REQUEST FOR PROPOSALS (RFP)

The Provision of Canteen/Catering Services in the Premises of Swarna Jayanti Haryana Institue for Fiscal Management (SJHIFM)

RFP No. SJHIFM/RFP/01/2026-27

Date of Issue	5th June, 2026
Closing Date	20th June, 2026
Tender Submission Place	Website of SJHIFM - sjhifm.fin.hry.gov.in Or Office of SJHIFM, IP-9, Sector-3, Panchkula
Enquiries	Mail on sjhifm@gmail.com or Call on 9996179651
Working Hours for Canteen/Catering	8:30 AM to 6:30 PM
Category	Canteen /Catering Services

Swarna Jayanti Haryana Institue for Fiscal Management,
IP-9, Sector 3, Panchkula, 134112

NATURE AND SCOPE OF WORK

1) Canteen services shall be operational from 08:30 AM to 06:30 PM on all working days and during training programmes. Services during weekends/holidays shall be provided as per requirement of the Institute with prior intimation.

2) Sweeping, cleaning and sanitation of the entire canteen premises shall be carried out by the contractor using appropriate cleaning materials at least three times a day (before breakfast, lunch and after evening service). The contractor shall be responsible for maintaining hygienic conditions in the kitchen, dining area, store, washroom, and surrounding premises.

3) The contractor shall ensure that fans, ACs, electrical fittings, exhaust systems, and windows in the kitchen and dining area are kept clean, dust-free, and in proper working condition. Minor maintenance shall be the responsibility of the institute.

4) The contractor shall provide all required kitchen equipment, utensils, crockery, and cutlery of good quality at his own cost and maintain them in neat, clean, and serviceable condition at all times.

5) The Institute shall provide basic infrastructure such as tables, chairs, electrical fixtures, water supply, etc., which shall be handed over in good condition. The contractor shall ensure proper upkeep and return the same in good condition (Normal Wear and Tear Excepted).

6) Disposal of solid and liquid waste generated from the canteen shall be the responsibility of the contractor. Any blockage or damage to drainage systems due to negligence shall be rectified by the contractor at his own cost.

7) The contractor shall arrange, at his own cost, essential equipment such as Bain Marie, refrigerators, deep freezers, display units, hot cases, mixers, etc., as per requirement. For a small setup, only essential equipment may be deployed initially, subject to approval.

8) Rates shall be affordable and suitable for a government training institute and may be revised only with prior approval.

9) The approved menu and rates shall be prominently displayed and strictly followed. No overcharging shall be permitted.

10) The contractor shall not use kerosene, coal, or any prohibited fuel in the canteen. Only commercial LPG shall be used, with proper safety measures and compliance with fire safety norms.

11) The use of unauthorized electrical appliances such as heating rods is prohibited.

12) No person below the age of 18 years shall be employed by the contractor for canteen operations.

13) The contractor shall make his own arrangements for procurement, transportation, and storage of raw materials, food items, and other consumables. All perishable items, (like vegetables, milk etc.) shall be procured fresh on a daily basis suitable for a small canteen setup.

14) Any dues from customers shall be the responsibility of the contractor. The Institute shall not be liable.

15) The contractor shall use only standard and reputed brands for raw materials, food items, and beverages, as approved by the Institute, and shall ensure that all ingredients used are fresh, of good quality, and fit for human consumption.

16) The contractor shall comply with all applicable statutory provisions, including:

- Food Safety laws and regulations of Food Safety and Standards Authority of India
- Contract Labour (Regulation & Abolition) Act
- Child Labour laws
- Minimum Wages Act
- Waste management and environmental regulations
- Any other applicable laws from time to time

17) Any violation of hygiene, safety, or service standards shall attract penalties as decided by the Institute, including termination in case of repeated defaults.

18) The contractor is required to ensure that:

- The Canteen to be observed as “No Smoking Zone”
- Use of Liquor is prohibited

19) The contractor shall ensure:

- Minimum 3-4 staff (1 cook + 1 helper + 1 server minimum)

20) The Institute may conduct random food quality checks and ask for replacement if food is not satisfactory

21) The bidder acknowledges that the canteen caters to a limited number of users (~50 -70 persons), and no minimum business guarantee shall be provided by the Institute.

22) Violations related to hygiene, quality, delay, or misconduct shall attract penalties as per tender conditions.

INSTRUCTIONS TO BIDDERS

1) The Director General, Swarna Jayanti Haryana Institute for Fiscal Management (SJHIFM), Panchkula, invites bids from registered, experienced, reputed and financially sound Canteen Contractors and Women Self Help Groups for providing Canteen & Cafeteria Services at SJHIFM, Sector-3, Panchkula, Haryana, catering to approximately 50-70 persons.

2) The Contractor should be registered with appropriate authorities and must possess valid FSSAI License, GST Registration, and any other statutory approvals as applicable. Bidders without valid registration shall not be eligible to participate in the tender.

3) The contract shall initially be for a period of one year, likely to commence from 01.07.2026, which may be extended on yearly basis subject to satisfactory performance and mutual consent of both parties on the same terms and conditions.

4) The tender shall be processed under two-bid system, i.e.:

- Technical Bid
- Financial Bid

5) The bidders are required to submit their bids online through the mail sjhifm@gmail.com as per the prescribed procedure.

6) In addition, the bidders shall also submit the hard copy of the bid documents in a sealed envelope superscribed *"Tender for Canteen & Cafeteria Services at SJHIFM"* to the O/o Director General, SJHIFM, Panchkula, within the prescribed date and time.

7) The Technical Bid and Financial Bid shall be submitted in separate sealed envelopes.

8) The scanned copies of all documents must be attached in the mail, failing which the bid shall be liable for rejection.

9) The tender fee of Rs. 500/- (non-refundable) shall be deposited by way of demand draft in favour of "Swarna Jayanti Haryana Institute for Fiscal Management**"**. Proof of payment shall be attached with the Technical Bid.

10) The bidder shall deposit an Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten Thousand only), refundable without interest, shall be deposited by way of demand draft favour of SJHIFM. Bids without EMD shall be rejected outright.

11) The successful bidder shall deposit a Performance Security of Rs. 20,000/- (Rupees Twenty Thousand only), refundable without interest, before commencement of the contract. The same shall be refunded after completion of the contract period subject to satisfactory performance and no pending liabilities.

12) The contractor shall pay a fixed amount of Rs. 4000/- per month towards rent, and Rs. 1000/- per month towards electricity, and water charges to the Institute.

13) The bidder shall carefully examine the Nature and Scope of Work and ensure capability to provide services as specified, including maintaining hygiene, manpower deployment, equipment arrangement, and compliance with statutory provisions.

14) The bidder shall quote rates in the prescribed BOQ format, keeping in view that the canteen is meant for a government training institute with limited strength (50–70 persons). The rates shall be reasonable.

15) The Technical Bid shall be opened first and evaluated based on eligibility, experience, and compliance with tender conditions. Only technically qualified bidders shall be considered for opening of Financial Bids.

16) In case of tie in financial bids, preference shall be given to:

- Bidder with higher experience
- Bidder with higher turnover (last three financial years)

17) The bidder shall ensure compliance with all applicable laws including FSSAI regulations, labour laws, minimum wages, and safety standards, as detailed in the Scope of Work.

18) The contractor shall not sublet or assign the contract to any other party without prior written permission of the Institute.

19) The contractor shall be fully responsible for the conduct and behavior of his employees. Any misconduct, negligence, or violation of rules shall be dealt with as per tender conditions.

20) Any loss or damage to Institute property caused by the contractor or his staff shall be recoverable from the contractor.

21) The Institute reserves the right to impose penalties, terminate the contract, or forfeit security deposit in case of non-compliance, poor quality of food, hygiene issues, or breach of any terms and conditions.

22) The Institute does not guarantee any minimum business and the bidder shall take this into consideration while quoting rates.

23) The Director General, SJHIFM reserves the right to accept or reject any or all bids without assigning any reason.

24) In case the date fixed for opening of bids is declared a holiday, the bids shall be opened on the next working day at the same time and venue.

25) All entries in the tender document shall be clear and legible. Any overwriting shall be duly signed. In case of discrepancy, uploaded documents shall prevail.

TERMS AND CONDITIONS

GENERAL

1) Please read the Bid Document carefully before filling up the bid document. Incomplete or conditional bids will be summarily rejected.

2) The bidder should be registered with appropriate authorities and must possess valid registrations such as FSSAI License, GST Registration, and other statutory approvals as applicable. The bidder must comply with all eligibility criteria mentioned in the tender document.

3) The contract shall commence from the date of execution of agreement and shall remain valid for a period of one year, unless terminated earlier due to deficiency in services, sub-standard quality of food, breach of contract, or violation of terms and conditions.

4) The contract may be extended further on year-to-year subject to satisfactory performance and approval of the competent authority.

5) The contractor shall not be allowed to transfer, assign, pledge, or sub-contract the work or any part thereof to any third party without prior written permission of the Institute.

6) The bidder shall carefully examine the Nature and Scope of Work and ensure that he/she has the capability, infrastructure, manpower, and resources to execute the work as specified.

7) The contractor will be required to pay minimum wages to the workers deployed by him/her in the office as prescribed the government under the Minimum Wages Act, 1948. The contractor will maintain proper records and comply with all statutory laws and requirements as required under the Law, applicable from time to time.

8) The contractor shall be bound by the details furnished by him/her in the bid. In case any information or document is found to be false, fabricated, or misleading at any

stage, the bid/contract shall be liable for cancellation and security deposit shall be forfeited.

9) The contractor shall be responsible for the conduct, discipline, and behavior of his/her employees deployed at the site. Any act of misconduct, indiscipline, or negligence shall be dealt with strictly and the contractor shall take immediate corrective action including removal of such staff if required.

10) The contractor shall be responsible for any theft of items from the canteen. The details of the stolen materials/stores shall be communicated to the contractor in writing by the designated committee/authorized officer of SJHIFM, and the full cost of the material reported stolen shall be recovered from the contractor from his/her next due bill. The decision of the Institute in this regard shall be final and binding on the contractor.

11) The contractor shall maintain sufficient stocks of all required items under his/her charge to ensure uninterrupted services.

12) The crockery and serving items (plates, small bowls, large bowls, spoons, forks, etc.) to be used in the canteen shall be of good quality and in sufficient quantity. All such items shall be got approved from the designated committee of SJHIFM prior to use. The committee shall have the authority to accept or reject the items. In case of rejection, the contractor shall replace the same with suitable alternatives until approval is obtained.

LEGAL

1) The contractor shall be solely responsible for compliance with all applicable Acts, laws, and statutory provisions including, but not limited to, Minimum Wages, Provident Fund, Employees' State Insurance (ESI), Bonus, Gratuity, and Shops & Establishment Act, etc., in respect of the workers deployed by him/her at the Institute and as applicable to his/her firm/agency. The contractor shall indemnify SJHIFM against any liability arising out of acts of omission or commission of his/her employees.

2) In case the contractor fails to comply with any statutory or taxation liability under applicable laws, and as a result thereof the Institute is put to any loss, obligation, monetary or otherwise, the Institute shall be entitled to recover such amount from the contractor's pending bills or from the security deposit, to the

extent of such loss or obligation. In case the amount is not fully recoverable, the balance shall be recovered through pending payments or by adopting appropriate legal proceedings as deemed fit.

FINANCIAL

1) The tender fee of Rs. 500/- (non-refundable) shall be deposited online in favour of "Swarna Jayanti Haryana Institute for Fiscal Management". Proof of payment shall be attached with the Technical Bid.
2) The bidder shall submit an Earnest Money Deposit (EMD) of Rs. 10,000/- (Rupees Ten Thousand only) through online mode. Bids without EMD shall be rejected.
3) The EMD of unsuccessful bidders shall be refunded as per e-tendering guidelines. The EMD of the successful bidder shall be adjusted towards the Security Deposit.
4) The successful bidder shall deposit Rs. 20,000/- (Rupees Twenty Thousand only) as Security Deposit within 15 days from the date of issue of acceptance letter. The Security Deposit shall not bear any interest.
5) The contractor shall pay a fixed amount of Rs. 4000/- per month towards rent, d Rs. 1,000 towards electricity, water and other utilities to the Institute. These charges are for one initial year only, from the second year charges as per the market price will be revised.

PENALTY & TERMINATION OF CONTRACT

Any deficiency in services, poor quality of food, hygiene issues, delay in service, or violation of any terms and conditions shall attract penalties as decided by the Institute. The indicative penalties shall be as under:

- Rs. 200/- per instance for minor deficiencies such as delay in service, improper serving, or minor complaints.
- Rs. 500/- per instance for hygiene issues, unclean kitchen/dining area, or use of substandard ingredients.
- Rs. 1,000/- per instance for serious deficiencies such as repeated complaints regarding food quality, stale food, or non-compliance with approved menu.
- Rs. 2,000/- per instance for major lapses affecting health/safety, including unsafe or contaminated food or violation of food safety norms.

In case of repeated complaints (more than 5 instances) or failure to improve services despite written warnings, the contract may be terminated and the security deposit shall be forfeited.

The contract may be terminated by either party by giving one month's notice. However, in case of serious breach of terms and conditions, the Institute reserves the right to terminate the contract immediately without notice and forfeit the security deposit**.**

TECHNICAL REQUIREMENTS FOR BIDDERS

1) The contractor/firm/agency should be registered with the appropriate registering authorities of Haryana and must possess a valid license from Food Safety and Standards Authority of India (FSSAI) prior to opening of the Technical Bid.

2) The contractor/firm/agency should have at least two (02) years of experience in providing canteen and cafeteria services in any Government/Private sector organizations, offices, banks, hostels, or similar institutions.

3) The contractor/firm/agency should have a minimum annual turnover of Rs. 3.00 lakh (Rupees Three Lakh only) during each of the last three financial years i.e. 2023–24, 2024–25**,** and 2025–26**,** duly certified by a Chartered Accountant**.**

4) The contractor/firm/agency should have a valid PAN (Permanent Account Number) and an active bank account in the name of the firm/agency.

5) The contractor/firm/agency should be registered under GST (Goods and Services Tax), wherever applicable.

6) The bidder shall submit copies of Income Tax Returns (ITR**)** for the last three consecutive assessment years i.e. 2023–24, 2024–25, and 2025–26**.**

7) The bidder shall not have been blacklisted/debarred by any Government Department/Institution in the last three years. A self-declaration to this effect shall be submitted.

8) Women Entrepreneurs and Women Self Help Groups (SHGs) shall be exempted from prior experience and shall be given preference.

CHECKLIST OF DOCUMENTS TO BE ATTACHED

1) Application Form – *(Technical Bid & Financial Bid)*. *(To be uploaded in the form of BOQ on e-tendering website and hard copy to be submitted in a separate sealed cover.)*

2) Receipt of Tender Fee of Rs. 500/- deposited through online mode in favour of **"**Swarna Jayanti Haryana Institute for Fiscal Management**"** Receipt of Earnest Money Deposit (EMD) of Rs. 10,000**/-** deposited through online mode in favour of "Swarna Jayanti Haryana Institute for Fiscal Management"

3) Copy of Registration Certificate of Company/Firm/Agency

4) Copy of PAN Card

5) Copy of GST Registration Certificate

6) Copies of Experience Certificates for minimum 2 years issued by concerned organizations indicating the period and nature of work *(Not applicable for Women Entrepreneurs/SHGs, if exempted)*

7) Proof of Annual Turnover of Rs. 3.00 lakh during last three financial years i.e. 2023–24, 2024–25 & 2025–26, duly certified by Chartered Accountant

8) Copies of Income Tax Returns (ITR) for last three assessment years i.e. 2023–24, 2024–25 & 2025–26

**** All Copies must be self attested by the Contractor.***

ANNEXURE–I

TECHNICAL BID FOR e-TENDERING

(To be uploaded on e-tendering website and enclosed in a separate sealed envelope)

For Canteen & Cafeteria Services at
Swarna Jayanti Haryana Institute for Fiscal Management (SJHIFM), Haryana
Sector-3, Panchkula

Name of Company/Firm/Agency:

M/s _____

1. Name & Photograph of Proprietor/Partners/Directors of Company/Firm/Agency:

Name(s):

(Photograph of Proprietor/Partner/Director to be affixed here, duly signed across)

2. Full Address of Registered Office:

Telephone No.: _____
Mobile: _____
Fax No.: _____
E-mail Address: _____

3. Full Address of Local/Branch Office (if any):

Telephone No.: _____ Mobile: _____

Fax No.: _____
E-mail Address: _____

4. Details of Tender Fee Deposited:

Amount (Rs.): _____ Transaction ID: _____
Dated: _____ Bank Name: _____

5. Details of Earnest Money Deposit (EMD):

Amount (Rs.): _____ Transaction ID: _____

Dated: _____ Bank Name: _____

6. Banker of Contractor/Firm/Agency:

Bank Account No.: _____

7. PAN No.: _____

8. GST No.: _____

9. Income Tax Returns for last three financial years:

Financial Year	Submitted (Yes/No)
2023–24	_____
2024–25	_____

Financial Year Submitted (Yes/No)
2025–26 _____

10. Registration/Incorporation of Firm/Agency/Contractor:

Yes / No: _____
Registration No.: _____

11. Financial Turnover of the Bidder for last three financial years:

Financial Year Amount (Rs.)
2023–24 _____
2024–25 _____
2025–26 _____

12. Details of Major Similar Contracts handled during last two years:

(Self-attested copies of experience certificates to be attached, if applicable)

Sr. No. Name of Client Experience (Years/Months) Approx. No. of Persons Served
1.
2.
3.

(If space is insufficient, attach separate sheet)

Note: ***Experience requirement is not mandatory for Women Entrepreneurs/SHGs, as per tender conditions.***

13. Additional Information (if any):

DECLARATION

I/We hereby certify that all the information furnished above is true and correct to the best of my/our knowledge. I/We have read and understood all the terms and conditions of the tender document and agree to abide by them.

Signature of Authorized Signatory: _____

Full Name: _____

Address: _____

Seal of Firm/Agency: _____

Date: _____

Place: _____

ANNEXURE–II

UNDERTAKING

(To be submitted on non-judicial stamp paper and duly attested by Notary)

To

The Director General,

Swarna Jayanti Haryana Institute for Fiscal Management (SJHIFM), Haryana

IP-9, Sector-3, Panchkula, 134112

I, _____ Son/Daughter/Wife of Shri _____ Proprietor/Authorized Signatory of _____ , do hereby solemnly affirm and declare as under:

1. That I am duly authorized and competent to sign and submit this undertaking and execute the tender documents on behalf of the firm/agency.

2. That I have carefully read and understood all the terms and conditions of the tender document and undertake to comply with the same in letter and spirit.

3. That I shall comply with all applicable statutory provisions including Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, EPF, ESI, and other applicable labour laws. I shall be solely responsible for all liabilities related to workers engaged by me. I shall also ensure proper conduct and discipline of my staff and indemnify the Institute against any acts of omission or commission by them.

4. That I shall display the approved menu and rate list prominently in the canteen and strictly adhere to the same.

5. That I shall use good quality raw materials and maintain clean and hygienic crockery and utensils as per standards approved by the Institute.

6. That I shall provide services as per the timings and operational requirements specified in the tender document and as directed by the Institute from time to time.

7. That I shall not use the canteen premises for any purpose other than those specified in the contract.

8. That there is no criminal case, tax default, blacklisting, or statutory non-compliance pending against my firm/agency.

9. That I shall comply with all applicable laws, including food safety regulations of FSSAI and local municipal laws regarding food handling, hygiene, and waste disposal.

10. That I undertake that the rates charged shall not exceed the approved rates and no overcharging shall be done.

11. That I shall have no ownership rights over the premises provided by the Institute.

12. That the approved rates shall remain valid during the contract period, and services shall be provided strictly as per the approved menu.

13. That I shall strictly follow the guidelines issued by Food Safety and Standards Authority of India (FSSAI).

14. That the information and documents submitted by me are true and authentic. In case any information is found false or fabricated, the Institute shall have the right to reject my bid or terminate the contract and initiate action including blacklisting/debarment.

15. That I shall ensure compliance with all applicable Central and State Government laws, rules, and regulations during the contract period.

Date: _____

Signature of the Bidder with Official Seal

Name: _____

Address: _____

Place: _____

EVALUATION OF FINANCIAL BID

The lowest contractor (L-1) will be decided in terms of rates and quantity i.e A*B (reference Financial Bid). The lowest offer w.r.t. Grand Total shall be accepted.

ANNEXURE–III

FINANCIAL BID (BOQ)

(To be uploaded on e-tendering portal and submitted in a separate sealed envelope)

For Canteen & Cafeteria Services at
Swarna Jayanti Haryana Institute for Fiscal Management (SJHIFM), Haryana
Sector-3, Panchkula

1. Name & Address of Bidder:

2. Price Schedule

(Rates to be quoted in INR inclusive of cost of raw materials, fuel, transportation, manpower, utensils, cleaning, taxes, and all other applicable charges. Rates shall remain valid for the entire contract period.)

S. No.	Item Description	Unit	Rate per Meal (Rs.)	Total Amount (Rs.)
1.01	Breakfast	Per Meal		
1.02	Morning Tea with Snacks	Per Meal		
1.03	Lunch	Per Meal		
1.04	Evening Tea with Biscuits	Per Meal		

Total Amount (in Figures): _____

Total Amount (in Words): _____

Important Note:

- Bids will be evaluated on **total quoted amount**.
- Rates must be quoted **carefully and realistically**.
- Unreasonably low rates may be rejected by the Institute.

Signature of Authorized Signatory

Name: _____

Address: _____

Seal: _____

Date: _____

Place: _____

ANNEXURE–IV

MENU LIST

Breakfast (Any One Option)

- Stuffed Paratha (Aloo/Methi/Gobhi/Onion/Radish) (2 pcs) + Curd + Tea/Coffee
- Bread Slice (50 gm) (Britannia/Bonn/Modern/Kitty – 2 nos.) + Veg Cutlet (100 gm) + Butter + Tea/Coffee
- Idli (2 nos.) / Vada (2 nos.) / Upma (100 gm) (Any 2 items) + Chutney + Tea/Coffee
- Grilled Veg Sandwich (2 nos.) + Namkeen Poha + Tea/Coffee
- Cornflakes with Milk + Seasonal Fruit
- Pav Bhaji (4 pcs Pav + 150 gm Bhaji) + Butter + Tea/Coffee
- Puri (4 pcs) / Bhatura (2 pcs) / Kulcha (2 pcs) + Chole (200 gm) + Tea/Coffee

Morning Tea & Snacks (Before Lunch)

- Tea + Samosa
- Tea + Bread Pakora
- Tea + Veg Sandwich
- Tea + Kachori
- Tea + Aloo Bonda
- Tea + Mixed Pakora

Lunch

- Chapati + Jeera Rice
- 1 Seasonal Vegetable
- 1 Paneer Dish (Shahi Paneer / Matar Paneer / Kadai Paneer etc.)
- Dal / Chana / Rajmah / Kadhi
- Curd + Salad + Sweet Dish

Evening Tea & Snacks (After Lunch)

- Tea + Biscuit Packet