



इन्दिरा गाँधी राष्ट्रीय जनजातीय विश्वविद्यालय, अमरकंटक (म.प्र.)
INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY, AMARKANTAK (M.P.)
(संसद के अधिनियम के अधीन स्थापित केन्द्रीय विश्वविद्यालय)
(A Central University establishment by an Act of Parliament)

Tender Ref. No: IGNTU/2026-27/P&S/.....6.5.....

Date: 11/8/2026

**TENDER DOCUMENT
FOR
PROVIDING CATERING SERVICE FOR RUNNING
CAFETERIAS AT IGNTU CAMPUS**

| | |
|------------------------------------|---------------------------------|
| Tender Processing fee | Rs. 1000/-(Non Refundable) |
| Last Date for submission of Tender | |
| Date & Time for opening of Tender | |
| Submission of Bid | As per GeM Contract |
| Tender submitted for the Cafeteria | IGNTU, Lalpur, Amarkantak (M.P) |

Note: Separate tender document shall be submitted for individual cafeteria along with required EMD and tender processing fee.

Registrar

Indira Gandhi National Tribal University,
Lalpur, Amarkantak (M.P.)
Website: {<http://www.igntu.ac.in>}



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Notice Inviting Tender for Running Cafeteria Services at IGNTU

(E-PROCUREMENT MODE ONLY)

Indira Gandhi National Tribal University, Amarkantak (M.P.) (IGNTU) invites online bids (e-tender) in GeM contract from licensed caterers for the following services from experienced and financially sound Cafeteria Services/ Restaurants/Food Ventures/Canteen Services etc. preferably from the contractor those who have current similar type of operations at national level educational institutes/universities for running cafeteria services for approximately 4000+ students & 350 employees at IGNTU Amarkantak campus.

Table -1

| S.No. | Cafeterias | Area | Turnover Criteria for participation of Bid |
|-------|--------------------------------|----------------|--|
| 1. | Near Vivekanand Admin Building | 3122.00 sq ft. | 10 Lakhs |
| 2. | Behind Academic Building | 1440.70 Sq ft. | 05 Lakhs |
| 3. | Govind Guru Boys Hostel | 648.10 sq ft. | 05 Lakhs |
| 4. | Rani Durgawati Girls Hostel | 648.10 sq ft. | 05 Lakhs |
| 5. | Near Sone Hostel | 141.00 sq ft. | 02 Lakhs |
| 6. | In front of Academic Building | 142.96 sq ft. | 02 Lakhs |
| 7. | At Education Building | 608.05 sq ft. | 05 Lakhs |

The bidders have to submit their tenders for each cafeteria separately with required tender processing fee and EMD. For details of terms and conditions, please refer to the tender document.

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18/05/2024
Registrar

Chapter- 1 (Instructions to Bidders)

1. Tenders (Two Bid System) are invited for providing Catering Services from reputed licensed firms with adequate capacity, experience and sound financial standing through GeM Portal.
2. This tender is a two bid process. First, Technical Bid and Second, Financial Bid.
3. The Tender shall be submitted as per GeM guidelines.
4. The Financial Bids will be opened for only those bidders whose Technical Bid fulfils the requirements of tender documents as mentioned in the Terms and Conditions of the contract and meets all technicalities contained in this tender document.
5. The decision of the Competent Authority of the University shall be final and binding on the bidders subject to fulfilment of terms & conditions of the tender.
6. The tender should be duly filled in and complete in all respect on GeM Portal, along with annexure duly signed on each and every page for further consideration.

This tender document contains 14 pages.

Handwritten signature

Chapter-2 (Conditions of Contract)

1. Interested bidders may apply through GeM on or before the last date of payment of non-refundable tender processing fee of Rs. 1000.00 (One Thousand) only through online payment in favour of "Indira Gandhi National Tribal University, payable at Canara Bank, Amarkantak (A/C No. 6752101000027, IFSC: CNRB0006752).
2. EMD(s) for the cafeterias which shall be kept in the Technical Bid Envelope:

Table-2

| S.No. | Cafeterias | Area | EMD |
|--------------|--------------------------------|----------------|------------|
| 1. | Near Vivekanand Admin Building | 3122.00 sq ft. | 20000.00 |
| 2. | Behind Academic Building | 1440.70 Sq ft. | 20000.00 |
| 3. | Govind Guru Boys Hostel | 648.10 sq ft. | 20000.00 |
| 4. | Rani Durgawati Girls Hostel | 648.10 sq ft. | 20000.00 |
| 5. | Near Sone Hostel | 141.00 sq ft. | 15000.00 |
| 6. | In front of Academic Building | 142.96 sq ft. | 15000.00 |
| 7. | At Education Building | 608.05 sq ft. | 15000.00 |

3. Tender consists of two bids System-Technical Bid and Financial Bid. Indira Gandhi National Tribal University, Amarkantak (M.P) invites tender from reputed Caterers/ FSSAI, licensed ISO Certified caterers having minimum annual turnover as per above mentioned Table-I in corresponding three years through GeM Portal.
4. The bidders have to attach the proof of three years' experience for providing catering services to Government/Public sector Undertaking / Academic institutions/Large Private Sector organization.
5. The menu of the Cafeteria is attached as Annexure-I with this tender document. Prior approval of the University Authority is required for change of menu, if any.
6. **IMPORTANT INSTRUCTIONS**
 - 1) Read the tender documents carefully before filling.
 - 2) GeM bid should be accompanied by Online Payment Receipt (RTGS/NEFT Account No 6752101000027, IFSC: CNRB0006752 for Rs. 1000.00 (Rupees One Thousand only) drawn in favour of "Indira Gandhi National Tribal University, Amarkantak (M.P) towards the cost of the Tender Documents and tender without the prescribed fee will not be considered.
 - 3) The bidders can inspect the Cafeterias at IGNTU Campus as mentioned above with prior permission of the Registrar and Warden of the Hostels on working days.

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7. TERMS AND CONDITIONS: (GENERAL)

- a. Bidder should be a registered and licensed caterer. Appropriate documents/ Certificates issued from appropriate authorities should be enclosed to support this.
- b. Bidder should have a minimum three years' experience in providing similar type of services. The bidder should have worked with Government/ Public Sector Undertaking/ Academic institutions / Large Private Sector organizations and a Certificate of Performance should be enclosed duly indicating the period of contract and type of payment received. Preference will be given to the female bidders.
- c. Agency / Individuals running Shops / Cafeteria etc. operating/operated earlier in the University Campus shall have to submit "No Dues Certificate" to apply for the bid. If not, their bid will be cancelled.
- d. The bidder should have to furnish the attested copy of License/ Registrations with appropriate authority: Catering, food outlet, labour license and Licence under Food Safety and Standards Authority of India (FSSAI).
- e. EMD will not carry any interest and the same will be refunded to the unsuccessful bidder on his written request.
- f. Exemption of EMD (MSME) amount shall be provided to the eligible bidders as per GFR-2017.
- g. Any tender without EMD/Exemption certificate will not be considered.
Only successful Bidder's EMD will be retained as a part of Performance security and is refundable after termination of the contract without any interest after deduction of dues if any.
- h. The offer should be valid for a period of at least 180 days from the date of the tender opening.
- i. The agreement shall initially be for a period of 11 months and may be extended further for 02 regular spells of 11 months (with enhancement of licence fee @10% every 11 months) subject to fulfilment of terms & conditions mentioned in the agreement and satisfactory performance certificate from Registrar, IGNTU.
- j. University, reserves the right to reject any or all the tenders, wholly or partly without assigning any reason thereof. In all matters pertaining to this tender, the decision of the Competent Authority, Indira Gandhi National Tribal University, Amarkantak (M.P) shall be final and binding.
- k. Tenders will be short-listed based on the information provided in Technical Bid on GeM Portal.
- l. The caterer should adhere to the provisions of the labour law, Provident Fund Act,, GeM Guidelines, the Minimum wages Act and any other such acts which are applicable.
- m. The caterer should ensure the payment to the labours as per minimum wages Act. University shall not be liable for any personal obligation and casualty. It is the sole responsibility of the caterer.
- n. The Caterer shall be solely responsible for any failure to fulfil the statutory obligations and shall indemnify the University against all such liabilities, which are likely to arise out of the agency's failure to fulfil such statutory obligations.



- o. Any kind of printed or cyclostyled conditions/notice offered by the Caterer, shall not be accepted by the University, unless a specific written acceptance thereof is obtained.
- p. Severity of hygiene failure shall be assessed and fined appropriately as per Annexure - III. In case of gross failure/negligence a severe penalty shall be imposed, which may ever result to termination of the Contract and forfeiture of performance security and the firm may be blacklisted.
- q. No changing/resting room will be provided to the workmen of the caterer in the premises of the University.
- r. The university reserves the right to terminate the contract on one month notice, if the performance is unsatisfactory. The Caterer can also terminate the contract by giving 03 months notice in advance and clearing all the dues to the university. If the caterer withdraws the contract which by any means, violates the terms and conditions of the contract, he shall have to clear all the dues and the performance security shall be forfeited.
- s. Sub-letting/Sub-contracting the work is not permissible under any circumstances. If found so, legal action shall be taken.
- t. Successful contractor shall execute an agreement on Non-Judicial Stamp paper value of Rs. 500.00 (five hundred) only.
- u. The caterer has to pay license fee and Electricity & Water charges by the fifth of every month to the University A/c and submit the receipt to the Estate Section for records, non-payment of monthly water & electricity charges will lead to penalty as per Annexure-III.
- v. Indira Gandhi National Tribal University, Amarkantak (M.P) reserves the right to check cleanliness, upkeep of premises, quality of provisions, and quality of the food.
- w. The caterer shall be responsible for mandatory cleanliness and hygiene.
- x. All legal disputes shall be subject to jurisdiction of Anuppur District/ Hon 'ble High court, Jabalpur M.P. only.

8. Penalty Clause: i. All equipment's / machines / furniture etc. can only be installed in the space allotted by the University. The selected agency shall not use the open space in front of the cafeteria area for any of installation of machines / equipment's without the approval from the Competent Authority. If found so, penalty shall be imposed.
- ii. Single use plastics is totally prohibited. If the agency found doing so, penalty shall be imposed as per decision of the Competent Authority as per Annexure-III.
- iii. If the cafeteria is closed for more than three days without intimation, attract penalty as per decision of the Competent Authority and / or termination of agreement.
- iv. Successful bidders will have to maintain the high standards of quality & hygiene during its tenure in the University, failing which should attract penalty.
- v. Waste disposal is the responsibility of the licensee. All biodegradable and non-biodegradable waste has to be segregated at source (by not mixing with biodegradable wastes). No wastage should be thrown out of the shop and surrounding premises. Non-

compliance of waste disposal will invite penalty. Licensee, under no circumstances, shall dispose plastic and food waste into the drainage. Damages caused to the drainage system etc., which results in appropriate repairs will be recovered completely from the licensee. (Violation of the mentioned clause shall lead to penalty as per Annexure-III)

Performance Security: The successful agency to whom the cafeteria will be allotted shall have to submit a Security Deposit equivalent to 05 times of monthly rent (rounded to nearest 100, if needed) through online mode in University bank account within 15 days at the time of award of work, which is refundable on satisfactory completion of contract. No interest will be payable on this security deposit. If the bidder fails to pay security deposit within 15 days of issue of allotment letter, the allotment will stand cancelled. In that event, the EMD will also be forfeited. Such bidder is liable to be blacklisted by the University.

9. The Liquidity:

- a) In case the Bidder fails to meet any of the conditions agreed upon, the IGNTU reserves the right to take any action it may deem proper including forfeiture of part or whole of Earnest Money, Security Deposit, and /or any other amount due to Contractor. If the contractor fails or neglects to observe or performs any of his obligations under the Agreement it shall be lawful for the Competent Authority, Indira Gandhi National Tribal University to forfeit either in whole or in part, in his absolute discretion, the Security Deposit furnished by the bidder and to arrange to make suitable alternate arrangement for the service at the risk and expense of the bidder after deducting all costs and other expenses that the University may have incurred and all dues and other charges including all losses and damages which the Indira Gandhi National Tribal University is entitled to recover from the Bidder.
- b) The Security deposit can be forfeited by upon breach of contract, IGNTU, in the event of any tread, or non-observance of any of the conditions of Contract. On the expiry of the contract, such portion of the said security as may be considered by the IGNTU, whether the terms & conditions of the agreement sufficient to cover an incorrect or excess payment made on the bills of the Contractor, shall be retained by him.
- c) Any sum of money due and payable to the Contractor including Security Deposit refundable to him/ them under this Contract may be appropriated and set off against any claim of IGNTU in respect of any sum of money arising under any Other Contract(s) made by the Contractor with the IGNTU and for such purpose the IGNTU shall be entitled to sell and / or realize such securities forming the whole or part of any such Security Deposit in any manner whatsoever as the University may think fit.
- d) IGNTU reserves the right to cancel the Contract at any time without assigning any reason, whatsoever, if the services provided by the firm are found to be unsatisfactory.



e) Time and promptness are the essence of the contract. The time specified for the session shall be strictly adhered to and time. In this respect, shall be deemed to be the Essence of the Contract. If the time schedule is not adhered to and the job is delayed for any reasons other than beyond Contractor control, IGNTU shall be entitled at its option either to: Cancel the contract or make alternate arrangement on the cost of the contractor.

11. Rules pertaining to the daily functioning of the Cafeterias:

1. Cafeterias timings 08:00 AM to 08:00 PM
2. Menu will be strictly followed.(Attached as Annexure-I)

Chapter-3 (Schedule of Requirements)

10. SCOPE OF WORK:

There is a specified space for running the Cafeterias, which is mentioned as under :

Table-3

| S.No. | Cafeterias | Area |
|--------------|---------------------------------|----------------|
| 1. | Near Vivekanand Admin. Building | 3122.00 sq ft. |
| 2. | Behind Academic Building | 1440.70 Sq ft. |
| 3. | Govind Guru Boys Hostel | 648.10 sq ft. |
| 4. | Rani Durgawati Girls Hostel | 648.10 sq ft. |
| 5. | Near Sone Hostel | 141.00 sq ft. |
| 6. | In front of Academic Building | 142.96 sq ft. |
| 7. | At Education Building | 608.05 sq ft. |

To provide cafeteria services in the hostels to the students and other as per the Menu attached as Annexure-I. The caterer will have to work in the specified area only. Number of workers should be engaged as required to execute the work and list shall be submitted to Estate Section.

11. JOB SPECIFICATIONS:

- A. To provide cafeteria services at IGNTU Campus as specified above. The number of Scholars/ students & employees will be at an average of 4000+ which may vary between 5% to 10%. Cafeterias are not allowed to be closed during summer vacation/winter break.
- B. The preparation of items at Cafeterias should be clean, hygienic and a safe condition as per the menu.
- C. The premises of the Cafeteria and surroundings will be washed with water and will be disinfected once in a month or as and when required.
- D. The garbage collected from the cafeteria will be disposed off as per penalty clause 8(v). The surroundings shall be kept clean and hygienic.
- E. High quality of hygiene, sanitation and safety will be maintained at Cafeteria. All the surrounding area of the Cafeteria premises should be cleaned and washed daily.



- F. The timing of cafeterias are: 08:00 AM to 08.00 PM. Any changes in the timings, menu will be determined by the university in consultation with the caterer.
- G. In Cafeteria all the utensils are to be cleaned in soap solution and hot water and dried and kept in ready mode. All the vessels used for cooking also should be washed in soap solution and hot water and should be available for use. The cleaning material used/supplied should be of brand quality approved by the University.
- H. Water Coolers and purifiers should be cleaned and maintained as per the instructions.
- I. No Kitchen equipment, Commercial cylinder, cooking utensils, crockery, cutlery etc will be provided by the University. If any item is provided by the University, the upkeep of the same will be the sole responsibility of the caterer.
- J. Refilling of commercial cylinders, procurement of good quality provisions and other consumables is the responsibility of the caterer.
- K. The caterer shall, at his cost, maintain adequate stocks at Cafeteria and adhere to the standards of the University.
- L. Without prior permission, no items prepared at Cafeteria will be taken out of the premises of the University.
- M. Major civil and electrical works will be attended by the University. Minor maintenance jobs such as replacement of bulbs, tube lights etc, are the responsibility of the caterer.
- N. Electricity bills as per actual consumption of power shall be paid by the caterer.
- O. Rent will have to be paid by caterer on or before the 05th date of every month, if not penalty of 500/- per month shall be imposed. The rent of initial six months shall be deposited by the Caterers in advance to the University towards Security Deposit, which shall be refundable after expiry of the contract/ agreement.
- P. Security & maintenance of licensed premises, equipments, fittings and fixtures, furniture etc. is the caterer's responsibility only.
- Q. IGNTU reserves the right to check cleanliness and upkeep of premises and quality of provisions and quality of the items prepared at cafeteria at any time.
- R. The caterer shall attend meeting as and when convened by the University.
- S. The licensee shall maintain a minimum charges (License fee) in his/her account for clearing dues by NACH on and before 7th of every month, failing which applicable penalty charges will be levied from vendor.



Penalties to be levied on non-compliance of the rules

The caterer will be fined, as under for violation of the following rules:

| S.N. | Nature of Violation | Penalty (In Rs.) for each instance |
|-----------------------------------|---|------------------------------------|
| Administrative & Other | | |
| 1 | If canteen workers are found using alcohol or banned tobacco items in the canteen premises, at any time | 500/- |
| 2 | Ignorance to personal hygiene by workers; unbecoming behavior of the catering staff will invite penalty for every instance. | 100/- |
| 3 | Unclean utensil/ unhygienic condition in the kitchen area and dining hall | 200/- |
| 4 | Poor quality (rotten/spoilt/infected) of food materials | 500/- |
| 5 | Use of adulterated food items | 500/- |
| 6 | Compromised quality of milk/tea/coffee etc. | 500/- |
| 7 | Equipments/machines/furniture installed outside the utilized space | 200/- |
| 8 | Single use of plastic | 500/- |
| 9 | Closing of cafeteria for more than three days without intimation | 100/- |
| 10 | Improper disposal of waste material : First Instance Second Instance Third Instance | 200/- 500/- 1000/- |
| 11 | Non-payment of Water & Electricity charges (per month) | 300/- |

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Chapter- 4 (Specifications and allied technical details)

TECHNICAL BID (Format)

(In separate sealed cover super-scribed as "Technical Bid")

1. Name of the Firm/Organization.....
2. Address.....
3. Telephone No./Mobile No. & Name of the Contract Person.....
4. Fax No.....
5. Email ID.
6. Details of deposition of Tender processing fee.....
7. Details of deposition of EMD (attach receipt)
8. Month and Year of establishment
9. Name of proprietor partners/directors.....
10. No. of years of experience in this field, with references, Certificates etc.....
11. Annual Turnover during the last 3 years 2022-23, 2023-24 & 2024-25 (enclose copies of Audited Financial Statement) duly signed by Chartered Accountant.....
12. Whether the firm is an Income Tax assesses?.....
If so please give the details
13. Registration No. of Labour Commissioner.....
14. EPF No.
15. ESI NO.....
16. CST/GSTNO.....
17. Income Tax Return for the last Three years (2022-23, 2023-24 & 2024-25) (enclose copy)
18. PAN Number
19. Shop License No. for establishment (issued by Nagar Nigam)
20. FSSAI Registration No. (enclosed copy).....
21. List showing no. of engaged Manpower and there Details performing the Job.....



DETAILS OF PREVIOUS CONTRACTS (to be uploaded on GeM)

| Period of Contract | Name and Address of the Organization with reference letters | Name of the Contact person & Phone No. | Value of Contract and other details | Remarks |
|--------------------|---|--|-------------------------------------|---------|
| From -To | | | | |
| | | | | |
| | | | | |

Give details of current contracts, if any, of similar services being rendered by you and which will be available for inspection by our officials.

| Period of Contract | Name and Address of the Organization with reference letters | Name of the Contact person & Phone No. | Value of Contract and other details | Remarks |
|--------------------|---|--|-------------------------------------|---------|
| From -To | | | | |
| | | | | |
| | | | | |
| | | | | |

I confirm that I have read the tender document and understood that in case of any of the statement(s) furnished in the bid is found to be false OR any of the terms and conditions of the tender are not complied with the allotment of work is liable to be cancelled and the earnest money deposited shall be forfeited. I agree that the decision of IGNTU in this regard would be final and binding on the bidder.

Date:.....

Place:.....

Signature of the Proprietor or Authorized Representative

Name of the Signatory:.....

Designation:.....

Stamp.....



Chapter- 5 (Price Schedule)
FINANCIAL BID (Format)

Name of the Firm/Agency:

| S.No. | Cafeterias | Area | Minimum Fixed Rent@ per month | Quoted rent per month by caterer |
|-------|---------------------------------|----------------|-------------------------------|-----------------------------------|
| 1 | Near Vivekanand Admin. Building | 3122.00 sq ft. | 9000.00 | in figure)..... in words)..... |
| 2 | Behind Academic Building | 1440.70 Sq ft. | 4000.00 | in figure)..... in words)..... |
| 3 | Govind Guru Boys Hostel | 648.10 sq ft. | 3000.00 | in figure)..... in words)..... |
| 4 | Rani Durgawati Girls Hostel | 648.10 sq ft. | 3000.00 | in figure)..... in words)..... |
| 5 | Near Sone Hostel | 141.00 sq ft. | 1500.00 | in figure)..... in words)..... |
| 6 | In front of Academic Building | 142.96 sq ft. | 1500.00 | in figure)..... in words)..... |
| 7 | At Education Building | 608.05 sq ft. | 1500.00 | in figure)..... in words)..... |

Note: Agency / firm have to submit separate tender document for each cafeteria with required tender cost and EMD.

We have read all the terms and conditions mentioned in the Tender Documents and agree to the same.

Date:.....

Place:.....

Signature of the Proprietor or Authorized Representative

Name of the Signatory:.....

Designation:.....

Stamp.....



CAFETERIA MENU (Tentative)

| Sr. No. | Items | Quantity | Rate (in Rs.) |
|---------|--|----------------|----------------|
| 1 | Tea | 80 ml | 10.00 |
| 2 | Coffee | 80 ml | 15.00 |
| 3 | Soup (Tomato, Mix, Veg etc. | 200 ml | 25.00 |
| 4 | Samosa/Aalubanda/Bhajibada/Kachori | 1 pc, 50 gm | 10.00 |
| 5 | ChholeBhature | 02 Bhature | 25.00 |
| 6 | PavBhaji | 03 pcs | 25.00 |
| 7 | Idli with Sambhar | 02 pcs | 25.00 |
| 8 | Plain Dosa with Sambhar &Chatni | - | 20.00 |
| 9 | Masala Dosa with Sambhar &Chatni | - | 30.00 |
| 10 | Sambhar Vada | 02 pc | 25.00 |
| 11 | Mangodi/Pakodi | 100 gm | 20.00 |
| 12 | Bread Pakoda | 01 pc, 80 gm | 15.00 |
| 13 | Paneer pakmoda | 01 pc, 80 gm | 25.00 |
| 14 | Chilli Paneer | 200 gm | 35.00 |
| 15 | Manchurian | 200 gm | 50.00 |
| 16 | Veg. Biryani | 200 gm | 30.00 |
| 17 | Poori&Sabji | 05 poori | 30.00 |
| 18 | Paratha (Aloo, Methi, Palak, Muli, Gobhi, Onion, Paneer) with pickles | 01 pc 02 pc | 20.00 35.00 |
| 19 | Uttapam | 01 pc | 20.00 |
| 20 | Poha | 100 gms | 15.00 |
| 21 | Upma | 120 gms | 20.00 |
| 22 | Chaat (AalooTikki/ Samosa/Kachori) | 150 gms | 15.00 |
| 23 | Veg. Sandwich | 02 pc | 15.00 |
| 24 | Water Bottle | - | Print Rate |
| 25 | Lassi | 200 ml | 20.00/ MRP |
| 26 | Curd | 200 ml | 20.00/ MRP |
| 27 | Mattha | 200 ml | 15.00/ MRP |
| 28 | Juice (Fruits0/Real Juice | 200 ml | 25.00/ MRP |
| 29 | Shake (Banana, Mango etc. | 200 ml | 25.00 |
| 30 | Ice-cream | - | MRP |
| 31 | GulabJamun | 02 pc | 20.00 |
| 32 | Jalebi | 100 gm | 15.00 |
| 33 | Milk (Boiled) | 250 ml | 15.00 |
| 34 | Spring Roll | 01 | 25.00 |
| 35 | Veg. Thali (Optional) Roti-04, Rice, Dal, Seasonal Vegetable, Pickle | 01 Thali | 60.00 |

