

इस दस्तावेज़ की हिंदी प्रति अनुरोध पर उपलब्ध कर दी जायगी

**INDIAN INSTITUTE OF TECHNOLOGY KANPUR**  
**ESTATE OFFICE (Phone: (0512) 259-7327)**  
**ROOM NO. 101-D (FACULTY BUILDING)**

**Expression of Interest (EOI)/**

**FOR**

**RUNNING EATERIES**

**AT**

**SHOPPING CENTRE, STAFF & CC CANTEENS,**

**HALL XII & GHT2 CANTEENS, IIT KANPUR**

**ISSUED TO:**

Mr./M/s. \_\_\_\_\_

**Issued By:**

**ESTATE OFFICE**  
**I.I.T. KANPUR**

**INDIAN INSTITUTE OF TECHNOLOGY KANPUR**  
ESTATE OFFICE (Phone: (0512) 259-7327), ROOM NO. 101-D (FACULTY BUILDING)

NO. EO/CEMMC/ IITK/2016-17/368

Dated: 26 July 2016

**EOI Notice No.15/2016-17**

**SUB.: APPLICATION FOR RUNNING EATERIES AT SHOPPING CENTRE (2 LOCATIONS),  
STAFF & CC CANTEENS, HALL XII & GHT2 CANTEEN, IIT KANPUR**

- 1) Indian Institute of Technology Kanpur (hereinafter referred to as the Institute) established by the Parliament and incorporated as a body corporate, is an Institute of National Importance declared as such under the Institutes of Technology Act, 1961. The Institute is engaged in imparting education and research of highest standards in the area of Technology and Science.
- 2) The Institute has shop premises at Shopping Centre (shop no.2), gas godown area, staff canteen, CC canteen, Hall XII & GHT2 Canteens to allot these shop premises to the willing party who should be the main operator/proprietor of an authorized franchisee/dealer of a brand with presence in at least 4 metropolitan cities (with multiple outlets in each city). e.g. Bikanerwala, Haldiram, Pandits, Tewari Sweets, etc., on license fee to cater to the campus community.
- 3) Sealed Expressions of Interest (hereinafter referred to as the EOI) accordingly, are hereby invited on behalf of Indian institute of Technology Kanpur from the Franchisees of such banners/brands who are willing and desirous for running an outlet in the aforementioned location on campus and which possess adequate experience, exposure and competence in running such an outlet.
- 4) The EOI document containing the details can be obtained from:  
(i) the Estate Office on all working days from **27 July 2016 to 12 August 2016** between 1000 hrs to 1230 hrs *or*  
(ii) downloaded from Estate office website <http://www.iitk.ac.in/estateoffice/Tender.htm>.
- 5) The prescribed application form duly filled by the applicant should be submitted to the Estate Office on **12 August 2016** upto **1500 hrs**. The tenders will be opened on the same date (of submission), i.e., **12 August 2016 at 1530 hrs** in Room No. Room No. 101-A, Faculty Building. The parties will be required to meet the Committee for presentation (to satisfy all material questions pertaining to their company/ firm and their modus-operandi), interview and finalization of the offer on the same day.

The Institute reserves the right to accept / reject any application without assigning any reason. Shop also refers to/includes premises allotted (where applicable).

-----sd-----  
Assistant Registrar/  
Officer In-charge, Estate

Copy to:

1. Director
2. Deputy Director
3. Prof. In-charge, Admin
4. Chairman, CEMMC
5. SE, IWD
6. All Notice Boards
7. Institute website.

# INDIAN INSTITUTE OF TECHNOLOGY KANPUR

ESTATE OFFICE (Phone: 2597166)

ROOM NO. 101-D (FACULTY BUILDING)

## Guidelines/Instructions for EOI

### 1.1.1 Quality, Service and Maintenance requirements

The following terms and conditions should be applied keeping in view the kind of service/shop (all terms may not be applicable to each type of service/shop).

- 1) Timings of establishment should be open on (as mentioned in Annexure 1). No day of the week will be non-working days. The list of days which the shop will be kept closed, will have to be authorized by the Estate office.
- 2) If establishment sells items there shall be no compromise in quality of items.
- 3) Furniture in the establishment should be kept in good condition and should be customer friendly. All interior decor (including requisite furniture) should be made provided by the party/vendor/licensee.
- 4) The premises should be kept well ventilated and well lit.
- 5) Premises (in and around establishment) should be kept clean. No display/encroachment allowed outside the premises.
- 6) Employees/proprietors reporting to duty should: (i) not be drunk or intoxicated, (ii) well mannered, (iii) should have no criminal record, (iv) clean and hygienic.
- 7) Employees should not use the premises as residence. Use of space beyond official timings approved should be only for special purposes (like receiving of goods, disinfestations, inventory, etc.).
- 8) Permission should be sought regarding any change of employees. All employees must institute issued ID card and should produce them to security/estate office personnel when asked.
- 9) Garbage and waste disposal should be done as per the institute norms.
- 10) Pest/rodent control should be done regularly.
- 11) Proper receipts for amounts paid should be made available immediately (in case of taxis and special cases within 7 days).
- 12) Facility of Payment by credit, debit and ATM cards should be made available (paytm is optional but preferred).
- 13) Online/email order/booking facility should be made available (where applicable; e.g. taxis, travel services, etc.). Telephone order/booking should also be made available.
- 14) Installation for 4 digit campus telephone (via sanchar vibag of IITK) should be made by Vendor (by appropriate procedure) within 10 days from the signing of contract. The charges for the installation and rental shall be borne by the vendor. The vendor should additionally have mobile numbers for contact with shop personnel.
- 15) Website of the shop should have all relevant details like timings, holidays, services/products with price list and discounts, employees in the shop/service, etc.
- 16) 'Home delivery' (hostel, office) should be available in cases where applicable (grocery items, milk, vegetables/fruits, food items).

- 17) Old/stale/expired items (i.e. beyond expiry date) should not be kept in the shop.
- 18) Safety standards should be maintained. Fire extinguishers (2 Kg & 4.5 Kg dry type) should be installed in accessible places and should be in working conditions. List of emergency number should be displayed in a prominent place. First aid measures should be available for emergencies.
- 19) Prices fixed in the tender/EOI agreement (Annexure-1) should not be changed without permission of Estate Office.
- 20) The person to whom the establishment is tendered/contract signed should be managing the same and should not sub-lease or sub-let the same. The person should not leave the establishment in the care of others and should be available to attend to customers and services.
- 21) In shops with small set of services/items for sale the price list should be prominently displayed in large font. Else printed price menu should be available. All items in price list should be made available to the customer. If out of stock then they should be procured (within reasonable time) and delivered to the IITK community member.
- 22) Competent staff shall be employed (who are trained to carry out a certain task). The Estate office reserves the right to direct the establishment to replace any staff member based on behaviour or performance.
- 23) Complaint/suggestions books have to be maintained and should be available to all customers. The book should not be changed during the contract period.
- 24) The Licensee shall have to maintain the quality of the goods and the prices.
- 25) No shop should be closed/have reduced service on regular working days, without proper justification (such special days should be limited to a few days in a year).
- 26) Usage of plastic bags is highly discouraged. Cloth bags should be made available for users (at nominal charges). Use of Paper bags/plates/cups/etc. is encouraged. National laws should be kept in view in this regard. Use of plastic disposable utensils/plates/etc. is highly discouraged. Serving of tea/coffee/etc. in plastic bags is not allowed.
- 27) List of services provided should be attached.
- 28) Reputed brands with international &/ multi-city presence will be preferred. The applicant must have adequate experience in running the outlets under any of the said banners at places of prominence in India with good and consistent track record of running such outlets without any blemish or dispute.
- 29) The applicant must submit along with the EOI/tender application sufficient proof of its experience, ability of running such ventures, proofs regarding fulfillment of eligibility norms.
- 30) Though the shop number is mentioned in the document, this may be changed at a later date and the licensee may be asked to shift to new location and the licensee should comply with the same within 15 days of the order. Request may be placed before EO for the extension of this period.

### **Official requirements**

- 1) Area of the establishment is as mentioned in Annexure 1.
- 2) Licence Fee of the Establishment is as mentioned in Annexure 1.
- 3) Security Deposit of the Establishment is Rs. 2,00,000/-.
- 4) Service tax will be payable as applicable.
- 5) Cleaning Charges Rs. 500/- per month for each location/shop.

- 6) The Earnest Money Deposit of Rs. 50,000 /- in form of the Demand Draft payable in favor of "The Registrar, IIT Kanpur" should be submitted along with tender form. However, if aforesaid EMD is not deposited, the tender form shall be summarily rejected.
- 7) The licence fee will automatically increased by 10% of the past year.
- 8) The duration of contract will be four years initially. In the first year, first three months will be on probation. On the satisfactory completion of the probation period the contract will be extended for remaining period of nine months and three years. The contract will be extendable annually, upto maximum of two years if the services are found satisfactory, i.e. complaint free, on mutually agreed terms & conditions. Special conditions in this regard may be found elsewhere in the document. The location of the shop may be shifted (with appropriate change in charges) by EO after the signing of the contract.
- 9) Details of all staff employed according to the format provided should be submitted.
- 10) National labour law like ESI, EPF should be followed.
- 11) Licensee should have **PAN Number**.
- 12) The licensee should have TIN/VAT number from Commercial tax department as per Government of India norms.(if applicable).
- 13) The licensee shall be required to enter into an agreement with the Institute. The cost of the stamps paper required for the agreement will be borne by the licensee.
- 14) The licensee shall have to execute an agreement with the institute on a non-judicial stamp paper of **Rs. 100/-** (Rupees One Hundred) and within one week from the date of award, failing which the institute shall be at liberty to forfeit the security money and proceed to appoint another licensee as it may deem fit.
- 15) The Institute will provide only the shop space with electric connection. Other aspect/items for providing service like interior decor, furniture, etc. have to be arranged by the licensee.
- 16) The Licensee shall have to make his own arrangements for safe storage of materials and accommodation for his staff etc. No employee of the Licensee or the Licensee himself shall be allowed to reside in the shop premises.
- 17) The Licensee shall not assign or sublet the contract or any part thereof or any benefit or interest therein or thereunder without written consent of the Institute. The whole of the charge included in the contract shall be executed by the Licensee. He shall be responsible for the acts, defaults and neglects of servants, or workman as fully as if they were the acts or defaults of the Licensee. In case of any defaults or negligence under such contract the management committee may suggest to the Estate Officer to impose fine or penalty against the Licensee on the recommendation of the Chairman, CEMMC. The contract shall be deemed cancelled after issuing the three consecutive warning and the contractor shall have to vacate the shop within seven days time.
- 18) The Licensee should use the premises **ONLY** for which it has been allotted by the institute. The use of the premises for other purposes will lead to the suspension of the contract.
- 19) The license has to pay the approved license fee which may increase as per institute policy.
- 20) The Licensee has to deposit license fee regularly by **7<sup>th</sup>** of each month to the Estate Office and the electric tariff as per prevailing commercial rates of institute, on the basis of actual consumption through the meter installed in the shop, and the electric bill raised thereof to the Estate Office. If the license fees and the electric bill are not deposited within the specified period an administrative charges **Rs. 100/- per month (cumulative)** of delay shall be imposed as per rules.

- 21) If the licensee does not pay the license fee or other dues within the time limit, as stated in the license or otherwise prescribed from time to time or commits a breach of any of the terms herein contained or conducts himself in a manner which, in the opinion of the Licensor is prejudicial to the maintenance of peace and harmonious relations with the persons residing at or visiting the IIT Kanpur Campus or carrying on the business with this Institute, this license shall be liable to be revoked at the pleasure of the Licensor without any notice whatsoever.
- 22) **Eviction:** All disputes/difference arising between the parties to this agreement in the matter of meaning and intent of these articles of agreement and conditions either giving rise to any claim settlement or not concerning the works shall be referred to a sole arbitrator by mutual agreement. i.e. the Director of the Institute. The submissions shall be deemed to be submission to arbitration under meaning of Arbitration Act. 1940.
- 23) The Institute reserves the right to accept or reject any one or all the applications without assigning any reason thereof.
- 24) The contract may be terminated by either side by giving a notice of 30 days. During probation period a notice of only 07 days is required to be given by either side for termination of contract.
- 25) The Licensee will be required to submit a security deposit (**As prescribed**) drawn in favour of the "Registrar, IIT Kanpur" in the form of FDR/TDR. The security deposited will remain with the institute for the period of contract and will be refunded on successful completion of the contract. The security deposit of the successful applicant will be liable to be forfeited as liquidated damages in the event of evasion, refusal or termination of agency on genuine complaints.
- 26) The prescribed application form duly filled by the applicant should be deposited to the Estate Office on **12 August 2016** upto **1500 hrs**. No application will be received after the stipulated date and time in Estate Office. Vendor to send email to [cemmc@iitk.ac.in](mailto:cemmc@iitk.ac.in) after submitting tender (either hard of soft copy).
  - Soft copy submission can also be made as follows: The soft copy submission will be password protected and password will be brought along at the time of the interview (vendor should also bring the original hardcopy along for the interview).
  - Summary for online submission: download tender document file→print→fill (with necessary documents and attachments) →scan and save as .pdf → email to CEMMC (before the deadline for submission stipulated)→ bring password and original hard copy to interview.
- 27) The tenders will be **opened on the same date (of submission), i.e., on 12 August at 1530 hrs** in Room No. 101-A, Faculty Building. The parties will be required to meet the Committee for presentation (to satisfy all material questions pertaining to their company/ firm and their modus-operandi), interview and finalization of the offer on the same day. No separate communication in this regard will be issued. Application of the tenderer may not be considered for EOI, if he remains absent at the time of interview. Decision to award tender/EOI/contract shall be taken by the committee. No correspondence in this regard shall be entertained.
- 28) The Licensee shall have to provide the proper smooth services to the customer as per their satisfaction.
- 29) The Licensee shall have to comply with the rules and regulations of the institute (with any modifications issued from time to time).
- 30) Any lost to the Campus residents with regard to the services provided by the licensee shall be the responsibility of licensee. Institute shall be indemnified and shall not be a part of any legal proceeding thereto.

- 31) The licensee shall follow all the rules and regulations as laid down by the Municipal Authorities/State Government/Central Government as per Jurisdiction.
- 32) Licensee shall pay Minimum wages as per provisions of the Minimum Wages Act, 1948 and other benefits as per laws applicable to its establishment to its employees. Institute shall not be responsible therein.
- 33) The Licensee shall not utilize or permit to be utilized the said shop/premises allotted for a purpose other than the one for which it has been given, except with the prior written permission of the licensor.
- 34) All the items prescribed as per the tender agreement should be made available at all times. Permission for any alteration should be obtained from estate office.
- 35) The zone of operation shall be restricted to IITK campus.
- 36) The licensee shall have not right, title or interest in the said premises or the land around it at any time, except that of using the same as a Licensee for the purpose herein contained.
- 37) The Licensee shall not tamper with the trees, plants, shrubs hedges, lawns and flowers standing or maintained on or around the said shop or in other places of the campus.
- 38) The licensee shall not make any addition or alteration to the building of the said shop/premises or temper with the fittings or electrical installations therein, nor make any unauthorized constructions or extension to the electricity or water supply lines, without the specific written permission of the Licensor in this behalf.
- 39) The Licensee shall not transfer or assign any of the rights arising to him out of the agreement to any other person without the written permission of the licensor.
- 40) The Licensee shall not be entitled to avail himself or claim any further amenities than available to him at the said shop/premises under this license at the time of execution of the agreement.
- 41) The licensee shall not use the premises for residential purposes or for any other purposes (including vending of any item other than those for which permission has been given) without the written permission of the Licensor. The Licensee shall always use the shop in a prudent and careful manner as it were of his own.
- 42) That notwithstanding the provisions of the agreement, either parties to the agreement shall have a right to terminate the license by giving one calendar months prior notice in writing to the either side without assigning any reason.
- 43) On revocation and determination of the license hereby granted, as herein provided, the Licensee shall vacate and deliver vacant possession of the premises/shop used by him, in the same condition as they are now, except for normal and reasonable wear and tear.
- 44) In the event of any dispute in regards to the terms of contract agreement or interpretation thereof the decision of the Director thereon shall be, in all respects binding and final on the parties and shall not be open to question in any court.
- 45) That the total area of shopping space allowed is to be solely at the discretion of the Director, Indian Institute of Technology, Kanpur. The licensor reserves the right to increase or decrease the space so allowed to be used for any shop without assigning any reason thereof.
- 46) On the revocation of the license for any of the reasons mentioned herein, the licensor shall have a right to re-enter and assume exclusive and absolute possession of the said shop at once and deal with it in such manner as it may deem fit and may even sell or put to auction the goods left on the premises or forfeited therefrom. The licensor shall be entitled to appropriate, out of the process of such sale, the money due to the Licensor from the Licensee on any account whatsoever.

- 47) The licensor shall be represented by the Director and /or such person or persons, officer or officers, as may be decided or authorized by its Director from time to time.
- 48) Original license agreement will remain with the licensor and the duplicate copy thereof, signed and witnessed by parties hereto will remain with the licensee.
- 49) It is hereby made clear that in the event of revocation of license for any reason whatsoever, including the death of the licensee the heirs/representatives of the licensee shall have no locus standi to continue in occupation of the licensed premises and they are liable to vacate/be evicted forthwith.
- 50) The licensee shall ensure that no product shall be sold from the premises which is prohibited to be sold within the premises of an educational institute, as per the provisions of the Cigarette and Other Tobacco Products (Prohibition of Advertisement and Regulation of Trade and Commerce, Production, Supply and Distribution) Act, 2003.
- 51) On expiry of the tenure of license or on termination of tenure of license, the licensee is required to surrender the shop/premises within 7 days from such termination, in so far as possible, in the same condition in which it was, when possession was taken by the licensee.
- 52) The premises/shop allotted will be covered under the Public Premises (Eviction of Unauthorized Occupants) Act, 1971, by virtue of Section 2(e)(2)(iv) of the act.
- 53) In case of non-delivery of possession and failure to pay the penal damages within the period prescribed by the institute, proceedings shall be initiated against the unauthorized occupant for eviction and recovery of damages etc under the Public Premises (Eviction of Unauthorized Occupants) Act, 1971 before the Estate Officer.
- 54) The Institute has its own allotment rules duly amended from time to time which has been framed under section 13 of the Institute of Technology Act, 1961 read with Statute 18 framed there under. The terms and conditions contained in the said Rules shall also form part and parcel of the Instrument of License. It is made clear that in case of any inconsistency between the present instrument of License and the Allotment of Premises Rules, the conditions of the present Instrument of License shall prevail.
- 55) In a case in which under no clause(s) of this contract, the contractor shall have rendered himself liable to pay compensation amounting to the whole of his Security Deposit, the Director shall have the power to adopt the following course as may be deemed by him best suited to the institute. To rescind the contract (of which decision, notice in writing to the contractor by him through competent authority, shall be conclusive evidence) in which case, the security deposit of the contractor shall stand forfeited and be absolutely at the disposal of the institute. Besides, for the recovery of any amount in excess of the security money, the Institute shall be at liberty to adopt such legal recourse, as it may deem appropriate at the time.
- 56) Any fines imposed should be paid according to the Estate office rules and non-compliance to this will entail cancellation of the license.
- 57) On award of EOI the party/contractor/vendor should give acceptance (by signing an agreement) as follows: (a) within 7 days of award in case of contract & (b) within 15 days in case of EOI. Any extension of the abovementioned period should be applied for and IITK reserves the right to make a decision on this matter.
- 58) In case of EOI the following documents should be attached (Any EOI not accompanied by any of such documents would be liable for rejection):



- Income Tax Registration Certificate/PAN No.
- Firm/Company Registration Certificate.
- Service Tax Registration Certificate/No., if any.
- EPF Registration Certificate/Code No.
- ESI Registration Certificate/Code No.
- TIN No., if any, under Trade Tax Act.
- Other Statutory Registrations/Licenses, if any.
- Bank Solvency Certificate.
- Details/particulars of the firm submitting the EOI in Annexure-A.
- Total number of outlets in India and name of five metropolitan cities where such outlets are successfully running.
- Gross turnover and profit for the last three financial years (from 2011-12 and onwards). Audited balance sheet and profit and loss accounts for respective years must be attached.
- Authority/Resolution in favour of the person signing the EOI bid on behalf of the firm submitting the EOI.
- Bank Draft of Rs.50,000/- (Fifty Thousand Only) towards EMD.
- The parties should submit self-attested copies of above documents (other than the Bank Draft).
- Any other document as required under other provisions of this EOI document and not mentioned herein above

**3.1. General Terms and Conditions**

Please see specifications as mentioned in Annexure 1

-----sd-----  
Officer In-charge, Estate

All the above mentioned terms & conditions are accepted by me.

Signatures of the Tenderer/party:		<i>(Affix recent photo here)</i>
Name of the Tenderer/party:		
Full Address:		
Pin Code No.		
Mobile No.		

The tenderer must attach his permanent residential proof, failing which the tender may be rejected.

**APPLICATION FOR RUNNING EATERIES SHOP AT SHOPPING CENTRE, STAFF & CC  
CANTEENS, HALL XII & GHT2 CANTEENS, IIT KANPUR**

1.	Name of the applicant (in CAPITAL LETTERS)		
2.	Father's Name		
3.	Complete Address with contact nos. and email ID		
4.	Date of Birth		
5.	Qualification		
6.	PAN No.		
7.	Security Deposit (To be deposited by the tenderer)	Amount	
		FDR No.	
		Date	
		Bank/Branch	
8.	Experience (If any in years)		

- That I shall bear all the expenses if there is any damage to the said premises.
- That I shall ensure the vacation of the shop whenever a notice is served.
- I agree to give.....% discount (minimum 15%) as compared to the rates of my other outlets/ shops /establishments.
- If this is the first outlets/shops/establishment of the vendor the following should be filled:  
I agree to give..... % discount as compared to the market rates of similar outlets/shops/establishments.

Date: \_\_\_\_\_

\_\_\_\_\_  
Signatures and  
Name & Complete address of the  
Applicant with contact numbers and email ID

-----  
-----  
-----

## **OTHER TERMS AND CONDITIONS OF THE SHOP**

- The vendor/party should be registered with EPF and ESI authorities.
- Details of all staff employed according to the format provided should be submitted.

The following information shall be displayed on the sign board of each CE (painted):

- Name of CE
- Authorized Person (proprietor)
- Telephone Number
- E-mail Id
- Mobile Number
- Opening & closing time and weekly off day (if any).

This sign board should be made by the institute/EO selected vendors for all the shops only. All the relevant information should be displayed in the prescribed format on the main board (to be displayed in the prescribed location by EO). The vendor may place additional boards (in other locations) with permission of the EO.

The establishment shall display in a prominent place:

- Names of Employees with photos and contact number.
- Complaint/suggestions books have to be maintained and should be available to all customers

-----sd-----

Assistant Registrar/  
Officer In-charge, Estate

- **Vending machines** in various locations on campus will be installed and maintained by the vendor. Two have to be installed within 45 days of the signing of the contract (information (type, location, etc.) regarding the same will to be supplied before contract is signed). Other locations will be informed at a later date.
- Total 6 premises. Total Locations 5. If any of the locations does not become available, this will be informed subsequently to the vendor (at a later date).
- **Price. Rate control item prices in brackets in the table.** Rate contract is applicable in Staff canteen, CC canteen and Hall canteens. Prices of other items should be quoted separately. The lowest of the prices in other outlets (in the country) by the vendor should be quoted. (discount will be applied on this price). Discount prices are different for different locations. The portions/quantity of food served should be equal to that at other outlets of the vendor.
- Locations, area and license fees: (electricity charges will be as per consumption)
  - (A1) (a) Shopping centre, Shop #2 (with added gas office), Area: 51.82 m<sup>2</sup>, License Fees: Rs.5700. Addon area: (b) Gas Godown area: 2A. Area: 110.3 m<sup>2</sup>. License fees: Rs.1000.
  - (A2) Staff Canteen, Area: 15.77m<sup>2</sup>, License Fees: Rs.1100.
  - (A3) CC canteen, Area: 3.42m<sup>2</sup>, License Fees: Rs.800.
  - (A4) Hall XII, Area: 66m<sup>2</sup>, License Fees: Rs. 3500.
  - (A5) GHT (Girls hostel tower), Area: 29m<sup>2</sup>, License Fees: Rs.1500.
- **Start of operation.** Operation at various sites to start within 45 days of the venue becoming ready for handover to vendor. Period of EOI is 4 years from the date of signing contract (extendable for 2 more years based on satisfactory performance).
- Gas godown area can be made into base kitchen. The cost of development (full constructions, etc. costs) of this godown area has to be borne by the vendor. Area around the godown will be outdoor catering area. Snacks and coffee will be served in this area. Seats and canopies in this area to be installed by the vendor (as per the specifications of IITK- to be supplied later).
- Standard bottled drinks (aerated, milk based, etc.) should be available in all locations at all times. Chips, biscuits, pre-packaged snacks, etc. should also be available at all times at all locations.
- The items listed in table-1 are minimum requirements. More items may be sold keeping in view the space available, other constraints and customer needs.
- Time of serving of tea/coffee: within 5 min. Special coffee (like cold coffee): 10 min.
- Regarding (A1): The outdoor catering area (outside the gas godown location- A1(b)) shall focus on light eats like snacks and drinks. Complete menu will be available only in the A1(a) location.
- Delivery will have to be undertaken at all sites within the campus (office, homes, hostels, etc.). Discount of 15% should be given for deliveries (i.e. from a customer perspective, only 15% discount will be available on deliveries, irrespective of the site from which the food is served). Standard norms for delivery as for other outlets will be applicable. Minimum order of Rs.100 for delivery. Delivery should be made within one hour. Provision for special (preferably non-polluting) vehicles should be made for deliveries. Orders should be taken via phone and website.
- Based on feedback received menu can be changed with permission of EO.
- The rates can be revised on yearly basis, based on the rate revision at other locations in city (the minimum rate amongst all outlets of the vendor as described above), by permission of EO.
- The employees must wear uniforms and should be neat and clean at all times. Hygiene and cleanliness of the premise and nearby area is of paramount importance and should be maintained by the vendor.
- Well known food chains with multiple outlets like Bikanerwala, Haldiram, Pandits, Tewari sweets, etc. will be given high preference.

<b>Table-1</b>		(A1) Shopping Centre (including Gas godown area)	(A2) Staff Canteen (24 hrs)	(A3) CC canteen	(A4,A5) Canteens: (i) Hall XII, (ii) GHT
<b>Timings</b>		7:30 am to 11:00 pm	Can close between 5-7 am	9 am- 2 am	2 pm - 2 am
<b>Discount</b>		15%	25% (+ rate control items)	25% (+ rate control items)	40%
<b>A/C</b>		Air-conditioned by licensee/vendor <sup>1</sup>	non a/c	non a/c	non a/c
<b>Decor including furniture</b>		Furniture and interior decor has to be done by vendor. Outdoor canopies and concrete table/seats to be installed by vendor at location specified by EO <sup>2</sup> .	To be intimated at a later date. The infrastructure of the venue may be developed by vendor or IITK.	4-5 canopies and concrete table seats (as in Fig.1) to be installed by vendor	-

<b>All time</b>	Drinks	Tea <sup>3</sup> /Coffee <sup>4</sup> , Bru/Nescafe coffee, cold coffee, Juice. Badam Milk. Horlicks. Chocolate drink.	Tea(7)/Coffee (15), Bru/Nescafe coffee (10), cold coffee, Juices. Fresh Milk. Nimbu Paani (7),	Tea(7)/Coffee (15), Bru/Nescafe coffee (10), Nimbu Paani (7), Juices, Milk, etc.	Tea (5)/Coffee (15), Bru/Nescafe coffee (8), Nimbu Paani (7), Bournvita, Milk Shake, Banana Shake, Badam Shake, Cold Coffee, Lassi, Lime Soda.
<b>Break Fast</b> (8-10:30 am)	American/ Chinese	Veg. sandwich, Cheese, Toast, Butter, Jam, Cereals (Musli, wheat flakes, corn flakes), Milk, Juice, Sauce.	Veg. sandwich (20), [Toast-4 slices, Butter, Jam] (15). Cheese sandwich.	Veg. sandwich (20), [Toast-4 slices, Butter, Jam] (15). Burgers. Noodles. Cheese sandwich.	Veg. sandwich (20), [Toast-4 slices, Butter, Jam] (15). Cheese/egg/Bombay/tomato sandwich. Cheese, Toast, Butter, Jam, Cereals (Musli, wheat flakes, corn flakes), Milk, Juice, Sauce.
	North Indian	Methi/Mooli/Palak/etc. Paratha, Curd, Mixed Veg, Pickle. Bread pakoda. pudina chutney.	2-Kachori/poodi with aloo jhol (15), aloo paratha + pickle, Amul (branded) curd. Green chutney/tomato chutney. Bread Pakoda (10).	2-Kachori/poodi with aloo jhol (15),	2-Kachori/poodi with aloo jhol (15), Bread Pakoda (10). Aloo/aloo pyaz/ cheese/methi/palak/mooli/plain/lachcha onion/ mix/paneer Paratha Curd, Pickle
	South Indian	Upma, Chutney, Idli, Sambar, Dosa (+ uttapam with varieties), Vada (medu) sambar, coconut (& other varieties of) chutney. Vermicelli.	[Idli-2 idlis, sambar, chutney] (20), Dosa	-	[Idli-2 idlis, sambar, chutney] (20), Dosa (with varieties), Vada, Upma, chutney, sambhar
	Other	Dhokla, Poha, Jalebi.s,	1-Dhokla (5), 100g-Poha (10),	1-Dhokla (5), 100g-Poha (10),	1-Dhokla (5), 100g-Poha (10),
<b>Lunch</b> (12:30-3pm)		Roti, Rice (veg. biriyani, Pulao, Jeera, Steam), Dal/Chola. Raita. Roti/chappati/Nan/Kulcha, Thali, Curries (Paneer, Palak, aloo, etc.) Dry Veg. (Mixed, Gobi, Palak, etc.) Pickle, Curd. Chole bature.	Roti, Rice (veg. biriyani, Pulao, Jeera, Steam), Dal/Chola. Raita. Roti/chappati/Nan/Kulcha, Thali (40) <sup>5</sup> , Curries (Paneer, Palak, aloo, etc.). Dry Veg. (Mixed, Gobi, Palak, etc.). Pickle, Curd.	-	Matar/Tamatar/Dum Aloo Chilly Mushroom(or other mushroom disher) Kadhai/malai/bhujia/butter masala/do pyaza/tikka masala/shahi Paneer Chhole, Dal Fry, Malai Kofta, Mix Veg. etc. Thali (40)
<b>Evening/all time</b>		Aalo Samosa, Veg. Samosa, Kachori, Khasta, Paneer Pakoda, Onion Pakoda, Mixed Veg. Pakoda, Dosa (plain, Masala, rava, rava-masala), Chole Bhature. Franky, veg rolls, Patties. Pudina chutney, Sauce,	Tea (all varieties), Coffee Samosa (5), Khasta (7), Patties, Fresh Made veg. sandwich/toast, full-Maggie (18), Burgers (Veg.) Shakes, Juice. Franky, veg rolls, Patties.	Pakoda chutney sauce, Franky, veg rolls, Patties. Samosa (5), Khasta (7), full-Maggie (18),	Veg. Samosa, Kachori, Paneer Pakoda, Onion Pakoda, Mixed Veg. Pakoda, Dosa (plain, Masala, rava, rava-masala), Chole Bhature. Pudina chutney, Sauce. Samosa (5), Khasta (7), full-Maggie (18),
<b>Chat+ items</b>		Papri chat, Aalo Tikki, Dahi Bada Sweet chutney, Pani puri. Bhel Puri.	-	-	Papri chat, Aalo Tikki, Dahi Bada Sweet chutney, Pani puri. Bhel Puri.
<b>Sweets, Fresh Juice, Drinks</b>		<b>Full fledged sweet counter should be located here.</b> Jelabi, Good assortment of sweets, Fruit salads, Lassi.	Fruit Juice (fresh), Fresh fruits (selected), Lassi (15).	Lassi (15).	Lassi (15).
<b>Dinner</b> (7:30-10 pm)	Starters	Paneer Tikka, Ghobi Manchurian, Soups.			Paneer Tikka, Ghobi Manchurian, Soups.
	Chinese	Chowmein (Veg.), Veg. Fried Rice, Chilli Paneer, Veg. American Chopsuey,	-	-	Chowmein (Veg.), Veg. Fried Rice, Chilli Paneer, Veg. American Chopsuey.

	Indian	Usual dry and gravy paneer and vegetables, Thali (regular, special), Jeera Rice, Pulav & Biryani varieties, Nan, Roti & Paratha of various types, Raita (varieties), Dal varieties,	Usual dry vegetables, Thali (regular <sup>5</sup> (40), special), Jeera Rice, Pulav & Biryani, Nan, Roti & Paratha, Raita, Dal.	-	Usual dry and gravy paneer and vegetables, Thali (regular (40, special), Jeera Rice, Pulav & Biryani varieties, Nan, Roti & Paratha of various types, Raita (varieties), Dal varieties,
	Italian	Pasta, macaroni, baked vegetable, lasagnia.	-	-	Pasta, macaroni, baked vegetable, lasagnia.
	Other	Chips/cold drinks of various companies Chocolates and candies etc.	Chips/cold drinks of various companies Chocolates and candies etc.	Chips/cold drinks of various companies Chocolates and candies etc.	Pav Bhaji, bread preparations, veg roll Chips/cold drinks of various companies Chocolates, candies etc.



Fig.1 Concrete table seats to be installed. Canopy should be installed with these seats.

[1] A/cs should be installed and maintained by the vendor. Heating in winter should also be done. The gas godown area need not be airconditioned.

[2] As mentioned the gas godown area will have to be fully developed by the vendor.

[3] Tea made by boiling tea leaves water (or water milk mix) (traditional method). Sugarless tea should be made available. Dip tea also should be an option. Lemon/back/ice tea should be served. Masala, green tea are additional options. Brands of tea (only): Tata Premium, Tata Tetley. Quantity per cup: 100 ml.

[4] Coffee powder made from beans, ground on site and strained to extract coffee decoction (standard coffee making machine from beans may be used for the same). Hot fresh milk addable separately. Bru/Nescafe (powder coffee) additional option required. Quantity per cup: 100 ml.

[5] 2-Roti, Dal, Cooked rice, Pickle, Sabzi, Curd. salad (Onion, cucumber, 1/2 cut lemon). Standard quantities.