in this Financial Bid are optional services and may be availed by the Institute depending upon its operational requirements. The Institute does not guarantee any minimum quantity of work, number of events, assured business or exclusivity under this component and reserves the right to make alternative arrangements whenever considered necessary.

Whenever such services are requisitioned by the Institute, the Service Provider shall provide the same in accordance with the approved menu, quality standards and the rates quoted in the Financial Bid.

The rates quoted for event catering and special menu services shall be deemed to be inclusive of all manpower, supervisors, cooks, serving staff, buffet and service counters, crockery, cutlery, glassware, serving equipment, transportation, loading and unloading, table arrangements, food presentation, packaged drinking water wherever required, replenishment of food and beverages, cleaning and clearance arrangements, and all other equipment, materials, logistics and incidental requirements necessary for successful execution of the event, unless otherwise specifically approved by the Institute in writing.

No separate payment or additional claim shall be admissible towards manpower, equipment, catering accessories, transportation, logistical arrangements or any other incidental requirement necessary for execution of approved event catering services.

Free Electricity, Water, and rent free space, kitchen equipment, utensil will be provided by the institute. So caterer shall carefully quote the Non-Subsidized price accordingly of the below items taking the facility provided by the Institute.

The rates quoted for event catering and special menu services shall remain valid during the currency of the contract subject to the approved escalation provisions contained in the tender document.

FINANCIAL BID

A: Cafeteria and Restaurant Items:

Breakfast and Snacks				
Sr. No.	Name of the Item	Units	Subsidized Rate/Unit	Non-Subsidized Rate/Unit
1	Sada Dosa	150 gms		
2	Butter Sada Dosa	150 gms		
3	Cheese Sada Dosa	220 gms		
4	Masala Dosa	200 gms		
5	Butter Masala Dosa	250 gms		
6	Cheese Masala Dosa	270 gms		
7	Mysore Sada Dosa	200 gms		
8	Mysore Masala Dosa	250 gms		
9	Butter Mysore Dosa	230 gms		
10	Plain Utthappa	200 gms		
11	Masala Utthappa	250 gms		
12	Onion Utthappa	250 gms		
13	Tomato Utthappa	250 gms		

14	Cheese Utthappa	250 gms		
15	Menduwada with Sambhar/Chutney	50 gms/2 piece		
16	Batatawada	50 gms/2 piece		
17	Usal	50 gms		
18	Wada/Samosa Pav 1 pc	50 gms		
19	Samosa with Usal	50 gms		
20	Idli (2 piece) sambhar/chutney	100 gms		
21	Punjabi/veg. Samosa (1 piece)	50 gms		
22	Ragada Samosa 2 piece	300 gms		
23	Upama	200 gms		
24	Upama poha mix	225 gms		
25	Shira	250 gms		
26	Poha	150 gms		
27	Misal Pav 2 piece	200 gms		
28	Misal	200 gms		
29	Usal Pav	200 gms		
30	DahiMisal 2 piece	250 gms		
31	Dhokla 1 piece	25 gms		
32	Kaanda/ Batata bhaji	100 gms		
33	Methi bhaji	130 gms		
34	Veg cutlet (1 piece)	50gm/2 no.		
35	Bread Pakoda (1 piece)	125 gms		
36	Kachori/ Sabudana wada	50gms		
37	Shira Pineapple	125 gms		
38	Dalwada/Aluwadi	50 gms		
39	Dahi	200 gms		
40	Puri bhaji 1 plate	4 Puri-120 gms		
41	Chole Bhature	2 Bhature -120 gms		
42	Single bhatura	120 gms		
43	Puri plate	120 gms		
44	Pav bhaji	2 pav ,120 gms		
45	Pav	1 piece		
46	Sukhabhel	150 gms		
47	Masala bhel	250 gms		
48	SevPuri	200 gms		
49	Paneer Pakoda	100 gms		
50	Masala dahipuri	250 gms		
51	Dhabeli	150 gms		
52	Parathas: Aloo Paratha, Gobi Paratha \$	200 gms.		
53	Moong Dal Bhaji	200 gms		

Tea and Coffee and other items				
Sr. No.	Name of the Item	Units	Subsidized Rate/Unit	Non-Subsidized Rate/Unit
1	Tea *	150 ml		
2	Cutting Tea	80 ml		
3	Special Tea	150 ml		

4	Special Tea (without sugar)	120 ml		
5	Deep Tea	120 ml		
6	Black Tea	120 ml		
7	Nescafe coffee with milk	150 ml		
8	Nescafe coffee (black coffee)	120 ml		
9	Hot milk (pure milk)	100 ml		
10	Sweet lassi*	200 ml		
11	Butter milk	200 ml		
12	Lemon Ice Tea	180 ml		
13	Bun Maska Pav	50 gms		
Sandwiches				
1	Veg. Sandwich	200 gms		
2	Veg. Cheese Sandwich	240 gms		
3	Veg. Grill Sandwich (Triangular Large bread)	200 gms		
4	Veg. Grill Sandwich (Normal whole wheat bread)	200 gms		
5	Cheese Sandwich	100 gms		
6	Toast butter	100 gms		
7	Bread butter	100 gms		
8	Schezwan Sandwich	100 gms		
9	Schezwan Cheese Sandwich	140 gms		
Chinese food and others				
1	Veg. Fried Rice	250 gms		
2	Veg. Schezwan Fried Rice	300 gms		
3	Babycorn Rice	300 gms		
4	Veg Hakka noodles	250 gms		
5	Veg Schezwan Hakka noodles	300 gms		
6	Veg. Burger	200 gms		
7	Veg. Cheese Burger	220 gms		
8	Veg Frankie	150 gms		
9	Veg Cheese Frankie	180 gms		
10	Veg Schezwan Frankie	180 gms		
11	Veg Schezwan Cheese Frankie	200 gms		
12	Manchurian Rice	250 gms.		
13	Veg. Cheese Pasta	240 gms		
14	Mushroom Chilli	350 gms		
15	Babycorn Chilli	350 gms		
16	Goby Chilli	350 gms		
17	Idli Chilli	350 gms		
18	Veg. Manchurian	350 gms		
19	Veg. Manchurian roll	250 gms		
20	Chinese bhel	250 gms		
21	Schezwan dosa	250 gms		
22	Schezwan masala dosa	270 gms		
23	Veg. Pasta	200 gms		
24	Paneer Chilli	180 gms.		
25	Waffers *	50 gms		
26	Maggi*	100 gms		
27	Soup*	150 ml		
28	Chicken Manchurian	150 gms Standard		
29	Soya Chaap	100 gms		
30	Chilli Chicken	150 gms chicken		

Lunch and Other meals (Fixed Thali - Pre order)				
Need to Pre-order				
Sr. No.	Name of the Item	Units	Subsidized Rate/Unit	Non-Subsidized Rate/Unit
1	Full meal (3 Chapati/ 4 Puri, Plain rice, Dal/ Sambar, Veg dry bhaji, Veg Gravy item, Dahi, Papad, Pickle, Salad)	As per qty mentioned below		
Charges for Extra (Thali) Items as mentioned below: -				
1	Chapati	1 pc		
2	Puri	4 Pcs		
3	Plain rice	150 gms		
4	Dal/ Sambar	150 gms		
5	Veg dry bhaji	100 gms		
6	Veg Gravy item	150 gms		
7	Dahi	100 gms		
8	Papad	1 no.		
9	Salad (Cucumber, Carrot, Onion, Tomato)	100 gms		
A la carte				
1	Veg. Pulav	250 gms		
2	Veg. Biryani	Rice - 250 gms Veg. - 150 gms		
3	Tomato Rice	250 gms		
4	Dal khichadi	250 gms		
5	Curd rice	250 gms		
6	Omlet *Pav 1pc/ bread 2 pc and 1 egg			
7	Omlet * Pav 2 and 2 eggs			
8	Chicken masala	170 gms		
9	Chicken biryani	Rice- 250 gms Chicken-150gms		
10	Chicken Curry	170 gms		
11	Egg Masala	2 eggs		
12	Egg Biriyani	Rice- 170 gms Eggs – 02 nos		
13	Paneer Biriyani	Rice- 250 gms Paneer-150 gms		
Cold drinks and water				
1	All types of cold drinks	200 ml		
2	Energy Drinks	300 ml		
3	Fresh Lime Water	250 ml		
4	Packed Water bottle (Reputed Brand)	500 ml		
5	Packed Water bottle (Reputed Brand)	1000 ml		

B: EVENTS/SPECIAL MENU

S. No.	Items	Rate Per Person (Subsidized)
1.	Event Menu-1 as per the list (Gala) Unlimited	
2.	Event Menu-2 as per the list (Mega) Unlimited	
3.	Event Menu-3 as per the list (Mini) Unlimited	
4.	High Tea Unlimited	
5.	Special Breakfast Unlimited	
6.	Fruit Basket (Good Quality & Medium Size at least 4 varieties of whole Seasonal Fruits) Total wt – Atleast 600 gms (Like Apple/Peru/Orange/Banana/Peer/Kiwi/Mosambi, etc.)	
7.	Packaged Mineral Water (20 Ltrs. Bottle) / 1 litre / 500 ml / 200 ml etc	At actual rate
	Total	

Sr. No.	Particular
1	Special Event-1 (Gala Buffet)
	Welcome drink
	Soup 1 veg soup, 1 Non Veg Soup
	Starter 1 veg starter, 1 Non-Veg starter
	1 live counter- Dosa/Panipuri/chat/Pasta
	Veg Main Course 1 Paneer Dish, 1 vegetable dry/gravy, 1 rice item (veg), 1 Dal (any type), Steam Rice.
	Non-Veg Main Course 2 Non Veg Gravy dish (Boneless Chicken/Mutton/Fish) 1 rice item (Non-Veg)
	Desert Any type of 2 Desserts
	Salads 3 types of Salads (including veg and non-veg)
	Rotis Assorted Rotis (Tandoori/chapati/Naan)
	Papad/fryums, Pickle, Curd/Raita
2	Special Event-2 (Mega Buffet)
	Welcome Drink
	Live Dosa Counter
	Starter 1 veg starter, 1 Non-Veg Starter
	Soup 1 veg soup, 1 Non Veg Soup
	Veg Main Course

	1 Dal (any type), 1 Paneer Dish, 1 vegetable dry/Gravy, 1 rice items veg Pulao/Biriyani and Plain rice
	Non-Veg Main Course 1 Non Veg Gravy dish (Boneless Chicken)
	Desert 1 Desert item
	Salads
	Assorted Rotis (Tandoori/chapati/Nan)
	Papad/fryums, Pickle, Curd/Raita
3	Special Event-3(Mini Buffet)
	Soup 1 veg soup
	Veg Main Course 1 Dal (any type), 1 Paneer Dish, 1 vegetable dry/Gravy, 1 rice items veg Pulao/Biriyani and Plain rice
	Non-Veg Main Course 1 Non Veg Gravy dish (Boneless Chicken)
	Desert 1 Desert item
	Salads
	Assorted Rotis (Tandoori/chapati/Nan)
	Papad/fryums, Pickle, Curd/Raita
4	High Tea: Slices of Cakes / Muffins, 1 sweet dish, Tea and Coffee, Variety of Biscuits, Two Indian snack items.
5	Special Breakfast: Snacks 2 Indian Items, Cut Fruits, Fruit Juice, Bread Butter Jam, Omelet, Boiled Egg, Oats/Cornflakes with Milk, Tea/Coffee/Green Tea / Black Tea.
6	Tea/Coffee with Assorted Unlimited variety of Biscuits/Cookies (Minimum 5 in a plate)

Items	Service Charges, if any
Readymade items brought from outside and asked to serve on the campus during events/conferences/workshops etc. service charges, if any.	8%

Part-II: Price Bid for Second Year Contract:

Increase in rates quoted in Part-I for First Year in Percentage: **5%.**

Part-III: Price Bid for Third Year Contract:

Increase in rates quoted in Part-II for Second Year in Percentage: **5%.**

All other branded and packed items shall be sold at MRP.

Date:

Signature of the bidder with seal

**To be submitted on the company letterhead with the signature and stamp on it.*

DECLARATION

I/We _____ hereby confirm that I/ We have understood the expected work as detailed in the tender document fully and have visited the sites mentioned therein.

I/We agree to provide all the services mentioned in the tender document at the rates quoted in the Price Bid.

I agree to abide by the terms and conditions mentioned in the tender document.

Place:

Date:

Signature of the Bidder with seal

Annexure-III

FORMAT OF BID SECURITY DECLARATION FROM BIDDERS IN LIEU OF EMD

(On Bidder's Letterhead)*

I / We, the authorized signatory of M/s _____, participating in the tender No. **IGIDR/Tender/2026/ED/15 dated 14.07.2026** for providing Cafeteria and Restaurant and canteen Services for students/employees at IGIDR, MUMBAI, do hereby declare:

- (i) That I/ we have availed the benefit of waiver of EMD while submitting our offer against the subject Tender and no EMD is being deposited for the said tender.
- (ii) That in the event we withdraw/modify our bid during the period of bid validity, Or I/we fail to execute a formal contract agreement within the given timeline, OR I/we fail to submit a Performance Security within the given timeline, Or I/we commit any breach of Tender Conditions / Contract, which attracts penal action of forfeiture of EMD Then I/we will be suspended from being eligible for bidding/award of all future contract(s) of IGIDR, Mumbai, for a period of one year from the date of committing such a breach.

Signature of Authorized Signatory of the bidder

Name of Authorized Signatory

Company Name

Annexure-IV

- **The minimum qualification, skill and experience of the above staff will be as under:**

A. Supervisor cum Cashier:

Qualification: Minimum HSC Pass with fluency in spoken English, Marathi and Hindi

Job Description:

- a. Should have worked for at least Three years in reputed catering service/canteen.
- b. Should act as Supervisor of the kitchens.
- c. Should manage the cash counter, be efficient in computer handling (the cafeteria has both cash and cashless transaction e wallet, swipe machines, paytm)
- d. Generate the canteen reports.
- e. Maintaining cash and store ledger of the canteen.
- f. Preparation of monthly menu and Programme menus.
- g. Any other job assigned by Services Department.

B. Cook:

Qualification: Minimum SSC/ Diploma in Cooking/ Catering

Skills:

- a. Should have worked for at least 5 years in a reputed hotel or large catering establishment.
- b. One cook should be specialized in South Indian and one cook in North Indian dishes, both vegetarian and non-vegetarian.
- c. Should be experienced in preparing Chinese dishes and variety of Indian sweets
- d. Should have knowledge of operating various kitchen equipment and maintaining hygiene standards.
- e. Should be willing to work in shifts both straight and break shifts.
- f. Any other job assigned by the Canteen Supervisor.

Job Description:

- a. Should be able to take charge of the kitchen as a Cook and direct other Cooks in preparation of the menu desired.
- b. Should be able to maintain hygiene, cleanliness and safety requirements.

- c. Should be able to indent sufficient quantity of provision and other material for preparing the day's menu and collect it from the store keeper.
- d. Should be able to guide the assistant cook and other kitchen staff in using the various kitchen equipment, which are available in the kitchen.
- e. Should be responsible for the safe custody of raw items and prepared food items during his duty timings.
- f. Any other job assigned by the Canteen Supervisor.

C. Bearer/Server:

Qualification: Minimum 8th Passed

Skills:

- a. Should have worked for at least 3 years in large kitchens and catering establishments.
- b. Should be able to take full charge of Dining Hall activities.
- c. Any other job assigned by the Canteen Supervisor.

Job Description:

- a. Should fill the serving counter with freshly prepared food, from the kitchen.
- b. Should help in preparing fruit salads, fruit juice, buttermilk and bread roast, as required.
- c. Should do any other duties assigned to them from time to time in the dining hall.
- d. Should carry out serving of food at Lunch meetings and High tea during programs and seminars.
- e. Any other job assigned by the Canteen Supervisor.

D. Cleaner

- a. Should clear the trolley for washing purposes and bring back the trolley after cleaning to the dining hall. Should wash all types of utensils. Should clean the kitchen after preparing the food, free from oil, soot etc., with water and soap solution.
- b. Should wash with soap solution, hot water, all Plates, Spoons, Water Glass etc., after every meal.
- c. Should clean the exhaust system filters, burner stoves, Dosa Tava, Atta kneader, wet grinder and other kitchen equipment after use.
- d. Should clean the Dining Hall, Kitchen and surrounding area.
- e. Should perform any other duties assigned to them from time to time.

- f. Should keep the dining hall very clean and tidy at all times.
- g. Should use perfume disinfectant while swabbing the dining hall after thorough washing.
- h. Should do any other assigned duties from time to time.

The Service personnel being engaged by the Agency should be polite, smart and physically and mentally sound. All the personnel being engaged by the Agency should wear formal uniforms. They should be provided with hand gloves and head caps while serving the food.

Place:

Date:

Signature of the Bidder with seal

ANNEXURE – A

**FORMAT OF UNDERTAKING, TO BE FURNISHED ON COMPANY LETTER HEAD WITH
REGARD TO BLACKLISTING/ NON- DEBARMENT, BY ORGANISATION
UNDERTAKING REGARDING BLACKLISTING / NON – DEBARMENT**

To,
The Registrar
Indira Gandhi Institute of Development Research
Film City Road, Santosh Nagar,
Goregaon (East),
Mumbai – 400 065.

We hereby confirm and declare that we, M/s _____, is not
blacklisted/ De-registered/ debarred by any Government department/ Public Sector Undertaking/
Private Sector/ or any other agency for which we have Executed/ Undertaken the works/ Services during
the last 5 years.

For M/s _____

Authorized Signatory

Date:

**To be submitted on the company letterhead with the signature and stamp on it.*

ANNEXURE - B
Self-Assessment Checklist

Name of Building/ Area:

Identification of Mess/ Food Court/ Night Canteen:

Area	Checklist Item	Yes	No	N/A	REMARKS
1. Kitchen Area					
General Cleanliness	Are surfaces, walls and floors cleaned and free from grease and food residues?				
Equipment Safety	Is kitchen equipment in good working order and properly maintained?				
Food Storage	Are proper food storage temperatures maintained; raw and cooked foods stored separately?				
Ventilation	Is adequate ventilation available; exhaust fans and hoods kept clean and functioning?				
Temperature Monitoring	Is regular monitoring for refrigerator and freezer temperatures performed?				
Food Handling	Is defrosting, cooking and re-heating foods performed safely, gloves and utensils used?				
Cross Contamination	Is color-coded cutting boards and utensils for different food types. (veg and non-veg)?				
Cleaning Protocols	Are regular cleaning and sanitizing scheduled for kitchen equipment?				
2. Dining Area					
Cleanliness	Are tables, chairs and floors kept cleaned and well-maintained, no damages?				
Sanitization Supplies	Are hand wash or sanitizers stations available and stocked?				
Seating Arrangements	Are safe seating arrangements with clear access and egress provided?				

Maintenance	Are regular checks for wear and tear on furniture performed. either immediate repairs or kept separated as needed?				
3. Waste Management					
Waste bin Stations	Is clearly marked waste segregation bins (for recycling paper, plastic and glass) placed throughout the area.				
4. Gas Cylinders					
Storage	Are gas cylinders stored in a well-ventilated, designated area; upright and secured?				
Handling ad use	Are gas cylinders handled and used safely as per manufacturer guidelines?				
5. Storage Area					
Organization	Are Food items and supplies or- ganized and stored properly.				
Cleanliness	Are storage areas kept clean, dry and free from pests.				
Inventory Management	Regular inventory checks and use of a FIFO (first in-first out) system. Is stock rotation prac- ticed.				
Pest Control	Are regular pest control and treatments conducted?				
6. Hygiene					
Hand Hygiene	Are Hand hygiene stations placed at strategic locations and stocked?				
Personal Protective Equipment	Is masks, gloves and hairnets provided to staff as required; regular sup- ply and disposal of PPE ensured.				
Training	Is training for staff/workers on hygiene practices and regulations conducted.				
7. Utensils Wash Area					
Cleanliness	Are utensils washed and rinsed properly; sinks and washing equipment kept cleaned.				
Regular Inspections	Is adherence to cleaning protocols monitored.				

8. Hand Wash Area					
Accessibility	Are hand wash stations safely accessible and not obstructed?				
Water Supply	Is supply of running water and maintenance of hand wash facilities performed?				
9. Fire Management					
Safety Equipment	Are fire extinguishers available, accessible and regularly inspected.				
Emergency Kits	Is first-aid kit inspected and stocked.				
Clear Signage	Are fire exits and emergency routes, with illuminated signs displayed.				
Electrical Safety	Are all electrical points and connection safe and maintained? No signs of overload, open sockets, damaged wiring visible.				
10. Practices by Cafeteria and Restaurant Workers					
Health Records	Is UpToDate health records and regular health checks for all staff ensured.				
Healthiness	No ill or unhealthy worker/staff is allowed to				
Training and Certification	Is team trained in food safety, first aid and fire safety?				
11. Display and Signage					
Safety Posters	Are posters on hygiene practices, food safety and emergency procedures				
Operational Guidelines	Is dining etiquette, waste segregation and complaint procedures maintained.				
12. Feedback and Emergency					
Feedback System	Is system for students to provide feedback on safety and quality issues kept.				
Emergency Contact	Are emergency contact numbers displayed?				
Signatures					
Checked by	Name:		Date:		
Verified by	Name:		Date:		