



**SARDAR VALLABHBHAI NATIONAL INSTITUTE OF  
TECHNOLOGY, SURAT, GUJARAT-395007.**  
(An Institute of National Importance, Ministry of Education,  
Govt. of India)

SVNIT

**NOTICE INVITING TENDER (NIT)**

The Sardar Vallabhbhai National Institute of Technology, Surat (in short, SVNIT, Surat) is an autonomous body under the Ministry of Education, Govt. of India, an Institute of National Importance Imparting Technical Education and engaged in Research activities. More than 5000 students and staff members are residing on the campus. Institute invites offline bids as per **Two Bid System** through Central Public Procurement Portal (CPPP) at <https://eprocure.gov.in/epublish/app> and institute website <https://www.svnit.ac.in/web/tenders.php> for '**Running Beverages, Gujarati, Asian & Punjabi , Street Food, Italian & Mexican and Bakery Outlets**'. The invitation to tender, tendering conditions, general conditions of contract, special conditions of contract and other conditions of contract, if any, which will govern the contract pursuant to the tender are attached.

Contractor interested to submit bid are requested to go through the contents of the NIT and ensure that the bid is submitted offline on or before the due date and time indicated in NIT and as per technical specifications and terms and conditions indicated herein.

Member Secretary, FCMC  
For and on behalf of the Director, SVNIT

**Tender Notice No. SVNIT(CS)/FC/33/2025-26/NG/01****Date: December 2<sup>nd</sup>, 2025****Tender for Running Beverages, Gujarati, Asian & Punjabi, Street Food, Italian & Mexican and Bakery Outlets at the SVNIT, Surat**

The Sardar Vallabhbhai National Institute of Technology, Surat (in short, SVNIT, Surat) is an autonomous body under the Ministry of Education, Govt. of India, an Institute of National Importance Imparting Technical Education and engaged in Research activities. More than 5000 students and staff members are residing on the campus. Institute invites offline bids as per **Two Bid System** through Central Public Procurement Portal (CPPP) for '**Running Beverages, Gujarati, Asian & Punjabi, Street Food, Italian & Mexican and Bakery Outlets**'. The invitation to tender, tendering conditions, general conditions of contract, special conditions of contract and other conditions of contract, if any, which will govern the contract pursuant to the tender are attached.

**The contract period will be initially for a period of One (01) year and extendable up to two (02) more year subject to satisfactory performance.**

Bidders can download complete set of bidding documents from e-procurement Platform through <https://eprocure.gov.in/epublish/app> from 02-12-2025 onwards. Bidders need to submit the bids offline. The tender submission fee is Nil. The deadline for submission of bids is 29.12.2025 (17:00Hrs). Late bids shall not be accepted. The Technical Bids will be opened on 30-12-2025 (11:00 Hrs).

**Critical Date Sheet:**

S. No.	Particulars of activities	Schedule of the activities
1.	Publishing Date	02.12.2025
2.	Bid Document Download Start Date	02.12.2025
3.	Pre-Bid Meeting Date	08.12.2025 (16:00Hrs)
4.	Bid Submission Start Date	09.12.2025
5.	Bid Submission End Date	29.12.2025 (17:00Hrs)
6.	Bid Opening Date (Technical)	30.12.2025 (12:00Hrs)
7.	Bid Opening Date (Financial)	Will be announced after technical evaluation

Site Visit and Pre-bid meeting with the tenderer will be held on **08.12.2025 (Monday)**, i.e. Site Visit –**From 11:30 AM to 12:30 PM** and Pre-bid meeting at **4:00 pm onwards**, at Conference Room of the Hostel Section, SVNIT, Surat to appraise them about the food court operation, expectations of the Institute and to familiarize them with the Institute Campus. The interested bidders must attend the Pre-Bid Meeting and visit the site and acquaint themselves about the scope and schedule of work, supervision and commitment required. Institute expects the food court (Outlets) to be maintained as a high-end facility for our students and faculty, visiting academic community and food court management at best Standards. The prospective Contractors should note that high quality food, services and professional approach is the essence of this contract. Please read instructions for the bidders and Scope of Work carefully.

**Very Important Notes:** Corrigendum, if any issued for the tender shall form part of the tender document, Corrigendum will be posted on <https://eprocure.gov.in/epublish/app>. Hence, bidders are requested to visit <https://eprocure.gov.in/epublish/app> regularly and note the corrigendum / amendments to the tender without fail. Institute is not responsible for ignorance of corrigendum.

Director, SVNIT, Surat reserves the right to reject any or all the tenders without assigning any reason. Any attempt on the part of the tenderer to influence, negotiate directly or indirectly with the Institute will lead to the exclusion from consideration.

Member Secretary, FCMC  
For and on behalf of the Director, SVNIT



# Sardar Vallabhbhai National Institute of Technology

Surat, Gujarat-395007

(An Institute of National Importance, Ministry of Education, Govt. of India)

SVNIT

Tender Notice No. SVNIT(CS)/FC/33/2025-26/NG/01

Dated: December 2<sup>nd</sup>, 2025

## NOTICE INVITING TENDER

Name of Work / Service	Running Food Outlets (Beverages, Gujarati, Asian & Punjabi , Street Food, Italian & Mexican and Bakery outlets) at the SVNIT, Surat
Issue of Tender Forms	Bidders can download complete set of bidding documents from e-procurement platform <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>
Estimated Cost	NIL
Cost of Tender Document	NIL
Earnest Money Deposit (EMD) (Refundable to unsuccessful Bidders)	<ul style="list-style-type: none"><li>• EMD Fee - Rs 50,000 (Rupees Fifty Thousand Only) through Demand Draft from the schedule National Bank in India (DD is to be received on or before 29/12/2025 through RPAD/Speed Post/Courier to <b>‘The Director, SVNIT Surat, Ichchhanath, Surat-395007, Gujarat’</b>)</li><li>• Demand Draft payable to – <b>‘Director SVNIT MHRD Fund’</b></li><li>• Demand Draft Payable at–<b>Surat</b></li><li>• EMD Exemption – As per Government norms</li></ul>
Period of work	The contract period will be initially for a period of One (01) year and extendable upto two (02) more year subject to Satisfactory performance.
Site Visit (Visiting of site is mandatory)	On <b>08-12-2025 (Monday)</b> from 11:30 AM to 12:30 PM at Institute Canteen, SVNIT, Surat
Pre-bid meeting, Date and Time	<b>08-12-2025 (Monday) at 4:00 PM in the Conference Room, Hostel Office, SVNIT Surat, Surat-395007</b>
Bid Submission Start Date & Time	09-12-2025
Last Date of Submission of Tender	29-12-2025 (17:00Hrs)
Date and Time of opening of Technical Bid	30-12-2025 (11:00Hrs)
Date of Opening of Financial Bid	Will be announced after technical evaluation
Bid Validity	180 days from the date of opening
Mode of Submission of Tender	E-Tender portal (CPP Portal) <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>
Contact Person and Address for enquiry and submission of sealed tender documents	Member Secretary, Food Court Management Committee, SVNIT, Surat 395007, Gujarat
Contact Phone Number(s)/E-mail Address	Contact Number - +91-9898057727, 8904981990 E-mail Id- <a href="mailto:dean_arg@svnit.ac.in">dean_arg@svnit.ac.in</a>

Member Secretary, FCMC  
For and on behalf of the Director,  
SVNIT

**SECTION 1**  
**SCHEDULE OF TENDER**

S. No.	Event	Date and Time/ Remarks
01	Category (Services/Goods/works)	Services
02	Date of uploading of Tender	From December 02,2025 <a href="https://www.svnit.ac.in/web/tenders.php">https://www.svnit.ac.in/web/tenders.php</a> & <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>
03	Submission of Queries for Pre-bid meeting	Upto December 08,2025 at 02.00 PM, (IST) Format for Submission of Queries enclosed as Form– VI
04	Site Visit (Visiting of site is mandatory)	On 08-12-2025 (Monday) from 11:30 AM to 12:30 PM at Institute Canteen, SVNIT, Surat
05	Pre-bid meeting, Date and Time	08-12-2025 (Monday) at 4:00 PM in the Conference Room, Hostel Office, SVNIT Surat, Surat-395007
06	Bid Submission Start Date & Time	09-12-2025
07	Last Date of Submission of Tender	29-12-2025 (17:00 Hrs)
08	Date and Time of opening of Technical Bid	30-12-2025 (11:00 Hrs)
09	Date of Opening of Financial Bid	Will be announced after technical evaluation
10	Bid Validity	180 days from the date of opening
11	Mode of Submission of Tender	E-Tender portal (CPP Portal) <a href="https://eprocure.gov.in/epublish/app">https://eprocure.gov.in/epublish/app</a>
12	Contact Person and Address for enquiry	Member Secretary, Food Court Management Committee, SVNIT, Surat 395007, Gujarat
13	Contact Phone Number(s)/E-mail Address	Contact Number - +91-9898057727, 8904981990 E-mail Id- <a href="mailto:dean_arg@svnit.ac.in">dean_arg@svnit.ac.in</a>

## **SECTION 2**

### **INSTRUCTIONS TO THE BIDDERS FOR OFFLINE BID SUBMISSION**

Instructions to the Bidders to submit the bids offline through the CPP (e-Publishing) Portal at at <https://eprocure.gov.in/epublish/app> For offline Bid Submission as per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: at <https://eprocure.gov.in/epublish/app>).

1. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tenderer stipulates any condition of his own, such conditional tender is liable to be rejected.
2. SVNIT, Surat reserves the right to reject any tender/bid wholly or partly without assigning any reason.
3. The Tender committee constituted by the SVNIT; Surat shall have the right to verify the particulars furnished by the bidder independently.
4. Tenderer shall take into account all costs before quoting the rates. Properly mentioned in BOQ/Price bid.
5. Interested bonafide and reputed manufacturers/Indian agents (on behalf of their foreign principals) may submit bids for each of the above equipment along with all requisite documents and scanned copy of Tender Fee / EMD (wherever applicable) submission reference.
6. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. SVNIT, Surat reserves the right to accept or reject any or all the tenders.

## SECTION 3

### GENERAL TERMS AND CONDITIONS

1. Sardar Vallabhbhai National Institute of Technology Surat (SVNIT Surat) invites Offline bids for Running Food Outlets (Beverages, Gujarati, Asian & Punjabi, Street Food, Italian & Mexican and Bakery outlet) at the SVNIT premises from the experienced and branded reputed firms /companies /caterers.
2. **Tender Type: Two-Bid system through Offline Mode.**
  - (a) Technical Bid (Cover-1): Technical bid will be opened on the due date for technical evaluation. The technical evaluation matrix will be uploaded on CPP Portal for intimation to the service providers. ***Technically disqualified service providers can represent disqualification, within 02 days of uploading of technical evaluation matrix.***
  - (b) Financial Bid (Cover-2): Financial bids of technically qualified responsive bidders only will be opened.
3. **Pre-Bid Meeting:**
  - (a) Bidders are requested to attend a Pre-bid meeting for clarification on the Tenders' technical specifications and commercial conditions, on the time, date, and place/ mode mentioned in the Schedule of Tender. Participation in such a Pre-bid meeting is mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical & Commercial specifications/conditions shall be entertained after the date of pre-bid meeting.
  - (b) Bidders are advised to submit their doubts/ questions/ clarifications in **FORM-VI**, if any. It should bear tender no., title and marked "Queries for Pre-Bid Meeting". Form should be sent by email at [centralstore@svn timer.ac.in](mailto:centralstore@svn timer.ac.in) as per the Schedule of Tender mentioned in **Section-1**.
  - (c) Any modification of the tender document, arising as an outcome of the Pre-Bid meeting, shall be notified through amendment on the website of the SVNIT Surat and CPPP Portal. No queries will be entertained beyond the date of the pre-bid meeting.
  - (d) Bidders are totally responsible for incorporating/ complying with the changes/amendments issued, if any.
4. **Bid Submission:** Bidders are requested to submit their bids from the date of submission of bids indicated Schedule of Tender mentioned in the Section-1.
5. **Late Bids:** Bids received after the last date of submission will not be accepted and SVNIT Surat shall not be responsible for non-receipt of bid due to internet issues or any other reasons whatsoever.
6. **Modification and withdrawal of bids:** No bid can be modified and withdrawn after the deadline for submission of bids.
7. **Opening of Tenders:** The opening of the bids would be done as per the Schedule of Tender mentioned in Section-I. In the event of the specified date of bid opening being declared holiday in the SVNIT Surat, the bids shall be opened at the same time and location on the next working day.
8. **Bid Security/EMD:**
  - (a) Earnest Money Deposit (EMD) / Bid Security (BS) must be submitted by bidders except those who are registered with:
    - (i) Micro and Small Enterprises (MSEs)
    - (ii) Central Purchase Organization (CPO)
    - (iii) Concerned Ministry/Department
    - (iv) Startups as recognized by the Department for Promotion of Industry and Internal Trade (DPIIT)
  - (b) EMD Fee - Rs 50,000 (Rupees Fifty Thousand Only) through Demand Draft from the schedule National Bank in India (DD is to be received on or before 29/12/2025 through RPAD/Speed Post/Courier/Hand Delivery to

**‘The Director, SVNIT Surat, Ichchhanath, Surat-395007, Gujarat’)**

**Demand Draft payable to – ‘Director SVNIT MHRD Fund’**

**Demand Draft Payable at – Surat**

- (c) EMD will be returned to the unsuccessful bidders within 30 days after the issue of Service Order.
- (d) EMD will be forfeited if the successful bidder fails to accept the order or provide the services.
- (e) No interest will be payable by the SVNIT Surat on the Earnest Money Deposit in any circumstance.
- (f) EMD of the successful bidder shall be returned on receipt of Performance Security. If the successful bidder fails to furnish the Performance Security or fails to provide the services as per the terms and conditions of Service Order (SO) within the stipulated period, EMD shall be liable to be forfeited by the SVNIT Surat.
- (g) Tenders received without valid EMD stand automatically rejected. EMD should be kept in a TECHNICAL BID ONLY.

## **9. OPENING OF TENDER AND CRITERIA OF TENDER EVALUATION**

- i) A two-stage bidding process shall be adopted for evaluation of bids, comprising Technical Evaluation and Financial Evaluation.
- ii) Two-Part Bid Submission: Bidders shall submit their proposals in two separate parts:
  - a) Technical Bid (Cover I), and
  - b) Financial Bid (Cover II)
- iii) A Quality and Cost Based Selection (QCBS) methodology shall be used for evaluation of bids. Under this system, Technical Evaluation shall carry 60% weightage and Financial Evaluation shall carry 40% weightage.

### **A) PRE-QUALIFICATION CRITERIA**

Only bidders meeting all Pre-Qualification requirements shall be considered for Technical Evaluation.

Mandatory Pre-Qualification Documents (for all bidders):

1. Valid PAN, GST and FSSAI Registration
2. Bidder's Detail (Form – I)
3. Declaration for NON-BLACKLISTING of Supplier (Form – IX)
4. For Branded Outlets:
  - a) Valid Franchise/Brand Authorization Letter
5. For Regional Outlets:
  - a) Proof of experience in catering/food service (as required)

Bids failing Pre-Qualification shall be rejected outright.

**B) TECHNICAL EVALUATION (60 MARKS TOTAL)**

Technical Evaluation shall be carried out in two parts:

**1. Technical Parameters – 50 Marks (50%)**

<b>S. No .</b>	<b>Evaluation Parameter</b>	<b>Method of marks allocation</b>	<b>Proof Required to be submitted</b>	<b>Maximum Marks</b>	<b>Minimum Marks required for eligibility for next round.</b>
1	No. of contracts	No. of contracts with higher educational/ research institutions/ Institute of eminence like IITs/NITs/ CSIR/IISER/ISC/Govt. Institute/Govt. University to work with them (i) Less than 7 (20 marks) (ii) Between 4-6 (15 marks) (iii) 3 (10 marks)	Performance Certificates/ copy of ongoing contract issued by the respective existing/ previous clients to be provided	20	10
3	Financial Capacity	Average Annual turnover for last three consecutive financial years 2022-23, 2023-24 and 2024-25), (i) Above INR 20 Lakh (15 marks) (ii) Between INR 10-20 Lakh (10 marks) (iii) INR 10 Lakh ( 05 marks)	Applicants must provide audited financial statements (Turnover Certificate, Balance Sheet, P&L Statement etc.) for financial years (i.e. 2022-23, 2023-24, 2024-25) duly certified by their CA.	15	05
4	Years of operation	No. of years the Service Provider/Bidder is involved in providing services: (i) More than 5 Years (10 marks) (ii) Between 3-5 Yesrs (08 marks) (iii) 3 Years (05 marks )	Relevant Supporting documents be provided (year of inception in this business).	10	05
5	Bank Solvency	Bank Solvency certificate: (i) More than 50 Lakh (10 marks) (ii) Between 25-50 Lakh (08 marks) (iii) 25 Lakh (05 marks )	Applicants must provide Bank Solvency Certificate Issued latest by 6 months	10	05



			from the last date of bid submission.		
Marks			Total	50	20
<b>Note:</b>  <b>Bidder needs to have threshold minimum 20 marks out of 50 marks allocated for the technical parameters in addition to the designated minimum marks in all above stated 5 parameters individually for appearing in the presentation, failing which the bidder will not eligible for presentation stage</b>					

## 2. Presentation – 10 Marks (10%)

Bidders may be invited for a presentation covering:

- Operational concept & service model
- Hygiene & safety plan
- Digital systems and customer flow
- Setup and implementation timeline

## 3. Technical Score (TS)

*TS = Total Technical Marks obtained out of 60*

## C) FINANCIAL EVALUATION – 40 MARKS TOTAL (40%)

Financial Score (FS) Formula:

$$FS = 20 + 40 \times \frac{Fi - Fbase}{Fbase}$$

- $Fi$  = Annual License Fee quoted by Bidder  $I$
- $Fbase$  = Annual License Fee (Base Price) i.e. Rs. 2,64,000/- per outlet
- The maximum marks allocated for the Financial Evaluation are 40, and no bidder shall be awarded more than 40 marks under this component.
- Any Financial Bid quoted below the Base Price (₹2,64,000 per year) shall be summarily rejected and shall not be considered for further evaluation.

*For Example:*

Bidder 1	F1=2,60,000	Disqualified (Since, quoted amount is less than Base Price 2,64,000)
Bidder 2	F2=3,50,000	$FS = 20 + 40 \times \frac{Fi - Fbase}{Fbase}$ $= 20 + 40 \times \left( \frac{350000 - 264000}{264000} \right)$ $= 20 + 13.03$ $= 33.03$
Bidder 3	F3=4,50,000	$FS = 20 + 40 \times \frac{Fi - Fbase}{Fbase}$

		$= 20 + 40X \left( \frac{450000 - 264000}{264000} \right)$ $= 20 + 28.18$ $= 48.18 \text{ (Based on upper cap limit 40 marks will be awarded)}$
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#### D) FINAL QCBS SCORE (H1 SELECTION)

The final score shall be computed as:

$$\text{Final QCBS Score} = TS \text{ (out of 60)} + FS \text{ (out of 40)}$$

#### 10. FINALISATION FOR AWARD OF THE TENDER

- (a) Bidders shall be ranked H1, H2, H3... based on Final QCBS Score.
- (b) The tender shall be awarded to the H1 bidder, i.e., the bidder obtaining the highest Final QCBS Score as computed under Section 9 (D).

#### 11. Award Criteria

- (a) The SVNIT Surat reserves the right to award the contract to the Bidder whose bid has been determined to be substantially responsive, technically qualified and offered responsive has highest final QCBS score (Point 9 (D)).
  - (b) A multiple service provider may be selected for similar services based on the requirement of the Institute.
  - (c) The SVNIT Surat reserves the right to give the multiple outlet order to more than one agency.
  - (d) The successful bidder should submit acceptance of the Service Order within 07 days from the date of issue of order/ signing of contract, failing which, it shall be presumed that the successful bidder has accepted the order.
12. The tenderer is advised to visit site on 08/12/2025 from 11:30 AM to 12:30 PM at Institute Canteen, SVNIT, Surat, to assess the nature and quantum of work before tendering.
  13. The SVNIT Surat will give the service order for the installation, operation and maintenance of the Outlets for contracted period only. The agreement will be made and executed for the said period only, commencing from the date of the agreement.
  14. The site allocated for set-up of outlets at SVNIT Surat only allows the service provider to use it for agreed purposes, terms & conditions and agreed period only.
  15. Failure to fulfill any of the conditions laid down renders the tender invalid.
  16. **Force Majeure:** Neither the service provider nor the institute shall be liable to the other, for any delay in or failure of their respective obligations under this control caused by occurrences beyond the control of either party because of fire, floods, acts of God, acts of public enemy, wars, riots, strikes, lockouts, sabotage any law statute or ordinance order actions or regulations of the Government or any compliance there is similar to the above. Either party shall promptly notify the other of his commencement and cessation of such contingency and prove that such is beyond the controls and effects the implementation of this contract adversely.
  17. SVNIT does not bind itself to accept the lowest or any tender and may cancel / withdraw the tender without assigning any reason and no claim whatsoever, for any reason arising out of such action, will be entertained by SVNIT Surat.
  18. SVNIT Surat reserves the right to relax the technical evaluation criteria, submission of any document or any tender clause.
  19. SVNIT Surat reserves the right to modify/alter/Insertion or deletion on any part of the tender document to ensure fulfillment of its material & service requirement at any stage.

20. The instructions about bidding given in this tender document should be read thoroughly before bidding.
21. All documents should be signed and stamped by the authorized signatory of the agency /service provider.
22. SVNIT Surat reserves the right to change or cancel the requirements at any time during the tendering process.
23. **Breach of Terms and Conditions:** SVNIT Surat reserves the right to accept or reject or cancel any or all enquiries or bids at any stage without assigning any reason thereof. In case of cancellation of order due to Non-compliance of the Terms and Conditions and Breach of the Contract, no compensation will be paid towards progress of order/service contract.
24. **Governing Law:** The order placed will be contract between the supplier and the buyer and shall be governed by the laws of India and under the contract shall be taken by the parties only in Surat, India to competent jurisdiction.

**25. Settlement of Disputes:**

- (i) **Amicable Settlement:** In case a dispute arises between the (SVNIT Surat and the Agency (parties) regarding any matter under the contract, either Party of the contract may send a written Notice of Dispute to the other party. The Party receiving the Notice of Dispute will consider the Notice and respond to it in writing within 30 days after receiving receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, Arbitration Clause shall become applicable.
- (ii) **Arbitration:** In the event of any dispute or difference arising out of or in any way touching or concerning this agreement whatsoever (except as to matter the decision of which is specifically provided under this contract) the same shall be referred to the sole arbitration of the Registrar, SVNIT Surat or his nominee on mutual agreement of both the parties.
- (iii) The award of such Arbitrator shall be final and binding on the parties. In the event of such Arbitrator to whom the matter is originally referred is being transferred or vacating his office or resigning or refusing to work or neglecting his work or being unable to act for any reason whatsoever the Registrar, SVNIT Surat shall appoint another person to act as Arbitrator in place of the outgoing Arbitrator in accordance with the above said terms of the agreement and the person so appointed shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. The Arbitration and Conciliation Act, 1996, shall deem to apply to arbitration proceedings. The venue of arbitration shall be Surat.

**26. CANCELLATION OF CONTRACT:**

- (a) Notwithstanding any other provisions in the contract, the SVNIT Surat reserves the absolute right to terminate the contract forthwith if it is found that continuation of the contract is not in public interest. The Agency is not eligible for any compensation or claim in the event of such cancellation.
- (b) If at any later date, it is found that the documents and certificates submitted by the Agency are forged or have been manipulated, the work order issued to the Agency shall be cancelled and Security Deposit issued to the SVNIT Surat shall be forfeited without any claim whatsoever on SVNIT Surat and the Agency is liable for action as appropriate under the extant laws.

**27. Termination of the contract:** The contract may be terminated in any of the following contingencies:

- i. On assigning of the contract or any part thereof or any benefit or interest therein or there under by the Agency to any third person for sub-letting the whole or a part of the contract to any third person, without any notice.
- OR
- ii. On Agency being declared insolvent by the competent Court of Law without any notice.
- OR
- iii. In case the Agency is not interested to continue the contract subject to the condition that The Agency shall give a minimum of three months' notice.
- OR
- iv. If the Agency does not give the requisite notice as mentioned above, then his security deposit shall

be forfeited and Bank Guarantee shall be cashed in proportion to the period falling short of the specified notice period; “Provided that during the notice period for termination of the contract, in the situation contemplated above, the Agency shall keep on discharging his duties as before till the expiry of notice period”.

28. **Any act on the part of the bidder to influence anybody in the institute is liable to rejection of his bid.**

## **SECTION 4**

### **SPECIAL TERMS AND CONDITIONS**

**1. Hygiene and Safety:** The service provider will maintain the highest standards of hygiene and cleanliness in food preparation, serving, washing area and dining areas. The service provider will comply with all applicable health, safety, and sanitation regulations. The service provider will be fully responsible for regular pest control, waste disposal, etc.

**1.1 Housekeeping and Pest Control:** The service provider will keep the kitchen, serving area, washing area, and raw material store free from flies, cockroaches, mosquitoes, rats, insects, and other pests. Housekeeping and pest control in the kitchen and area used by the service provider should be done regularly at their own cost. Cleaning of tables and chairs in the serving area is to be done by the service provider. These areas should be cleaned properly daily and whenever required. Disinfection is to be done once a week and as when needed and the record of the same should be maintained for inspection.

**1.2 Waste Disposal and Management:** The service provider shall not throw any garbage or dirt in the premises or drains. Waste segregation and disposal in accordance with Surat standards is the responsibility of the service provider. The service provider shall ensure proper disposal of collected solid/liquid waste daily under its arrangements. Accumulation of garbage/waste in the premises is not acceptable and should never be kept overnight in the campus. The service provider must ensure clearance of all the drains around the kitchen frequently and regularly at its own cost. Financial penalties will be levied/recovered for any lapse on this front.

**2. Quality Standards:**

- a. Use fresh, high-quality ingredients sourced from verified service providers.
- b. Ensure no use of substandard or expired raw materials.
- c. Prepare and serve food in a clean and hygienic environment.
- d. Stale items will not be accepted.

**3. Inspection:** The FCMC committee, staff and nominated staff have the right to check the cleanliness, upkeep of premises, hygiene levels, quality, and brand of raw materials, utensils, vegetables, storage, and finished food products. The inspection committee will prepare the report and same will be forwarded to the service provider for clarification and justification. On occurrence of repeated lapses on cleanliness, up keep of premises, hygiene levels, quality, and brand of raw materials, utensils, vegetables, storage, and finished food products, the committee will issue warning letter. In case of issuance of 03 warning letters the services will be terminated with notice of 05 days or may attract penalty as per point no. 36 of Section 4.

**4. Meetings:** It is mandatory for the service provider to attend all official meetings whenever called. Failure to attend may result in action, including monetary penalties.

**5. Civil and Electrical Work:**

- a) Please note that for any civil or electrical work within the Institute premises, the service provider is required to inform the Institute through the proper channels and obtain formal approval.
- b) No civil or electrical work should commence without prior authorization from the Institute."

**6. Record Maintenance:** The service provider will maintain all records of the number of orders, and volume of business. These records should be provided to the institute upon request.

**7. Medical and Police Verification:**

- (a) All staff of the service provider should be medically fit and free from any contagious disease as certified by a doctor. The Institute may demand certificates in this regard.
- (b) All staff of the service provider should undergo police verification and the copy of the same should be submitted to the FCMC (Food Court Management Committee).

**8. Staff Behaviour and Grooming Standards:**

- (a) The service provider will be responsible for the behaviour and conduct of its workers. No staff with doubtful integrity and/or a bad record shall be engaged by the service provider.
- (b) Grooming standards for staff: Employees must maintain a neat appearance with a close-cut hairstyle,

clean uniform and proper grooming. Personal hygiene is essential and smoking or spitting is not permitted.

**9. Performance and Compliance:** The performance of the service provider will be thoroughly evaluated to ensure compliance with the Institute's standards. The evaluation will cover several key aspects, including but not limited to:

- i. **Food Quality:** The taste, freshness, and overall quality of the food being served will be assessed regularly.
- ii. **Raw Materials:** Inspections will be conducted to verify that high-quality, fresh, and approved raw materials are being used for food preparation.
- iii. **Food Storage:** The proper storage of raw ingredients and cooked food will be checked, ensuring that food is stored at appropriate temperatures and in hygienic conditions to prevent spoilage or contamination.
- iv. **Cooking Standards:** The methods and processes used in food preparation will be reviewed to ensure they meet required safety and quality standards.
- v. **Serving Practices:** The efficiency, hygiene, and presentation during food service will be evaluated, with particular attention to timeliness and customer service.
- vi. **Hygiene Practices:** Both personal hygiene of staff and overall cleanliness of the kitchen, serving area, washing area and dining facilities will be monitored to ensure adherence to hygiene protocols and food safety regulations.
- vii. **Use of Substandard Products:** The service provider must not, under any circumstances, use substandard or expired raw materials, ingredients, or food products. Regular checks will be conducted to ensure that only high-quality, fresh, and approved materials are being used. Any instance of substandard products being used will result in immediate action, including the potential termination of the contract.
- viii. **Usage of Used Oil:** The use of used or recycled oil for cooking is strictly prohibited. Cooking oil must be fresh, and its quality should be regularly monitored to ensure it meets food safety standards. Used oil should be properly disposed of according to environmental regulations and should not be reused under any circumstances. Any violation in this regard will be considered a serious breach of contract and will result in strict penalties or contract termination.

**10. Staffing:** The service provider will be responsible for adequately trained and experienced staff, including chefs, helpers, and servers. Staff must be in proper uniform and always display professional behavior. The service provider must ensure that their chefs and kitchen staff are certified in food safety and handling. The Service Provider should also ensure that all his labors/ employees are above 18 years of age.

**11. Operational Timings:** Operate from 10.00 am to 11.00 pm on all working days, with a requirement for special events or occasions till 1.00 am at night.

**12. Eco-Friendly Practices:** The use of plastic teacups and plastic carry bags is banned. The service provider shall use environmentally friendly material in all service activities. Use sustainable packaging materials and Promote energy-efficient practices in operations.

**13. Compliance:** The service provider will be responsible for obtaining necessary licenses and permits, including FSSAI registration and adherence to all statutory and legal requirements.

**14. Additional Services:** Takeaway and delivery options for campus residents and offices can be provided. The service provider can also take catering services for events within the institute premises.

**15. Billing and Pricing:**

- i) Display a clearly visible price list for all items certified by FCMC, no price revision should be done unilaterally.
- ii) Ensure transparent billing practices with electronic receipts.

**16. Maintenance:** The service provider will be responsible for regular cleaning and maintenance of equipment and premises. The service provider will ensure immediate resolution of complaints related to service, hygiene or quality.

**17. Monitoring and Reporting:**

- i) Submit periodic reports on sales, footfall, and feedback.

- ii) Participate in regular inspections and reviews conducted by the institute.

**18. Menu Adherence:** The menu must strictly adhere to the pre-approved list. Any changes must be approved by the FCMC.

**19. Liability for Damages:** The service provider will be liable for any damages caused to the premises or property during the contract period.

**20. Statutory Obligations:**

- A) The service provider must comply with all relevant laws and regulations issued by the Central/State Government concerning the contracted work and staff employed, including but not limited to:
  - i. Contract Labour (Regulation and Abolition) Act, 1970
  - ii. Contract Labour (Regulation & Abolition) Central Rules, 1971
  - iii. Wages Code, 2019
  - iv. Occupational Health and Safety Conditions Code, 2020
  - v. Social Security Code, 2020
  - vi. Industrial Relations Code, 2020 (where applicable)
  - vii. Food Adulteration Act
- B) The service provider shall be responsible for any liabilities arising from non-compliance with statutory or legal provisions.
  - i. The service provider must maintain up-to-date records regarding relevant laws, and these records must be available for inspection at any time by authorized representatives.
  - ii. If a service provider is found violating any statutory labour laws or providing false/misleading information during the tender or contract, appropriate action, including debarring, may be taken.
- C) The service provider shall indemnify SVNIT Surat against any litigation resulting from statutory violations during the contract. The caterer will bear the cost of any legal proceedings, and if SVNIT Surat is held liable for any penalties, the same will be recovered from the caterer's dues or security deposit.

**21. On-site Inspection:** The institute reserves the right to conduct on-site inspections during food preparation to ensure compliance with hygiene and quality standards. Any deviation from approved practices may result in penalties or immediate termination of the contract.

**22. Food Handling & Storage:** All food must be stored and handled in accordance with the highest standards of food safety. Refrigeration and temperature-controlled storage must be provided for perishable items. Improper food storage or handling may result in immediate disqualification of the service provider.

**23. Use of Filtered Water:** Only filtered and purified/mineral water must be used for cooking, cleaning, and serving. Any deviation from this requirement will be considered a breach of contract.

**24. Cleaning of Utensils:** The service provider must ensure that all utensils are hygienically cleaned, sanitized, and free of stains or food residue. The cleaning process should comply with standard food safety and hygiene protocols to avoid any contamination.

**25. No Artificial Additives:** The use of artificial flavors, colours, or preservatives is strictly prohibited. All ingredients must be natural as per regulations and free from harmful chemicals or additives.

**26. Quality Monitoring Committee:** A committee appointed by the institute will monitor food quality during the event. If any issues regarding taste, hygiene, or quality are reported, immediate corrective action will be required from the service provider.

**27. Prohibited items:** The Service provider shall ensure that no product sold by him which are prohibited for sale within the premises of an educational institute. This includes Cigarettes, Tobacco products such as Gutkha, Pan Masala, Drugs, Liquor or any such substance. The service provider shall also ensure that their staff is not indulged into use of these products within the premises of the Institute.

**28.** The said premises shall be used for the purpose of operating a food kiosk and for no other purpose whatsoever. The Service Provider shall not reside and shall not permit anyone else to reside on the said premises.

- 29.** The Service Provider shall be in possession of all requisite licenses for the period of operation at SVNIT Surat.
- 30.** The Service Provider shall not store or keep any hazardous or inflammable or combustible goods / articles in and around the said premises except cooking gas cylinder. Cooking gas cylinders will be transported in a gas company authorized vehicle.
- 31.** The Service Provider shall ensure that adequate firefighting device is installed, and its staff is trained to carry out firefighting.
- 32. Acknowledgment:** By signing the tender document and submission of acceptance, the service provider acknowledges that they have read, understood, and agreed to all terms and conditions set forth herein.
- 33. Discount Structure:** Any rebate or discount programs offered by the service provider must be documented and displayed.
- 34. Performance Evaluation:** The service provider's performance should be evaluated based on criteria such as timely delivery, product quality, cleanliness, proper display & discard of expiry products and customer service. Consistent failure to meet performance standards may result in the termination of the contract.
- 35. Penalty for Substandard Food and Services:** If the food quality, taste, or hygiene falls below the agreed standards, the institute reserves the right to impose a financial penalty. Repeated offenses more than 03 times may lead to the cancellation of the contract without any compensation.
- 36. Penalty Provisions:** The service provider must ensure uninterrupted, high-quality service at all times. Any failure or negligence will attract penalties as follows:
- Cleanliness & Hygiene Violation: If hygiene and cleanliness standards are not maintained for more than one day, a penalty of Rs. 500 per day will be imposed.
  - Service Failures & Negligence (Penalty: Rs. 1,000 per instance):
    - Non-availability of workers during stipulated hours.
    - Violation of any clause of the agreement after prior written notice from SVNIT Surat.
    - Any act of negligence, misconduct, or unethical behavior by the service provider.
    - Use of harmful chemicals or artificial ripening agents on fruits or vegetables.
    - Application of artificial colors on fruits and vegetables.
  - Repeated violations (beyond three instances) will result in severe action, including termination of service.
- 37. The proposal may be accompanied by:**
- The service provider will setup the eatery to serve the campus residents only
  - Detail of the items to be on sale with list of items and their corresponding rates.
  - Discount on each item.
  - The eatery should serve a multiple variety of Beverages, Gujarati, Asian & Punjabi , Street Food, Italian & Mexican and Bakery items. The service provider can subsequently increase the range of the items based on the demand pattern in consultation with the institution.
  - Demo of the Beverages, Gujarati, Asian & Punjabi , Street Food, Italian & Mexican and Bakery items outlet.
  - Payment method along with dealing of payment failure mechanism.
  - The service provider will need to provide temporary sitting arrangements for customers.
- 38. Rent & Utility Charges:**
- The Service Provider will have to pay the rent on the last day of every month.
  - The Service Provider will pay the electricity charges, gas charges and water charge as per actual usage.
  - The Service Provider shall pay the electricity charges as per actual consumption. If the meter is not provided, then fixed charges will be applicable.
  - Waste disposal charges to be paid as per actual consumption and Institute policy.
  - The rent will be revised @10% per year or applicable provisions.
- 39. Contract Period:** Initial contract will be for 01 year; however, the contract will be reviewed periodically for continuation and the said contract may be extended further for 02 more years based on satisfactory performance.



- 40. Performance Bank Guarantee (ePBG):** The Service Provider will pay a security deposit of 5% of the contracted value and the said amount will be refunded after 60 days beyond contract period. No interest will be paid on the security deposit.
- 41.** Successful bidder will not sublet/award outlet to anyone.
- 42.** No charges or compensation will be provided for the development of the outlet setup.
- 43.** Detailed Menu of the items to be served should be mentioned in the service providers letterhead/brochure.

**Brands of consumables permitted for use:**

1.	Salt	Tataiodized / Aashirvaad / Patanjali
2.	Spices	MDH / Catch / Everest
3.	Ketchup	Kissan / Heinz / Nestle / Orchard Lane / Del Monte
4.	Mustard Oil	Fortune Premium / Dhara / Patanjali
5.	Oil (Sunflower/Groundnut)	Fortune Sunlite / Saffola
6.	Pickle	Nilons / Patanjali / Priya / Everest / Tops
7.	Wheat flour	Aashirvaad superior MP atta / Fortune Chakki Fresh atta / Patanjali Chakki Atta, Whole Wheat with Bran / Pillsbury Chakki Fresh Whole atta /Aashirvaad
8.	Noodles	Nestle / Chings
9.	Butter	Amul / Mother Dairy
10.	Milk	Amul / Sanchi/Mother Dairy (toned milk)
11.	Paneer	Amul / Mother Dairy/ Sanchi (Packed)
12.	Ghee	Amul / Mother Dairy/Sanchi (cow ghee)
13.	Bread	Brittania / Amul/Mother Dairy/Topn Town
14.	Jam	Kissan / Tops
15.	Tea	Tata Premium Tea / Red Label
16.	Green Tea	Lipton / Organic India / Kahwa
17.	Coffee	Nescafe classic/Brunewricharoma
18.	Rice	Daawat Super basmati rice/ Fortune Everyday basmati rice / India Gate Dubar Basmati rice
19.	Biriyani Rice	Daawat Biriyani basmati rice/ India Gate Dubar Basmati rice
20.	Idli Rice/Dosa rice	Daawat mogral
21.	Cornflakes	Kellogg's/ Barry's
22.	Papad	Lijjat/ Bikaji/420
23.	Honey	Dabur /Patanjal
24.	Refined Wheat Flour (Maida)	Fortune/Patanjali/ Aashirvaad
25.	Sauce	Kissan/ Nestle/Tops
27.	Chickpea Flour (Besan)	Fortune/Tata Sampann
28.	Ready-made batter mix (Dosa, Rava, Idli, etc)	MTR/ Gangwal, Talati
29.	Dish Washing material	Vim/Pril/Presto /Colin
30.	Hand Wash	Dettol/ Savlon

**Note:**

1. Caterer shall seek approval of the Food court Management Committee (FCMC) to replace the preferred brands from the option mentioned above.
2. In case the above-mentioned options are unavailable in the market, the agency may use any FSSAI-approved brands, but only with written permission from the Food Court Management Committee (FCMC)

## **SECTION 5**

### **SCOPE OF WORK**

Run the food outlets as per the details provided and meet Central FSSAI standards and nutritional requirements at reasonable rates to the campus community including students, faculties, staff, and their families.

1. Provide an e-commerce platform (in the Billing Area) for ordering and digital transactions for the payment; option for a Point of Sale (PoS)/ Swipe Machine.
2. Provide a mobile app driven system for food ordering, complaint management, and service request or hire a service provider for the same purpose (preferable).
3. The item rate list for sale should be approved by the Food Court Management Committee. No item should be displayed or sold without the approval of FCMC. Any addition or deduction of the items need FCMC approval. The price of packed items should not exceed MRP. For non-MRP items rates, quality and quantity are reasonable prevalent in the market price when compared and negotiable.
4. The Service Provider will ensure that the layout of the eatery is on the lines of counter- based Food & beverages Court. The Service Provider will be responsible for placing furniture, counters, kitchen appliances, light fixtures, furnishings, serving utensils and kitchen utensils.
5. The Service Provider will create appropriate décor for the eatery to suit the campus environment.
6. No expiry items or material should be sale from the outlet.
7. The timings of the eatery will be decided mutually by Food Court Management Committee and the service provider.
8. The service provider will provide WhatsApp service for any problems faced by SVNIT Community during working hours.
9. The service provider will ensure proper feedback from customers.
10. The service provider will not only ensure health and safety standards of edible food & beverages items but also will ensure hygiene and sanitation standards of the area within and around the eatery.
11. All consumables should be entered with satisfactory delivery challan.
12. All Kitchen equipment's detailed information should be communicated to Central Store and Purchase Section, SVNIT Surat.
13. Service Provider will strictly ensure that no credit purchases are extended to the customers. If he/she does, it would be solely at his/her risk and in case of litigation, the institution will have no role or say or responsibility of resolution in the same.
14. Rent and other charges for the allotted shops shall be payable during the vacation period also.
15. **Scope of Work – Franchise and Multi-Outlet Operation**
  - a) The Institute intends to engage a single Vendor for the operation and management of all six (06) designated food outlets located within the campus. The Vendor shall be responsible for providing services, ensuring adequate manpower, maintaining hygienic conditions, and complying with all statutory and institutional requirements.
  - b) The Vendor shall be solely responsible for the preparation, procurement, sale, and service of food items across all outlets. All raw materials, consumables, manpower, equipment, and operational processes shall be arranged and maintained by the Vendor at its own cost.
  - c) Any franchise arrangement shall be entirely voluntary and shall not, in any manner, create a

financial, contractual, or legal obligation upon the Institute. All franchise fees, licence charges, infrastructure modifications, branding requirements, and recurring expenses shall be borne solely by the Vendor.

- d) The Institute does not mandate or endorse any specific brand or franchise. Any proposal submitted by the Vendor for franchise-based operations shall be evaluated solely on suitability, quality parameters, statutory compliance, and campus requirements.
- e) Menu prices shall remain strictly within the limits, irrespective of whether items are produced in-house by the Vendor or supplied under a franchise model.
- f) The Vendor shall remain the sole entity accountable to the Institute for all operational, financial, and service-related obligations, notwithstanding any franchise or partnership entered into by the Vendor. The Vendor shall be fully responsible for adherence to FSSAI norms, hygiene and safety standards, manpower conduct, grievance redressal, and other compliances.
- g) Any infrastructure modification, installation of equipment, or display of branded elements required by a franchise shall be undertaken only with prior approval of the Institute and at the cost of the Vendor. Such modifications shall conform to the Institute's safety, architectural, and operational guidelines.
- h) The Vendor shall submit detailed documentation relating to any proposed franchise arrangement, including brand details, proposed menu, operational model, licences, and compliance certificates, for examination and approval by the Institute. The Institute reserves the right to accept or reject any such proposal without assigning any reason.
- i) All statutory licences, permissions, registrations, and approvals (including FSSAI, labour, safety, etc) shall be obtained and maintained by the Vendor at its own cost, even in the case of franchise-based operations.
- j) The vendor shall provide, install, and maintain at its own cost all necessary furniture and fixtures required for the efficient functioning of all 6 food outlets. This shall include, but not be limited to, dining tables, chairs, service counters display racks, storage units, waste bins, billing counters, and any other operational furniture. All such furniture and fixtures shall conform to the Institute's safety, hygiene, and aesthetic standards. The vendor shall keep all provided infrastructure in good working condition at all times and shall replace/repair damaged items immediately as require. No financial liability shall accrue to the Institute for the procurement, installation, maintenance, or replacement of such furniture.

## **16. Operational Framework and Service Deliverables for Campus Food Outlets**

### **16.1 Beverages Outlet (Tea, Coffee, Juices & Soft Drinks)**

- a) The Vendor shall operate a beverages outlet offering tea, coffee (hot & cold), fresh juices, smoothies, milk-based drinks, aerated/packaged drinks, and bottled water.
- b) All beverages shall be prepared in compliance with FSSAI standards and served in hygienic, preferably eco-friendly containers.
- c) Fresh milk, coffee, and tea leaves/powders shall be sourced from reputed suppliers; powdered milk or synthetic substitutes shall not be permitted unless specifically approved.
- d) Fresh juices must be prepared only from washed, quality fruits; artificial flavours or colours shall be avoided.
- e) The Vendor shall ensure availability of sugar-free/low-sugar options.
- f) Price list of beverages shall be displayed prominently, and rates shall remain within limits approved by the Institute.
- g) Wastewater disposal and use of single-use plastics shall comply with Swachh Bharat Mission and institute guidelines.

### **16.2 Gujarati Outlet**

- c) The Vendor shall serve authentic Gujarati cuisine, including but not limited to: Thepla, Dhokla varieties, Poha varieties, Khichdi–Kadhi combos, Gujarati Mini Thali, traditional snacks (Kachori, Fafda, Patra, Muthiya), and seasonal items such as Undhiyu (as applicable).
- d) All dishes shall be freshly prepared each day using high-quality ingredients, ensuring genuine Gujarati flavours, nutritional balance, and consistency in taste.
- e) The use of premix powders, frozen food, or ready-to-eat packaged items is discouraged and shall only be used with prior approval of the Institute.
- f) Separate kitchen utensils, storage containers, and preparation counters shall be maintained to prevent cross-contamination and to preserve the authentic city of Gujarati preparations.
- g) Strict hygiene practices shall be followed at all times, including the use of fresh oil (with no reheating beyond FSSAI limits), clean cooking surfaces, and sanitised serving equipment.

### **16.3 Asian & Punjabi (Chinese, Thai, Oriental & Punjabi Dishes)**

- a) The Vendor shall operate a multi-cuisine outlet offering Asian & Punjabi dishes such as noodles, fried rice, manchurian, spring rolls, Thai curries, soups, dim sums, and related items, along with Punjabi dishes such as chole-bhature, rajma-chawal, kadhi-chawal, aloo paratha, paneer gravies, and traditional Punjabi thali items.
- b) Ingredients including sauces, condiments, noodles, spices, and dairy products shall be procured from reputed, FSSAI-licensed suppliers. Punjabi staples such as paneer, ghee, and whole spices must also be sourced from certified suppliers.
- c) MSG (Ajinomoto) shall not be permitted in any preparation across Asian & Punjabi or Punjabi dishes.
- d) Cooking oil must be fresh and used within FSSAI-prescribed limits; reuse or reheating of oil beyond permitted norms is strictly prohibited.
- e) All food items shall be served in clean, hygienic, preferably eco-friendly containers and cutlery, ensuring safe handling across both Asian & Punjabi and Punjabi preparations.

### **16.4 Street Food Outlet**

- a) The Vendor shall provide hygienic versions of popular Indian street food such as chaat, golgappa, pav bhaji, samosa, kachori, bhel, tikki, etc.
- b) Preparation shall be carried out under strict hygiene standards to replicate authentic taste while ensuring food safety.
- c) Drinking water used for preparation (e.g., golgappa water, chutneys) shall be RO-purified/mineral water.
- d) The Vendor shall display ingredients used and ensure no use of unsafe/artificial colouring substances.
- e) Single-use plastics and unhygienic storage practices shall be strictly prohibited.
- f) Vendor shall ensure proper waste management of peels, leftover chutneys, and perishable items on a daily basis.

### **16.5 Italian & Mexican Outlet**

- a) The Vendor shall operate a multi-cuisine outlet offering Italian and Mexican items such as pizza, pasta, lasagna, nachos, burritos, tacos, quesadillas, etc.
- b) All sauces, cheese, and condiments shall be procured from branded suppliers with valid FSSAI license.
- c) Fresh dough shall be prepared in-house; use of stale or pre-packaged dough beyond expiry is prohibited.
- d) Menu shall include student-affordable options alongside premium offerings.
- e) Oven, grills, and other equipment shall be maintained in clean condition and subjected to periodic inspection by the Institute.

### **16.6 Bakery Outlet**

- a) The Vendor shall provide fresh bakery items including bread, buns, cakes, pastries, cookies, muffins, patties, and other confectionery.

- b) All bakery products shall be prepared fresh daily; sale of stale or overnight products is strictly prohibited.
- c) Ingredients such as flour, yeast, butter, and cream shall be sourced from reputed suppliers.
- d) The Vendor shall prominently display manufacture date & expiry of packaged items.
- e) Healthy alternatives such as whole wheat, multigrain, and sugar-free bakery products shall also be made available.
- f) Proper storage in display counters with temperature-controlled equipment is mandatory.

17. Common Compliance Across All Outlets(to be included once, applicable to every vendor):

- a) Vendors shall comply with all provisions of FSSAI Act, 2006, local municipal health regulations, and institute-specific rules.
- b) Waste management and disposal shall comply with institute's environmental and sustainability guidelines.
- c) Pricing of items shall remain within approved limits and be displayed clearly.
- d) Institute reserves the right to conduct surprise checks/quality audits and impose penalties or terminate contract in case of violation.
- e) All staff must wear gloves, caps, and aprons during preparation and serving.
- f) Vendor shall ensure compliance with fire safety, especially if ovens or baking machines are used inside the premises.

18. Some important requisite information pertaining to the outlet:

## SECTION 6

### Technical / Presentation Evaluation Criteria:

List of documents to be uploaded with Technical Bid

Sr. No.	Details	Supporting Document to be Submitted	Page No.
1.	Name of the Service provider, Location of Head Office with complete address	Submit Valid Gumasta License, Certificate of Incorporation etc. and <b>Form-1</b> on service provider letterhead	
2.	The bidder should have Valid PAN and GST number	Submit Valid PAN Card and GST Certificate Copy	
3.	Declaration that the Partners of the service provider or sole Proprietor or Company has never been blacklisted or changed the name of the service provider.	Submit <b>Form-III</b> on Company Letterhead	
4.	Declaration that the Partners of the service provider or sole Proprietor or Company is/are not involved in any Police Case/ Vigilance enquiry pending or ever been punished by any Hon'ble Court.		
5.	Acceptance Certificate	<b>Form- II</b> on service provider letterhead	
6.	EMD of Rs 50,000 (Rupees Fifty Thousand Only) No Transaction of EMD will be considered after the bid submission deadline.	(Attach the transaction receipt as a proof)	
7.	Form I to X of the Tender Document	On Service provider's letterhead	
8.	The bidder should be registered With appropriate authority to run the food outlet service and should have FSSAI license.	Valid FSSAI license	
9.	Details of the existing outlet (Address) with imageand/or gumashta license copy.	Submit Location Image and Related documents	
10.	Experience in the same business i.e. Beverages, Gujarati, Asian & Punjabi, Street food, Italian & Mexican and Bakery outlet for the last 03 years.	Order Copy along with Performance certificate <b>Form-VII</b> (Service provider or Franchisor)	
11.	ITR, Turnover & Profit & Loss Statement	Certified copies to be attached of the Service provider/Franchisor	
12.	Name of Brand/ Franchise Details with documentation	Brochure/Website link etc. to be Attached of the Service provider/Franchisor	
13.	Share the list of Minimum 10 similar outlets of the Service provider on the same name or Franchisor in case of Franchise based model.	Submit Location Image and Related documents of the Service provider/Franchisor for the Verification.	

**Note:**

1. Non-submission of all the documents mentioned above by the bidder will amount to non-eligibility for this tender and its bid shall be liable to be rejected summarily.
2. Formats have been made available for the convenience of bidders. No change should be made to these formats except filling-up details sought. In case any change is made in the format, it shall be treated as unauthorized and such tender will stand automatically disqualified.
3. Bidders who qualify in the above technical evaluation will only be called for presentation.
4. Bidders who do not respond to or come for the presentation will be disqualified.

The presentation is mandatory for technical evaluation.

The bidder should present on the points mentioned in the scope of work highlighting the below- mentioned points:

- a) Plan for maintaining cooking area, cleaning, waste and hygiene inside and outside of the Outlet premises.
- b) Norms and measures to be followed to ensure food safety standards in food preparation, handling, and storage.
- c) The bidder should provide proof of possessing an E-commerce platform for ordering food, orders management system through tokens, delivery of food and payment transactions, etc.
- d) Timeline to setup and start operations, if awarded the work.
- e) Operational Capabilities (showing the number of times that bidder provided special services during the institute/client events and festivals).
- f) Sustainability and Social Responsibility (showing whether the bidder uses biodegradable packing materials, proper segregation of organic & non-organic waste items etc.)
- g) Menu and food preparations.
- h) Manpower deployment and level of staff with their experience details.
- i) The institute reserves the right to ask the service provider for any information pertaining to their proposal for better understanding.

**\*Time and venue of the presentation would be intimated later stage to the technically qualified bidders.**

**Evaluation of Price Bids:** Commercial bids submitted by only those bidders, who have qualified technical evaluation and technical presentation shall be eligible for further evaluation and opening.

**Firm Authorized Signatory**

**Name:**

**Contact No.:**

**Company Seal**



## **SECTION 7**

### **Financial Bid**

1. The prices once accepted by the SVNIT Surat shall remain valid till the successful expiry of the contract period and the work fully effected and accepted. The SVNIT Surat shall not entertain any increase in the rates during the period. However, in the event there is a reduction or increase in Government levy/duties/taxes during the period of execution of the order, the rates shall be suitably adjusted with effect from the date notifying the said reduction or increase in the Government levy/taxes/duty, if any.
2. Bidders shall quote their offer/rates in the permitted column and upload the same in the commercial bid. No alteration in the format (Form X) provided should be made (separate sheet if required may be attached in the same format). In case, if the same is done, then the tender will be rejected.
3. The tender shall remain valid for acceptance for 180 days, from the date of tender opening.
4. It is strongly advised that the prospective bidders visit the campus before quoting the final price.

## LIST OF ITEMS TO BE SOLD IN THE OUTLET

(The prices to be quoted should be inclusive of GST & other applicable taxes) The bidder is expected to follow the below-mentioned menu and present a list with quantity (unit depending on the type of item) to price list.

	LIST OF THE ITEMS	Mg./Grm./lt.	Price
OUTLET 1 (BEVERAGES)	<b>HOT BEVERAGES</b>		
	(a) Tea varieties – Masala Tea, Green Tea, Herbal Tea, Black Tea, Lemon Tea.		
	(b) Coffee varieties – Cappuccino, Espresso, Latte, Mocha, Filter Coffee.		
	<b>COLD BEVERAGES</b>		
	(a) Fresh Fruit Juices – Seasonal options.		
	(b) Shakes & Smoothies – Mango, Banana, Strawberry, Chocolate, Vanilla.		
	(c) Cold Coffee, Iced Tea, Lemonade, Buttermilk, Lassi.		
	<b>HEALTH DRINKS</b>		
	(a) Tender Coconut Water, Detox Drinks.		
	(b) Sugar-free/low-calorie variants.		
OUTLET 2 (GUJARATI)	<b>BREAKFAST ITEMS</b>		
	(a) Thepla varieties – MethiThepla, Masala Thepla, Multigrain Thepla.		
	(b) Dhokla varieties – Khaman, White Dhokla, Rava Dhokla.		
	(c) Poha varieties – Kanda Poha, Batata Poha, Masala Poha.		
	<b>MAIN COURSE</b>		
	(a) Gujarati Rice Combos – Vaghareli Khichdi, Dal Khichdi, Masala Khichdi, Kadhi Khichdi.		
	(b) Gujarati Mini Thali.		
	<b>SNACKS &amp; SPECIALS</b>		
	(a) Snacks – Lilva Kachori, Methi Na Gota, Patra.		
OUTLET 3 (ASIAN & PUNJABI)	<b>STARTERS</b>		
	(a) Veg Spring Rolls, Amritsari Paneer Fingers		
	(b) Steamed, Fried & Pan-fried Veg Dumplings, Tandoori Veg Momos		
	(c) Vegetable Tempura, Honey-Chilli Potatoes (Punjabi-Asian Fusion).		
	<b>MAIN COURSE (Chinese, Thai)</b>		
	(a) Veg Hakka Noodles, Tawa Punjabi Masala Noodles		
	(b) Veg Fried Rice, Schezwan Fried Rice, Jeera Rice.		
	(c) Thai Green Curry (Veg), Teriyaki Paneer, Paneer Butter Masala.		
	(d) Main Course Punjabi sabji, Roti/Rice.		
	<b>SOUPS</b>		
	(a) Hot & Sour Veg Soup, Manchow Soup, Tomato Dhaniya Soup.		
OUTLET 4 (STREET FOOD)	<b>INDIAN STREET FOOD</b>		
	(a) Chaat varieties – Pani Puri, Dahi Puri, Sev Puri, Bhel Puri.		
	(b) Pav Bhaji, Vada Pav, Misal Pav.		
	(c) Chole Bhature, Rajma Chawal, Kadhi Chawal.		
	<b>QUICK BITES</b>		
	(a) Veg Kathi Rolls (Paneer, Aloo, Mix Veg).		
	(b) Frankie, Veg Sandwiches with Indian fillings.		

	<b>SNACKS &amp; SWEETS</b>		
	(a) Pakoras, Samosas, Kachoris.		
	(b) Jalebi, Rabri, Gulab Jamun.		
OUTLET 5 (Italian & Mexican)	<b>ITALIAN DISHES</b>		
	(a) Wide range of Pastas – Penne, Spaghetti, Fusilli with Red/White/Pesto sauces (Veg).		
	(b) Pizzas – multiple crust & topping options (all vegetarian, with paneer, mushrooms, olives, corn, capsicum, etc.).		
	(c) Veg Lasagna, Risotto, Garlic Bread.		
	<b>MEXICAN DISHES</b>		
	(a) Tacos – Paneer, Beans, Corn, Veg fillings.		
	(b) Burritos, Quesadillas, Nachos with Salsa, Guacamole & Cheese.		
	(c) Mexican Veg Rice Bowls, Veg Enchiladas.		
OUTLET 6 (BAKERY)	<b>BREADS &amp; SAVOURIES</b>		
	(a) Freshly baked breads – Multigrain, Garlic, Focaccia.		
	(b) Veg Puffs, Croissants, Rolls.		
	<b>CAKES &amp; PASTRIES</b>		
	(a) Assorted Cakes – Chocolate, Black Forest, Pineapple, Red Velvet, Cheesecake (Eggless options).		
	(b) Pastries, Cupcakes, Muffins.		
	<b>COOKIES &amp; SNACKS</b>		
	(a) Cookies – Choco-chip, Butter, Oatmeal.		
	(b) Brownies, Tarts, Doughnuts.		
	<b>SPECIALS</b>		
	(a) Seasonal festival cakes and sweets.		
	(b) Eggless and Sugar-free options.		

**NOTE:** The above list of items is indicative and may be modified/ expanded as per requirement from time to time. However, the vendor/service provider shall strictly restrict themselves to the scope of their respective outlet and shall not supply/deliver food items that fall outside their designated sphere of food production and selling.

## **FORM –I**

### **Bidder Information Form**

*(To be submitted on Service Provider/Company Letterhead)*

1.	Name of the service provider	
2.	Registration Number/ Incorporation certificate (Attach copy)	
3.	Registered Address with Pin-code	
4.	Name of Director/Partner(s)/proprietor	
5.	Year of Establishment	
6.	Legal Status of the Organization (tick on appropriate option)	1. Limited Company 2. Undertaking 3. Joint Venture 4. Partnership 5. Proprietorship 6. Others (In case of others, please specify)
7.	Category of the Organization	1. Micro Unit as per MSME 2. Small Unit as per MSME 3. Medium Unit as per MSME 4. Ancillary Unit 5. SSI 6. Others (In case of others, please specify)
8.	Contact Name, Email Id & Mobile No.	
9.	Bank Details	Name of Beneficiary: A/c. No. CC/CD/SB/OD: Name of Bank : IFSC NO. (Bank) : Branch Address and Branch Code:
10.	PAN No. of the Organization (copy should be enclosed)	
11.	GST No. of the Organization (copy should be enclosed)	

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal

## **FORM – II**

### **Acceptance of Tender Terms**

*(To be submitted on Service Provider/Company Letterhead)*

Date: DD/MM/YYYY

To,  
The Chairman Food Court Tender Committee  
Sardar Vallabhbhai National Institute of Technology  
Surat  
Gujarat - 395007

Sub: Acceptance of Tender No. “SVNIT(CS)/FC/33/2025-26/NG\_\_\_\_” for Beverages, Gujarati, Asian & Punjabi , Street Food, Italian & Mexican and Bakery Outlet.

1. I/We have downloaded/obtained this tender document(s) for the above mentioned ‘Tender/service’ from the website(s).
2. I/ We hereby certify that I/ we have read the entire terms and conditions of this tender (including all documents like annexure(s), schedule(s), etc), which form part of the contract agreement.
3. I/ We hereby unconditionally accept the tender conditions of the above-mentioned tender and its corrigendum(s) (if any) in its totality / entirety. The rates quoted by me/us are valid and binding on me/us for acceptance till the validity of bid.
4. I / We do hereby declare that the prices quoted in our bid are inclusive of taxes, if not mentioned specifically.
5. I/ We agree to keep this offer open until 180 days from the date of opening of the tender and shall be bound to provide the said services till the specified period.
6. I/ We agree that, if we fail to provide the services as per the terms and conditions of this tender and agreement, then SVNIT Surat has full power to forfeit the Bid Security/EMD or take any necessary action as deemed fit.
7. I/ We declare that no legal/financial irregularities are pending against the proprietor/partner of this service provider.
8. In case the tender is withdrawn within the validity period or the contract if awarded, I/We understand that our EMD will be forfeited, and I/We understand that I/We will be barred for future tendering.
9. I/We take full responsibility for the submission of authentic information/documents against the above cited bid.
10. I/We do hereby certify that the prices/ rates quoted are fixed and are not higher than that approved by any other Govt. of State/ Central/ Institute/ Department/ PSUs during the current Financial Year. I/ We also offer to provide the services at prices and rates not exceeding those mentioned in the price bid.

(Signature of the Bidder, with Official Seal)

**FORM - III**

**DECLARATION REGARDING CLEAN TRACK/ NO LEGAL ACTION**

*(To be submitted on Service Provider/Company Letterhead)*

I hereby certify that my service provider has neither been blacklisted/debarred by any Institution of the Central or State Government, Govt. Departments/PSUs/Autonomous Bodies or concerned Bar Council in the last five years from the date of publishing of this tender and no bankruptcy/liquidation proceedings have been initiated against my service provider by any entity/government or quasi-government agency of PSU.

I also certify that the above information is true and correct in every respect and in case, later it is found that any details provided above are incorrect, any contract given to us may be summarily terminated and the service provider blacklisted.

I hereby certify that M/s. \_\_\_\_\_ is neither have any police case/ vigilance case by any Institution of the Central or State Government, Govt. Departments/PSUs/Autonomous Bodies, concerned Police Station or Hon'ble Court.

Date:

Authorized Signatory  
Company Seal

Or

I/we declare the following: -

No.	Country in which the company is debarred / blacklisted/cases Pending	Blacklisted / Government / Semi Organizations / Institutions	debarred by Government	Reason	Since when and for how long

In case the above information is found false I/we are fully aware that the tender/contract shall be liable to be rejected/cancelled by the SVNIT Surat and EMD / Performance Security shall be forfeited.

In addition to the above, SVNIT Surat will not be responsible to pay the bills for any completed / partially completed work.

Date:

Authorized Signatory  
Company Seal

(NOTE: In case the company/service provider was blacklisted previously, please provide the details regarding the period for which the company/service provider was blacklisted and the reason/s for the same)

**FORM - IV**

**DECLARATION OF ANNUAL TURNOVER, PROFIT & LOSS**  
**AND INCOME TAX RETURN**

*(To be submitted on Service Provider/Company Letterhead)*

To,  
The Chairman Food Court Tender Committee  
Sardar Vallabhbhai National Institute of  
Technology  
Surat  
Gujarat - 395007

Date: DD/MM/YYYY

Sub: NIT No. “SVNIT(CS)/FC/33/2025-26/NG\_\_\_\_” for Beverages, Gujarati, Asian & Punjabi, Street Food, Italian & Mexican and Bakery Outlet.

Dear Sir,

I/we hereby declare that the details of our service provider's for Annual Turnover and Profit & Loss is as mentioned below, and the documentary evidence of the Audited Accounts is placed as enclosure:

Financial Year	Turnover	Profit& loss	Remarks
2022-2023			
2023-2024			
2024-2025			

I/we hereby also declare that our service provider had filed Income Tax Returns for the last three financial years and the filed copies of IT Return are enclosed.

My PAN No., GST Regn. No. are as follows:

PAN—

GST—

Date:

Authorized Signatory  
Company Seal

Attach a separate neatly typed sheet on the letterhead of Registered Chartered Accountant OR enclose copies of audited Balance Sheet and Profit & Loss Statement for the previous 3 financial year as specified in bid document and further details, if required, may be asked after opening of technical bids. There is no need to upload an entire voluminous balance sheet.

**FORM - V**

**DETAILS OF PREVIOUS & CURRENT EXPERIENCE**

*(To be submitted on Service Provider/Company Letterhead)*

To,  
The Chairman Food Court Tender Committee  
Sardar Vallabhbhai National Institute of  
Technology  
Surat  
Gujarat - 395007

Date: DD/MM/YYYY

Sub: NIT No. "SVNIT(CS)/FC/33/2025-26/NG\_\_\_\_" for Beverages, Gujarati, Asian & Punjabi , Street Food, Italian & Mexican and Bakery Outlet.

Dear Sir,

Details of previous and current experiences with the clients are furnished below:

Name of the organization and full address	Order No. and Date	Description of the Outlet	Telephone and Email id of the client	Tenure of contract

Date:

Authorized Signatory

Place:

Name:

Designation:

Contact No.:

Company Seal



**FORM -VI**

**PRE-BID QUERY FORM**

*(To be submitted on Service Provider/Company Letterhead)*

Name of the Bidder:

Address:

Email ID:

Contact No.:

Sr. No	Reference of the Clause No. of the Tender Document	Query/Clarification/Deviation sought	Clarification/Response from SVNIT Surat
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

**FORM – VII**

**Performance Report**

(To be issued by the organization where Outlet services is being provided on their letter head)

1. Name of the Company/Service Provider & Address:
2. Name and address of the organization where outlets are located:
3. Name and contact no. of the person in the organization for verification:
4. Date of award of contract:
5. Date of completion of contract:
6. Value of work in Contract:
7. Contract name:
8. Performance Report: Please tick/circle the correct option.

(a)	Quality of service	Excellent/Very Good/Good/Fair
(b)	Resourcefulness	Excellent/Very Good/Good/Fair
(c)	Behavior and Attitude	Excellent/Very Good/Good/Fair
(d)	Redressal of complaints and Promptness	Excellent/Very Good/Good/Fair

Recommendation: \_\_\_\_\_  
(Overall Excellent/ Very Good/Good/Fair)

Seal of the Organization  
Official

Signature of the Organization's

Designation:

Date:

## **FORM – VIII**

### **OUTLET PARTICIPATION DECLARATION FORM**

*(To be submitted on Service Provider/Company Letterhead)*

To,  
The Chairman Food Court Tender Committee  
Sardar Vallabhbhai National Institute of Technology  
Surat  
Gujarat - 395007

Date: DD/MM/YYYY

Subject: Declaration of Operational Model for Each Outlet

Sir/Madam,

In response to Tender Ref. No. \_\_\_\_\_, I/We hereby declare the operational model under which I/We propose to run each of the campus food outlets. The details are furnished below:

1. Outlet-wise Operational Model Selection (*Bidder shall tick/select the applicable model for each outlet*)

Sr. No.	Outlet	Franchise Model (✓)	Own-Brand Model (✓)	Hybrid Model* (✓)
1.	Beverages Outlet			
2.	Italian & Mexican Outlet			
3.	Bakery Outlet			
4.	North Indian / Punjabi Outlet			
5.	Gujarati Outlet			
6.	Street Food Outlet			

\*Hybrid Model refers to a model where the Vendor operates the outlet under its own management while using selected branded inputs, authorized products, or partial franchise-based items, without entering a full franchise agreement.

## **2. DECLARATION**

- a) I/We hereby declare that:
- b) I/We have selected the operational model(s) for each outlet as indicated above.
- c) I/We understand that the Institute may evaluate each outlet model independently while awarding the contract.
- d) I/We agree to comply with all tender conditions, scope of work, statutory requirements, and operational standards applicable to the selected model(s).
- e) I/We accept that any franchise-based model shall require prior written approval of the Institute.
- f) The information provided in this declaration is true, complete, and correct to the best of my/our knowledge.

Authorized Signatory: \_\_\_\_\_  
Name: \_\_\_\_\_  
Designation: \_\_\_\_\_  
Company Seal: \_\_\_\_\_

**FORM – IX**

**Declaration for NON-BLACKLISTING of Supplier**

*(To be enclosed with the Technical Bid)*

I/ We \_\_\_\_\_ Proprietor/Partner/Authorized Agent (strike out which is not applicable) of  
(Supplier)\_\_\_\_\_ do hereby declare and solemnly affirm that the  
individual/firm/company is not black-listed by the Union/State Government/Autonomous body.

Deponent

Address\_\_\_\_\_

I/ We hereby solemnly declare and affirm that the above declaration is true and correct to the best of my knowledge  
and belief. No part of it is false and nothing has been concealed.

Deponent

Dated: \_\_\_\_\_

(Note: To be furnished on non-judicial stamp paper)

**FORM – X**

**FINANCIAL / PRICE BID**

*(To be submitted in the Financial Bid Envelope on Bidder's Letterhead)*

**Tender Reference No.:** \_\_\_\_\_

**Bidder Details**

Name of Firm/Company: \_\_\_\_\_

Contact Number & Email: \_\_\_\_\_

GST No.: \_\_\_\_\_

FSSAI License No.: \_\_\_\_\_

**FINANCIAL OFFER (ANNUAL LICENSE FEE)**

As per the terms of the tender and evaluation methodology under QCBS, I/We hereby quote the Annual License Fee for operating the campus food outlets as follows:

Description	Amount (₹)
Annual License Fee Offered (Fi)	₹ _____

**Important Conditions (Bidder to Note & Accept):**

1. The Base Price (Fbase) for Annual License Fee is ₹ 2,64,000 per year per outlet.
2. Any Financial Bid quoted below ₹ 2,64,000 shall be summarily rejected.
3. The quoted Annual License Fee (Fi) shall be firm and valid for the entire contract period.
4. The Financial Score (FS) shall be calculated as per the approved formula:

$$FS = 20 + 40 \times \frac{Fi - Fbase}{Fbase} \text{ (Maximum FS = 40 marks)}$$

5. No bidder shall be awarded more than 40 marks for Financial Evaluation, irrespective of the quote.
6. Taxes, statutory levies or TDS deductions (if applicable) shall apply as per Government norms.

**DECLARATION**

I/We hereby declare that:

1. The quoted Annual License Fee is accurate and fully compliant with tender conditions.
2. I/We have read and understood the QCBS evaluation criteria and accept that the Financial Score shall be computed strictly as per the formula prescribed.
3. I/We understand that the tender shall be awarded to the bidder scoring the highest Final QCBS Score (H1).
4. All information furnished in this Financial Bid is true and correct to the best of my/our knowledge.

**SIGNATURE**

Authorized Signatory: \_\_\_\_\_

Name: \_\_\_\_\_

Designation: \_\_\_\_\_

Company Seal: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_