

विश्वेश्वरय्या राष्ट्रीय प्रौद्योगिकी संस्थान, नागपुर भारत)
Visvesvaraya National Institute of Technology,
South Ambazari Road, Nagpur - 440 010 (India)



Invitation of Tender For

“Running the Canteen service at VNIT Campus”

Tender No. VNIT/STR/HS/MK/3 Date: 27.04.2026

Date of Issue of Tender:	Monday, 27th April 2026
Last Date for Online Submission:	Monday, 18th May 2026 at 03:00 P.M
Date of Opening of Tender:	Monday, 18th May 2026 at 03:00 P.M

Subject: - Invitation of tender for running the Canteen Services at VNIT.

VNIT Nagpur invites tender from interested Firms for running the Canteen Services at VNIT, Nagpur. The institute shall allot space to the successful bidder on a monthly license fee basis for running the Canteen Services.

Mode of Tendering - (Central Public Procurement Portal) <https://eprocure.gov.in/eprocure/app>).

Bidders are required to submit their **online bid** for the above subject as per the details given in Schedule of submission.

Schedule of Submission

Mode of Submission	:	Online
Website Address	:	Central Public Procurement (CPP) Portal
URL Link	:	eProcurement System Government of India
Date of Issue of Tender	:	Monday, 27th April 2026
Last Date of Submission of Tender	:	Monday, 18th May 2026 at 03:00 P.M
Date of Opening of Tender	:	Monday, 18th May 2026 at 03:00 P.M
Email address for any queries	:	storesofficer@vnit.ac.in
Contact Person / Mob No	:	Assistant Registrar (Stores) – 0712-2802240

Bid for running of the Canteen services is invited under TWO-BID system i.e. “Technical bid” and “Financial bid”.

Bidders shall quote their rates strictly for each item as specified in **Annexure-II** (Financial Bid Format). The quoted rates must be complete in all respects and inclusive of all applicable taxes as per the tender conditions.

The Financial Bids (**Annexure-II**) shall be opened only in respect of those bidders who are found technically qualified after evaluation of the Technical Bids.

Evaluation of Financial Bids shall be carried out strictly in accordance with the methodology given in **Annexure-III**.

Earnest Money Deposit (EMD): Participating firms shall submit an EMD of **Rs. 2,00,000/-** in favor of the “Director, VNIT, Nagpur”. EMD will be accepted in DD in f/o of Director, VNIT Nagpur, (drawn on any Nationalized/ Scheduled Bank) OR RTGS / NEFT. Scanned copy of DD/RTGS/NEFT receipt should be uploaded with the bid document & Hard copy of the same should be submitted to Store Section.

Account details for RTGS / NEFT:

Director VNIT Nagpur, Canara Bank Account No. 3124101006214, IFSC: CNRB0003124

General Terms and Conditions for bidders:

1. Bidder should be registered under any prevailing law in India.
2. Bidder should have PAN, Firm Registration, GST registration.
3. Bidder shall enclose copies of all essential certificates/documents/Annexures, failing which the bid is liable to be disqualified. Each document enclosed with bid should be duly self-attested with stamp/seal by the bidder, failing which submitted quotation will be treated as non-responsive.
4. If any certificate/document above submitted by the bidder is found to be incorrect / false / forged / fake, intentionally / un-intentionally at any stage, that will lead to disqualification of bidder. Institute shall be free to take any action by blacklisting the bidder.
5. Incomplete or conditional quotation/bid shall be summarily rejected.
6. VNIT Nagpur reserves the right to accept or reject the bid. Further, VNIT Nagpur does not bind itself to accept the lowest BID and reserves to itself the authority to reject any or all the bids received without assigning any reason whatsoever. Bids, in which any of the particulars and prescribed information is missing in prescribed form or is incomplete in any respect and/or the prescribed conditions are not fulfilled, shall be considered non-responsive and are liable to be summarily rejected / disqualified. Bids not meeting the Bid Evaluation Criteria as stipulated in the Document shall be summarily rejected.
7. VNIT, Nagpur reserves the right to withdraw OR cancel tender without assigning any reasons thereof.
8. The contract may be discontinued / terminated by either party after giving a **notice of 30 days**, however the ongoing work shall be completed by the bidder without compromising.
9. Earnest Money Deposit (EMD) of **Rs 2,00,000/-** to be submitted in form of DD/NEFT/RTGS in f/o "Director, VNIT Nagpur" payable at Nagpur. EMD of the un-successful bidders shall be returned. **The bids received without EMD shall be summarily rejected.** Scanned copy of DD/RTGS/NEFT receipt should be uploaded with the bid document & Hard copy of the same should be submitted to Store Section.
10. EMD of the successful tenderer will be liable to be forfeited as liquidated damages in the event of any evasion, refusal, withdrawal of tender.
11. EMD of the unsuccessful bidders shall be returned only after the tender is finalized. In case of successful bidder, it will be returned after receiving performance security.
12. Micro and Small Enterprises (MSEs) registered under Udyam Registration and covered under Public Procurement Policy for MSEs Order, 2012 shall be exempted from payment of Earnest Money Deposit (EMD) subject to submission of valid Udyam Registration Certificate for the tendered item/job. The Bidder shall upload the supporting documents to prove the eligibility for Exemption
13. Bidder / firm would be required to give an undertaking / self-declaration on letter head that they are not blacklisted / debarred for any reason by the Govt / Non-Govt. organization at any point of time.
14. Withdrawal OR modification of tender is not allowed after the last date of submission of tender.
15. Any conditional tender or modification in tender is not allowed.
16. Each bidder shall submit only one Tender.

17. Suppression of any relevant information or lack of adherence to any of the above will lead to disqualification of the bid.
18. Bidder shall ensure the satisfactory performance of the service in accordance of the tender norms/ prescribed laws, rules and regulations / guidelines of Govt of India / competent authorities of State / Central Govt.
19. Bidder shall be responsible for work / service execution within specified time / schedule.
20. The bidder shall indemnify the institute of any legal issues that may arise out of the activity of the bidder and / or its employees whether within or outside the campus / premises.
21. The Bidder shall be solely responsible for timely payment of salaries / wages, leave, rest etc. as per laws of the land to his deployed personnel and the Institute will not be responsible in any way in this regard. Staff / supervisor employed by the bidder in the institute will be the employees of the Bidder and shall not be the employees of the Institute. The Bidder shall ensure compliance of all government Rules including minimum wages, Acts and Regulations applicable to personnel employed by the Bidder as may be applicable from time to time. Under no circumstances any liability in respect of matters connected with employment will devolve on the Institute. Any dispute between the Bidder and his Staff under the Labour Act will be the sole responsibility of the Bidder.
22. Subletting of the contract or any part thereof will lead to summarily cancellation of the contract, and will make the Bidder liable to punitive action by the Institute including forfeiture of the security deposit.
23. For poor and unsatisfactory performance, appropriate action as deemed fit shall be imposed on the recommendation of a committee duly, constituted by the competent authority of the institute and the decision of the committee shall be final and binding on the Bidder.
24. **ANNEXURE-IV** is to be filled completely and all the supporting documents must be submitted.
25. It will be presumed that the bidder has read carefully all the above-mentioned instructions, terms & conditions and abide by same.
26. The submission of a bid by a bidder shall be deemed to constitute unconditional acceptance of all the General Terms & Conditions, all **ANNEXURES (I to XII)** & Instructions.
27. In case of any defaults or negligence under such contract, the competent authority is authorized to impose fine or penalty against the bidder/contractor.
28. Bidders are requested to read the documents carefully and fill in information in various prescribed formats and also enclose the self-attested supporting documents along with the bid.
29. Bidders should ensure that the documents are enclosed as per the checklist mentioned in **ANNEXURE-V**.
30. All documents submitted by bidders should be numbered serially.
31. The tender document is a part and parcel of agreement to be signed by the successful tenderer.
32. The bidder is advised to attach any additional information, which He/she thinks is necessary in regard to his/her capabilities to establish that the tenderer is capable in all respects to successfully complete the envisaged work. He/she is however, advised not to attach superfluous information. No further information will be entertained after technical bid document is submitted, unless the Institute calls for any.

33. Any corrigendum / amendment regarding this tender enquiry will be issued on institute website only. [<http://stores.vnit.ac.in>]
34. For any legal disputes, the place of jurisdiction will be Nagpur only.

Terms and Conditions for Contractor (to whom the work shall be awarded).

1. The contractor shall not assign the contract or any part thereof or any benefit or interest thereon or there-under without written consent of the Institute. The whole of the charge included in the contract shall be executed by the contractor. He/She shall be held responsible for the acts, defaults and neglects of personal. In case of any defaults or negligence, the Institute competent authority may impose fine or penalty against the contractor as deemed fit.
2. VNIT Nagpur reserves the right to terminate the services / remove contractor from at any point of time even after the award of contract, if the contractor's services are not satisfactory OR if the technical information of contractor is found to be false OR fabricated.
3. The contractor shall furnish an interest-free Performance Security (Security Deposit) of **₹5,00,000/-**, in the form of Demand Draft or Bank Guarantee issued by any Nationalized or Scheduled Bank in favour of the Director, VNIT Nagpur, within 10 days from the date of issue of acceptance letter and prior to commencement of the contract, for due and faithful performance of contractual obligations. This shall remain valid for the entire contract period plus 60 days. Performance Security Deposit is liable for forfeiture, wholly or partly, in the event of breach or non-performance of contract conditions, and shall be refunded after 60 days after successful completion of the contract, subject to adjustment of any dues payable to VNIT Nagpur
4. In case the service of the contractor is found unsatisfactory, in its absolute discretion, the Institute will have every right to terminate the contract with one month's notice, before the maturity period of the contract, without assigning any reason thereof.
5. Termination of the contract shall not relieve the contractor from any of his obligation imposed by the contract with respect to the work performed by them prior to such termination.
6. In case of termination of the contract, VNIT Nagpur reserves the right to get the work done by deploying other Contractor / Agencies.
7. If the contractor fails to accomplish the assigned service or parts thereof or Standard Operating Procedures to the satisfaction of the Director of the Institute or any officer nominated by him, it shall be penalized by imposing appropriate fine as per **ANNEXURE-XII**.

Eligibility & Qualifying Criteria

1. Details of EMD
2. The bidder should have a valid GST Registration Number.
3. The bidder should have a copy of PAN card issued by concerned authority.
4. The bidder should be registered under any prevailing law in India.
5. The bidders should have valid FSSAI License issued by competent authority of State/ Central government.
6. The bidder should have valid EPF, ESIC & Labour Registration Number.
7. Bidder must have the experience of last **3 years up to** 31st March 2025 (2022-23, 2023-24 & 2024-25) for the running canteen/food services in similar institutes IIM/NIT/IIT/IIIT/CFTI/other academic institutes having capacity of more than 4000 (four thousand) people. The work completion certificate, work order and feedback from the concerned institute must be attached as a proof of experience.
8. Minimum average annual turnover of Rs.1 Crore (One Crore) in any three financial years of the preceding 7 (seven) financial years from 31st March 2025 exclusively from the running canteen/food services in similar institutes IIM/NIT/IIT/IIIT/CFTI/other academic institutes having capacity of more than 4000 (four thousand) people. Financial turnover in partnership with other firms or from activities other than canteen & food services shall not be accepted. The Bidder shall submit documentary evidence, including profit & loss account/income and expenditure statement, balance sheet with supporting schedules duly certified by a chartered accountant and corresponding income tax returns for the said years. Those who are running such outlets on a Franchise name are also eligible for providing the registration documents on the individual/company's name.

Note: Any firm/bidder not fulfilling any of the above-mentioned criteria duly supported by the documents shall be out-rightly rejected and the bid shall not be considered for further evaluation.

Sd/-
Dean (P & D)
VNIT Nagpur

Date:

Scope of Work

1. The Contractor shall be required to provide Canteen services in VNIT campus area or any designated place of VNIT Nagpur.
2. The contract comprises the necessary arrangement of all raw materials required for the preparation of snacks, beverages, sweets, lunch, preparation of items mentioned in the menu, and serving the prepared articles to the customers, including provision of all materials, equipment's for preparation and serving of the articles. This will also include the transportation, cost of materials and labour. The contractor shall make its own arrangement for safe storage of materials and accommodation for its staff etc.
3. Contractor is required to provide at least following staff on daily basis. Attendance register should be maintained duly and be presented to VNIT officials whenever is asked for.

Staff Required	Number
Manager/ Supervisor	01
Cook	02
Assistant/Helper	03
Housekeeper	02
Service Boys	06

4. The contractor shall maintain the quality in preparation of articles, constant supply of cold drinking water & availability of fresh items, as per the requirement of Institute. The contractor shall cater to the canteen needs to all departments, offices etc. at the same approved rates of various items.
5. Kitchen's equipment such as mixer grinder, food processor, juicer, kitchen utensils, cutlery etc. to be arranged by the Contractor and should be of superior quality.
6. Water supply, water cooler, water purifier and its maintenance, electrical appliances, canteen furniture, canteen lawn and canopies, intercom facility, canteen building shall be provided by the Institute.
7. NON-PLASTIC Crockery for routine services shall be arranged by the Contractor should be of good quality, presentable, and duly approved by the VNIT officers.
8. The contractor shall mandatorily provide and keep a weighing machine at the service counter. Customers shall have the right to verify the weight and quantity of items at any time as per the tender conditions.
9. The contractor shall mandatorily provide and maintain a microwave oven and an OTG in the kitchen.
10. The contractor shall not appoint any sub-contractor for the work assigned to him.
11. The Contractor shall have to obtain commercial LPG cylinders and use only such cylinders for cooking purposes. In case of LPG crises, bidder/contractor must be ready for alternative arrangement i.e. electric/induction etc for smooth running of canteen.
12. The Contractor shall forthwith comply with and duly execute any work Instructions, directions and explanations and which are given to the contractor or his representative from time to time by the Competent Authority.

13. During the tenure of this CONTRACT nothing shall be done by the CONTRACTOR in contravention of any law, act and/or rules/regulations.
14. Timely recovery of payments towards food charges of department/offices of VNIT will be responsibility of the contractor.
15. Well-mannered and neatly dressed receptionist/cashier must be present at the designated area/counter throughout the working hours of the canteen.
16. The items/service wise list of items along with mentioned brands to be provided as per **ANNEXURE-I & II** of this tender document.
17. The prices for various services shall remain firm & fixed and shall not be changed the prices quoted during the contract period.
18. The list of permissible brands (FSSAI mark) for various items is provided in **ANNEXURE-I**.

TECHNICAL BID

<u>TECHNICAL EVALUATION OF COMPLIANCE SHEET</u>			
S. No.	Technical Evaluation Criteria	Bidder will fill the Page No. and Other details (as per Tender Document)	Document Submitted (Yes/No)
1.	Details of EMD (Scanned copy of the same should be attached)		
2.	The bidder should have a valid GST Registration Number.		
3.	The bidder should have a copy of PAN card issued by concerned authority.		
4.	The bidder should be registered under any prevailing law in India.		
5.	The bidders should have valid FSSAI License issued by competent authority of State/ Central government.		
6.	The bidder should have valid EPF, ESIC & Labour Registration Number.		
7.	The bidder should submit performance report of running/completed contracts of each individual contract (ANNEXURE-X).		
8.	The bidder should submit the letter of transmittal (ANNEXURE-VI) and forms for Technical bid.		
9.	The bidder should submit the list of skilled staffs/trained personnel with pleasant behavior. (ANNEXURE-XI)		

10.	<p>Minimum average annual turnover of Rs.1 Crore (One Crore) in any three financial years of the preceding 7 (seven) financial years from 31st March 2025 exclusively from the running canteen/food services in similar institutes IIM/NIT/IIT/IIIT/CFTI/other academic institutes having capacity of more than 4000 (four thousand) people. Financial turnover in partnership with other firms or from activities other than canteen & food services shall not be accepted. The Bidder shall submit documentary evidence, including profit & loss account/income and expenditure statement, balance sheet with supporting schedules duly certified by a chartered accountant and corresponding income tax returns for the said years. Those who are running such</p>		
	<p>outlets on a Franchise name are also eligible for providing the registration documents on the individual/company's name. List of Turnover be submitted as per ANNEXURE-VIII</p>		
11.	<p>The bidder should submit the organization details in (ANNEXURE-IV).</p>		

TERMS & CONDITIONS OF CONTRACT

Duration of the contract:

1. The contract agreement initially would be for one year and, subsequently, may be renewed every year for an additional period of two years or part thereof, subject to satisfactory performance. The performance evaluation will be carried out in every three months by the Canteen Authorities and accordingly the request for extension will be forwarded to competent authority. Based on the performance evaluation report, the competent authority shall be at liberty to terminate the contract before completion of one year. Under any circumstances the contract shall not be extended for more than three years.

License Fee, Electricity and Other Provisions for Licensed premises:

2. The successful bidder shall be provided space, furniture, and water supply by the Institute and the contractor shall be required to pay a license fee of Rs. 9000/- per month (inclusive of water charges), subject to revision from time to time as per Institute rules. In addition, electricity charges only for the pantry/kitchen area shall be payable separately based on actual consumption as per meter readings at prevailing rates. All payments shall be made by the 7th of each month to the Accounts Section, and a copy of the payment receipt shall be submitted to the Registrar's office.
3. In case of failure to pay the License fee within the stipulated time as aforesaid, the bidder shall be liable to pay the penalty of Rs. 900/- per week over and above the License Fee on a cumulative basis towards delay charges.
4. It will be the sole responsibility of the bidder to maintain cleanliness and proper hygiene of the allotted space (Pantry, kitchen and Dining Area etc.) and its surroundings.
5. In case of non-payment of electricity charges in time, the bidder shall be bound to pay the penalty towards belated payment @ 5% per month of actual dues (to be rounded off) over and above the bill. Further, if the dues of electricity consumption remain unpaid for up to three months, the electricity connection shall be disconnected without giving any notice on this behalf.
6. Non-payment of License fees, electricity charges within the time shall be deemed to be a serious breach of the contract and may lead to termination of the contract at the discretion of the Institute and which shall not be challenged by the bidder under any circumstances, whatsoever in any court of law.
7. The bidder shall use the premises ONLY for which it has been allotted by the Institute under the contract. The use of the premises for other purposes will lead to the

suspension/termination of the contract with immediate effect.

8. The bidder 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 prior written permission of the Competent Authority/Canteen Monitoring Committee. The bidder shall always use the premises in a prudent and careful manner as if it were his own.
9. The bidder shall not tamper with the trees, plants, shrubs, hedges, lawns, and flowers standing or maintained on or around the said outlet or in other places of the campus.
10. The bidder shall not make any addition or alteration to the building of the said Canteen/premises or tamper with the fittings or electrical installations therein, nor make any unauthorized constructions or extensions to the electricity or water supply lines without the specific written permission of the Licensor in this behalf.

Penalty Clause:

11. For violation of any of the provisions of the contract and/ or poor and unsatisfactory services, penalty shall be imposed as per **ANNEXURE-XII** on contractor per negligence/mistake/unsatisfactory services. VNIT will establish a stakeholders' committee to ensure satisfactory services and compliance with all other conditions of the contract. The committee will periodically visit the canteen to assess the services and performance. The formation of the committee will be the sole responsibility of the Director, VNIT. The recommendations made by this committee will be mandatory for the contractor. If there is any loss of property from the area within the control of the contractor, then it will be recoverable from the Security deposit. VNIT not permitted to use of its name / address by the contractor in their bills / invoices for their business.

Canteen Timing, Items, Prices, Facilities and Services etc.:

12. Timing of the canteen shall be 7:00 AM -10:30 PM. Running the canteen beyond this time shall be carried out only with the prior permission of the Competent Authority/ Canteen Monitoring Committee. The approved price list along with daily preparations should be displayed at more than two prominent places in canteen so that the users will immediately notice today's preparation before placing an order for any item.
13. The Canteen shall operate on all seven days of the week and there shall be no holiday under any circumstances. It may be closed only with the prior instructions/approval of the Competent Authority/ Canteen Monitoring Committee.
14. All items mentioned in **ANNEXURE-II** must be available in the Canteen. However, the Institute, through Canteen Monitoring Committee (CMC) may add or delete any number of items to the Canteen either suo-moto or on the

recommendation of the designated committee.

15. The facility of Payment through BHIM, UPI, Credit /Debit Card, etc., should be made available.
16. The contractor should provide the cash memo/bill of the sold items to customers.
17. Safety standards should be maintained. A list of emergency numbers should be displayed in a prominent place of the Canteen. First-aid measures should also be available in Canteen for emergencies.
18. Small sets of services/items for sale along with the price list should be prominently displayed in a legible font. A printed price list should also be available. All items on the price list should be made available to the customer.
19. The contractor shall have to provide proper and smooth services to the customers to their satisfaction.
20. Any loss to the Campus residents with regard to the services provided by the bidder shall be the responsibility of the bidder. The Institute shall be indemnified in this regard and shall not be a part of any legal proceedings thereto.
21. All the items prescribed as per the tender agreement should be made available at all times. Permission for any alteration, addition, or deletion should be obtained from the Competent Authority/ Canteen Monitoring Committee.
22. Price list of the item (as per work order) and 'Today's special menu' should be displayed in the canteen reception area.

Safety Regulations:

23. In respect of all labour, directly or indirectly employed in the works for the performance of the contractor's part of the agreement, the contractor shall at his own expense arrange for all the safety provisions as per safety codes of CPWD, Indian Standard Institution, the Electricity Act, Regulations, Rules and Orders made there under and such other acts as applicable.

Liability of Goods & Services Tax (GST) and Other Taxes:

24. The contractor shall be absolutely liable for payment of GST to the respective department on items sold in the Canteen. The Institute shall have no liability, whatsoever, in this regard and shall be deemed to be immune and indemnified in all respects.
25. The contractor shall also be liable to pay all other taxes, levies and other legal payables that may be applied by the Government, local authorities and other competent forums from time to time.

Quality, hygiene & cleanliness:

26. **FOOD QUALITY REGULATION:** It is the responsibility of the contractor to maintain the good quality of eatable foods. In case of any reportable food contamination by whatever may be the cause, will be treated seriously. The matter will be dealt in accordance with the Food and Drug Administration (FDA). In the case of an outbreak of food borne illness, the agency will work to find out why it occurred, and impose the actions which may be penalty or prosecution. The liability of any monetary or otherwise compensation due to occurrence of food contamination or poisoning of food will be solely borne by the contractor.
27. The contractor shall maintain Full Hygienic Conditions in the Canteen, in storage, preparation, servicing of eatables and in keeping the floor, furniture, utensils, crockery, cutlery neat and clean, so as to maintain the standards and aesthetic values in the Canteen.
28. Cleaning of the entire premises & the canteen, including the outside area of the canteen, up-keeping of the canteen / toilets with proper hygiene cleaning, dusting of furniture, up keeping / cleaning of the kitchen & dining area is contractor's responsibility.
29. The contractor shall maintain high quality of items to be sold or services to be provided. There shall be no compromise in regard to the quality of items to be sold / services to be provided in the Canteen premises.
30. The contractor shall maintain full hygienic conditions in the Canteen, in storage and in keeping the floor, furniture neat and clean, so as to maintain the standards and aesthetic values in the Canteen. The bidder shall also have to make his own arrangements for the safe storage of materials.
31. Competent Authority/ Canteen Monitoring Committee (CMC) or its representatives shall inspect the Canteen at any time as required.
32. The premises should be kept well-ventilated and well lit. No display/encroachment is allowed outside the premises.
33. Garbage and waste disposal should be done as per the institute norms. Pest/rodent control should be done on regular basis to control the harmful insects and rodents.
34. Unusable/old/not working/stale/expired items/parts/goods should not be kept in the Canteen under any circumstances.
35. Usage of plastic bags is strictly PROHIBITED and the same shall not be used under any circumstances, whatsoever. Instead, use of Paper bags / plates / cups / etc. is encouraged.

Directives of CMC and Competent Authority:

36. The contractor shall carry out the work in accordance with this contract and the directives of the Competent Authority/ Canteen Monitoring Committee (CMC) and to the satisfaction of the Director through the CMC. The CMC may, from time to time, issue further instructions, detailed directions and explanations in regard to:
 - (a) The variation or modification in the list of items/services including additions /omissions/substitution.
 - (b) The removal from the site of any material thereon by the bidder and the substitution of any other materials thereon.
 - (c) Inspection of materials and other equipment, etc., whenever required.
 - (d) Maintenance of proper hygienic conditions, cleanliness and neatness pertaining to all aesthetic values.
37. The institute may create a waiting list of L2 and L3 bidders for a period of 1 year subject to their consent and agreement to match price of L1 bidder in case L1 fails/discontinues its services.
38. Price Revision: The rate may be reviewed by the Institute not before one year from the date of start of Canteen services/from the last revision. The revision of rate may be considered on written request with proper justification from the contractor based on inflationary trends, not more than percentage increase in consumer price index (CPI). However, the institute shall not be bound to accept such request and reserves the right to reject the same without assigning any reason. In case the request is considered, the decision of the Institute on the revision of rates shall be final and binding on both the parties.
39. The furniture will be provided by the Institute only in the dining area.
40. The Electricity Charges within the dining area will be also bear by the Institute.
41. The entire business of the Canteen shall be carried out in the name and at the behest of the bidder.
42. The bidder or his authorized/competent representative whose intimation would be provided in writing in advance to the Competent Authority/Canteen Monitoring Committee, shall at all times be available in the outlet and the business of the outlet shall not be carried out by any other person/ entity under any circumstances. In the normal course, the bidder or his authorized competent person should be available in the Canteen. However, if for any reason, the bidder is not in a position to be available in the Canteen consecutively for more than 3 days, a prior permission will have to be obtained from the Competent Authority/Canteen Monitoring Committee, failing which, it will be deemed that the bidder has violated an essential condition of the contract and the bidder may be dealt with in an appropriate manner for this default which may include adequate penalty at the discretion of the Institute.

Deployment of Workmen their control and removal:

43. The contractor will engage/appoint their staff(s) as per the terms and conditions and guidelines of GoI.
44. The manpower proposed to be deployed by the Bidder shall be subject to screening by the Institute, to ascertain their antecedents, suitability and skills. Before deploying a person in the Institute, the Bidder shall furnish complete particulars (Age certificate, Recent Police verification certificate and Health checkups/medical fitness certificate to be certified by Medical Officer at regular interval of six months) and obtain written approval of the designated officer of the Institute.
45. The contractor shall employ only adult trained staff with good health and sound mind, not below the age of 18 years. He/she shall also appoint / nominate qualified and experienced Manager acceptable to the Institute to take orders / instructions from various department of the Institute.
46. None of the staff of the Bidder shall enter into any kind of private work at different locations of the Institute during working hours or otherwise, failing which appropriate penalty shall be imposed without giving any notice.
47. Contractor should make the payment of employee's salary through bank only by 7th of every month through bank and maintain the monthly record in a register with appropriate entries and make available to competent authority whenever asked for.
48. The staff employed within the Canteen premises shall be provided with uniform by the contractor as per their job assignments and they shall wear it compulsorily while on duty. The colour and style of uniform shall have prior approval of the Competent Authority. The staff should wear clean and properly ironed dress and shoes while on duty. The ID Cards shall be produced to the security personnel and other Institutes authorities, whenever asked for.
49. The bearers for servicing in Canteen will have to be provided uniforms with shoes, gloves and head caps by the contractor during the working hours and this will be unfailingly required to wear the uniforms during working hours.
50. The contractor shall be absolutely responsible for strict adherence of discipline and good conduct by its workers.
51. The contractor shall be bound to remove any such worker and disallow him/her from entering into the Institute premises that the Institute does not deem appropriate to continue within the Institute premises for administrative or any other reasons.
52. The contractor shall have absolute authority in regard to the engagement, disengagement, suspension, termination, retrenchment, dismissal and discharge etc. of its workmen and for all disciplinary actions against them. The bidder shall be responsible of master and servant relationship with its workmen and the Institute shall have no concern, whatsoever, with all the above-mentioned matters.
53. The contractor shall be absolutely liable in regard to any dispute or other matters concerning its workmen which are initiated in any forum or court of law and shall further be liable to meet and discharge all the liabilities that may arise on account of its relationship with its worker from the decisions of any court including all liabilities as are thrust upon by virtue of the provisions of any labour law being in force at the time besides other statutory

liabilities.

54. The Contractor shall be absolutely responsible for strict adherence of discipline and good conduct by its workers.
55. The contractor shall be responsible for all his/her employees in observing security and safety regulations and instructions as may be issued by the Institute from time to time. The contractor shall have the exclusive right to appoint, substitute, suspend, transfer and terminate the services of any of his/her employees/workmen to fulfil his/her obligations under the agreement. However, the contractor shall not in any capacity employ any person(s) of bad character or any person whose antecedents are not acceptable to the Institute.
56. In case, the Institute suffers any loss of any nature on account of contractor or his/her employees not following security/ safety regulations/ instructions, the contractor shall be liable to make the loss good as determined by the Institute at its sole discretion and the Institute shall have the right to recover such losses etc. from the dues payable to the contractor and/ or security deposit / EMD etc.
57. The contractor's staff shall not be treated as the Institute staff for any purpose whatsoever. The contractor shall be responsible for strict compliance of all statutory provisions of relevant labour laws applicable from time to time in carrying out the above job. The Institute shall not be liable, to any penalty under relevant labour rules, enactment or related regulations for which contractor is responsible under the law. However, if the Institute is forced to pay any cost of any nature on account of contractor's liabilities the said cost shall be recovered from the dues payable to the contractor.

Compliance of Statutory Obligations and Other Provisions:

58. The contractor shall comply with all applicable labour laws and statutory enactments, including but not limited to the Contract Labour Act, ESI, EPF, Minimum Wages, and other relevant regulations, at their own risk and cost in respect of all personnel engaged. The Institute shall be indemnified against any claims arising from non-compliance, and shall have the right to inspect all statutory records maintained by the contractor at any time.
59. The contractor shall, at his/her own expense, take workmen's compensation insurance and he/she shall also obtain from his/her under-writer of such insurance a waiver of subrogation in favour of the Institute. The contractor shall further, at his/her own expense, register claims and pursue realization of all insurance claims.
60. The Contractor shall be solely responsible as regards to salary/ wages and service conditions. The wages paid by contractor to their employees/ workmen shall be fair and in no case be less than the wages prescribed by the Regional Labour Commissioner Nagpur, under the Minimum Wages Act and in force from time to time.
61. It is understood that a number of enactments and laws would apply to the bidder, which are supposed to be complied by the bidder in letter and spirit and in particular to laws relating to minimum wages to worker, employee's compensation and Goods and Service Tax etc.
62. The contractor 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.
63. The contractor is supposed to comply the Minimum Wages Act, 1948 (Central Govt.), Equal Remuneration Act, 1976, Child Labour Act, 1986 and Contract Labour (Regulation & Abolition) Act, 1970 & Central Rules, 1971.

64. The component of EPF is mandatorily applicable to the Contractor (bidder) in case they deploy 20 workers or more. As per EPF rules, contribution of employee (worker) and employer (contractor) must be proportion of 12% equally of Wages plus D.A wherein from employer's contribution, 8.33% of wages is to be credited to EPS and remaining 2.67% will be retained in EPF as well.
65. The component of ESIC is also mandatorily applicable in case of deployment of at least 10 workers who are drawing wages of Rs.21000/- or more. The contribution towards ESIC will be @ 1.75% of wages by workers and 3.75% of wages will be credited by the Employer (bidder).
66. Contractor shall obtain specified license from the Regional Labour Commissioner, Nagpur, Government of India, within a reasonable time after issue of letter of Acceptance of Bid for employment of labour in excess of the specified number, as per law.
67. The Institute shall be absolutely immune and deemed indemnified in all matters, claims, liabilities and legal consequences which relates to compliance of statutory provisions, rules and regulations, orders and directions of Govt. authorities/ municipal corporation/courts/forum etc. as well as the provisions of this contract agreement. In case, the Institute is put to bear any liability for lapses on the part of the bidder or for its illegal actions, the Institute would have the right to realize from the bidder all dues if those are in financial terms, and on other matters, in appropriate manner as it deems appropriate including adopting legal recourse.
68. The contractor would comply with all guidelines/instructions issued by the Canteen Monitoring Committee (CMC) in consultation with the Competent Authority besides following other Institute Orders/instructions of security authorities concerning the security/safety issues and Institute discipline.
69. The contractor shall ensure that it and its employees' do not adversely affect the peaceful and congenial atmosphere of the Institute's premises.
70. The service provider will be sole responsible for the compliance of all labour welfare like payment of Minimum Wages, EPF and ESI (as applicable) to their staffs. VNIT Nagpur (Institute) will not be responsible for any payment to the staffs hired by the service provider. The bidder will be liable for all the compliances of State/Central Govt. statutory.

Security Deposit:

71. In case of, in which under no clause(s) of this contract, the bidder 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 bidder by him through competent authority, shall be conclusive evidence) in which case, the security deposit of the bidder 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.
72. If the contractor breaches any terms and conditions of the agreement which is deemed to be serious by the Institute, its security deposit may be forfeited either in part or in full as the Institute may deem appropriate, at its discretion.
73. VNIT, NAGPUR reserves the right to set off the Security Deposit, against any claims of any other contracts with VNIT, NAGPUR.
74. No interest shall be payable on Security Deposit or on any moneys due to the contractor.

Complaint Mechanism:

75. The contractor shall maintain a complaint book in the Canteen and dinning wherein the consumers may register their complaints. The complaint book shall be produced on the first working day of every three month before the Competent Authority/Canteen Monitoring Committee (through the Canteen In-charge) for necessary action.
76. The complaints shall be removed or dealt with by the bidder on a priority basis on issues that concern the bidder and a compliance report thereon, shall be submitted to the Competent Authority/Canteen Monitoring Committee along with the production of the complaint book.
77. The contractor shall be liable to be penalized or fined as per Annexure-A in cases of defaults and negligence on its part or for complaints in the manner provided hereafter at the discretion of the Institute and/or at behest of the CMC. Such penalty or fines shall be imposed through the Competent Authority/Canteen Monitoring Committee according to the nature of the complaints.
78. However, if the complaints of identical nature still persist, the Institute would be at liberty to terminate the contract forthwith without giving any more notices.

Termination of Contract:

79. Normally the bidder will not be allowed to leave/terminate the contract during the prescribed contract period. However, by serving a notice period of at least 3 months, the bidder may be allowed to terminate the contract, failing which the entire amount of Security Deposit/Bank Guarantee will be forfeited.
80. The contract is liable to be cancelled at any time if found and/or reported by students/staff/residential/inspecting team about poor services rendered in the Canteen without giving any notice period/time.
81. In case, the contract is terminated, or it comes to an end by efflux of time, the contractor shall hand over the vacant possession of the licensed premises within 15 days of the contract coming to an end. Failure to hand over the vacant possession of the premises as aforesaid, would render the contract to pay the penal damages to the Institute @ 50 times of the existing flat rate license fee of the premises shall be charged for the 1st month which shall increase in telescopic method from 2nd month onwards i.e. for 2nd month – damages + 10% of rate of damages; for 3rd month – damages + 20 % of rate of damages. For 4th month – damages + 40% of rate of damages and so on, limited to the maximum 5 times of rates of damages charged during the first month of unauthorized occupation or such higher rate as may be fixed by the Institute at its absolute discretion from time to time. The penal damages under no circumstances shall be subject to question and it is the specific term of this contract.
82. The Institute shall further be within its absolute rights to enter the premises and assume absolute possession of the premises licensed under this contract from the bidder and the same shall not be subject to challenge. All the goods belonging to the bidder in such circumstances shall be deemed forfeited there-from and may be sold or put to auction at the discretion of the Institute. The Institute may, if it so desires, proceed against the bidder in terms of provisions of the Public Premises (Eviction of Unauthorized Occupants) Act, 1971 since the entire premises is governed by the provisions of the said Act in case of non-handing over its possession to the Institute as aforesaid.

Damage to Property:

83. Contractor shall be responsible for making good to the satisfaction of the Competent Authority any loss or any damage to all structures and properties within the premises of Canteen. If such loss or damage is due to fault and/ or the negligence or shall full acts or omission of the contractor, his employees, agents, representatives or sub-contractors, his shall make good the loss as assessed by the satisfaction of the Competent Authority.

Contract Documents and their interpretations:

84. The original agreement shall remain with the Institute while a photocopy thereof may be retained by the bidder, if it so wishes.

85. The several documents forming the contract are to be taken mutually explanatory to one another and in case of any ambiguities or discrepancies, the interpretations of the same shall be communicated in writing by the Institute through its competent authority to the bidder along with the directions, if any, and the same shall be deemed to be final and binding.

Invoice Generation:

86. The bidder shall raise the bills/invoice/cash memo only through electronic mode. No mode of billing is accepted other than the electronic mode.

Date:
Signature of the Bidder:
Name of the Bidder:
Seal

PERMISSIBLE BRANDS OF VARIOUS ITEMS (FSSAI MARKED COMPULSORY)

<u>Item</u>	<u>Brand</u>
Salt (Iodized)	Tata, Annapurna, Ashirwad
Masala	MDH masala, Catch, Everest, Mothers, Aashirvad, Priya, Swastick, Suhana
Ketchup/Sauce	Maggi, Kissan, NOGA, Del Monte
Oil (Groundnut/Rice Bran/Sunflower)	Gemini/Dhara/Swad/Fortune/Patanjali (use of Hydrogenated (vanspati) oil is strictly prohibited)
Atta (Flour)	Fresh chakki atta, Ashirvad, Pillsbury, Annapurna, Shaktibhog
Rice	Basmati of Kohinoor/Badshah/Heritage/Dawat/equivalent brand
Milk/Curd/Butter Milk	Full Cream milk of Dinshaw's, Gowardhan, Gokul, Amul, Haldiram, Aarey, Mahananda, Mother's Dairy.
Bread	Haldiram's, Ajit, Local Bakery (approved by I/c)
Butter	Amul, Mother's Dairy, Britannia, Dinshaw's, Gowardhan
Jam, Sauce	Kisan or Maggi
Tea	Tajmahal/Tata, Twinning, Tetley (both tea bags + packet tea)
Coffee	Nescafe, Bru, Tata Coffee, Filter
Ice-Cream	Amul, Dinshaw's, Mother's Dairy
Ghee	Amul, Dinshaw, Anik, Britannia, Chitale, Patanjali
Papad	Lijjat or equivalent
Pickles	Priya/Kisan/Krpra/equivalent
Paneer	Amul, Heritage, Hatsun, Britannia, iD, Haldiram, Gowardhan, Dinshaws, Mother dairy
Cornflakes	Kellogs
Rasgulla, Gulabjamun, Rasmalai	Haldiram's (For Special orders) or prepared fresh in canteen kitchen
Biscuits	5-6 varieties of Parle/Britannia
Water Dispenser/Bottle	Bailey/Bisleri/equivalent

All the ingredients procured for preparation of items shall be FSSAI marked.

***Note: - Approval should be taken from the VNIT officials for the brands/items which are not listed above before procuring or changing items.**

FINANCIAL BID**TABLE A: List of Services and Quoted Prices: (Canteen Services)**

Sr. No.	Food Item	Unit	Minimum Weight	Base Rate with GST (In Rs.)	Weightage	Final Quoted Rate (In Rs.)	Final Quoted Rate*Weightage
1	TEA (RED LABEL OR EQUIVALENT WITH 25% MILK WITH/WITHOUT SUGAR)	PER CUP	100 ML (TO BE SERVED IN CERAMIC CUP)	12	0.3		
2	SPECIAL TEA (GINGER, ELAICHI, MASALA, ETC. WITH 50% MILK)	PER CUP	100 ML (TO BE SERVED IN CERAMIC CUP)	15	0.3		
3	COFFEE (NESCAFE + 50% MILK)	PER CUP	100 ML (TO BE SERVED IN CERAMIC CUP)	20	0.3		
4	BLACK COFFEE	PER CUP	100 ML	15	0.3		
5	LASSI	PER GLASS	200 ML	30	0.25		
6	SWEET/SALTY BUTTER MILK	PER GLASS	200 ML	15	0.25		
7	JALJEERA	PER GLASS	200 ML	10	0.25		
8	LEMON WATER	PER GLASS	200 ML	10	0.25		
9	SAMBAR WADA	TWO PIECES	150 GMS +SAMBAR + COCONUT CHATNI	40	0.25		
10	IDLI SAMBAR	TWO PIECES	150 GMS +SAMBAR+COCONUT CHATNI	35	0.25		

11	VEG SAMOSA	TWO PIECES	120 GMS + CHATNI	35	0.25		
12	KACHORI	TWO PIECES	120 GMS + CHATNI	35	0.25		
13	POHA WITH CHANA RASSA	PER PLATE	150 GMS	30	0.25		
14	SABUDANA WADA	TWO PIECES	120 GMS + CHATNI	40	0.25		
15	POTATO WADA / AALOO BONDA	TWO PIECES	120 GMS + CHATNI	35	0.25		
16	PLAIN MILK (TONED MILK WITH 3.5% FAT)	PER CUP	250 ML	25	0.2		
17	BOURNVITA MILK	PER GLASS	200 ML	30	0.2		
18	BIG MASALA DOSA	PER PIECE	WITH SAMBAR+COCONUT CHATNI	50	0.2		
19	BIG RAVA DOSA	PER PLATE	WITH SAMBAR+COCONUT CHATNI	50	0.2		
20	BIG PLAIN DOSA	PER PLATE	WITH SAMBAR+COCONUT CHATNI	35	0.2		
21	UTTAPAM (ONION / TOMATO)	PER PLATE	WITH SAMBAR + CHATNI	50	0.2		
22	UPMA (TOMATO/COCONUT/MUTTE R/ PLAIN)	PER PLATE	150 GMS	30	0.2		
23	MASALA OMELETTE (SINGLE EGG) without Bread	PER PLATE	WITH CHATNI/SAUCE	20	0.2		
24	MASALA OMELETTE (SINGLE EGG) with Bread	PER PLATE	WITH CHATNI/SAUCE	25	0.2		
25	MASALA OMELETTE (DOUBLE EGG) without Bread	PER PLATE	WITH CHATNI/SAUCE	40	0.2		
26	MASALA OMELETTE (DOUBLE EGG) with Bread	PER PLATE	WITH CHATNI/SAUCE	45	0.2		

27	BOILED EGG	PER PIECE		15	0.2		
28	DAHI SAMOSA	TWO PIECES	120 GMS+DAHI	45	0.2		
29	DAHI KACHORI	TWO PIECES	120 GMS+DAHI	45	0.2		
30	BHAJIYA (ONION/POTATO/CHILI) + GREEN CHATNI	PER PLATE	150 GMS	40	0.2		
31	ALOO PARATHA	PER PIECE	120 GMS + CHATNI	30	0.2		
32	VEG FRIED RICE	PER PLATE	200 GMS	50	0.2		
33	CHHOLE BHATURE	TWO PIECES	CHHOLE (150 GMS), BHATURE (2 PIECES)	40	0.2		
34	PURI BHAJI	FOUR PIECES	PURI (4 PURI), BHAJI (100 GMS)	40	0.2		
35	TOMATO CHEESE SANDWICH	TWO PIECES	WITH CHATNI/SAUCE	40	0.15		
36	CHEESE SANDWICH	TWO PIECES	WITH CHATNI/SAUCE	40	0.15		
37	VEG CUTLET	TWO PIECES	120 GMS WITH CHATNI	35	0.15		
38	VEG BURGER	PER PIECE	80 GMS	40	0.15		
39	FRENCH FRIES		100 GMS	40	0.1		
40	CHILI PANEER	PER PLATE	150 GMS	50	0.1		
41	EGG NOODLES/ EGG CHOWMEIN		200 GMS	50	0.1		
42	PANEER ROLL	PER PIECE	50 GMS OF PANEER	50	0.1		
43	VEG NOODLES	PER PLATE	200 GMS	45	0.1		

44	VEG MANCHURIAN	PER PLATE	150 GMS	50	0.1		
45	VEG THALI	PER PLATE	4 PURI/2 ROTI, RICE (100 GMS), 1 BHAJI, DAL, CURD, PICKLE, SALAD	80	0.1		
46	CURD RICE		150 GMS	40	0.1		
47	FRUIT PLATE	PER PLATE	200 GMS (AT LEAST 3 VARIETIES)	45	0.1		
48	ICE CREAM	MRP	MRP	MRP			
49	BISCUITS PKT	PER PKT	MRP	MRP			
Total Sum =							

Service charge extra Rs.20 up to bill amount Rs.400 and 5% for amount more than Rs.400 of single invoice for serving outside Canteen premises (i.e. to other department/section)

Note: -

- i. The last column indicates the base rate for each item. The quoted rate should not be less than the base rate. However, the vendor is free to quote higher rate than the base rate as deemed appropriate.
- ii. The items that can be served in half quantity such as Tea, Coffee, Snacks etc. shall be provided at half the price quoted by the bidder.
- iii. The vendor should quote for all items in ANNEXURE-II otherwise price bid will be disqualified.
- iv. Any other items may be sold with the direction or prior permission of the Competent Authority and the price will be decided on mutual basis.
- v. The contract shall be awarded on the basis of the total sum (= final quoted price *weightage) i.e. in the above table - A. The tenderer with the lowest bid (L1) will be awarded the contract.
- vi. The contract agreement initially would be for one year and, subsequently, may be renewed every year for an additional period of two years or part thereof, subject to satisfactory performance. The performance evaluation will be carried out in every three months by the Canteen Authorities and accordingly the request for extension will be forwarded to competent authority. Based on the performance evaluation report, the competent authority shall be at liberty to terminate the contract before completion of one year.
- vii. Permissible brands of various items (FSSAI marked compulsory) are as per the terms and conditions mentioned in ANNEXURE – I.

PRICE EVALUATION

(i) Only eligible bidders will be considered for Price Bid opening.

(ii) Price will be evaluated as per following formula:

$L1 = \min \{ \sum p(i) * w(i) \}$ where $p(i)$ is the quoted price for the items mentioned in Table A and $w(i)$ is the weightage given for the said items

(iii) Price L1, L2 and subsequent will be generated based on the above formula.

(iv) Institute will issue the Work Contract to the Licensee / bidder whose bid/offer has been determined to be substantially responsive and found to be L1.

Note:

1. In case of TIE, the bidder having the higher average turnover of the last three financial years, 2022-23, 2023- 24 and 2024-25 will be given preference in allotment.
2. In case of further tie situation, the bidder has been executed maximum no of works as per eligibility criterion will be given preference in allotment.

Bidder's /Firms Information

Name of the Bidder	
Address	
Phone No.	
E-mail ID	
Website	
Representative / Contact Person	
Firm Registration No	
License No	
PAN/GST	
FSSAI Registration No.	
Labour Registration No.	
ESIC Registration No.	
EPFO No.	
No. of Staff Working for Canteen services firm/establishments at their various locations	
Details of Canteen services offered at various locations with detail address (List to be included with place and the duration etc. Attach a separate page.	

ANNEXURE-V

Checklist

Sr.No	Check - List of documents to be submitted with Bid
1.	Earnest money deposit to be submitted in the form of Account Payee Demand Draft, in favour of the Director, VNIT Nagpur payable at Nagpur OR through NEFT/online transfer. Vendor should write the name of firm and address on the reverse side of EMD. Scanned copy of the EMD should be submitted with the bid and hard copy of the same should be submitted offline.
2.	The firm should have a valid GST Registration Number.
3.	The firm should have a copy of PAN card issued by concerned authority.
4.	The firm should be registered under any prevailing law in India.
5.	The firm should have valid FSSAI License issued by competent authority of State/Central government.
6.	The firm should have valid EPF, ESIC & Valid Labour Registration Number.
7.	Firm should submit performance report of running/completed contracts of each individual contract (ANNEXURE-X)
8.	The Bidder should submit the letter of transmittal and forms for Technical bid. (ANNEXURE-VI)
9.	The bidder should submit the list of skilled staffs/trained personnel with pleasant behaviour (ANNEXURE-XI)
10.	Bidder must have the experience of last 3 years upto 31 March 2025 (2022-23, 2023-24 & 2024-25) for the running canteen/food services in similar institutes IIM/NIT/IIT/IIIT/CFTI/other academic institutes having capacity of more than 4000 (four thousand) people. The work completion certificate, work order and feedback from the concerned institute must be attached as a proof of experience.
11.	Minimum average annual turnover of Rs. 1 Crore (One Crore) in any three financial years of the preceding 7 (seven) financial years from 31 st March 2025 exclusively from the running canteen/food services in similar institutes IIM/NIT/IIT/IIIT/CFTI/other academic institutes having capacity of more than 4000 (four thousand) people. Financial turnover in partnership with other firms or from activities other than canteen & food services shall not be accepted. The Bidder shall submit documentary evidence, including profit & loss account/income and expenditure statement, balance sheet with supporting schedules duly certified by a chartered accountant and corresponding income tax returns for the said years. Those who are running such outlets on a Franchise name are also eligible for providing the registration documents on the individual/company's name. (ANNEXURE-VIII)
12.	The bidder should submit the organization details in (ANNEXURE-IV).
13.	Declaration for Non-Blacklisting (ANNEXURE-VII).
	Experience Report (Details of Work contracts Completed during the last three years) (ANEEXURE-IX)

LETTER OF TRANSMITTAL

From:

[Full address of the Applicant]

To,

The Director

Visvesvaraya National Institute of Technology, Nagpur Nagpur-440010

Sub: Submission of Tender for providing canteen service at V.N.I.T. Nagpur

Sir,

I/We have examined the details given in subject tender document, and we hereby submit the application with complete details.

1. I/We, the undersigned, offer to provide our services for canteen service at VNIT, in accordance with your Tender Notice. We are hereby submitting our proposal, which includes this Technical Proposal and Financial Proposal.
 2. I/We hereby declare that all the information and statements made in this proposal are true and we accept that any misinterpretation contained in it may lead to our disqualification.
 3. I/We certify that all the statements made and information supplied in the enclosed forms and accompanying statements are true and correct.
 4. I/We have furnished all information and details necessary for pre- qualifications and have no further pertinent information to supply.
 5. I/ We authorize the Director, VNIT – Nagpur to approach individual(s), employer(s), Firm(s) and corporation(s) to verify our competence and general reputation.
 6. I/We undertake, if our proposal is accepted, to initiate the running of canteen at the VNIT the assignment not later than the date indicated in the Work / Office Order.
- Date of Submission:

Signature(s) of the applicant

DECLARATION

(To be submitted on Firms Letterhead)

[FOR NON-BLACKLISTING/DEBARRMENT]

We,.... hereby certify that all the information and data furnished by our organization with regard to these tender specifications are true and complete to the best of our knowledge. I have gone through the specifications, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

We, further specifically certify that our organization has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last two years.

The prices quoted in the financial bids are subsidized due to academic discount given to VNIT Nagpur and the rates quoted are not more than those quoted to any other Institution in India or aboard during the last one year.

**(Sign of
the
Bidder)
Name:
Stamp / Seal of Firm**

ANNEXURE VIII

STATEMENT OF ANNUAL TURNOVER

Financial Analysis details to be furnished duly supported by figures in Balance Sheet / Profit and Loss Account for 3 (Three) years and certified by the Chartered Accountant, as submitted by the applicant to the Income Tax department (copies to be attached) :

Sl. No	Details	2022-23 (in Rs)	2023-24 (in Rs.)	2024-25 (in Rs.)
i)	Gross annual turnover in canteen/guest house/cafeteria Services/ Fast Food Centre.			
ii)	Profit & Loss			
iii)	Income Tax Returns of last three years	Page No.____	Page No.____	Page No.____
iv)	Detail(s) of bank account(s) of the firm in India.	Page No._____		

Note: Attach additional sheets, if necessary

**Signature & Seal
of the Bidder**

ANNEXURE IX

<u>EXPERIENCE</u> <u>REPORT</u> Details of Work Contracts Running and Completed during the Last Three Years								
Sl. No	Name of Client & location	Annual Cost of Contract	Date of commencement as per contract	Period of contract	Litigation Arbitration pending/ in progress with details	Name, Address, Telephone, mobile No. of officer to Whom reference may be made	EPF & ESI code No. allotted by the regional office(s) and place of their registration	Remark

Note: If extra sheets are enclosed that should be in VNIT format.

**Signature & Seal
of the Bidder**

PERFORMANCE REPORT

Details of Client Serviced by Vendor

*(Furnish authentic information for **each individual contract** in the following format)
Feedback received from Clients will be evaluated by VNIT*

1. Name of client & location:
2. Agreement No.:
3. Annual value of contract:
4. Type of Organization of Client (Government/ Multinational Company/ Private Organization):
5. Date of start:
6. Date of completion:
7. Name of Client or his officer:
8. Postal address of Client:
9. Email of client:
10. Landline no. of client or his officer:
11. Mobile no. of Client or his officer:
12. Any penalty imposed for bad performance:
13. Any litigation pending:

Signature & Seal of Bidder

(To be Inserted with Supporting Documents in Envelope 2)

FORM 'E' EMPLOYEE DETAILS

Details of Staff and Administrative personnel on the roll of the firm

SI · NO	Name	Designa tion	Educational Qualification With ref to Hotel Management/Cate ring	Worki ng since	Employee type: Manager/ C hef, Cook/wait er/Kitche n Staff/ Helper	Salary / experie nce details	Professio nal experie nce	Remarks
1	2	3	4	5	6	7	8	9

It is necessary that the proof for above information must be provided. (particularly copies of educational qualifications and proof of employment.

I, the undersigned, certify that, to the best of my knowledge and belief, the information submitted above, is correct. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged as the service provider.

I have read the instruction contained in this tender document carefully. I undertake to abide by the rules of the V.N.I.T. as amended from time to time. I also undertake that in case of any dispute the decision of the Director, V.N.I.T. will be final & binding on me.

Signature & Seal of the Bidder

Penalties for violation or rules, terms and conditions

VNIT Nagpur will oversee the functioning of Canteen which consists of nominated students, staff and faculty of VNIT Nagpur and decisions taken by the said committee for issues with regard to the Canteen shall be final and abiding by the Contractor.

The service provider shall be imposed PENALTIES / FINE for not adhering to the agreed terms as per the following rules, the fine amount(s) given below:

Calculation of Penalty: X = Rs. 5000

Sr. No.	Basis	Penalty (first instance)	Repetition of the violation (n: number of repeated instances per month)
1	Presence of unwanted items in food:		
	a) Harmful items like blade, glass, metal wires, nails, pieces of plastics etc.	X	1.5*n*X
	b) Presence of hair in food/utensils.	0.1*X	0.2*n*X
	c) Other items like cockroaches, flies, insect, feather etc., in cooked food.	1.2*X	1.5*n*X
2	Usage of spoiled/ stale food ingredients for example rotten vegetables, infected grains, expired items, etc., or if found in store room.	X	1.5*n*X
3	Three or more complaints of unclean utensils in a week	0.25*X	0.5*n*X
4	Usage of brands/ items that do not comply with the brand mentioned in the tender document or prior approval of the CMC or if found in store room.	X	1.2*n*X
5	Usage of synthetic color, MSG, substandard and adulterated etc., or if found in store room.	X	1.5*n*X
6	Insufficiently cooked food items.	X	1.5*n*X

7	Improper way of solid /other waste disposal.	0.4*X	0.8*n*X
8	a) Canteen personnel found not using gloves and caps, wearing dress code in kitchen area and dining halls.	0.25*X	0.5*n*X
9	b) Canteen personnel found in consumption of liquor, gutkha, and smoking etc. in campus.	0.25*X	0.5*n*X
10	Kitchen, dining hall, washrooms, hand-wash areas are found untidy.	0.25*X	0.5*n*X
11	Failure to maintain a proper health check-up of the workers.	X	1.5*n*X
12	Misbehavior of mess personnel in the mess/institute premises.	0.25*X	0.5*n*X
13	Involvement of the Canteen personnel in the acts of indiscipline of students.	0.25*X	0.5*n*X
14	Food Poisoning	10*X	10*n*X
15	Violation of timing and other tender conditions	0.5*X	1.5*n*X

In addition to the above, the other punitive actions include:

1. Liquidated damages @ Rs. 50,000/- per month will be recovered for non-submission of mandatory certificates i.e., Pest Control, Aadhar card / Medical Examination Reports i.e., fitness report of staff employed by the contractor, police verification report etc.
2. Manager/ Quality Control Supervisor appointed by the contractor should be a qualified and experienced. He / she should be available in the mess for the complete day. Non availability of such person will invite penalty of Rs. 5000/- per month.
3. In case of violation of terms and conditions of the contract other than specified above, the decision/recommendation shall be final.
4. The committee is authorized to modify the quantum of action based on severity.
5. In case of violation(s) and/ if the Licensee did not comply with the payment of the penalty the same amount will be deducted from the security deposit.
6. Any deviation from the above terms and conditions even after initial warnings will attract an appropriate monetary penalty as deemed fit by the Institute authorities.
7. Apart from above, the CMC shall have the right to take appropriate action if any.