



सत्यवती महाविद्यालय
Satyawati College
(दिल्ली विश्वविद्यालय)
(University of Delhi)



अशोक विहार, फेज - III, दिल्ली - 110052 | Ashok Vihar, Phase - III, Delhi - 110052

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NAAC ACCREDITED 'A+' GRADE

SATYAWATI COLLEGE
(University of Delhi)
Ashok Vihar, Phase-III, Delhi-110052

SC/Admin./13/2026
06/04/2026

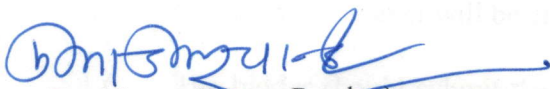
CANTEEN SERVICE


Satyawati College invites tenders under Two Bids System (Technical and Financial) from reputed & eligible agencies for Canteen Services at Satyawati College, initially for a period of one year.

Item	Details/Date
Bid Document Download Start Date	06.04.2026
Bid Submission Start Date	07.04.2026
Bid Submission End Date	13.04.2026
Bid Opening Date	14.04.2026

Notes:

- (i) All details regarding the subject tender are available on our websites www.satyawati.du.ac.in. Bidders are therefore, requested to visit our websites regularly to keep themselves updated.
- (ii) Only offline bids are accepted.
- (iii) Clarifications/ queries, if any, can contact to the office Room No.4, email principal@satyawati.du.ac.in


(Dr. Munna Kumar Pandey)
Convener, Canteen Committee


(Prof. Subhash Kumar Singh)
Principal

Request for Proposal (RfP) for Operating Satyawati College Canteen

A reputed contractor/company having experience of at least 3 years of running and operating canteen in government departments/PSUs/academic institutions/private organisations of repute and who can cater to the needs of students, staff and visitors are eligible to submit tender in two bid system i.e. Technical Bid & Financial Bid for operating college canteen in response to this notice. At present, approximately 6500 students are enrolled and about 400 teaching and non-teaching staff members are contributing their services to the college. The period of proposed contract will be for one year tentatively which may be extended further on satisfactory performance of services.

The college invites tenders in “Two parts” i.e. (Technical and Financial Bid) for operating Canteen at Satyawati College campus for a period of one year. The tender document can be viewed and downloaded from our website www.satyawaticollege.ac.in.

1. TECHNICAL AND QUALIFYING CRITERIA

- 1.1 ***The Bidder must have an average annual turnover of Rs.5,00,000/- or more for the last three years in the relevant field. Copy of Chartered Accountant certificate/ITR for the last three years, viz., 2022-23, 2023-24 and 2024-25 in support of turnover is to be uploaded with the Technical Bid.***
- 1.2 Self-attested Copies of Valid Registration Certificate of the Agency/Firm, GST Registration Certificate and PAN Card have to be attached with Technical Bid.
- 1.3 Registration under GST is mandatory.
- 1.4 An Undertaking shall be submitted by the bidder on its letter head that workers without any Criminal/Immoral background, will be put on duty.
- 1.5 The bidder must submit an Undertaking on its letter head he has not been blacklisted by any State Government/Central Government/Public Sector Undertaking/University in India in last 3 years. If, it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents etc., the earnest money deposit or the performance security deposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefore.
- 1.6 The bidder should submit the certificate that all the terms & conditions indicated in the tender document are acceptable to it. (Annexure- IV)
- 1.7 The bidder should furnish information in the prescribed Performa only.
- 1.8 Statutory Licenses obtained (if any).

2. TERMS & CONDITIONS

- 2.1 Conditional bids shall not be accepted.
- 2.2 Intending bidders are advised to visit College website www.satyawati.du.ac.in at least 3 days prior to closing date of submission of tender for any corrigendum / addendum/ amendment.
- 2.3 The rates to be approved in this tender shall be valid for the whole of the period of the contract and no upward revision will be allowed during the period of the contract. No escalation will be considered at any point of time during the contract.
- 2.4 After award of contract, it shall be the responsibility of the successful bidder to provide required service as and when required by the College, on same date, time & venue. In case, the contractor fails to provide the service, the College reserves the right to hire service from firms at the risk and cost of the firm.

The cost difference between the alternative arrangements and tender value will be recovered from the bidder.
- 2.5 The bidder must not make any compromise on providing the services. In case it is found at some stage that the services are not provided as per terms and conditions, the contract is likely to be cancelled and suitable penalty will be imposed on the bidder, as decided by the College.
- 2.6 Applicable taxes should be mentioned separately in the Invoice(s) if any.
- 2.7 The financial bids of those bidders shall be opened whose papers are found suitable as per specifications given at point no. 3. The financial bids of those bidders whose technical bids are not found suitable shall not be opened at all.
- 2.8 The bidder is required to provide the contact details of a nodal person who can be contacted for services even at a short notice, in case of any exigency.
- 2.9 Any sum of money due and payable to the bidder, including the Security Amount, deposited under this contract shall be appropriated by the College and set off against any claim of the College for the payment of a sum of money arising out of this contract or any other contract with the College.
- 2.10 The contract can also be terminated if the approved vendor dishonors the contract in any way, then the security amount deposited shall be forfeited.
- 2.11 The College reserves the right to terminate the contract at any time without assigning any reasons thereof.

3. INSTRUCTIONS TO BIDDERS FOR OFFLINE BID SUBMISSION

- 3.1 The tender shall be submitted offline in two parts viz., “Technical Bid” and “Financial Bid”. All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading. The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.
- 3.2 “Technical Bid” shall comprise of all documents as per Annexure-I. Part-1 & Tender document.
- 3.3 “Financial Bid” Part-2 shall comprise of the price bids as per format in Annexure-II.
- 3.4 Tender acceptance letter must be signed by the authorized signatory of the bidder with seal. (Annexure-III)
- 3.5 Conditional bids will not be accepted.

4. OPENING OF FINANCIAL BID AND EVALUATION

After, the Technical Evaluation of the bids, the College will open the “Financial Bids” of all the technically qualified bidders at notified date and time.

FACILITIES TO BE PROVIDED BY SATYAWATI COLLEGE

The canteen premises comprises a fully furnished dining hall each for students and staff, purified drinking water, sales counter, a big kitchen with store room, separate washing area and an open space.

REQUIREMENT FROM THE CONTRACTOR: CLEANLINESS AND HYGIENE:

- The contractor will ensure highest standards of cleanliness, hygiene and safety in the kitchen and canteen. The contractors will ensure that all eatables are kept in safe and clean enclosures free from flies and insects. Adequate number of dustbins will be placed by the contractor in the kitchen and dining hall for proper disposal of garbage and the food waste in an eco-friendly manner. There should not be any littering of unused food or vegetables within the canteen.
- The contractor and its staff will ensure that no used utensils viz. cups, trays, trolleys etc. are lying in the campus and the same should be removed immediately.
- The contractor should have his/her own dedicated staff for washing and cleaning, which should be done at the interval of every 4 hours starting from 8 am. (8am, 12pm, 4pm and washing thereafter). The cleaning staff shall sign on a job card at different intervals of cleanings which should be countersigned by the canteen contractor; the canteen committee shall monitor it on daily basis.
- The food shall be cooked and served in clean utensils and no laxity shall be permitted in this regard. The utensils will be required to maintain sparkling clean at all times.
- The kitchen staff and serving staff shall use hand gloves, head cover and apron to maintain hygienic conditions of the eatables.
- The contractor shall ensure good personal hygiene of its staff.

QUALITY:

- The contractor shall procure all food articles, vegetable oil, ingredients, spices etc. of the best quality/brand/make (ISI mark) to the satisfaction of the canteen committee of the college. The canteen committee will have the right to ask the contractor to change any brand of material used for cooking if the same is not found satisfactory.
- The food shall be cooked, stored and served under hygienic conditions. The contractor shall ensure that only fresh cooked food is served and stale food is not recycled. Stale and/or rest over food or food material shall be removed from the canteen premises in an eco-friendly manner as soon as possible.
- The food shall be neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of students and staff members.
- The oil which remains from deep frying at the end of the day shall have to be destroyed and shall not be allowed to be recycled for the purpose of cooking next day.

The canteen contractor will be required to use preferably the following brands of raw materials:

- Fortune/ Naturefresh, sunflower/soyabean refined oil/musturd oil.
- MDH/Everest/Catch brands of Spices
- Rajdhani/Ashirwad/Shaktibhog brands of Atta, maida, besan,sooji
- Brooke Bond/Taj Mahal/ Tata Gold/Red Label brands of tea
- Nescafe/bru/ Tata Grand brands of coffee
- Milk, Paneer, curd by Mother Dairy/Amul
- Butter by Amul/Mother Dairy
- Britannia/Harvest brands of bread
- Fruit juices by real/Safal/frooty/slice
- Sona/Lal Quila/India Gate brands of Basmati rice
- Other items/brands strictly subject to written approval by the committee.

SERVICE:

- The contractor will be required to provide service in the canteen premises and also in various rooms of the college such as the Principal’s office, Staff Room, and departmental rooms/lab. The service would be free of any charge and quick.
- The food served in the departments/out of the canteen should be well packed with Aluminium foil or saran wraps/cling films.
- Crockery used should be of good quality like bone china etc. Special arrangements should be made for meetings of the Principal, Staff Councils, Associations or other such Departments/units etc.

RATES:

- The contractor will be required to sale only approved food items at the rates mentioned in the rate list as per Annexure-I. The same list of items (Menu) along with the price will required to be displayed prominently in the canteen dining hall, staff rooms, and various departments/units.
- The canteen contractor shall not tamper with the rates once agreed to. If any such complaint is received the canteen committee may fine the contractor up to Rs.1000/-upon due verification.
- Introduction of new items in the Menu can also be done with prior approval of the canteen committee at the rates approved by it.

TERMS AND CONDITIONS GOVERNING THE CONTRACT FOR RUNNING AND OPERATING SATYAWATI COLLEGE CANTEEN

1. The contract will be awarded on the following basis:
 - a. Highest Licence Fee (Excluding Electricity and Water charges) offered by the bidder for operating and running the Satyawati College canteen (the minimum Licence Fee is Rs.20,000/- month); and
 - b. Agreement with the rates stated and approved by Satyawati College through the tender documents as detailed in Annexure-I.
2. 3. The successful bidder will be required to deposit a total sum of Rs.1,00,000/- (Rupees One Lakhs only) towards refundable security deposits in the form of Demand Draft/Pay Order drawn in favour of the Principal, Satyawati College payable at New Delhi. No interest shall accrue on the refundable security deposits and the same will be refunded on successful completion of the contract after adjustments of dues, if any.
4. Selected contractor for operating DBC canteen will also have to pay following charges:

Electricity Charge: Actual basis as per sub-meter reading

Water Charge: Rs.2,000/- Month
5. The items and rate list must not be altered by the bidder. Any modification /alterations of items and /or rates should be specifically stated in a separate covering letter.
6. Bids received after the last date of submission will be summarily rejected. The college reserves the right to accept or reject any or all of the bids either fully or partially without assigning any reasons thereof.
7. Bids will remain valid for a period of 3 months from the last date of submission of tender. Rates stated and approved by the college will remain valid for the entire period of contract.
8. The successful bidder will have to undertake to comply with all terms and conditions by executing an agreement on a non-judicial stamp paper of Rs. 100/- within seven days of issue of award letter.
9. The contract once awarded can be terminated by either party after giving one month notice to the other party. However, if the contractor seeks termination of the contract in between the contract period his security deposits would be forfeited and if college does so then the security deposit would be refunded to the contractor.

10. The contractor will have to provide a list of its workers and employees who will be working in the canteen premises along with their identification proof. The contractor will also provide their police verification and medical fitness certificates of each and every staff.
11. The contractor will be required to ensure that all its employees/workers are paid wages as per the minimum Wages rates notification by the Governments of Delhi. Any complaint will be treated as breach of contract.
12. The contractor will be solely and exclusive responsible to adhere to meet all statutory obligations and compliances under the relevant rules and regulations of the governments viz. labour laws, PF and ESI benefits, required licenses under the FSSAI norms etc.
13. The contractor will not deploy any minor to work in the canteen.
14. The contractor will ensure to arrange neat and clean uniform for all its staff, head covers/caps and aprons etc. for the cooking staff on his/her own expenses. The canteen staff will be required to wear the uniform at all times.
15. The canteen shall remain open from 8:00 Am to 8:00 P.M on all working days (Monday to Saturday) except gazetted holidays. Skeletal services would be provided by the canteen on Sunday to cater the students attending School of Open Learning, IGNOU and others classes with permission from the principal.
16. The canteen shall not be closed on any working day of the institution without the written permission of the Principal/ Canteen Committee.
17. Satyawati College reserves the right to ask the contractor to remove any of its workers/employees without assigning any reasons thereof.
18. Satyawati College shall in no case be responsible for any accident, loss or damage to the staff employed or article equipment etc. used by contractor.
19. The contractor will have to get his/ her establishment inspected by SDMC Health Department and a certificate has to be obtained from them within a period of 30 days from the award of the contract.
20. The contractor will have to arrange for crockery, utensils, refrigerator or any other equipment on his/her own expenses as per the direction under 'Quality'.
21. The canteen and kitchen can be inspected by the Canteen Committee or any officer authorized by the Principal at any time and, if any substandard materials or food are found, the contractor will be penalized at the discretion of Satyawati College canteen committee.
22. The Contractor will be required to arrange sufficient equipment and crockery in order to ensure proper and efficient services.

23. The contractor shall receive all payments in cash through token/ coupon system only. Contractor should also provide cashless payment facility such as credit cards/debit cards/ e-wallets etc. to the students and staff.
24. The contractor shall maintain a freely accessible suggestion book or suggestion box for recording complain and suggestions for improvement by the students and staff.
25. No worker will be allowed to stay overnight in the institute premises.
26. The contractor should ensure all safety measures while running and operating the Satyawati College Canteen .This includes necessary precautions against fire hazards. He/She will have to arrange and periodically refill at least 5 numbers of fire-extinguishers.
27. Satyawati College will not undertake any responsibility for credit sales to students, visitors or any of its staff members or any losses caused to the contractor due to pilferage or whatsoever.
28. The contractor shall not engage the service of any sub- contractor or transfer the contract to any other person.
29. Satyawati College reserves the right to change any terms and conditions governing the operation of canteen as and when circumstances so warrant.
30. The contractor will have to arrange a separate landline telephone connection for Canteen.
31. In the event of delay in deposit of monthly Licence Fee, Electricity and Water charges, interest will be charged @10% per month.
32. The contractor shall abide by the contract if any done in future by the college pertaining of the canteen.

APPROVED ITEMS AND PRICE LIST

<u>Item No.</u>	<u>Item</u>	<u>Quantity</u>	<u>Rates in Rs.</u>
Tea & Beverages			
1.	Tea (toned milk+adrakh+ilaichi)	100 ml	10
2.	Special Tea in full cream milk	100 ml	15
3.	Coffee in full cream milk	100 ml	15
4.	Nescafe coffee through machine	100 ml	Company Norms
5.	Soft Cold drinks	200/600 ml	MRP
6.	Ice creams	100 gm	MRP
7.	Dahi (Mother Dairy/Amul) only	100/200 gm	MRP
8.	Lassi (Mother Dairy/Amul) only	200 ml	MRP
9.	Nimbu-Pani(Nimbooj/ 7up)	200 ml	MRP
10.	Juices tetra pack only	200 ml	MRP
11.	Mineral Water		MRP
Snacks			
12.	Samosa (1 piece) Throughout the day	100 gm	10
13.	Kachori (1 piece)		10
	1 Kachori with sabzi	60 gm	15
14.	Bread Pakoda	120 gm	15
15.	Paneer Bread pakoda	60 gm	20
16.	Veg Spring Roll	150 gm	20
17.	Veg cutlet (per piece)	100 gm	10
18.	Paneer cutlet(per piece)	100 gm	20
19.	Veg burger(per piece)	150 gm	25
20.	Veg Sandwich(per piece)	150 gm	20
21.	Veg Patties	150 gm	15
22.	Veg Chowmein	Per Plate	20

23.	Plain Maggi	Per Plate	20
24.	Paav Bhaji	Per Plate	30

South Indian Meals

25.	Plain Dosa	Per Plate	30
26.	Masala Dosa	Per Plate	40
27.	Panerr Dosa	Per Plate	50
28.	Uttapam	Per Plate	30
29.	Sambhar vada (2 pieces)	Per Plate	30
30.	Sambhar Idli (2 pieces)	Per Plate	30
31.	Upma	Per Plate	30

North Indian Meals

32.	Puri-chhole	Per Plate	30
33.	Chhole-Bhature	Per Plate	30
34.	Paratha Plain	Single	20
35.	Paratha Stuffed (aaloo/gobhi)	Single	35
36.	Paratha Stuffed (Paneer)	Single	45
37.	Rajma (medium katori)		15
38.	Rajma with Rice	Per Plate	30
39.	Chhole (medium katori)		15
40.	Chhole with Rice	Per Plate	30
41.	Kadhi (medium katori)		15
42.	Kadhi with Rice	Per Plate	30
43.	Plain Rice	Per plate	15
44.	Fried Rice	Per plate	25
45.	Roti	Single	5
46.	4 Roti with Dal (different varieties)	Per plate	30
47.	4 Roti with sabzi (different varieties)	Per plate	30
48.	Regular Thali (4 chapatis, daal, rice,		

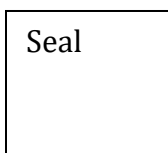
	1 seasonal sabzi, salad, raita, 1 papad)		50
49.	Special Thali (with Paneer) (4 chapatis daal, rice, 1 seasonal sabzi, 1 paneer sabzi, salad, raita, 1 papad)		70
50.	Confectionery items (Biscuits, chocolates, wafers, pastry etc.		MRP
51.	Litti Chaukha	2 piece	30
52.	Macroni	Per plate	30
SWEET DISH			
53.	Gulab Jamun	Per piece	15
54.	Rasgulla	Per piece	15
55.	Balu-Shahi	Per Piece	15
OTHERS			
56.	Honey Chilli Potato	Per Plate	30
57.	Veg Hotdog	Per Piece	20
58.	Veg Patties	Per Piece	15
59.	Cheese Petties	Per Piece	25
60.	Onion Uttapam	Per Plate	35
61.	Veg Momos	06 Piece	30
62.	Paneer Momos	06 Piece	40
63.	Poha	Full Plate	30

**REQUEST FOR PROPOSAL (RFP) FOR OPERATING SATYAWATI COLLEGE
CANTEEN TECHNICAL BID**

S.No.	Description	Particulars
1.	Name of the bidder/ firm/company	
2.	Address	
3.	Name of the authorized representative	
4.	Designation/Capacity(Proprietor/Director/ Official)	
5.	Contact Number	
6.	Email	
7.	Details of statutory licences obtained(if any)	
8.	Details of PAN/TIN/GST Registration No.	
9.	Numbers of employees currently on rolls of the bidder(chefs/cook, Service staff etc. to be detailed separately)	
10.	Details of organization served/presently being served (certificates to be attached)	
	Period	
	From	To
(a)		Details of the organization served
(b)		
(c)		

Date: _____

Place: _____



Signature of the Bidder _____

Name _____

Designation _____

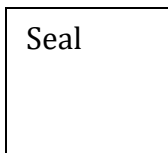
Address _____

**REQUEST FOR PROPOSAL (RFP) FOR OPERATING SATYAWATI COLLEGE
CANTEEN FINANCIAL BID**

S.No.	Description	Particulars
1.	Name of the bidder/ firm/company	
2.	Address	
3.	Name of the authorized representative	
4.	Designation/Capacity (Proprietor/Director/ Official)	
5.	Permanent Income Tax Account (PAN No.)	
6.	Contact Number	
7.	Email	
8.	Licence Fee for using Satyawati College Canteen Premises (Minimum Licence fee is Rs.20,000/- Month)	Willing to pay Rs..... Per Month (in words) towards Licence Fee.

Date: _____

Place: _____



Signature of the Bidder _____

Name _____

Designation _____

Address _____

UNDERTAKING

The Principal
Satyawati College
(University of Delhi)
Ashok Vihar, Phase-III,
Delhi-110052

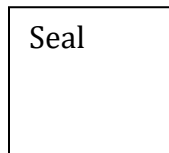
Sir,

I/We the undersigned certify that I/We have gone through the terms and conditions along with price list of the items to be supplied in the canteen mentioned in the tender documents and hereby undertake to agree and comply with them in its entirety.

I/We understand that in case of breach of any of the terms and conditions committed on my/our part, the contract for operating and running of Satyawati College canteen will be liable to be terminated.

Date: _____

Place: _____



Signature of the Bidder _____

Name _____

Designation _____

Address _____
