इन्दिरा गाँधी राष्ट्रीय जनजातीय विश्वविद्यालय
INDIRA GANDHI NATIONAL TRIBAL UNIVERSITY

अमरकंटक (म.प्र.)AMARKANTAK (M.P.)

(संसद के अधिनियम के आधीन स्थापित केंद्रीय विश्वविद्यालय)

(A Central University established by an Act of Parliament)

Website: www.igntu.ac.in

Tender Ref: IGNTU/MTS/MESS/2025/114 Date: 26/12/25

TENDER DOCUMENT

For Providing Mess / Catering Services

Model Tribal School Hostels (Boys & Girls)

Section 1: Important Information

Tender Reference	IGNTU/MTS/MESS/2025/114
Mode of Tender	GeM Portal - (Two-Bid System)
Estimated Student Strength	353 (classes I–VIII)
Hostel Type	Residential (separate Boys & Girls hostels)
Contract Period	1 year (initial) – renewable annually up to 3 years (1+1+1) subject to satisfactory performance
Estimated Annual Contract Value	Approx. Rs. 1.00 Crore (indicative)
Bid Security (EMD)	Rs. 4,00,000.00 (Rupees Four Lakhs)
Performance Security	5% of Annual Contract Value (as per GFR-2017, Rule 171)
Tender Processing Fee	Rs. 2,000/- (non-refundable) to be paid online to IGNTU account)
Bid Validity	180 days from date of opening of Technical Bid
Last Date for Submission	As per GeM Portal / NIT (to be notified)
Address for Correspondence	Registrar, IGNTU, Lalpur, Amarkantak, Distt. Anuppur (M.P.) 484887 Email: registrar@igntu.ac.in

Registrar
I.G.N.T.U. Amarkantak (M.P.)
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Section 2:

Notice Inviting Tender (NIT)

Sub.: Notice inviting tenders for engagement of Agency/firm for providing Mess/Catering services at Model Tribal School Hostels, at IGNTU Amarkantak, MP-Reg.

Online bids are invited through Government e-Marketplace (GeM) from registered and experienced caterers/agencies for providing Mess/Catering services at the Model Tribal School Hostels (Boys & Girls), Indira Gandhi National Tribal University (IGNTU), Amarkantak (M.P.). Bids will be received under two bid system on GeM Portal – Technical and Financial. Only technically qualified bidders will be considered for opening and evaluation of financial bids on GeM portal as per the GeM Policy:

SN	Name of the University Mess	Total Student Strength (approx.)	Remarks
1	Model Tribal School Mess	353 (Boys: 183, Girls,170)	Strength of students may vary ± 20%

Non-refundable tender processing fee of Rs. 2000/- (two thousand) only has to be remitted through online in favour of the IGNTU, at Canara Bank, IGNTU, Lalpur Amarkantak (Account No- 6752101000027, IFSC - CNRB0006752)-484886, District-Anuppur (M.P.). The copy of processing fee receipt and applicable Bid Security must be enclosed with duly filled in technical bids and uploaded on GeM portal.

26/12/2025

Registrar
IGNTU, Amarkantak, M.P.

Registrar
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कुलसचिव
इ.गां.रा.ज.जा.वि. अमरकंटक (म.प्र.)

Section 3: Background & Objectives:

Model Tribal School is a fully residential school under the Indira Gandhi National Tribal University, Amarkantak, MP, catering to children in classes I to VII (age group 6–14). Approximately 80% of the students belong to tribal communities and the rest to marginalized / downtrodden categories. The school provides holistic education including residential, curricular, co-curricular and sports activities. The primary objective of this tender is to engage a capable service provider to manage mess operations ensuring wholesome, nutritious, hygienic and culturally appropriate meals for students and designated staff.

Section 4: Scope of Work:

The scope of work to be carried out by the Contractor includes, but is not limited to:

I. Provision of daily meals: Breakfast, Mid-day Meal/Lunch, Evening Snacks and Dinner as per approved weekly menu and time schedule.

II. Caretakers: At least 4 residential caretakers to reside 24×7 in each hostel (in addition to Warden & Assistant Warden) for safety, supervision, hygiene and care of students up to Class VIII.

III. Procurement, storage and inventory management of raw materials (fresh vegetables, milk, dairy, pulses, grains, spices, condiments etc.) of approved brands/quality.

IV. Maintaining mess kitchen, dining hall, store rooms, utensils and equipment in clean and serviceable condition; regular maintenance and minor repairs.

V. Daily cleaning of utensils, service ware, dining tables, kitchen floor, drains and surrounding areas; regular fumigation and pest control.

VI. Ensuring that only freshly cooked, hot food is served (no recycled or stale food). Unrefrigerated cooked food not consumed within 6 hours (summer) or 10 hours (winter) shall be treated as stale and disposed of immediately.

VII. Disposal of waste in an environmentally responsible manner: segregation of biodegradable and non-biodegradable waste at source and handover to University waste management system or approved vendor on routine basis.

VIII. Ensuring food safety and hygiene compliance as per FSSAI, PESO norms; maintaining records of cleaning, temperature logs, supplier invoices and traceability.

IX. Provision of adequate manpower including managers, supervisors, cooks, helpers, servers and cleaning staff; providing uniforms, name badges, gloves and hair-nets.

X. Maintaining attendance registers for students and staff, daily meal counts, monthly billing with Principal/Hostel Warden certifications for payment and audit purpose.

XI. Preparation and service during special events, examinations, remedial classes and vacation periods as required by the Principal; adjusting meal timings and service days as instructed.

XII. Inventory acceptance: the available inventory (utensils, furniture, appliances) shall be handed over to the caterer in good condition at commencement; the caterer shall be custodian and shall be responsible for any loss or damage (except normal wear & tear).

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XIII. Electrical appliances (toasters, refrigerators, mixers, ovens, grinders etc.) may be used; electrical cooking appliances require prior written permission from Competent Authority.

XIV. No use of harmful additives (e.g., MSG, artificial colors, banned preservatives) or Vanaspati/Hydrogenated oils. Any violation will attract penalties/action as per norms.

XV. Maintain grievance/suggestion book; attend monthly monitoring committee meetings and comply with corrective actions within stipulated timelines.

XVI. The catering Agency/firm concerned will arrange own utensils as well as commercial LPG cylinders for cooking of food and serving the same in the Mess at its own cost. However, the University shall provide basic infrastructure (kitchen space, dining area, furniture, water supply and meter for electricity).

XVII. Deposit of three months rent and license fee in advance, which shall be adjusted at the end of contract period.

Section 5: Operational Days, Timings & Service Mode:

1. Operational Period: Mess shall be operational during the academic session (minimum 10 months). The University may close or reduce services during vacations; payment will be made only for operational days.

2. Dining Timings (standard):

- Breakfast: 07:30 – 09:30 hrs
- Lunch: 12:30 – 14:30 hrs
- Evening Snacks: 16:30 – 17:30 hrs
- Dinner: 19:30 – 21:30 hrs

The Principal/Mess Committee may modify timings for special schedules and remedial classes; caterer will be informed in advance.

3. Mode of service: Self-service (buffet) with adequate counters; minimum one serving counter per 250 students and adequate hot-holding equipment (Bain Maries, hot-cases).

Section 6: Menu & Nutrition (Annexure V):

The weekly menu (Annexure V) is mandatory and includes millets and local tribal preferences. The Mess Committee / Dietician may make minor modifications for nutritional adequacy or festival days.

The menu shall include seasonal fruits, milk (150 ml compulsory), salad, dal and six chapatis as compulsory items for lunch and dinner.

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Annexure V: Weekly Menu Chart (Sample)

Day	Breakfast	Lunch	Snacks	Dinner
Monday	Poha / Upma/ Idli	Rice, Arhar Dal, Seasonal Veg, Chapatti (6), Salad, Papad, Pickle	Dhokla / Seasonal Snack + Fruit + Milk (150ml with protein powder)	Veg Biryani + Seasonal Veg + Mung Dal + Chapatti + Salad
Tuesday	Veg Khichdi / Aloo-Paratha / Methi Paratha	Rice, Mung Dal, Seasonal Vegetable, Chapatti (6), Salad, Papad	Suji / Millet /Halwa + Fruit + Milk (150ml with protein powder)	Soya Badi / Aloo-Chana + Arhar Dal + Rice + Chapatti + Salad
Wednesday	Puri + Sabji / Chhole	Rice, Mix Dal, Seasonal Veg, Chapatti (6), Salad, Papad, Pickle	Poha / Uttapam + Fruit + Milk (150ml with protein powder)	Seasonal Veg + Sambar Dal + Rice + Chapatti + Salad
Thursday	Veg Pulao + Chutney + Sprout	Rajma + Sambar Dal + Rice + Chapatti (6), Salad, Papad	Fried Chana + Fruit + Milk (150ml with protein powder)	Seasonal Veg + Mix Dal + Rice + Chapatti + Salad
Friday	Idli / Sambar / Uttapam + Sprout	Seasonal Veg + Masoor Dal + Rice + Chapatti (6) + Salad + Papad + Pickle	Seasonal Halwa / Millet Sweet + Fruit + Milk (150ml with protein powder)	Mutter Paneer / Palak Paneer + Arhar Dal + Jeera Rice + Chapatti + Salad
Saturday	Plain / Methi Paratha + Sabji	Chhole Sabji + Arhar Dal + Rice + Chapatti (6) + Salad + Papad	Samosa / Alu Banda + Fruit + Milk (150ml with protein powder)	Seasonal Veg + Chana Dal + Rice + Chapatti + Salad
Sunday	Veg Khichdi / Veg Pulao + Chutney	Seasonal Veg + Chana Dal + Rice + Chapatti (6) + Salad + Papad + Pickle	Custard + Sandwich+ Fruit	Seasonal Veg + Kheer / Millet Kheer + Puri + Mix Dal + Rice + Salad

Note:

1. **The menu may be modified by the Mess Committee / Dietician; no change to the nutritional adequacy is permitted without prior approval.**
2. **Millets and local tribal dishes should be incorporated at least twice a week.**
3. **It is the responsibility of the Mess Committee to ensure that the Mess Contractor is following the prescribed menu. In case of failure, a written report is to be submitted by the Committee on the same day.**
4. **The quantity of vegetable should be appropriate with respect to potato.**
5. **Under unavoidable circumstances, if the contractor wishes to changes the menu for a particular day, s/he has to intimate the same in advance to the Mess Warden/Principal.**
6. **Daily menu verification register shall be maintained by vendor/ firm and duly verified by Mess Warden/ Principal.**

Section 7: Eligibility Criteria:

1. The bidder must be a registered entity (proprietorship, partnership, company) engaged in catering for at least 3 years.
2. Experience: Minimum two completed contracts in last 3 years for running Mess/ services for educational institutions or hostels catering to a minimum of 200-300 persons **OR** one contract of 300+ persons. Include experience certificates.
3. Financial Capacity: Minimum average annual turnover of Rs. 50 lakhs from catering/reporting services in the last 3 financial years (audited CA certificate required to be uploaded on GeM).

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4. Mandatory registrations: PAN, GSTIN, FSSAI license (central/state as applicable), EPF, ESI, Labour License (wherever applicable).
5. Statutory compliance: Income tax returns for last 3 years, balance sheets, and proof of PF & ESI remittances.
6. Quality certifications (if any) like ISO/FSSAI/Quality Assurance may be accorded preference.
7. Bidder should not be blacklisted by any Central/State Government or PSU (self-declaration required).

Section 8: Pre-Bid Inspection & Demonstration

The University may conduct site inspections of bidder's existing operations and may call for a demo-cook to assess quality, hygiene and capability. The bid evaluation will factor in past performance feedback and inspection reports.

Intending tenderers are also advised to visit and inspect the Mess/Hostel building at Model Tribal School, IGNTU before submission of their tenders. The tenderer shall themselves obtain all necessary information as to risks, contingencies and other circumstances which may influence or affect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents and has made himself aware of the scope and specifications of the work to be done and local conditions and other factors having a bearing on the execution of the work.

Section 9: Bid Submission Procedure (GeM ATC)

Bids must be submitted online through GeM portal. The two-bid system shall be followed:

- **1. Technical Bid (Upload on GeM):**
  - Filled Technical Bid form (as per Section/Annexure) signed on each page.
  - Tender Processing Fee receipt (Rs.2,000).
  - Bid Security (EMD) proof - Rs.4,00,000/- (Rupees four lakh)
  - Copy of catering/mess license issued by the State / Central Govt.
  - Copies of PAN, Regular GST, FSSAI, ISO, EPF, ESI, Labour License.
  - Audited financial statements and CA certificate of Minimum average annual turnover of Rs. 50 lakhs (last 3 years).
  - Work experience certificates / performance certificates with contact details.
  - Medical fitness report format & staff deployment plan.
  - Declaration on non-blacklisting & acceptance of tender terms.
  - Declaration for non-employment of any family member or relative in the University.

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Signature of the Bidder

2. **Financial Bid (Upload on GeM):**

- Financial bid shall contain rates strictly in the format provided in Annexure VI, as per GeM Policy.

IMPORTANT: Technical bid must NOT contain any price information. Any technical bid with price references shall be summarily rejected.

Section 10: Bid Security & Performance Security

EMD/Bid Security: Bidder shall deposit EMD as specified in NIT. EMD shall remain valid for 45 days beyond bid validity. EMD is refundable to unsuccessful bidders. EMD of successful bidder may be converted into Performance Security on request.

Performance Security: The successful bidder shall furnish Performance Security equivalent to 5% of the annual contract value in the form of Bank Guarantee/Demand Draft / online payment/ as per the provisions of GFR-2017 within 15 days of award of contract and valid for 6 months beyond contract period.

Section 11: Payment Terms & Billing

1. Payment shall be made monthly against certified bills based on actual number of students/ attendances certified by Hostel Warden/Principal.
2. Bills shall be supported by daily attendance, menu statements, purchase bills and statutory deductions (if any).
3. University shall deduct applicable taxes at source as per rules.
4. No advance payment shall be made.
5. In case of part months or leave, rebate will be applied as per Mess Rules (no rebate for absences less than 7 consecutive days unless approved).

Section 12: Utilities, License Fee & Charges

The catering Agency/firm concerned will arrange own utensils for cooking and serving the food in the Mess at its own cost. However, the University shall provide basic infrastructure (kitchen space, dining area, furniture, water supply and meter for electricity). The caterer will pay the following fee-

Facility	Annual License Fee (INR)	Monthly Rent / Charges (INR)
Model Tribal School Mess (New Boys/Girls combined)	5,000	3,000
Water & Electricity	—	To be paid on actual meter reading/ consumption

Section 13: Monitoring, Committee & Feedback

A Monitoring Committee comprising Principal, Hostel Warden, Mess Warden and student representatives will periodically inspect services. The committee shall meet monthly and review feedback. The committee may levy penalties, instruct corrective actions, and recommend termination for repeated or serious lapses.

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Annexure I: Agreement (To be executed on Stamp Paper)

Execution of Agreement: The successful tender will have to execute an agreement with IGNTU Amarkantak on Rs. 500/- stamp paper, the cost of which will be borne by the contracting agency/firm/company, which shall incorporate the terms of this tender, Performance Security, Indemnity clause, termination and dispute resolution clauses. Key clauses include:

- Contract Duration & Commencement
- Scope of Services & Standards
- Performance Security & Forfeiture Conditions
- Payment Terms
- Termination for Default & Convenience
- Indemnity & Liability
- Force Majeure
- Jurisdiction & Governing Law

Annexure II: Technical Bid Format

Bidders shall fill and upload the following information (signed & stamped):

- Name of Bidder / Firm, Complete Address, Contact Person, Email, Phone
- Type of Organization & Registration details
- PAN, GSTIN, FSSAI, EPF & ESI, Labour License
- Audited Financial Statements (last 3 FYs) & CA Certificate for turnover of Minimum average annual turnover of Rs. 50 lakhs.
- List of major contracts in last 5 years (with certificates), contact persons and phone numbers
- Staff deployment plan, uniform policy and medical fitness procedure
- Sample Daily/Weekly Menu & Nutritional Statement
- Acceptance of all tender terms & signed copy of tender

SN	Description	Information to be provided by the bidder
1 a	Name of The Bidder:	
	Complete Address:	
	Phone No./contact No.	
	Email ID:	
1b	Contact Person/ Representative Name and Designation: Contact/Phone Land Line No. / Email:	
2a	License No.	
	Registration No:	
	PAN:	

Bidder

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	GSTIN:	
	ESI/ EPF:	
	FSSAI:	
	Any other	
	Upload copies of above	
2b	Proof of payment of income tax and service tax/GST (last three years) (Copy of income tax and services tax /GST payments to be enclosed)	
3	Number of Mess/ Food Courts/ dining facilities serviced in Government organization/ Institutions (upload a list of work handled up to March 31, 2025 and ongoing work, with all the relevant documents) (List to be included with name of the institution, duration, number of students catered, type of service provided)	
4	Number of Food Courts/ dining facilities serviced in non-academic establishments (upload a list of work handled up to March 31, 2025 and ongoing work separately with all the relevant documents)	
5	Whether quality certificates has been obtained for any of the Food courts/ Dining facilities/ Catering services managed by you (If Yes, copy to be uploaded)	
6	Authenticated copy of audited statement of accounts for the last three years to be uploaded (In case the work was executed for private firms/ persons, TDS certificate to be submitted)	
7a	Total Number of Employees:	
7b	Regular: I Temporary:	
8	Litigations, if any, related to the catering/mess work. (if yes, details to be furnished)	Yes/No
9	Any other information in support of the credentials Details, if any, to be furnished	
10	Non-debarment and non-bankruptcy declaration	

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Signature of bidder
Official seal and address

Annexure III: Minimum Staff Deployment

Category	Minimum Nos. (for 350-400 students)	Gender Preference	Remarks
Mess Manager / Supervisor	1	Any (prefer female for girls mess)	Overall, in-charge; single point of contact
Cooks (Skilled)	3	Any	Shift-wise rotation; at least 1 trained in child nutrition
Assistant Cooks / Helpers	6	Any	Support for prep and cleaning
Servers / Counters	2	female for girls mess	Service & distribution
Cleaners / Dishwashers	3	female for girls mess	Utensils cleaning & sanitation
Support Staff (Store, Inventory)	1	Any	Record keeping & stores

Note: Staff deployed in girls hostel should be female. Caterer must ensure staff undergo background verification and bi-annual medical check-ups.

Annexure IV: Penalty Matrix

S.No.	Nature of Violation	Penalty (INR)
1	Use of domestic LPG cylinders for cooking of food	5000
2	Non-availability of complaint/suggestion register	200
3	Mess staff not in uniform / without gloves / caps	200
4	Absence of authorized representative at meeting	500
5	Use of alcohol / banned substances by staff on premises	2,000
6	Poor personal hygiene / unbecoming behaviour	500 per instance
7	Inadequate no. of staff (per day)	500 per staff shortfall per day
8	Insects / foreign objects in food	2,000 per complaint
9	Unclean utensils / unhygienic kitchen or dining area	1,500 per occasion
10	Deviation from approved menu without permission	1,000 per day
11	Serving uncooked / half-cooked meals	2,000 per occasion
12	Use of adulterated or banned food items (e.g., artificial colors, MSG)	5,000 per occasion
13	Multiple use of frying oil / Vanaspati use	1,000 per occasion
14	Compromised quality of milk	1,000 per occasion
15	Delay in service beyond permissible waiting time	500 per instance
16	Non-deposition of monthly rent and license fee before 10th of following months	1000 per instance
17	Proven incident of food poisoning	Termination, forfeiture of security, blacklisting and legal actions
18	Unethical/Unauthorized entry in Girls/Boys Hostel	1000 per occasion

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Annexure V: Approved Brands & Consumables

- Salt: Tata, Annapurna, Nature Fresh

- Spices: MDH, Everest, Catch, Top's

- Ketchup: Maggi, Kissan, Heinz, Top's

- Cooking Oil: Fortune, Saffola, Dhara, Sundrop (no Vanaspati)

- Ghee: Amul, Sanchi, Gowardhan

- Milk: Amul, Sanchi, Vishakha, Nandini (or local certified milk supplier)

- Atta / Flour: Aashirvaad, Trishul, SGP, Fortune

- Butter / Cheese / Paneer: Amul, Sanchi, Nandini

- Rice: Kali Munch, HMT or equivalent local premium brand

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Annexure VI: Financial Bid Format (To be filled on GeM)

Bidders should upload the financial bid on GeM in the prescribed format.

The following template clarifies the pricing structure:

Item	**Rate (INR) per Student per Day (inclusive of taxes)**
Breakfast	
Lunch	
Evening Snacks	
Dinner	
Total (Breakfast + Lunch + Snacks + Dinner)	

Sample Calculation (for estimation):
Total Annual Cost = (Quoted per day per student) x (No. of Students) x (Working Days in Year).

Note:
1. The rate(s) shall remain applicable for the entire contract period.
2. I/We agree to comply with minor modifications in the menu by the mess committee without any additional cost.
3. I/We hereby agree to abide by the terms and conditions mentioned in the tender doc.
4. I/We agree to attend the meetings when and where called for, and comply with its decisions.
5. I/We have uploaded the duly signed copy of all the schedules and required annexures with the tender application form.
6. I/We hereby certify that the above quoted rates are basic price/per day as per the sample menu.

Authorized signatory of the bidder with seal

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Annexure VII: Monthly Feedback & Performance Form

The Monitoring Committee will use the following performance matrix (scores):

Parameter	Excellent (5)	Very Good (4)	Good (3)	Average (2)	Poor (1/0)
Quality of Food (double weightage)					
Quantity of Food					
Cleanliness & Hygiene					
Service & Punctuality					
Complaint Resolution					

Annexure VIII: Undertaking / Indemnity (to be executed by the Caterer)

The Caterer shall execute an Indemnity in favour of IGNTU indemnifying the University against any loss/liability arising out of unhygienic preparation, personal hygiene issues, storage and any matter causing harm to students. The Caterer indemnifies IGNTU that it shall comply with FSSAI and other statutory norms.

Section 14: Termination, Force Majeure & Dispute Resolution

Termination: The University may terminate the contract for reasons including but not limited to poor performance, repeated non-compliances, breach of contract or insolvency. A notice period of 30 days shall be given for termination for convenience; for termination for cause (serious breaches) the University may terminate immediately with forfeiture of Performance Security.

Force Majeure: Neither party shall be liable for delays or failure to perform due to events beyond control (Acts of God, war, civil unrest, pandemic, earthquake, fire). The affected party shall notify the other within 48 hours and provide evidence. If Force Majeure persists beyond 60 days, University may terminate the contract without liability.

Dispute Resolution: Parties shall attempt amicable settlement through mediation. Unresolved disputes shall be subject to arbitration as per Arbitration & Conciliation Act, 1996, and courts at Anuppur/Jabalpur (M.P.) shall have jurisdiction.

Section 15: Annexure IX: Check-list for Technical Bid

- Signed Technical Bid Form and all pages of Tender Document
- Tender Processing Fee UTR/receipt (Rs.2,000)
- Proof of EMD/Bid Security (Rs.4,00,000)
- Copies of PAN, GST, FSSAI, EPF, ESI, Labour License
- Audited Financial Statements & CA turnover certificate (last 3 years)
- Work Experience & Performance Certificates
- Staffing Plan and Medical Fitness Procedure
- Sample Weekly Menu & Nutritional Statement
- Declaration of non-blacklisting

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Signature of the Bidder