



**ISLAMIC UNIVERSITY OF SCIENCE & TECHNOLOGY
AWANTIPORA, KASHMIR.**

**TENDER NOTICE FOR RUNNING OF UNIVERSITY CANTEEN IN THE GROUND
FLOOR OF MULTI-USE FACILITY CENTRE**

Sealed tenders affixed with a revenue stamp worth Rs. 5/- are invited for and on behalf of the Vice Chancellor of Islamic University of Science & Technology, Awantipora from registered canteen service providers for running of the Canteen (in the Ground Floor of the Multiuse Facility Centre) in the University Campus. The tenderer should have at least three years of experience in running a canteen/cafeteria. A detailed tender document can be collected from the office of the Estates on all working days (Monday – Friday) between 09: 00 am to 4:30 pm or can be downloaded from the University Website at www.iust.ac.in). The tender document complete in all respects should be submitted in the office of the Estates by or before **15-07-2024** and the tender should be super-scribed as “Tender for Running of University Canteen (in the Ground floor of Multiuse Facility Centre)”. For detailed tender is available at the University website www.iust.ac.in w.e.f. **02-07-2024**.

Sd/-

Dy. Registrar Estates

No: IUST/Canteen/Tender/24/696

Dated: - 02-07-2024



NOTICE INVITING TENDER
FOR UNIVERSITY CANTEEN AT MULTI-USE FACILITY

**ISLAMIC UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

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University Canteen near Food Technology Block in the Multi-Use Facility (Ground Floor only)

For and on behalf of the Vice Chancellor, Islamic University of Science and Technology, Awantipora, J&K State, Tenders (in two cover systems) are invited for running University Canteen by reputed Companies / Vendors / Agencies.

The following is the necessary information:

| S. No. | Particulars | Details |
|--------|---|--|
| 1 | Name | University Canteen in the Multiuse Facility Ground Floor, IUST Main Campus. |
| 2 | Period of Contract | One year (further extendable by 1 year, based upon the feedback received from Students /Faculty/ Staff) |
| 3 | Cost of document | Rs. 500/- in the form of a Demand Draft in favour of the Finance Officer, Islamic University of Science and Technology, payable at Awantipora(non-refundable) |
| 4 | Earnest money deposit (EMD) | Rs. 10,000/- in the form of CDR in favor of Finance Officer, Islamic University of Science and Technology (refundable) |
| 5 | Security Deposit (For successful Bidder only) | CDR @ 1,00,000/- only in favor of the Finance Officer, Islamic University of Science and Technology (to be submitted by the successful bidder within 03 working days from the date of Issuance of the Contract) |
| 6 | Document Download Start Date | 02-07-2024 |
| 7 | Last Date for Submission of Documents | 15-07-2024 |
| 8 | Address /Date / Time of Opening of Tender | Bids shall be opened at the Office of the Chairperson Canteen Committee, Islamic University of Science and Technology on 16-07-2024 at 2 pm. |
| 9 | Availability of Tender document | The tender document can be downloaded from the University website: www.iust.ac.in or can be collected from the Office of The Estates |
| 10 | Bid Validity | 90 Days |
| 11 | Bidder Stamp | All the authorized persons/bidders shall carry their respective Authorized Stamps on the date of Opening of Tenders (who wish to be present for the said purpose). |



Note: Before submitting the bids, bidders are requested to go through the complete tender document.

INSTRUCTIONS TO BIDDERS REGARDING THE TENDERING PROCESS

Tender must be submitted in two sealed envelopes separately i.e., the tender document form duly signed on every page (page no.(s) should be written on all pages) along with all the technical documents in one envelope (**Envelope - A**) and the offer/price bid on the prescribed Performa in the second envelope (**Envelope - B**). Both the envelopes are to be sealed in **Master Envelope** and the name of the Canteen tenderer with address and telephone number should be clearly mentioned on the envelopes. In case of any incomplete document/information submitted by the tenderer, the tender may be rejected without assigning any reason thereof.

- **Packet::: Technical Bid**

- License/Registration from concerned Authorities for offering/running such services
 - FSSAI Certificate (copy) as a registered Canteen service provider
 - Copies of Registration for GST and the Govt. Labour Department.
 - GST return for the financial year (2021 – 2022 to 2023 to 2024
 - Professional experience for providing Canteen Service in similar environments like Universities, Industrial Sector, hotels of repute etc. duly supported with documentary proof like Contract Order, Job Order, etc.
 - The tenderer must have a minimum of three (03) years of experience in running Canteen/mess services and should be a profit-making firm/canteen service provider.
 - The Average Turnover of the consecutive three (03) financial years must not be less than Rs. 12 Lakhs. The same should be supported by a certificate of Chartered Accountant.
 - The financial statement for the last three (03) financial years shall be supported by a Balance Sheet, Profit & Loss Account duly authenticated by a Chartered Accountant, copies whereof to be enclosed.
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- Income Tax Return for the two financial years (FY 2021- 2022 to FY 2023 to 2024) with a copy of the PAN card of the Firm.



- j. DD of Rs 500 in favour of the Finance Officer, Islamic University of Science and Technology, payable at Awantipora (Non-refundable)
 - k. CDR/FDR of Rs. 10,000/- in favour of Finance Officer, Islamic University of Science and Technology refundable)
 - l. An affidavit with an undertaking that the firm has not been blacklisted for any reason by any Govt. or other Agencies.
 - m. Terms and conditions given in the tender document, duly signed and sealed.
- **Packet: 2: Financial Bid**
 - a. Financial bids of only those agencies shall be considered and opened whose technical bids are complete in all respects and qualify the criteria as per the tender document.
 - b. The tenderer should quote the monthly rent for running the canteen facility excluding water and electricity charges which are to be charged extra as per actual Charges. The university shall provide a concrete space for the same on a rental basis.
 - c. Rent quoted should be covered with transparent tape and put in a separate sealed envelope. (Financial Bid)
 - d. IUST will not be responsible for delay in submission due to any reason.
 - e. Conditional bidding shall not be entertained.
 - f. Bidders may contact the Office of the Estates, IUST for any guidance or query.
 - g. Any corrigendum or subsequent information shall be updated on the tender portal / University website only. Bidders should keep in touch with the University Website.
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TERMS & CONDITIONS OF THE TENDER

1. The Tenderer should be a registered and licensed Canteen service provider / Firm / Agency having sound professional expertise for providing Canteen Services in Universities, Colleges / Offices, or similar environments.
2. Before submission of the Tender document, the tenderers, in their own interest, are advised to visit the site to assess it and its surroundings and satisfy themselves in respect of the site conditions as IUST shall bear no responsibility for lack of acquaintance of the site and other conditions or any information relating thereto, on their part. The consequences of the lack of knowledge, as aforesaid, on the part of the tenderers shall be at their own risk & responsibility.
3. The rent offered/quoted in the tender shall remain valid for one year. In case, the contract is extended for another year based on the performance of the Vendor and recommendations of the Canteen Committee, the rent shall remain the same. The Successful Vendor cannot get more than one Canteen.
4. The contract will be awarded on the basis of the highest Rent. However, the minimum Rent should not be less than Rs. **60000/-** per month, in addition to the payment of electricity charges, water charges as per actual consumption.
5. The successful service provider shall have to pay the **three months' rent in advance within 10 days** from the date of allotment which shall be adjusted in the last three months of the agreement
6. The monthly rent shall be paid by or before the 5th of every month.
7. The service provider shall not be given any relaxation, if he fails to pay the rent in advance, in that case, the EMD/ Security deposit of the service provider shall be forfeited and the contract shall be canceled.
8. Complaints of any type shall be separately seen by the concerned committee and the decision of the committee shall be final.
9. Any default or misconduct by the service provider shall entitle him to blacklist for future courses, and for the forfeiture of EMD's/ Security deposit.
10. IUST, reserves a right to forfeit the EMD/ Security deposit of the service provider if it is found in any malpractice.
11. IUST reserves the right to terminate the contract of a successful tenderer on one month's notice without assigning any reasons thereof.
12. The process with regard to the award of the contract may be postponed/canceled suo motto without assigning any reason or giving any notice to the tenderer(s). The University reserves the right to consider the tenders of only eligible firms.
13. If even after the award of the contract, information/facts submitted by the tenderer is found misleading/incorrect/false etc., IUST reserves the right to terminate the contract forthwith besides taking legal action against the bidder.
14. The University reserves the right to shortlist the Tenderers as per the requirement of the University and to allot Canteen Service to the tenderer it deems eligible and qualified



based on the responses received, and the decision of the University in this regard shall be final.

15. The Canteen service provider shall make arrangements for maintaining hygiene and cleanliness with regard to the storage and cooking of food and service in the canteen premises. He/she shall ensure that the kitchen/dining areas are kept clean and tidy.
16. The Canteen service provider shall not sublet the contract/premises/venue allotted by the University or enter into a contract with any other party to run the business at the said premises/venue implicitly / explicitly. In case, the canteen service provider is found doing so, the contract shall be canceled and the decision of the University in this regard shall be final and binding on the Canteen service provider.
17. It shall be the responsibility of the Canteen service provider to constantly maintain the quality and preparation of the food, in accordance with the menu.
18. The Canteen service provider shall observe proper working hours as may be notified by the Canteen Committee from time to time including the summer/winter breaks.
19. The Canteen service provider shall have all such kitchen equipment/utensils/material/eatables etc. as may be required for the effective operation of the catering services and as may be communicated to him/her by the functionaries of the University.
20. It shall be the responsibility of the Canteen service provider to maintain and upkeep all the machinery and other equipments including items of furniture and fixture provided in the respective Canteens and any repair/replacement in this regard shall require to be immediately intimated to the Chairperson Canteen Committee/Estates. However, in case any damage to the civil / plumbing / electrical / furniture and fixture etc., if found, to be on the part of the canteen service provider or its workforce then a suitable penalty for the repair/replacement shall be paid by the canteen service provider.
21. The university authorities and the Govt Agencies shall inspect the premises, quality of edibles, sanitation and other arrangements from time to time. In case of any unsatisfactory condition or any defect or deficiency in the service or performance of the Contract, the University may impose a fine on the Canteen service provider on each such occasion on the recommendation of Canteen Committee, IUST. In case of continuous defect or deficiency in the service by the Canteen service provider, the University may also terminate the Contract.
22. The successful tenderer shall have to execute an Agreement on non-judicial stamp papers of requisite denomination within a week of the receipt of award / contract letter which shall be guiding document for operation of canteen services contract so awarded.
23. The successful tenderer who may be awarded the contract for Canteen service subject to fulfilment of all other formalities should be able to provide the requisite services within period of (07) days from the date of award of the contract failing which the contract may be awarded to the next highest bidder.
24. IUST reserves the right to terminate the contract on one month's notice if the performance is not satisfactory. The Canteen service provider can also terminate the



contract by giving three months' notice and clearing all dues, if he / she are not willing to continue the contract.

25. There will be regular feedback from students /faculty/ staff.
26. The Canteen service provider shall engage well-behaved and experienced staff for working in the Canteen and the Canteen service provider shall be responsible for their work, behavior and conduct. Suppose at any time, the work/behavior of any such employed staff of the Canteen service provider is found to be unsatisfactory. In that case, the Canteen service provider shall be liable to remove such a person immediately when ordered to do so by the Canteen Committee, IUST whose decision in this regard shall be final and binding.
27. The Canteen service provider shall take all precautions that all persons engaged by him/her for catering services are courteous, civil, sober, honest and free from any virulent or contagious disease(s). The Canteen service provider shall be under obligation to obtain the following certificates for each employee during the period of the Contract:
 - a) Medical fitness certificate from the authorized Medical Officer.
 - b) Character and antecedent certificates from their respective Police Stations for all the persons engaged by the Canteen service provider.
 - c) Certificate specifying the age of the worker not less than 18 years.
28. The Canteen service provider shall ensure that all the workers wear proper uniforms and identity cards during the service in the University. He/she will also ensure that the cooking and serving area is not used as residence for the workers.
29. List of employees along with their photographs should be displayed in the canteen.
30. The Canteen service provider or his / her employees should not indulge in any act which may be prejudicial to the interests of the University.
31. The Canteen service provider shall not construct, raise or modify any structure, temporary or permanent in or around the Canteens, without the prior written permission of the University.
32. The contract granted in favor of the successful Canteen service provider shall not create any (in any case) tenancy, lease, and otherwise other interests or another right on the property. The present arrangement is only temporary permission granted in favour of the Canteen service provider for a period mentioned herein above and subject to the performance/observance of the other conditions as may be communicated to the Canteen service provider by the University. The licensed space shall always remain under the actual control and possession of the University.
33. The Canteen service provider shall be responsible for strict compliance with all applicable laws, rules, and regulations of the Government.
34. The Canteen service provider shall obtain an adequate insurance policy in respect of the workforce engaged by him/her towards meeting the liability of compensation arising out of injury/disability/death etc. at the workplace.
35. The liability/responsibility in case of any accident-causing injury/death to the canteen worker or any of his / her staff shall be the responsibility of the Canteen service provider.

36. Facilities to be provided by IUST for running the canteen services:
- i) Canteen Structure/Spaces.
 - ii) Paid Water Supply.
 - iii) Paid Metered Electricity.
37. That no right, much less a legal right shall vest in the Canteen service provider's workers to claim/have employment or otherwise seek absorption in IUST nor the Canteen service provider's workers shall have any right whatsoever to claim the benefits and / or emoluments that may be permissible or paid to the employees of the IUST. The workers shall remain the employees of the agency/canteen service provider and this will be the responsibility of the agency/canteen service provider to make it clear to their workers before deputing them for canteen work at IUST.
38. None of the workers of the Canteen service provider shall enter into any kind of private work within the IUST Campus.
39. If, in the execution of their work, any infraction/breach/infringement of any law, rules / bye-laws for the time being in force, takes place, the Canteen service provider shall indemnify the University and hold the University harmless against the consequences of any or all litigation/prosecution in any matter connected with or arising out of the subject including the result of any labour dispute and should any award or decree including awards of any labour court and / or Arbitrator which might be enforced/sought against the University, the University shall be compensated by the Canteen service provider to the full extent in respect of all such claims/awards etc.
40. The Canteen service provider shall advise its workforce etc. to strictly refrain from smoking/using polythene / any kind of tobacco products/pan chewing/consumption of alcohol/playing cards etc. within or around the premises of the University.
41. On the expiry of the contract, the canteen service provider shall vacate the premises of the University immediately and hand over the charge of premises etc. peacefully to the officer nominated by the Canteen Committee. The machinery and other items will be returned to the provider after clearing all the dues and obtaining NOC from the University.
42. If any question or dispute arises with regard to the interpretation or violation of any of the terms and conditions of this contract, the matter shall be referred to the sole arbitration of an Arbitrator appointed by the Canteen Committee, IUST whose decision shall be final and binding on the parties.
43. Notwithstanding any provision in this contract, if the Canteen service provider violates any norms, rules or acts in any way prejudicial to the interests of the University or to the environment at the campus, the contract shall stand cancelled.
44. Materials known to be harmful to health (as decided by the university from time to time) such as food coloring (emulsion powder) / aginomoto etc. shall not be allowed, if so found, a penalty not less than Rs. 10,000/- shall be imposed as instant fine by IUST.
45. The contractor shall use all raw materials of the best quality available in the market and in case it is found that any service or any item is sub-standard, the university shall be at



liberty to terminate the contract immediately. Testing of raw materials as desired by FSSAI should be done on a regular basis and a proper record of the said should be maintained.

46. The food shall be cooked, stored, and served under hygienic conditions. The contractor shall ensure that only freshly cooked food is served and that stale food is not recycled. Stale food shall be removed from the canteen premises immediately. The food which remains unconsumed for the night shall be deemed to be stale and unfit for consumption and must be discarded. Under no circumstances shall stale food be served.
47. The food shall neither be too spicy nor too oily. The food preparation shall be wholesome and shall cater to the general taste of the students /faculty/ staff.
48. The oil that remains from deep frying at the end of the day shall be discarded and shall not be allowed to be recycled for the purpose of cooking again.
49. The canteen service provider shall ensure that sufficient manpower is deployed for the preparation and service of each meal including cleaning, washing, and overall upkeep of canteen assets and premises.
50. The waste material and unused/leftover food from canteens shall be removed from the university every day by the contractor. The canteen service provider shall ensure that stray cattle, dogs, etc. do not consume any food within the Canteens.
51. The canteens shall function on all working days and shall not be allowed to be closed on any day for any reason whatsoever.
52. The canteen service provider shall strictly adhere with the Menu/rate provided by the University Authority.
53. A proper drinking water facility shall be provided within the canteen premises (no plastic water bottles shall be allowed).
54. The menu along with the rate should be clearly displayed in the canteen.
55. Based on the demand of students /faculty/ staff, if the new item is to be included in the menu the same along with rate shall be approved by the Canteen Committee.
56. In case of any dispute Judicial shall be Srinagar/Pulwama only.



FINANCIAL BID FOR UNIVERSITY MULTI-USE CANTEEN (Ground Floor only)

NAME OF THE TENDERER:

Chairperson, Canteen Committee
Islamic University of Science and Technology
Awantipora, Pulwama.

Sir,

I / We / M/s _____

having office at _____
hereby submit our tender for providing Canteen Service at IUST, Awantipora,
Pulwama, J&K. Our rates for providing the Canteens Services shall be as under:

Rent per month Rs. _____

(In words) _____

I / We affirm that I/ we have read and fully understood the nature of job and the terms
& conditions relating to this tender and agree to abide by the same.

In case of selection of my / our firm for providing Canteen Service at IUST Campus, I
shall execute an agreement with IUST within a period as may be prescribed by the
University and shall also be bound by all such terms and conditions laid therein, which
might be subsequently incorporated in the agreement to be signed by us.

For & on behalf of M/s _____

Authorized Signatory)

Name: _____

Authorized Stamp: _____



Menu and rate list of food to be served at the Canteen near the Food Technology Block in the Multiuse Canteen (Ground Floor only)

| S. No. | Item | Rate |
|---------------|---|-----------------|
| 1. | Non-Veg Thali (Mutton 1 pc of 70 gms or chicken 100gm+ Rice 200gm+ Dahi + Salad/ Pickle/ Chutney) | Rs. 120/- |
| 2. | Veg Thali (Vegetable 75gm + Dal plate 35 gm+ Rice 200gm+ Dahi + Salad/ Pickel/ Chutney) | Rs. 90/- |
| 3. | Vegetable Biryani | Rs. 60/- |
| 4. | Mutton Kanti (150 gm cooked mutton) | Rs. 160/- |
| 5. | Chicken Biryani 250gm (with one pc of chicken) | Rs. 90/- |
| 6. | Chicken Kanti (150 gm chicken) | Rs. 120/- |
| 7. | Dal + Rice (200 gm rice) | Rs. 50/- |
| 9. | Tandoori chicken Full / Half | Rs. 500 / 250/- |
| 10. | Chola Batore (2 batore) with pickle | Rs. 50/- |
| 11. | Seek Kabab (150gm) Mutton | Rs. 150/- |
| 12. | Chicken Roll (75 gm) | Rs. 90/- |
| 13. | Paratha with chatni and dahi | Rs. 35/- |
| 14. | Stuffed / aloo Paratha with chatni or dahi | Rs. 40/- |
| 15. | Omelet (1 egg) with 2 slices | Rs. 20/- |
| 16. | Omelet (2 eggs) with 2 slices | Rs. 30/- |
| 17. | Slice plain (3 pc) | Rs. 10/- |
| 18. | Egg curry (2 eggs) 200 gm | Rs. 35/- |
| 19. | Breakfast (Bread 4 pieces + omelet (2 eggs) + tea/coffee) | Rs. 45/- |
| 20. | Boiled Eggs (two) | Rs. 20/- |
| 21. | Fruit/ Plain cake per Cake 5 pieces | Rs. 20/- |
| 22. | Naan Plain | Rs. 15/- |
| 23. | Butter naan | Rs. 20/- |
| 24. | Chicken Pattie | Rs. 40/- |
| 25. | Paneer pakoda (150gm) | Rs. 60/- |
| 26. | Butter toast with Butter 10 grams (2 slices) | Rs. 25/- |
| 27. | Burger Veg | Rs. 60/- |
| 28. | Chapati (75 gms) | Rs. 10/- |
| 29. | Samosa/ Mathi | Rs. 10/- |
| 30. | Bread pakoda | Rs. 10/- |
| 31. | Kashmiri Roti | Rs. 05/- |
| 32. | French Fries (150 gm) | Rs. 60/- |
| 33. | Curd (200 gm) | Rs. 20/- |

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|----|---|------------|
| 34 | Sweet corn (250 gm) | Rs. 45/- |
| 35 | Vegetable Salad (200 gm) | Rs. 30/- |
| 36 | Maggi Plan (Rs. 10 PKT) | Rs. 30/- |
| 37 | Chicken Sandwich | Rs. 70/- |
| 38 | Pasta | Rs. 40/- |
| 39 | Veg. Sandwich | Rs. 60/- |
| 40 | Lipton Tea (150 ml) | Rs. 20/- |
| 41 | Namkeen Tea | Rs. 10/- |
| 42 | Coffee (125ml) | Rs. 30/- |
| 43 | Green Tea (125 ml) | Rs. 20/- |
| 44 | Iced Tea (250 ml) | Rs. 35/- |
| 45 | Kehwa (125 ml) with Sheermal | Rs. 25/- |
| 46 | Cold coffee (250 ml) | Rs. 50/- |
| 47 | Sweet / salt lassi (250 ml) | Rs. 20/- |
| 48 | Lemon soda (200 ml) | Rs.20/- |
| 49 | Lemon Tea (125 ml) | Rs. 20/- |
| 50 | Packed items: Biscuit, Ice-cream, Cake, Dal, (Branded) Bread Full | As per MRP |