

बिड दस्तावेज़ / Bid Document

| बिड विवरण / Bid Details | |
|--|--|
| बिड बंद होने की तारीख/समय / Bid End Date/Time | 07-05-2026 11:00:00 |
| बिड खुलने की तारीख/समय / Bid Opening Date/Time | 07-05-2026 11:30:00 |
| बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date) | 150 (Days) |
| मंत्रालय/राज्य का नाम / Ministry/State Name | Gujarat |
| विभाग का नाम / Department Name | Education Department Gujarat |
| संगठन का नाम / Organisation Name | University Library Veer Narmad South Gujarat University |
| कार्यालय का नाम / Office Name | Estate |
| वस्तु श्रेणी / Item Category | Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian; Breakfast; Inside Building Premises (exclusive for employees/ patients/ in house personnel) , Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian; Lunch; Inside Building Premises (exclusive for employees/ patients/ in house personnel) , Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian; Dinner; Inside Building Premises (exclusive for employees/ patients/ in house personnel) |
| अनुबंध अवधि / Contract Period | 1 Year(s) |
| बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years) | 221 Lakh (s) |
| उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service | 3 Year (s) |
| इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required | Yes |
| वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover | Yes Complete |
| स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover | Yes Complete |

| बिड विवरण/Bid Details | |
|---|--|
| विक्रेता से मांगे गए दस्तावेज़/Document required from seller | Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer |
| क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid? | Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in) |
| बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension | 3 |
| दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended | 3 |
| ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count | 1 |
| बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled | Yes |
| रिवर्स नीलामी योग्यता नियम/RA Qualification Rule | H1-Highest Priced Bid Elimination |
| बिड का प्रकार/Type of Bid | Two Packet Bid |
| तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation | 3 Days |
| अनुमानित बिड मूल्य / Estimated Bid Value | 11050000 |
| मूल्यांकन पद्धति/Evaluation Method | Total value wise evaluation |
| मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required | Yes |
| मध्यस्थता खंड/Arbitration Clause | No |
| सुलह खंड/Mediation Clause | No |

ईएमडी विवरण/EMD Detail

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|-----------------------------|---------------------|
| एडवाइजरी बैंक/Advisory Bank | State Bank of India |
| ईएमडी राशि/EMD Amount | 300000 |

ईपीबीजी विवरण /ePBG Detail

| | |
|--|---------------------|
| एडवाइजरी बैंक/Advisory Bank | State Bank of India |
| ईपीबीजी प्रतिशत (%) / ePBG Percentage (%) | 2.00 |
| ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months). | 14 |

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Registrar
Veer Narmad South Gujarat University, Surat
(Registrar)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

| | |
|-------------------------------|-----|
| एमआईआई अनुपालन/MII Compliance | Yes |
|-------------------------------|-----|

एमएसई खरीद वरीयता/MSE Purchase Preference

| | |
|--|-----|
| एमएसई खरीद वरीयता/MSE Purchase Preference | Yes |
| सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X% | 15 |

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall

upload the supporting documents to prove his eligibility for Relaxation.

5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

7. Purchase preference to Micro and Small Enterprises (MSEs) from the State of Bid Inviting Authority: Purchase preference will be given to MSEs as Micro and Small Enterprises from the State of Bid Inviting Authority. If the bidder wants to avail the Purchase preference, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+15% of margin of purchase preference /price band defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

8. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

9. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

10. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

11. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Annual Turnover and Profit Requirement:As per BID ATC

Number (up to 100%) of service provided in the past year to government agencies with minimum footfall.:As per BID ATC

Minimum Years (Up To 5 Years) Of Experience in Related Field:As per BID ATC

Scope of Work:[1776752233.pdf](#)

Menu Items:[1776752236.pdf](#)

Pre Bid Detail(s)

| | |
|--|-------------------------------------|
| मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time | प्री-बिड स्थान/Pre-Bid Venue |
|--|-------------------------------------|

28-04-2026 16:00:00

Purchase Cell, Veer Narmad South Gujarat University, Surat. (online link : VNSGU Purchase Cell General Meeting Link <https://meet.google.com/gbx-krwp-czt>) Contact No. 0261-2203042**Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian; Breakfast; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) (1)****तकनीकी विशिष्टियाँ /Technical Specifications**

| विवरण/ Specification | मूल्य/ Values |
|---|--|
| कोर / Core | |
| Type of Diet | Vegetarian |
| Type of Meal | Breakfast |
| Type of Canteen Space | Inside Building Premises (exclusive for employees/ patients/ in house personnel) |
| Electricity Charges | To be provided by Service Provider |
| Cooking Gas Charges | To be provided by Service Provider |
| Water Charges | To be provided by Service Provider |
| Basic Furniture | To be provided by Buyer |
| Canteen's Operational Days in a week | 7 days a week |
| Cooking Equipments | To be provided by Service Provider |
| Essential Crockery | To be provided by Service Provider |
| Canteen Staff | To be provided by Service Provider |
| Distribution/ Serving Style | From single point - (canteen establishment) |
| Uniform for Canteen Staff | To be provided by Service Provider |
| Display Shelf | To be provided by Service Provider |
| Smart Vending Machines | Not Required |
| Raw Material | To be provided by Service Provider |
| एडऑन /Addon(s) | |
| अतिरिक्त विवरण /Additional Details | |
| Canteen Start Time | 7:00 AM |
| Canteen End Time | 8:00 PM |

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

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|--|----|
| क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer | No |
|--|----|

अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

| क्र.सं./S.N o. | परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer | पता/Address | Quantity | अतिरिक्त आवश्यकता /Additional Requirement |
|-------------------|---|---|-------------------------------|---|
| 1 | Bhatt Yashodhara | 395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat | Project / Lumpsum Based | <ul style="list-style-type: none"> Total Canteen Space (In Sqft) : 12000 Total No of Employees/ Individuals/ Footfall to be served per day : 500 Monthly License Fee : 5000 Duration in Months : 12 Working Days in a Month : 30 |

Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian; Lunch; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

| विवरण/ Specification | मूल्य/ Values |
|--------------------------------------|--|
| कोर / Core | |
| Type of Diet | Vegetarian |
| Type of Meal | Lunch |
| Type of Canteen Space | Inside Building Premises (exclusive for employees/ patients/ in house personnel) |
| Electricity Charges | To be provided by Service Provider |
| Cooking Gas Charges | To be provided by Service Provider |
| Water Charges | To be provided by Service Provider |
| Basic Furniture | To be provided by Buyer |
| Canteen's Operational Days in a week | 7 days a week |
| Cooking Equipments | To be provided by Service Provider |
| Essential Crockery | To be provided by Service Provider |
| Canteen Staff | To be provided by Service Provider |
| Distribution/ Serving Style | From single point - (canteen establishment) |
| Uniform for Canteen Staff | To be provided by Service Provider |

| विवरण/ Specification | मूल्य/ Values |
|---|------------------------------------|
| Display Shelf | To be provided by Service Provider |
| Smart Vending Machines | Not Required |
| Raw Material | To be provided by Service Provider |
| एडऑन /Addon(s) | |
| अतिरिक्त विवरण /Additional Details | |
| Canteen Start Time | 7:00 AM |
| Canteen End Time | 8:00 PM |

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

| | |
|--|----|
| क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer | No |
|--|----|

अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

| क्र.सं./S.N o. | परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer | पता/Address | Quantity | अतिरिक्त आवश्यकता /Additional Requirement |
|----------------|---|---|-------------------------|---|
| 1 | Bhatt Yashodhara | 395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat | Project / Lumpsum Based | <ul style="list-style-type: none"> Total Canteen Space (In Sqft) : 12000 Total No of Employees/ Individuals/ Footfall to be served per day : 500 Monthly License Fee : 5000 Duration in Months : 12 Working Days in a Month : 30 |

Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian; Dinner; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

| विवरण/ Specification | मूल्य/ Values |
|----------------------|---------------|
| कोर / Core | |

| विवरण/ Specification | मूल्य/ Values |
|---|--|
| Type of Diet | Vegetarian |
| Type of Meal | Dinner |
| Type of Canteen Space | Inside Building Premises (exclusive for employees/ patients/ in house personnel) |
| Electricity Charges | To be provided by Service Provider |
| Cooking Gas Charges | To be provided by Service Provider |
| Water Charges | To be provided by Service Provider |
| Basic Furniture | To be provided by Buyer |
| Canteen's Operational Days in a week | 7 days a week |
| Cooking Equipments | To be provided by Service Provider |
| Essential Crockery | To be provided by Service Provider |
| Canteen Staff | To be provided by Service Provider |
| Distribution/ Serving Style | From single point - (canteen establishment) |
| Uniform for Canteen Staff | To be provided by Service Provider |
| Display Shelf | To be provided by Service Provider |
| Smart Vending Machines | Not Required |
| Raw Material | To be provided by Service Provider |
| एडऑन /Addon(s) | |
| अतिरिक्त विवरण /Additional Details | |
| Canteen Start Time | 7:00 AM |
| Canteen End Time | 8:00 PM |

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

| | |
|--|----|
| क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer | No |
|--|----|

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

| क्र.सं./S.N o. | परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer | पता/Address | Quantity | अतिरिक्त आवश्यकता /Additional Requirement |
|-------------------|---|-------------|----------|---|
|-------------------|---|-------------|----------|---|

| क्र.सं./S.No. | परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer | पता/Address | Quantity | अतिरिक्त आवश्यकता /Additional Requirement |
|---------------|---|---|-------------------------|---|
| 1 | Bhatt Yashodhara | 395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat | Project / Lumpsum Based | <ul style="list-style-type: none"> Total Canteen Space (In Sqft) : 12000 Total No of Employees/ Individuals/ Footfall to be served per day : 500 Monthly License Fee : 5000 Duration in Months : 12 Working Days in a Month : 30 |

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

4. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

5. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

6. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its

outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**

- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---



**BOYS' AND GIRLS' HOSTEL MESS – VN SGU
SURAT (ZERO-COST CONTRACT – STUDENTS
PAY DIRECTLY)**

Part A – Scope of Work

For Boys' and Girls' Hostel Mess – Veer Narmad South Gujarat University (VNSGU)

(Zero-Cost Contract – Students Pay Directly)

1. Objective

The contractor shall manage and operate the hostel mess services for the **Boys' and Girls' Hostels** of Veer Narmad South Gujarat University (VNSGU) campus on a **zero-cost basis** to the University.

All mess charges shall be paid directly by the students to the contractor. The contractor shall collect mess payments directly from students through the approved meal-pass / card system as specified under *Payment Terms*.

The University will monitor service quality, cleanliness, food safety, and compliance with approved standards.

2. Main Responsibilities

1. Meal Service

- Provide **breakfast, lunch, and dinner** as per the approved weekly menu.
- Food must be fresh, tasty, and served in adequate quantity.
- Meals shall be served punctually as per the approved hostel timings.
- Use only **fresh, good-quality raw materials**; reuse of leftover food is strictly prohibited.

2. Cleanliness and Hygiene

- Maintain proper cleanliness in the **kitchen, dining hall, and surrounding areas**.
- Cleaning shall be carried out **regularly as per University instructions** and will be open for inspection.
- All staff must wear **clean clothes, aprons, gloves, and caps** while on duty.

3. Safety and Sanitation

- Ensure safe handling of LPG, electrical appliances, and cooking equipment.

- Keep **fire extinguishers, first-aid kits, and pest control arrangements** in working condition.
- Dispose of food waste daily in the designated bins following University environmental guidelines.

4. Discipline and Behavior

- Mess staff must maintain proper discipline, politeness, and respectful behavior toward students and hostel staff.
- Any misconduct, indiscipline, or misbehavior will lead to penalties or termination.

3. Feedback and Quality Monitoring

- A **QR code / Google Form** will be displayed in the dining hall for students to record feedback on **food quality, hygiene, and service**.
- Feedback will be reviewed monthly by the **Hostel Mess Committee**.
- Evaluation and penalties will follow the **GeM Service Level Agreement (SLA)** under “Canteen / Mess Services.”
- If the average feedback score in the **range of 1-5 falls below 3.0**, penalties will be imposed as per GeM SLA conditions, which will be deducted from the epgb/ security deposit

4. GeM SLA – Performance and Penalty Conditions

| Sr. No. | Nature of Deficiency | 1st Instance (₹) | 2nd Instance (₹) | Repeated Violation |
|---------|--|------------------|------------------|-------------------------|
| 1 | Deficiency in the quality of food items prepared | 5,000 | 15,000 | Termination of Contract |
| 2 | Deficiency in cleanliness and maintenance of hygiene in the kitchen area | 5,000 | 15,000 | Termination of Contract |
| 3 | Deficiency in cleanliness and maintenance of the dining area | 5,000 | 15,000 | Termination of Contract |

| | | | | |
|---|---|-------|--------|-----------------------------------|
| 4 | Deficiency in cleanliness and maintenance of the outside area, including disposal of waste material | 5,000 | 15,000 | 25,000 or Termination of Contract |
| 5 | Misconduct of persons engaged by the licensee for the canteen/ Mess | 5,000 | 15,000 | 25,000 or Termination of Contract |
| 6 | Non-adherence to approved rates/menu | 5,000 | 15,000 | 25,000 or Termination of Contract |

Note: Penalties will be imposed as per the GeM SLA framework and the University Hostel Mess Committee's verified reports. Repeated non-compliance may lead to termination and forfeiture of performance security.

5. Record and Inspection

- The contractor shall maintain all cleanliness and service records as per University instructions.
 - The **Hostel Warden** and **University representative** may conduct inspections without prior notice.
 - Observations and feedback reports will form the basis for evaluation, penalty, or contract renewal decisions.
-

6. License and Utilities

- The successful contractor shall execute a **License Agreement** with the University's Estate Department for the use of the mess premises with fees as per the bid document.
 - The contractor shall pay **monthly rent (if applicable)** and **actual water and electricity charges** as per University billing.
-

7. Contract Duration

- The contract shall remain valid for **12 months (one academic year)**.

- It may be extended up to **two (2) years** based on satisfactory performance, food quality, hygiene, and feedback.
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8. Sustainability and Waste Disposal

- The contractor shall **segregate wet and dry waste** and dispose of it daily as per **University and local municipal guidelines**.
 - Use of **plastic plates, cups, or bottles** is **strictly prohibited**. Only **steel or eco-friendly materials** shall be used for serving food and beverages.
 - The **University will provide** the mess premises, including the **outdoor washing area, kitchen, toilets, and other related facilities**, in good and working condition at the start of the contract.
 - The contractor shall maintain these areas properly throughout the contract period.
 - If **any damage** occurs to the provided facilities or equipment due to the contractor's usage or negligence, the **contractor must repair or restore it immediately at his own cost**, ensuring that **cleanliness and hygiene are not affected** at any time.
-

9. Termination

- The University reserves the right to **terminate the contract** for repeated food-quality issues, poor hygiene, or violation of contract conditions.
 - In such cases, the **Performance Security (E-PBG)** will be forfeited as per GeM and University rules.
-

10. Approved Weekly Menu

| Weekly Menu | | | |
|------------------|---|---|---|
| Day | Breakfast | Lunch | Dinner |
| Monday | Tea-Coffee, Poha/ Basket Chat/Kathor Chat (200gm) | Dal-Rice/Kadhi- Khichdi, Palak Bataka / Palak Paneer, Roti, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Dal Baati / Mix Veg Pulao, Rice |
| Tuesday | Tea-Coffee, Idli Sambhar/Makai Bhel/Veg Frankie (200gm/ 2 pcs.) | Dal-Rice, Shak (Vatana Bataka / Turiya Bataka), Roti, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Khichdi-Kadhi, Mix Veg/Lasaniya Bataka, Roti/Paratha |
| Wednesday | Tea-Coffee, Aloo Paratha/Aloo Puri/Chinese Samosa (200gm/ 2-3 pcs.) | Dal-Rice, Funs- Bataka-Tameta/ Funs-Bataka-Paneer, Roti, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Masala Rice, Rajma with Gravy/Kofta, Roti/Paratha,Salad |
| Thursday | Tea-Coffee, Methi Thepla/Samosa/ Veg Puff/ Fruit (200gm/ 2pcs.) | Khichdi- Kadhi, Dudhi Bataka/Dudhi Chana, Roti, Chhash (1 Glass), Athanu, Papad (1 pcs.) | JeeraRice,DalFry,Punjabi Shak,Roti/Partha/Puri, GulabJamun/Cream Salad/Pinepple Matho/ American Matho |
| Friday | Tea-Coffee, Idli Sambhar/ Mix Bhajiya/Appam (200gm/ 2 pcs.) | Dal-Rice, Methi- Tameta-Bataka/Methi- Bataka, Roti, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Dal Bhat,Suka Vatana with Sev,Roti/Partha,Salad |
| Saturday | Tea-Coffee, Samosa nana/ Chole Puri/ Vaghareli Khichdi /Fruit(200gm/ 2- 3 pcs.) | Dal-Rice/ Kadhi- Khichdi, Batakani Suki Bhaji, Roti, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Chhole Bhatore/puri,Masala Rice,Salad |
| Sunday | Tea-Coffee, Bataka Vada/Veg Chilla (200gm/ 2-3 pcs.) | Kadhi-Khichdi Shak Capicum-Chana with Paneer,Roti, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Dal Bhat,Flower Vatana,Roti/Partha. |

| Weekly Menu | | | |
|--------------------|--|--|---|
| Day | Breakfast | Lunch | Dinner |
| Monday | Tea-Coffee Uttapam/Veg Sandwich/Veg Puda(200gm/2-3 pcs) | Dal-Rice/Kadhi-Khichdi, (Bhinda Bataka/ Bhinda Masala/ Fansi- Bataka),Roti, Chhas (1 Glass), Athanu, Papad (1 pcs.) | Rajama/Suki Batakani Bhaji, Chaval, Raitu, Papad |
| Tuesday | Tea-Coffee Khaman/Khamni/Sev Ushal(200gm) | Dal-Rice, Shak (Ringan- Bataka-Tameta/Parvar- Bataka), Roti, Chhas (1 Glass), Athanu, Papad (1 pcs.) | Masala Rice, Saak, (Dudhi- Chanani Daal/Fangavela Kathol), Roti/Bhakhari, Salad |
| Wednesday | Tea-Coffee Upama/Ragda Petis(200gm) | Dal-Rice/Kadhi- Khichdi,Sak(Flower- Bataka-Tameta/Mix Veg.), Roti, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Dal-Rice Sak (Sev Tameta/Kabuli Chana/Kala Chana), Roti/Paratha |
| Thursday | Tea-Coffee Idli/Dhokla (200gm/2-3pcs) | Dal-Rice,Sak(Tindola- Bataka/Bharela Marcha) Roti, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Veg-Biriyani, Paneer Bhurji, Raytu, Rasgulla/Dudhino Halvo/Dudhpak/An gur Rabdi, Paratha/Roti |
| Friday | Tea-Coffee Idla/Fangavel Katholni Chaat(200gm) | Khichadi, (Kanda batakanu raswadu/ vatana-bataka-paneer), roti, chhas(1-Glass), Athanu, papad(1 pcs) | Vagharela Rice, Suki Choli/Panch Kutiyu Seasonal, Roti/Paratha, Salad |
| Saturday | Tea-Coffee Dudhina/ Methina Muthiya (200gm) | Dal-Rice (kobi-Bataka- Tameta/Ravaiya Bharela), Roti, Chhas(1 Glass), Athanu, papad(1 pcs) | Masal-Rice Sak (Suka Vatana/Chola Wali Magni Daal), Roti/Paratha, Salad |
| Sunday | Tea-Coffee, Aalu Tikii/Pasta (200gm/ 2- 3 pcs) | Dal-Rice(Green Vegetable/Sev Tameta), Roti, Chhas(1 Glass), Athanu, papad (1 pcs) | Chhole Bhatore, Veg Pulav, Salad |

| Weekly Menu | | | |
|--------------------|--|---|---|
| Day | Breakfast | Lunch | Dinner |
| Monday | Tea-coffee, Mehthina puda/Thepla (200gm/2-3 pcs) | Dal-Rice/Kadhi-Khichdi, Seasonal Mix Vegetable/ Ringan Bataka, Rotli, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Dal-Rice, Kathol Mix/Kaju Masala, Rotli/Bhakhari, Salad |
| Tuesday | Tea-coffee Sandwich/Bataka Pauva (200 gm /2-3pcs) | Dal-Rice, Shaak (vatana - Bataka-Tameta), Rotli, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Khichadi-Kadhi, Rajma/Kolimethi, Rotli /Paratha |
| Wednesday | Tea-coffee Panjabi Samosa/Dabeli (2-3pcs) | Dal-Rice, Shaak (Cobi-Bataka-Tameta), Rotli, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Pav-Bhaji, Mix Veg/Rasavala Mag, Paneer Pulav |
| Thursday | Tea-coffee Dalvada/Bhel Upma (200 gm/2-3 pcs) | Khichdi-Kadhi, Shaak (Flower-Bataka-Tameta), Rotli, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Dal-Rice, Mix Kathol/Mag/Chana/Chana Masala, Rotli/Paratha, Salad |
| Friday | Tea-coffee Veg Rava puda/Idli/Dhokla (200 gm/2-3pcs) | Dal-Rice, Shaak (Batakani Suki Bhaji/Parval Bataka), Rotli, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Veg. Pulav, Bundi nu Raitu, Mix Vegetable with Paneer /Paneer Masala, Rotli/Paratha |
| Saturday | Tea-coffee Cutlet/Veg Parathav (2-3pcs) | Dal-Rice/ Kadhi- Khichdi, Shaak (Sukvaal with Gravy/Tindola Bataka), Rotli, Chhash (1 Glass), Athanu, Papad (1 pcs.), Keri no Ras | Dal-Rice Mag/Soyabin/Guvar-Bataka, Rotli/Paratha, Salad |
| Sunday | Tea-coffee Patties/Aloo Paratha (200 gm /2-3pcs) | Dal-Rice, Bataka Tameta, Rotli, Chhash (1 Glass), Athanu, Papad (1 pcs.) | Khichdi-Kadhi, Aakha Masoor with Gravy/Paneer, Rotli/Paratha, Salad |

Seasonal Menu Variation and Nutritional Standards

- The University reserves the right to modify the menu based on seasonal availability and student feedback.
- All menu items are unlimited unless otherwise specified.
- The contractor may make **minor seasonal variations** in the menu (for example, changing vegetables, fruits, or specific regional dishes) in consultation with the **Hostel Mess Committee**.

- Any such variation shall ensure that the **overall nutritional composition** of the meals remains balanced and consistent with the **ICMR–NIN Recommended Dietary Allowances (2020)** or other **nationally accepted nutrition standards** for adults aged 18–40 years.
 - Each day’s meals shall continue to provide approximately **1,800–2,200 kcal, 55–65 g protein, 50–70 g fat**, and **adequate carbohydrates and fibre** as per approved dietary guidelines.
 - The **portion size and nutritional equivalence** must be maintained even if individual items change due to seasonal availability or cost factors.
 - The revised menu shall be submitted to the **Hostel Mess Committee** for approval before implementation for the new season.
-

10. Facilities, Utensils, and Equipment Responsibility

1. The **contractor shall supply, install, and maintain** all necessary **utensils, serving equipment, and operational facilities** required for the smooth functioning of the hostel mess at his own cost.
2. The contractor shall ensure availability and proper upkeep of the following minimum facilities and equipment throughout the contract period:
 - **Cooking utensils** – pots, pans, pressure cookers, ladles, spoons, knives, chopping boards, etc.
 - **Serving utensils and cutlery** – plates, bowls, glasses, tumblers, trays, jugs, and serving spoons (of stainless steel).
 - **Food service counters** – clean and organized serving tables/counters with **heating or warming arrangement** to maintain safe serving temperature.
 - **Hand wash area** – with running water, liquid soap dispenser, and paper towel/clean cloth towel/air dryer facility for staff and students.
 - **Insect and pest control devices** – electric **insect catcher/fly trap** and periodic pest control treatment to maintain hygiene.
 - **Storage racks and bins** – for clean storage of raw materials, dry goods, and segregated waste.
 - **Waste bins** – colour-coded (wet/dry) bins with lids at all service and preparation areas.
 - **Aprons, gloves, and caps** – for all food-handling staff (mandatory during service and cooking).

3. The **University shall provide the mess premises** (kitchen, washing area, dining space, and toilets) in usable condition at the beginning of the contract.
 - The **contractor shall maintain** these facilities in **clean and working condition** at all times.
 - Any **damage, breakage, or malfunction** arising from contractor's use or negligence shall be **repaired or replaced immediately** at the contractor's own cost to ensure that **cleanliness and hygiene are not affected**.
4. The **Hostel Mess Committee / University officials** may inspect utensils, equipment, and cleanliness at any time. Failure to maintain proper standards shall attract penalties as per the **Service Level Agreement (SLA)**.

Part B – Service Level Agreement (SLA) (Zero-Cost Contract – Students Pay Directly)

Section A – Acceptance of GeM SLA

1. Applicability of GeM SLA

Services under this tender shall be governed by the *Standard Service Level Agreement (SLA)* prescribed in the GeM category “Canteen / Mess / Catering Services.”

2. Binding Effect

All hygiene, manpower, feedback, and penalty provisions defined in the GeM SLA apply to this contract in addition to University-specific clauses.

3. Acceptance by Vendor

By submitting the bid, the Vendor unconditionally accepts the applicability of the GeM SLA and undertakes to follow it throughout the contract period.

4. Breach and Action

Any violation of the GeM SLA will be treated as breach of contract and dealt with as per GeM and University rules.

Section B – University-Specific Conditions for Hostel Mess Services

1. Zero-Cost Operation

- The mess shall operate on a *zero-cost* basis to the University.
- Students shall pay mess charges directly to the Vendor.
- The University will supervise quality and compliance only.

2. Hygiene and Food Safety

- All food preparation and service shall comply with **FSSAI** standards and conditions stated in *Part A (Scope of Work)*.
- Daily cleaning of kitchen, dining, and washing areas is mandatory.
- Waste must be segregated and disposed of at designated points.
- Staff must wear clean uniforms, gloves, and caps with ID cards.
- Use of unsafe or sub-standard ingredients will attract action under GeM SLA.

3. Cleanliness of Premises and Outdoor Area

- Kitchen, dining area, and surroundings must remain clean and odor-free.
- Proper covered bins and daily disposal are compulsory.

4. Inspection and Monitoring by University

- The **Hostel Mess Monitoring Committee**, Warden, or University representative may inspect operations anytime.
- Directions issued after inspection must be implemented within the specified period.
- Repeated non-compliance will be treated as breach of SLA.

5. Food Safety Inspector / Government Health Authority Visits

- The mess premises are subject to inspection by officials of the **Gujarat State Food and Drug Control Administration (FDCA), Municipal Health Department (Surat Municipal Corporation)**, or any other **local self-government / food-safety authority**.
- If any penalty, fine, or legal action is imposed due to unhygienic conditions, malpractice, adulteration, sale of unsafe food, or any food-related offence, the **entire financial and legal liability shall rest with the contractor**.
- If the kitchen is **sealed** or operations are suspended by any Food Inspector, the contractor shall **immediately arrange alternative safe food supply** for all hostel students **at his own cost** until the issue is resolved and the kitchen is reopened.
- Any illness, food poisoning, or complaint caused by spoiled or unsafe food shall make the contractor **liable for medical expenses, penalties, and any further disciplinary action, including termination** as per University and GeM rules.

6. Feedback and Service Improvement

- Student feedback shall be collected monthly through a **Google Form / QR system** as per GeM SLA.
- Average score must remain **≥ 3.5 out of 5**.
- Corrective action must be taken within ten (10) days of written notice.
- Repeated poor feedback may lead to termination.

7. Payments to University (Estate and Utilities)

- Vendor shall pay:
 - a. ₹ 2,000 per month as overhead charge; and
 - b. actual water, electricity, and LPG charges as billed.
- All dues must be cleared by the **10 th** day of each month through electronic transfer in favour of *Registrar, VNSGU*.
- Delay beyond ten days will attract action as per GeM SLA and may lead to suspension.

8. Records and Documentation

- Maintain hygiene logs, staff medical certificates, attendance records, and copies of student feedback.
- Records must be available for inspection at any time by University or government officials.

9. Safety and Statutory Compliance

- Vendor shall comply with **Food Safety, Labour, and Fire Safety** laws.
- Fire-extinguishers and first-aid kits must remain serviceable.
- Contractor is fully responsible for accidents, illness, or property damage arising from negligence.

10. Authority and Interpretation

- In all matters of interpretation or enforcement of this SLA, the decision of the **Hon'ble Vice-Chancellor, VNSGU** shall be final and binding.

Section C – Detailed SLA and General Terms

A. Performance Monitoring and Penalty Matrix

| No. | Nature of Deficiency | 1st Instance (₹) | 2nd Instance (₹) | 3rd Instance / Repeated Violation |
|-----|--|------------------|------------------|--|
| 1 | Deficiency in quality of food items prepared | 5,000 | 15,000 | Termination of Contract |
| 2 | Deficiency in cleanliness / maintenance of hygiene in kitchen area | 5,000 | 15,000 | Termination of Contract |
| 3 | Deficiency in cleanliness / maintenance of dining area | 5,000 | 15,000 | Termination of Contract |
| 4 | Deficiency in cleanliness / maintenance of outside area including waste disposal | 5,000 | 15,000 | 25,000 or Termination |
| 5 | Misconduct of persons engaged by the Vendor | 5,000 | 15,000 | 25,000 or Termination |
| 6 | Non-adherence to approved rates / menu | 5,000 | 15,000 | 25,000 or Termination |
| 7 | Average student feedback below 3.5 for two consecutive months | 10,000 | 20,000 | Termination of Contract |
| 8 | Penalty or adverse report by Food Inspector / Health Authority due to adulteration, unhygienic conditions, or spoiled food | 25,000 | 50,000 | Termination of Contract and Recovery of All Official Penalties |

Notes:

- All penalties will be imposed as per GeM SLA framework and University rules.
- Any government-imposed fine or cost due to contractor's fault will be fully recovered from the contractor.
- Repeated or serious lapses may result in termination and forfeiture of Performance Security (E-PBG).

B. Corrective Action Procedure

1. Written notice will specify observed deficiencies and correction time.
2. Vendor must rectify within **48 hours** and confirm compliance.
3. Failure to correct or recurrence will lead to higher penalty or termination.

C – General Contract Terms

[A] Contract Period and Renewal

1. The contract shall remain valid for **twelve (12) months** from the date of commencement.
2. Based on satisfactory performance, hygiene compliance, and positive feedback, the University may extend the contract for up to **two (2) additional years**, one year at a time, on the same or mutually agreed terms.
3. The University reserves the right to review, modify, or terminate the arrangement at any time in the interest of students or campus administration.

[B] Sub-letting and Assignment

1. The Vendor shall **not assign, transfer, or sub-let** any portion of mess operations without prior written approval from the Registrar.
2. Unauthorized delegation or subcontracting shall render the contract **void ab initio** and may lead to immediate termination and forfeiture of deposits.

[C] Payment Responsibilities

1. The Vendor shall pay:
 - A fixed monthly licence fee as per the bid document
 - Actual **electricity, water, and LPG** charges as billed by the University.
2. All dues shall be cleared by the **10th day of each month** via electronic transfer in favour of the *Registrar, Veer Narmad South Gujarat University*.
3. Delay in payment beyond ten (10) days shall attract penal action or suspension of operations as per GeM SLA.

[D] Taxes and Statutory Compliance

1. The Vendor shall bear all **applicable taxes, levies, and statutory dues** arising from business operations.
2. The University shall not be responsible for any non-compliance, fine, or claim by government authorities under labour, GST, or food-safety laws.

[E] Insurance and Indemnity

1. The Vendor shall maintain **insurance coverage** for employees, kitchen equipment, and public liability.
2. The Vendor shall **indemnify the University** against any claim, penalty, or damage arising from negligence, food safety violations, or breach of laws.

[F] Compliance with Laws and University Rules

1. All operations shall comply with:
 - The **Food Safety and Standards Act, 2006** and rules framed thereunder,
 - Relevant **Labour Laws**,
 - **Fire and Building Safety Regulations**, and
 - All University and Hostel discipline rules.
2. The Vendor shall be solely responsible for ensuring compliance and obtaining all required licenses and approvals.

[G] Inspection and Audit Rights

1. **University representative**, the **Hostel Mess Monitoring Committee**, or **Government Food/Health Departments** may inspect the premises, records, and hygiene conditions at any time.
 2. Refusal to allow inspection or non-cooperation shall be treated as a **serious breach of contract** and may lead to immediate suspension or termination.
-

[H] Termination of Contract

1. The University may terminate the contract without compensation in any of the following cases:
 - Repeated **food quality or hygiene failures**;
 - **Non-payment** of dues beyond 30 days;
 - **Misconduct** or violation of University rules;
 - **Sub-letting** of operations;
 - **Feedback rating** below 3.5 for two consecutive months;
 - **Violation of Food Safety or GeM SLA** provisions.
 2. Upon termination, the Vendor shall vacate the premises within **seven (7) working days**, hand over all assets in good condition, and settle all dues immediately.
-

[I] Force Majeure

1. Neither party shall be liable for failure to perform obligations due to circumstances beyond reasonable control, such as natural calamities, fire, flood, strikes, lockdowns, or government restrictions.
 2. The affected party must notify the other in writing within **seven (7) days** of such event.
 3. The University reserves the right to review continuation of the contract during extended Force Majeure conditions.
-

[J] Confidentiality and Data Protection

1. All University records, student information, or feedback data obtained during contract performance are **confidential**.
 2. Such data shall not be disclosed or used for any other purpose without written authorization.
 3. Any breach of confidentiality will result in termination and may invite legal action.
-

[K] Dispute Resolution and Jurisdiction

1. In case of dispute, parties shall first attempt resolution through mutual discussion.
 2. If unresolved, the matter shall be referred to **arbitration under the Arbitration and Conciliation Act, 1996.**
 3. The **sole arbitrator** shall be appointed by the Hon'ble **Vice-Chancellor, VNSGU.**
 4. The **venue of arbitration** and **jurisdiction** shall be **Surat, Gujarat.**
-

[L] Final Authority

In all contractual, administrative, or disciplinary matters related to this tender, the decision of the **Hon'ble Vice-Chancellor, Veer Narmad South Gujarat University,** shall be **final and binding** on all parties.

Part C – Payment Terms

For Boys' and Girls' Hostel Mess – Veer Narmad South Gujarat University (VNSGU)

(Zero-Cost Contract – Students Pay Directly)

1. Zero-Cost Model

1. The University shall not make any payment to the Vendor for mess operations.
 2. Hostel students shall pay approved mess charges directly to the Vendor.
 3. The Vendor shall in turn pay fixed overhead and utility charges to the University as defined below.
-

2. Payments Payable to University

1. The Vendor shall pay the licence fee as per the bid document to the University.
 2. In addition, the Vendor shall pay **actual charges for water, electricity, and LPG** consumption as per University billing.
 3. All dues shall be paid **on or before the 10th day of each month** by electronic transfer in favour of *Registrar, Veer Narmad South Gujarat University*.
 4. Proof of payment shall be submitted monthly to the Hostel Warden or Estate Department.
-

3. Late Payment or Default

1. Delay beyond the due date shall attract a **late payment penalty of ₹ 100 per day**, up to a maximum of ₹ 1,000 per month.
 2. Non-payment for two (2) consecutive months will be treated as **material breach of contract**, inviting suspension or termination under the GeM SLA and forfeiture of Performance Security (E-PBG).
 3. Any outstanding dues at termination shall be recovered from the E-PBG or other payments due to the Vendor.
-

4. Utilities and Maintenance

1. Electricity, water, and gas consumption shall be metred or assessed as per actual usage verified by the University.
 2. Maintenance and repair of mess fixtures and utensils shall be borne by the Vendor.
 3. Any damage to University property due to negligence shall be recovered from the Vendor or adjusted against Performance Security.
-

5. Performance Security (E-PBG)

1. The Vendor shall furnish a **Performance Security (E-PBG)** as per GeM norms before commencement of operations.
 2. The E-PBG shall remain valid for the contract period plus sixty (60) days and may be invoked for non-payment, non-compliance, or hygiene violations.
 3. Refund shall be made only after satisfactory completion and clearance of all dues.
-

6. Student Collections and Accounts

1. Students shall pay mess charges directly to the Vendor as per approved rates.
2. To maintain transparency and flexibility, the Vendor shall issue **Meal Coupons (remaining valid for a maximum of 35 days from the date of issue) /Monthly card (A maximum of five cuts with is allowed in the monthly bill)**
3. Coupon /cards shall be **printed by the Vendor**, bearing the **Vendor's stamp, signature, and date of issue**, and numbered serially for record.
4. Students may purchase passes or cards as needed upon payment to the Vendor. No meal shall be served without a valid pass or card.
5. Unused or expired passes or cards shall not be refunded or carried forward.
6. The Vendor shall maintain a simple register recording pass/ card numbers issued, dates, and amounts received to enable verification by the Hostel Committee.
7. Any malpractice in pass/ card issue or unauthorized serving of food outside this system will be treated as serious misconduct and may lead to penalty or termination of contract.

7. Audit and Verification

1. The University reserves the right to inspect payment records, utility bills, and student pass/card registers at any time.
2. Discrepancies or non-maintenance of records will attract penalty or termination as per GeM SLA.

8. Final Settlement

1. At the end of the contract or upon termination, the Vendor shall clear all overhead and utility dues within **seven (7) days**.
2. After verification of records, the University shall release the E-PBG (if no dues or penalties remain).
3. Any unpaid amount will be recovered from the E-PBG or other recoverable sources.

9. Bill/Invoice Upload on GeM Portal

As per the guidelines of the Government e-Marketplace (GeM), it is **mandatory for the successful bidder/supplier to upload the Bill/Invoice on the GeM Portal** after supply of goods/services.

- The uploaded Bill/Invoice must match the supply details and Purchase Order/Contract issued on GeM.
- Payment processing will be initiated only after successful upload of the Bill/Invoice on the GeM portal.
- Failure to upload the Bill/Invoice as per GeM rules shall be treated as **non-compliance** and may attract action as per the terms and conditions of the contract and GeM policies.

Part D – Eligibility Criteria and Bid Evaluation Process

1. Purpose

This section defines the eligibility, qualification, and evaluation criteria for bidders participating in the University's Hostel Mess Tender.

It ensures selection of a **technically qualified, hygienic, and financially reasonable service provider**, following **GeM Rules, GFR 2017**, and **Government Procurement Policies (GPP 2024)**.

2. General Eligibility

1. The bidder must be a legally registered Indian entity:
 - Proprietorship / Partnership / LLP / Pvt. Ltd. Company / Cooperative Society.
 2. Must possess a valid **FSSAI License** for operating canteen, mess, or catering services.
 3. Must hold **PAN, GST Registration**, and other statutory registrations (e.g., EPF, ESI, Shops & Establishment, etc.).
 4. Must submit a **Self-Declaration** confirming that the firm is **not blacklisted or debarred** by any Government Department, PSU, or University in the last five years.
 5. If applicable, bidders from neighboring countries shall comply with **Rule 144(xi) of GFR 2017** and submit requisite approval.
-

3. Experience Criteria

1. The bidder must have successfully managed or operated at least **one (1)** similar facility (Hostel Mess / Canteen / Institutional Catering) in any Government, PSU, or Educational Institution in the **last three (3) years**.
 2. Supporting documents required:
 - Copy of **Work Order / Contract Agreement**, and
 - **Completion Certificate / Payment Proof** from the institution.
 3. Experience in hostel mess operations will carry preference over other catering contracts.
 4. MSME or Startup bidders registered under **Udyam / DPIIT** may claim exemptions as per **GPP 2024**, subject to proof of technical competence.
-

4. Financial Criteria

1. The bidder must have an **average annual turnover of ₹3 crore or more** from canteen/ Mess or catering activities in the last three (3) financial years.
 2. Supporting documents:
 - **CA-certified turnover certificate**, or
 - **Audited balance sheets** for FY 2022–23, 2023–24, and 2024–25.
 3. MSME or Startup bidders registered under **Udyam / DPIIT** may claim exemptions as per **GPP 2024**, subject to proof of technical competence.
-

5. Human Resource and Operational Capacity

1. The bidder must employ at least **3-4 trained food service staff** and one **kitchen supervisor** with proven experience.
 2. All staff must hold **medical fitness certificates** and undergo **police verification**.
 3. The bidder must demonstrate adequate **kitchen infrastructure, utensils, storage, and logistics capacity** to ensure uninterrupted mess operations.
-

6. Mandatory Documents

Each bidder must upload the following documents along with the GeM bid and submit physical copies if requested by the University:

- FSSAI License
- GST Registration and PAN
- Proof of Experience (Work Orders / Certificates)
- CA-certified Turnover Certificate or Balance Sheets
- Declaration of Non-Blacklisting
- Details of Manpower and Equipment
- Acceptance of GeM SLA and Tender Conditions

Incomplete bids or false submissions will lead to rejection.

7. Disqualification Conditions

A bid shall be summarily rejected if the bidder:

- Submits forged or misleading information;
 - Fails to meet minimum eligibility conditions;
 - Is found blacklisted or debarred;
 - Has any contract terminated for poor performance;
 - Violates GFR 144(xi) or GPP 2024 provisions.
-

8. Bid Evaluation and Award Process

The bid evaluation shall be conducted strictly through the **GeM Bid Evaluation Module** in two stages:

(Stage I – Technical Evaluation) and **(Stage II – Financial Evaluation, L1 Model)**.

Stage I – Technical Evaluation

1. Conducted by the University's Technical Committee to verify eligibility and compliance.
 2. The following criteria must be fulfilled:
 - Validity of all statutory registrations (FSSAI, PAN, GST, etc.);
 - Compliance with experience and financial criteria;
 - Availability of trained manpower and kitchen infrastructure;
 - Acceptance of GeM SLA and University conditions;
 - No blacklisting or pending disciplinary action.
 3. Only bidders meeting all technical requirements shall be declared **Technically Qualified**.
-

Stage II – Financial Evaluation (L1 Model)

1. The Financial Evaluation shall follow the **L1 (Lowest Rate) Model** as per GeM bid evaluation norms.
2. Bidders shall quote the **total monthly mess charge per student**, inclusive of **breakfast, lunch, and dinner**, for the complete month of service.
3. To ensure quality and sustainability, the **quoted monthly charge must fall within the following range**:
 - **Minimum Limit:** ₹1,600 (Rupees One Thousand Six Hundred only) per student per month.
 - **Maximum Limit:** ₹2,500 (Rupees Two Thousand Five Hundred only) per student per month.
4. **Bids quoting below ₹1,600** shall be **summarily rejected** as “non-responsive” on the grounds of **compromised food quality and unrealistic pricing**, and **bids quoting above ₹2,500** will not be considered due to affordability to students.
5. Among all **Technically Qualified bidders**, the bidder quoting the **lowest valid total monthly rate (L1)** within the above range will be declared the **L1 Bidder**.
6. In the event of a tie between two or more technically qualified bidders:
 - Preference shall be given to the bidder with **greater experience in hostel mess operations**, and if still tied,

- The bidder with **higher average annual turnover** during the last three financial years shall be selected.
-

Award of Contract

1. The **Technically Qualified L1 Bidder** shall be issued a **Letter of Intent (Lol)** through GeM.
 2. Upon acceptance of Lol and submission of the required **Performance Security (E-PBG)**, a **formal Work Order / Agreement** will be issued by the University.
 3. The successful bidder shall **commence mess operations** within the period specified in the Lol.
 4. Failure to commence services within the stipulated time or refusal to execute the agreement will result in **forfeiture of E-PBG** and award of contract to the **next eligible (L2) bidder**.
-

9. Post-Evaluation Review

1. The University reserves the right to:
 - Verify credentials and inspect bidder's premises before award;
 - Reject any bid found non-compliant or unreasonable; and
 - Modify or cancel the tender process without assigning reasons.
 2. The decision of the **Tender Evaluation Committee** and the **Hon'ble Vice-Chancellor, VNSGU**, shall be **final and binding** on all bidders.
-

Part E – Document Submission Requirements

Purpose

This part defines the **documentary evidence** that every bidder must submit to establish **eligibility, experience, statutory compliance, and financial capability**.

All documents must be uploaded on the **Government e-Marketplace (GeM)** portal under the prescribed upload buttons and accompanied by their respective **Annexures (I–XV)**.

1. General Instructions

1.1 All documents shall be scanned clearly in **legible PDF format** and uploaded on the **GeM portal**.

1.2 Each document must be **self-attested, stamped, and signed** by the authorized signatory of the bidder.

1.3 Original documents shall be produced for **physical verification** whenever requested by the University.

1.4 **Incomplete, illegible, or missing documents** may result in summary rejection of the bid.

1.5 **MSME / Startup** bidders claiming exemptions shall upload **valid Udyam or DPIIT registration certificates** as per **GPP 2024** and relevant GeM circulars.

2. Document Upload Structure (GeM Button-Wise Mapping)

| GeM Upload Button | Document Type / Evidence | Supporting Annexures |
|--|--|--|
| Button 1 – Financial Turnover Certificate | <ul style="list-style-type: none">• CA-certified average annual turnover certificate for the last three financial years (FY 2022–23, 2023–24, 2024–25).• Audited Balance Sheets and Profit & Loss Statements. | Annexure I – Declaration of Average Annual Turnover and Exemption Eligibility |

| | | |
|--|---|---|
| Button 2 – Work Experience Certificates | • Work Orders, Completion Certificates, or Payment Proof for similar Canteen / Mess / Food Service operations during the last three years. | Annexure II – Declaration of Past Work Experience and Exemption Eligibility |
| Button 3 – Licenses & Compliance Documents | • Valid FSSAI License (for catering/mess services). • PAN, GST, EPF, ESI registrations (as applicable). • MSME / Startup Registration (if any). • Class of Supplier & Local Content Declaration (GPP 2024). • Non-Blacklisting Declaration. • Land Border Sharing Country Declaration (as per GFR 144(xi)). • Acceptance of Scope, SLA & Payment Terms. | Annexure III – EMD Declaration Annexure IV – FSSAI & Statutory Compliance Annexure V – Acceptance of Scope, SLA & Payment Terms Annexure VII – Bidder Information Sheet Annexure VIII – Class of Supplier Declaration Annexure IX – Non-Blacklisting Declaration Annexure X – Land Border Declaration |
| Button 4 – Financial Offer & Additional Documents | • Price Reasonability Certificate. • Monthly Rate Quotation (Breakfast + Lunch + Dinner). • Financial Offer Form • Meal Pass / Card Compliance Undertaking • Use of <i>Standard Ingredients and Approved Brands</i> • Pre-Bid / Site Inspection Certificate. • Document Submission Checklist. | Annexure VI – Pre-Bid / Site Inspection Certificate Annexure XI – Price Reasonability Certificate Annexure XII – Financial Offer Form (Total Monthly Student Charges) Annexure XIII – Meal Pass / Card Compliance Undertaking Annexure XIV – <i>Standard Ingredients and Approved Brands</i> Annexure XV – Document Submission Checklist |

3. Sequence of Physical Submission (Supporting Originals)

Bidders must submit the following **physically** to the University **before bid closing date** at: **The Registrar, Veer Narmad South Gujarat University, Surat – 395007.**

Documents Required:

1. Original **EMD Demand Draft** (if applicable or not exempted).
2. Hard copy of the **Bid Cover Letter** on official letterhead, signed and stamped.

3. Copy of **GeM Bid Submission Summary Page** for verification.

Envelope Super-Scripton:

“Tender for Operation and Management of Boys’ & Girls’ Hostel Mess – Zero-Cost Model”

4. MSME / Startup Exemption Documents (If Applicable)

As per **GPP 2024, Clause 3.2** and **GeM Circular (May 2024)**, eligible MSME / Startup bidders shall upload:

- Valid **Udyam Registration** or **DPIIT Startup Certificate**;
- **Self-declaration** specifying claimed exemption (Turnover / Experience / EMD);
- **Proof of food service activity** such as FSSAI registration, work order, or business license.

Failure to provide the above will result in **loss of exemption eligibility** and rejection of related claims.

5. Verification & Evaluation Process

5.1 All uploaded documents will be **verified** against originals or through third-party checks, if necessary.

5.2 The University may request **clarifications, additional proofs, or resubmissions** during technical evaluation.

5.3 Non-submission of any **mandatory document** will render the bid **non-responsive**.

5.4 Only bidders who qualify under **Part D – Eligibility Criteria** and whose documentation is found **complete and valid** shall proceed to **financial evaluation** under the L1 model.

6. Disqualification for Document Deficiencies

A bid may be **summarily rejected** if:

- Any uploaded document is **forged, misleading, or tampered**.
 - Required **Annexures** are incomplete, unsigned, or missing.
 - Uploaded PDFs are **illegible, password-protected, or corrupted**.
 - Any **mandatory GeM upload button** is left blank.
 - Statutory registrations are found **invalid or expired** at the time of evaluation.
-

Annexure – I: Declaration of Average Annual Turnover and Exemption Eligibility
(To be submitted on the bidder's letterhead and signed by the authorized signatory)

To

The Registrar

Veer Narmad South Gujarat University

Udhna–Magdalla Road, Surat – 395007, Gujarat, India

Subject:

Declaration of Average Annual Turnover and Exemption Eligibility under Bid Requirements for “Operation and Management Boys’ and Girls’ Hostel Mess – Veer Narmad South Gujarat University” (Zero-Cost Contract – Students Pay Directly)

Part A – Declaration of Average Annual Turnover

We hereby declare that our average annual turnover for the last three financial years meets or exceeds the minimum turnover requirement as specified in the bid document for the **provision of Canteen / Mess / Catering Services at Veer Narmad South Gujarat University (VNSGU)**.

| Financial Year | Annual Turnover (₹) | CA Certificate Attached (Yes/No) |
|----------------|---------------------|----------------------------------|
| 2022–23 | | |
| 2023–24 | | |
| 2024–25 | | |

Enclosures Required:

- Chartered Accountant (CA)–certified Turnover Certificate(s) for each year.
 - Audited Balance Sheet & Profit & Loss Account for corresponding years.
 - If claiming exemption, refer to **Part B** below and attach supporting documents.
-

Part B – Declaration of Eligibility for Exemptions (If Applicable)

We claim exemption from the following bid requirements under valid **MSME / Startup registration**, as per **Government Procurement Policy (GPP) 2024** and **Department of Expenditure (DoE) O.M. dated 20.09.2016**:

- Turnover Requirement EMD (Bid Security) Requirement
 Udyam-registered MSME DPIIT-recognized Startup

Enclosures Required:

- Valid **Udyam / Startup Registration Certificate**.
- Additional supporting documents, if applicable, under **Gujarat State Procurement Policy, 2024**.

Final Declaration

We certify that the above information is true and complete to the best of our knowledge. We understand that any false declaration or misrepresentation shall lead to rejection of our bid and further action as per University and GeM rules.

Date: _____ **Place:** _____

Authorized Signatory (with Seal):

Annexure – II: Declaration of Past Work Experience and Exemption Eligibility
(To be submitted on the bidder's letterhead and signed by the authorized signatory)

To

The Registrar

Veer Narmad South Gujarat University

Udhna–Magdalla Road, Surat – 395007, Gujarat, India

Subject:

Declaration of Past Work Experience and Exemption Eligibility under Bid Requirements for “Operation and Management Boys’ and Girls’ Hostel Mess – Veer Narmad South Gujarat University” (Zero-Cost Contract – Students Pay Directly)

Part A – Declaration of Past Work Experience

We hereby declare that our firm has successfully completed **similar or relevant Canteen / Mess / Catering / Food Service works** in the last three financial years, as required under the eligibility criteria specified in the tender document.

(List a maximum of three (3) work orders. Include only relevant and verified details.)

| Sr. No. | Client Name & Address | Work Order No. & Date | Description of Work / Service Provided | Order Value (₹) | Completion / Payment Proof Attached (Yes/No) |
|----------------|----------------------------------|----------------------------------|---|------------------------|---|
| 1 | | | | | |
| 2 | | | | | |
| 3 | | | | | |

Enclosures Required:

Mandatory:

- Copy of Work Order / Contract Agreement.

Additionally, attach any one of the following:

- Work Completion Certificate issued by the client, or

- Proof of payment received from the client (Payment Advice / Bank Statement / TDS Certificate), or
 - CARC (Consignee's Acceptance and Receipt Certificate) generated on GeM (if applicable).
-

Part B – Declaration of Eligibility for Exemptions (If Applicable)

We claim exemption from one or more of the following bid requirements under valid **MSME / Startup registration**, as per **Government Procurement Policy (GPP) 2024** and **Department of Expenditure (DoE) O.M. dated 20.09.2016**:

- Past Work Experience Requirement
- EMD (Bid Security) Requirement

We confirm our registration under the following:

- Udyam-registered Micro / Small Enterprise (MSME)
- Recognized Startup under DPIIT (Startup India)

Enclosures Required:

- Valid Udyam / MSME / Startup Registration Certificate.
 - Any additional proof required under **Gujarat State Procurement Policy (GPP) 2024**.
-

Final Declaration

We certify that the above information and declarations are true and complete to the best of our knowledge and belief.

We understand that any false statement or misrepresentation may result in rejection of our bid and initiation of appropriate action under University and GeM rules.

Date: _____ **Place:** _____

Authorized Signatory (Seal):

Annexure – III: EMD Submission or Exemption Declaration

(To be submitted on bidder's letterhead, signed and sealed by the Authorized Signatory)

To

The Registrar

Veer Narmad South Gujarat University

Udhna–Magdalla Road, Surat – 395007

Gujarat, India

Subject:

Declaration for Submission of EMD via Demand Draft or Claiming Exemption under MSME / Startup Provisions for the tender “**Operation and Management Boys’ and Girls’ Hostel Mess – Veer Narmad South Gujarat University**” *(Zero-Cost Contract – Students Pay Directly)*

Option A – EMD Submission via Demand Draft

We hereby submit the **Earnest Money Deposit (EMD)** for the above-mentioned tender as per the following details:

| Particulars | Details |
|--------------------|---|
| Name of Bidder | [Enter Bidder Name] |
| DD Amount | [Enter EMD Amount as per bid document] |
| DD Number | [Enter DD Number] |
| Date of Issue | [Enter DD Date] |
| Bank Name & Branch | [Enter Issuing Bank & Branch] |
| Payable To | Registrar, Veer Narmad South Gujarat University |
| Payable At | Surat – 395007 |

We confirm that:

- The Demand Draft has been issued by a **Nationalised / Scheduled Bank**.
- The DD has been drawn in favour of **Registrar, Veer Narmad South Gujarat University**, by or on behalf of the bidding firm.
- The original DD has been **submitted or dispatched** to the University as per tender instructions.

 To Be Submitted (Hard Copy):

The original Demand Draft must be submitted at the **Purchase Section, Veer Narmad South Gujarat University, Surat – 395007**, before the bid submission deadline.

Sincerely,

Date: _____ Place: _____

Authorized Signatory (Seal):

Name: _____ Designation: _____

Firm: _____ Mobile: _____

Email: _____

Option B – EMD Exemption Declaration

(For MSME / Startup Bidders under GPP 2024 & GeM Policy)

We hereby declare that our organization is registered as a **Micro / Small Enterprise (MSME)** or a **Startup (DPIIT-recognized)** and is therefore **exempted from EMD submission** under the **Government Procurement Policy (GPP) 2024** and **GeM Rules** applicable to public procurement.

Attached: Valid **Udyam / MSME / Startup (DPIIT)** Registration Certificate.

We understand and acknowledge that:

- Only **GeM-verified MSME / Startup registration** will be considered valid for exemption.
 - If our MSME / Startup status is *pending, expired, or under process* on GeM at the time of bid submission, exemption will not be accepted.
 - If neither valid exemption proof nor EMD DD is submitted at bid opening, our bid shall be summarily rejected.
 - Submission of **false or invalid exemption documents** will lead to bid disqualification and may invite legal or contractual action by the University.
-

Sincerely,

Date: _____ Place: _____

Authorized Signatory (Seal):

Annexure – IV: FSSAI License and Statutory Compliance Declaration

(To be submitted on bidder's letterhead and signed by the authorized signatory)

To

The Registrar

Veer Narmad South Gujarat University

Udhna–Magdalla Road, Surat – 395007

Gujarat, India

Subject:

Declaration of Valid FSSAI License and Statutory Compliance for “Operation and Management Boys’ and Girls’ Hostel Mess – Veer Narmad South Gujarat University” *(Zero-Cost Contract – Students Pay Directly)*

Part A – FSSAI License Declaration

We hereby declare that our firm holds a valid **Food Safety and Standards Authority of India (FSSAI) License** as required under the **Food Safety and Standards Act, 2006**, for conducting **Canteen / Mess / Catering / Food-Service Operations**.

| Particulars | Details |
|----------------------|---|
| FSSAI License Number | _____ |
| Validity Period | From: _____ To: _____ |
| Type of Operation | <input type="checkbox"/> Canteen <input type="checkbox"/> Mess <input type="checkbox"/> Catering <input type="checkbox"/> Other (specify)___ |
| Issuing Authority | _____ |
| State / UT | _____ |

We confirm that our firm shall ensure:

- Food items are prepared and served in compliance with FSSAI hygiene and safety regulations.
- All kitchen staff will hold valid medical fitness certificates and wear prescribed uniforms, gloves, and caps.
- Periodic food safety and sanitation inspections will be facilitated as per University and statutory norms.

Enclosures Required:

- Copy of Valid FSSAI License.
 - Self-attested declaration of FSSAI compliance.
-

Part B – Statutory Registration and Compliance Declaration

We further confirm that our firm is duly registered and compliant with all applicable statutory requirements, as listed below:

| Registration Type | Registration / License No. | Issuing Authority | Valid Up To |
|---|-----------------------------------|---------------------------|--------------------|
| Permanent Account Number (PAN) | | Income Tax Department | |
| Goods & Services Tax (GST) Registration | | Commercial Tax Department | |
| Shops & Establishment / Local Trade License | | Local Authority / ULB | |
| Employees' Provident Fund (EPF) Registration (if applicable) | | EPFO | |
| Employees' State Insurance (ESI) Registration (if applicable) | | ESIC | |

We undertake to:

- File and pay all applicable statutory dues (Income Tax, GST, EPF, ESI, etc.) on time.
- Maintain proper records of employee wages, attendance, and statutory deductions (if any).
- Ensure compliance with the **Labour Laws, Minimum Wages Act,** and **Occupational Safety & Health standards** where applicable.

Enclosures Required:

- Copies of PAN, GST, EPF, and ESI registration certificates.
 - Self-declaration confirming statutory compliance.
-

Part C – Undertaking of Ongoing Compliance

We undertake that:

- All licenses and registrations shall be kept valid and renewed during the contract period.

- Any lapse, suspension, or cancellation of the FSSAI License or statutory registration shall be immediately intimated to the University.
 - Failure to maintain compliance shall constitute a breach of the Service Level Agreement (SLA).
-

Final Declaration

We certify that all information and documents provided above are true and complete to the best of our knowledge.

We understand that any false statement or non-compliance discovered at any stage shall lead to termination of contract, forfeiture of deposits, and blacklisting as per University and GeM rules.

Date: _____ **Place:** _____ **Authorized Signatory (Seal):** _____

Annexure – V: Confirmation of Acceptance of Scope of Work, SLA, and Payment Terms

(To be submitted on the bidder's letterhead and signed by the authorized signatory)

To

The Registrar
Veer Narmad South Gujarat University
Udhna–Magdalla Road, Surat – 395007
Gujarat, India

Subject: Confirmation of Acceptance of Scope of Work, Service Level Agreement (SLA), and Payment Terms for the tender “**Operation and Management of Boys’ and Girls’ Hostel Mess – Veer Narmad South Gujarat University**” *(Zero-Cost Contract – Students Pay Directly)*

Declaration

We, the undersigned, having carefully read and examined the entire Tender Document including **Part A – Scope of Work, Part B – Service Level Agreement (SLA), and Part C – Payment Terms**, hereby confirm that we fully understand, accept, and agree to comply with all terms, conditions, and obligations mentioned therein **without any deviation or reservation**.

We specifically acknowledge and agree to the following:

1. Scope of Work

- We shall operate and manage the **Boys’ and Girls’ Hostel Mess** of Veer Narmad South Gujarat University as per the approved menu, timings, and University guidelines.
 - We shall maintain **cleanliness, hygiene, and quality** of food and ensure polite and disciplined behaviour of all our staff.
 - We accept full responsibility for providing all **raw materials, manpower, utensils, and consumables** at our own cost.
-

2. Service Level Agreement (SLA)

- We agree to follow all service standards, hygiene requirements, and performance obligations specified in the SLA.
- We understand that **any lapse in food quality, hygiene, or service, or any misconduct** by our staff, will attract penalties or termination as per SLA provisions.

- We shall maintain proper records of cleaning, staff attendance, and student feedback as instructed by the University.
-

3. Meal Pass / Card System

- We undertake to operate under the approved **Meal Pass / Card model** where students pay us directly.
 - Each **Meal Pass or Card** shall cover 30 days of meals (Breakfast, lunch and dinner) and remain valid for up to 35 days from issue.
 - All passes/cards shall be **numbered, stamped, and signed**, and a **record register** of issue, payments, and usage shall be maintained for verification.
 - We agree that any malpractice such as misuse, over-issuance, or serving without a valid pass/card will be treated as **serious misconduct** and may result in penalties or contract termination.
-

4. Payment Terms (Zero-Cost Model)

- We acknowledge that this contract operates on a **Zero-Cost basis** — the University shall not make any payment to us for mess operation.
 - **Students shall pay us directly** through the Meal Pass/Card system.
 - We shall pay to the University:
 - a. a **fixed monthly overhead charge** of ₹2,000 (Rupees Two Thousand only); and
 - b. actual **electricity and gas charges** based on University billing.
 - All such payments will be made **to the Registrar, VNSGU**, through electronic transfer by the **10th of every month**.
-

5. University's Rights and Monitoring

- We accept that the University reserves full right to **inspect, monitor, and evaluate** food quality, hygiene, service, and records at any time.
 - We shall fully cooperate with inspections conducted by the **Hostel Mess Monitoring Committee** or authorized officials.
 - We shall promptly comply with any corrective directions issued by the University or Committee.
-

6. Compliance with Laws and Safety

- We agree to comply with all **FSSAI, Labour, Fire, and Municipal regulations**.
 - We accept full responsibility for maintaining safety and hygiene and for any liability arising from food contamination or negligence.
-

Final Confirmation

We hereby confirm that:

- We have **no reservations or conditions** regarding the Scope of Work, SLA, or Payment Terms.
- We shall abide by all the tender terms and University regulations.
- We understand that **any deviation or false declaration** may render our bid non-responsive and may lead to **termination or blacklisting** as per University and GeM rules.
- This declaration forms an **integral part of our bid submission** on GeM.

Date: _____

Place: _____

Authorized Signatory (with Seal): _____

Name of Bidder / Firm: _____

Designation: _____

Contact Number: _____ **Email:** _____

**Annexure – VI: Pre-Bid / Site Inspection Certificate with Condition
Acknowledgement**

(To be submitted on bidder's letterhead and signed by the authorized signatory)

To

The Registrar

Veer Narmad South Gujarat University

Udhna–Magdalla Road, Surat – 395007

Gujarat, India

Certificate of Site Visit and Inspection

Tender Title: Operation and Management Boys' and Girls' Hostel Mess – Veer Narmad South Gujarat University (Zero-Cost Contract – Students Pay Directly)

Tender Reference No.: _____

Date of Site Visit / Pre-Bid Meeting: ____ / ____ / _____

Bidder Details

- **Name of Firm:** _____
 - **Address:** _____
 - **Contact Person:** _____
 - **Mobile No.:** _____
 - **Email ID:** _____
-

Participation in Pre-Bid Process

This is to certify that the undersigned bidder has participated in the pre-bid process by one of the following modes (tick one):

Physically visited the **Boys' and Girls' Hostel Mess – Veer Narmad South Gujarat University** and surrounding dining area at VNSGU to inspect the **facilities, utilities, seating space, and infrastructure** available for **Boys' and Girls' Hostel Mess** operations.

Attended the pre-bid meeting / briefing **online**, after reviewing the scope and specifications shared by the University.

Did not attend the pre-bid meeting but voluntarily chooses to proceed with bid submission after reviewing all tender documents and understanding the hostel mess layout and operating conditions.

Declaration & Acknowledgement

By signing this certificate, the bidder hereby confirms and acknowledges that:

- The **Hostel Mess premises, kitchen area, and available infrastructure** have been duly inspected and understood.
 - The bidder is aware that **additional seating arrangements outside the hostel mess** will be required as per feedback included in the tender.
 - The **scope of work, zero-cost payment model, and percentage revenue sharing** conditions have been fully read and accepted.
 - The bidder has verified all physical and operational requirements including **water supply, electricity, gas connection, drainage, and hygiene standards**.
 - No claim or dispute shall be raised later on the grounds of **unfamiliarity with the site, facilities, or operating conditions**.
 - Submission of the bid shall imply **full acceptance** of site realities, scope of work, SLA provisions, and payment terms as defined in the tender document.
-

Date: _____

Place: _____

Authorized Signatory (Seal): _____

Annexure – VII: Bidder Information Sheet

(To be submitted on the bidder's letterhead and signed by the authorized signatory)

To

The Registrar

Veer Narmad South Gujarat University

Udhna–Magdalla Road, Surat – 395007

Gujarat, India

1. Bidder's General Information

| Sr. No. | Details | Bidder's Response |
|----------------|---|--------------------------|
| 1 | Name of the Firm / Company | |
| 2 | Type of Entity (Proprietorship / LLP / Pvt. Ltd. / Cooperative / Other) | |
| 3 | Year of Establishment | |
| 4 | Registered Office Address | |
| 5 | Communication Address (if different) | |
| 6 | Name of Authorized Signatory | |
| 7 | Designation of Authorized Signatory | |
| 8 | Contact Number of Authorized Signatory | |
| 9 | Email ID of Authorized Signatory | |
| 10 | Website (if any) | |
| 11 | Company / Firm Brochure Attached (Yes / No) | |
| 12 | Number of Years in Canteen / Mess /Food Service Business | |
| 13 | Certifications (FSSAI, ISO 22000, HACCP, etc.) | |
| 14 | Details of Kitchen or Food Preparation Facility (if outside University) | |
| 15 | Any Other Relevant Information | |

2. Statutory & Compliance Details

| Sr. No. | Details | Bidder's Response |
|----------------|--|--------------------------|
| 1 | GST Registration Number | |
| 2 | PAN Number | |
| 3 | FSSAI License Number (Mandatory) | |
| 4 | MSME / Startup Registration (if applicable) | |
| 5 | Class of Supplier (Class-I / Class-II / Non-Local) | |

| | | |
|----|---|--|
| 6 | EPF Registration Number (if applicable) | |
| 7 | ESI Registration Number (if applicable) | |
| 8 | Shops & Establishments Act Registration | |
| 9 | Professional Tax Registration (if applicable) | |
| 10 | Any Other (Specify) | |

2A. Legal & Regulatory Registrations (If Applicable)

| Sr. No. | Registration / Licence | Registration Number | Issuing Authority | Valid Up To | Copy Attached (Yes/No) |
|---------|---|---------------------|-------------------|-------------|------------------------|
| 1 | FSSAI Licence (Food Safety) | | | | |
| 2 | Labour Licence (if employing more than threshold staff) | | | | |
| 3 | Shops & Establishments Act Registration | | | | |
| 4 | GST Registration Certificate | | | | |
| 5 | Insurance (Employee / Public Liability) | | | | |
| 6 | Any Other Relevant Licence | | | | |

 **Note:**

Copies of the above registrations must be uploaded under “**Compliance Documents**” on GeM along with this sheet.

3. Bank Details for Payment *(Attach cancelled cheque copy)*

| Sr. No. | Details | Bidder's Response |
|---------|--------------------------|-------------------|
| 1 | Name of the Bank | |
| 2 | Branch Address | |
| 3 | Account Holder's Name | |
| 4 | Account Number | |
| 5 | IFSC Code | |
| 6 | MICR Code (if available) | |

4. Escalation Matrix for Critical Issue Resolution

| Level | Name of Contact Person | Designation | Email Address | Mobile Number | Response Time (Hours) | Remarks |
|---------|--------------------------------|-------------|---------------|---------------|-----------------------|---------|
| Level 1 | Primary Contact | | | | | |
| Level 2 | Escalation Contact | | | | | |
| Level 3 | Senior Management / Proprietor | | | | | |

5. Additional Declarations by the Bidder

We hereby declare that:

- All information furnished above is true, complete, and correct to the best of our knowledge.
 - We shall immediately inform the University of any change in statutory, contact, or regulatory details.
 - We understand that submission of false, misleading, or incomplete information may lead to **rejection of our bid or contract termination**.
 - We comply with all applicable **Central, State, and Local laws**, including **FSSAI, Labour, GST, and Environmental regulations** applicable to Mess/ canteen operations.
-

Date: _____

Place: _____

Authorized Signatory (Seal): _____

Annexure – VIII: Class of Supplier / Local Content Declaration

(To be submitted on bidder's letterhead and signed by the authorized signatory)

To

The Registrar

Veer Narmad South Gujarat University

Udhna–Magdalla Road, Surat – 395007

Gujarat, India

Subject:

Declaration of Local Content and Classification of Supplier under GPP 2024 and Make in India Policy for Operation and Management Boys' and Girls' Hostel Mess – Veer Narmad South Gujarat University *(Zero-Cost Contract – Students Pay Directly)*

1. Declaration under GPP 2024 and Public Procurement (Preference to Make in India) Order, 2017

In accordance with the **Government Procurement Policy (GPP) 2024** and the **Public Procurement (Preference to Make in India) Order, 2017 (as amended)** issued by the Department for Promotion of Industry and Internal Trade (DPIIT), we hereby declare our firm's classification and local content as follows:

| Sr. No. | Description | Bidder's Declaration |
|----------------|--|--|
| 1 | Percentage (%) of Local Content in Goods / Services offered | _____ % |
| 2 | Class of Supplier (Tick One) | <input type="checkbox"/> Class–I Local Supplier ($\geq 50\%$ Local Content) <input type="checkbox"/> Class–II Local Supplier ($\geq 20\%$ & $< 50\%$) <input type="checkbox"/> Non–Local Supplier ($< 20\%$) |
| 3 | Location(s) of Value Addition (Manufacturing / Service Operations) | _____ |
| 4 | Category of Service | <input type="checkbox"/> Canteen/Mess Services <input type="checkbox"/> Catering <input type="checkbox"/> Food Supply <input type="checkbox"/> Other (Specify) _____ |
| 5 | Registration under GeM / MSME / Startup (if applicable) | <input type="checkbox"/> Yes <input type="checkbox"/> No |

2. Certification of Local Content

We certify that the percentage of local content declared above is calculated in accordance with the formula and guidelines issued by DPIIT, and that the information provided herein is true and correct to the best of our knowledge.

Enclosures Required (if applicable):

- Self-Certification of Local Content on Firm Letterhead (as per GPP 2024 format).
- Verification Certificate from Statutory Auditor / CA, if local content $\geq 50\%$.

3. Declaration of Compliance

We understand and agree that:

- Misrepresentation of local content or class of supplier shall render our bid liable for rejection and may lead to **debarment** as per GPP 2024 and GeM rules.
- We shall maintain all supporting documents and records for audit verification by the University or any competent authority.
- Our firm shall continue to meet the declared local content percentage throughout the duration of the contract.

4. Final Declaration

We confirm that we have read and understood the provisions of **Make in India** and **GPP 2024** policies and hereby submit this declaration in accordance with the applicable rules for public procurement.

Date: _____

Place: _____

Authorized Signatory (Seal): _____

Annexure – IX: Self-Declaration Regarding Non-Blacklisting

(To be submitted on bidder's letterhead and signed by the authorized signatory)

To

The Registrar

Veer Narmad South Gujarat University

Udhna–Magdalla Road, Surat – 395007

Gujarat, India

Subject:

Self-Declaration Confirming Non-Blacklisting / Non-Debarment for Operation and Management Boys' and Girls' Hostel Mess – Veer Narmad South Gujarat University *(Zero-Cost Contract – Students Pay Directly)*

Declaration

We, the undersigned, do hereby declare that:

1. Our firm / company **has not been blacklisted, debarred, or suspended** by any **Central or State Government Department, Public Sector Undertaking, University, Autonomous Body, or Government Agency** in India for unsatisfactory performance, fraud, corruption, or breach of contract during the last **five (5) years**.
2. No criminal proceedings or disciplinary actions are pending against our firm or its directors / partners in relation to any contract, public procurement, or service delivery obligations.
3. We further declare that our firm has not been declared **ineligible under Section 29 of the Prevention of Corruption Act, 1988**, or any other law relating to moral turpitude or professional misconduct.
4. We undertake that, if at any time during the bidding process or contract period, it is found that the above declarations are false or misleading, **Veer Narmad South Gujarat University** shall have the right to:
 - Terminate the contract immediately,
 - Forfeit any Performance Security / deposits, and
 - Blacklist the firm from future tenders.

5. We also confirm that we are not currently under any **conflict of interest** with other bidders or University employees that would disqualify us under applicable procurement rules.
-

Final Confirmation

We hereby certify that the statements made above are true and correct to the best of our knowledge and belief, and nothing has been concealed or misrepresented.

Date: _____ **Place:** _____

Authorized Signatory (Seal):

Name: _____ Designation: _____

Firm: _____ Mobile: _____

Email: _____

Annexure – X : Self-Declaration Regarding Land Border Sharing Country

(To be submitted on bidder's letterhead and signed by the authorized signatory)

To

The Registrar

Veer Narmad South Gujarat University

Udhna–Magdalla Road, Surat – 395007

Gujarat, India

Subject:

Self-Declaration under Rule 144(xi) of the General Financial Rules (GFR), 2017 — Eligibility of Bidder for Operation and Management Boys' and Girls' Hostel Mess – Veer Narmad South Gujarat University (Zero-Cost Contract – Students Pay Directly)

Declaration

In accordance with **Rule 144(xi) of the General Financial Rules (GFR), 2017**, issued by the **Department of Expenditure, Ministry of Finance, Government of India**, and its subsequent Office Memoranda dated 23rd July 2020 and 8th February 2021, we, the undersigned bidder, hereby declare that:

1. Our firm / company **is not from a country sharing a land border with India** as defined in the said rule;

OR

Our firm / company **is from a country sharing a land border with India**, but we have obtained and enclosed the **valid registration certificate** issued by the **Competent Authority (Registration Committee, Department for Promotion of Industry and Internal Trade – DPIIT, Government of India)** as required under the above rule.

2. We further declare that:
 - No consortium member, partner, director, or controlling shareholder of our firm is from or associated with any entity from a country that shares a land border with India, unless duly registered as above.

- We shall not engage or subcontract any entity or individual from such a country in the performance of this contract without prior government approval.
3. We understand that submission of false or misleading information in this declaration will result in:
- Immediate **termination of the contract**,
 - **Forfeiture of Performance Security**, and
 - **Debarment** from future University and Government tenders as per applicable rules.
-

Enclosures (as applicable):

- Copy of valid registration certificate from **Competent Authority (DPIIT / Department of Expenditure)**, if bidder is from a land border sharing country.
 - Self-declaration of non-applicability if bidder is not from such a country.
-

Final Confirmation

We certify that the above declaration is true and complete to the best of our knowledge, and we agree to abide by the provisions of GFR 144(xi) throughout the duration of the contract.

Date: _____

Place: _____

Authorized Signatory (Seal): _____

Annexure – XI : Price Reasonability Certificate

(To be submitted on bidder's letterhead and signed by the authorized signatory)

To

The Registrar
Veer Narmad South Gujarat University
Udhna–Magdalla Road, Surat – 395007
Gujarat, India

Subject:

Price Reasonability Certificate for *Operation and Management of Boys' and Girls' Hostel Mess* – (Zero-Cost Model, Students Pay Directly)

Dear Sir/Madam,

We hereby certify that:

1. The service rates quoted by us in the GeM Financial Bid for *Operation and Management of the Boys' and Girls' Hostel Mess* are **reasonable and justified**, considering the quality, menu, hygiene, manpower, and service standards required by the University.
2. The offered rate and Meal Pass/Card system are **based on prevailing market rates** for similar mess and catering operations in other Government, PSU, and educational institutions.
3. The price quoted is **not higher** than the rate we have offered for similar services in any Government, PSU, or private educational institution during the past six months for comparable conditions and service levels.
4. The **Zero-Cost Model** has been accepted by us. We clearly understand that:
 - The **University shall not make any payment** to the contractor.
 - All collections shall be made **directly from students** through the approved Meal Pass/Card system.
 - Any **variation in student strength** shall be accepted by us without any financial claim on the University.

5. In case it is found that a **lower price** was offered by us for similar services elsewhere under comparable conditions, the University reserves the right to take appropriate action, including **price revision, disqualification, or termination** as per tender terms.
6. We undertake to fully cooperate with the University in providing any supporting documents, invoices, or client work orders required for audit or verification of price reasonability.

Sincerely,

Date: _____

Place: _____

Authorized Signatory (with Seal)

Name: _____

Designation: _____

Firm / Agency Name: _____

Mobile: _____ Email: _____

Annexure–XII: Declaration on Acceptance of Zero-Cost Financial Model

(To be submitted on the bidder's letterhead and signed & stamped by the authorized signatory)

To,
The Registrar
Veer Narmad South Gujarat University
Udhna–Magdalla Road, Surat – 395007
Gujarat, India

Subject: Declaration – Acceptance of Zero-Cost Financial Model for Hostel Mess Operation

Sir/Madam,

With reference to the tender for “*Operation and Management of Boys’ and Girls’ Hostel Mess – Veer Narmad South Gujarat University*”, I/We hereby confirm our acceptance of the **Zero-Cost Model**, as specified in the tender and GeM bid document.

Under this model:

1. **All mess charges shall be collected directly from students** by the contractor through the approved **Meal Pass / Card system**.
 2. The **University shall not be responsible** for the collection, recovery, or guarantee of any payments from students.
 3. The **contractor agrees to serve any number of students**, as per actual enrolment or participation, **without claiming any compensation or adjustment** from the University due to variation in student strength.
 4. The **financial bid** submitted on the **GeM portal** shall serve as the official rate basis for the per-student monthly charge, which shall include:
 - Breakfast, lunch, and dinner for each student per month;
 - All applicable taxes, raw materials, manpower, cooking, serving, cleaning, waste disposal, and operational costs.
 5. No additional or hidden charges shall be collected from students or the University under any circumstances.
 6. The contractor confirms that the quoted rate (on GeM) ensures **nutritious, hygienic, and good-quality food service** as per the approved weekly menu.
 7. In case of extension or renewal of the contract, the same rate and conditions shall continue unless revised mutually in writing and approved by the University.
-

Declaration

I/We hereby declare that we fully understand and accept the terms of the Zero-Cost Model.

We also acknowledge that the University will make no direct payments and will not be liable for any financial transactions between students and the contractor.

Date: _____

Place: _____

Name of Bidder / Firm: _____

Authorized Signatory: _____

Designation: _____

Signature with Seal: _____

Contact Number: _____

Email ID: _____

Annexure- XIII : Meal Pass / Card Compliance Undertaking

(To be submitted on bidder's letterhead and signed and stamped by the authorized signatory)

To,

The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat

Subject: Undertaking for Meal Pass / Card System for Student Payments

Sir/Madam,

With reference to the tender for *Operation and Management of the Boys' and Girls' Hostel Mess* at VNSGU, I/We hereby agree to operate the mess under a **Pass / Card-based Collection System** as per the University's approved model and conditions mentioned below:

1. Student Collections and Accounts

1. Students will pay mess charges **directly to the Vendor** as per the approved monthly rate. To maintain transparency, the Vendor shall issue **Meal Passes / Cards (Tickets)** to students for lunch and dinner on a monthly basis.
 2. Each pass or monthly card will cover **30 days of meals (lunch and dinner)** and will remain valid for a **maximum of 35 days** from the date of issue. After this period, the pass/card will **automatically expire** and will not be valid for use.
 3. Passes or cards will be **printed by the Vendor**, showing the **Vendor's name, stamp, signature, serial number, and issue date** for easy record-keeping and verification.
 4. Students may **buy passes/cards as needed** upon payment to the Vendor. **No meal will be served without a valid pass or card.**
 5. **Unused or expired passes/cards will not be refunded or extended.**
 6. The Vendor shall maintain a **simple register** recording all pass/card numbers issued, dates, and payments received for checking by the **Hostel Committee**.
 7. Any **malpractice**, such as unauthorized passes/cards, serving meals without valid passes, or manipulation of records, will be treated as **serious misconduct** and may lead to **penalty or termination of contract**.
-

2. Declaration

I/We fully understand and agree that the above **Pass / Card System** is a mandatory condition of this contract.

I/We shall maintain full transparency, proper records, and cooperate with the University or Hostel Committee during any inspection or audit.

In case of violation, I/We accept that suitable action including penalty, deduction from performance security, or termination may be taken.

Date: _____ **Place:** _____

Name of Bidder / Firm: _____

Authorized Signatory: _____

Signature with Seal: _____

Contact Number: _____

Appendix -XIV : Standard Ingredients and Approved Brands

(To be submitted on bidder's letterhead and signed and stamped by the authorized signatory)

To,
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat

Subject: Use of Approved Brands items and Ingredients

All ingredients must be **FSSAI or AGMARK certified**.

Any substitution or change of brand must be approved in writing by the **University Hostel Mess Committee**.

1. Approved Ingredients and Brands

| Sr. No. | Category | Main Items / Description | Approved Brands (National & Regional) |
|---------|--------------------------------|---|--|
| 1 | Cereals & Grains | Wheat flour (atta), rice (Sona Masoori / Kolam / equivalent), semolina (rava), poha, daliya, jowar, bajra etc | Aashirvaad, Pillsbury, Fortune, Annapurna, India Gate, Daawat, Rajdhani, Laxmi Bhog, Ganesh, Rajratna (Gujarat), Jalaram Brand (Surat), or equivalent AGMARK/FSSAI-approved brand |
| 2 | Pulses & Legumes | Moong dal, tuvar dal, chana dal, urad dal, masoor dal, rajma, kabuli chana, soybean | Tata Sampann, Rajdhani, Patel Brothers, Desai Brothers, 24 Mantra, Rajwadi (Gujarat), Rajkamal, Patidar Brand (Surat), or equivalent AGMARK/FSSAI-approved brand |
| 3 | Cooking Oils & Fats | Refined groundnut oil, sunflower oil, cottonseed oil, mustard oil | Fortune, Dhara, Tirupati, Vimal, Sundrop, Gokul, Patanjali, Rajmoti (Rajkot), Gokul Refoils (Ahmedabad), or equivalent AGMARK/FSSAI-approved brand |

| | | | |
|----|------------------------------------|---|---|
| 4 | Vegetables (Fresh) | Fresh seasonal vegetables like potato, onion, tomato, spinach, cabbage, cauliflower, brinjal, bhindi, lauki, etc. | Must be fresh and locally sourced daily from authorized local APMC markets in Surat. No frozen or stale items allowed. |
| 5 | Fruits (Fresh) | Banana, apple, papaya, orange, watermelon, pomegranate, guava, etc. | Fresh, Indian-origin fruits of Grade-A quality from authorized local vendors. No pre-cut or packed fruits allowed. |
| 6 | Milk & Milk Products | Pasteurized milk, curd, paneer, butter, buttermilk, ghee | Amul, Sumul (Surat), Vasudhara Dairy (Valsad), Gokul Dairy (Kolhapur), Sagar, Mother Dairy, Parag, Vadilal Dairy, Sarvottam Dairy (Navsari), or equivalent AGMARK/FSSAI-approved brand |
| 7 | Spices & Condiments | Turmeric, chili powder, coriander, garam masala, cumin, mustard, fenugreek, pepper, cardamom, clove | Everest, MDH, Catch, Badshah (Ahmedabad), Ramdev (Ahmedabad), Suhana, Rajesh Masala (Surat), Girnar Masala (Junagadh), or equivalent AGMARK/FSSAI-approved brand |
| 8 | Salt & Sugar | Iodized salt, sugar, jaggery (gur) | Tata Salt, Aashirvaad, Madhur Sugar, Dhampur, Nirma Shuddh (Ahmedabad), Gulab Jaggery, Ganesh Jaggery, Patel Gur (Saurashtra), or equivalent AGMARK/FSSAI-approved brand |
| 9 | Tea, Coffee & Beverages | Assam tea, instant coffee, milk tea premix | Tata Tea, Wagh Bakri (Ahmedabad), Society Tea, Nescafé, Bru, Girnar Tea (Ahmedabad), Zaveri Tea (Surat), or equivalent AGMARK/FSSAI-approved brand |
| 10 | Flour & Bakery Items | Bread, pav, khakhra, sev khamani mix, dhokla flour | Modern, Britannia, Amul Bakery, Vadilal, Balaji, Atul Bakery (Surat), Jayshree Bakery (Navsari), or equivalent AGMARK/FSSAI-approved brand |

| | | | |
|----|--|--|--|
| 11 | Pickles & Chutneys | Mango pickle, lime pickle, garlic chutney | Mother's Recipe, Nilon's, Priya, Ramdev, Patanjali, Rajwadi (Gujarat), Saurashtra Brand, Vimal Pickles (Rajkot), or equivalent AGMARK/FSSAI-approved brand |
| 12 | Sweets & Desserts | Gulab jamun, kheer, halwa, matho, fruit salad | Prepared daily using Amul/Sumul milk, Madhur Sugar , branded dry fruits like Haldiram's, Bikaji , or local FSSAI-approved sweet vendors (e.g., Gopal Sweets, Surat, Shivam Sweets, Navsari), or equivalent AGMARK/FSSAI-approved brand |
| 13 | Dry Fruits & Nuts | Cashew, almond, raisins, peanuts | Happilo, Tulsi, Laxmi Brand, Mahavir Dry Fruits (Surat), Kailas Agro, Rajkot Traders , or equivalent AGMARK/FSSAI-approved brand |
| 14 | Gram Flour & Snack Mixes | Besan, sev, fafda, dhokla mix, khaman mix | Ramdev, Tata Sampann, Rajdhani, Ganesh, Jalaram Food Products (Surat), Pravin Flour Mill (Vadodara) , or equivalent AGMARK/FSSAI-approved brand |
| 15 | Cleaning & Sanitization Items | Dishwash soap, detergent, floor cleaner, handwash, sanitizer | Vim, Harpic, Lizol, Dettol, Lifebuoy, Patanjali, Fena, Gokul Clean (Rajkot) , or equivalent FSSAI/ISI-approved product |
| 16 | Cooking Gas & Fuel | LPG cylinders or PNG connection | Must be supplied by HP Gas, Bharat Gas , or Indane (IOCL) . Refilling only through authorized distributors. |
| 17 | Water | RO purified water for cooking and drinking | Purified using RO + UV system , with TDS within permissible limits (below 250 ppm) as per FSSAI drinking water standards . |

2. General Rules

1. All products shall be **AGMARK or FSSAI certified**, and purchased from authorized vendors only.
2. No **open, loose, unlabeled, or expired** items will be used.
3. Any change of brand or product requires **written approval** from the University Hostel Mess Committee.
4. The University may **inspect food materials or collect samples** for testing at any time.

5. If any unapproved or poor-quality ingredient is used, penalties or **contract termination** will apply as per SLA.
-

3. Vendor Declaration

I/We confirm that all food items, ingredients, and materials used in the Hostel Mess will strictly follow the above list of **standard ingredients and approved brands**.
No low-quality or unapproved items will be used without permission.

Authorized Signatory (Vendor): _____

Name of Firm: _____

Seal & Signature: _____

Date: _____

Countersigned by:

Hostel Mess Committee / Registrar

Veer Narmad South Gujarat University, Surat

Annexure XIV – Document Submission Checklist

(To be submitted on bidder's letterhead and signed by the authorized signatory)

To,

The Registrar
Veer Narmad South Gujarat University
Udhna–Magdalla Road, Surat – 395007
Gujarat, India

Subject:

Document Submission Checklist – Tender for *Operation and Management of Boys' and Girls' Hostel Mess – Veer Narmad South Gujarat University (Zero-Cost Contract – Students Pay Directly)*

Declaration

I/We hereby confirm that the following documents and annexures have been duly filled, signed, stamped, and uploaded on the **GeM portal** under the correct upload buttons, and that hard copies (if required) have been submitted to the University before the bid deadline.

Table: Document Submission Checklist

| Sr. No. | Document Description | Annexure / Reference | Mode of Submission | Attached (Yes/No) | University Verification (For Office Use) |
|----------------|---|-----------------------------|--|--------------------------|---|
| 1 | CA-Certified Turnover Certificate & Audited Balance Sheets (FY 2022–23, 2023–24, 2024–25) | Annexure I | Upload on GeM (Button 1) | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Declaration of Past Work Experience with Work Orders / Completion Certificates | Annexure II | Upload on GeM (Button 2) | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | EMD Submission or Exemption Declaration | Annexure III | Upload on GeM (Button 3) / Hard Copy if DD | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | |
|-----------|---|---------------|--------------------------|--------------------------|--------------------------|
| 4 | Valid FSSAI License Copy & Statutory Registrations (PAN, GST, EPF, ESI, etc.) | Annexure IV | Upload on GeM (Button 3) | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Acceptance of Scope of Work, SLA, and Payment Terms | Annexure V | Upload on GeM (Button 3) | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Pre-Bid / Site Inspection Certificate | Annexure VI | Upload on GeM (Button 4) | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Bidder Information Sheet (General & Statutory Details) | Annexure VII | Upload on GeM (Button 3) | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Class of Supplier / Local Content Declaration | Annexure VIII | Upload on GeM (Button 3) | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Self-Declaration – Non-Blacklisting | Annexure IX | Upload on GeM (Button 3) | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Self-Declaration – Land Border Sharing Country (GFR 144xi) | Annexure X | Upload on GeM (Button 3) | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Price Reasonability Certificate (Meal Pass / Card System) | Annexure XI | Upload on GeM (Button 4) | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Financial Offer Form (Monthly Rate per Student – ₹1,600 to ₹2,500) | Annexure XII | Upload on GeM (Button 4) | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Meal Pass / Card Compliance Undertaking | Annexure XIII | Upload on GeM (Button 4) | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Appendix – Standard Ingredients and Approved Brands | Appendix XIV | Upload on GeM (Button 4) | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | | | |
|----|---|------------------|---------------|--------------------------|--------------------------|
| 15 | Physical Submission – Original EMD DD (if applicable) | Tender Condition | Physical Copy | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | Physical Submission – Bid Cover Letter & GeM Summary Page | Tender Condition | Physical Copy | <input type="checkbox"/> | <input type="checkbox"/> |
| 17 | MSME / Startup Exemption Certificate (if applicable) | Part E, Clause 4 | Upload on GeM | <input type="checkbox"/> | <input type="checkbox"/> |
| 18 | Any Additional Supporting Licenses / Certificates | — | Upload on GeM | <input type="checkbox"/> | <input type="checkbox"/> |

Final Declaration by Bidder

I/We confirm that all required annexures, declarations, and supporting documents listed above have been submitted correctly.

We understand that any missing, incomplete, or unsigned document may render our bid non-responsive as per tender rules.

Date: _____

Place: _____

Authorized Signatory (with Seal): _____

Name of Firm: _____

Mobile: _____ **Email:** _____
