

**EXPRESSION OF INTEREST (EoI) FOR STUDENTS AMENITIES CENTRE AT THE  
NILA CAMPUS, IIT PALAKKAD**

**EoI No. IITPKD/SS/AC/2026-27/001**

**Date of Publication: 22-04-2026**

**Date/ Time of Closing: 30-04-2026, 2 pm**

**Indian Institute of Technology Palakkad,  
Kanjikode West, Kerala - 678 623.**

## **1. GENERAL**

The Indian Institute of Technology Palakkad invites Expression of Interest (EOI) from reputed and experienced agencies for establishing and operating a Students Amenities Centre to serve students, staff, faculty and visitors.

### **Scope:**

**Canteen Services: Breakfast, snacks, tea, coffee, milk, beverages, light meals, packaged food and the detailed list is in Annexure-IV.**

**Photocopying Facility (optional): B/W and colour photocopying, printing, scanning, lamination, binding. The vendor shall have their own Photocopying machine. The institute will not provide one.**

**General Store: Toiletries, grocery items, items of stationery, notebooks, personal care items, recharge items and daily essentials.**

**The amenities centre should function at the Nila Campus complying fully to all the food safety norms. The maximum strength of the students, faculty and staff in Nila Campus is about 500. A vending machine and Chaat stall is also envisaged in the facility. The time of Operation of the Amenities Centre is from 07.00 am to 12.00 midnight on all the days. The institute reserves the right to revise operating hours based on academic calendar / exam periods.**

To maintain diversity, the caterers who are presently serving in the Institute Mess at Nila and Sahyadri campuses and in the Kedaram Canteen are not eligible to apply for this EoI. Those who are applying for the **Tender No. IITPKD/Hostel/Mess/Catering Services/2026-27/001 dated 07-04-2026** can also apply for this EoI. However, such vendors who will be getting the Contracts Awarded for the above-mentioned Tender will not be considered for scrutiny of their EoIs.

## **COMPOSITION OF THE EoI DOCUMENT**

The EoI Document comprises of:

- I. General instructions to the vendors including terms and conditions
- II. Evaluation Pattern of the Pre-qualification Documents (Annexure-I)
- III. Undertaking (Annexure-II)
- IV. Checklist of Documents to be submitted (Annexure-III)
- V. Items to be served in the Canteen of the Amenities Centre (Annexure-IV)
- VI. Declaration (Annexure-V)

### **1. GENERAL INSTRUCTIONS**

1.1. The terms Agency, vendor or Vendor refers to the vendor itself and the terms may be used interchangeably.

1.2. The vendor is expected to examine all instructions, forms, terms and conditions in the EoI Document. In the event of discovery of any missing pages, the vendor shall inform the same to the Section/ Department concerned. Failure to furnish the information required by the EoI Document or submission of an EoI not substantially responsive to the EoI Document in every respect will be at the vendor's risk and may result in rejection of the EoI.

1.3. The vendor shall not make or cause to be made any alteration, erasure or obliteration to the text of the EoI Document.

1.4. The EoI prepared by the vendor and all correspondence and documents related to the EoI exchanged by the vendor and IITPKD shall be in English and the Contract shall be construed and interpreted in accordance with that language. If any of the brochures, leaflets or communication is prepared in any language other than English, a translation of such document, correspondence or communication shall also be provided at the cost and risk of the vendor. The translation so provided

shall prevail in matters of interpretation. The vendor, with respect to such documents, correspondence and communications, shall bear the costs and risks of such translation.

1.5. The documents comprising the EoI shall be typed or written in indelible ink and all the pages shall be signed by the vendor or a person or persons authorized by the vendor. All the pages of the EoI shall be numbered and except for unamendable printed, shall be signed by the person or persons authorized.

1.6. The EoI shall not contain any internalizations, erasures, overwriting, except to correct errors made by the vendor, in which case the person or persons signing the EoI shall initial such corrections with date.

**2. The EoIs should be submitted ONLY through OFFLINE mode through Speed Post or Courier, to the following address latest by the deadline specified in the table below in Clause 5.1.**

**The Dean (Student Affairs)  
Office of the Dean (SA),  
A-002, Ground Floor,  
Saveri Hostel, Sahyadri Campus,  
Kanjikode West, Palakkad - 678 623, Kerala**

**The vendors who are submitting the hard copies of the EoIs shall fill in the following Google Form without fail.**

<https://forms.gle/VKGdxPcZjvb2sVpo8>

**The vendors who are interested in visiting the site to make an analysis should fill in the following Google Form. Please note that the Site Visit is scheduled between 9 am and 5 pm on any working day.**

<https://forms.gle/BzATqtKP2ZxMEx6D9>

**3. The EoIs will be opened by the duly constituted Committee, through offline mode.** The pre-qualification EoIs will be opened and examined by a duly constituted Committee, which will decide the suitability of the EoI as per the specifications and requirements of IITPKD. **Only those who qualify in the evaluation of EoIs, will be considered for the next stage of the process detailed in Annexure-I.** In case of any holiday or unforeseen closure of the institute on the scheduled day of opening of the EoIs, the EoIs will be opened on the next working day at the same time, but the deadline for submission of EoIs remains the same as indicated above.

4. The evaluation pattern will be as detailed in the **Annexure-I**.

**5. The responsibility of submission of the EoIs through OFFLINE mode on or before the last date shall rest with the vendor.** The institute will hold no responsibility for the non-receipt of the EoIs or for the EoIs received after the date/ time specified. Any EoI received by IITPKD after the EoI submission deadline prescribed by IITPKD, shall be rejected outrightly.

5.1. The timeline for the submissions is as mentioned below:

S. No.	Event	Date and Time
1.	Publishing of the EoI Document	22-04-2026
2.	Online Meeting with the Prospective Vendors	27-04-2026, 11 am (Google Meet Link: <a href="https://meet.google.com/ois-daiu-ggb">https://meet.google.com/ois-daiu-ggb</a> )
3.	Last date for submission of EoIs	30-04-2026, 2 pm
4.	Opening of the EoIs	30-04-2026, 3 pm

5.	Details of the Vendors who are responding to the EoI	<a href="https://forms.gle/VKGdxPcZjvb2sVpo8">https://forms.gle/VKGdxPcZjvb2sVpo8</a>
6.	Details of the Vendors who are interested in visiting the site	<a href="https://forms.gle/BzATqtKP2ZxMEx6D9">https://forms.gle/BzATqtKP2ZxMEx6D9</a>

5.2. Canvassing or offering of an advantage or any other inducement by any person with a view to influencing acceptance of an EoI is an offense under Laws of India. Such action will result in the rejection of the EoI, in addition to other punitive measures.

5.3. Each vendor shall submit only one EoI, either by himself or as a partner in a joint venture or as a member of a consortium. If a vendor or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one EoI, the EoIs (of both the individual and the partnership/ consortium/ joint venture) are liable to be rejected.

5.4. The vendor shall bear all costs associated with the preparation and submission of the EoI and the IITPKD shall in no case be responsible or liable for those costs, regardless of the conduct or outcome of the EoI process.

6. The vendor shall make a copy of the EoI Document before submitting the same to the concerned office. No requests will be entertained for making a copy after the submission of the document.

6.1. The prospective vendor(s) requiring clarification in the EoI Document shall notify IITPKD through the **email to the office\_studentssection@iitpkd.ac.in**. **For any clarifications, please call 0491 209 2084 / 2085**. Any such clarification, together with all details on which the clarification had been sought, will be published in the **Institute Website only**.

6.2. Except for any such written clarification by the Institute, which is expressly stated to be an addendum to the EoI document issued by the Dean (Student Affairs), IIT Palakkad, no written or oral communication, presentation or explanation by any other employee of any of the Sections/ Departments of the Institute, shall be taken to bind or fetter the Institute.

6.3. The agency shall also be responsible for the insurance of its personnel deployed in the Amenities Centre. The agency shall specifically ensure compliance of the Laws/ Acts in vogue pertaining to their business and their re-enactments/amendments/modifications from time to time.

6.4. There should be no case pending with the police against the proprietor/ partners/ agency with respect to this type of service.

6.5. The Vendor shall note that during Summer and Winter vacations most of the students will be out of campus. During this period the users of this service will be very limited. Hence, the Amenities Centre can be operated with limited facilities during such times.

6.6. The blood/ close relatives/ dependents of the IIT employees, cousins staying with them in Institute quarters/outside are not eligible for allotment of any commercial establishments at IITPKD.

6.7. The Vendor shall use only the space earmarked for the Amenities Centre without any major alterations (i.e. painting/ electrical wiring/ casing/ partition etc.) unless prior permission has been taken from the Institute.

6.8. The Inspection of the Amenities Centre shall be conducted by a team of experts/ officials appointed by the Registrar/ Competent Authority of IITPKD on a routine basis. All damages/ breakages etc. noticed by this team/official shall be set right by the Vendor within ten days of inspection, failing which IITPKD will carry out repairs/ renovation works and debit the cost to the Vendor and in case of non-payment, the same shall be adjusted from the security deposit.

6.9. The Vendor shall not sell expired/ substandard material.

6.10. The Vendor is responsible for maintaining cleanliness in the allotted area at all times. All wastes generated should be collected in separate bins (to be kept by the agency). Waste disposal shall be managed by the Vendor. Housekeeping of the Amenities Centre shall be done by the Vendor at his own cost. If cleaning of the premises is not satisfactory, it will lead to punitive actions as decided by the Amenities Centre Committee and will be deducted from the security deposit.

6.11. Single-use plastic is discouraged. Eco-friendly packaging is encouraged.

6.12. Food and Hygiene Inspections will be done on random basis by a duly constituted Amenities

Centre Committee of IITPKD or any designated authority of the institute, who may check/ inspect the quality/ quantity, standards of food, preparation, service, health, hygiene etc. from time to time. They may take appropriate action as deemed fit which shall be binding on the Vendor and reject such preparations, which are not considered wholesome or hygienic without any compensation.

6.13. Pest Control activities shall be done once in a month and a log for the same shall be maintained, which should be produced to the Amenities Centre Committee on demand.

6.14. All food handling staff shall undergo periodic medical examinations and maintain valid health certificates.

6.15. The Amenities Centre Committee shall monitor the performance of the Vendor in running the Students' Amenities Centre. All recommendations/ decisions of the Amenities Centre Committee will be notified to the Vendor which should be strictly complied with. Non-compliance with the menu and serving unhygienic food can result in monetary penalty/termination of contract.

6.16. If feedback rating remains below acceptable level for **two consecutive months**, IITPKD reserves the right to terminate the contract.

6.17. Any change from the approved list of food items/ services or absence of any approved food items/ services without prior written permission from the Amenities Centre Committee will lead to punitive actions as decided by the Amenities Centre Committee and will be deducted from the security deposit.

6.18. The Vendor should maintain a complaint and suggestion register and every complaint should be responded to by taking corrective measures in consultation with the Amenities Centre Committee.

6.19. Food cooked by the vendor should not be taken out to be served in other places outside the campus. There can be prior orders by any departments/ students council/ centres/ offices of IITPKD to serve food inside the campus during official meetings/ conferences/ workshops/ seminars. Such requests must be served at the same quoted price without any extra service or delivery charges.

6.20. The vendor should provide the food items and beverages in the right size/ quantity/ quality at the specific timings and at the rates prescribed. Rate and quantity of all items/ services as approved by IITPKD and as per the agreement shall be displayed visibly at the payment counters.

6.21. In addition to the listed items, there may be requirements of additional or extra items to be served as proposed by the customers at any time. These items are extra and rates of the same shall be approved by the Amenities Centre Committee before serving to the diners by the Vendor. No other items shall be served to the diners without approval of the Amenities centre committee at any time.

6.22. Payment shall be accepted both in cash and digital/ cashless way (card/ online/ digital wallets). There should be facilities for making aforementioned digital/ cashless payments installed by the vendor and there should not be any additional charges for such payments other than specified by Govt. of India or Reserve Bank of India.

**6.23. The vendor is encouraged to conduct their own independent survey, assessment, analysis and check the reliability, accuracy, feasibility and completeness before submission of their interest/ proposal.**

6.24. The Vendor should adhere to all the safety guidelines and norms in running the Amenities Centre.

6.25. The Vendor shall pay the fixed monthly rent of **Rs.6,000/- (Rupees Six Thousand only)** for the allotted space to IITPKD, along with GST as applicable, which will be revised after one year.

6.26. The monthly Electricity and Water charges shall be charged based on actual meter reading and their charges will be as per the actual as levied to IITPKD for that month from KSEB/ KWB.

**6.27. The Vendor shall pay the monthly charges, if any, through NEFT/ RTGS in favour of Registrar, IITPKD in the Institute's Account and submit the receipt of payment to the EWD wing under intimation to the Nodal Officer latest by the 5th of every Month.**

6.28. The Vendor shall bring their own cooking and serving utensils and arrange for washing of the same at their own cost.

- 6.29. The dining tables have to be properly cleaned immediately and maintained with high standards after serving food items.
- 6.30. The Vendor shall bring his own racks and other required items for stocking materials in the Amenities Centre.
- 6.31. The Vendor should provide a sufficient number of cooks, suppliers, other servants, photocopy/ printing staff, general stores staff for efficient services and would be liable for their misbehaviour, misconduct or any other act of disobedience. The list of staff employed at the Amenities Centre shall be communicated from time to time to the Amenities Centre committee. It would be important to treat everyone who avails of the canteen equally well. Impolite exchanges will be condemned on the part of the manager as well as staff who man the canteen, and are penalizable.
- 6.32. Vendor shall not assign, transfer, or sublet the contract wholly or partly.
- 6.33. Smoking, consumption/ distribution of alcohol, use of pan and gutka or any other banned or restricted substances by the Vendor or the employees of the Vendor is strictly prohibited in the institute premises.
- 6.34. The General Stores shall cater to the essential items such as mobile and computer accessories (such as LAN wires), daily care products such as soap, paste, tooth brush, sanitary napkins, shampoos, moisturizer, etc, stationery items, calculators, cosmetic items, bandages, ointments, first-aid, etc. No items in the General Stores shall be sold at rates more than MRP. The items should neither be of very expensive brands nor shall be of poor quality brands such that it can be affordable by all. The Amenities Centre committee can ask the Vendor to replace the brands of the general store items if the already selling ones are found to be of substandard quality.
- 6.35. The Vendor shall have the necessary resources such as photocopying machine, laptop/ PC, internet facilities etc for the Amenities Centre and the Institute will not provide any such resources. The Vendor is responsible for the maintenance of his belongings.
- 6.36. The Vendor should be able to provide vending machines (for Coffee / Tea / Beverages) as well as a chaat counter along with the canteen services.
- 6.37. In addition to the menu prescribed here, the Vendor may sell/ introduce other food items in the Amenities Centre as per the demand of the students/ staff/ faculty with the approval of the Amenities Centre Committee.
- 6.38. If there is any damage to any property of IITPKD or any payment dues to IITPKD or any demand from any authority of IITPKD regarding dues payable by the Vendor, IITPKD shall be empowered to recover the dues from the security deposit.
- 6.39. The Vendor shall hand over the allotted space along with infrastructure, if any, in original condition to IITPKD, on termination or expiry of the contract.
- 6.40. The Vendor shall carry out only the specified/ approved activities and shall not carry any unspecified/ illegal activities in contravention with the lease conditions/ prescribed laws. If the Vendor indulges in carrying out any unapproved activities, IITPKD reserves the right to terminate the agreement without any written notice.
- 6.41. Selling of alcohol, tobacco products is strictly banned.
- 6.42. If the performance of the Vendor is found to be unsatisfactory in running the Amenities Centre, IITPKD can terminate the contract without any further notice.
- 6.43. The Vendor should be able to give proper bills to the customers. The food served to the customers should be on a first-come first-serve basis depending on a token system generated at the time of payment of the bill.
- 6.44. At any time prior to the deadline for submission of EoIs, IITPKD may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the EoI Document by way of amendment(s).
- 6.45. Amendments will be intimated through the institute website and the vendors shall ensure that the amendments are carried out in the EoI before submission. The amendments will not be published in any other mode. Vendors should regularly visit the institute website to keep themselves updated.

6.46. No extension in the EoI due date/ time shall be considered on account of delay in receipt of any document.

6.47. The Vendor shall indemnify IIT Palakkad against claims arising out of accidents, food poisoning, labour disputes, statutory non-compliance, etc.

## **7. DOCUMENTS COMPRISING THE EoI**

**7.1. The Pre-qualification Documents of the EoI shall be submitted only OFFLINE through Speed Post or Courier to the address mentioned in Clause 2. EoIs submitted in any mode other than OFFLINE will be rejected outright.**

7.2. Documents establishing conformity of the terms and conditions of the EoI Document shall be provided along with the EoI.

7.3. Information related to the agency/ vendor such as photocopies of the Registration/ PAN/ GST/ TIN shall be furnished. The vendor shall have the LPG connection in their name and appropriate documents shall be furnished.

7.4. Agencies/ vendors, who are applying for this EoI shall,

(i). Essentially have an experience of **at least one year and preferably two years** in Food Business Operation and preferably in any one/ more of the other services (Photocopying (optional)/ General Stores). Necessary and valid supporting documents shall be provided by the vendor, without which the claim made shall not be considered by the institute. The vendor should also possess a valid FSSAI certificate for the existing business.

(ii). Have **Annual Turnover of Rs.2 to 5 Lakh during each of the last two financial years** (2023-24 and 2024-25). The vendor shall enclose the audited statements of the indicated financial years, which should have been certified by a Chartered Accountant.

(iii). Submit a power of attorney authorizing the signatories of the EoI to commit each member of the Partnership/ Consortium/ Joint Venture.

(iv). Nominate/ authorize one of the members of the Partnership/ Consortium/ Joint Venture to be in charge and this nomination/ authorization shall be covered in the power of attorney signed by the legally authorized signatories of all the members of the Partnership/ Consortium/ Joint Venture.

(v). Submit the complete details of the ownership and control. If the vendor is a Partnership/ Consortium/ Joint Venture, complete details of ownership and control of each member thereof shall be provided.

(vi). Submit copies of all the documents required, duly self-attested, along with pre-qualification EoI of the EoI.

(vii). Confirm and declare that no agent, middleman or any intermediary has been, or will be, engaged to provide any services, or any other item or work related to the award and performance of this contract. They will have to further confirm and declare that no agency commission or any payment which may be construed as an agency commission will be paid and that the EoI price will not include any such amount. If the Institute subsequently finds to the contrary, the Institute reserves the right to declare the vendor as non-compliant and declare any contract if already awarded to the vendor to be null and void.

**(viii) Furnish the copy of EoI Document and addenda, if any, thereto, marked "Original" with each page signed and stamped to acknowledge acceptance of the terms and conditions of the EoI.**

## **8. DURATION OF CONTRACT**

8.1. The contract shall be initially for a period of **One Year** (from the date of commencement), which may be extended for a further period of one year based on the satisfactory performance/ annual review, at the same terms and conditions of the contract including the rates, on mutual consent.

8.2. On expiry of contract term, the vendor shall vacate the premises immediately. However, the existing operator may submit an EoI afresh, if not prohibited otherwise due to unsatisfactory performance.

## **9. PERIOD OF VALIDITY OF THE EoIs**

9.1. The EoIs shall remain valid and open for acceptance for a period of 90 days from the last date of submission.

## **10. LATE AND DELAYED EoIs**

10.1. The Institute may, at its discretion, extend the deadline for submission of EoIs, in which case all rights and obligations of the Institute and the vendor will be the same.

10.2. Any EoI received after the deadline for submission of EoIs, as stipulated above, shall not be considered.

## **11. OPENING AND EVALUATION OF THE EoIs**

11.1. Prior to the detailed evaluation, IITPKD will determine whether each EoI is complete and is substantially responsive to the EoI Document. For purposes of this determination, a substantially responsive EoI is one that conforms to all the terms, conditions and specifications of the EoI Document without material deviations, exceptions, objections, conditionality or reservations.

11.2. If an EoI is not substantially responsive, it shall be rejected by IITPKD and cannot subsequently be made responsive by the vendor by correction of the non-conformity.

11.3. IITPKD determination of EoI responsiveness will be based on the contents of the EoI itself and any written clarifications submitted by the vendor.

11.4. The pre-qualification documents will be evaluated as per the methodology given in the **Annexure-I** of this EoI Document.

11.5. IITPKD may waive off any minor non-conformity or irregularity in an EoI that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any vendor.

## **12. CLARIFICATION IN THE EoIs**

12.1. During the EoI evaluation, IITPKD may, at its discretion, ask the vendor for a clarification of its EoI. The request for clarification and the response shall be in writing, and no change in the content of the EoI shall be sought, offered or permitted.

## **13. MODIFICATION AND WITHDRAWAL OF EoIs**

13.1. The vendor may modify or withdraw the EoI after submission, prior to the deadline prescribed for EoI submission.

13.2. A vendor wishing to withdraw the EoI, prior to the deadline prescribed for EoI submission, can do so by resubmitting the EoI before the deadline to the address mentioned in Clause 2, along with an appropriate letter of clarification for such a modification.

13.3. No EoI can be modified after the deadline for submission.

13.4. No EoI can be withdrawn in the interval between the EoI submission deadline and the expiration of the EoI validity period.

## **14. IIT PALAKKAD'S RIGHT TO ACCEPT/ REJECT/ MODIFY ANY OR ALL EoIs**

14.1. IITPKD, may terminate the contract, if it is found that the agency is black listed on previous occasions by any of the Departments/ Institutions/ Local Bodies/ Municipalities/ Public Sector Undertakings, etc.

14.2. IITPKD, may reject the EoIs in the event they are accepted, but the successful vendor fails to furnish the Performance Security or fails to execute the Contract Agreement.

14.3. IITPKD reserves the right to accept/ reject any EoI or to annul the process and reject all EoIs at any time prior to Contract award, without thereby incurring any liability to the vendors.

## **15. AWARD OF CONTRACT**

15.1. The institute will award the contract to the successful vendor whose EoI has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the EoI document and the evaluation detailed in **Annexure-I**. The contract will not be awarded on piece-meal and will be awarded only to a single vendor, who would be able to run all the facilities in the Amenities Centre.

15.2. The Vendor shall commence the operations of the Amenities Centre within Ten Days of issue

of the Work Order.

15.3. The successful vendor will be required to execute a Contract Agreement within 30 days from the date of issue of Letter of Intent/ Work Order, failing which the Letter of Intent/ Work Order issued shall be treated as cancelled.

15.4. Copy of Work Order duly signed and dated by the successful vendor on each page shall constitute the Contract Agreement.

15.5. The successful vendor shall be required to furnish a Performance Security within 15 days of receipt of Letter of Intent/ Work Order for **Rs.20,000/-** in the form of an Account Payee DD/ Fixed Deposit Receipt/ Bank Guarantee from a nationalised bank in an appropriate format in favour of **Indian Institute of Technology Palakkad payable at Palakkad**. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the Vendor accordingly.

15.6. The Performance Security shall automatically become null and void once all the obligations of the agency under the contract have been fulfilled, including, but not limited to, any obligations during the period of contract and any extensions to the period. The Performance Security shall be returned to the agency under contract not later than fifteen (15) days after its expiration.

15.7. Failure of the successful vendor to comply with the above requirements shall constitute enough grounds for the annulment of the award, in which event IITPKD may make the award to the next lowest evaluated EoI submitted by a qualified vendor or call for new EoIs.

15.8. The Contract can be terminated (during the period of Contract) with a notice of 30 days by either party. In case of any breach, IITPKD will cancel the contract without any notice.

15.9. Any other condition found necessary by IITPKD shall be included after mutual discussion, in the contract agreement. All the terms and conditions of the EoI document shall be the part of the contract agreement.

## 16. PENALTIES

16.1. If the Vendor omits or fails to pay the monthly charges on time, penalty shall be charged accordingly as under:

S. No.	Terms and Conditions for Payment	Penalty
1.	If the agency pays the bill after the 10th day of its issuance or within 20 days (i.e. during the 11th day of its issuance till 20th day of its issuance).	10% of the total monthly bill.
2.	If the agency pays the bill after the 20th day of its issuance or within 30 days (i.e. during the 21st day of its issuance till 30th day of its issuance).	20% of the total monthly bill.
3.	If the agency pays the bill after the 30th day of its issuance.	30% of the total monthly bill.
4.	If the bill is not paid within 45 days after its issuance.	30% of the total monthly bill plus Rs.200/- per day beyond 45 days till the day of actual payment.

16.2. If the Vendor does not vacate the allotted space after the expiry of the contract period or after one month of notice period of termination of contract, the Vendor is liable to pay a daily **penal rent of Rs.1,000/-** in addition to the other charges as applicable.

## 17. FORCE MAJEURE

17.1. If the Vendor is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure (civil disturbance, riots, strikes, tempest, acts of god etc), then it shall notify IITPKD in writing of the occurrence of such event and the

circumstances of the event of Force Majeure within three (3) days after the occurrence of such event.

17.2. The Vendor, when affected by the event of Force Majeure, shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its performance of the contract and to fulfill its obligations under the contract, but without prejudice to IIT Palakkad's right to terminate the Contract.

17.3. No delay or non-performance by the Supplier caused by the occurrence of any event of Force Majeure shall:

- (a) Constitute a default or breach of the Contract;
- (b) Give rise to any claim for damages or additional cost or expense occasioned by the delay or non-performance.

17.4. If the performance of the Contract is substantially prevented, hindered or delayed for a single period of more than THIRTY days or an aggregate period of more than sixty days on account of one or more events of Force Majeure, IITPKD shall have the right to terminate the Contract by giving a notice to the Supplier.

## **18. DISPUTE RESOLUTION**

18.1. Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the Registrar, IIT Palakkad.

18.2. The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceedings shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time. The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates because of the arbitration and payment to the Vendor shall continue to be made in terms of the contract. Arbitration proceedings will be held at Palakkad only.

18.3. Any dispute or claim arising out of/relating to this Contract or the breach, termination or the invalidity thereof, shall be settled by the Hon'ble Courts of Justice at Palakkad.

**Dean (Student Affairs)**

**EVALUATION PATTERN OF PRE-QUALIFICATION DOCUMENTS**

All the pre-qualification documents submitted by the firms/ agencies, as sought in the EoI Document and meeting the eligibility criteria will be scrutinized by the duly constituted Committee. The parameters to be considered for the evaluation and the maximum marks for each parameter of the pre-qualification EoI is as under:

S. No.	Parameter	Maximum Marks
<b>Stage-1: Technical and Techno-commercial Evaluation</b>		
1	Background of the Firm/ Agency (Type of Service (e.g. Canteen, Cafeteria, Cafeteria-cum-Stationery, etc), Quality Certifications, Testimonials, Performance Reports, etc).	25
2	Experience of <b>at least one year and preferably two years</b> in Food Business Operation and preferably in any one /more of the other services (Photocopying/ General Stores).	25
3	Present Financial Status of the Firm/ Agency (Based on the supporting documents for Annual Turnover indicated in 6.4. (ii))	15
<b>Total Marks</b>		<b>65</b>
<b>Stage-2: Online Presentation</b>		
4	Proposed Plan of Execution, Regular Operation of the Job, cooking plan of all the items, and conduct of reprography and stationeries business, if the contract is awarded.	25
<b>Total Marks</b>		<b>25</b>

**Note:**

- Vendors shall provide supporting details/ documents for all the above parameters for scrutiny and evaluation. A Checklist of the documents to be submitted is provided in **Annexure-III**.
- A minimum of 45 marks shall be obtained in the Stage-1 to proceed to Stage-2. Financial Bids will be requested ONLY from those vendors who obtain a minimum of 20 marks in the Stage-2.**

**UNDERTAKING**  
**(To be provided on a Stamp Paper of Rs.100/-)**

To

(Designation and Name of the concerned

Institute) Name of the vendor \_\_\_\_\_

Name of the EoI \_\_\_\_\_ Due date: \_\_\_\_\_

Sir,

1. I/ We hereby agree to abide by all terms and conditions laid down in the EoI document.
2. This is to certify that I/ We before signing this EoI have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves to abide by the said terms and conditions.
3. I/ We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/ We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
4. I/ We shall provide trained and experienced personnel in the Students Amenities Centre.
5. I/ We do hereby undertake that the neat and clean environment of the Institute shall be ensured by our Agency, as well as any other point considered by our Agency. Our service shall be covered under "Fidelity Bond" through Insurance Agency for a minimum sum of Rs. \_\_\_\_\_ Lakh (Rupees in words). The Insurance charges for Fidelity Bond shall be paid by me/us. The due to theft, if any, shall be recoverable from me/us through fidelity bond.

**Signature**

**(Name and Address of the vendor)**

**Telephone/Mobile No.**

**CHECKLIST OF DOCUMENTS TO BE SUBMITTED**

S. No.	Essential Documents
1	Registration No. of the Firm/ Agency
2	Type of Firm (Proprietary/ Partnership)
3	Year of Establishment of the Firm/ Agency
4	No. of years of Operations of the Firm/ Agency
5	Self-attested copy of GST Registration Certificate.
6	Self-attested copy of ISO or any equivalent certificate.
7	Self-attested copy of the PAN card (in the firm's name) along with the copy of Income Tax Returns of the last Two Financial Years (2023-24 and 2024-25) certified by the Chartered Accountant/ Competent Authority.
8	Supporting documents for the statutory requirements such as Labour License, PF, ESIC, Shop and Establishment Registration Certificate.
9	FSSAI Registration for the existing business
10	No. of Clients and Testimonials
11	Authorized person of the bidder, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/ Partners also shall be provided.
12	Manpower on roll. Complete details related to manpower that will be deployed (number, ranks, experience, reporting structure, qualification etc.)
13	Documents and description pertaining to extent and quality of experience in providing hospitality services, list of premier/ large clients with details of size of Contracts in operation or completed, client satisfaction certificate, organizational process of inducting and training the manpower, hygiene enforcement process and methods.
14	Experience of at least two years in Food Business Operation and preferably in any one /more of the other services (Photocopying/ General Stores).
15	Have a minimum Annual Turnover as indicated and detailed in Clause 6.4 (ii). The vendor shall enclose the audited statements of the indicated financial years, which should have been certified by a Chartered Accountant.
16	Comprehensive Operational Plan designed and proposed by the vendor for IITPKD to render the services at the Amenities Centre.
17	Clear indication of brands of various materials that will be used for food and beverages, cleaning, toiletries, etc.
18	Declaration/ Affidavit in lieu of no Blood Relatives in IIT Palakkad.
19	Declaration/ Affidavit in lieu of Insurance Policies for the personnel deployed at the site.
20	Declaration/ Affidavit in lieu of no legal proceedings on the agency.
21	Declaration/ Affidavit in lieu of submission of fitness certificates.
22	Declaration as in Annexure-V agreeing to the Terms and Conditions of the EoI.
23	Undertaking on a Stamp paper of Rs.100/- (Rupees One Hundred only) as per format prescribed in Annexure-II.
24	Certificate pertaining to NSIC/ SSI/ MSE (as applicable).
25	Digitally signed EoI document (on all the pages).
26	Documents supporting LPG Connection in the name of the Contractor.
27	Any other documents relevant to the EoI.

**Note:** All the above information should be organized in a logically structured form and submitted as a part of the EoI with an index. Bidder is free to add any information that can help in assessing the quality. **The documents shall be submitted through OFFLINE MODE ONLY**

**ITEMS TO BE SERVED IN THE CANTEEN OF THE AMENITIES CENTRE****Compulsory items to be served in the Canteen**

S. No.	Particulars
<b>Following items to be available from 07.00 am to 12.00 midnight</b>	
1	Tea – 150 ml
2	Coffee – 150 ml/ 175 ml (Filter coffee should be provided)
3	Milk – 150 ml
4	Lime Juice – 200 ml
5	Bread Omelet (2 slices with double egg)
6	Bread Sandwich (2 slices with vegetable)
7	Fresh Fruit Juice – 200 ml
8	Milk Shakes – 200 ml
9	Omelet (single egg)
10	Omelet (double egg)
<b>Any minimum two items to be served for the Breakfast from 07.00 am to 12.00 noon</b>	
11	Idli (2 nos. with Chatni and Sambar)
12	Dosa (1 no. with Chatni and Sambar)
13	Puri (2 nos.) with curry
14	Puttu (2 nos.) with curry
15	Pongal with Chutney and Sambar
16	Upma/ Kharabath
<b>Any minimum two items for the Lunch from 12.00 noon to 3.00 pm</b>	
17	Meals (Rice, sambar, 2 vegetable items, Butter milk, papad, pickle)
18	Chappathi/ Paratha (2 nos. with mixed veg curry)
19	Chicken biryani 150 gms
20	Veg biryani
<b>Any two items to be served from 07.00 am to 12.00 noon and from 02.00 pm to 06.00 pm</b>	
21	Snacks such as Vada, Baji, Bonda, Pazham Pori, Kerala Samosa (per piece)
22	Snacks such as Cutlet, Punjabi Samosa (per piece)
23	Snacks such as Chicken/ Veg./ Egg Puffs
<b>Any one of the steamed snacks to be served from 07.00 am to 12.00 noon and from 02.00 pm to 06.00 pm</b>	
24	Steamed snacks such as Ela Ada (Rice Cake in Banana Leaf), Banana Ada (Pazham Ada), Kozhukatta (Rice Dumplings)
<b>Item to be served from 07.00 am to 12.00 noon and from 02.00 pm to 06.00 pm</b>	

25	Chappathi/Paratha (2 nos. with mixed veg curry)
<b>Items to be served from 05.00 pm to 12.00 midnight</b>	
26	Veg. Noodles - 250 gms
27	Egg Noodles - 250 gms
28	Chicken Noodles - 250 gms
29	Maggi
<b>Additional Items (list is not comprehensive and is just suggestive)</b>	
30	Aloo Paarantha (1 no. with Pickle and Sauce)
31	Paneer Gravy (150 gms)
32	Chicken Pepper, Butter Chicken (150 gms)
33	Chicken curry (150 gms)
34	Egg curry – single/double
35	Chillie Gobi - 150 gms
36	Nool Puttu with chutney (1 no.)
37	Appam with chutney (1 no.)
38	Fish Curry/fired fish
39	Biryani Rice
40	Chicken Kebab roll
41	Chicken shawarma
42	Pazham Pori (Banana Fry)
43	Nool Puttu (2 nos.) with Veg. Stew
44	Appam (2 nos.) with Veg Stew
45	Parippu Vada
46	Chicken Fried Rice (200 gms)
47	Veg Fried Rice (200 gms)
48	Egg Fried Rice (200 gms)
49	Chappathi (Single)
50	Kerala Parotta (Single)
51	Afaham chicken
52	Chicken roll
53	Paneer butter masala/shahi panner
54	Matar paneer/Kadai paneer/palak paneer
55	Chilli mushroom
56	Butter Garlic Mushrooms/Stuffed Mushrooms/mushroom masala
<b>Chaat to be served from 3.00 pm to 10.00 pm</b>	
<b>Packed food items such as chips, biscuits, cookies, cool drinks, ice creams, etc. to be available from 07.00 am to 12.00 midnight</b>	

**DECLARATION**

**(TO BE SUBMITTED ONLY THROUGH OFFLINE MODE IN APPROPRIATE FORMAT)**

I/ We hereby submit the EoI for providing Services in the Students Amenities Centre at the Nila Campus of IIT Palakkad. We undertake to agree to all terms and conditions of the EoI. It is certified that our firm fulfils the eligibility criteria of the EoI. The undersigned is authorized to submit the EoI against the EoI No. \_\_\_\_\_ on behalf of the firm/ company. Supporting documents of all the above information are also attached.

**Signature**

Name:

Address:

Phone No.: (Both landline and mobile numbers to be provided)

Email Address:

**Note: All the above details shall be evidenced by a valid/ certified document.**