

TIRUMALA TIRUPATI DEVASTHANAMS



PANCHAYAT & REVENUE SECTION, TIRUMALA

EXPRESSION OF INTEREST (EoI)

To award license to run **KOUSTHUBHAM** Big Canteen, **Inside Kousthubham Rest House**, Tirumala in accordance with the conditions of TTD.

Sd/- K VENKATESWARLU
DEPUTY EXECUTIVE OFFICER (REV AND PAN)



**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

Inviting the Expression of Interest (EOI) to award license to run **KOUSTHUBHAM** Big Canteen, **Inside Kousthubham Rest House**, Tirumala, as per terms and conditions of TTD.

This consists of the following Annexures.

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**Sd/- K VENKATESWARLU
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ANNEXURE – A

**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

EOI DETAILS

Sl.No.	Item	Particulars
1.	Name of the Organization	Tirumala Tirupati Devasthanams
2.	Name of the Office	Panchayat & Revenue Section, Tirumala Tirupati Devasthanams, 1 st Floor, CRO Building, Tirumala-517504.
3.	Contact Details	Cell No.+91 98661 95455 / +91 77022 85222, 0877-2263607
4.	File No.	TTD-81021(31)/143/2019-REV TML-TTD
5.	Purpose	To award license to run KOUSTHUBHAM Big Canteen, Inside Kousthubham Rest House, Tirumala on payment of Rs. 14,33,700/- (Rs. Fourteen Lakh Thirty three Thousand Seven Hundred Only) per month towards license fee (Rs. 12,15,000/-), as fixed by TTD and GST @18% (Rs. 2,18,700/-), as per conditions of TTD.
6.	License period	Initially for a period of 5 years and as per license conditions.
7.	Evaluation criteria	As per terms and conditions of TTD (enclosed)
8.	Earnest Money Deposit	Earnest Money Deposit (EMD) of Rs.10.00 lakhs through Demand Draft drawn in favor of "The Executive Officer, Tirumala Tirupati Devasthanams, Tirupati".
9.	EOI / Bid validity period	90 days from the date of opening of EOI
10.	Eligibility criteria	As per Annexure - F
11.	Conditional bids	Not acceptable and liable for rejection
12.	EOI schedule cost including GST@18%	Rs.3540/- payable by way of DD drawn in favour of the Executive Officer, TTD
13.	Submission of sealed EOI schedule	Bidders are requested to submit the EOI schedule along with documents in a sealed cover in strict accordance with the EOI conditions.
14.	Procedure for Submission of EOI	EOI shall be submitted through offline mode only.

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ANNEXURE – B

**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

TIME SCHEDULE OF EOI RELATED EVENTS

S.No.	Item	Particulars
1.	Eoi Document issue / Download Date & Time	23.06.2025 at 11.00 AM
2.	Eoi Document issue / Download End Date & Time	15.07.2025 at 05.00 PM
3.	Sealed EOI document Submission Closing Date & Time	17.07.2025 at 11.00 AM
4.	Pre-bid meeting (Venue: Annamayya Bhavan, Tirumala)	09.07.2025 at 11.00 AM
5.	Opening of Sealed EOI Document & Technical evaluation Date & Time	17.07.2025 at 12.00 PM
6.	Drawing of lot / Dip conducting Date & Time	17.07.2025 at 04.00 PM (Tentative)

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ANNEXURE – C



TIRUMALA TIRUPATI DEVASTHANAMS PANCHAYAT & REVENUE SECTION, TIRUMALA

SCOPE OF WORK:

Operational Responsibilities and Compliance Requirements for Food Service Providers

- 1) **Definition of Big Canteen:** The Big Canteen aims to provide a premium dining experience for those seeking a wider range of choices.
- 2) **Core Operational Responsibilities:** The selected operator shall assume complete responsibility for managing and operating the assigned Big Canteen. This encompasses maintaining rigorous hygiene standards, implementing comprehensive food safety protocols, and securing all mandatory certifications including FSSAI registration. The operator must establish documented quality control systems with regular internal audits and maintain proper records of the same.
- 3) **Food Service Standards:** All food preparation and service must strictly adhere to vegetarian principles and align with the sacred atmosphere of Tirumala. The operator shall ensure that food quality, taste, and presentation meet the highest standards while maintaining reasonable pricing accessible to all pilgrims. Menu planning must respect local cultural traditions and temple town regulations, with clear display of prices and nutritional information where applicable.
- 4) **Infrastructure and Maintenance:** The operator bears full responsibility for the regular maintenance and upkeep of the entire canteen premises. This includes daily cleaning schedules, preventive maintenance of equipment, and immediate repairs of any infrastructure issues. The operator must maintain detailed maintenance logs and conduct regular infrastructure audits to ensure optimal functioning of all facilities.
- 5) **Staffing Requirements:** All staff members, including the operator and employees, must be practicing Hindus. The operator shall employ professionally trained staff, particularly for cooking and supervisory roles. Comprehensive training programs must be conducted regularly, covering food safety, hygiene practices, pilgrim interaction, and emergency procedures. Detailed staff records including religious affiliation documentation must be maintained and available for TTD inspection.
- 6) **Name for the canteen:** The name of the canteen will be approved by TTD and should reflect the religious significance of Tirumala hills. The name of the operator should also be mentioned as per the specification given by the TTD.

7) Professional Presentation: All staff members must maintain proper grooming standards and wear clean, prescribed uniforms. The operator shall establish clear guidelines for staff behavior, emphasizing courteous and respectful interaction with pilgrims. Regular training in customer service excellence must be conducted and documented.

8) Equipment and Infrastructure: The operator shall provide and maintain all necessary equipment including:

- Commercial-grade cooking equipment and utensils
- Modern refrigeration systems
- Quality dining furniture and fixtures
- Digital payment systems
- Professional billing systems
- Adequate serving vessels and cutlery
- All equipment must meet safety standards and undergo regular maintenance with proper documentation.

9) Hygiene and Sanitation: The operator shall implement a comprehensive cleanliness protocol including:

- Regular cleaning of kitchen and dining areas
- Proper washing and sanitization of utensils
- Systematic waste disposal minimum twice daily
- Regular pest control measures
- Prevention of water logging and dampness
- Maintenance of hand wash and dish wash stations

Detailed cleaning logs must be maintained and available for inspection **(As detailed in Annexure-M)**.

10) Fire Safety Compliance: The operator must:

- Install and maintain fire safety equipment as per AP State Disaster Response norms
- Conduct regular fire safety drills
- Train staff in emergency procedures
- Maintain valid fire safety certifications
- Update safety measures as per evolving government regulations
- Regular safety audits must be conducted and documented.

11) Marketing and Promotion: While the operator is responsible for marketing initiatives, all promotional activities must maintain the dignity and sanctity of the temple town.

12) Financial Obligations: License Fee Payment Terms:

- Monthly license fee plus applicable GST (currently 18%) due by 5th of succeeding month
- Late payment penalty of Rs.2 per Rs.100 per month on arrears
- Non-payment beyond succeeding month will result in:
 - i. Immediate closure of canteen
 - ii. License cancellation without notice
 - iii. Forfeiture of Security Deposit (6 months license fee)
 - iv. Forfeiture of Earnest Money Deposit
- The operator must maintain detailed financial records and submit regular reports to TTD as prescribed

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ANNEXURE – D

**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

RENOVATION WORKS IN CANTEENS:

Infrastructure and Renovation Requirements for Canteen Operations

1. TTD-Provided Infrastructure: Tirumala Tirupati Devasthanams (TTD) shall provide the following base infrastructure:

Serving Area:

- Premium vitrified tile flooring designed for heavy footfall
- Enhanced durability to withstand continuous pilgrim movement
- Easy-to-maintain surfaces meeting food service hygiene standards

Kitchen Area:

- Non-slippery granite flooring for operational safety
- Specialized grade flooring to prevent accidents
- Heat and water-resistant surfaces suitable for intensive cooking operations

Wall Treatments:

- Interior walls finished with protective wall putty
- High-quality paint finish for enhanced durability
- Regular exterior painting maintenance to maintain aesthetics
- Weather-resistant coatings suitable for Tirumala's climate

2. Licensee Renovation Responsibilities: Upon license allocation, the operator shall undertake:

- Comprehensive interior renovations
- Installation of modern kitchen infrastructure
- Setup of dining furniture and service equipment
- Implementation of ventilation and lighting systems
- Installation of water and waste management systems
- **Others, if any duly obtaining prior permission from TTD.**

3. Supervision and Compliance: All renovation and construction work must:

- Adhere to TTD Engineering Department specifications
- Undergo regular progress inspections
- Meet prescribed quality standards
- Comply with safety regulations
- Maintain the sacred atmosphere of Tirumala

4. Timelines and Enforcement: Fit-out Period:

- TTD shall allocate 60 days of time for completion

- Clear milestone deadlines shall be established
- Regular progress monitoring shall be conducted
- Extensions must be formally approved by TTD

Consequences of Delay:

- TTD reserves the right to cancel the license
- Security deposit shall be forfeited
- Premises may be reallocated to other qualified operators
- Operator shall bear all associated costs

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ANNEXURE – E

**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

FIXING RATES OF FOOD ITEMS:**Pricing Framework for Food Service Operations****1. Rate Determination and Oversight:**

The food service operator shall establish menu pricing based on operational costs, market conditions, and reasonable profit margins while ensuring affordability for pilgrims. The pricing structure must reflect the sacred responsibility of serving devotees at this holy shrine.

2. TTD's Regulatory Authority: TTD, as the custodian of pilgrim welfare, reserves absolute authority to:

- Review pricing structures at any time
- Investigate pricing complaints
- Mandate price adjustments if deemed unreasonable
- Require justification for any price increases
- Impose penalties for unjustified high pricing
- Cancel licenses in cases of persistent overcharging

3. Price Control Mechanisms: The operator shall:

- Submit detailed pricing structures with cost breakdowns for TTD approval
- Display approved prices prominently at multiple locations in the canteen premises.
- Issue printed bills with standardized rates
- Maintain price consistency across serving times
- Provide advance notification of proposed price changes
- Implement TTD-mandated price corrections within 48 hours

4. Pilgrim Protection Measures: To ensure fair pricing:

- Regular market surveys of comparable establishments will be conducted
- Periodic price reviews will consider input cost variations
- Grievance redressal system will address pricing complaints
- Price monitoring committees will conduct surprise inspections
- Customer feedback on pricing will be regularly analyzed
- Corrective actions will be implemented based on findings

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ANNEXURE – F

**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

ELIGIBILITY CRITERIA & EVALUATION CRITERIA

I. ELIGIBILITY CRITERIA: Eligibility and Qualification Requirements for Food Service Operations at Tirumala. The Bidder must be a Hindu having faith in Lord Sri Venkateswara Swamy (An undertaking to be enclosed-**Annexure-K**)

1. **Legal Entity Status:** The applicant must be a legally constituted entity operating as either a Limited Company or Private Limited Company registered under the Companies Act 1956/2013, or a registered organization/firm, or a proprietorship concern. The applicant shall furnish comprehensive documentation demonstrating their legal status, including current registration certificates and relevant corporate documents.
2. **Operational Experience and Scale:** The applicant must demonstrate a minimum of ten (10) years of successful operation in the food service industry, managing at least ten (10) outlets similar to Big Canteens outside Tirumala, each with a minimum seating capacity of 100 persons. Mere experience of operating canteens within Tirumala shall not be considered sufficient qualification. Experience must encompass managing continuous public footfall with documented evidence of operational capability.

Applicants must submit detailed documentation for each outlet, including:

- Operational certificates
 - Seating capacity verification
 - Footfall statistics through notarized affidavits
 - Photographic evidence of facilities
 - Customer feedback records
3. **Financial Stability Requirements:** The applicant must demonstrate a minimum annual turnover of Rs.5 crores consistently over the previous three financial years, supported by certified documentation from a registered Chartered Accountant.(Annexure-L)
 4. **Regulatory Compliance and Reputation:** The applicant must:
 - Hold valid FSSAI certification
 - Maintain active GST registration
 - Possess required Labor Department certifications
 - Have a valid PAN
 - Submit a notarized affidavit confirming no blacklisting history (Annexure-K)
 - Demonstrate clean legal and regulatory record

- 5. Brand Recognition and Service Quality:** The applicant must provide:
- Documentation of industry recognition and awards
 - Customer satisfaction metrics and ratings
 - Evidence of successful vegetarian food service operations
 - Systematic customer feedback mechanisms
 - Brand value assessments from recognized agencies
- 6. Financial Security:** Earnest Money Deposit (EMD) of Rs.10.00 lakhs through Demand Draft favoring "The Executive Officer, Tirumala Tirupati Devasthanams, Tirupati"
- **If the EOI not accompanied by Document cost and EMD (or) insufficient EMD (or) incomplete bid will summarily be rejected. It carries no interest.**
- Expression of Interest (Eoi) Document cost of Rs. 3,540/- (Rs. Three Thousand Five Hundred and Forty only), through Demand Draft favoring "The Executive Officer, Tirumala Tirupati Devasthanams, Tirupati".
- 7. Additional Considerations:** TTD reserves the right to modify the qualification criteria to ensure participation of high-quality service providers. The numbers and specifications mentioned are indicative and may be adjusted to optimize the selection of capable operators.
- 8. Documentation Requirements:** All submissions must include:
- Original certificates for verification
 - Notarized copies of supporting documents
 - Detailed operational records
 - Financial statements
 - Compliance certificates
 - Customer feedback documentation
 - Brand recognition evidence
- 8.1 Digital Infrastructure:** Modern technology shall be integrated into canteen operations to enhance efficiency while maintaining the traditional atmosphere of the temple town. The implementation of technology must be carried out in a manner that does not disturb the spiritual environment.
- 8.1.1 Point of Sale Systems:** Each canteen shall be equipped with modern point of sale systems that facilitate efficient service:
- a) Digital payment systems shall be implemented to accept various payment methods, including:
- UPI payments
 - Card transactions
 - Temple-specific prepaid cards
 - Traditional cash payments
- b) The billing system must generate detailed receipts containing:
- Itemized list of purchases
 - Price breakdowns
 - GST details where applicable

- Unique transaction identifiers for tracking purposes

8.1.2: Monitoring Systems: Advanced monitoring systems shall be implemented to ensure quality and compliance. CCTV cameras shall be installed in all operational areas to monitor:

- Food preparation processes
- Service delivery
- Cleanliness maintenance
- Staff behavior and compliance

8.1.3: Kitchen Staff:

- Kitchen staff at all levels must hold valid culinary certifications from recognized institutions.
- Service staff must bring documented experience in food service operations, with specific emphasis on handling high-volume pilgrim crowds. Each service staff member shall complete customer service training program, focusing on efficient food distribution while maintaining devotional atmosphere. Staff members must demonstrate proficiency in local languages to effectively communicate with diverse pilgrim groups.

II. Evaluation Criteria:

1. The bidders shall fill the EOI schedule with signature & stamp on the each page duly enclosing all the required documents and EMD mentioned in the Eligibility Criteria, EOI conditions and submit in a sealed cover within the due date & time.
2. EOIs will be evaluated in strict accordance with the Eligibility Criteria and EOI and license conditions of TTD. If the bidder failed to submit any of the required document and total EMD amount, the bidder will be disqualified for further process.
3. DIP / Drawing of lots for allotment of canteen will be conducted only for the qualified bidders. The license will be awarded to the bidder selected in DIP / Drawing of lots system with the approval of the TTD Board.

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Annexure – G

**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

PRE-QUALIFICATION DETAILS

Sl. No.	Item	Remarks
1.	Name of the Big canteen	
2.	Name of the Bidder / Firm	
3.	Year of establishment	
4.	Experience (in years)	
5.	Father / Husband name	
6.	Nationality	
7.	Religion	
8.	Permanent Address	
9.	Address for Correspondence	
10.	Phone No.	Landline: Mobile:
11.	Email	
12.	Contact person details with phone no. and mail id	
13.	Details of Income Tax Assessment (Certificate given by the Chartered Accountant shall be submitted)	
14.	Firm Registration Certificate	

15.	PAN No. (Copy shall be submitted)	
16.	GST No. (Copy shall be submitted)	
17.	Labour Department Registration particulars (Copy shall be submitted)	
18.	FSSAI Registration	
19.	Brand Recognition and Service Quality documents	
20.	Certificates proving Seating Capacity & Foot fall of Hotel	
21.	Eol Document Cost	Rs.
22.	Particulars of remittance of Eol Document Cost	DD No. DD Dt. DD Amt. Rs. Bank Name: In favor of:
23.	Earnest Money Deposit	Rs.
24.	Particulars of remittance of EMD	DD No. DD Dt. DD Amt. Rs. Bank Name: In favor of:

Signature of the Bidder :
Full Name (in BLOCK LETTERS) :
Seal :

Place :
Date :

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Annexure – H**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA****LICENSE PERIOD AND RENEWAL & SECURITY DEPOSIT****I. LICENSE PERIOD AND RENEWAL:**

Once bidder is selected and finalized license will be awarded for 5 years. Subsequently, license may renew for 2 more years based on performance with the approval of TTD Board.

II. SECURITY DEPOSIT:

The selected bidder shall pay Security Deposit amount equivalent to 6 months license fee by way of demand draft drawn in favour of the Executive Officer, TTD payable at Tirumala / Tirupati within 15 days from the date of receipt of license confirmation orders.

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ANNEXURE – I

**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

Eoi SCHEDULE CONDITIONS

1. The bidder must be a Hindu having faith in Lord Sri Venkateswara Swamy. Other than Hindus are not eligible to participate in the bidding. All the employees in the canteen shall be Hindus only.
2. The cost of the EOI schedule will not be refunded under any circumstances.
3. The EOI will be valid for a period of 3 months from the date of opening of the EOIs.
4. Separate application form shall be submitted along with demand draft towards EMD for each of the canteens notified by following all conditions of EOI schedule. The name of the canteen for which application form is filed shall be clearly specified on the EOI schedule and on the sealed cover containing the EOI schedule.
5. The filled in application form for Big Canteens shall be accompanied by Demand Draft(s) drawn in favour of the Executive Officer, TTD payable at Tirumala / Tirupati for Rs.10,00,000/- (Rupees Ten lakh only) towards Earnest Money Deposit and Rs. 3,540/- (Rs. Three Thousand Five Hundred and Forty only) towards cost of Eoi Document. The Eols submitted without the DDs for EMD and cost of Eoi document will be summarily rejected.
6. In case of selected bidder, the amount will be refunded only after satisfactory completion of the license period as per norms of TTD and it does not carry any interest. The EMD paid by the unsuccessful bidders will be refunded after completion of the application process.
7. The EOI schedule not accompanied by EMD (or) insufficient EMD (or) incomplete EOI forms will summarily be rejected.
8. The EOI schedule, for sake of uniform comparison, should not add any condition and such of those EOIs which stipulate any condition to TTD are liable to be rejected.
9. The name of the canteen will be approved by TTD and should reflect the religious significance of Tirumala hills. The name of the operator should also be mentioned as per the specification given by the TTD.
10. The applicant must demonstrate a minimum of ten (10) years of successful operation in the food service industry, managing at least ten (10) outlets similar to

Big Canteens outside Tirumala, each with a minimum seating capacity of 100 persons. Mere experience of operating canteens within Tirumala shall not be considered sufficient qualification. Experience must encompass managing continuous public footfall with documented evidence of operational capability.

11. The applicant must demonstrate a minimum annual turnover of Rs.5.00 crores consistently over the previous three financial years, supported by certified documentation from a registered Chartered Accountant.
12. The bidders shall fill the EOI schedule with signature & stamp on the each page duly enclosing all the required documents and EMD mentioned in the Eligibility Criteria, EOI conditions and submit in a sealed cover within the due date & time.
13. The filled in sealed EOI form duly super scribing the name and area of the Canteen and addressed to the Executive Officer, TTD shall be deposited in a sealed box provided at the office of the Deputy Executive Officer, Panchayat & Revenue Section, TTD, CRO building, Tirumala.
14. The EOIs of persons who are in arrears of any dues to TTD, persons having criminal record or persons who adjudged as insolvent or against whom insolvency / Bankruptcy proceedings are pending and persons whose license was cancelled earlier for violation of terms and conditions of license are liable to be summarily rejected. If it comes to the notice of the licensor at a later date that a particular licensee is having any of the above disqualifications, then the license issued will be cancelled immediately without any notice duly forfeiting the EMD deposited.
15. EOIs will be evaluated in strict accordance with the Eligibility Criteria and EOI and license conditions of TTD. If the bidder failed to submit any of the required document and total EMD amount, the bidder will be disqualified for further process.
16. DIP for allotment of canteen will be conducted only for the qualified bidders. The license will be awarded to the bidder selected in DIP system with the approval of the TTD Board.
17. TTD reserves the right to modify the qualification criteria to ensure participation of high-quality service providers. The numbers and specifications mentioned are indicative and may be adjusted to optimize the selection of capable operators.
18. TTD reserves the right to rate the quality of different canteens through an independent enquiry.
19. The licensee must maintain proper Feedback mechanism from the public through an app or Kiosk.
20. The authority nominated to decide the EOIs' reserves the right to postpone (or) cancel the opening of EOIs and also a right to reject any EOI without

assigning any reason.

21. TTD reserves the right either to reject any or all EOIs without assigning any reason. In this regard the decision of TTD is final and binding on the bidder without any recourse. Further, it is understood by both the parties to the EOI and is specifically accepted by the bidder when the bidder files the EOI before TTD, the acceptance or rejection of the EOI by TTD., or methodology adopted by TTD.
22. The right to accept (or) reject the selected bidder lies with TTD only.
23. The TTD reserves the right to accept or reject any EOI and to cancel the EOI process and reject all EOIs at any time prior to the award of license without thereby incurring any liability to the affected bidder or any obligations to inform the affected bidders, the grounds of acceptance or rejection.
24. Opening and finalization of the EOI forms shall be subject to such other further conditions as may be specified at the time of opening of EOIs.
25. The TTD reserves the right to reject any EOI acceptance of which may lead to violation of the rules laid in G.O.Ms.No.311 Rev. (Endowments-I) Dept. dt.9.4.1990.
26. The selected bidder by himself / herself will not confer any right (or) will not amount of giving license to the selected bidder as the same is subject to acceptance by the Executive Officer/Board, TTD as the case may be.
27. The acceptance and confirmation of the EOI of the successful bidder by the competent authority shall only confer upon, the license to run the Canteen specified, subject to fulfillment of license conditions.
28. The TTD reserves the right to add/delete/change/modify any or all the conditions mentioned in the EOI schedule and the said addition/deletion/changes/modifications can be incorporated in the agreement to be entered into with the TTD irrespective of EOI conditions mentioned in the notice inviting EOI or in the EOI schedule or the same can be incorporated in a form of codicil as the case may be and the same will be binding on the bidder without any recourse.
29. If more than one eligible EOI form is received for each canteen, allotment of canteen will be made by draw of lots (dip). Order of drawing for Canteens is also decided by lots.
30. If one applicant/firm selected for a canteen either Big or Janata by way of draw of lots, will not be considered for other canteens even for drawing of lots. The allotment will be made for the remaining canteen (s) again by way of draw of lots with remaining eligible applicant(s) /firm(s). In case there are no eligible applicant(s) / firm(s) at the time of drawing lots, the TTD reserves the right to allot one more canteen (not exceeding 2) to already selected applicant / firm, based on the willingness.

31. EOIs, which are not in accordance with the stipulations mentioned, are liable for rejection. Offer with insufficient information and offer which do not strictly comply with the stipulations given above, are liable to be rejected. Any bidder not accepting the conditions mentioned herewith or providing wrong information will be summarily rejected.
32. The selected bidder should submit all original documents to the EOI inviting authority before execution of agreement, else the EMD will be forfeited besides blacklisting bidder in all future tenders /bids / EOIs in TTD for three years.
33. **Security Deposit:**
 - (i)The selected bidder shall pay Security Deposit amount equivalent to 6 months license fee by way of demand draft drawn in favour of the Executive Officer, TTD payable at Tirumala / Tirupati within 15 days from the date of receipt of license confirmation orders.
 - (ii)In addition, the successful bidder shall pay corresponding amount towards Security Deposit for Water Connection to the concerned department.
 - (iii)The deposits will be refunded only on satisfactory completion of the license period and the deposit amount carries no interest.
34. If the successful bidder fails to pay Security Deposit as mentioned above, the license will be cancelled duly forfeiting the EMD besides initiating action to realize the expenditure incurred by TTD for inviting EOIs, Newspaper notifications, etc.
35. In case the selected bidder violates any of the EOI conditions and license conditions, TTD shall have right to cancel the license and forfeit the EMD as well as security deposit already paid.
36. The selected bidder /firm shall, subject to acceptance by the TTD pay monthly license fee along with GST @ 18% (or) at applicable rates as per the decisions of Government taken from time to time, on the license fee as per GST Act of 2017 by 5th of every succeeding month through 'Lease Rental System' in the Bank counter notified for the purpose.
37. The period of license will be 5 years only from the date of occupation of the premises. The license may be renewed for 2 more years, based on licensee's performance after the approval of TTD Board.
38. Though the EOI is for a period of 5 years, the TTD can cancel the license at any time prior to expiry of the license period, without assigning any reasons but with 1(One) month notice in advance.
39. After expiry (or) termination of the license, TTD has right to enter the premises and lock it (or) take over possession immediately.
40. The licensee has to comply with stipulations fixed and communicated by the Government from time to time during pandemic situations without claiming any relaxation.

41. The TTD reserves its right to amend, modify or substitute the terms as per the rules amended by the Government of A.P. from time to time and the licensee shall be bound by those rules which shall form part of the EOI.

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ANNEXURE – J

**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

LICENSE CONDITIONS

1. The license is personal to the person in whose name the license is granted and the license is not transferable (or) heritable under any circumstances. The licensee shall not either directly (or) indirectly grant sub-license in favour of any third party and licensee shall not allow hawker to do their trade in the licensed premises.
2. The license is subject to such other terms and conditions as may be specified from time to time by the TTD and the licensee shall abide by such further terms and conditions.
3. The selected bidder has to pay Security Deposit amount equivalent to 6 (six) months license fee by way of demand draft drawn in favour of the Executive Officer, TTD payable at Tirumala / Tirupati within 15 days from the date of receipt of license confirmation orders. Failure to deposit Security Deposit within the stipulated time, the orders of license will be cancelled treating it as violation of license conditions duly forfeiting the EMD.
4. The licensee has to submit the following documents / materials within 15 days from the date of receipt of the license order.
 - A. Letter of permission / Registration / Authorization required to run the said trade as per laws in force as per APGST Act.
 - B. D&O trade license from the Health Officer, TTD and valid FSSAI certification, required certifications Labor Department, and such other permission or license required under various provisions of Law.
 - C. License agreement incorporating license conditions on a Non-Judicial stamped paper worth not less than Rs.100/-.
5. The period of license will be 5 years only from the date of occupation (or) as confirmed and communicated by the TTD. Subsequently, license will be renewed for 2 more years based on satisfactory performance with the approval of TTD Board. After expiry (or) termination of license, TTD has right to enter into the premises and lock it (or) take over possession immediately.
6. The licensee has to start the canteen within the time frame specified by the TTD for Big canteen. If licensee fails to start within the time stipulated, the licensee has to pay license fee from the date specified and communicated by the TTD.
7. The name of the canteen will be approved by TTD and should reflect the religious significance of Tirumala hills. The name of the operator should also be mentioned

as per the specification given by the TTD.

8. The licensee shall not keep the canteen closed during the license period under any circumstances without prior permission of TTD.
9. The license is terminable by giving 1 (one) month notice by either party during the subsistence of the period of license without assigning any reason.
10. The monthly license fee along with GST @ 18% / at applicable rates from time to time thereon shall be payable by 5th (Fifth) of every succeeding month through 'Lease Rental System'. In case of non-payment of license fee within said stipulated date, the licensee has to pay late fee of Rs.2/- per Rs.100/- per month on the arrears till the date of payment.
11. The licensee shall pay GST @ 18% / applicable rate as per GST Act of 2017 on the license fee through 'Lease Rental System'. It is the same in case of late fee also.
12. If monthly license fee is not paid by the end of succeeding month, the licensor (TTD) can immediately close the canteen and the license will be cancelled without giving any notice duly forfeiting the Earnest Money Deposit and Security Deposit of 6 (six) months license fee paid.
13. The licensee shall abide by the conditions of Departments concerned of TTD in respect of connection and consumption of Water and Electricity. Failing which the Departments concerned will act upon as per norms. TTD will not be held responsible for any shortage in production, general failure in power supply and also in the water supply during the unforeseen circumstances. The licensee has to make their own arrangements during such circumstances. The licensee is not entitled to claim any damages (or) reduction of license fee for such period.
14. The licensee has to pay the license fee for the closing period also in case the TTD close the canteen for violation of the license conditions.
15. The licensee shall not indulge in any act violating the serenity and sanctity of the Tirumala Hills and the sentiments and belief of pilgrims. If any violation noticed/ reported, the license will liable for cancellation without any further notice.
16. The licensee shall not act detrimental to the interests of TTD in any manner.
17. The licensee shall fix the menu rates by giving prior intimation to the licensing authority and shall obtain prior approval in principle from the licensor (TTD). The licensee shall commence the operation only after approval of the menu rates from the TTD, If violates, the license shall be cancelled without any further notice.
18. The licensee shall display the orders of license & other certificates issued by the statutory bodies such as FSSAI, GST, Labour Department, etc., and the rates for the food items/ beverages in a conspicuous place for the information of the visiting pilgrim public. This should be given top priority. Failure to display the

rates Board entails cancellation of license also. The licensee may also place the menu card on each table in addition to display of rates board.

19. The licensee shall prepare and sell vegetarian eatables only. Preparing and selling of non-vegetarian items and consumption & possession of alcohol is strictly prohibited. If noticed/ reported, the license will be cancelled without giving any notice duly forfeiting the Earnest Money Deposit and Security Deposit of 6 (six) months license fee paid.
20. The licensee shall prepare and vend food items and beverages specified as per the timings that may be specified by the TTD from time to time.
21. The licensee shall use standard quality raw materials and Commercial-Grade Cooking Equipment and Utensils, Modern Refrigeration Systems, Quality Dining Furniture and Fixtures, Digital Payment Systems, Professional Billing Systems, Adequate Serving vessels and cutlery. All equipment must meet safety standards of food grade and undergo regular maintenance with proper documentation.
22. The licensee shall employ only trained personnel possessing necessary certificates issued by a competent authority to run Modern Kitchen Equipment. Staff members must demonstrate proficiency in local languages to effectively communicate with diverse pilgrim groups. The list of personnel so employed to run the Canteen to be furnished to the Vigilance & Security Department of TTD and Police and maintain the record of their antecedents.
23. The licensee shall be responsible for the acts of their employees under all relevant Laws and Rules. All the employees engaged by the licensee must belong to Hindu religion having faith in "Lord Sri Venkateswara Swamy".
24. The licensee shall maintain advanced monitoring systems to ensure quality and compliance, by installing CCTV cameras in all operational areas to monitor, food preparation processes, Service delivery, Cleanliness maintenance, and Staff behavior, etc.,. The licensee shall submit the CC camera footage as and when required by the Police, Vigilance, and other relevant TTD departments.
25. The licensee shall be permitted to use L.P. Gas / Electricity only for preparation of food items and beverages. All other types of fuel is prohibited from being used in the licensed premises. No Chemical substance of combusive or explosive nature shall be stored in the premises.
26. The licensee shall use disposable Bio-degradable cups only as per norms for serving liquids like Milk, Tea, Coffee, Butter Milk, Water etc. and shall not use any plastic cups/water bottles for serving the same.
27. Licensee shall install and maintain appropriate fire fighting equipment in the licensed premises during the license period at their expense, as specified by TTD and as per the norms of the AP State Disaster Response and Fire Services Department.
28. The licensee shall accept all Electronic cards i.e. Debit / Credit Cards/

Temple-specific prepaid cards and UPI etc. payments from the customers/ pilgrims who opted to make payment towards the cost of food items consumed. The billing system must generate detailed receipts containing Itemized list of purchases, Price breakdowns, GST details where applicable and Unique transaction identifiers for tracking purposes

29. The licensee shall not be entitled for allotment of any type of accommodation at Tirumala other than the canteen building provided for running the canteen.
30. The licensee must receive all the communications sent to the address of the licensed premises. In the absence of licensee, a person is to be authorized in writing and to be made available in the premises to receive the communications sent by the licensor (TTD). If the licensee (or) authorized person is not available in the canteen premises, the notice will be affixed on the main door / on the wall of the canteen and it will be deemed as a valid service on the licensee.
31. The licensee shall maintain the licensed premises in a clean, healthy and hygienic atmosphere. If noticed un-hygiene at the kitchen/ serving area, licensed permission, the license will be liable for cancellation without any further notice.
32. The food items and beverages prepared and sold shall be of good quality and to the satisfaction and standards to be specified by TTD. The licensee shall prepare and sell only Indian traditional food items. The sale of non-Indian food items such as Chinese dishes (e.g., Gobi Manchurian, Noodles), Continental items (e.g., Pasta, Pizza), or any other similar cuisine is strictly prohibited.
33. The licensee shall be responsible for clearance of garbage and waste materials and keep the premises meticulously clean and tidy. The licensee has to make their own arrangements for the disposal of the garbage and waste to a place identified by TTD either at Tirumala (or) at Tirupati.
34. The business of preparation and vending of food items/ beverages shall be strictly confined to the licensed area specified in the order granting license and shall not in any case and in any manner be extended beyond the area so specified.
35. The license does not confer any right what so ever, in respect of the area allotted and is only a permission to prepare and vend food items / beverages specified during the period of license as per conditions and possession of the premises always remains with the licensor i.e. TTD.
36. The licensee shall not in any manner what so ever, encroach upon the space (or) area allotted (or) around the licensed area. If TTD notices any encroachment, the licensor i.e., TTD will have the right to remove the encroachment instantly at the cost of licensee and the goods found in the encroached area will be confiscated besides imposing fine at its discretion.
37. The licensee shall not erect (or) install any permanent (or) temporary structures (or) fixtures in the licensed area. The licensee shall not in any manner alter (or) cause damage to the structures etc., in the licensed area in which

licensee is permitted to do business (prepares and vends food items / beverages). Such alterations (or) damages if any shall render the license liable for cancellation without further notice apart from the licensee being required to compensate the TTD, for such alternations / damages as per the valuation made by the TTD Engineering Department.

38. Upon license allocation, the operator shall undertake comprehensive interior renovations, Installation of modern kitchen infrastructure, Setup of dining furniture and service equipment, Implementation of ventilation and lighting systems and Installation of water and waste management systems.
39. All renovation and construction work by the licensee must adhere to TTD engineering Department specifications, undergo regular progress inspections, meet prescribed quality standards, comply with safety regulations and maintain the sacred atmosphere of Tirumala
40. TTD reserves the right of entering into the licensed premises and conduct inspection by the officer and the staff of the TTD, authorized in this regard (or) any independent agency nominated by TTD at any time during the license period.
41. Tirumala Tirupati Devasthanams shall have right to impose fine (or) to cancel the license immediately, duly forfeiting the EMD and Security Deposit of 6 months license fee if the licensee:
 - A. Violates the terms and conditions of EOI /Bid and license.
 - B. Carries any activity violating the serenity and sanctity of the Tirumala Hills and causes harm to the sentiments and beliefs of visiting pilgrims.
 - C. Violates the terms and conditions that may be issued from time to time as per the amended rules by the Government of A.P.
 - D. Sells articles / items prohibited within Tirumala Hills notified under Section 114 or within the premises of TTD at Tirumala as per Section No.114 (3) (a) of the Act 30 of 1987.
42. The Earnest Money Deposit and Security Deposit of 6 (six) months license fee deposited by the licensee shall be liable to be forfeited in case of breach of any of the EOI / bid conditions (or) terms and conditions of license. The said amount shall be refundable only on satisfactory completion of the license period without any arrear of license fee (or) other charges payable to TTD. The EMD and the Security amount deposited by the licensee shall not carry interest.
43. If the licensor (TTD) forfeits part (or) full amount of Security Deposit for violation of license condition, imposition of fine (or) recovery of dues, the licensee has to reimburse the amount en-cashed, towards Security Deposit within 15 days from the date of encashment of Deposit. In the event of failure to reimburse the amount encashed within the time stipulated, the license will be cancelled treating it as a violation of license conditions.
44. If the license to run the canteen is cancelled due to below mentioned reasons, the licensor (TTD) is entitled to recover the arrears of license fee, late fee, loss to

be sustained by TTD due to such cancellation etc (or) any other dues to TTD from the EMD & Security Deposit of 6 (six) months license fee paid.

- A. If the license fee is not paid before the end of succeeding month.
 - B. If the license to run the canteen is cancelled for violation of license conditions.
 - C. Failure to reimburse the amount encashed from the Security Deposit towards pending license fee etc. within the time stipulated
45. The licensee has to comply with norms/stipulations fixed and communicated by the Government from time to time during pandemic situations without claiming any relaxation
46. Any dispute arising out of this license shall be referred to the sole Arbitrator nominated by the TTD and he shall dispose of the same as per the provisions of Arbitration and conciliation Act, 1996 and amendments made to it from time to time. The place of arbitration proceedings shall be at Tirupati, Tirupati District, Andhra Pradesh. The Arbitrator's fee and other expenses shall be borne by both parties equally.
47. The Hon'ble Courts at Tirupati, Tirupati District, Andhra Pradesh shall have jurisdiction to entertain any disputes arising out of this license.
48. The license awarded shall be liable for cancellation in case of breach of any of the above license conditions.
49. If there exists any contradiction between EoI Conditions & License Conditions, EoI conditions shall prevail.
50. All the EoI conditions are part and parcel of licensing conditions

Sd/- K VENKATESWARLU
DEPUTY EXECUTIVE OFFICER (REV AND PAN)

Annexure – K

**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

DECLARATION /UNDERTAKING

I have gone through the EOI schedule and after satisfying the terms and conditions thereon only this EOI is filed. I hereby agree and abide by all the terms and conditions of the EOI schedule and declare that

1. I / We have not fallen arrears of any dues to TTD.
2. I / We are not having any criminal record (or) have not been convicted under criminal law.
3. I / We have not been black-listed (or) debarred (or) suspended by TTD (or) any Government Department (or) any other organization.
4. I / We have not been declared insolvent by any competent Court and no insolvency / Bankruptcy proceedings are pending.
5. I/We undertake that the license of me / us was not cancelled earlier by TTD for violation of terms and conditions of license.

I/We accepting that if any wrong declaration in this regard which comes to the notice to the licensor at a later date, then the license issued will be cancelled immediately without any notice duly forfeiting the EMD deposited besides disqualifying me / us /bidder from bidding / tendering in future in TTD.

I/We declare that I/We practicing Hindu and having faith in Lord Venkateshwara Swamy.

The information furnished above is true and correct to the best of my knowledge.

Signature of the Bidder :
Full Name (in BLOCK LETTERS) :
Seal :

Place :
Date :

**Sd/- K VENKATESWARLU
DEPUTY EXECUTIVE OFFICER (REV AND PAN)**

Annexure – L

**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA**

TURNOVER DETAILS

Sl. No.	Year	Total Turnover of bidder in Hotel Business (Rs.)
1	FY.2021-22	
2	FY.2022-23	
3	FY.2023-24	

- Certificate given by the Chartered Accountant by certifying the turnover details in hotel business for the above 3 financial years shall be submitted.

Signature of the Bidder :

Full Name (in BLOCK LETTERS) :

Seal :

Place :

Date :

**Sd/- K VENKATESWARLU
DEPUTY EXECUTIVE OFFICER (REV AND PAN)**

ANNEXURE – M**TIRUMALA TIRUPATI DEVASTHANAMS
PANCHAYAT & REVENUE SECTION, TIRUMALA****KITCHEN OPERATIONS – HYGIENE & QUALITY STANDARDS****1. Zoning of Kitchen Activities:**

- The operator shall clearly demarcate cooking, cleaning, & waste management areas within the kitchen premises.
- **Checklist-**
 - ☐ Separate designated area for cooking & utensil washing
 - ☐ Waste bins & storage units placed outside the cooking zone
 - ☐ Physical barriers or color-coded zoning in the kitchen plan

2. Cleaning Protocols & Frequency:

- The operator shall follow a documented cleaning protocol for all kitchen surfaces, appliances, & floors, adhering to FSSAI norms or equivalent.
- **Checklist-**
 - ☐ Cleaning of kitchen floors (2x daily minimum)
 - ☐ Cleaning of countertops & stove surfaces after every shift
 - ☐ Deep cleaning schedule (weekly) for hoods, ducts, storage, refrigerator & Deep Freezer
 - ☐ Presence of MSDS (Material Safety Data Sheets) for cleaning agents used

3. Utensil & Vessel Hygiene:

- All cooking & serving utensils shall be cleaned using hot water & food-grade detergent after each use
- **Checklist-**
 - ☐ Separate sink or space allocated for utensil washing
 - ☐ Drying area is hygienic & covered
 - ☐ Vessels inspected visually before reuse

4. Waste Management:

- Waste bins shall be clearly labelled (wet/dry) & kept outside food preparation areas. Bins must be sanitized daily
- Disposal should follow municipal/temple waste protocols
- **Checklist-**
 - ☐ Waste disposal log maintained

- ☐ Bins have lids & are non-corrosive
- ☐ No overflow of waste during peak hours
- ☐ Disposal vendor or process details on record

5. Maintenance & Pest Control:

- The operator shall implement a Preventive Maintenance Schedule (PMS) for all kitchen equipment & ensure regular rodent & pest treatment by a certified vendor
- **Checklist-**
 - ☐ Maintenance log with AMC details
 - ☐ Pest control certificate (monthly/quarterly)
 - ☐ No visible infestation

6. Water Usage & Quality:

- Only potable water shall be used for food preparation & utensil washing. Water should be tested monthly.
- **Checklist**
 - ☐ RO/UV water filter installed & maintained
 - ☐ Water test report (TDS, microbial) updated monthly
 - ☐ No stagnant water or leakage inside kitchen areas

7. Staff Hygiene Standards:

- All kitchen staff shall:
 - Wear clean uniforms, head covers, & gloves
 - Undergo periodic medical fitness tests
- **Checklist**
 - ☐ Daily hygiene inspection log (uniform, nails, cuts, head cover etc.)
 - ☐ Medical check-up records every 12 months/6 months
 - ☐ Availability of first-aid/emergency kit in kitchen

8. Quality Assurance:

- The operator must maintain a Quality Control Log, including:
 - Cooking temperature records
 - Storage condition verification (expiry date checks)
 - Random food sample retention (for 24 hours)
- TTD reserves the right to inspect quality logs at any time.

9. Monitoring & Reporting:

- All hygiene-related logs must be maintained daily, signed by the canteen manager, & submitted weekly to the designated TTD officer
- Addl. EO/Dy EO will have final decision-making authority on any deviation from these norms

Sd/- K VENKATESWARLU
DEPUTY EXECUTIVE OFFICER (REV AND PAN)