



COEP TECHNOLOGICAL UNIVERSITY (COEP TECH)

SHIVAJINAGAR, PUNE- 411005 (MAHARASHTRA) INDIA

(Unitary Public University of Government of Maharashtra)

w.e.f 21st June 2022(Formerly College of Engineering Pune)

E-mail : fm@coeptech.ac.in Website : www.coep.org.in No-02025507191

Ref. No.: COEP_Tech/FM/Branded Kiosk/2026/38

Date: 23/07/2026

ENQUIRY LETTER

To,

M/s. _____

Subject: Quotations are invited from experienced and qualified contractors /agencies for branded café kiosk at. COEP Technological University, Pune.

Dear Sir/ Madam,

The University invites sealed bids from reputed branded café chains/food service operators for establishing and operating a branded café kiosk within the university campus. The selected bidder shall provide quality food and beverages, maintain hygiene standards, and operate the kiosk in accordance with the terms and conditions of the contract. You are requested to quote for branded café kiosk at COEP Technological University, Pune with below mentioned terms and conditions on or before **31-07-2026 till 5.00 pm.**

BID DETAILS:

The tender Document can be downloaded from the website <https://www.coeptech.ac.in>

Sr. No	Bid No & Date	Reference No: COEP_Tech/FM/Enquiry/ Branded Café Kiosk/2026/38, Date: 23/07/2026
1.	Issue of online Bid Forms	Bid is uploaded on Procurement system of COEP Technological University Pune (https://www.coeptech.ac.in) from 23/07/2026 to 31/07/2026
2.	Last Date of submission of Bid	31/07/2026 before 17:00 Hours.
3.	Pre bid	29/07/2026 before 11:00 Hours.
4.	Opening of Tenders	01/08/2026
5.	Bid Validity	120 Days
6.	Contract Period	Three Years from the date of Award of Contract
7.	Tender Fees	Rs. 1,000/- (Non-Refundable) The tender fees and SECURITY DEPOSIT of Rs. 25,000/- (Refundable)
8.	Correspondence Address	Facility Management Office, COEP_Tech University, Shivaji Nagar, Pune 411005

1) SCOPE OF WORK –

The selected operator shall:

- a)** Design and operate a branded café kiosk.
- b)** Serve coffee, tea, snacks, sandwiches, bakery products, beverages, and light meals.
- c)** Maintain food safety standards.
- d)** Operate throughout university working hours.
- e)** Employ trained staff.
- f)** Maintain cleanliness of the kiosk and surrounding area.
- g)** Dispose of waste scientifically.
- h)** Accept digital payments.
- i)** Obtain all statutory licenses.

2) Eligibility Criteria –

The bidder should:

- a)** Be a registered company/LLP/partnership/ Proprietor.
- b)** Own or be an authorized franchisee of a recognized café brand.
- c)** Have at least 3 years' experience in café operations.
- d)** Not have been blacklisted by any Government/Semi-Government institution.
- e)** Operate at least 5 successful outlets.
- f)** Have annual turnover of at least ₹ 10,00,000/- (Ten Lacs) during the last three financial years.
- i)** Possess:
 - i)** GST Registration, **ii)** PAN, **iii)** FSSAI License, **iv)** Shop & Establishment Registration, **v)** Labour registrations (where applicable).

5) University Facilities –

The University may provide:

- a)** Designated kiosk space, **b)** Electricity & Water supply shall be included in monthly rent, **c)** Waste collection point, **d)** Internet (if applicable), **e)** Plinth.

6) Operator Responsibilities –

The operator shall:

- a)** Maintain food quality, **b)** Ensure courteous service, **c)** Maintain branded appearance, **d)** Follow all food safety regulations, **e)** Replace defective equipment, **f)** Maintain uniforms for staff, **g)** Display menu and prices, **h)** Ensure pest control, **i)** Provide complaint register.

7) Quality Standards –

The café shall comply with:

- a)** FSSAI Guidelines, **b)** Fire Safety Norms, **c)** Local Health Regulations, **d)** University Policies, **e)** Plastic Waste Management Rules, **f)** Clean Campus Guidelines.

8) Performance Standards –

Minimum expectations include:

a) Service time within 5–7 minutes, **b)** Daily cleaning schedule, **c)** Monthly pest control, **d)** Customer satisfaction feedback, **e)** Food quality inspections, **f)** No expired products.

9) Security Deposit:

The successful bidder shall deposit a refundable Security Deposit of Rs. 25,000/- before execution of the agreement.

10) Rental and Financial Terms:

- a)** The bidder shall quote the monthly rental amount payable to the University.
- b)** other utility charges shall be borne by the vendor (without water & electricity).
- c)** The vendor shall install all necessary machines, furniture, and fixtures at their own cost.

11) Payment Terms:

- a)** Monthly lease rent shall be paid on or before the **05** day of each month.
- b)** Delay in payment may attract penalty as decided by the University.
- c)** Repeated defaults may result in cancellation of lease.
- d)** If the rent is overdue for a maximum of 3 months or more, the university has the right to terminate the contract.

12) Penalty Clause –

Penalties may apply for:

a) Poor hygiene, **b)** Food safety violations, **c)** Unauthorized menu items, **d)** Delay in payment, **e)** Customer complaints, **f)** Unauthorized subletting, **g)** Failure to maintain operating hours, **h)** Repeated violations may result in termination.

13) Terms and Conditions:

- 1)** The agreement shall initially be valid for a period of **03** year(s), extendable based on satisfactory performance.
- 2)** COEP Tech University Pune is looking for famous brands such as Nescafe, MacDonald's, Costa coffee, Barista Coffee, Café Mocha, Chaayo's, Chai Point, Go for Chai, the coffee club, Dunking Donuts, brew berry's café etc. (having presence PAN India having at least 15-20 outlets/ franchise)
- 3)** Submitting certificates or work orders demonstrate work experience at reputed institutions such as IIT, IIM and AIIMS.
- 4)** Franchise / outlets shall have to submit authorization from relevant brand.
- 5)** The Service provider may be allocated one additional area for operation on some

terms and condition, if considered appropriate by the Institute authorities.

- 6) The café kiosk (approx. size 10ft x 15ft) services are also required to be extended during the examination seminars, workshops, farewell tea, annual events, orientation courses and any other event as directed by COEP Tech University Pune.
- 7) Food/ Snacks item menu shall be finalized in consultation with the delegated Committee of the Institute (Indicative food menu is attached later in the document). The Service provider supplies Tea/Coffee/Cold Drinks, other ready-made beverages and snacks as and when required.
- 8) The University reserves the right to terminate the agreement in case of unsatisfactory service or violation of rules.
- 9) The allotted premises shall be used only for the approved purpose.
- 10) The vendor shall not sublet the allotted premises.
- 11) No subletting of the kiosk is permitted.
- 12) The University may inspect the premises at any time.
- 13) Food quality inspections may be conducted at any time.
- 14) Plastic-free or eco-friendly packaging should be used.
- 15) The vendor must ensure that students and employees receive quality services at prices below market rates.
- 16) Electricity and water charges shall be included in monthly rent.
- 17) The operator shall comply with all statutory regulations.
- 18) The University reserves the right to reject any or all bids.
- 19) The operator shall obtain all statutory approvals before commencement.
- 20) The selected bidder shall comply with all University rules and regulations.
- 21) The prices quoted shall be firm and shall remain applicable during the entire period of the contract till completion (including extension of time granted, if any) and no escalation in prices will be permitted due to increase in prices of materials, rise in labour prices or due to any other reasons throughout the contract period.
- 22) The operator is responsible for employee wages, insurance, and statutory compliances.
- 23) Any damage to university property shall be rectified at the operator's cost.

- 24) All disputes shall be subject to the jurisdiction of the competent courts where the University is located.
- 25) The University reserves the right to accept or reject any or all quotations without assigning any reason.
- 26) In case the successful Service provider declines the offer of contract, for whatsoever reason(s), his EMD/Security Deposit will be forfeited.
- 27) The Firm shall take at its own cost, if required, necessary insurance cover in respect of staff and other personnel to be employed or engaged by him in connection with the afore mentioned services to COEP Tech University Pune and shall indemnify COEP Tech University Pune against all acts of omissions, fault, breaches and or any claim or demand, loss injury and expenses to which COEP Tech University Pune may be party or involved as a result of the Firm failure to comply and of the obligation under the relevant act law which the Firm is to follow.
- 28) The successful bidder/Firm will be required to enter an Agreement/ Contract. The Service provider must undertake to sign the contract agreement within 15 (fifteen) days from the issue of the letter of acceptance, failing which EMD/security deposit may be forfeited and name may be removed from the list of Firm/supplier at COEP Tech University Pune. The cost incurred in this connection shall be borne by the Firm/bidder/Service provider.
- 29) The services will be provided to the Institute at a fixed rate. The timings and working days of the café kiosk will be regulated by The Registrar, COEP Tech University Pune. The Firm shall display the list of items & rates on the premises. The prices of the items to be sold shall not be more than the MRP / local market rate (whichever is lower) and shall be approved and reviewed by committee designated of COEP Tech University Pune officials.
- 30) The Firm shall have to construct /make its own modular /fabricated structure /furniture set up, at their own cost and risk, for the café kiosk corner without destroying /alteration of the Institute premises.
- 31) If Applicable, The Firm will use only the commercial cylinder and ISI marked gas stove / microwave etc. for the purpose of cooking. Electronic billing machine for token system will be necessary.
- 32) The Institute authorities shall have free access to inspect the kitchen and service counters at any time.
- 33) The Service provider should not keep the Snacks; Centre closed without prior permission from the COEP Tech University Pune authority. Any such incident shall be treated as breach of contract and suitable action including penalty shall be taken for the same by COEP Tech University Pune, as it may deem fit.

- 34)**Any attempt at negotiation direct or indirect on the part of the Service provider with the authority to whom he has submitted the tender or the authority who is competent finally to accept it after he has submitted his tender or any endeavour to secure any interest for an actual or prospective Service provider or to influence by any means the acceptance of a particular tender will render the tender liable to exclusion from consideration.
- 35)**The Service provider shall comply with all existing Labour legislations and Acts, Provisions, such as Contract Labour Regulation Act, Workmen's' Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, etc. For any lapse or breach on the part of the Service provider in respect of non-compliance of any Labour legislation in force during the validity of the Contract, the Service provider would be fully responsible and would indemnify the Institute, in case the Institute is held liable for the lapse if any, in this regard.
- 36)**The Service provider shall submit undertaking that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.
- 37)**COEP Tech University Pune would have the right to terminate the contract without notice before the expiry of the term, in case the work performance is not up to the standard, or in case there is any violation of COEP Tech University Pune rules & regulations, or if there is any lapse in compliance of any Labour legislation, or if there is any incident of indiscipline on the part of the Service provider or his staff. The decision of the Registrar, COEP Tech University Pune in this regard would be final and binding on the Service provider. In such an event, COEP Tech University Pune shall have the right to engage any other Service provider to carry out the task.
- 38)**The Service provider and his staff shall comply with all instructions and directions of COEP Tech University Pune authorities given from time to time. In the event of any emergent situation, the staff of the Service provider shall comply with instructions given by the COEP Tech University Pune authorities, without waiting for confirmation by the Service provider.
- 39)**The Service provider/Firm shall keep and maintain complaint register/ book in a prominent place in the premises and in such a way that it is easily accessible to any person who wishes to record any complaint/feedback and the said book shall be open for inspection by the concerned officer of COEP Tech University Pune.
- 40)**Service provider or its franchise shall have three years of experience in the related field, having necessary license/clearance certificate of the State Food inspector/food authorities and should produce certified copies of certificate fulfilling the requirements. Prequalification /Post Qualification shall be entirely upon the capability and resources of prospective Service provider to perform the particular contract satisfactorily.

- 41) The participating agencies should offer all the items or 90 % of items (foodstuff/menu) as indicated by the Institute as attached.
- 42) The decision to award the café kiosk services contract will be taken based on prices quoted and qualification criteria.
- 43) The Service provider while submitting their tender form shall enclose certified copies of experience, license essential for carrying out the activities under reference, license and any other documents in support of carrying out the activities under reference from Competent Authority.
- 44) The Service provider must possess the requisite valid license issued by the competent authority for carrying out the business and shall be responsible for complying with all laws pertaining to the services in question as well as those pertaining to engagement of manpower under him and should obtain necessary license/ clearance certificate of the State Food inspector/ health authorities and should produce certified copies of certificate fulfilling the requirements.
- 45) The Service provider has to abide by all statutory rules and regulation of the Government of India and will be responsible for complying of all payment of minimum wages and other social security benefits (ESI, PF, leave/holiday, etc.) as per manpower law, in force from time to time for the manpower engaged by the Service provider and deployed in the hospital.
- 46) The service provider will be responsible for the conduct of the people engaged by him, which will be conducive for maintaining the harmonious atmosphere and will be responsible for any act of commission & omission of such people.
- 47) The rates for different types of snacks /food /beverages, etc, once accepted, will remain the same for the entire period of contract or extended period, if any. Rates can be revised only after approval of the competent authority, if required.
- 48) Only purified water (purified by Aqua guard/ Modi guard/Aqua sure or other purifier of similar standard) must be served in the premises, if applicable.
- 49) The Service provider should keep the outlet clean. If, at any point the area allotted and its premises are found to be unclean, the Service provider shall be held responsible and action deemed fit shall be taken by the competent authority. All floors and counter tops are scrubbed regularly and non-corrosive detergents or soap, and all vertical surfaces/wall are to be dusted/cleaned regularly. The standard of cleaning should be such that there are no visible dirt or marks at any point in time.
- 50) The Service provider shall not be allowed to prepare food in the Institute's premises other than area allotted at COEP Tech University Pune. The Service provider shall not utilize the premises and facilities of the Institute to cater to any other client, other than COEP Tech University Pune students, faculty, staff and visiting faculties/guests.

- 51) The Service provider shall bear all the expenses for running the outlet and the Institute shall not in any manner be liable for any damage caused on incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury caused to its workmen during discharging their duty.
- 52) The Service provider shall not be entitled to use the area allotted for any other purpose or business other than the specified services. In the event of loss/theft/damage of property caused due to negligence of any of the manpower of the Service provider, the Institute shall be entitled to get compensation from the Service provider as decided by Registrar, COEP Tech University Pune or authorized representative.
- 53) COEP Tech University Pune would not be liable for any compensation due to stoppage/change in scope of work due to local disturbance, change of Govt. policy, Law and any other Judiciary, obstruction of delay by any outside elements Service provider.
- 54) The Service provider should not permit to sublease the building or any part of the building or premises to anyone.
- 55) The Service provider shall not sell cigarettes, bidi, pan, gutka, tobacco items, alcohol or any other prohibited items. If anyone is found indulging in these businesses, the Service provider shall be asked to leave the campus immediately and the Service provider shall be liable to lose the service for breach of this condition.
- 56) If the Service provider gives wrong information in their tender and creates circumstances for acceptance of the bid, the Institute reserves the right to reject such tender or rescind contract at any stage.
- 57) Non-compliance of any terms and conditions enumerated in the contract shall be treated as breach of contract.
- 58) **Operational:** The Service provider shall not cook anything which creates disturbance to the area in the café kiosk and all food /items provided should be ready made, packed and fresh. The food/snacks item must be stored properly to avoid contamination and infestation with pests. Sample of the food materials in the store will be checked by the hospital representative from time to time. The Food safety checklist prescribed by the Food Safety and Standards Authority of India, New Delhi (www.fssai.gov.in) as amended from time to time, should be signed and adhered to by the bidders/Service provider. Vegetarian and non-vegetarian items should be segregated properly at all stages; storage, preparation and serving. The Service provider will be responsible for collection, serving trays/utensils/bottles etc. (in case of non-disposable) with safe and standard quality of cleaning material. The Service provider shall ensure that:
- a) Food ingredients, additives and materials must be of best quality available in the market

- b) Vegetables, bread and other such perishable items should be fresh from the market on daily basis
- c) The Service provider shall take meticulous care to provide clean and quality food in all preparations
- d) The raw materials procured will be of the highest quality, (FPO, AGMARK, or ISI marked should be adhered to as far as possible) fresh and fit for human consumption
- e) The menu decided by the Institute Committee should be invariably followed. Additional item on menu can be added by the firm only after approval of the Institute committee.

The Service provider will be responsible for safe disposal of the leftover food/vegetable peels/and other garbage hygienically so that it does not pollute the environment etc. If disposables are used in any of the snacks Centre, they should be disposed of as per Civil/Municipal Authorities requirement from time to time.

There shall be no compromise on the quality of food supplied by the Service provider and if any such incidence or food adulteration is found, action deemed fit, including blacklisting of the firm, shall be taken by the Competent Authority. Prevention of Food Adulteration Act (PFA Act), The Food Safety and Standards Authority of India, New Delhi notification/ rules as amended from time to time, should be signed and adhered by the Service provider.

59) Manpower: The Service provider shall engage adequate number of well-trained manpower (cooks and bearers) at his own expense for the proper discharge of the responsibility entrusted to him under the agreement and such manpower shall be experienced. The Service provider shall submit to COEP Tech University Pune a list of all manpower to be engaged to carry out the food/ snacks in café kiosk services. The Service provider shall not at any time engage any minor to carry out the work under the contract. All manpower deployed /engaged should be police verified and PVR shall be responsibility of the Service provider.

The manpower engaged by the service provider should wear uniforms, aprons, headgear, etc., be free from any contagious diseases and should obtain the Medical Fitness Certificate from the COEP Tech University Pune. The Service provider and its manpower should not cause any disturbance, obstruction & hospital unrest in and around the hospital premises or within the said building or around the area allocated at any time for any reason. Manpower of the Service provider shall be provided with Identity Card that will be issued by Service provider with countersigned by security officer or official authorized by COEP Tech University Pune.

The Service provider shall be responsible for complete job of running and maintenance of the above premises and shall include housekeeping, cleanliness, room services, and cafe services. All manpower required for the jobs shall be provided by the successful Service provider at its own cost.

60)Space and Accommodation: Space will be provided by COEP Tech University Pune to the Service provider for a specified period of the contract. At the time of termination of the contract/ closure of agreement period/ early termination due to any reasons, the Service provider will have to hand over the area in same condition it was provided by COEP Tech University Pune (if construction or structure is built. In case during the period of contract, the Service provider decides to terminate the contract, a notice for a period of not less than three months must be given to the COEP Tech University Pune administration.

Area allotted and its Premises shall not be used for residential purposes even for the manpower deployed to run the services. No additions or alterations of the premises will be made without permission of the Institute. No bathing and washing of clothes etc. will be allowed in the allotted area to run the services.

The Service provider shall be responsible for ensuring safety and maintenance of all the equipment/fixtures installed/provided by the Institute, during the entire period of the contract. If any damage/loss of equipment/fixtures found, then the same will be recovered from the Firm. The Firm shall take adequate fire precautions. It will be the responsibility of the Firm/ firm to obtain FIRE NOC & Fire fitness certificate from appropriate authority /Fire Dept., MADDC to run the services at COEP Tech University Pune, if applicable.

The Service provider shall keep the area scrupulously clean and in a sanitary condition to the satisfaction of the dietary department and administration. It shall be the responsibility of the Service provider to engage adequate number of cleaners and waste handlers and to provide them with adequate and necessary equipment's/chemicals for keeping the area scrupulously clean. Anti-rodent and pest control measures are to be strictly followed which will be the responsibility of the Service provider.

61)Security and Safety: COEP Tech University Pune shall not be held responsible for any loss or damage due to any reasons whatsoever to any type of inventory that maybe kept in the area store by the Service provider. The premises provided to the Service provider should only be used for the purpose as mentioned in the contract. Under no circumstances, should the premises be used for any other purpose, than what has been mentioned in the contract. Service provider will not store any hazardous or inflammable/ combustible goods or substances or articles in or around the area.

62)COEP Tech University Pune MANAGEMENT SHALL HAVE THE RIGHT -

- A. To stop the supply of or to destroy any article of food or drinks sold if found adulterated, contaminated, and unfit for human consumption or of unsatisfactory quality.
- B. To stop the service rendered by the Service provider, if detected not of the requisite standard.
- C. To inspect any article of food or drinks being used by the service provider.
- D. The food analysts and Public Health Authority of the Government will have the right to inspect the premises and to collect the food sample as per the law. The Service provider will be solely responsible of any shortfall/deficiency in this regard.

63)Arbitration & Jurisdiction: Registrar, COEP Tech University Pune shall be the final authority in all disputes and decision will be binding on all concerned. All disputes arising between the parties shall be referred to and settled through Arbitration conducted in accordance with the provisions of the Arbitration & Conciliation Act, 1996 or as amended and the rules framed there under. Such Disputes shall be adjudicated by an arbitral tribunal comprising of three arbitrators, one to be engaged by each party and the two engaged arbitrators shall jointly appoint the third arbitrator for the purposes of constituting the arbitration tribunal. The arbitrators shall have powers to award only such remedy as is contemplated by this Agreement, including as appropriate, injunctive relief. The venue of arbitration shall be the place from where the contract has been issued, i.e., COEP Tech University Pune. The language of arbitration shall be English or Hindi.

Not with standing any other court or courts having jurisdiction to decide the questions(s) forming the subject matter of the reference if the same had been the subject matter of suit, any and all actions and proceedings arising out of or relating to the contract (including any arbitration in terms thereof) shall lie only in the court of competent civil jurisdiction in this behalf at Pune and only the said courts shall have jurisdiction to entertain and try such action(s) and/or proceedings to the exclusion of all the other courts.

14) Quotation Schedule –

Particulars	Date & Time
Quotation Issue Date	23/07/2026
Last Date of Submission	31/07/2026
Bid Opening	01/08/2026

15) **Technical Bid Format –**

ANNEXURE – A

Sr. No.	Particulars	Details
1	Company Registration Certificate	
2	Firm Registration Certificate	
3	GST Certificate	
4	PAN Card	
5	Contact Number	
6	Address Proof	
7	FSSAI License	
8	Audited Financial Statements (last 3 years) / Turnover Certificate	
9	Udyam Adhar	
10	Experience Certificates (3 years)	
11	List of Existing Café Locations	
12	Brand Authorization Letter (if franchise)	
13	Equipment list	
14	Menu List with Price	
15	Brand Authorization	
16	Non debarred / blacklisted Self Declaration Letter	

Signature of Bidder

Name: _____

Date: _____

16) **FINANCIAL BID FORMAT –**

ANNEXURE – B

Sr. No.	Location	Monthly License Fee Offered (Rs.)
1	University South Campus Branded Café Kiosk	
Total Amount (Without GST)		
GST 18%		
Grand Total Amount (With GST)		

Seal & Signature of Bidder

Name: _____

Date: _____

17) **BID SUBMISSION DETAILS:**

Interested bidders shall submit sealed quotations superscripted as:

“Quotations are invited from experienced and qualified contractors/agencies for branded café kiosk at. COEP Technological University, Pune” to the following address:

The Registrar

COEP Technological University
Shivajinagar, Pune – 411005
Maharashtra, India

18) **BID SUBMISSION DETAILS –**

- a) Last Date of Submission: **31/07/2026.**
- b) Submission Mode: **Offline.**
- c) Address: Establishment Section, COEP Technological University Pune.

19) **CONTACT DETAILS –**

Enquiry Inviting Authority:

Dr. Rajiv B.

Facilities Manager,

COEP Technological University Pune

Contact: 9850490340

Email - rbh.mfg@coeptech.ac.in

-Sd-

Registrar,

COEP Technological University Pune

SELF DECLARATION

I have carefully gone through the tender document regarding the prequalification reputed branded café food service operators for establishing and operating a branded café kiosk within the university campus requirements.

I shall be bidding in this tender as the sole representative of my agency/firm. I hereby declare that,

1. All the information related to my agency/firm, projects, financial details, etc., provided in my offer is true and without any alteration /modification.
2. My agency/firm agrees to all the provisions of this tender document. There will be no violation of the terms and conditions mentioned in the tender document.
3. I declare that my agency/firm or any member of the agency/firm has not been debarred / blacklisted by any Government / Semi –Government Organizations Agency/firm and any other organizer in India.

Seal & Signature of Bidder

Name: _____

Date: _____

Name of firm submitting tender.....

Designation:

Telephone No:

Mobile No:

Fax No:

Email ID: