

**NOTICE INVITING TENDER FOR PROVIDING CANTEEN SERVICES AT
SIBSAGAR UNIVERSITY, SIVASAGAR (ASSAM)**

TENDER NO: SU/TENDER/CANTEEN/2025/03

DATED: 04-07-2025

Sealed tenders in two bid system i.e. “Technical Bid” & “Financial Bid” addressed to Registrar, Sibsagar University, Sivasagar are invited from eligible contractors for providing canteen services in the University. Prescribed tender form containing Terms & Conditions is available on the University website <http://www.sibsagaruniversity.ac.in>. The last date of submission of tender shall be 22/07/25 and must reach before 2 PM. No tender form shall be accepted after the last date and scheduled time.

The Technical Bid shall be opened on 22/07/2025 at 3 PM in the Registrar’s office in the presence of interested parties/authorized representatives. They should make themselves available for the same.

The contractor must submit:-

- a. Declaration form on firm’s letter head duly signed.
- b. The terms and conditions form which should be duly signed by the tenderer on each page.
- c. List of Quoted rates for the items to be served should be duly signed by the tenderer on each page.

The duly filled Tender along with all necessary documents may be submitted to the Registrar’s Office during working hours.

The undersigned reserves the right to accept or reject any or all the tenders submitted without assigning the reasons thereof.

TERMS AND CONDITIONS:

1. The tenderer has to provide the price of each item separately on enclosed Proforma.
2. The selected caterer may be asked to give sample of each item of the list enclosed.
3. The contract shall be for one year from the date of signing of an agreement and shall automatically expire on completion of one year unless renewed. If the agreement is not renewed every year, the caterer will have to vacate the premises immediately on the expiry of the contract on 15 days’ notice.
4. The selected Canteen Contractor shall pay the following charges to the University:
 - (i) Monthly rent Rs.3500/- per month
 - (ii) Electricity Charges As per actual (smart meter basis)
5. The selected Contractor shall sign an agreement with the University authorities.
6. Selected Contractor shall deposit Rs.20,000/- with the University at the time of signing of the agreement as Security Deposit which will be refunded on expiry of the contract.
7. In case of breach of any terms and conditions herein contained, the University authorities shall be at liberty to terminate the contract without assigning any reason and the caterer shall have to vacate the premises allotted to him within the time specified by the University authorities.
8. Any non-compliance of the tender requirements may lead to rejection of tender quotations.
9. The University reserves the right to accept or reject any tender quotation in whole or in part without assigning any reason thereof.
10. The University reserves the right to change/add any food items in the menu and conditions without assigning any reason thereof.

11. Any dispute/litigation is subject to Sivasagar jurisdiction only.
12. The Contractor shall be subject to the regulation of the Labour Laws applicable to Sivasagar, Assam.
13. The Contractor shall not keep/sell items like cigarette, gutkha, alcohol, drugs and another health hazard articles.
14. The security deposit shall be forfeited if the contractor terminates the contract within agreement period.
15. It will be sole responsibility of the contractor to guard canteen properties properly like fans, furniture, electrical fittings, sanitary fittings and windows and doors etc.
16. The contractor shall be responsible for payment of GST (as the case may be) on eatables.
17. It may be noted that the lowest quoted rates of a tenderer do not entitle him/her to claim the said contract. The final decision shall be taken after the tenderer is interviewed and the presentation is assessed by the committee and he is finally recommended.
18. The tenderer's firm must have at least two years of experience in catering/ canteen (preferably running a canteen in reputed Govt. Organizations/ departments/ educational institutions/ official premises etc.). The authentic supporting documents needs to be attached with details.
19. The tenderer's firm must not have been blacklisted ever in the past and must not have been penalized for not meeting the provisions of Food Adulteration Act, 1954 and food safety and standard Act 2011. A self- certification is required to be submitted by the contractor on letter head.
20. The contractor shall abide by all the prevailing laws for running of canteen/cafeteria and shall do all the necessary formalities of obtaining licenses/permission etc. on his own. **The food security license/permission obtained from concerned authority must be submitted to the University within two weeks of obtaining canteen allotment.** The University shall not take any responsibility for any legal provisions not met by the contractor & on account of this the contractor shall solely be responsible.
21. The canteen Committee of the University may make a visit to the existing catering place of the tenderer and the committee's decision regarding the capability of the tenderer to provide catering services in the University as per the University's requirement shall be final.
22. The contractor shall be required to pay
 - a. Electricity charges every month as per actual usage. This amount shall be deposited by 10th of every month.
 - b. Rs. 20,000/- as security deposit that shall be refundable after the expiry of contract and no interest shall be payable on it. This may be adjusted in case of any dues / damages are reported during the tenure of contract period.
23. The contractor shall keep the canteen area (in and around) neat and tidy.
24. The kitchen of the canteen shall be maintained with best of hygiene standard.
25. The contractor shall take all precautions to maintain quality of food. In no case he shall sell stale/old stuff/preparations.
26. The contractor must not use / store any hazardous chemical/ dangerous element/ banned or expired products in the canteen which may pose threat to the health and safety of the people.
27. Pest control will have to be done on a regular basis and the cost to be borne by the contractor. Proper documentation has to be submitted to the committee for regular review.
28. The contractor shall use the good quality branded cooking medium like oil and sauces and should ensure that only standard material / ingredients for cooking and serving are used. The list of the some of the good quality cooking brands is given in Annexure II. No sub-standard material / ingredients shall be allowed. **The contractor is advised to quote the rates of food items keeping in view the cost factor of the ingredients/material which shall be of good quality.**
29. The contractor shall not use the canteen/ University premises for residential purpose for self or his staff & none of the employees of the contractor shall be allowed to stay in the University premises during night/holidays etc. Staff of canteen will be allowed to stay in the canteen only with the permission of Registrar, Sivasagar University. Unauthorized person will not be allowed to stay there.
30. The contractor shall not sublet the contract to any vendor further. Similarly, no part of the menu/items agreed upon shall be sublet to any other party. Subletting in any form shall not be allowed.

31. The contractor shall provide the list of the workers along with their identification & residential proof, who are working in the canteen and also the following.
 - a. Any change in the staff shall be reported immediately and relevant proof of identification shall have to be submitted again. The contractor shall solely be responsible for the conduct/behaviour of the staff employed by him in the University canteen and shall solely be responsible for any misconduct or undesirable incidence on account of the conduct/behaviour of the staff engaged by the contractor.
 - b. A list of staff along with their photographs working in canteen shall be forwarded to the police station concerned.
 - c. The staff must have proper medical certificates issued by the registered medical authority.
 - d. All staff must be properly groomed and be polite/courteous to the customers.
 - e. The staff of the contractor shall abide by the instructions issued by the University authorities from time to time and their movement in the University shall be restricted.
 - f. The staff must be properly trained with all necessary information on handling customers, maintenance of equipment's with special emphasis on service orientation and personal hygiene.
32. The contractor shall ensure that applicable labour laws and minimum wages act are complied with. They are responsible for compliance of all the laws, bylaws, ordinances and rules governing employment and their medical insurance, PF etc.
33. The contractor must ensure compliance of provisions of Food Adulteration Act 1954 and Food Safety Standard Act 2011.
34. The contractor shall ensure to keep all his belongings under lock and key. The contractor shall be solely responsible for any loss, damage, theft etc. of assets in the canteen and no compensation of any kind shall be made by the University.
35. The contractor shall have to ensure that the canteen staff employed by him wears full uniform with IDs and with proper gloves, head cover, apron etc. The contractor shall have to take all the measures to maintain good hygiene during the preparations and serving.
36. The contractor shall have to make his own arrangements to remove / dispose –of garbage and shall not use University premises for dumping of the garbage. The contractor has to ensure that the garbage is not scattered here and there and shall have to arrange proper dustbins.
37. Regular housekeeping and cleaning/clearing the allotted premises must be done.
38. The contractor shall have to provide “Complaint and Suggestion Book” and the same shall be made available to anyone who desires to record any complaint or suggestion. The same shall be submitted to the Registrar’s office for inspection every month.
39. The contractor will be responsible for proper clearance of tables, used plates etc. They must provide adequate manpower for smooth operation of the canteen.
40. Display of rate list: the display of the menu card has to be done in a legible manner. The self-service system should be adopted in the canteen. The contractor shall display the menu every day on the notice board of the Canteen.
41. The approved rates of the food items as accepted by the University shall not be increased by the contractor without prior permission of the University. No other item shall be sold by the contractor outside the approved list, without permission of the University.
42. Regular food audit to check the quality and safety will be done by the canteen committee.
43. The Canteen should be kept open during the University Hours (Monday – Friday: 9.00 AM – 4.00 PM, Saturday: 9.00 AM – 2.00 PM). The contractor shall not close the canteen without prior permission from the University. The canteen shall remain open on Saturday/Sundays/ Vacations/Holidays as per the requirement of the University to be stated by the authorities of the University.
44. The Contract may be terminated by giving one month’s notice from University authority. However, if it has been found/reported that there has been a gross misconduct, negligence, non-compliance of orders requiring immediate action, the Registrar shall have the rights to revoke the contract immediately without any notice.

45. After the termination / expiry of the contract, all the belongings of the University should be handed over to the University as per the asset register of the canteen.
46. There shall be an observation (probation) period of 2 months from the date of award of contract during which the work and conduct of the contractor and his staff shall be observed & assessed. Further, extensions shall depend on the satisfactory performance of the canteen contractor.
47. The members of Canteen Committee will check the quality of food preparation, hygiene conditions, staff conduct etc. at any time.
48. Any loss to the property of the University caused by the contractor shall be borne by the contractor.
49. In case of any dispute, the matter shall be resolved amicably. However, if the matter still remains unresolved, the same shall be resolved by an arbitrator appointed by the Canteen Committee of the University, the decision of which shall be final & binding to both the parties.
50. The committee in its considered view may reject any or all the tenders as it deems fit at any stage.
51. Any dispute is subject of the Jurisdiction of Court situated in Sivasagar.
52. While selecting the contractor, the committee will compare the quoted prices of food items with Committee's own estimate of similar items.

TECHNICAL BID

A maximum of one representative of the bidder shall be authorized and permitted to attend the Technical bid prior to the financial bid opening.

The Technical Bid should be sealed in a separate envelope and superscribed "Technical Bid, Tender No. **SU/TENDER/CANTEEN/2025/03, DATED: 04-07-2025.**"

This envelope of Technical Bid shall contain the following documents –

1. Undertaking duly signed with Stamp and Name of Firm on non-judicial stamp paper.
2. Personal Bio Data of the bidder/Tenderer/ Firm.
3. For address proof-Self attested photocopy for proof of address in form of Bank Passbook, electricity bill, telephone bill, election identity card, passport or driving license, copy of registration if any (any one of them).
4. In case of company or partnership firm, authorization and/or copy of partnership deed must be submitted with the technical bid.
5. Self-Attested copy of PAN Card of the firm/proprietor issued by Income Tax Department. (In case PAN Card of an individual / proprietor is submitted, it should be accompanied by the return filed for the previous year indicating the same PAN number as submitted).
6. 2 self-attested passport size photographs.
7. All the pages of the tender document duly signed by the firm/dealer.
8. Experience Certificate (if any).
9. Food Safety Certificate.

Sd/-

Dr. Profulla Chandra Kalita

Registrar, Sibsagar University

Only those bidders who qualify the Pre-Qualification Stage i.e. Technical bid shall be considered for Financial Evaluation i.e., for financial bid.

FINANCIAL BID

Sl. No.	Particulars	Amount (in Rs.)

Total Amount in figures:

Signature of the caterer with Seal

TENDER NAME:

TENDER NO.:

UNDERTAKING

(To be executed on Rs. 10/- Non Judicial Stamp Paper)

1. I/We the undersigned, certify that I/We have gone through the terms and conditions mentioned in the tender documents and undertake to comply with all of them.
2. That no Civil/Criminal/Income Tax/Service Tax/Blacklisting case is pending against my firm.
3. The rates quoted by me/us are valid and binding on me/us for acceptance for the entire period of contract.
4. I/We undersigned hereby bind myself/ourselves to the Registrar, Sibsagar University to provide canteen services during the period of contract.
5. The Security Money deposited by me shall remain in the custody of Sibsagar University, till two months after the expiry of the contract.
6. I/We shall abide by Minimum Wages Act, Contract Labour Act, PF, ESI, Bonus, Gratuity, as applicable from time to time for the workers employed for running the canteen and submit challan regularly to the canteen committee.
7. In case of any lapse occur on my part or on my staff while discharging the services the University authorities may cancel my/our contract and award the work to another agency and the costs difference may be recovered from me/us and can also forfeit security money.
8. The food/eatable items will be genuine, fresh, hygienic and of good quality.
9. In the event of any breach/violation of the terms and conditions, the competent authority shall be at liberty to terminate my contract and can forfeit the security money deposited by me/us.
10. I/we shall abide by all the terms and conditions of the contract.
11. I /we will be wholly responsible for providing Canteen Services at Sibsagar University and will ensure deployment of adequate staff to provide, quick clean and efficient service and also responsible to pay all taxes as applicable to Tenderer. I shall also be responsible for behavior / act of employees engaged by me for running of Canteen Services of the University.
12. I/we shall be responsible for health and injury caused to the worker while working in the canteen.

13. I/we shall be responsible for any loss or damage to the University property by the employee engaged by me/us.
14. The Registrar, Sibsagar University, has the right to accept or reject any or all the tender without assigning any reason. The decision of The Registrar, Sibsagar University, will be binding upon me.
15. I /we shall display the Price List per unit of all available food items on the two separate boards; first at the entrance of the canteen and second at the cash counter.
16. The Canteen will remain open during University hours specified by the University and the Tenderer or his agent will remain present at the canteen.
17. I/we shall vacate the canteen premises on completion of the contract period. In case of unauthorized retention of the canteen premises beyond the contract period, a penalty of 50% over the above the pre-existing rate will be levied on me/us during the period of unauthorized retention.
18. I/we shall also be responsible to pay all taxes as applicable to the government like Income Tax, GST etc.
19. I/we shall be responsible for any theft / loss / damage to University property/fixtures and I /we will rectify/replace the same.

Place:

Date:

Signature of the Tenderer:

Name of the Tenderer:

Seal of the Firm

DOCUMENTS TO SUBMIT

1. Valid Trade License
2. GST Certificate (if any)
3. Valid Food license from the Directorate of Health Services, Govt of Assam
4. Income Tax certification details (If any)
5. Minimum Wage payment document
6. Provision for Food Adultration Act 1954 and Food safety standard 2011
7. Any other documentation.

SIBSAGAR UNIVERSITY, SIVASAGAR

TENDER FORM NO.....

FORMAT TO BE SUBMITTED BY THE CONTRACTOR ON LETTER HEAD

Tender for providing the Canteen services in JEC.

Last Date for submission of tender :

Time for opening of tender :

PARTICULARS

1. Name of the Firm :

2. Name of Proprietor/Partner :

3. Address :

4. Phone No. (Mobile / Landline) :

(a) Present location of Canteen, if any :

(b) Specialized field of Catering (if any):

5. Registration No. :

6. PAN No :

7. GST number

8. If a co-operative society, Please

Indicate Regn. No. and date of Regn. :

9. Any other relevant information :

(Please attach separate sheet)

DECLARATION

I hereby declare at:

1. The applicant/firm have not been blacklisted by any University/University/autonomous institutions/Govt. organisations ever in the past and have not been penalized for not meeting the provisions of Food and Adulteration Act, 1954 & Food Safety and Standard Act 2011.
2. All the particulars subscribed by me are true to the best of my knowledge.
3. All the terms & conditions of this tender document are acceptable to me & I shall abide by the same in case the tender is awarded to me.

Date:

Signature of the Tenderer with seal:

Annexure-I

SIBSAGAR UNIVERSITY CANTEEN RATES TO BE QUOTED BY THE CONTRACTORS

Sl.N o .		Items (standard size and weight)	Rate (Rs)
1	Breakfast	Puri Sabji (2 pc))	
2		Paratha Sabji (1 pc)	
3		Tawa Roti Sabji (2 pc)	
9		Bread butter /Jam (2 piece)	
10		Omelettes (single/double)	
11		Boiled egg (single/double)	
13		Tea (Black) (100ml)	
14		Tea (milk) (100ml)	
18		Coffee	
19	Lunch	Veg Thali (Rice, Dal, two sabji, pickle, papad, salad)	
20		Non- Veg Thali (Rice, Dal, two sabji, pickle, papad, salad, Fish)	
21		Non- Veg Thali (Rice, Dal, two sabji, pickle, papad, salad, Chicken)	
22		Fried Rice -Veg (Half/Full)	
23		Fried Rice –Chicken (Half/Full)	
24		Chowmin – Veg (Half/Full)	
25		Chowmin- Chicken (Half/Full)	
26	Snacks	Samosa	
27		Nimki	
2		Gaja	
30		Khurma	
31		Veg Momo	
32		Chicken Momo	
33		Veg Roll	
34		Egg Roll	
35		Chicken Roll	
37		Veg Pokara (6 pc)	
38		Bread Pokara (2 pc)	
39		Rasgolla (1 pc)	

Annexure-II

List of permissible Brands

Item	Brands
Salt	Tata, Annapurna, Nature Fresh, Ashirvaad, Patanjali, Captain Cook
Spices	M.D.H masala, Everest, Mothers, Nilons, MTR, Priya, Patanjali
Mustered Oil	Engine, Dhara, Fortune, Saffola, Patanjali
Refine Oil	Dhara, Fortune, Patanjali, Saffola
Atta/Maida	Ashirvad, Annapurna, Patanjali, Shakti Bhog, Raj Bhog
Milk	Amul Taza, Mother Diary, Purabi
Tea	Lipton, Tata, Brooke bond or FSSI approved Local Brands
Coffee	Nescafe, Bru
Rice	Joha, India Gate, Mother India, Aizung

Annexure-III

Penalties/ Fine

(The penalty will be deducted out of the security deposit made by contractor)

Violation	Penalty per complain
Cockroaches, flies, insects etc. in food items	Rs. 10,000/-
Usage of spoiled/stale food ingredients e.g. Rotten vegetables, infected grains, expired items	Rs.10,000/-
Poor maintenance/tempering with institute property	Rs. 10,000/-
Presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails pieces of plastics etc.	Rs. 10,000/-
Three or more complaints related to cleanliness in a day/week	Rs. 5,000/-
Food poisoning	Forfeiture of security deposit and cancellation of contract
Changes of rates in listed items without prior permission from concerned authority	Rs. 5,000/-
Inappropriate personal hygiene of workers	Rs.2,000/-
Any other complain reported	As per decision of canteen committee