e-Tender for

NAME OF WORK: Providing Canteen Services at Doctor Harisingh Gour Vishwavidyalaya, Sagar (M.P.).

November 2025

N.I.T. No. R/IWD/2025/196

Date of release of tender	08.11.2025
Last date & time of submission of bid	29.11.2025 up to 03.00 PM
Date & time of opening of tender (Technical Bid)	01.12.2025 at 04.00 PM
Date & time of opening of Financial Bid	Will be informed later

NOTICE INVITING TENDER

N.I.T. No. R/IWD/2025/196 Date: 08.11.2025

Tender Name: Providing Canteen Services at DHSGVV, Sagar

Doctor Harisingh Gour Vishwavidyalaya, Sagar now herein will be referred as Client or DHSGVV. Now DHSGVV invites online tender for "**Providing Canteen Services at DHSGVV"** from reputed Caterer / Mess Service Provider for a period of two years and extendable another two years up to four years (max). The last date and time of submission of tender document is **29.11.2025 by 03:00 PM.**

The detailed tender document is available on the University website **www.dhsgsu.edu.in** and CPP Portal web site: **www.eprocure.gov.in/epublish/app.**

Cost of tender form is Rs.1000/- and Earnest Money Deposit is Rs. 20000/-. The tender forms can be downloaded from CPP Portal. The tender form duly filled in must be submitted online along with receipt of RTGS /NEFT/through Samarth portal link https://dhsgsu.samarth.edu.in/feeportal/index.php/site/login only in favour of Registrar DHSGVV, payable at Sagar.

The bank details are as under:
Name: Registrar, Doctor Harisingh Gour Vishwavidyalaya, Sagar, MP
Name of the Bank: State Bank of India
Account No. 10186725260
IFSC Code: SBIN00011043

Notice Inviting Tender (NIT)

Index for Tender Form

S. No.	Items	:	Details
1.	Tender Notice No.	:	**R/IWD/2025/196 Date:08/11/2025**
2.	Name of work	:	Tender for **"Providing Canteen Services at DHSGVV, Sagar"**
3.	Tender Fee	:	**Rs.1000/-**(Rs. One Thousand only) in form of RTGS/ NEFT/ through Samarth portal link https://dhsgsu.samarth.edu.in/feeportal/index.php/site/login
4.	Earnest Money Deposit	:	Earnest money of **Rs. 20,000/-** (Rs. Twenty Thousand only) in form of RTGS/ NEFT/ through Samarth portal link https://dhsgsu.samarth.edu.in/feeportal/index.php/site/login only drawn in favour of DHSGVV, payable at Sagar from any scheduled Bank.
5.	Start of submission of Bids	:	08.11.2025
6.	Last date and time for Receipt of Bids	:	29.11.2025 by 03:00 PM
7.	Date and Time of opening of Technical Bids	:	01.12.2025 by 04:00 PM
8.	Place of opening of online bids	:	DHSGVV

Note: *The Prospective Bidders/Vendors are requested to read the complete tender documents and visit the site to understand its locality, terrain, surrounding conditions etc. before submission of Bids.*

AREA OF CANTEEN	
Total built-up area including Kitchen, Open/Sitting, Service Area (Ground Floor)	2084 Sq.ft.
Total built-up area including Kitchen, Open/Sitting, Service Area (First Floor)	2084 Sq.ft.
Total	**4168 Sq. ft.**

NOTICE INVITING TENDER

Doctor Harisingh Gour Vishwavidyalaya, Sagar invites online tender for **"Providing Canteen Services at DHSGVV, Sagar"** from the eligible vendors/ service providers. Details are as follows:

Sl. No	Description of Goods	Earnest Money to be Deposited	Last date & time of submission of Tender document	Time & date of opening of Tender
1.	Tender for "Providing Canteen Services"	Rs. 20,000/-	29/11/2025 by 03:00 PM	01/12//2025 by 4:00 PM

2. The tender must be accompanied by a RTGS/ NEFT/ through Samarth portal link https://dhsgsu.samarth.edu.in/feeportal/index.php/site/login for the amount mentioned as above in Indian Rupees only, on a schedule bank drawn in favour of Registrar, Doctor Harisingh Gour Vishwavidyalaya, Sagar payable at Sagar as Earnest Money for the above tender.

3. Eligibility Criteria:
Any food catering agencies, having good reputation in similar services extended in Central Government/State Government/ PSUs/ Universities/ Educational Institutions (University/College/institute/School) or any other reputed organization with experience of at least 03 years. The bidder must submit at least 03 copies of Order / Performance Report in compliance of above.

4. Eligibility Criteria: Financial
The Firm should have average annual financial turnover of at least Rupees 6,00,000/- (Rs. Six Lakh only) during any of 03 financial year since last 06 years ending F.Y.2024-25. Copy of Audit Report must be submitted incompliance of above.

5. The tenderer shall quote only amount on account of **"Providing Canteen Services at DHSGVV"** as per detailed specifications as given in the tender document.

6. The language used shall be English. In case any information is given in foreign language, then translated (in English) copies of those pages must be enclosed, failing which the tender will be disqualified.

7. Earnest Money &Tender Cost

The tender shall be accompanied by the cost of the tender document for **Rs. 1,000/- (Indian Rupees One Thousand only)** in the form of RTGS/ NEFT/ through Samarth portal failing which the tender will not be accepted. Tender must also be accompanied by earnest money of Rs.20,000/- (Rupees Twenty Thousand only) in the form of RTGS/ NEFT/ through Samarth portal.

EMD is not required to submit by bidders who are exempted in terms of Registration with MSME/Govt. of India guidelines. However, they are required to furnish requisite certificate in this regard issued by the Competent Authority/Body.

8. Technical Bid Document

The tenderers should establish their credentials by giving valid documentary evidences of similar services to have been executed in India.

9. Documents required to be submitted with Technical Bid

9.i Copy of Income Tax Permanent Account Number.

9ii Copy of registration of GST

9.iii Copy of order as working experience in same or as required in above clause no. 03

9.iv Copy of ITR and Certified Audit Report to comply with above clause no. 04

9.v Registration with FSSAI (Food Safety & Standard Authority of India)

9.vi Shop Establishment Certificate from Local Authority (on demand as & when required) Firm Registration Certificate

9. vii EPF and ESIC Registration Certificate (if applicable)

9.viii Copy of MSME/Others specified to get exemption from submission of EMD, if any.

9..ix Non-Blacklisting Certificate and Non-bankruptcy Certificate to be submitted

9.x No relation certificate

9.xi Signed/sealed copy of all pages of tender document must be uploaded on CPP Portal.

10. The Tender Evaluation Committee will evaluate the Technical Bids and is fully authorized to reject any tender incomplete in nature or on justifiable reasons after giving due opportunity to the prospective Vendors, if the requirements are not met for the complete need of the DHSGVV. The decision of the Tender Evaluation Committee shall be final. Only those Technical Bids declared qualified by the Tender Evaluation Committee shall be eligible for consideration of Price Bid. Those successful tenderer for whom the Price Bid is to be opened shall be intimated through CPP Portal.

11. The **Financial Bid** shall contain the tender documents and information related to the schedule of quantities quoting the Rent Amount (including GST) in INR only.

(i) Contract shall be awarded on Highest rate quoted bidder (H-1) basis.

(ii) If two or more vendors are found at H-1 at same quote, the preference would be given to the firm having more experience of running Canteen / Mess services at any other Central University / Educational Institutions / Government Organizations.

12. Clarification on Tender Documents

During evaluation of tenders, the University authorities/ committee may at its discretion to ask the Tenderer for any clarification(s), if so deemed fit. The request for clarification and the response shall be in writing within stipulated time. However, the tenderer is not permitted to alter the price(s) furnished in the Price Bid.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price (i.e. obtained by multiplying the unit price and

quality), the unit price shall prevail and the total price shall be corrected. If the supplier does not accept the correction of errors, its tender will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

13. The amount of Earnest Money Deposit (EMD), in case of successful tenderer, shall be refunded on successful completion of contract period. However, EMD of unsuccessful tenderers will be refunded after the award of the contract to the successful tenderer.

14. The DHSGVV does not bind itself to accept the highest quote or any other tender and reserves the authority to reject any or all the tenders received without assigning any reason. Tenders, not in compliance with any of the prescribed conditions or incomplete in any respect or in presence of any correction not duly initialed/dated by the tenderer, will liable to be rejected. However, the final decision for accepting or rejecting any or all tenders will be in the sole discretion of the Vice Chancellor, DHSGVV.

15. Tender shall remain open for acceptance for a period of 90 days from the date of opening of the tenders. If any tenderer withdraws his tender before the said period or makes any modifications in the terms and conditions of the tender which are not acceptable to DHSGVV, then DHSGVV, shall without any prejudice to any other right or remedy, be at liberty to forfeit full earnest money, absolutely. The decision of Vice Chancellor, DHSGVV in this behalf shall be final and binding on the tenderer.

16. The “Notice Inviting Tender” shall be a part of the contract/agreement document(s).

17. No additional condition shall be accepted. The tenders having any additional conditions will be summarily rejected without assigning any reason.

18. The tenderer should meet the Financial & Physical eligibility criteria to qualify in the subject tender and relevant documents/certificates should compulsorily be submitted as annexures.

19. In case the bidder awarded with providing Canteen Services backs out, total EMD submitted by the bidder shall be forfeited.

Date:

Place:

Signature of the Tenderer

Technical Bid Proforma

Sl. No.	Particulars	Description in details
1.	Name of the Catering Firm	
	Complete Contact Details of Authorized Person of Catering firm, including name, address, telephone, mobile number, Email, Website (if any)	
2.	1. Details of Tender Fee 2. Details of EMD or Copy of MSME/Others specified to get exemption from submission of EMD, if any	
3.	Shop Establishment Registration certificate from Local Authority.	
4.	Year of registration/ Establishment of firm	
5.	PAN No.	
6.	GST Registration No.	
7.	EPF registration No.	
8.	ESIC registration No.	
9.	Details of Registration with Food Safety & Standard Authority of India (FSSAI)	
10.	Copy of IT return/acknowledgment for last three years. (As per clause no.04)	
11.	Copy of annual accounts duly certified by the Chartered Accountant, as required. (As per clause no.04)	
12.	Year(s) of Experience in field of Canteen/Cafeteria/Mess Services (As per clause no.03)	
13.	Has the Company/ Firm ever been blacklisted? Yes /No (If no undertaking in this regard to be attached)	
14.	Sealed and signed of all pages of tender document	

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I understand that in case any deviation is found in the above statement at any stage, I/we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with Date)

Date :.....

Place :.....

NOTE: All the information furnished above should be supported by documentary evidence.

PROCEDURE FOR SUBMITTING BIDS

i) Bids shall be submitted online only at CPPP website: http://eprocure.gov.in/eprocure/app. Tenderers are advised to follow the instructions **"Instructions for Online Bid Submission"** provided in **Annexure – H** for online submission of bids.

ii) Tenders will have to be submitted in Two Parts i.e. (a) Technical Bid and (b) Financial Bid through ONLINE mode only.

iii) EMD (Rs. 20,000/-) must be submitted through online mode only. EMD may be deposited through NEFT/RTGS/ Samarth portal link to the following detail (UTR No. should be submitted in the technical bid)

Name: The Registrar, Doctor Harisingh Gour Vishwavidyalaya, Sagar, MP
Name of the Bank: State Bank of India
Account No. 10186725260
IFSC Code: SBIN00011043

The EMD can also be submitted through Samarth portal link to the University. The link is as under link

https://dhsgsu.samarth.edu.in/feeportal/index.php/site/login.

↓

Miscellaneous Fee

↓

Fee

↓

EMD SD and Other Payment

↓

Amount (Enter the amount of Rs. 20,000.00)

↓

Save (Proceed for final payment)

However, the scan copy of the same EMD must be submitted in the bid document for technical evaluation on CPP portal.

Micro and Small Enterprises (MSEs) as defined in MSE Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or the firms registered with Central Purchase Organization and Startup(s) are exempted from submission of Security Deposit (EMD) as per the rules of Govt. of India. The Bidders are advised to submit the copies of the required documents with the tender documents if they are claiming Bid EMD exemption. Vishwavidyalaya will follow the rules of GFR 2017 in this regard.

Submission of Online Bid

1. Tender documents will be on two bid system to examine the technical feasibility, financial credentials etc. and must be accompanied by the Tender Fee/ Bid Security Form/Earnest Money Deposit.
2. The language used shall be English. In case any information is given in foreign language, then translated (in English) copies of those pages must be enclosed, failing which the tender will be summarily rejected.

3. Evaluation of Financial Bids

Financial Bid of only those bidders shall be opened who qualifies in Technical Bid.

Criteria for Price Bid Evaluation:
Selection of bidders/ vendors shall be done on the basis of **Highest Quoted Rent Amount per month** to be paid to the University for Providing Canteen Services.

4. Issues related to Hygiene in the Canteen

a. Cleaning and Housekeeping of kitchen area, Dining area and other premises of Canteen Building will be the sole responsibility of the contractor.
b. Cleaning of utensils, cutlery, crockery, kitchen equipment, furniture and water cooler is sole responsibility of the caterer. The highest possible standards are expected to be maintained in this regard.
c. Highest level of hygiene must be maintained in the workers' toilet/bathroom.
d. Workers should be provided the necessary training so as to maintain the highest possible standard of hygiene.
e. DHSGVV reserve the right to check on cleanliness, upkeeps of premises and quality of the food at any time without any prior notice.
f. Failure in maintaining expected hygiene shall be assessed/ decided by the University Authority or Canteen Committee and fined appropriately as per norms. In case of gross failure/negligence, a severe penalty will be imposed results a hefty fine as cash and/or summarily termination of the Contract.

5. Security Deposit

The successful tenderer has to furnish Security Deposit of Rs. **1,00,000/- (Rupees One lakh only)** in form of Demand Draft/Bank Guarantee obtained from any nationalized / Scheduled bank and drawn in favour of „Registrar DHSGVV. Security Deposit to be furnished within 10 days of issue of Letter of Acceptance for a period of 26 months.

If the successful tenderer fails to remit the security deposit within the above said period, the Earnest Money Deposit paid by him will be forfeited and the tender will be held void and the tender accepting authority shall continue the process with other responsive tenderers.

No Interest will be paid on the Security Deposit.

6. Signing the Agreement

The successful tenderer shall furnish the required security deposit and execute an agreement on a non-judicial stamp paper to the value of Rs. **1,000**/- embodying the terms and conditions of the tender within 10 days from the date of acceptance of the tender. The specimen form of

agreement is enclosed (**Annexure- "F"**)
If the agreement mentioned in above is not executed in the prescribed period, the Earnest Money Deposit and Security Deposit of the tenderer shall liable to be forfeited.
The successful tenderer, if fails to execute the agreement within the stipulated period, he will also be liable for all damages arising there from such default including the cost of conducting fresh tenders and the increase in rates if any, in the subsequent tender, shall compensate for all losses sustained by the Government/University in this regard.

After the agreement is prepared signed by both parties and registered, the University shall retain the original agreement and the Contractor/ Service Provider shall keep the certified copy/duplicate copy of the agreement. The Agency shall bear and pay all the costs, charges and expenses incidental to the preparation, registration and execution of the signed contract in duplicate.

7. Termination of Contract

Termination for Default

DHSGVV may, without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 15 days, sent to the Canteen Contractor/Lessee, terminate the contract in whole or part,(i) if the Canteen Contractor/Lessee fails to perform any of the obligation(s) under the contract; or (ii) if the Canteen Contractor/Lessee, in the judgment of DHSGVV, has engaged in fraudulent and corrupt practices in competing or in executing the contract.

In the event, the DHSGVV terminates the contract in whole or in part, University may entrust the contract of operating/running Canteen to other persons/contractors in such manner and at such rate as deemed appropriate and they shall be liable to the DHSGVV for loss of revenue suffered by the DHSGVV in this process. However, the Canteen Contractor/ Lessee shall continue the performance of the contract to the extent not terminated.

Termination for Convenience

On serving written notice, for a period of 15 days sent to the Canteen Contractor/Lessee, DHSGVV may terminate the Contract, in whole or in part, at any time at its convenience. The notice of termination shall specify that termination is for the DHSGVV convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. Special conditions adducing reasons like strikes, non-availability of raw material etc. shall not be entertained.

Non-fulfillment of the contract on any ground will result in forfeiture of part or whole of Security Deposit /Earnest money deposit amount. The University also reserves the right to debar such tenderer/ contractor from future tenders. Besides this, the tenderer will also be liable for all damages arising from such default including the cost of conducting fresh tenders and the increase in rates in the subsequent tender and shall compensate for all losses sustained by the university in this regard.

If the tenderer fails to provide catering services within the stipulated time and substantial quality, the University is at liberty to make alternate arrangement for catering services from any other source including from any other tenderer who might have quoted lower lease rate, at the risk and cost of the existing Contractor/ Lessee and in such case the University has every right to recover the cost and impose penalty, besides taking any other action.

8. Service Providers shall entirely be responsible for all taxes, duties, license fees, octroi, road permits, etc. incurred in execution of the contracted services to the University.

   If two or more vendors are found at H-1, the preference would be given to the firm having experience of running Canteen/ Canteen/ Mess services at any other Central University/ Educational Institutions /Government Organizations.

9. Any dispute arising out of this contract will be interpreted and settled under jurisdiction of court at Sagar only.

TERMS& CONDITIONS TO RUN THE CANTEEN

1. The Canteen will be rented initially for a period of two (2) year and extendable for another one plus one (1+1) year each time up to four (4) years on the basis of satisfactory performance and mutual consent of either parties, on revision of rate of food items if any for further period extension. A review would be done by Cafeteria/ Canteen Committee on completion of every one year period and based on the report, the extension would be considered by the Authority.
2. The DHSGVV has "**MENU CHART"** with quantity and price for each item on the menu chart. Contractor /Service Provider shall have to supply/sell each item as per this price and quantity of menu chart. The **"MENU CHART"** is attached in **ANNEXURE-"A".**
3. The Contractor /Service Provider will not be allowed to change or fix the rate of any item or change the menu in any other form as per his whims and caprices. In case of emergency, like non availability of any item in the market or increase of price of any item in the market etc. prior permission from University or its representative will have to be taken by the Contractor/ Service Provider to make necessary change in "**MENU CHART".**
4. It is mandatory on the part of the Contractor/ Service Provider to serve each item of menu at the rates and quantity as specified in the **ANNEXURE-"A".**
5. The canteen facility (Kitchen & Dining Hall) shall be provided by the University on as is where basis. The University shall provide the following:
   (a) Water as per University rules will be provided for cooking, washing and cleaning.
   (b) Drinking water: R.O. Water shall be provided by the University, however, its maintenance and maintenance charges will be on part of the contractor. The Contractor should ensure that RO system must be left in working condition at any stage of termination.
   (c) Electricity for exclusive purpose of running the dining facilities;
   (d) Electric charges based upon electric meter installed by the University for the purpose, have to be paid by the Contractor /Service Provider.
   (e) The Contractor /Service Provider should adopt water conservancy measures as water is very valuable and elixir for human survival and wastage of water in any form would not be allowed and may invite imposition of fine.
6. Procurement of the items, raw materials required for performing the services is the absolute responsibility of the Contractor /Service Provider.
7. Contractor/Service Provider shall use best quality of vegetables, fruits, dairy products and animal products etc. for preparing food items. However the brand of the products will be as per **ANNEXURE-"B".**
8. Contractor/Service Provider shall be solely responsible for the arrangements of commercial gas refilling and its safety. Only expert/knowledgeable staff should be allowed to handle the LPG. In case of any accident, Contractor/Service Provider will be solely responsible.
9. Contractor /Service Provider shall provide catering services as per **MENU CHART** mentioned in

ANNEXURE-"A" and would be the part of Agreement. The menu price/cost includes fuel cost, procurement of provisions, vegetables and other items. Further, the cost of these items shall be inclusive of loading and unloading, transportation, storage at kitchen premises, statutory taxes including service tax, duties and all other levies [as applicable from time to time by GoI for which no additional cost is payable or reimbursable from the University].

10. Contractor/Service Provider shall make his own arrangement for procuring utensils, Kitchen equipment, plates, glasses, cutlery etc.
11. Contractor/ Service Provider should not use any artificial colour, preservatives and other harmful chemicals additives [e.g. mono-sodium glutamate, carcinogen or any cancer agent] in any of the dishes or even store them in the Canteen premises.
12. The premises of the Canteen should be kept clean and tidy round the clock and the Contractor/ Service Provider shall be fully responsible for the maintenance of hygiene as per the standards required by the Municipal/Health Department of the Government of India.
13. Responsibility and safeguard of the Canteen property shall be the responsibility of Contractor/ Service Provider. Damage to the University property in the Canteen premises will be recovered from security deposit of Contractor/ Service Provider.
14. University shall not provide any additional infrastructural facilities to the Canteen, other than the existing.
15. The Canteen premises (inside and outside) should not be used for any other purposes except for running the Canteen.
16. Contractor/ Service Provider should not transfer/sublet the management of running of Canteen to any other individual or agency.
17. The manager/representative of the Contractor/ Service Provider of the Canteen should be present at the premises and supervise the day to day affairs of running the Canteen and shall not give scope for any complaints either from students/staff or other customers.
18. The walls and surroundings of the Canteen should not be used for paintings/advertisement. Staying of unauthorized persons in Canteen or indulging in any anti-social activities by any staff of the Canteen shall be viewed seriously and proper action will be initiated in such cases.
19. The authorized University officials shall have every right to inspect the Canteen without any notice and take appropriate action. An SOP for Canteen services in **Annexure-"G"** is attached for running services for Canteen. The contractor must read the same before applying the tender and shall comply with the provisions contained in SOP, if contract is awarded.
20. Contractor/ Service Provider should cater approved items only. Cigarettes, Pan, Gutka, liquor in any form or any prohibited drug are strictly prohibited as per Government of India/ Government of Madhya Pradesh guidelines.
21. In case of violation of terms & conditions, the University may take appropriate action and/or terminate the agreement, including the forfeiture of Security Deposit.

22. The either parties shall have the right to terminate the lease by giving 15 days notice.
23. At the time of termination of the contract or vacating the Canteen premises, the caterer will hand over all the all University Properties like fixtures, furniture, Electrical Items etc. in good/working condition.
24. Contractor/ Service Provider shall not make or permit any construction or structural alteration or additional fittings inside the premises or the work place without prior written approval of the authorities.
25. Staff strength in each category of Cooks, helpers etc. should be optimum and finalized in consultation with the University. Sufficient number of staffs should be engaged to carry on day to day activities of the Canteen.
26. Engagement of child labour (below 14 years) is totally prohibited. It is responsibility of the caterer to comply with all formalities/provisions of Labour Laws/ Factories Act/ Equal Remuneration Act/ and other labour Laws of Government of India.
27. The employees of the Contractor/ Service Provider should wear proper Uniform of the same colour/design.
28. Contractor/ Service Provider shall be responsible for the proper conduct and behavior of the employees engaged. The employees cannot reside in the place of work except to the extent necessary for their duty with the permission from the Competent Authority in respect of the functioning of the dining facility.
29. The Contractor/ Service Provider should ensure that all the employees are free from communicable or infectious or contiguous diseases. Medical certificate to this effect should be made available for inspection by the University authority.
30. All expenses related to the functioning of the employees like EPF/Bonus/ESI etc shall be paid by the Contractor/ Service Provider and such record of remittance of salary be provided on demand. There shall be no responsibility of the University in this regard.
31. Contractor/ Service Provider shall maintain the record of dutyhours and paystructure as per rules for inspection by authorized Government Personnel for meeting other statutory and non-statutory benefits/obligations or any other purposes.
32. The University reserves the right to review and modify the terms and conditions periodically as per conditions/convenience.
33. The item of food served will be checked by the Canteen Committee constituted by the University and may be a part of test audit or random audit. In case, any dispute on quality of food found between Contractor/ Service Provider, Registrar of the University will be the sole arbitrator and his/her decision shall be final and binding on both the parties.
34. Keeping in view the prevailing standards under “Swachh Bharat Abhiyan” of Government of India, the disposal of any biodegradable or non-biodegradable waste will be eminent responsibility of the agency/contractor/vendor. For the disposal of waste, the contractor is bound

to pay the charges as decided by the University from time to time inconsonance with the waste disposal system/ norms of the University.

35. In case of imposition of fine by the University for violation of any stipulation of the contract or for serving sub-standard food or for serving unhygienic food etc., the Agency will pay the amount of fine within 7 Days (Seven Days) of imposition of fine through DD/ Cheque in favour of "*DHSGVV Sagar*".
36. Cooking material should be branded and as per FSAAI standards. Sub-standard materials shall not be allowed to be used in cooking services. Harmful colour in food materials is not permissible to use. The agency will follow the permissible brands of specific consumables mentioned in **Annexure "B"**.
37. Hygiene, overall cleanliness of surrounding, kitchen and the food items, raw materials, ingredients etc. should be of good quality. Clean, fresh, nutritious, hygienic and edible food has to be served. Any type of cooked food shall not be stored/preserved/reserved after meals. Non-adherence of University authority's instructions in above matters shall be considered as violation of terms and conditions of contract and shall invite penalty for

    the same in the form of imposition of fine and even termination of the contract unilaterally.
38. Contractor/ Service Provider or his/her representative must be present in the meeting called by University administration to decide various issues relating to Canteen.
39. The Contractor/ Service Provider is required to maintain the details of all his employees/Mess workers. Detailed information/Bio-data of each staff along with photograph shall be submitted to the University authority.
40. The Contractor/ Service Provider will install CCTV Camera covering the entire Canteen and kitchen area and at least 30 days of recorded data be made available to the University administration any time on demand.
41. In case of any accident causing injury/death of workers/staff during the services, absolute liability/ responsibility shall be absolutely of the Contractor/ Service Provider. The University administration shall not be responsible by any means in such cases. The Contractor/ Service Provider should arrange group insurance and other social security measures to all of their workers as per the provisions of laws. The agency should also follow the provisions of other welfare legislations of our country and should take appropriate steps for the welfare of its employees.
42. The Contractor/ Service Provider shall be fully responsible for appropriate behavior of the Canteen Workers. If it is found that any worker has misbehaved with any of the Students/ University employees/ Faculty Members/ Guests or other University Administrative officials, the Contractor/ Service Provider will have to take strict action against the said worker as per the instruction/advice of the University.
43. All the food items should be kept covered before and after processing and during sale.

44. The contractor must not use/ store any hazardous Chemical/ Dangerous Element/ Banned Products in the canteen which may pose threat to the safety of the life.
45. The contractor shall insure protocols/ guidelines issued time to time and take the precautions all time in the canteen premises, as and when spreads.
46. Any type of advertisement/ branding in any form inside the Canteen is not allowed without prior permission of the University authority.
47. The bidder should be liable to arrange necessary furniture for smooth functioning of the canteen.
48. The Contractor would display the MENU LIST with the approved rates in the Canteen.
49. In case, the contractor wishes to add new food items in the specified list, prior permission should be taken and the rate should be approved by University Authority with consultation of the Cafeteria Committee.

Clauses for PENALTY, if any :-

50. Insect cooked along with food would invite a fine of at least Rs. 2,500/-
51. Any complaint of soft objects like hair, rope, plastic, cloth etc in food will attract a fine of Rs.1,000/- per complaint.
52. Any complaint of stones/pebbles of diameter more than 2 mm will attract a penalty on the Contractor/ Service Provider which can range between Rs. 500/- to Rs.1,000/- depending on the size of the stone/pebble.
53. Hard and/or sharp objects like glass pieces, nails, hard plastics etc. found in edible item will attract a penalty of at least Rs.1,500/- per incident.
54. Three or more complaints of unclear utensils in a day or in a regular way would lead to a fine of Rs.500/- on the Agency.
55. If the vegetables or any other item is not cooked properly and verified by the University Authority as correct then a fine of Rs.1,000/- would be imposed on the Agency.
56. Change of menu-chart or price therein without permission of University would result in a fine of Rs.3,000/- on the Contractor/ Service Provider.
57. If the quality of milk/ paneer is not found up to be appropriate or it is diluted, a fine of Rs. 2,000/- would be imposed upon the Contractor/ Service Provider.
58. Inappropriate personal hygiene of workers including their dress and/or misbehavior by workers etc. will lead to fine of Rs1,500/- on the Contractor/ Service Provider for every instance.
59. Failure to maintain a proper health checkup of the workers will attract a fine of Rs. 2,000/- per instance.
60. Food poisoning shall invoke a very hefty fine along with cancellation of contract and possible blacklisting of the Agency.
61. Using brands not mentioned in the contract without prior permission and adulteration shall invoke a hefty fine beyond the limit of any fine mentioned above and that will be imposed upon the Contractor/ Service Provider by the University Administration taking into consideration the

severity of the violation.

62. For any rule stated in the contract and the first violation of the rule implies fine as per the rule. Second and subsequent violations of the same rule on a different day will attract triple of the initial fine amount on the Agency.
63. Besides the above, in case of any other hygiene failure/gross negligence/ violation of other rules which are not mentioned above, by the Contractor/ Service Provider, will be assessed by the University Administration and accordingly a hefty fine will be imposed upon the Contractor/ Service Provider and that may also lead to the termination of contract and black-listing the Agency.

FINANCIAL BID PROFORMA

N.I.T. No. R/IWD/2025/196 Dated: 08.11.2025

Subject: Tender for "**Providing Canteen Services at DHSGVV, Sagar**"

Name and address of the Bidder: _____

Sl. No.	Item Description	Amount including GST in Rupees (Per Month)
1.	Canteen Services at DHSGVV, Sagar	
	Total Amount (Rs.)	
Total Amount in words: **(Rs.....)**		

Note:

(i) Highest rental amount quoted Bidder shall be declared as H-1 and award letter shall be issued to H-1 Bidder to start the Canteen Services at DHSGVV, Sagar.

(ii) In case two or more H-1 bidder quoted same rate, order shall be issued based on years of experience.

(iii) Over writing or use of whitener results the bid summarily to be rejected.

Date:

Signature

Name: _____
Designation & seal

VARIOUS ANNEXURES

ANNEXURE–"A": MENU - CHART

ANNEXURE–"B": PERMISSIBLE BRAND OF CONSUMABLES

ANNEXURE – "C": AFFIDAVIT

ANNEXURE – "D": CERTIFICATE

ANNEXURE – "E": UNDERTAKING

ANNEXURE – "F": CONTRACT AGREEMENT

ANNEXURE – "G": SOP FOR CANTEEN

ANNEXURE – "H": INSTRUCTION FOR ONLINE BID SUBMISSION

ANNEXURE-"A"

MENU CHART FOR THE CANTEEN

S. No.	ITEM	QUANTITY	MEASURE	RATE OFFERED
		BEVERAGE		
1.	Hot Coffee	100 ml	Per Cup	20.00
2.	Hot Coffee	50 ml	Per Cup	12.00
3.	Cold Coffee without ice cream	100 ml	Per Cup	35.00
4.	Cold Coffee with ice cream	100 ml	Per Cup	60.00
5.	Regular Tea	100 ml	Per Cup	10.00
6.	Regular Tea	50 ml	Per Cup	5.00
7.	Lemon Tea	100 ml	Per Glass	10.00
8.	Lassi	150 ml	Per Glass	20.00
		MACHINE BASED		
9.	Coffee	100 ml	Per Cup	10.00
10.	Cold Dink	100 ml	Per Cup	10.00
11.	Tea	100 ml	Per Cup	07.00
12.	Standard Cold Drink all brands available in the Market	N.A	-	MRP/ Less than MRP
13.	Mineral Water (Standard)	1 Liter	Per bottle	MRP/ Less than MRP
		SNACKS & LUNCH		
14.	Samosa (Potato)	100 grams each	Per Piece	08.00
15.	Bhaji bada/ Moong Bada/ Tikiya	100 grams each	Per Piece	08.00
16.	Kachori	100 grams each	Per Piece	08.00
17.	Pastry	100 grams	Per Plate/1 Piece	10.00
18.	Aalu Patis	-	Per Piece	15.00
19.	Gulab Jamun	50-70-gram each	Per Piece	12.00
20.	White Rasgulla	50-70 gram each	Per Piece	10.00
21.	Rasmalai	-	Per Piece	20.00
22.	Lunch (Roti 4, Rice, Dal & Two Sabji, Veg. Salad, Rayta)	-	Per Thali	80.00
23.	Bread Pakoda(Stuffed)	120 gram each	Per Piece	12.00
24.	Masala Dosa each with Sambhar	175 grams	Pet Plate	40.00
25.	Plain (Sada) Dosa with Sambhar	150 grams	Per Plate/ 2 pieces	30.00
26.	Uttappam with Chutney	150 gram	Per Plate/1 Piece	40.00
27.	Vada with Sambhar	100 grams each	Per Plate	25.00
28.	Veg. Cutlet with Chutney	100 grams each	Per Plate	25.00
29.	Veg. Sandwich (Two Slice of Bread with sliced Fresh Vegetable and Spread)	-	Per Piece	25.00

30.	Veg. Sandwich Grilled (Two Slice of Bread with sliced Fresh Vegetable and Spread)	-	Per Piece	40.00
31.	Cheese Sandwiches (Two Piece)	-	Per Plate	30.00
32.	Cheese Sandwiches Grilled (Two Piece)	-	Per Plate	40.00
33.	Bread & Butter (Two Slice Bread with Butter Spread)	-	Per Plate	20.00
34.	Bread and Jam (Two Slice of Bread with Jam Spread)	-	Per Plate	20.00
35.	Bread Piece (Three Slice of Bread Roasted in Oil or ghee)	-	Per Plate	30.00
36.	Veg. Burger (One Slice of Bun with Veg Fillings, Sliced fresh Vegetables and Lettuce)	-	Per Plate	35.00
37.	Pizza (Medium Size)	-	Per plate	80.00
38.	Idli with Sambhar & Chutney	02 Piece	Per Plate	25.00
39.	Dhokla	100 grams	Per Plate	30.00
40.	Upama with Chuteny	200 grams	Per Plate	25.00
41.	Poori (5 Pieces) with Sabji	200 grams	Per Plate	30.00
42.	Pav Bhaji (Two Pieces of Pav with Bhaji)	-	Per Plate	40.00
43.	Veg. Biryanni with Raita	200 grams	Per Plate	80.00
44.	Rajma Chawal	200 grams	Per Plate	40.00
45.	Kari Chawal	200 grams	Per Plate	40.00
46.	Seasonal Green Vegetable curry	-	Per Plate	40.00
47.	Ice Cream	-	-	MRP/Less than MRP
48.	Yoghurt	-	-	MRP/Less than MRP
49.	Flavored Milk	-	-	MRP/Less than MRP
50.	Juices (Tetra Pack)	-	-	MRP/Less than MRP
51.	Aloo Paratha with Curd	200 grams	Per Plate	30.00
52.	Panner Paratha	200 grams	Per Plate	40.00
53.	Poha	100 grams	Per Plate	15.00
54.	Jalebi	100 gram	-	20.00
55.	Jeera Rice	200 grams	Per Plate	50.00
56.	Paneer Curry/ Masala	200 grams	Per Plate	100.00
57.	Roti Plain	-	Per Piece	6.00
58.	Roti Butter	-	Per Piece	8.00
59.	Roti Tanduri	-	Per Piece	10.00
60.	Dal Fry	200 grams	Per Plate	80.00
61.	Aloo Gobi Masala	200 grams	Per Plate	80.00
62.	Dum Aloo	200 grams	Per Plate	40.00
63.	Shahee Paneer	200 grams	Per Plate	120.00
64.	Kadhai Paneer	200 grams	Per Plate	120.00

 # Any other food item(s) or any change in rate specified shall be effective with proper of consultation Canteen Committee and further approval of University Authority

ANNEXURE–"B"

PERMISSIBLE BRANDs OF SPECIFIC CONSUMABLES*

Sl. No.	Items	Representative Brands
1.	Salt	Ankur, Tata Salt, Ashirbad saltor equivalent
2.	Grind Spices (Including Chili powder, Turmeric powder, Coriander Powder, Cumin Powder, White Pepper Powder, Asafetida etc)	MDH, Everest, Patanjali, TATA Sampann
3.	Whole Spices [Bay Leaf, Aniseed, Cardamom, Carom Seed, Cinnamon, Clove, Coriander Seeds, Fenugreek, Brown Mustard Seed, Sesame, Fennel Seed, Star Anise, Black Pepper, Kasoori Methi etc]	Brand Approved by FSSAI
4.	Other Spices [Garam Masala, Gravy Masala, Pav-bhaji, Sambhar Masala, Chat Masala etc]	MDH, Everest, TATA Sampann, Patanjali
5.	Ketchup	Maggi, Kissan, Heinz, TOP
6.	Cooking Oil	Dhara, Sundrop, Fortune, Saffola, Engine, Panchhi, Dalda
7.	Pickle	Lal"s, TOP, Nilons
8.	Wheat Atta	Ashirwad Chakki Atta, Annapurna, Patanjali, Kitchen Fresh
9.	Papad	Lijjat, Haldirams or equivalent brand
10.	Butter	Amul, Brittania, Govardhan
11.	Bread	Morish, Modern, Britannia or equivalent
12.	Jam	Kissan, Maggi, TOP
13.	Ghee	Amul, Govardhan, Bitannia
14.	Milk	Sudha/ Amul
15.	Paneer	Sudha/ Amul
16.	Tea	Brook Bond, Lipton, TATA Tea
17.	Coffee	Nescafe, Bru
18.	Rice	Patanjali, TATA, Ashirbad or equivalent
19.	Dal	Any standard brand approved by Mess Committee
20.	Ice Cream	Amul
21.	Chili/Soya Sauce	TOP/KISSAN
22.	Vinegar	TOP or any other standard Brand
23.	Baking Powder	Fun foods/ Cadbury/ equivalent

24.	Noodles	Chings/ Barilla/ DelMonte/ Borges/ equivalent
25.	Corn Flakes	Kellogg"s /Nestle/TOP
26.	Namkeen	Reputed brand packed food
27.	Besan	Patanjali/ TATA/ Equivalent
28.	Maida	Kitchen King/ Ashirvad/ Patanjali
29.	Chocolate Health Drink	Bournvita/ Boost/ Horlicks
30.	Choco Powder	Amul/ Cadbury/TOP
31.	Coconut Powder	Maggi / Patanjali

*The agency may use other brands (only FSSAI/AGMARK) in exceptional situation like unavailability of the product in the market, other branded spices for special food etc., only if permitted by the University Administration in writing.

ANNEXURE–"C"

AFFIDAVIT

1. I/We the undersigned do hereby certify that all the statements made in the required attachments are true and correct.
2. The under signed also here by certifies that neither our firm M/s_____ _____ have abandoned any work/supply nor any contract awarded to us for such works/supplies have been rescinded, during last three years prior to the date of this bid.
3. The undersigned hereby authorize and request any bank, person, firm or Corporation to furnish pertinent information deemed necessary as requested by the DHSGVV, to verify this statement or regarding my (our) competence and general reputation.
4. The undersigned understands and agrees that further qualifying information may be requested, and agrees to furnish any such information at the request of the DHSGVV.

(Signed by an Authorized Officer of the Firm)
Title of Officer
Name of Firm
Date

ANNEXURE–"D"

CERTIFICATE

(to be provided on stamp paper/letter head of the firm)

I hereby certify that the above firm has not been ever blacklisted by any Central/State Government/Public Undertaking/Institute on any account. Also certify that I have never been found or declared as bankrupt in any manner.

I certify that the above information is true and correct in all respect to the best of my knowledge.

If it is found that any details provided above are incorrect, then the contract given to the above firm may be summarily terminated and the firm may be blacklisted with other penalty as compensation of loss/damage of services as decided by the University Authority.

Date:

Place:

Authorized Signatory

Name:

Seal

Designation:

Contact No.:

ANNEXURE– "E"

UNDERTAKING

[by the tenderer]

Name of the work: _____
_____
_____

Tender No. : _____

We confirm that we have quoted the rates in the tender considering Inter-alia the

1. Tender Document(s) with all Annexures, Scope of Vendor
2. Additional Document(s),if any
3. BOQ Document (Price Bid Format)
4. Corrigendum, if any
5. Pre Bid Meeting Minutes, if any

We, _____(Name of the Tenderer) hereby certify that we have fully read and thoroughly understood the tender requirements and accept all Terms and Conditions of the tender including all corrigendum/addendum issued, if any. Our offer is in confirmation to all the terms and conditions of the tender including all corrigendum/addendum, if any and minutes of the pre-bid meeting. In the event, our offer is found acceptable and contract is awarded to us, the complete tender document shall be considered for constitution of Contract Agreement.

Signed for and on behalf of Tenderer(s)

Name of Tenderer(s)

Date : __/__/____

Place:

Seal & Signature of Tenderer

Note:

This declaration should be signed by the Tenderer's authorized representative on COMPANY LETTER HEAD who is signing the Bid and to be submitted with tender.

ANNEXURE–"F"

CONTRACT AGREEMENT

This Agreement made on the ..... day of ..... 2025 and to be effective from …../…../2025 between **The Registrar, Doctor Harisingh Gour Vishwavidyalaya, Sagar**. (herein after DHSGVV) of the one part and **……. (Name of Canteen/ Contractor/ Lessee) of ……** [Complete address of Contractor/ Lessee] (herein after called "the Canteen Contractor/ Lessee)of the other part:

Whereas the University is desirous that catering services to be provided in the Canteen of DHSGVV, Sagar as per the tender reference no. ……And has accepted a bid by the Canteen Contractor/ Lessee / Service Provider for running the Canteen at DHSGVV for a sum of Rs. ..... (Rupees ... .) herein after called the "Contract Price".

NOWTHISAGREEMENTWITNESSETHASFOLLOW:

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Conditions of Contract and scheduled referred to, and they shall be deemed to form and be read and construed as part of this Agreement.
2. The following documents shall be deemed to form, be read and construed as part of this Agreement, viz;
   (a) The Letter of Acceptance issued by the University.
   (b) The Notice Inviting Tender (NIT).
   (c) The Tender Document including various Terms & Conditions.
   (d) The schedule of Requirement.
   (e) Any other document listed in the Canteen Contractor/ Lessee bid and replied to queries, clarifications issued by the University, such confirmations given by the bidders which are acceptable to the University and the entire Addendum issued as forming part of the Contract.
3. In consideration of the payments toward monthly lease amount to be made by the Canteen Contractor/ Lessee to the University as hereinafter mentioned the University covenants with the Canteen Contractor/ Lessee to provide the infrastructure and other facilities as mentioned in the tender document for running of Canteen Services at Canteen as per the provisions of the Contract.
4. The Canteen Contractor/ Lessee hereby covenants to pay the University in consideration of the provision of the infrastructure and other facilities for running the Canteen, the Contract

Price (Lease Amount) or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract. The rates stipulated in the Contract shall remain valid for a period of two year with effect from contract date.

(For M/s .....) **Signature/Seal**	**(For DHSGVV)** **Signature/Seal**
Witness: Signature with Date: Name: Mobile No.: Address:	**Witness:** Signature with Date: Name: Mobile No.: Address

ANNEXURE–"G"

STANDARD OPERATING PROCEDURES (SOP) FOR UNIVERSITY CANTEEN

OBJECTIVES:

To Serve Quality food and demonstrate high standards of hygiene in Storage, Preparation, Serving& Disposal of (edible and non- edible) Canteen waste.

1. MISSION

The Canteen Administration shall

- Provide arrange of Nutritional food to the University community.
- Communicate the development of good eating habits consistent with the dietary guidelines for students and staff there by reducing health risk factors.
- Adopt best practices in Hygiene.

2. PURPOSE:

To set a procedure for providing a timely and adequate Canteen facility with consistency on quality and cleanliness.

3. QUALITYOBJECTIVES:

- Constant verification of Stock status on Quarterly basis.
- Number of items Procured for the Canteen
- Percentage of Incidents of rejected food due to quality problems
- Percentage of Incidents of students/staff falling sick after food consumption.

4. RESPONSIBILITY&AUTHORITY: CANTEEN COMMITTEE:

- The Canteen Committee shall supervise and control the administration of the Canteen.
- Members for the Canteen Committee shall be appointed by the Competent Authority.
- Canteen Committee shall co-ordinate or discuss various issues relating to Canteen Administration.
- The members of the Canteen Committee shall include:-

1. Prof. U. K. Patil - Chairman
2. Shri Satish Kumar - Member
3. Estate Officer - Member
4. In-charge S&P - Member
5. Assistant Engineer - Member
6. Junior Engineer -Member Secretary

Review shall be made once in a Fortnight.

1. The Canteen Committee is responsible for all the actions, which shall have the right to re-organize, disband or take the cognizance of any matter arising during the Canteen services.
2. Notice of motion for action to reorganize, disband etc. must be given in writing to the member secretary of the Canteen committee.
3. Upon approval from the competent authority the Canteen Administration shall discuss the actions in the Canteen Committee.

FUNCTIONSOFCANTEENCOMMITTEE:

The Canteen Committee ***interalia*** shall have the following functions:

- Responsible for the maintenance of the University Canteen system.
- Responsible for the administration and proper conduct of the Canteen affairs.
- Shall constantly monitor the items of the Canteen. Any discrepancies further shall report to the Competent Authority and mark-ups.
- Responsible for decisions in purchasing/maintaining Canteen stock.
- Committee shall avoid mal functions of the canteen equipment or safety issues relating to the structure of the building inside and outside.
- Liaison with the caterer and monitor day-to-day activities.
- Canteen committee shall be responsible for planning and displaying the Menu for the week.
- Responsible for décor of the Canteen.
- Responsible for upkeep& hygiene/ Housekeeping / Maintenance of kitchen / Canteen.
- Any suggestion given by the team members or any visitors will be informed to the Canteen Vendor. If required, suggestions given will be incorporated during preparation.
- Ensure that all the Canteen staff should be in neat & complete uniform (fingernails, caps, uniform, gloves, ID cards, etc.)
- Ensure that the Canteen staff are undergone for physical examination and the same report will be submitted to competent authority.
- Ensure that Canteen Vendor complies with all statutory requirements.
- Ensure that the Canteen meals are supplied on time and check for quantity & quality supplied as per the agreement.
- Ensure the rate of the menu is strictly being implemented.
- Ensure the surveillance of the activities in the Canteen premises through CCTV.

5. HYGIEN ICDE SIGN OF CATERING SERVICES

1. There shall be adequate space to accommodate all operations, including cleaning.
2. There shall be separate provision for
   - Unpacking/Storage of raw materials.
   - Washing of vegetables and other raw materials.
   - Cleaning & Storage for utensils.
3. LPG cylinder storage and distribution area shall have designated area in accordance with safety regulations.
4. Cleaning agents and related material shall have designated areas.
5. Canteen Waste shall have designated area for disposal outside the Canteen premises. The Vendor shall be responsible for the same.
6. Disposal shall consider the requirements of local rules and regulations and public image.
7. Adequate natural/ artificial lighting & ventilation shall be provided for the kitchen and serving area. Windows and other openings should be fitted with screens to keep away houseflies and other insects, dust etc.
8. Emergency lamps shall be provided at appropriate locations in kitchen and serving areas.
9. All personnel working in the kitchen, irrespective of the nature of their job, shall wear apron, cap, gloves, and kitchen specific usage footwear while handling any food product.
10. The personnel shall keep the kitchen clean and tidy, free from rodents, insects, cobwebs etc.
11. Entry of unauthorized personnel shall not be permitted in the kitchen area.
12. Foot wear shall not be allowed inside the working Kitchen area.

6. WATER SUPPLIES:

Adequate water shall be supplied for–

- Hand wash.
- Cleaning & Washing of utensils.
- Handling & preparation of Food items inside the Canteen.
- Hygienic drinking water facilities.
- Other causes, if any.

7. DIETARY:-

- The University shall provide an awareness program on dietary for the students and staff of the University.
- The University shall have a dietician who shall suggest a well- balanced diet for students / staff in the University.
- The food shall be served to the student's after it has been tasted by the dietary team [may be one or two from the Canteen committee itself]. The results of the testing are recorded in the **Food Tasting Order Form.**

8. FOOD MENU PLANNING:

- Effort shall be taken to incorporate traditional Food habits based on our culture, ethnicity and availability of food material.
- The University in consultation with Vendor shall make available Menu-Planning Scheme depending on the requirements.
- The dietician/medical officer/Canteen committee shall decide a suitable and well balanced diet.
- The Canteen committee shall plan the Menu on a monthly basis. The Menu shall be recorded in the **Weekly Menu form**.
- A Menu Chart/Board containing the menu for the day shall be displayed within the canteen premises.
- The Menu items along with the price shall be displayed on the notice board of the canteen.

9. FOOD PREPARATION:

The Vendor shall

- Ensure that food shall be handled either by a gloved hand or by utensils.
- Ensure that benches are maintained clean.
- Ensure that there shall be suitable are as for food preparation. Avoiding cross-contamination of cooked and raw foods.
- Hands or utensils that shall be used to prepare raw food must be washed properly before they shall be used to prepare ready- to-eat or cooked foods.
- Food shall be freshly cooked on the day of requirement and as close to the time of serving as is practicable.
- In case the food is prepared outside the University premises by the vendor, the facilities shall be inspected by the Canteen committee before approving the contract to the party. The facilities shall be verified on an ongoing basis, once in three months.

10. FOOD STORAGE:

- Food transported to the University Canteen from outside shall be properly packed, to avoid contamination of food.
- The food supplied shall be fresh and packed in suitable hot packs.
- Food requiring storage shall be done so below 5 ^{o}C and frozen food shall be stored below minus 15°C.
- The time that food is kept in the danger zone—between 5°C and 60°C shall be minimized. (The 'danger zone' is the temperature at which bacteria are most likely to grow).
- The Temperature for various types of food (Cold, hot, frozen etc.) shall be maintained and monitored in the **Temperature Monitor Register.**
- In case of different types of food stored in the same refrigerator, the raw food shall be stored lower down than the ready-to-eat/cooked food.

11. COOLING (FREEZING) & STORAGE LIFE:

- Hot food should be allowed to pre-cool for a maximum of 1 hour in a cool (and clean) part of the kitchen and then placed in a refrigerator operating at 5^0C or below.
- In case of other foods, care should be taken to ensure there is sufficient space for air to circulate around all parts of the food.
- The storage life of the food which is cooled in a conventional refrigerator, shall be consumed within 24 hours of cooking
- In case it is intended to be consumed, it shall be reheated and shall be consumed.

12. CLEANING:

- Cleaning is a part of the practices adopted in the Kitchen.
- The Canteen shall adopt steps for cleaning various items in the kitchen.
- The Canteen committee shall convey a detailed description/checklist relating to cleanliness and maintenance of the kitchen.
- The University Canteen shall schedule itself and define an outline on how the premises shall be cleaned.
- The members for cleaning shall be provided/deployed by the Vendor.
- Food shall best ore din containers that are:
  - Clean.
  - Easy to wash.
  - Have Tight Fitting Lids.
  - Covered with foil/plastic films.
- Apart from the cleaning of Canteen premises, the University Canteen shall also involve itself in the cleaning of other activities relating to the Canteen.
- Equipment and areas shall be allowed to drain and dry at the end of the cleaning period.
- Apart from hand washing a separate sink shall be provided for cleaning raw materials and food related materials, which shall be maintained using naphthalene balls to avoid insects etc.
- Insect traps shall be used to destroy insects inside the kitchen.
- Before any pesticides are applied for destroying insects for maintaining a clean environment within the kitchen, adequate care shall be taken to protect people, food, equipment and materials from risk of contamination.

13. MAINTENANCE:
Preventive Maintenance

The various items shall be checked for the following before use:

1. Cooking equipment like rice boilers, aqua guards, gas burners shall be maintained as per Preventive Maintenance checklist.
2. Authorized/labeled (**ISI marked**) Utensils and instruments shall be open to check its physical condition.
3. Refrigerators: Checks for ice formation in the Freezer.

14. BUILDING MAINTENANCE:

- Canteen Building shall be painted externally and internally as per the requirement.
- Civil Repair works like choking of drain, leaking taps, rainwater leakage etc. shall be attended immediately.
- Pressure test for LPG piping shall be done as per checklist
- LPG rubber hose shall be replaced once a year.
- Insect guard lighting shall be replaced once a year.

15. HYGIENE TRAINING

All kitchen and Canteen staff should be given the following training:

- The Canteen committee/Vendor shall arrange a Training programme for the Canteen staff.
- Induction Training Programme shall be commenced at work by the Vendor.
- A programme of hygiene education and training shall be conducted by the Vendor.
- In case of Fresher, training shall be given for all the activities that are a part of Canteen.
- Induction shall include–
  - Basic hygienic procedure for handling of foods.
  - Emphasizing the precautions necessary to prevent contamination of food.
  - Personal hygiene and other items relevant to a particular person's job.

16. HOUSEKEEPING AND SAFETY:

- Regulars weeping and swabbing of the canteen shall be done.
- All personnels working in the Canteen shall wear gloves, apron and footwear.
- Safety measures shall be adopted while cooking inside the Kitchen.
- The Canteen shall have Standard **ISI marked LPG** for safety purposes.
- All the Utensils, equipments shall be purchased from authorized dealers.
- In case of an emergency, In-time Medical Assistant shall be available all time besides the University Canteen.
- Fire extinguishers shall be maintained and placed in a safe place.

17. STUDENTS/STAFF SUGGESTIONS AND COMPLAINTS:

- The Student/Staff of the University shall be allowed to give Suggestions or complaints regarding the University Canteen.
- The suggestions and complaints received shall be recorded in the **Suggestion and Complaints Register** by the concerned personnel.
- The Suggestions and complaints shall be addressed immediately by the concerned staff/ Canteen committee/competent authority.
- The **Suggestions and Complaints Register** shall be updated accordingly.
- The Canteen committee shall review the Suggestions and Complaints Register at specified intervals.

18. MISCONDUCT/INDISCIPLINE/PUNISHMENT:

All the cases of indiscipline/misconduct amounting to violation of the Law of the land and shall be reported to the Chief Proctor, who after preliminary investigation may proceed with as per the provisions of the University Ordinance.

19. INTERPRETATION AND SAVING CLAUSE

Final decision on any matter of indiscipline or any other issues either covered or not covered by this SoP shall be dealt with by the Vice- Chancellor, whose decision shall be final and binding on all concerned.

ANNEXURE – H

INSTRUCTION FOR ONLINE BID SUBMISSION

The bidders are required to submit soft copies of their bids electronically on the CPP portal, using valid Digital Signature Certificates (DSC). The instructions given below are meant to assist the bidders the bidders in registering on the CPP portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP portal.

More information useful for submitting online bids on the CPP portal may be obtained at http://eprocure.gov.in/eprocure/app.

REGISTRATION

1. Bidders are required to enroll on the e-procurement module of the Central Public Procurement Portal (URL:http://eprocure.gov.in/eprocure/app) by clicking on the link **"Online Bidder Enrolment"** on the CPP portal which is free of charge.

2 .As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.

3. Bidders are advised to register their valid email address and mobile number as part of registration process. These would be used for any communication from the CPP portal.

4.Upon enrolment, bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify/nCode/eMudra etc.) with their profile.

5.Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.

6.Bidders then logs in to the site through the secured log in by entering their user ID/ Password and the password of the DSC/e-Token.

SEARCHING FOR THE TENDER DOCUMENTS

1.There are various search options built in the CPP portal, to facilitate the bidders to reach active tenders by several parameters. These parameters could Tender ID, Organization Name, Location, Date Value, etc. There is also an option of advanced search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.

2. Once the bidders have selected the tenders they are interested in, they may download the required documents/ tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/E-mail in case there is any corrigendum issued to the tender document.

3.The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/ help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take in to account any corrigendum published on the tender document before submitting their bids.

2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents – including the names and content of each of document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can be in PDF/ XLS/ DWF/ JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of scanned document.

4. To avoid the time and effort required in uploading the same set of standard documents which are required to be

submitted as a part of every bid, a provision of uploading such standard documents (e.g. annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid and need not be uploaded again and again. This will lead to reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as "offline" to pay EMD as applicable and enter details of the furniture/Material.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted to the concerned official latest by the last date as specified in the tender document. The details of DD/ other accepted Material physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of bidder). No other format is acceptable.
6. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers / bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
7. Upon the successful and timely submission of bids (i.e. after clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid number and the date & time of submission of the bid with all other relevant details.
8. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to process of online bid submission or queries relating to CPP portal in general may be directed to the 24X 7 CPP Portal Helpdesk.

INTEGRITY PACT

To,

……,
……,
……

Sub: NIT No. **R/IWD/2025/196 Dated 08/11/2025**

for the work **"Providing Canteen Services at Doctor Harisingh Gour Vishwavidyalaya, Sagar (M.P.)."**

Dear Sir,

It is hereby declared that Dr. Harisingh Gour Vishwavidyalaya, Sagar (M.P.) is committed to follow the principle of transparency, equity and competitiveness in public procurement.

The subject Notice Inviting Tender (NIT) is an invitation to offer made on the condition that the Bidder will sign the integrity Agreement, which is an integral part of tender/bid documents, failing which the tenderer/bidder will stand disqualified from the tendering process and the bid of the bidder would be summarily rejected.

This declaration shall form part and parcel of the Integrity Agreement and signing of the same shall be deemed as acceptance and signing of the Integrity Agreement on behalf of the Dr. Harisingh Gour Vishwavidyalaya, Sagar.

Yours Sincerely,

Registrar
Dr. Harisingh Gour Vishwavidyalaya,
Sagar

INTEGRITY PACT

To,
Registrar,
……,
……

Sub: Submission of tender for the work of **"Providing Canteen Services at Doctor Harisingh Gour Vishwavidyalaya Sagar (M.P.)."**

Dear Sir,

I/We acknowledge that Dr. Harisingh Gour Vishwavidyalaya, Sagar is committed to follow the principles thereof as enumerated in the Integrity Agreement enclosed with the tender/bid document.

I/We agree that the Notice Inviting Tender (NIT) is an invitation to offer made on the condition that I/We will sign the enclosed integrity Agreement, which is an integral part of tender documents, failing which I/We will stand disqualified from the tendering process. I/We acknowledge that The Making of the bid shall be regarded as an unconditional and absolute acceptance of this condition of the NIT.

I/We confirm acceptance and compliance with the Integrity Agreement in letter and spirit and further agree that execution of the said Integrity Agreement shall be separate and distinct from the main contract, which will come into existence when tender/bid is finally accepted by Dr. Harisingh Gour Vishwavidyalaya, Sagar.

I/We acknowledge and accept the duration of the Integrity Agreement, which shall be in the line with Article 1 of the enclosed Integrity Agreement.

I/We acknowledge that in the event of my/our failure to sign and accept the Integrity Agreement, while submitting the tender/bid, Dr. Harisingh Gour Vishwavidyalaya, Sagar shall have unqualified, absolute and unfettered right to disqualify the tenderer/bidder and reject the tender/bid is accordance with terms and conditions of the tender/bid.

Yours Sincerely

(Duly authorized signatory of the Bidder)

To be signed by the bidder and same signatory competent / authorized to sign the relevant contract on behalf of the University.

INTEGRITY AGREEMENT

This Integrity Agreement is made at ..... on this .....day of..... 2025.

Between

Doctor Harisingh Gour Vishwavidyalaya Sagar, represented through Registrar, ... ,
(Name of Division)
DHSGVV,....., (Hereinafter referred as the
(Address of Division)
'Principal / Owner', which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

And

(Name and Address of the Individual/Firm/Company)
through .....(hereinafter referred to as the
(Details of duly authorized signatory)
"**Bidder/Contractor**" and which expression shall unless repugnant to the meaning or context hereof include its successors and permitted assigns)

Preamble

WHEREAS the Principal /Owner has floated the Tender (NIT No. .....) (hereinafter referred to as "**Tender/Bid**") and intends to award, under laid down organizational procedure, contract for
(Name of work)
hereinafter referred to as the "**Contract**".

AND WHEREAS the Principal / Owner values full compliance with all relevant laws of the Land, Rules, Regulations, Economic use of Resources and of Fairness/Transparency in its relation with its Bidder(s) and Contractor(s).

And Whereas to meet the purpose aforesaid both the parties have agreed to enter into this Integrity Agreement (hereinafter referred to as "**Integrity Pact**" or "**Pact**"), the Terms and Conditions of which shall also be read as integral part and parcel of the Tender/Bid documents and Contract between the parties.

Now, Therefore, in consideration of mutual covenants contained in this Pact, the parties hereby agree as follows and this Pact witnesses as under:

Article 1: Commitment of The Principal / Owner

1. The Principal/ Owner commits itself to take all measures necessary to prevent corruption and to observe the following principles:

(a) No employee of the Principal/Owner, personally or through any of his/her family members, will in connection with the Tender, or the execution of the Contract, Demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

b) The Principal/Owner will, during the Tender process, treat all Bidder(s) with equity and reason. The Principal/Owner will, in particular, before and during the tender process, provide to all

Bidder(s) the same information and will not provide to any Bidder(s) confidential / additional information through which the Bidder(s) could obtain an advantage in relation to the Tender process or the Contract execution.

c) The Principal / Owner shall endeavor to exclude from the Tender process any person whose conduct in the past has been of biased nature.

2. If the Principal/Owner obtains information on the conduct of any of its employees which is a criminal offence under the Bhartiya Nyay Sanhita / Prevention of Corruption Act, 1988 (PC Act) or is in violation of the principles herein mentioned or if there be a substantive suspicion in this regard, the Principal / Owner will inform the Chief Vigilance Officer and in addition can also initiate disciplinary actions as per its internal laid down policies and procedures.

Article 2: Commitment of the Bidder (s) / Contractor (s)

1. It is required that each Bidder / Contractor (including their respective officers, employees and agents) adhere to the highest ethical standards, and report to the Government / Department all suspected acts of **fraud or corruption or Coercion or Collusion** of which it has knowledge or becomes aware, during the tendering process and throughout the negotiation or award of a contract.

2. The Bidder(s) / Contractor(s) commit himself to take all measures necessary to prevent corruption. He commits himself to observe the following principles during his participation in the Tender process and during the Contract execution:-

(a) The Bidder(s) / Contractor(s) will not, directly or through any other person or firm, offer, promise or give to any of the Principal / Owners employees involved in the Tender process or execution of the Contract or to any third person any material or other benefit which he/she is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the Contract.

(b) The Bidder(s) / Contractor (s) will not enter with other Bidder (s) into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to cartelize in the bidding process.

(c) The Bidder(s) / Contractor(s) will not commit any offence under the relevant IPC/PC Act. Further the Bidder(s) / Contract(s) will not use improperly, (for the purpose of competition or personal gain), or pass on to others, any information or documents provided by the Principal/Owner as part of the business relationship, regarding plans, technical proposals and business details, including information contained or transmitted electronically.

(d) The Bidder(s)/ Contractor(s) of foreign origin shall disclose the names and addresses of agents / representatives in India, if any. Similarly Bidder(s)/Contractor(s) of Indian Nationality shall disclose names and addresses of foreign agents/representatives, if any. Either the Indian agent on behalf of the foreign principal or the foreign principal directly could bid in a tender but not both. Further, in cases where an agent participate in a tender on behalf of one manufacturer, he shall not be allowed to quote on behalf of another manufacturer along with the first manufacturer in a subsequent/parallel tender for the same item.

(e) The Bidder(s)/ Contractor(s) will, when presenting his bid, disclose (with each tender as per Performa enclosed) any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the Contract

3. The Bidder(s) /Contractor(s) will not instigate third persons to commit offences outlined

above or be an accessory to such offences.

4. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm indulge in fraudulent practice means **a willful misrepresentation or omission of facts or submission of fake / forged documents in order to induce public official to act in reliance thereof, with the purpose of obtaining unjust advantage by or causing damage to justified interest of others and/or to influence the procurement process to the detriment of the Government interests.**

5. The Bidder(s) / Contractor(s) will not, directly or through any other person or firm use Coercive Practices (means the act of obtaining something, compelling an action or influencing a decision through intimidation, threat or the use of force directly or indirectly, where potential or actual injury may befall upon a person, his / her reputation or property to influence their participation in the tendering process)

Article 3: Consequences of Breach

Without prejudice to any rights that may be available to the Principal/Owner under law or the Contract or its established policies and laid down procedures, the Principal / Owner shall have the following rights in case of breach of this Integrity Pact by the Bidder(s)/Contractor(s) and the Bidder / Contractor accepts and undertakes to respect and uphold the Principal / Owners absolute right:

1. If the Bidder (s)/Contractor(s), either before award or during execution of Contract has committed a transgression through a violation of Article 2 above or in any other form, such as to put his reliability or credibility in question, the Principal/Owner after giving 14 days notice to the contractor shall have powers to disqualify the Bidder(s)/Contractor(s) from the Tender process or terminate /determine the Contract, if already executed or exclude the Bidder/Contractor from future contract award processes.

The imposition and duration of the exclusion will be determined by the severity of transgression and determined by the Principal / Owner. Such exclusion may be forever or for a limited period as decided by the Principal/Owner.

2. **Forfeiture of EMD / Performance Guarantee / Security Deposit**:

If the Principal/Owner has disqualified the Bidder(s) from the Tender process prior to the award of the Contract or terminated/determined the Contract or has accrued the right to terminate/determine the Contract according to Article 3(1), the Principal/Owner apart from exercising any legal rights that may have accrued to the Principal/Owner, may in its considered opinion forfeit the entire amount of Earnest Money Deposit, Performance Guarantee and Security Deposit of the Bidder / Contractor.

3. **Criminal Liability:** If the Principal/Owner obtains knowledge of conduct of a Bidder or Contractor, or of an employee or a representative or an associate of a Bidder or Contractor which constitutes corruption within the meaning of Indian Penal code (IPC)/Prevention of Corruption Act, or if the Principal/Owner has substantive suspicion in this regard, the Principal/Owner will inform the same to law enforcing agencies for further investigation.

Article 4: Previous Transgression

1. The Bidder declares that no previous transgressions occurred in the last 5 years with any other Company in any country confirming to the anticorruption approach or with Central Government or State Government or any other Central/State Public Sector Enterprises in India that could justify his exclusion from the Tender process.

2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the Tender process or action can be taken for banning of business dealings/ holding listing of the Bidder/Contractor as deemed fit by the Principal/ Owner.
3.If the Bidder/Contractor can prove that he has resorted / recouped the damage caused by him and has installed a suitable corruption prevention system, the Principal/Owner may, at its own discretion, revoke the exclusion prematurely.

Article 5: Equal Treatment of all Bidders/Contractors/Subcontractors

1. The Bidder(s)/Contractor(s) undertake(s) to demand from all subcontractors a commitment in conformity with this Integrity Pact. The Bidder / Contractor shall be responsible for any violation(s) of the principles laid down in this agreement/Pact by any of its Sub- contractors/sub-vendors.
2. The Principal / Owner will enter into Pacts on identical terms as this one with all Bidders and Contractors.
3.The Principal / Owner will disqualify Bidders, who do not submit, the duly signed Pact between the Principal/Owner and the bidder, along with the Tender or violate its provisions at any stage of the Tender process, from the Tender process.

Article 6- Duration of the Pact

This Pact begins when both the parties have legally signed it. It expires for the Contractor / Vendor 12 months after the completion of work under the contract or till the continuation of defect liability period, whichever is more and for all other bidders, till the Contract has been awarded.
If any claim is made/lodged during the time, the same shall be binding and continue to be valid despite the lapse of this Pacts as specified above, unless it is discharged/determined by the Competent Authority, University.

Article 7- Other Provisions

1. This Pact is subject to Indian Law, place of performance and jurisdiction is the **Head quarters of the Division** of the Principal / Owner, who has floated the Tender.
2. Changes and supplements need to be made in writing. Side agreements have not been made.
3. If the Contractor is a partnership or a consortium, this Pact must be signed by all the partners or by one or more partner holding power of attorney signed by all partners and consortium members. In case of a Company, the Pact must be signed by a representative duly authorized by board resolution.
4. Should one or several provisions of this Pact turn out to be invalid; the remainder of this Pact remains valid. In this case, the parties will strive to come to an agreement to their original intensions.
5. It is agreed term and condition that any dispute or difference arising between the parties with regard to the terms of this Integrity Agreement / Pact, any action taken by the Owner/Principal in accordance with this **Integrity Agreement/ Pact or interpretation** there of shall not be subject to arbitration.

Article 8- Legal And Prior Rights

All rights and remedies of the parties hereto shall be in addition to all the other legal rights and remedies belonging to such parties under the Contract and/or law and the same shall be deemed to be cumulative and not alternative to such legal rights and remedies aforesaid. For the

sake of brevity, both the Parties agree that this Integrity Pact will have precedence over the Tender / Contact documents with regard any of the provisions covered under this Integrity Pact.
IN WITNESS WHEREOF, the parties have signed and executed this Integrity Pact at the place and date first above mentioned in the presence of following witnesses:

(For and on behalf of Principal/Owner)

(For and on behalf of Bidder/Contractor)

WITNESSES:

1. (Signature, name and address)

2. (Signature, name and address)

Place:

Dated: