

TRIPURA UNIVERSITY

(A Central University)
Suryamaninagar
Tripura West – 799022

F.TU/REG/Canteen/03/2024

Date: 17-09-2026

NOTICE INVITING e- TENDER

Tripura University invites online bids through e-Tendering from eligible, experienced, and financially capable food-service operators for the operation and management of the University Canteen at its Suryamaninagar Campus. The scope of services includes operation of a meal outlet and a fast-food and beverage outlet, including on-site preparation and sale of approved food items, deployment and supervision of personnel, procurement of ingredients and consumables, sanitation and hygiene, waste management, and all other incidental obligations as specified in the tender document. Interested and eligible bidders are advised to carefully read the complete tender document, including the eligibility criteria, scope of work, terms and conditions, and submission requirements. The Details can be seen at Tripura University website: www.tripurauniv.ac.in. However, for submission of documents please visit <https://eprocure.gov.in/eprocure/app>

Sd/-

**[Dr. Nirmalya Debnath]
Drawing and Disbursing Officer**

TRIPURA UNIVERSITY

(A CENTRAL UNIVERSITY)

Tender No:- F.TU/REG/Canteen/03/2024



E-TENDER Document for:

Name of the Item: - Operation and Management of the University Canteen at Suryamaninagar Campus

TRIPURA UNIVERSITY
(A Central University)
Suryamaninagar – 799022

F.TU/REG/Canteen/03/2024

Date: 17-09-2026

Name of Item: Operation and Management of the University Canteen at
Suryamaninagar Campus

SL No.	SECTION	PARTICULARS	PAGE No.
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Certified that this Notice Inviting e-Tender contains 19 (Nineteen) pages numbered from 1 to 10 and schedule of the e-Tender is shown in Section – I

Dr. Nirmalya Debnath
Drawing & Disbursing Officer

SECTION- I

NOTICE INVITING TENDERS

LIST OF DATES

TRIPURA UNIVERSITY

(A Central University)

Suryamaninagar – 799022

NOTICE INVITING e-TENDER

1. Tripura University invites online bids through e-Tendering from eligible, experienced, and financially capable food-service operators for the operation and management of the University Canteen at its Suryamaninagar Campus. The scope of services includes operation of a meal outlet and a fast-food and beverage outlet, including on-site preparation and sale of approved food items, deployment and supervision of personnel, procurement of ingredients and consumables, sanitation and hygiene, waste management, and all other incidental obligations as specified in the tender document. Interested and eligible bidders are advised to carefully read the complete tender document, including the eligibility criteria, scope of work, terms and conditions, and submission requirements. The Details can be seen at Tripura University website: www.tripurauniv.ac.in. However, for submission of documents please visit <https://eprocure.gov.in/eprocure/app>
2. The tenderers fulfilling the required criteria as mentioned may download the tender document from the website <https://eprocure.gov.in/eprocure/app> and submit online as per the schedule given below. However, the tender documents can also be viewed in the website of the University www.tripurauniv.ac.in

Date and time of tender publication in the websites.	17-09-2026 at 1.00 PM
Pre-Bid date and time	22-09-2026 at 12.00 Noon
Date and time for closing of submission.	26-09-2026 at 04.00 Noon
Date and time for opening of technical bid document.	28-09-2026 at 10.00 AM
Date and time for opening of Financial bid.	29-09-2026 at 10.00 AM

SECTION- II

General Terms & Conditions

General Terms & Condition

1 Definitions and Contract Documents

Term	Meaning
University	Tripura University, represented by the Registrar or any officer duly authorised by the University for this contract.
Bidder	Any registered, bona fide, experienced and financially sound firm/company/NGO/registered society/caterer holding valid licences and registrations required by the State/Central Government and submitting a bid in response to this Tender.
Contractor	The successful Bidder whose bid has been accepted by the University and who has entered into the Agreement with the University.
Canteen Committee	The committee or authorized officer(s) constituted/notified by the University from time to time for supervision and monitoring of the canteen
Approved rates	The selling prices approved by the University under the Financial Bid, including any revision subsequently authorised in writing by the University
Premises	The canteen kitchen, meal outlet, fast-food outlet, dining area, store and other appurtenant areas handed over to the Contractor for execution of the contract.
Contract documents	The Tender Document, corrigenda/addenda, successful Bid, written clarifications accepted by the University, Letter of Award, Work Order, Agreement, inventory/condition report and subsequent written directions consistent with the terms of the Contract.

Order of Precedence

In the event of any inconsistency or conflict between the Contract Documents, the following order of precedence shall apply:

1. Signed Agreement;
2. Letter of Award/Work Order;
3. Corrigenda/Addenda;
4. Tender Document;
5. Accepted Technical Bid;
6. Accepted Financial Bid; and
7. Other written correspondence accepted by the University.

A later document shall prevail over an earlier document only in respect of the specific matter addressed therein.

2 Eligibility and Qualification Criteria

The Bidder shall satisfy all mandatory eligibility and qualification requirements as on the last date prescribed for submission of bids. All documentary evidence submitted shall be legible, valid and duly self-attested or digitally signed by the authorised signatory, as applicable.

The University reserves the right to verify any document, certificate or information submitted by the Bidder with the issuing authority, client or any other competent authority

No.	Mandatory criterion	Evidence
1	Legal status as a proprietorship, partnership, LLP, company, cooperative or other entity legally competent to contract in India.	Registration or constitutive document; authorisation of signatory.
2	Valid PAN and GST registration, where applicable.	PAN and GST certificate.
3	Valid trade licence and FSSAI licence/registration appropriate to the proposed food business.	Certificates showing number, issuing authority and validity.
4	Minimum relevant experience in operating a canteen, cafeteria, institutional mess or comparable food-service facility.	Work orders/contracts and satisfactory completion or performance certificates.
5	Minimum average annual turnover from food service/catering during the preceding two financial years.	CA-certified turnover statement with UDIN or relevant audited statements/IT returns.
6	EPF and ESI registration where legally applicable, or a signed undertaking explaining present non-applicability and committing to registration upon applicability.	Registration certificates or undertaking.

No.	Mandatory criterion	Evidence
7	Not debarred or blacklisted on the submission date; no contract terminated for fraud, food-safety violation or wilful abandonment during the preceding three years.	Self-declaration in Annexure IV (Notarised); details of disputes or terminations, if any.
8	No conflict of interest and no prohibited near-relative interest in the tender process.	Declaration in Annexure IV (Notarised).
9	Bid security/EMD in the prescribed form unless a valid exemption expressly applicable to this procurement is claimed with proof.	Transaction/instrument details or valid exemption document.

Consortium or Joint Venture Bids shall not be permitted unless specifically allowed through a corrigendum/addendum issued by the University. Conditional Bids and Bids containing material deviations from the Tender conditions shall be liable to rejection.

3. Bid Preparation and Submission

3.1 Two-Bid System

- a) The Technical Bid shall not contain any price, rate, rebate, percentage, financial quotation or other financial information. Disclosure of financial information in the Technical Bid may render the Bid non-responsive.
- b) The Financial Bid shall be submitted only in the prescribed BOQ/Financial Bid format available on the CPP Portal. Rates quoted elsewhere shall not be considered for evaluation.
- c) Every document uploaded by the Bidder shall be properly indexed, legible and duly signed or digitally signed by the Bidder or its authorised signatory, as applicable. The Bidder shall not alter or modify the Tender Document except as permitted through an official corrigendum.
- d) Bids submitted through e-mail, fax or physical delivery shall not be accepted, except where an original instrument/document is specifically required under the Tender and is submitted within the prescribed time and manner.

3.2 Clarification and Site Inspection

The Bidder may inspect the canteen premises at the scheduled time and may submit written queries within the prescribed clarification period.

The Bidder shall be deemed to have satisfied itself regarding access to the premises, availability of utilities, storage facilities, equipment requirements, service hours, operational conditions and other site-related constraints before submitting its Bid.

No oral statement or assurance shall modify or amend any provision of the Tender unless formally issued in writing by the University.

3.3 Pre-Bid Meeting: A **Pre-Bid Meeting** of all interested bidders shall be held on **22-09-2026 at 12.00 Noon** in the **Meeting Room, Finance Branch, Tripura University**, to clarify any issues relating to the tender. Requests for clarification shall

ordinarily be raised during the pre-bid meeting. Clarifications or modifications, if any, shall be issued only by the University through an official communication, and no individual clarification shall be entertained thereafter unless specifically decided by the University.

3.3 Bid Security/EMD and Forfeiture

The Bid Security/EMD shall be dealt with in accordance with the Tender Schedule and applicable Government procurement instructions.

The Bid Security/EMD may be forfeited if the Bidder:

- a) withdraws or materially modifies its bid during the bid validity period;
- b) refuses to accept an arithmetical correction;
- c) fails to furnish the required Performance Security; or
- d) fails to execute the Agreement after acceptance of its bid.

The Bid Security/EMD shall not be used as a penalty for unsuccessful participation in the tender process.

3.4 Bid Validity and Costs

The bid shall remain valid for 120 days from the date of opening of the Technical Bid, unless otherwise specified in the Tender.

The Bidder shall bear all costs associated with preparation and submission of the bid, site inspection and execution of all required documents. The University shall not be responsible for reimbursing any such costs.

4. Evaluation and Award

4.1 Preliminary and Technical Evaluation

The Technical Bid shall be evaluated on a responsive pass/fail basis.

The University shall examine, among other matters:

- a) timely submission of the bid;
- b) Bid Security/EMD;
- c) eligibility and qualification requirements;
- d) completeness of documents;
- e) authorisation of the signatory;
- f) statutory registrations and licences;
- g) relevant experience;
- h) financial capacity;
- i) required declarations; and
- j) conformity with the scope and terms of the Tender.

The University may seek clarification solely for the purpose of explaining or verifying information already submitted. Such clarification shall not permit a Bidder to cure a material omission or alter its bid after the bid submission deadline.

4.2 Financial Evaluation

Only the Financial Bids of technically qualified Bidders shall be opened and evaluated.

Each Bidder shall quote a unit selling rate for every mandatory item specified in the prescribed Financial Bid/BOQ.

A Financial Bid shall be considered non-responsive if:

- a) the quoted rate for any mandatory item exceeds the ceiling rate prescribed by the University;
- b) any mandatory rate is omitted; or
- c) a negative rate is quoted.

The Evaluated Basket Price (EBP) shall be calculated as follows:

$$EBP = \Sigma (\text{Quoted Unit Rate} \times \text{Evaluation Weight})$$

The evaluation weights shall be used solely for comparison of bids and shall not constitute any guarantee regarding the quantity of items to be sold or the revenue/business to be generated.

Subject to responsiveness, reasonableness of rates and fulfilment of all other Tender conditions, the Bidder quoting the lowest EBP shall be determined as L1.

4.3 Tie-Breaking

In the event that two or more Bidders quote the same EBP, the tie shall be resolved in the following order:

1. In favour of the Bidder having the higher average annual turnover from relevant food-service activities during the assessed three financial years;
2. If the tie persists, in favour of the Bidder having longer relevant institutional food-service experience; and
3. If the tie still persists, through a transparent draw of lots conducted by the Tender Committee in the presence of the willing tied Bidders.

4.4 Rights of the University

The University reserves the right to accept or reject any bid, annul the tender process, seek verification of documents or information, or cancel the tender before award for recorded reasons and in accordance with applicable procurement rules.

The University shall not be bound to accept any rate that is considered unworkable or abnormally low.

Where a bid appears to be abnormally low, the University may require the Bidder to submit a written price analysis and/or performance assurance. Failure to establish the Bidder's capability to satisfactorily perform the Contract may result in rejection of the bid for recorded reasons.

5. Award of Contract and Commencement

- a) The successful Bidder shall acknowledge the Letter of Award (LoA) within three (3) working days from the date of its issuance and shall comply with all requirements specified therein within the prescribed time.
- b) The successful Bidder shall execute the Agreement on non-judicial stamp paper of the legally applicable value and shall obtain/complete all applicable premises-specific licences, employee verification, insurance, and other statutory or regulatory requirements before commencing operations.
- c) The successful Bidder shall commence the canteen operations only after completion of all pre-commencement formalities and upon written permission/authorization from the University. Failure to comply with the prescribed requirements within the stipulated time may result in cancellation of the Letter of Award and forfeiture of the Bid Security/EMD, as applicable under the Tender conditions and prevailing procurement rules. The University may, wherever permissible under the applicable rules, consider the next eligible Bidder for award of the contract.
- d) The initial tenure of the Agreement shall be one (1) year from the date of commencement of operations. The Agreement may be extended annually for a maximum total period of three (3) years, subject to satisfactory performance of the Contractor, compliance with the terms and conditions of the Agreement, and the continuing requirements of the University, as determined through an annual performance evaluation and approval of the competent authority.**
- e) The Contract may be extended by written agreement for a maximum of two further periods of one year each, subject to satisfactory performance, continued requirement of the University, approval of the competent authority and mutually accepted rates and terms.
- f) No extension shall be automatic or claimable as a matter of right.

6. Scope of Services

The Contractor shall:

- a) operate the meal, fast-food and beverage outlets and provide on-site preparation and service of the approved menu;
- b) procure, at its own cost, all ingredients, consumables, commercial LPG, cooking equipment, utensils, crockery, cutlery, cleaning materials, uniforms, point-of-sale facilities and manpower not specifically included in the University inventory;
- c) provide vegetarian and non-vegetarian food using separate and clearly identified preparation areas, storage facilities, utensils and service implements sufficient to prevent mixing or cross-contact;
- d) provide breakfast, meals, snacks, tea, coffee and beverages during the approved operating hours, including Sundays and holidays whenever directed under the operational schedule;
- e) maintain the kitchen, counters, dining area, store, wash area, toilet and immediate surroundings in a clean, hygienic, pest-controlled and serviceable condition;

f) prominently display the approved menu, portion sizes, approved rates, FSSAI details, complaint contact information, digital-payment facility and applicable taxes;

g) provide catering services for University programmes only against a separate written order at mutually accepted or empanelled rates. No minimum volume or business shall be guaranteed by the University.

6.1 Indicative service hours

Service	Normal time
Tea, coffee, snacks and fast food	8:00 a.m. to 7:30 p.m.
Lunch	1:00 p.m. to 3:30 p.m.
Dinner	7:00 p.m. to 9:30 p.m.
Sunday/holiday service	As notified by the University

The University may reasonably modify the service timings after consultation with the Contractor to meet academic, examination, event or vacation requirements.

The Contractor shall not suspend essential services without prior written permission of the University.

7. Premises, Utilities and University Assets

a) The University shall hand over the identified canteen Premises and available fixtures to the Contractor through a jointly signed inventory and condition report.

b) Possession of the Premises shall constitute only a limited and non-exclusive licence for performance of the Contract. Such possession shall not create or confer any tenancy, lease, easement or proprietary interest in favour of the Contractor.

c) The Contractor shall pay the **approved monthly licence fee, applicable utility charges, and all applicable taxes** within the prescribed due date as specified by the University.

The monthly licence fee shall be payable at the following rates:

- **1st Year:** Rs. 2.00 per sq. ft. per month
- **2nd Year:** Rs. 3.00 per sq. ft. per month
- **3rd Year:** Rs. 4.00 per sq. ft. per month

d) Electricity and water charges shall be calculated on the basis of sub-meter readings or such other approved method as specified in the Approval Sheet.

e) The Contractor shall use only commercial LPG and shall procure, store and use it safely in accordance with applicable laws and safety requirements.

f) No structural alteration, drilling, modification of electrical loading, installation of signage, equipment installation or change in the approved layout shall be undertaken without prior written approval of the University.

- g) The Contractor shall obtain electrical and fire-safety clearance for its equipment wherever required.
- h) The Contractor shall use University property carefully and shall return all University assets in good condition, subject to normal wear and tear.
- i) The Premises shall not be used for residential purposes, except for permitted stay of cooking/service staff at a designated place, or for outside catering, storage of unrelated goods, third-party commercial activity or any purpose other than the Contract.

8. Food Safety, Quality and Hygiene

- a) All food prepared and served by the Contractor shall be wholesome, fresh, safe for consumption and properly stored and served in accordance with the Food Safety and Standards Act, 2006, applicable rules and regulations, licence conditions and directions of competent authorities.
- b) Raw materials shall be procured only from lawful and reliable sources, shall be within their shelf life and shall be supported by appropriate invoices.
- c) Packaged food products shall carry all legally required declarations and shall not be sold above the applicable Maximum Retail Price (MRP).
- d) Expired, adulterated, misbranded or otherwise unsafe food materials shall not be procured, stored, prepared or sold.
- e) Only food-grade cooking oil of the approved type shall be used.
- f) Used cooking oil shall not be reused beyond permissible standards and shall be collected, handled and disposed of through an authorised system.
- g) Vanaspati or trans-fat-rich material shall not be used unless specifically approved and legally compliant.
- h) Potable water shall be used for cooking and food service.
- i) The Contractor shall maintain covered food storage, appropriate temperature control, segregation of raw and cooked food, vegetarian and non-vegetarian segregation, pest control and First-In- head covers and suitable footwear and a First-Out (FIFO) stock rotation.
- j) Food handlers shall wear clean uniforms, aprons, head covers and suitable footwear and shall use gloves wherever appropriate.
- k) Food handlers shall maintain proper hand hygiene and shall not be permitted to work while suffering from a communicable disease.
- l) Annual and need-based medical fitness records of food handlers shall be maintained.
- m) The Contractor shall maintain cleaning, temperature, pest-control, procurement, employee-health and complaint registers in the format prescribed by the University.
- n) Food samples shall be retained wherever directed by the University or competent authority.

o) The University or an authorised laboratory may collect food samples for testing. Where a sample fails or testing is undertaken pursuant to a substantiated complaint, the testing cost may be recovered from the Contractor.

p) Nothing in this clause shall restrict statutory authorities from taking action under applicable law.

q) Single-use plastic and any other prohibited material shall not be used.

r) Waste shall be segregated and disposed of daily through the University-designated or otherwise lawful disposal channel.

s) Oil, grease and solid waste shall not be discharged into drains.

9. Personnel and Labour Law Compliance

a) The Contractor shall be the sole employer of all personnel engaged for operation of the canteen and shall be solely responsible for their recruitment, supervision, wages, discipline and other employment-related matters.

b) No person engaged by the Contractor shall acquire any right, claim or entitlement to employment, absorption, regularisation or benefits from the University.

c) The Contractor shall deploy an adequate number of trained cooks, helpers, servers, cleaners and at least one responsible manager during operating hours.

d) The manpower deployment statement shall be submitted to and approved by the University before commencement; however, such approval shall not transfer any employer responsibility to the University.

e) Before deployment, the Contractor shall provide the identity, age, address, police-verification status, medical fitness and emergency-contact details of personnel, as required.

f) No child or any person prohibited from employment under applicable law shall be engaged.

g) Wages shall be paid on time through traceable banking channels and shall not be less than the applicable notified minimum wage/rate.

h) The contractor shall comply with campus security, anti-harassment and disciplinary requirements. Contractor shall comply with all applicable labour laws, including EPF, ESI, bonus, leave, social-security, occupational-safety and other statutory requirements, as amended from time to time.

i) Personnel shall wear photo identity cards and prescribed uniforms and shall behave courteously while complying with campus security, anti-harassment and disciplinary requirements.

j) The University may, for recorded reasons relating to security, health or misconduct, require the Contractor to replace any particular person without thereby becoming the employer of such person.

k) The Contractor shall maintain attendance, wage, contribution and statutory registers and shall provide documentary evidence of compliance along with monthly bills or whenever required by the University.

l) Failure to produce the required statutory records may result in withholding of amounts reasonably necessary to protect the University from statutory exposure.

10. Rates, Billing and Commercial Conditions

a) The Approved Rates shall include the cost of ingredients, labour, cooking fuel, utensils, cleaning, ordinarily required packaging, overheads and profit, but shall exclude GST only where GST is legally chargeable and properly invoiced.

b) No service charge shall be collected from customers.

c) Rates shall be uniform for all customers falling within the same category and shall be prominently displayed.

d) The Contractor shall not reduce the approved quantity or portion size.

e) No new item or change in price shall be introduced without prior written approval of the University.

f) The Contractor shall collect payments directly from customers through cash and digital payment modes and shall bear the risk of credit sales or unpaid private dues.

g) The University shall not guarantee any minimum turnover, revenue, customer volume or business.

h) Licence fees, utility charges and other recoveries payable to the University shall be paid by the seventh day of the following month or within the period stated in the relevant invoice/notice, as applicable.

i) Delayed dues may, after due notice, be recovered from amounts payable to the Contractor or from the Performance Security.

j) In respect of separately ordered official catering, invoices shall be supported by the written order, attendance/quantity certification and valid tax invoice.

k) Statutory deductions at source shall be applicable wherever required by law.

l) The Approved Rates shall remain firm during the initial Contract period of one year.

m) Any revision of rates during an extension period shall require written agreement, recorded justification and approval of the competent authority.

n) Continued operation of the canteen shall not, by itself, constitute approval of any revision in rates.

11. Monitoring, Complaints and Records

The Canteen Committee or authorised officers may inspect the Premises, stock, invoices, weighing instruments, hygiene records, employee records and service standards at reasonable times.

In matters relating to food safety, inspections may be conducted without prior notice.

Inspection by the University shall not relieve the Contractor of monthly reports covering sales by category, complaints, food safety and statutory compliance, without unnecessarily disclosing personal its contractual or statutory responsibilities.

- a) A complaint register and QR code/online feedback mechanism shall be made accessible to users.
- b) The Manager shall acknowledge an ordinary complaint within one working day and shall submit corrective action within the period specified by the Canteen Committee.
- c) Serious food-safety, fire, violence or security incidents shall be reported to the University immediately and in writing within four hours.
- d) The Contractor shall attend review meetings and submit monthly reports covering sales by category, complaints, food safety and statutory compliance, without unnecessarily disclosing personal information.

12. Service Levels and Contractual Deductions

The deductions specified below are intended as genuine pre-estimates/administrative recoveries for measurable service deficiencies and shall be without prejudice to statutory action, compensation for proven additional loss or termination rights available under the Contract.

Except where an immediate health or safety measure is necessary, the Contractor shall be given notice of the alleged breach and a reasonable opportunity to explain.

For the purpose of this clause, "repeated" shall mean three or more substantiated instances within any rolling period of 60 days, unless otherwise specified.

Default	Indicative deduction per substantiated instance
Outlet opens more than 1 hour late or closes early without approval	₹250; ₹500 for repetition
Approved item unavailable during its stated service period without reasonable cause	₹500 per service
Underweight or materially deficient portion	₹5,00 plus refund/replacement; ₹1,000 for repetition
Unclean uniform, missing head cover/ID, or minor hygiene lapse	₹200 per person/instance; ₹500 for repetition
Unclean kitchen/dining/wash area or improper waste segregation	₹1,000; ₹2,000 for repetition
Charging above approved rate or selling an unapproved item	₹2,000 plus refund of excess; ₹5,000 for repetition
Failure to submit required statutory record after written reminder	₹5,00 per day, subject to a ₹10,000 cap per notice

Default	Indicative deduction per substantiated instance
Use of expired/adulterated material, serious contamination, failed statutory sample, prohibited intoxicant/tobacco, or conduct creating imminent health risk	Immediate suspension of affected operation; up to ₹25,000 and/or termination after due process, without prejudice to statutory action
Unauthorised closure or abandonment	₹2,000 per day plus actual reasonable cost of alternate arrangement
Unauthorised subletting or transfer	Material breach: termination and recovery as applicable

The competent authority may reduce or waive a deduction for recorded reasons where the breach was not attributable to the Contractor or where prompt corrective action materially mitigated the breach.

Contractual deductions shall not limit the Contractor's liability for death, personal injury, fraud, wilful misconduct, statutory dues or damage exceeding the applicable deduction.

13. Performance Security

a) The successful bidder shall deposit Rs.1,00,000/- (Rupees One Lakh only) as Performance Security for the first year of the contract. The amount of Performance Security for the subsequent years shall be revised and determined by the University Authority, as deemed necessary.

b) The Performance Security shall remain valid throughout the entire contract period and for a further period of 60 (sixty) days thereafter, unless otherwise specified by the University.

c) The University shall have the right to invoke the Performance Security, either wholly or partly, towards recovery of any amount due from the Contractor, including, but not limited to:

1. unpaid licence fees or utility charges;
2. statutory liabilities or exposure;
3. assessed loss or damage caused to university property;
4. contractual deductions or recoveries;
5. costs incurred by the University for arranging substitute services; or
6. any other amount legally and contractually payable by the Contractor to the University.

d) Except in cases where urgent action is necessary to prevent the expiry of the Performance Security or to safeguard the interests of the University, the Contractor shall be given due notice and a reasonable opportunity to respond before the Performance Security is invoked.

e) In the event that any amount is withdrawn or recovered from the Performance Security, the Contractor shall replenish the amount so withdrawn within 10 (ten) days of such withdrawal, so as to maintain the required level of Performance Security throughout the contract period.

f) The balance amount of the Performance Security remaining after adjustment of all legitimate dues, if any, shall ordinarily be released to the Contractor after completion of the no-dues formalities, satisfactory handover of the canteen premises, equipment, and other University property, and fulfilment of all contractual obligations. Such release shall normally be made within 60 (sixty) days of completion of the contract and the aforesaid formalities.

14. Prohibited Activities

The Contractor shall not:

- a) subcontract, assign, transfer or operate the canteen through any benami arrangement;
- b) sell, store or permit the consumption of alcohol, tobacco, narcotic substances or any statutorily prohibited goods;
- c) sell food to outside commercial customers or use the University campus for off-campus orders without prior written approval;
- d) engage in credit arrangements, inducements, gifts, commissions, collusive bidding, bribery or any attempt to improperly influence a University official or committee member;
- e) undertake unauthorised advertising, political activity, collection of money, gambling, loud music, nuisance or any activity inconsistent with University rules;
- f) employ or deploy any person on the basis of forged identity documents, concealed criminal antecedents or false statutory records.

15. Suspension, Termination and Exit

15.1 Immediate Suspension

The University may direct immediate temporary suspension of an unsafe food item, equipment, person or affected operation where reasonably necessary to protect health, safety or security.

Reasons for such action shall be recorded, and a prompt opportunity to respond shall be provided thereafter.

15.2 Notice for Remediable Breach

For a remediable breach, the University may issue a written notice specifying the breach and shall normally allow seven days to remedy the breach.

A shorter reasonable period may be specified for matters involving hygiene, safety, non-payment or essential services.

15.3 Termination by the University

The University may terminate the Contract for material or repeated breach, including:

- a) food-safety violations;
- b) fraud;

- c) submission of false information in the bid;
- d) unauthorised subletting or transfer;
- e) abandonment of services;
- f) insolvency;
- g) loss or cancellation of a mandatory licence;
- h) serious misconduct; or
- i) failure to remedy a breach within the specified notice period.

Except where emergency statutory action requires immediate cessation, the Contractor shall be given an opportunity to show cause before termination.

15.4 Termination for Administrative Convenience

The University may terminate the Contract for administrative convenience by giving 30 days' written notice.

The Contractor may terminate the Contract by giving 60 days' written notice but shall continue to provide services and complete an orderly handover during the notice period unless released earlier by the University.

15.5 Exit and Handover

Upon expiry or termination of the Contract, the Contractor shall:

- a) vacate the Premises peacefully;
- b) remove its goods and belongings within the period specified by the University;
- c) settle all personnel and vendor dues;
- d) return all University assets and equipment;
- e) provide a no-dues and handover statement; and
- f) cooperate fully in the transition of services.

The University may remove and store abandoned goods at the Contractor's risk and cost after giving appropriate notice.

16. Indemnity, Insurance and Liability

- a) The Contractor shall indemnify and keep indemnified the University, its officers and employees against third-party claims, statutory demands, employee claims, food poisoning or injury, property damage, taxes, penalties and reasonable legal costs arising out of the Contractor's breach, negligence, unsafe food, personnel or operations.
- b) Such indemnity shall not apply to the extent that the loss is caused by the University's proven negligence or wilful misconduct.
- c) The indemnity obligations shall survive expiry or termination of the Contract to the extent applicable.

d) Before commencement of operations, the Contractor shall maintain all legally required employee insurance and adequate public liability/product liability insurance.

e) Copies of insurance policies and renewal documents shall be submitted to the University whenever required.

f) The existence of insurance shall not limit the Contractor's contractual or statutory liability.

17. Force Majeure

a) Neither party shall be liable for delay or failure in performance to the extent such delay or failure is caused by an event beyond its reasonable control which could not reasonably have been prevented.

b) Force Majeure events may include natural disasters, epidemic restrictions, war, civil disturbance or government prohibition.

c) The following shall not ordinarily constitute Force Majeure:

1. shortage of funds;
2. ordinary labour shortage;
3. vendor/supplier default; or
4. ordinary price increases.

d) The affected party shall notify the other party within three days of becoming aware of the Force Majeure event and shall take reasonable steps to mitigate its effects.

e) The affected party shall resume performance as soon as reasonably subject to settlement of all accrued practicable.

f) If substantial performance remains prevented for 30 consecutive days, either party may seek termination without future liability, subject to settlement of all accrued dues and obligations.

18. Dispute Resolution and Jurisdiction

a) The parties shall first attempt to resolve any dispute amicably through good-faith discussions between the Registrar or authorised representative of the University and the authorised representative of the Contractor.

b) Such resolution process shall ordinarily be completed within 30 days from the date of written notice of the dispute.

c) If the dispute remains unresolved, it may be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996, as amended from time to time.

d) The sole arbitrator shall be appointed by mutual agreement between the parties.

e) If the parties fail to agree on the appointment of an arbitrator within 30 days, either party may seek appointment through the competent court in accordance with the applicable provisions of the Act.

f) The seat and venue of arbitration shall be Agartala, Tripura.

- g) The arbitration proceedings shall be conducted in English.
- h) Courts at Agartala, Tripura, having competent jurisdiction, shall have exclusive jurisdiction, subject to applicable law.
- i) Nothing contained herein shall prevent either party from seeking urgent interim or statutory relief from a competent authority or court.

19. Integrity, Conflict of Interest and Confidentiality

- a) The Bidder/Contractor shall disclose all actual or potential conflicts of interest relating to the Tender or Contract.
- b) The Bidder/Contractor shall not offer any improper benefit, inducement or consideration to any person connected with the evaluation or administration of the Tender/Contract.
- c) Material misrepresentation, collusion or corrupt practice may result in rejection of the bid, termination of the Contract, forfeiture/recovery to the extent legally permissible and initiation of debarment proceedings in accordance with due process.
- d) Personal information obtained for security, employee verification or contract administration shall be used only for legitimate purposes and shall be protected against unauthorised disclosure, subject to applicable law.

20. Tender Processing Fee

- a) The Bidder shall pay a non-refundable online Tender Processing Fee of ₹1,000/- (Rupees One Thousand only) through RTGS/NEFT.
- b) A scanned copy of the payment proof shall be uploaded along with the Tender Documents.
- c) The payment shall be made to the following account:
 - 5. Name of Account: Tripura University Online Deposit Account
 - 6. Type of Account: Savings Bank Account
 - 7. Account Number: 44836399405
 - 8. IFSC: SBIN0010495

21. Earnest Money Deposit (EMD)

- a) The Bidder shall submit The EMD shall be refundable, subject to the Tender conditions an Earnest Money Deposit (EMD) of ₹10,000/- (Rupees Ten Thousand only).
- b) The EMD shall be refundable, subject to the Tender conditions.
- c) The EMD shall be paid through RTGS/NEFT.
- d) A scanned copy of the payment proof shall be uploaded along with the Tender Documents.
- e) The payment shall be made to the following account:

9. Name of Account: Tripura University Online Deposit Account

10. Type of Account: Savings Bank Account

11. Account Number: 44836399405

12. IFSC: SBIN0010495

22. Minimum/caterer shall have an Annual Turnover

a) The intending firm/company/caterer shall have an **average annual turnover of not less than ₹10.00 lakh (Rupees Ten Lakh only) during the last three (3) consecutive financial years**

b) The Bidder shall submit the Balance Sheets for the last three financial years, duly certified by a Chartered Accountant (CA) firm.

c) The University reserves the right to verify the financial documents and turnover information submitted by the Bidder.

23. Determination of Lowest Bidder (L1)

a) The Lowest Bidder (L1) shall be determined on the basis of the **lowest average quoted rate for the mandatory food basket**, subject to compliance with all eligibility, technical, financial, and other requirements specified in the tender document.

b) The Bidder offering the lowest aggregate price for the complete scope of supply/services shall be considered as L1, provided that the Bidder fulfils all other eligibility, technical, financial and contractual requirements.

c) Merely quoting the lowest price shall not confer an automatic right to award of the Contract.

24. General Provisions

24.1 Notices

All notices shall be communicated through the CPP Portal before award of the Contract.

After award, notices shall be communicated through registered email and/or registered post/letter to the addresses specified in the Agreement.

24.2 Waiver

No waiver of any right, power or remedy under the Contract shall be effective unless made in writing.

Any delay or failure by either party to enforce any provision or exercise any right shall not constitute or be deemed to constitute a waiver of that provision or right.

24.3 Severability

If any provision of the Agreement is held to be invalid, illegal or unenforceable by a competent authority, the remaining provisions shall continue in full force and effect to the maximum extent permitted by law.

24.4 Compliance with University Rules

The Contractor shall comply with all applicable provisions of the Tripura University Act, Statutes, Ordinances, Regulations, rules and directions issued by Tripura University from time to time, particularly those relating to campus access, discipline, safety, security and conduct.

24.5 Applicable Law and Statutory References

The Contract shall be governed by and construed in accordance with the laws of India and all applicable State and local laws, rules, regulations and statutory requirements in force from time to time.

Any reference to an Act, statute, rule, regulation or statutory provision shall be deemed to include any amendment, modification, re-enactment or successor provision thereof.

- 25. Additional Responsibilities:** Successful bidders shall undertake the responsibility of operating other campus canteens or food outlets as offered by the University, in accordance with additional terms and conditions.

26. Acknowledgement and Acceptance

By submitting the bid, the Bidder shall be deemed to have read, understood and accepted all the terms and conditions contained in the Tender Document, including these General Terms & Conditions, subject to any specific conditions or amendments issued by the University through a valid corrigendum.

The successful Bidder shall be bound by these General Terms & Conditions upon acceptance of its bid and execution of the Agreement.

Note: I have also corrected the apparent typographical issue in Clause 12 from “₹5,00” to “₹500” and aligned the numbering throughout. There is one substantive point worth checking before issuing the tender: Clauses 4.2 and 23 use two slightly different descriptions of L1 determination (EBP using evaluation weights versus lowest aggregate quoted price). These should be made identical in the final tender to avoid an evaluation dispute.

Annexure I Technical Bid Form

Field	Bidder response
Name and legal status	
Registered address and PIN	
Local operational address, if any	
Authorized signatory and authority document	
Contact person, mobile and email	
PAN	
GSTIN / reason for non-applicability	
Trade licence number, authority and validity	
FSSAI number, category and validity	
EPF registration / undertaking	
ESI registration / undertaking	
Bid security details / exemption claim	
Relevant average annual turnover	FY ____ ₹____; FY ____ ₹____; FY ____ ₹____; Average ₹____
Total years of relevant experience	
Details of prior termination, litigation, food-safety proceedings or debarment	
CPP Portal bid reference	

I/We certify that the information and documents submitted are true and complete; that the tender and corrigenda have been read and accepted; and that no price has been disclosed in the Technical Bid.

Place: _____ Date: _____

Signature of authorised signatory with name, designation and seal:

Annexure II Technical Bid Checklist

No.	Document	Uploaded Yes or No	Page/file reference
1	Signed Technical Bid Form		
2	Legal-status/registration document		
3	Authority of signatory		
4	PAN		
5	GST registration or explanation		
6	Trade licence		
7	FSSAI licence/registration		
8	Relevant work orders/contracts		
9	Performance/completion certificates		
10	CA-certified turnover with UDIN		
11	Audited statements/IT returns		
12	EPF and ESI documents/undertaking		
13	Bid security or exemption proof		
14	Declarations and undertakings		
15	Site-visit declaration		
16	Signed tender and corrigenda		
17	Manpower and equipment deployment plan		
18	Sample hygiene and waste-management plan		

Annexure III Experience Statement

No.	Client and contact	Nature/location of facility	Contract period	Average daily users	Annual value	Performance certificate reference
1						
2						
3						

Attach work order/contract and a certificate from the client stating period, approximate users, value and satisfactory performance. The University may contact the client.

Annexure IV Declarations and Ethical Undertaking

On the bidder's letterhead

1. I/We have examined the complete tender, site conditions and all corrigenda and accept them without reservation.
2. I/We have not altered the tender document and have not placed any price in the Technical Bid.
3. I/We are not debarred or blacklisted on the bid submission date by any Central/State Government, public authority, Central University or publicly funded institution. Details of any past debarment are attached.
4. No contract of ours was terminated during the preceding three years for fraud, serious food-safety violation or wilful abandonment, except as fully disclosed in an attached statement.
5. Neither the bidder nor its personnel will offer any gift, commission, inducement or improper benefit, collude with another bidder, or seek confidential evaluation information.
6. We have disclosed all actual or potential conflicts of interest and any near relative of the proprietor/partners/directors employed by Tripura University who is connected with this procurement.
7. We shall maintain vegetarian/non-vegetarian segregation, hygiene, lawful employment practices and all licences throughout the contract.
8. We understand that false or concealed material information may result in rejection, termination, recovery and debarment proceedings in accordance with law.

Place/Date: _____

Authorised signature and seal:

Annexure V Site Visit and Capacity Declaration

I/We confirm that we have inspected the canteen premises on _____ / consciously elected not to inspect despite the opportunity. We have assessed access, area, utilities, storage, equipment, staffing, service hours, waste handling and customer profile. We understand that the approximate campus population is not a guarantee of sales or revenue and our bid is commercially sustainable without any minimum-business assurance.

Authorised signature and seal: _____

Annexure VI Menu Portion Ceiling Rate and Financial Bid Schedule

Part A Commercial acceptance

Charge	University-approved basis	Bidder acceptance
Monthly licence fee	₹ 2.00 per sq. ft. × 4000 sq. ft. plus applicable taxes for 1 st Year ₹ 3.00 per sq. ft. × 4000 sq. ft. plus applicable taxes for 2 nd year ₹ 4.00 per sq. ft. × 4000 sq. ft. plus applicable taxes for 3 rd year	Accepted / Not accepted
Electricity	Actual sub-meter consumption at University tariff/method	Accepted / Not accepted
Water	[Included / actual / fixed ₹300.00 PM	Accepted / Not accepted
Performance security	As stated in Approval Sheet	Accepted / Not accepted

Authorised signature and seal: _____

Annexure VII Minimum Equipment and Deployment Plan

Category	Bidder shall specify quantity and details
Management	Responsible canteen manager and shift coverage
Kitchen staff	Cooks, assistant cooks and preparation helpers
Service and cleaning	Servers, counter staff, utensil washers and cleaners
Cooking equipment	Commercial LPG system, burners, exhaust-compatible equipment, refrigerators/freezers and hot holding
Utensils	Separate colour-coded vegetarian and non-vegetarian preparation/service sets
Safety	Fire extinguishers suitable for kitchen hazards, first-aid kit, emergency contacts and PPE
Hygiene	Handwashing, covered bins, cleaning system, pest-control plan and thermometers

Category	Bidder shall specify quantity and details
Payments	Cash receipt and UPI/digital payment facility

Annexure VIII Form of Agreement

This Agreement is executed at Agartala on _____ 2026 between Tripura University, a Central University established under the Tripura University Act, 2006, having its office at Suryamaninagar, Tripura 799022, acting through its Registrar/authorised officer (the University), and _____, a _____ having its registered address at _____, acting through _____ duly authorised (the Contractor).

Whereas the University invited bids under Tender No. _____; the Contractor submitted its bid dated _____; and the University accepted the bid through Letter of Award No. _____ dated _____.

The parties agree as follows:

1. The tender, corrigenda, accepted Technical Bid, accepted Financial Bid, Letter of Award, work order, inventory and this Agreement form one contract and are incorporated by reference.
2. The Contractor shall operate and manage the University Canteen for the period from _____ to _____ in accordance with the contract.
3. The approved rates, licence fee, utilities, performance security and commencement obligations are those stated in the accepted bid and Letter of Award.
4. The University shall provide access to the identified premises and available assets, subject to the limited licence and inventory conditions of the tender.
5. Monitoring, deductions, suspension, termination, indemnity, insurance, force majeure, dispute resolution and jurisdiction are governed by the tender.
6. The Contractor's authorised representative is _____, mobile _____, email _____. The University contract administrator is _____, mobile _____, email _____.
7. Any amendment shall be written, signed by authorised representatives and approved by the competent authority.

For Tripura University

For the Contractor

Name: _____

Name: _____

Designation: _____

Designation: _____

Signature and seal: _____

Signature and seal: _____

Witness 1: _____

Witness 2: _____

Annexure IX Handover Inventory and Condition Report

No.	Asset or area	Quantity	Condition at handover	Condition at return	Remarks
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					

Meter readings at handover: Electricity _____ Water _____

Keys/access _____ devices _____ handed _____ over:

Jointly signed on _____ by University representative _____ and Contractor representative _____.

Annexure X Monthly Compliance Statement

Compliance item	Month status and supporting reference
FSSAI/trade licence valid	
Employees deployed and changes reported	
Police verification and medical fitness current	
Wages paid through bank	
EPF/ESI and statutory dues deposited where applicable	
Pest control and deep cleaning completed	
Food/water test, if scheduled	
Complaints received/resolved	
Licence fee and utilities paid	
Accidents, illness or safety incidents	
Waste and used-oil disposal records	

SECTION - III

INSTRUCTIONS TO BIDDERS

Tripura University (A Central University), Suryamaninagar, Agartala, Tripura invites E-tenders for: **“Subject: - Operation and Management of the University Canteen at Suryamaninagar Campus”** as per details given in the tender document uploaded on <https://eprocure.gov.in/eprocure/app>.

The offers, in the prescribed format, shall be submitted online at <https://eprocure.gov.in/eprocure/app> as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending bidders must be registered with e-tender website <https://eprocure.gov.in/eprocure/app>.

The tender document is also available on Tripura University (A Central University) website: <https://www.tripurauniv.ac.in/> for reference and viewing only but not for submission. **However, for the purpose of submission, the website <https://eprocure.gov.in/eprocure/app> should be referred to NIT (notice inviting tender).**

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-tender Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

Bidders are required to enroll on the e-Procurement Portal (<https://eprocure.gov.in/eprocure/app>).

1. with clicking on the link **“Online bidder Registration”** on the e-tender Portal by paying the requisite **Registration fee through online banking.**
2. As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate **(Only Class III Certificates with signing + encryption key usage)** issued by any Certifying Authority recognized by CCA India (e.g. Sify/ TCS/ nCode/ eMudhra 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. Bidder 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.
7. The scanned copies of all original documents should be uploaded on portal.