ANNA UNIVERSITY

SARDAR PATEL ROAD, CHENNAI - 600 025

Phone: 044-2235 7923
Fax : 044-2235 1956

Letter No. AU-CEG/CHAT/ICE/2026-27 **Dated: .10.2026**

To
The Director,
Ramanujan Computing Centre,
Anna University,
Chennai - 600 025.

Sir,

Sub: Anna University -Tender Notice to be published in the Anna University website - Requested - Reg.

Ref: G. O. Ms. No. 103, Finance (SALARIES) Department dated: 11.04.2022.

****

I enclose herewith a Tender Notice and Tender Notification for Operating "**Chat Shop and Ice Cream Shop**" in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25.

Sl. No.	Tender Ref. No.	Tender ID No.	Description
1	AU-CEG/CHAT-007/2026-27	2026_AU_718627_1	Operating Chat Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25.
2	AU-CEG/ICECREAM-008/2026-27	2026_AU_718628_1	Operating Ice Cream Shop (sale of packed milk items) in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25.

I request you to kindly make arrangements to publish the same in the Anna University website. The tender documents can be downloaded by registering in the website https://tntenders.gov.in from 05.00 pm on 28.10.2026.

Yours sincerely,

27/10/2026.

REGISTRAR i/c

Encl: Tender Notifications and Tender Notice

ANNA UNIVERSITY, CHENNAI - 600 025

NOTICE INVITING e -TENDER

1.	Description	1.	Operating Chat Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25.
		2.	Operating Ice Cream Shop (sale of packed milk items) in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25.
2.	Tender ID	1.	2026_AU_718627_1
		2.	2026_AU_718628_1
3.	Bid submission End Date	**18.11.2026 upto 05.00 PM**	
4.	Technical Bid Opening Date	**19.11.2026 @ 03.00 PM**	

Note: For further details, please visit https://tntenders.gov.in / www.annauniv.edu

27/10/2026

REGISTRAR i/c

அண்ணா பல்கலைக்கழகம்
சென்னை - 600 025

Phone: 044-2235 7923
E-Mail : cpoannauniversity@gmail.com

1	ஒப்பந்தப்புள்ளி கோரும் அலுவலர் பெயர் பதவி மற்றும் முகவரி	:	பதிவாளர் i/c அண்ணா பல்கலைக்கழகம், சென்னை - 600 025 தொலைபேசி எண்: 044 - 2235 7004 / 7923 மின்னஞ்சல் முகவரி: registrar@annauniv.edu
2	அ) பணியின் பெயர் மற்றும் விபரம்	:	

S. No.	Tender Ref. No.	Tender ID No.	Description
1	AU-CEG/CHAT-007/2026-27	2026_AU_718627_1	Operating Chat Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25.
2	AU-CEG/ICECREAM-008/2026-27	2026_AU_718628_1	Operating Ice Cream Shop (sale of packed milk items) in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25.

	ஆ) பணி செய்ய வேண்டிய மாவட்டத்தின் பெயர்	:	சென்னை
3	எந்த இடத்தில் எந்தத்தேதி வரை ஒப்பந்தப்புள்ளி சம்மந்தமாக படிவம் கிடைக்கும் என்ற விவரம்	:	ஒப்பந்தப்புள்ளி ஆவணங்களை https://tntenders.gov.in என்ற வலைதளத்திலிருந்து **28.10.2026** மாலை **05.00** மணி முதல் **18.11.2026** மாலை **05.00** மணி வரை பதிவிறக்கம் செய்து கொள்ளலாம்.
4	செலுத்தப்பட வேண்டிய முன்வைப்பு தொகை விவரம்	:	முன்வைப்புத் தொகையானது https://tntenders.gov.in என்ற **இணையதளம் (ONLINE MODE) மூலம் மட்டுமே** சமர்ப்பிக்கப்பட வேண்டும். வ. எண் 1 க்கு ரூ.20,000/- (ரூபாய் இருபது ஆயிரம் மட்டும்) வ. எண் 2 க்கு ரூ.20,000/- (ரூபாய் இருபது ஆயிரம் மட்டும்)
5	நிறைவுசெய்யப்பட்ட ஒப்பந்தப் புள்ளிகள் பெறப்படுவதற்கான கடைசி நாளும், நேரமும்	:	பூர்த்தி செய்யப்பட்ட ஒப்பந்தப்புள்ளி ஆவணங்களை **18.11.2026 மாலை 05.00 மணிக்குள்** https://tntenders.gov.in என்ற வலைதளத்தில் இரு ஆவண முறையில் மின்னணு கையொப்ப சான்றிதழ் மற்றும் அடையாளம் மூலம் பதிவு செய்து பதிவேற்றம் செய்ய வேண்டும்.
6	ஒப்பந்தப்புள்ளிகள் பற்றிய கலந்தாய்வு கூட்டம் நடைபெறும் இடம், நேரம் மற்றும் நாள்		**19.11.2026 பிற்பகல் 03.00 மணிக்கு** ஒப்பந்தப்புள்ளிகள் பற்றிய கலந்தாய்வு கூட்டம் சென்னை அண்ணா பல்கலைக்கழகம், **Academic Council Hall, CEG வளாகத்தில்** நடைபெறும்.
7	பெறப்பட்ட ஒப்பந்தப்புள்ளிகள் திறக்கப்படும் இடம், நேரம் மற்றும் நாள்	:	**05.11.2026 பிற்பகல் 03.00 மணிக்கு** ஒப்பந்தப்புள்ளிகளின் முதல் ஆவணத்தை திறப்பதற்கான கூட்டம் சென்னை அண்ணா பல்கலைக்கழகம், **Academic Council Hall, CEG** வளாகத்தில் நடைபெறும்.
8	ஒப்பந்தப்புள்ளி அலுவலர் பொருத்தமானது எனத்தீர்மானிக்கும் முக்கியமான தகவல்	:	ஒப்பந்த (மற்ற) நிபந்தனை விவரங்களும் மற்றும் இனி வருங்காலத்தில் தேவைப்படும் திருத்தங்களும் மேற்கண்ட வலைதளத்தில் மட்டுமே அறிவிக்கப்படும்.

27/10/2026

பதிவாளர் i/c

ANNA UNIVERSITY :: CHENNAI 600 025

TENDER NOTICE

Critical Dates			
Tender Publication Date	**28.10.2026 05.00 pm**	**Pre-Bid Meeting Date**	**05.11.2026 03.00 pm**
Bid Document Download Start Date	**28.10.2026 05.00 pm**	**Bid Document Download End Date / Online Payment of EMD End Date**	**18.11.2026 05.00 pm**
Clarification Start Date	**06.11.2026 10.00 pm**	**Clarification End Date**	**18.11.2026 05.00 pm**
Technical and Financial Bid Submission Start Date	**06.11.2026 10.00 am**	**Technical and Financial Bid Submission End Date**	**18.11.2026 05.00 pm**
Technical Bid Opening Date		**19.11.2026 03.00 pm**	

As this is an online tender, Tender Documents are available in the website *https://tntenders.gov.in* only.

Steps for downloading the tender documents:

1. Browse the website ***https://tntenders.gov.in***
2. Click the ***Active Tenders*** on the top left side of the home page
3. Enter **Tender ID** as **2026_AU (OR)** Keyword as ***Anna University*** and Enter Captcha then ignore the rests
4. Click ***search*** on the right side
5. List of various tenders floated by Anna University would appear. Select the tender you are interested and click.
6. The details of the tender would appear
7. Click the ***download as zip file*** under the title ***Tender Document***
8. Enter Captcha and submit
9. The details of the tender would again appear as in point ***6***
10. Click the ***download as zip file*** again
11. Save the tender documents

- **As this is an online tender**, download the PDF documents: 1) Sl. 5: **Online e-Bid Submission** - Two-cover_bid_submission.pdf and 2) Sl. 11: **Online Payment Procedure** - Online_Payment_Gateway.pdf available from the website **https://tntenders.gov.in** under Bidders Manual Kit. The Bidders Manual Kit is available in Right Side Bottom of the Home Page and follow the Instructions step by step for bid submission.

27/10/2026

REGISTRAR i/c

ANNA UNIVERSITY

Sardar Patel Road, Chennai - 600 025

e - Tender for Operating ‘CHAT SHOP’ at CEG Campus, Anna University.

Ref. No. AU-CEG/CHAT-007/2026-27

1. INVITATION FOR BIDS

Anna University (AU), one of the premier Technical Universities in the Country, offers degree programmes in the various fields of Engineering, Technology, Architecture, Planning, Management & Applied Sciences. AU serves the community for the societal development through excellence in Teaching, Research & Consultancy works. List of Departments & Centres in AU is available at "www.annauniv.edu". Bids are invited from reputed service providers for Operating Chat Shop at CEG Campus, Anna University, Chennai - 25.

Description	Operating Chat Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25.
EMD Value	₹ 20,000/-
Performance Guarantee Deposit	₹ 2,00,000/-
Date & Venue of Pre-Bid Meeting	5.11.2026, 03:00 PM Academic Council Hall, Anna University, Chennai - 600 025.
Last Date & Time of submission of Online Bid	18.11.2026, up to 05:00 PM
Submission of Bids	• **Two Bid System** will be followed for this tender **(Technical Bid and Financial Bid)**. • The proposals shall be submitted in two parts, viz., Technical Bid and Financial Bid and should be as per the formats given in 'Annexures'. • Bid documents will be available on website - '**https://tntenders.gov.in**' from 28.11.2026 to 18.11.2026 up to 05:00 PM for submission of bids. The bidders must possess a Digital Signature Certificate and submission of bids is through online on '**https://tntenders.gov.in'** and any other mode is not accepted.
Validity of Bid	120 days from the date of opening
Place of Opening of Bids	Academic Council Hall, Anna University, Chennai - 600 025.
Date and Time of Opening of Bids	19.11.2026 at 03:00 PM

2. SCOPE OF WORK

(A). The Registrar, AU, Chennai invites e-Tenders for Operating Chat Shop in the ground floor of students amenities centre, CEG Campus, Chennai - 25. AU has a community consisting of nearly 10,000 students. Prospective bidders shall visit the University and acquaint themselves with the scope & schedule of work before participating in the pre-bid meeting, if required. In order to familiarize the bidders on scope of the work and obligations in the proposed contract, a pre-bid meeting will be conducted with bidders.

(B). The Bidders shall provide the required items to the AU community, as per the specified timings at the best quality and right quantity.

(C). Chat Shop shall be operated from 10:00 AM to 8:30 PM.

(D). Only the chaat items, pav bhaji and sandwiches listed in Annexure 4 shall be sold, in the quantity and at the price fixed by AU therein.

(E). Tender document can be downloaded from **Tamil Nadu Government Tender Portal (www.tntenders.gov.in).**

(F). The tenders are in Two Part System (a) Technical Bid and (b) Financial Bid. All the bidders are requested to go through the instructions, terms & conditions and specifications laid down in the Tender document. Failure to furnish all required information in every aspect will be at their risk and may result in the rejection of their Bids.

For any queries related to the Bid submission, bidders shall contact by email registrar@annauniv.edu / cpoannauniversity@gmail.com or telephone number 044 - 2235 7004 / 7923 (from 10:00 AM to 05:00 PM in all working days).

3. ELIGIBILITY CRITERIA

(A) The Bidder shall have a minimum of three (3) years' experience as on 31.10.2026 in operating Chat Shops / Chaat & Snack Outlets / Sweets & Snacks Shops / Cafeterias / Snack Bars / Restaurants / Food Courts / Canteens / Quick Service Restaurants in Educational Institutions, Government Organizations, Public Sector Undertakings (PSUs), Corporate Offices, IT Parks, Hospitals or Commercial Establishments.

(B) Copies of Work Orders/Agreements/Work Completion Certificates/Client Certificates evidencing the above experience shall be enclosed.

(C) The Bidder shall be currently operating at least one Chat Shop/Chaat & Snack Outlet/Food Outlet/Canteen in any Educational Institution, Government Organization, PSU, Corporate Office, Hospital or Commercial Establishment as on the date of submission of the bid. Documentary proof shall be enclosed.

(D) The Bidder shall have achieved a minimum average annual turnover of Rs.1 Crore during the last three financial years (2023-24, 2024-25 and 2025-26). Audited Balance Sheets, Profit & Loss Accounts and Income Tax Returns duly certified by a Chartered Accountant shall be enclosed.

(E) The Bidder shall possess a valid GST Registration, Permanent Account Number (PAN).

(F) The Bidder shall possess a valid FSSAI Licence appropriate for preparation, storage and sale of food items, including chaat and snacks.

(G) The Bidder shall possess valid registrations under EPF, wherever applicable under the statutory provisions, and comply with all applicable labour laws.

(H) The Bidder shall be a Proprietorship Firm, Partnership Firm, LLP, Company, Cooperative Society or any legally registered business entity. Copies of registration certificates shall be enclosed.

(I) The Bidder shall not have been blacklisted/debarred by any Central Government Department, State Government Department, PSU, Autonomous Body, University or Educational Institution during the last five years. A self-declaration shall be submitted.

(J) The Bidder shall demonstrate the capability to prepare and serve fresh chaat and snack items under hygienic conditions and maintain adequate infrastructure, equipment, cold storage (where required), and transportation facilities for uninterrupted service within the University campus.

(K) The Bidder shall undertake to sell only freshly and hygienically prepared chaat and snack items approved by AU. Sale of tobacco products, alcohol, intoxicants, banned substances or any item prohibited by Anna University shall not be permitted.

4. GENERAL TERMS AND CONDITIONS

(L) The Chat Shop premises shall be provided by Anna University (AU) on an 'as is where is' basis. The successful Bidder shall inspect the premises before submitting the bid. All additional furniture, chaat counters, cooking ranges/induction stoves (where permitted), sandwich grillers, refrigerators, deep freezers, display racks, billing systems, storage shelves and other equipment shall be arranged by the Bidder at his own cost.

(M) The Chat Shop shall sell only the chaat items, pav bhaji and sandwiches approved by AU. The approved menu, the quantity of each item and the maximum selling price fixed by AU are furnished in Annexure-IV. A parcel charge of ₹5/- per parcel may be collected over and above the fixed price.

(N) **Items shall not be sold for more than the price fixed by AU in Annexure-IV or in less than the quantity specified therein. If it is observed that items are being sold above the fixed price or in short quantity, the contract will be terminated and performance security will be forfeited.**

(O) The Chat Shop shall normally function from 10.00 AM to 8.30 PM on all working days, weekends and notified holidays unless otherwise directed by AU.

(P) No structural, electrical, plumbing or civil alteration shall be carried out without prior written approval of AU.

(Q) Only the approved Chat Shop shall be operated. Sale of tobacco products, alcoholic beverages, intoxicants, prohibited substances or any unauthorized items is strictly prohibited and shall result in immediate termination.

(R) The contract shall initially be valid for one year and may be extended for one

additional year based on satisfactory performance.

(S) Monthly licence fee together with applicable GST shall be remitted on or before the 7th day of every month.

(T) Electricity and water charges shall be borne by the Bidder based on actual consumption or as determined by AU. Maintenance charges of Rs. 10,000 per month shall also be paid.

(U) AU reserves the right to terminate the contract by giving one month's notice or immediately in case of serious breach, repeated complaints, food safety violations or non-payment.

(V) Closure of the Chat Shop without prior written approval shall be treated as breach of contract and may lead to forfeiture of Performance Security.

(W) Employees shall wear clean uniforms, aprons, gloves, head covers, closed footwear and identity cards.

(X) The Bidder shall submit employee details with photographs, Aadhaar / identity proof, medical fitness certificates and police verification before commencement.

(Y) Staff shall maintain courteous behaviour towards students, faculty, staff and visitors.

(Z) No advertisement, branding or promotional display shall be made without prior approval of AU.

(AA) The licence shall not be sublet, assigned or transferred.

(BB) A responsible supervisor shall always be available and complaint contact details shall be displayed.

(CC) AU may inspect hygiene, food quality, storage, pricing and service standards at any time.

(DD) The approved menu with quantities, selling prices and digital payment QR code shall be prominently displayed.

(EE) Only fresh, good-quality ingredients, branded raw materials and products within expiry date shall be used.

(FF) Only potable drinking water conforming to BIS/FSSAI standards (RO-treated or packaged) shall be used for preparing pani, chutneys and all other items, and for drinking.

(GG) The Bidder shall provide all cooking and food-preparation equipment, refrigerators, freezers, weighing machines, POS/billing system, fire extinguisher and food-grade storage containers.

(HH) Artificial colours, prohibited preservatives, expired ingredients or adulterated food materials shall not be used.

(II) All preparation areas, equipment and display counters shall be cleaned and sanitised regularly.

(JJ) Pani, chutneys, ragda, bhaji, curd-based items and other chaat preparations shall be prepared fresh every day, kept covered and served hygienically. Left-over or stale items shall not be sold.

(KK) Curd, butter, cheese, paneer and bread shall be procured from reputed brands and stored under prescribed temperatures. Only branded refined edible oil shall be used, and frying oil shall not be re-used beyond the limit prescribed by FSSAI.

(LL) Only food-grade packaging and eco-friendly carry bags shall be used.

(MM) The Bidder shall strictly comply with FSSAI Regulations, Food Safety Standards, Fire Safety requirements and all applicable statutory provisions.

(NN) The Chat Shop shall be maintained neat, pest-free and odour-free.

(OO) Waste shall be segregated and disposed of scientifically. Daily cleaning of the premises shall be mandatory.

(PP) Single-use plastics prohibited under Government of Tamil Nadu and AU regulations shall not be used. Only eco-friendly, biodegradable or paper-based packaging materials shall be used.

(QQ) The Bidder shall comply with GST, FSSAI, Labour Laws, EPF, Minimum Wages Act and other statutory requirements.

(RR) Digital payment facilities including UPI, debit/credit cards and QR code shall be provided.

(SS) The Chat Shop shall commence operations within seven working days from the date of Letter of Acceptance.

(TT) The licence fee shall remain unchanged during the first year. In case of extension, the licence fee shall be enhanced by 5% for the second year.

(UU) The Bidder shall maintain a complaint/suggestion register and respond promptly to complaints.

(VV) AU reserves the right to revise the approved menu, prices and operational guidelines whenever necessary in the interest of students and the University.

5. EARNEST MONEY DEPOSIT (EMD)

(A) EMD of **₹ 20,000/-** (Rupees Twenty Thousand only) should be transferred through online payment mode in e-tender portal **https://tntenders.gov.in**. on or before due date 18.11.2026 upto 05:00 PM. Any other mode of payment of EMD shall not be accepted.

a. Bidder has to select the payment option as “Pay online” to pay the EMD amount. Only after payment of EMD, Bidder will be able to upload their bids. In order to avoid any issues and last-minute delay in processing of payment online, it is recommended to make payment and submit the bid as early as possible. AU will not be held responsible for any sort of difficulty faced / failure in submission of bids online by the bidder.

b. The EMD will not carry any interest. Non-submission of EMD details on or before the due date and time will result in rejection of the bid.

c. The amount of EMD is liable to be forfeited, if the bidder withdraws from the offer after the acceptance of the offer.

d. Exemption of EMD will be given to the Company / Firm / Agency, subject to submission of undertaking by the Company / Firm / Agency seeking such exemption, as per the existing Government orders. Copies of relevant orders/ documents regarding such exemption should be submitted along with the tender document.

e. The EMD of unsuccessful bidders will be released after the finalization of the tender. No interest is payable on the EMD.

6. TENDER EVALUATION PROCESS

(i) Technical Bid

(A) The tender shall be evaluated based on Technical Parameters (70%) and Financial Parameters (30%). The Bidder obtaining the highest combined score shall be declared as the Successful Bidder.

(B) The maximum marks for Technical Evaluation shall be 70 marks. The Technical Evaluation shall be carried out by a Committee constituted by the Competent Authority of Anna University. Only technically qualified bidders shall be considered for opening of the Financial Bid.

(C) The Technical Bid shall be evaluated for a maximum of 70 marks. For the purpose of applying the prescribed weightage, the Technical Marks obtained by each Bidder shall be converted into a score out of 100 using the following formula:

(D) Technical Score = (Technical Marks Obtained / 70) × 100

Sl. No.	Evaluation Criteria	Maximum Marks
1	Experience in operating Chat Shops / Chaat & Snack Outlets / Sweets & Snacks Shops / Cafeterias / Food Courts / Canteens (5 marks for every completed year subject to a maximum of 25 marks).	25
2	Number of operational Chat Shops / Chaat & Snack Outlets / Sweets & Snacks Shops / Food Courts: • One outlet – 5 marks • Two outlets – 15 marks • Three or more outlets – 25 marks	25
3	Average Annual Turnover during the last three financial years (2023-24, 2024-25, 2025-26): • Above 50 Lakh – 20 marks • 25 Lak > Turnover > 50 Lakh – 10 marks • = ₹25 Lakhs – 5 marks	20

(ii) Financial Bid

(E) The maximum selling prices of all approved items are furnished in Annexure-IV. The successful Bidder shall not charge more than the approved rates during the contract period. The Bidder shall quote the monthly licence fee for operating the Chat Shop.

(F) The Financial Score shall be calculated as: Financial Score = (L / H) × 100

Where:

H = Highest monthly licence fee quoted among the technically qualified bidders.

L = Monthly licence fee quoted by the respective bidder.

(G) The Total Score shall be calculated as:

Total Score = (0.70 × Technical Score) + (0.30 × Financial Score).

(H) The Bidder securing the highest Total Score shall be declared as the Successful Bidder. In case of a tie, preference shall be given in the following order:

(i) Higher Technical Score.

(ii) Higher experience in operating Chat Shops / Chaat & Snack Outlets.

(iii) Higher average annual turnover during the last three financial years.

(I) The Successful Bidder shall execute the Agreement within seven working days from the date of issue of the Letter of Acceptance. Failure to do so shall result in forfeiture of the Earnest Money Deposit/Performance Security, as applicable, and Anna University reserves the right to award the contract to the next ranked Bidder.

7. PERFORMANCE GUARANTEE DEPOSIT

(A) The successful bidder shall furnish a performance security of **Rs.2,00,000/-** (Rupees Two lakhs) in the form of a Bank Guarantee from a commercial bank in the format appended for proper performance of the contract agreement, (not withstanding and/ or without prejudice to any other provisions in the contract) within a period of 7 working days from the date of issue of letter of acceptance.

(B) The performance bank guarantee shall be held up to the end of contract period/ extended contract period plus 6 months. After the completion of the contract period plus six months and clearing all the dues, if any, the performance bank guarantee will be returned to the Bidder without any interest.

(C) In the event of the contract being determined or rescinded under provision of any of the rules/ clauses/ terms and conditions of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the AU.

8. TERMINATION OF CONTRACT

On expiry/termination of the license, the Chat Shop Bidder shall vacate the licensed premises. All fixtures, furniture etc. which are the properties of AU should be handed over to the AU in good and tenable conditions as it has been handed over to the Chat Shop Bidder at the time of occupation of the premises, else appropriate fine will be charged on the Chat Shop Bidder. Cost of repair charges for mishandling and willful damage will be deducted from the Performance guarantee.

AU shall terminate the contract, if

a) The Chat Shop Bidder defaults in the payment of license fee, electrical charges, water charges and other maintenance charges for 3 months consequently.

b) If the quality of chaat items, pav bhaji, sandwiches and other approved food items, the quantity served, or the standards of hygiene, cleanliness, food safety, storage practices, customer service, or overall maintenance of the Chat Shop are found to be unsatisfactory, as assessed by a Committee constituted by Anna University, the University reserves the right to issue a Show Cause Notice. In the event of failure to rectify the deficiencies within the stipulated time or repeated violations, Anna University reserves the right to terminate the licence/contract by giving one month's notice, without prejudice to any other action available under the terms and conditions of the contract. During the notice period of the termination of the contract period, the Chat Shop Bidder shall keep discharging duties as before till the expiry of the notice period.

c) If it is observed that items are being sold above the price fixed by AU or in short quantity, the contract will be terminated and the performance security will be forfeited.

9. FORCE MAJEURE

(A) If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, pandemics, quarantine restrictions, strikes, lockouts, acts of God (hereinafter referred to as "events") neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist.

(B) The decision of AU as to whether the performance or delivery has so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 30 days, AU may at its option, terminate the contract without any obligation to compensate or performance on its part.

10. DISPUTE RESOLUTION & ARBITRATION

(A) All disputes, controversies, claims or differences arising out of or relating to the execution of this Agreement shall be resolved amicably by mutual consultation and discussion by the authorized representatives of both the parties shall be referred to arbitration (to be conducted in English language). However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication.

(B) Sole arbitrator shall be appointed by AU for the unresolved dispute. The solve arbitrator will be employee of the University. The award of the sole arbitrator shall be final and binding on all the parties.

(C) The arbitration shall be conducted in accordance with the provisions of the Arbitration & Conciliation Act 1996, as amended from time to time and rules formed there under.

(D) Notwithstanding any dispute between the parties, the agency shall not be entitled to withhold, delay or defer his obligation under the Agreement and the same shall be carried out strictly in accordance with the terms & conditions of the Agreement.

(E) The cost of Arbitration shall be borne by the respective parties. During the pendency of the arbitration proceeding and currency of Agreement, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the firm shall continue to bemade in terms of the Agreement. Arbitration or any other legal proceedings shall be subject to the exclusive jurisdiction of the Courts in Chennai only.

(F) The laws of India shall govern this tender document.

(G) In the event of any dispute over this tender, the decision of AU shall be final and binding.

(H) This tender is subject to the exclusive jurisdiction of the Courts at Chennai.

11. FORMS & ANNEXURES

The Bidder shall upload all documents specified in the tender documents before the prescribed date and time through the portal. Failure to upload any of the mandatory documents shall results to rejection of the Bid.

Annexure - 1 : Technical Bid

Annexure - 2 : Not Black listed Certificate

Annexure - 3 : Financial Bid

Annexure - 4 : List of Items to be served with price

Annexure - 5 : Model Feedback form for evaluation

- Any other relevant information or data / documents shall be uploaded in the pdf / rar file format along with the technical bids.

ANNEXURE - 1: TECHNICAL BID

Operating Chat Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/CHAT-007/2026-27

S. No.	Particulars	Details
1	Name and Add0ress of the Registered Office of the Proprietorship Firm / Partnership Firm / LLP / Company / Co-operative Society / Agency with Telephone Number and E-mail ID	
2	Registration Details of the Firm / Company / Business Entity (Attach Registration Certificate / Certificate of Incorporation / Partnership Deed / LLP Registration / Co-operative Registration, as applicable)	Registration No.: _____ Date of Incorporation: _____
3	Name, Designation, Address, Telephone Number and E-mail ID of the Authorized Signatory	
4	Experience in operating Chat Shops / Chaat & Snack Outlets / Sweets & Snacks Shops / Cafeterias / Snack Bars / Restaurants / Food Courts / Canteens in Educational Institutions, Government Organizations, PSUs, Corporate Offices, IT Parks, Hospitals or Commercial Establishments with a minimum experience of three (3) years as on 31.10.2026.	
5	Details of at least one currently operating Chat Shop / Chaat & Snack Outlet / Sweets & Snacks Shop / Food Court / Cafeteria / Canteen in an Educational Institution / Government Organization / PSU / Corporate Office / Hospital / Commercial Establishment.	
6	Average Annual Turnover during FY 2023-24, 2024-25 and 2025-26 (Minimum ₹1 Crore).	
7	Copies of Audited Balance Sheets, Profit & Loss Accounts and Income Tax Returns for FY 2023-24, 2024-25 and 2025-26, duly certified by a Chartered Accountant.	
8	Permanent Account Number (PAN).	
9	GST Registration Number.	
10	GST Returns for the last completed quarter of FY 2025-26.	

11	Valid FSSAI License applicable for preparation and sale of food items (chaat and snacks).	
12	Employees' Provident Fund (EPF) Registration Number (where applicable).	
13	Details of Registered Office/Operational Establishment in Tamil Nadu.	
14	Details of Employees on Roll engaged for food service operations.	
15	Self-declaration regarding non-blacklisting/debarment by any Central Government Department, State Government Department, PSU, Autonomous Body, University or Educational Institution during the last five years.	

DECLARATION

I/We hereby certify that the information furnished above is true, complete and correct to the best of my/our knowledge and belief. I/We understand that if any information furnished is found to be false, incorrect, suppressed or misleading at any stage, the bid shall be liable for rejection and the bidder may be disqualified/blacklisted from participating in future tenders of the Institution.

I/We further undertake to comply with all terms and conditions of the Tender Document in full.

Place: _____

Date: _____

Signature of the Authorized Signatory

Name: _____

Designation: _____

For and on behalf of: _____

(Company Seal)

ANNEXURE - 2: NOT BLACK LISTED CERTIFICATE

(in Company / Firm / Agency Letter Head)

Operating Chat Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/CHAT-007/2026-27

Self-Declaration that the Chat Shop Bidder has not been Blacklisted

I……..……

…..S/o ……..……R/o

…… do hereby declare and solemnly affirm:

(i) That the Firm .....has not been Blacklisted or declared insolvent by any of the Union or State Government / Organization.

(ii) That none of the individual / firm / Company Blacklisted or any partners or shareholder thereof has any connection directly or indirectly with or has any subsistence interest in the deponent business / firm company.

(iii) That neither the Firm nor any of its partner has been involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police.

Place: Signature of the Bidder

Date: Name & Address of the

Bidder with Office Stamp

(To be executed & Attested by Public Notary / Executive Magistrate on Rs.100/- Stamp paper by the bidder)

DECLARATION REGARDING BLACKLISTING / DEBARRING FROM TAKING PART INGOVT. TENDER BY ANNA UNIVERSITY / GOVT. DEPARTMENT(S).

I / We Proprietor / Partner (s) Director (s) of M/s._____hereby declare that the firm / company name M/s._____has not been blacklisted or debarred in the past by AnnaUniversity or any other Government organization from taking part in Government tenders.

(Or)

I / We Proprietor / Partner (s) Director (s) of M/s._____hereby declare thatthe firm / company name M/s._____was blacklisted or debarred in the past by Anna UniversityGovernment organization from taking part in Government tenders for a period of _years w.e.f

The period is over on___and now the firm / company is entitled to take in Governmenttenders.

In case, if the above information is found false, I / We are fully aware that the tender / contract will be rejected / cancelled by Anna University and shall be forfeited.

In addition to the above, Anna University will not be responsible to pay the bills for any partiallycompleted work.

Signature:_____Name:_____Capacity in which as signed:

_____Name & Address of the firm: _____

Place: Seal of the firm should be affixed

ANNEXURE - 3: FINANCIAL BID

Operating Chat Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/CHAT-007/2026-27

1 .I Shri/Smt/Ms _____ S/D/W/o duly authorized by

_____ Partnership Firm/ Private / Public Limited Company to submit this Tender, here by submit the Tender in the form of the License Fee specified in the table below for Selection of Agency for Allotment of built-up space for Operating Chat Shop, **CEG Campus, Anna University, Chennai** on license basis for a term of 12 months.

Particulars	**Minimum License Fee per month**	**License Fee quoted per month by the bidder * (Exclusive of GST) (in INR / Month)**	
		INR In Figure	INR. In Words
"To run a Chat Shop" in the earmarked area at CEG, Anna University, Chennai on License basis	**Min Rs. 15,000/- Excluding GST**		

* Financial bid is acceptable, only if the quoted license fee is higher than the minimum license fee.

Signature of the Authorized signatory

Date:

ANNEXURE - 4: LIST OF ITEMS TO BE SERVED WITH PRICE

Operating Chat Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/CHAT-007/2026-27

S. No.	Particulars	Quantity	Price by AU in Rs./-
A. Puri Chaat			
1.	Pani Puri	6 pcs	25
2.	Masala Puri	1 plate	30
3.	Sev Puri	6 pcs	30
4.	Bhel Puri	1 plate	35
5.	Dahi Puri	6 pcs	40
6.	Cheese Masala Puri	1 plate	45
7.	Cheese Sev Puri	6 pcs	45
8.	Cheese Bhel Puri	1 plate	45
9.	Cheese Dahi Puri	6 pcs	45
B. Papdi & Other Chaat			
10.	Papdi Chaat	1 plate	40
11.	Dahi Papdi Chaat	1 plate	45
12.	Cheese Dahi Papdi Chaat	1 plate	50
13.	Tomato Slice Chaat	1 plate	40
C. Samosa, Cutlet & Ragda Chaat			
14.	Samosa Chaat	1 plate (1 no.)	30
15.	Cutlet Chaat / Ragda Pattice	1 plate (1 no.)	30
16.	Dahi Samosa Chaat	1 plate (1 no.)	35
17.	Dahi Cutlet Chaat	1 plate (1 no.)	35
18.	Cheese Samosa Chaat	1 plate (1 no.)	35

S. No.	Particulars	Quantity	Price by AU in Rs./-
D. Pav Bhaji & Vada Pav			
19.	Vada Pav	1 no.	25
20.	Pav Bhaji	1 plate (2 pav)	35
21.	Butter Pav Bhaji	1 plate (2 pav)	40
22.	Cheese Pav Bhaji	1 plate (2 pav)	40
23.	Extra Pav	1 no.	10
E. Sandwiches			
24.	Veg Sandwich	1 no.	30
25.	Veg Cheese Sandwich	1 no.	35
26.	Veg Grill Sandwich	1 no.	35
27.	Cheese Grill Sandwich	1 no.	40
28.	Paneer Grill Sandwich	1 no.	40

Note:

1. The prices fixed above are the maximum selling prices and are inclusive of all taxes. A parcel charge of ₹ 5/- per parcel may be collected over and above the fixed price; no other additional charge shall be collected.
2. Each item shall be served in the quantity specified above, using fresh ingredients of good quality.
3. Items shall not be sold for more than the price fixed by AU in Annexure-IV or in less than the quantity specified therein. If it is observed that items are being sold above the fixed price or in short quantity, the contract will be terminated and performance security will be forfeited.

ANNEXURE - 5: MODEL FEEDBACK FORM FOR EVALUATION

Operating Chat Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/CHAT-007/2026-27

Model Feedback Form for Monthly Evaluation of the Bidder
(CEG Chat Shop)

S. No.	Description	Excellent	Very good	Good	Average	Poor	Very Poor
		(5 points)	(4 points)	(3 points)	(2 points)	(1 points)	(0 points)
1	Quality of the food served**						
2	Quantity of food served						
3	Cleanliness, hygiene and waste disposal						
4	Catering service, grievance redressed, and Punctuality, Wearing of uniform						
5	• Number of canteen staff. • Frequent change of canteen staff (Manager, Supervisor, Cook)						
	Total						

** Obtained points will be multiplied by two.

The final decision on the feedback evaluation points will be carried out by Committee constituted by Anna University.

The caterer is expected to get overall “Very good” and at least “good/average” in each category in all months. “Very poor” in any month and “poor” twice in a row will attract to issue the show cause notice.

REGISTRAR i/c

ANNEXURE - 3: FINANCIAL BID

Operating Chat Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/CHAT-007/2026-27

1 .I Shri/Smt/Ms _____ S/D/W/o duly authorized by

_____ Partnership Firm/ Private / Public Limited Company to submit this Tender, here by submit the Tender in the form of the License Fee specified in the table below for Selection of Agency for Allotment of built-up space for Operating Chat Shop, **CEG Campus, Anna University, Chennai** on license basis for a term of 12 months.

Particulars	**Minimum License Fee per month**	**License Fee quoted per month by the bidder * (Exclusive of GST) (in INR / Month)**	
		INR In Figure	INR. In Words
"To run a Chat Shop" in the earmarked area at CEG, Anna University, Chennai on License basis	**Min Rs. 15,000/- Excluding GST**		

* Financial bid is acceptable, only if the quoted license fee is higher than the minimum license fee.

Signature of the Authorized signatory

Date:

ANNA UNIVERSITY

Sardar Patel Road, Chennai - 600 025

e - Tender for Operating ‘ICE CREAM SHOP’ at CEG Campus, Anna University.

Ref. No. AU-CEG/ICECREAM-008/2026-27

1. INVITATION FOR BIDS

Anna University (AU), one of the premier Technical Universities in the Country, offers degree programmes in the various fields of Engineering, Technology, Architecture, Planning, Management & Applied Sciences. AU serves the community for the societal development through excellence in Teaching, Research & Consultancy works. List of Departments & Centres in AU is available at "www.annauniv.edu". Bids are invited from reputed service providers for Operating Ice Cream Shop, CEG Campus, Anna University, Chennai - 25.

Description	Operating Ice Cream Shop (sale of packed milk items) in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25.
EMD Value	₹ 20,000/-
Performance Guarantee Deposit	₹ 2,00,000/-
Date & Venue of Pre-Bid Meeting	05.11.2026, 03:00 PM Academic Council Hall, Anna University, Chennai - 600 025.
Last Date & Time of submission of Online Bid	18.11.2026, up to 05:00 PM
Submission of Bids	• **Two Bid System** will be followed for this tender **(Technical Bid and Financial Bid)**. • The proposals shall be submitted in two parts, viz., Technical Bid and Financial Bid and should be as per the formats given in 'Annexures'. • Bid documents will be available on website - '**https://tntenders.gov.in**' from 28.10.2026 to 18.11.2026 up to 05:00 PM for submission of bids. The bidders must possess a Digital Signature Certificate and submission of bids is through online on '**https://tntenders.gov.in'** and any other mode is not accepted.
Validity of Bid	120 days from the date of opening
Place of Opening of Bids	Academic Council Hall, Anna University, Chennai - 600 025.
Date and Time of Opening of Bids	19,.11.2026 at 03:00 PM

2. SCOPE OF WORK

(A). The Registrar, AU, Chennai invites e-Tenders for Operating an Ice Cream Shop for the sale of packed ice creams and milk items in the ground floor of students amenities centre at CEG Campus, Chennai -25. AU has a community consisting of nearly 10,000 students. Prospective bidders shall visit the University and acquaint themselves with the scope & schedule of work before participating in the pre-bid meeting, if required. In order to familiarize the bidders on scope of the work and obligations in the proposed contract, a pre-bid meeting will be conducted with bidders.

(B). The Bidders shall provide the required items to the AU community, as per the specified timings at the best quality and right quantity.

(C). Ice Cream Shop shall be operated from 9:00 AM to 8:30 PM.

(D). Only packed milk items of the approved brands listed in Annexure 4 shall be sold, at a discount on the Maximum Retail Price (MRP) not less than the minimum discount specified therein.

(E). Tender document can be downloaded from **Tamil Nadu Government Tender Portal (www.tntenders.gov.in).**

(F). The tenders are in Two Part System (a) Technical Bid and (b) Financial Bid. All the bidders are requested to go through the instructions, terms & conditions and specifications laid down in the Tender document. Failure to furnish all required information in every aspect will be at their risk and may result in the rejection of their Bids.

For any queries related to the Bid submission, bidders shall contact by email registrar@annauniv.edu / cpoannauniversity@gmail.com or telephone number 044 - 2235 7004 / 7923 (from 10:00 AM to 05:00 PM in all working days).

3. ELIGIBILITY CRITERIA

(A) The Bidder shall have a minimum of three (3) years' experience as on 31.10.2026 in operating Ice Cream Parlours / Ice Cream & Dairy Product Outlets / Milk Parlours / Cafeterias / Snack Bars / Restaurants / Food Courts / Canteens / Quick Service Restaurants in Educational Institutions, Government Organizations / Public Sector Undertakings (PSUs) / Corporate Offices / IT Parks / Hospitals / Commercial Establishments.

(B) Copies of Work Orders/Agreements/Work Completion Certificates/Client Certificates evidencing the above experience shall be enclosed.

(C) The Bidder shall be currently operating at least one Ice Cream Parlour/Dairy Product Outlet/Food Outlet / Canteen in any Educational Institution / Government Organization / PSU / Corporate Office / Hospital / Commercial Establishment as on the date of submission of the bid. Documentary proof shall be enclosed.

(D) The Bidder shall have achieved a minimum average annual turnover of Rs.25 Lakhs during the last three financial years (2023-24, 2024-25 and 2025-26). Audited Balance Sheets, Profit & Loss Accounts and Income Tax Returns duly certified by a Chartered Accountant shall be enclosed.

(E) The Bidder shall possess a valid GST Registration, Permanent Account Number (PAN).

(F) The Bidder shall possess a valid FSSAI Licence.

(G) The Bidder shall possess valid registrations under EPF, wherever applicable under the statutory provisions, and comply with all applicable labour laws.

(H) The Bidder shall be a Proprietorship Firm, Partnership Firm, LLP, Company, Cooperative Society or any legally registered business entity. Copies of registration certificates shall be enclosed.

(I) The Bidder shall not have been blacklisted/debarred by any Central Government Department, State Government Department, PSU, Autonomous Body, University or Educational Institution during the last five years. A self-declaration shall be submitted.

(J) The Bidder shall have an office or operational establishment in Tamil Nadu, or shall establish one before commencement of the contract, to facilitate efficient operations and supply chain management.

(K) The Bidder shall have a minimum of Ten (5) employees on its rolls or engaged for retail/food service operations as on the date of bid submission. Documentary evidence such as EPF remittance or salary records for the latest available month shall be enclosed, wherever applicable.

(L) The Bidder shall demonstrate the capability to procure genuine branded packed milk items from authorised distributors and maintain adequate infrastructure, deep freezers, visi-coolers, refrigerated storage and cold-chain transportation facilities for uninterrupted service within the University campus.

(M) The Bidder shall undertake to sell only packed, branded ice creams and milk items of the brands listed in Annexure 4. Sale of tobacco products, alcohol, intoxicants, banned substances or any item prohibited by Anna University shall not be permitted.

4. GENERAL TERMS AND CONDITIONS

(N) The Ice Cream Shop premises shall be provided by Anna University (AU) on an 'as is where is' basis. The successful Bidder shall inspect the premises before submitting the bid. All additional furniture, display counters, ice cream deep freezers, visi-coolers, refrigerators, display racks, billing systems, storage shelves and other equipment shall be arranged by the Bidder at his own cost.

(O) The Ice Cream Shop shall sell only packed milk items, viz., ice creams, butter, flavoured milk, chocolates and other packed milk items of the brands listed in Annexure-IV. Each item shall be sold at its Maximum Retail Price (MRP) less the discount offered by the Bidder in Annexure-IV, which shall not be less than the minimum discount specified therein.

(P) **Items should not be sold for more than the prevailing market rate. If it is observed that items are being sold for more than the prevailing market rate then the contract will be terminated and performance security will be forfeited.**

(Q) The Ice Cream Shop shall normally function from 9.00 AM to 8.30 PM on all working days, weekends and notified holidays unless otherwise directed by AU.

(R) No structural, electrical, plumbing or civil alteration shall be carried out without prior written approval of AU.

(S) Only the approved Ice Cream Shop shall be operated. Sale of tobacco products, alcoholic beverages, intoxicants, prohibited substances or any unauthorized tems is strictly prohibited and shall result in immediate termination.

(T) The contract shall initially be valid for one year and may be extended for one additional year based on satisfactory performance. In the case of extension, enhancement of 5 % of existing license shall be charged to the bidder.

(U) Monthly licence fee together with applicable GST shall be remitted on or before the 7th day of every month.

(V) Electricity and water charges shall be borne by the Bidder based on actual consumption or as determined by AU. Maintenance charges of Rs. 15,000 per month shall also be paid.

(W) AU reserves the right to terminate the contract by giving one month's notice or immediately in case of serious breach, repeated complaints, food safety violations or non-payment.

(X) Closure of the Ice Cream Shop without prior written approval shall be treated as breach of contract and may lead to forfeiture of Performance Security.

(Y) Employees shall wear clean uniforms, aprons, gloves, head covers, closed footwear and identity cards.

(Z) The Bidder shall submit employee details with photographs, Aadhaar/identity proof, medical fitness certificates and police verification before commencement.

(AA) Staff shall maintain courteous behaviour towards students, faculty, staff and visitors.

(BB) No advertisement, branding or promotional display shall be made without prior approval of AU.

(CC) The licence shall not be sublet, assigned or transferred.

(DD) A responsible supervisor shall always be available and complaint contact details shall be displayed.

(EE) AU may inspect hygiene, food quality, storage, pricing and service standards at any time.

(FF) The list of items with MRP, the discount offered, the net selling price and the digital payment QR code shall be prominently displayed.

(GG) Only genuine packed products of the approved brands, procured from authorised distributors/dealers and within the expiry date, shall be sold.

(HH) The Bidder shall provide ice cream deep freezers, visi-coolers, refrigerators, POS/billing system, fire extinguisher and storage racks.

(II) Products past their expiry date, products with damaged, leaking or swollen packs, and ice creams that have melted and been refrozen shall not be sold.

(JJ) All deep freezers, visi-coolers, storage areas and display counters shall be cleaned and sanitised regularly.

(KK) Ice creams and frozen desserts shall be stored at or below –18 °C, and chilled milk items at the temperature specified by the manufacturer. An uninterrupted cold chain shall be maintained and a daily temperature log of all freezers and coolers shall be kept.

(LL) Ice creams shall be procured only from Amul, Creambell, Baskin-Robbins, Ibaco, Aavin, Kwality Wall's, Arun; butter and flavoured milk from Amul or Aavin; and chocolates from Cadbury / Nestle / Amul / Ferrero Rocher etc., as listed in Annexure-IV. The successful bidder shall provide at least minimum 3 brands of ice-cream, two brands of milk products and four brands of chocolates.

(MM) Only food-grade packaging and eco-friendly carry bags shall be used.

(NN) The Bidder shall strictly comply with FSSAI Regulations, Food Safety Standards, Fire Safety requirements and all applicable statutory provisions.

(OO) The Ice Cream Shop shall be maintained neat, pest-free and odour-free.

(PP) Waste shall be segregated and disposed of scientifically. Daily cleaning of the premises shall be mandatory.

(QQ) Single-use plastics prohibited under Government of Tamil Nadu and AU regulations shall not be used. Only eco-friendly, biodegradable or paper-based packaging materials shall be used.

(RR) The Bidder shall comply with GST, FSSAI, Labour Laws, EPF, Minimum Wages Act and other statutory requirements.

(SS) Digital payment facilities including UPI, debit/credit cards and QR code shall be provided.

(TT) The Ice Cream Shop shall commence operations within seven working days from the date of Letter of Acceptance.

(UU) The licence fee shall remain unchanged during the first year. In case of extension, the licence fee shall be enhanced by 5% for the second year.

(VV) The Bidder shall maintain a complaint/suggestion register and respond promptly to complaints.

(WW) AU reserves the right to revise the approved list of items, brands and operational guidelines whenever necessary in the interest of students and the University.

5. EARNEST MONEY DEPOSIT (EMD)

(A) EMD of ₹ 20,000/- (Rupees Twenty Thousand only) should be transferred through online payment mode in e-tender portal **https://tntenders.gov.in**. on or before due date 18.11.2026 upto 05:00 PM. Any other mode of payment of EMD shall not be accepted.

a. Bidder has to select the payment option as “Pay online” to pay the EMD amount. Only after payment of EMD, Bidder will be able to upload their bids. In order to avoid any issues and last-minute delay in processing of payment online, it is recommended to make payment and submit the bid as early as possible. AU will not be held responsible for any sort of difficulty faced / failure in submission of bids online by the bidder.

b. The EMD will not carry any interest. Non-submission of EMD details on or before the due date and time will result in rejection of the bid.

c. The amount of EMD is liable to be forfeited, if the bidder withdraws from the offer after the acceptance of the offer.

d. Exemption of EMD will be given to the Company / Firm / Agency, subject to submission of undertaking by the Company / Firm / Agency seeking such exemption, as per the existing Government orders. Copies of relevant orders/ documents regarding such exemption should be submitted along with the tender document.

e. The EMD of unsuccessful bidders will be released after the finalization of the tender. No interest is payable on the EMD.

6. TENDER EVALUATION PROCESS

(i) Technical Bid

(A) The tender shall be evaluated based on Technical Parameters (70%) and Financial Parameters (30%, comprising licence fee 15% and discount on MRP 15%). The Bidder obtaining the highest combined score shall be declared as the Successful Bidder.

(B) The maximum marks for Technical Evaluation shall be 70 marks. The Technical Evaluation shall be carried out by a Committee constituted by the Competent Authority of Anna University. Only technically qualified bidders shall be considered for opening of the Financial Bid.

(C) The Technical Bid shall be evaluated for a maximum of 70 marks. For the purpose of applying the prescribed weightage, the Technical Marks obtained by each Bidder shall be converted into a score out of 100 using the following formula:

(D) Technical Score = (Technical Marks Obtained / 70) × 100

Sl. No.	Evaluation Criteria	Maximum Marks
1	Experience in operating Ice Cream Parlours / Ice Cream & Dairy Product Outlets / Milk Parlours / Cafeterias / Food Courts / Canteens (5 marks for every completed year subject to a maximum of 20 marks).	20
2	Number of operational Ice Cream Parlours / Ice Cream & Dairy Product Outlets / Milk Parlours / Food Courts: • One outlet – 5 marks • Two to five outlets – 10 marks • More than five outlets – 20 marks	20
3	Average Annual Turnover during the last three financial years (2023-24, 2024-25, 2025-26): • Above 50 Lakhs – 20 marks • ₹25 Lakh > Turnover < 50 Lakh – 10 marks • Turnover = ₹25 Lakh – 5 marks	20

4	Number of Employees on Roll (supported by EPF/ESI records): • More than 10 employees – 10 marks • 5 to 10 employees – 5 marks	10

(ii) <u>Financial Bid</u>

(E) The Bidder shall quote the monthly licence fee for operating the Ice Cream Shop in Annexure-III and the discount on MRP offered for each item in Annexure-IV. Annexure-III and Annexure-IV together constitute the Financial Bid and shall be submitted together.

(F) Bidders are required to offer discounts for the items listed in Annexure-IV, not less than the minimum percentage of discount specified against each item. Bidders are encouraged to offer maximum discounts. A bid offering less than the minimum discount for any item shall be rejected.

(G) The Financial Score shall be calculated as: Financial Score = (0.50 × Licence Fee Score) + (0.50 × Discount Score)

Where:

Licence Fee Score = (L / H) × 100

H = Highest monthly licence fee quoted among the technically qualified bidders.

L = Monthly licence fee quoted by the respective bidder.

Discount Score = (D / Dmax) × 100

Dmax = Highest average discount quoted among the technically qualified bidders.

D = Average discount quoted by the respective bidder, i.e., the sum of the discounts (%) quoted for all the items listed in Annexure-IV divided by the number of items.

(H) The Total Score shall be calculated as:

Total Score = (0.70 × Technical Score) + (0.30 × Financial Score).

The licence fee and the discount offered thus carry 15% each of the Total Score.

(I) The Bidder securing the highest Total Score shall be declared as the Successful Bidder. In case of a tie, preference shall be given in the following order:

(i) Higher Technical Score.

(ii) Higher average discount offered on the items listed in Annexure-IV.

(iii) Higher experience in operating Ice Cream Parlours / Dairy Product Outlets.

(iv) Higher average annual turnover during the last three financial years.

(J) The Successful Bidder shall execute the Agreement within seven working days from the date of issue of the Letter of Acceptance. Failure to do so shall result in forfeiture of the Earnest Money Deposit/Performance Security, as applicable, and Anna University reserves the right to award the contract to the next ranked Bidder.

7. PERFORMANCE GUARANTEE DEPOSIT

(A) The successful bidder shall furnish a performance security of **Rs.2,00,000/-**(Rupees Two lakhs) in the form of a Bank Guarantee from a commercial bank in the format appended for proper performance of the contract agreement, (not withstanding and/ or without prejudice to any other provisions in the contract) within a period of 7 working days from the date of issue of letter of acceptance.

(B) The performance bank guarantee shall be held up to the end of contract period/ extended contract period plus 6 months. After the completion of the contract period plus six months and clearing all the dues, if any, the performance bank guarantee will be returned to the Bidder without any interest.

(C) In the event of the contract being determined or rescinded under provision of any of the rules/ clauses/ terms and conditions of the agreement, the performance guarantee shall stand forfeited in full and shall be absolutely at the disposal of the AU.

8. TERMINATION OF CONTRACT

On expiry/termination of the license, the Ice Cream Shop Bidder shall vacate the licensed premises. All fixtures, furniture etc. which are the properties of AU should be handed over to the AU in good and tenable conditions as it has been handed over to the Ice Cream Shop Bidder at the time of occupation of the premises, else

appropriate fine will be charged on the Ice Cream Shop Bidder. Cost of repair charges for mishandling and willful damage will be deducted from the Performance guarantee.

AU shall terminate the contract, if

a) The Ice Cream Shop Bidder defaults in the payment of license fee, electrical charges, water charges and other maintenance charges for 3 months consequently.

b) If the quality of ice creams, milk items and other approved packed products, compliance with the discounted selling prices, or the standards of hygiene, cleanliness, food safety, cold storage practices, customer service, or overall maintenance of the Ice Cream Shop are found to be unsatisfactory, as assessed by a Committee constituted by Anna University, the University reserves the right to issue a Show Cause Notice. In the event of failure to rectify the deficiencies within the stipulated time or repeated violations, Anna University reserves the right to terminate the licence/contract by giving one month's notice, without prejudice to any other action available under the terms and conditions of the contract. During the notice period of the termination of the contract period, the Ice Cream Shop Bidder shall keep discharging duties as before till the expiry of the notice period.

c) If it is observed that items are being sold for more than the prevailing market rate, the contract will be terminated and the performance security will be forfeited.

9. FORCE MAJEURE

(A) If at any time, during the continuance of the contract, the performance in whole or in part by either party of any obligation under the contract is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, pandemics, quarantine restrictions, strikes, lockouts, acts of God (hereinafter referred toas "events") neither party shall, by reason of such event, be entitled to terminate the contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay, provided the performance and/or delivery is resumed as soon as practicable after such event has come to an end or ceased to exist.

(B) The decision of AU as to whether the performance or delivery has so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the contract is prevented or delayed by reason of any such event for a period exceeding 30 days, AU may at its option, terminate the contract without any obligation to compensate or performance on its part.

10. DISPUTE RESOLUTION & ARBITRATION

(A) All disputes, controversies, claims or differences arising out of or relating to the execution of this Agreement shall be resolved amicably by mutual consultation and discussion by the authorized representatives of both the parties shall be referred to arbitration (to be conducted in English language). However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication.

(B) Sole arbitrator shall be appointed by AU for the unresolved dispute. The solve arbitrator will be employee of the University. The award of the sole arbitrator shall be final and binding on all the parties.

(C) The arbitration shall be conducted in accordance with the provisions of the Arbitration & Conciliation Act 1996, as amended from time to time and rules formed there under.

(D) Notwithstanding any dispute between the parties, the agency shall not be entitled to withhold, delay or defer his obligation under the Agreement and the same shall be carried out strictly in accordance with the terms & conditions of the Agreement.

(E) The cost of Arbitration shall be borne by the respective parties. During the pendency of the arbitration proceeding and currency of Agreement, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the firm shall continue to be made in terms of the Agreement. Arbitration or any other legal proceedings shall be subject to the exclusive jurisdiction of the Courts in Chennai only.

(F) The laws of India shall govern this tender document.

(G) In the event of any dispute over this tender, the decision of AU shall be final and binding.

(H) This tender is subject to the exclusive jurisdiction of the Courts at Chennai.

11. FORMS & ANNEXURES

The Bidder shall upload all documents specified in the tender documents before the prescribed date and time through the portal. Failure to upload any of the mandatory documents shall results to rejection of the Bid.

Annexure - 1 : Technical Bid

Annexure - 2 : Not Black listed Certificate

Annexure - 3 : Financial Bid

Annexure - 4 : List of Items and Discount Offered on MRP

Annexure - 5 : Model Feedback form for evaluation

- Any other relevant information or data / documents shall be uploaded in the pdf / rar file format along with the technical bids.

ANNEXURE - 1: TECHNICAL BID

Operating Ice Cream Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/ICECREAM-008/2026-27

S. No.	Particulars	Details
1	Name and Address of the Registered Office of the Proprietorship Firm / Partnership Firm / LLP / Company / Co-operative Society / Agency with Telephone Number and E-mail ID	
2	Registration Details of the Firm / Company / Business Entity (Attach Registration Certificate / Certificate of Incorporation / Partnership Deed / LLP Registration / Co-operative Registration, as applicable)	Registration No.: _____ Date of Incorporation: _____
3	Name, Designation, Address, Telephone Number and E-mail ID of the Authorized Signatory	
4	Experience in operating Ice Cream Parlours / Ice Cream & Dairy Product Outlets / Milk Parlours / Cafeterias / Snack Bars / Restaurants / Food Courts / Canteens in Educational Institutions, Government Organizations, PSUs, Corporate Offices, IT Parks, Hospitals or Commercial Establishments with a minimum experience of three (3) years as on 31.10.2026.	
5	Details of at least one currently operating Ice Cream Parlour / Dairy Product Outlet / Milk Parlour / Food Court / Cafeteria / Canteen in an Educational Institution / Government Organization / PSU / Corporate Office / Hospital / Commercial Establishment.	
6	Average Annual Turnover during FY 2023-24, 2024-25 and 2025-26 (Average ₹50 Lakh).	
7	Copies of Audited Balance Sheets, Profit & Loss Accounts and Income Tax Returns for FY 2023-24, 2024-25 and 2025-26, duly certified by a Chartered Accountant.	
8	Permanent Account Number (PAN).	
9	GST Registration Number.	
10	GST Returns for the last completed quarter of FY 2025-26.	

11	Valid FSSAI License	
12	Employees' Provident Fund (EPF) Registration Number (where applicable).	
13	Details of Registered Office/Operational Establishment in Tamil Nadu.	
14	Details of Employees on Roll (Minimum 5 Employees) engaged for food service operations.	
15	Self-declaration regarding non-blacklisting/debarment by any Central Government Department, State Government Department, PSU, Autonomous Body, University or Educational Institution during the last five years.	

DECLARATION

I/We hereby certify that the information furnished above is true, complete and correct to the best of my/our knowledge and belief. I/We understand that if any information furnished is found to be false, incorrect, suppressed or misleading at any stage, the bid shall be liable for rejection and the bidder may be disqualified/blacklisted from participating in future tenders of the Institution.

I/We further undertake to comply with all terms and conditions of the Tender Document in full.

Place: _____

Date: _____

Signature of the Authorized Signatory

Name: _____

Designation:
_____

For and on behalf of:
_____

(Company Seal)

ANNEXURE - 2: NOT BLACK LISTED CERTIFICATE

(in Company / Firm / Agency Letter Head)

Operating Ice Cream Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/ICECREAM-008/2026-27

Self-Declaration that the Ice Cream Shop Bidder has not been Blacklisted

I……..S/o ……..……R/o ……. do hereby declare and solemnly affirm:

(i) That the Firm .....has not been Blacklisted or declared insolvent by any of the Union or State Government / Organization.

(ii) That none of the individual / firm / Company Blacklisted or any partners or shareholder thereof has any connection directly or indirectly with or has any subsistence interest in the deponent business / firm company.

(iii) That neither the Firm nor any of its partner has been involved / convicted in any criminal case / economic offence nor any criminal case / economic offence is pending against firm or any partner of the Firm before any Court of Law / Police.

Place: Signature of the Bidder

Date: Name & Address of the

Bidder with Office Stamp

(To be executed & Attested by Public Notary / Executive Magistrate on Rs.100/- Stamp paper by the bidder)

DECLARATION REGARDING BLACKLISTING / DEBARRING FROM TAKING PART INGOVT. TENDER BY ANNA UNIVERSITY / GOVT. DEPARTMENT(S).

I / We Proprietor / Partner (s) Director (s) of M/s._____hereby declare that the firm / company name M/s._____has not been blacklisted or debarred in the past by AnnaUniversity or any other Government organization from taking part in Government tenders.

(Or)

I / We Proprietor / Partner (s) Director (s) of M/s._____hereby declare thatthe firm / company name M/s.____was blacklisted or debarred in the past by Anna UniversityGovernment organization from taking part in Government tenders for a period of _years w.e.f

The period is over on____and now the firm / company is entitled to take in Government tenders.

In case, if the above information is found false, I / We are fully aware that the tender / contract will be rejected / cancelled by Anna University and shall be forfeited.

In addition to the above, Anna University will not be responsible to pay the bills for any partiallycompleted work.

Signature:_____Name:_____Capacity in which as signed:

_____Name & Address of the firm: _____

Place: Seal of the firm should be affixed

ANNEXURE - 3: FINANCIAL BID

Operating Ice Cream Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/ICECREAM-008/2026-27

1 .I Shri/Smt/Ms _____ S/D/W/o duly authorized by

_____ Partnership Firm/ Private / Public Limited Company to submit this Tender, here by submit the Tender in the form of the License Fee specified in the table below for Selection of Agency for Allotment of built-up space for Operating an Ice Cream Shop, **CEG Campus, Anna University, Chennai** on license basis for a term of 12 months.

Particulars	**Minimum License Fee per month**	**License Fee quoted per month by the bidder * (Exclusive of GST) (in INR / Month)**	
		INR In Figure	INR. In Words
"To run an Ice Cream Shop" in the earmarked area at CEG, Anna University, Chennai on License basis	**Min Rs. 15,000/- Excluding GST**		

* Financial bid is acceptable, only if the quoted license fee is higher than the minimum license fee.

** The discount on MRP offered for each item shall be furnished in Annexure 4, which forms part of this Financial Bid.

Signature of the Authorized signatory

Date:

ANNEXURE - 4: LIST OF ITEMS AND DISCOUNT OFFERED ON MRP

Operating Ice Cream Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/ICECREAM-008/2026-27

Note: This Annexure forms part of the Financial Bid and shall be submitted along with Annexure 3. Bidders are required to offer discounts on the Maximum Retail Price (MRP) for the following items, not less than the minimum percentage of discount specified against each item. Bidders are encouraged to offer maximum discounts. The average of the discounts quoted for all the items shall be used to compute the Discount Score in the Financial Evaluation.

Sl. No.	Items	Minimum % of Discount	Discount offered by the Bidder on MRP (%)	
			In Figures	In Words
1.	Ice creams (Amul / Creambell / Baskin-Robbins / Ibaco / Aavin / Kwality Wall's / Arun)	10		
2.	Butter (Amul / Aavin)	10		
3.	Flavoured Milk (Amul / Aavin)	10		
4.	Chocolates (Cadbury / Nestle / Amul / Ferrero Rocher etc.)	10		
5.	Other packed milk items	10		

Note: Items should not be sold for more than the prevailing market rate. If it is observed that items are being sold for more than the prevailing market rate then the contract will be terminated and performance security will be forfeited.

Signature of the Authorized Signatory

Name:

Date:

ANNEXURE - 5: MODEL FEEDBACK FORM FOR EVALUATION

Operating Ice Cream Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/ICECREAM-008/2026-27

Model Feedback Form for Monthly Evaluation of the Bidder
(CEG Ice Cream Shop)

S. No.	Description	Excellent	Very good	Good	Average	Poor	Very Poor
		(5 points)	(4 points)	(3 points)	(2 points)	(1 points)	(0 points)
1	Quality of items sold (cold storage, expiry, pack condition)**						
2	Availability of items and compliance with discounted selling prices						
3	Cleanliness, hygiene and waste disposal						
4	Customer service, grievance redressal, punctuality and wearing of uniform						
5	• Number of shop staff. • Frequent change of shop staff (Manager, Supervisor, Sales staff)						
	Total						

** Obtained points will be multiplied by two.

The final decision on the feedback evaluation points will be carried out by Committee constituted by Anna University.

The Bidder is expected to get overall “Very good” and at least “good/average” in each category in all months. “Very poor” in any month and “poor” twice in a row will attract to issue the show cause notice.

REGISTRAR i/c

ANNEXURE - 3: FINANCIAL BID

Operating Ice Cream Shop in Students Amenities Centre, CEG Campus, Anna University, Chennai - 25

Ref: Tender No. AU-CEG/ICECREAM-008/2026-27

1 .I Shri/Smt/Ms _____ S/D/W/o duly authorized by

_____ Partnership Firm/ Private / Public Limited Company to submit this Tender, here by submit the Tender in the form of the License Fee specified in the table below for Selection of Agency for Allotment of built-up space for Operating an Ice Cream Shop, **CEG Campus, Anna University, Chennai** on license basis for a term of 12 months.

Particulars	**Minimum License Fee per month**	**License Fee quoted per month by the bidder * (Exclusive of GST) (in INR / Month)**	
		INR In Figure	INR. In Words
"To run an Ice Cream Shop" in the earmarked area at CEG, Anna University, Chennai on License basis	**Min Rs. 15,000/- Excluding GST**		

* Financial bid is acceptable, only if the quoted license fee is higher than the minimum license fee.

** The discount on MRP offered for each item shall be furnished in Annexure 4, which forms part of this Financial Bid.

Signature of the Authorized signatory

Date: