



MAHARASHTRA NATIONAL LAW UNIVERSITY, NAGPUR

Maharashtra National Law University Act, 2014

Waranga, PO: Dongargaon (Butibori),

Nagpur – 441108, Maharashtra, India

EXPRESSION OF INTEREST (EoI)

FOR OPERATING AND MANAGING CANTEEN SERVICES AT

MAHARASHTRA NATIONAL LAW UNIVERSITY, NAGPUR

EoI Reference No.: MNLUN/CANTEEN/EoI/2026/03

Date: Sept 15, 2026

EOI for Operating and Managing Canteen Services

1. INVITATION

Maharashtra National Law University, Nagpur invites Expression of Interest (EoI) from reputed, experienced and financially sound Canteen/Catering Service Providers, Agencies, Firms, Companies, Organizations, Proprietorships, Partnerships, Cooperatives or other eligible entities for operating and managing the Canteen Services at the University Campus.

Maharashtra National Law University, Nagpur is a residential University engaged in teaching and research in law and allied disciplines. The University has students, research scholars, faculty members, non-teaching staff and visitors residing/working on the campus. Accordingly, a professionally managed canteen facility is required to provide hygienic, nutritious, fresh and reasonably priced food and refreshments.

The selected agency/firm shall be responsible for the complete operation and management of the Canteen Services in accordance with the terms, conditions, standards and requirements prescribed by the University.

2. OBJECTIVE OF THE EoI

The objective of this EoI is to identify a competent and experienced agency/firm capable of providing quality, hygienic, nutritious and affordable food and beverage services to the students, faculty members, officers, employees and authorized guests of the University.

The University intends to engage an agency having adequate experience, manpower, infrastructure capability, financial capacity and operational expertise to independently manage the canteen facility.

EOI for Operating and Managing Canteen Services

3. BRIEF PARTICULARS

S. No.	Particulars	Details
1.	Name of the University	Maharashtra National Law University, Nagpur
2.	Name of Service	Operation and Management of Canteen Services
3.	Location	MNLU, Nagpur Campus
4.	Nature of Service	Canteen/Food & Catering Services
5.	Contract Period	One (1) Year
6.	Extension	May be extended up to Three (3) Years based on satisfactory performance
7.	Approx. Canteen Area	3,500 sq. ft.
8.	Security Deposit	As prescribed by the University at the time of award/contract
9.	Mode of Submission	As specified by the University in the EoI notice

The University has indicated a total area of approximately 3,500 sq. ft., comprising indoor and outdoor areas, for Canteen Services. The contractor is required to arrange the necessary equipment for operation of the canteen.

4. SCOPE OF SERVICES

The selected agency shall be responsible for the complete operation and management of the University Canteen, including but not limited to:

4.1. Food and Beverage Services

The agency shall:

- i. Prepare and serve fresh, hygienic, nutritious and good-quality food.
- ii. Provide vegetarian and non-vegetarian food as approved by the University.
- iii. Provide breakfast, snacks, meals, beverages and other approved food items.
- iv. Maintain the approved menu and rates.
- v. Display the menu and approved rate list prominently at the canteen.
- vi. Ensure that no item is sold above the approved rate/MRP, wherever applicable.

EOI for Operating and Managing Canteen Services

- vii. Ensure adequate quantity and quality of food.
- viii. Ensure that cooked food is not stored or reused on the following day.
- ix. Use fresh and good-quality raw materials conforming to applicable food-safety standards.

4.2. Hygiene and Sanitation

The agency shall be responsible for:

- i. Cleaning and sanitation of the kitchen;
- ii. Cleaning of serving areas;
- iii. Maintenance of indoor and outdoor sitting areas;
- iv. Cleaning of hand-wash and dish-wash areas;
- v. Proper disposal of food and kitchen waste;
- vi. Maintaining hygienic food-storage facilities;
- vii. Pest-control and other sanitation measures, wherever required;
- viii. Ensuring personal hygiene of all food-handling staff.

The tender requires the contractor to maintain hygiene and cleanliness of the kitchen, store, cooking area, sitting areas and associated spaces at its own cost.

5. MANPOWER

The selected agency shall deploy adequate and trained manpower for efficient operation of the canteen, including, as required:

- i. Manager/Supervisor
- ii. Cooks
- iii. Helpers

EOI for Operating and Managing Canteen Services

- iv. Cleaning staff
- v. Serving staff
- vi. Other necessary personnel

All personnel deployed shall be properly trained, medically fit and suitably experienced.

The agency shall also ensure:

- i. Police verification of deployed workers.
- ii. Proper uniform and identification badges.
- iii. Appropriate gloves, aprons, cooking hats and other protective equipment.
- iv. Compliance with applicable labour laws.
- v. Payment of wages and statutory benefits to its employees.
- vi. Maintenance of discipline and proper conduct of employees.
- vii. Immediate replacement of any employee found unsuitable or medically unfit.

6. INFRASTRUCTURE AND EQUIPMENT

- i. The University shall make available the designated premises for operation of the Canteen Services.
- ii. The selected agency shall arrange, at its own cost, all equipment, utensils, cooking appliances, refrigerators, storage facilities, service equipment and other items required for efficient operation of the canteen.
- iii. The University shall not be responsible for providing operational equipment unless specifically agreed otherwise.

EOI for Operating and Managing Canteen Services

- iv. The available premises shall be used only for the purpose of operating the University Canteen and shall not be used for any other purpose without prior written permission of the University.

7. ELECTRICITY, WATER AND OTHER CHARGES

- i. Electricity and water charges relating to the premises utilized by the agency shall be borne by the selected agency.
- ii. Such charges shall be payable to the University on a monthly basis as determined on the basis of actual meter readings, wherever a separate meter is installed, or on the basis of actual load assessed by the University.

8. RENT / LICENSE FEE

- i. Interested agencies shall quote the monthly rent/license fee that they are willing to pay to the University for the use of the designated canteen infrastructure.
- ii. The bidder shall clearly indicate:
Monthly Rent Offered: ₹ _____ per month
Amount in Words: Rupees _____ only.
- iii. The monthly licence fee quoted by the bidder shall not be less than ₹75,000/- (Rupees Seventy-Five Thousand only) per month. Bids quoting a monthly licence fee below ₹75,000/- shall not be considered.
- iv. The quoted rent shall be considered as part of the financial proposal and shall be evaluated in accordance with the evaluation methodology prescribed by the University.

9. ELIGIBILITY CRITERIA

The applicant must satisfy the following minimum eligibility requirements:

EOI for Operating and Managing Canteen Services

9.1. Experience

The bidder should have at least three (3) years of experience in operating/managing a hostel mess or canteen in a:

- i. Central/State University;
- ii. Government/Autonomous Institution;
- iii. Educational Institution; or
- iv. Similar institutional establishment.

Documentary proof such as work orders, completion certificates and experience certificates shall be submitted.

9.2. Ongoing Contract

The bidder should have at least one (1) ongoing contract for providing hostel mess/canteen services in a University or Autonomous Institution.

Documentary evidence/work order and performance certificate shall be submitted.

9.3. Financial Capacity

The bidder should have a minimum average annual turnover of ₹50,00,000/- (Rupees Fifty Lakhs only) during the preceding three financial years:

- i. 2023–24
- ii. 2024–25
- iii. 2025–26

The bidder shall submit duly certified financial documents/turnover certificates issued by a Chartered Accountant.

EOI for Operating and Managing Canteen Services

9.4. Statutory Registrations

The bidder shall possess and submit applicable registrations/licenses, including:

- i. PAN
- ii. GST Registration
- iii. FSSAI License
- iv. TIN, wherever applicable
- v. EPFO/ESIC registration, wherever applicable
- vi. Shop & Establishment Registration
- vii. Labour License, wherever applicable
- viii. Other statutory registrations required for operation of the canteen.

The tender checklist specifically requires registration, FSSAI/food-safety documentation, GST/PAN and other applicable statutory documents.

10. DOCUMENTS TO BE SUBMITTED

The applicant shall submit self-attested copies of the following:

1. Registration Certificate of the Firm/Agency/Organization.
2. Constitution of the organization.
3. PAN Card.
4. GST Registration Certificate.
5. FSSAI License.
6. TIN, wherever applicable.
7. EPFO/ESIC registration, wherever applicable.
8. Shop & Establishment Registration.

EOI for Operating and Managing Canteen Services

9. Labour License, wherever applicable.
10. Details of manpower available.
11. Details of completed contracts.
12. Details of ongoing contracts.
13. Work orders and completion certificates.
14. Performance certificates.
15. Audited financial statements/turnover certificate.
16. Income Tax Returns.
17. Affidavit/declaration regarding non-blacklisting.
18. Details of previous institutional clients.
19. Proposed operational plan.
20. Proposed menu and indicative food service plan.
21. Proposed monthly rent/license fee.
22. Any other document required by the University.

11. TECHNICAL PROPOSAL

The technical proposal should include a detailed **Execution/Operation Plan**, covering:

A. Organization Profile

- i. Background of the agency
- ii. Year of establishment
- iii. Nature of organization
- iv. Ownership/management details

EOI for Operating and Managing Canteen Services

B. Experience

- i. Previous institutional canteen/mess contracts
- ii. Duration of contracts
- iii. Number of persons served
- iv. Nature of services
- v. Client references

C. Manpower Plan

- i. Manager/Supervisor
- ii. Cooks
- iii. Helpers
- iv. Cleaning staff
- v. Serving staff
- vi. Other necessary personnel

D. Food Quality Plan

- i. Procurement of raw materials
- ii. Storage arrangements
- iii. Food preparation
- iv. Quality control
- v. Food safety

E. Hygiene Plan

- i. Kitchen sanitation
- ii. Waste disposal

EOI for Operating and Managing Canteen Services

- iii. Personal hygiene
- iv. Cleaning schedule

F. Operational Plan

- i. Proposed working hours
- ii. Stock management
- iii. Customer service
- iv. Complaint handling
- v. Emergency arrangements

G. Financial Proposal

The bidder shall separately quote the monthly rent/license fee offered to the University.

12. FOOD MENU AND PRICING

- i. The successful agency shall provide food items as approved by the University.
- ii. The University shall have the right to approve, modify, add or remove items from the menu depending upon the requirements of students, staff and other authorized users.
- iii. The rates of food items shall be subject to approval by the Competent Authority and shall not be increased without prior approval of the University.

13. CONTRACT PERIOD

- i. The contract shall initially be for a period of One (1) Year.
- ii. Based on satisfactory performance, food quality, hygiene, user feedback and compliance with University requirements, the contract may be extended up to a

EOI for Operating and Managing Canteen Services

maximum period of Three (3) Years, subject to mutual consent and approval of the Competent Authority.

14. SECURITY DEPOSIT

The successful agency shall furnish a Security Deposit of **₹5,00,000/- (Rupees Five Lakhs only)** at the time of entering into the contract, as prescribed in the tender conditions.

The Security Deposit shall be refundable subject to satisfactory completion of contractual obligations and settlement of all dues, deductions, damages or penalties, if any.

15. INSPECTION AND QUALITY CONTROL

The University shall have the right to conduct:

- i. Periodic inspections;
- ii. Surprise inspections;
- iii. Food-quality checks;
- iv. Hygiene inspections;
- v. User feedback surveys;
- vi. Inspection of records and complaint registers.

The University may take appropriate action in case of poor quality, unhygienic conditions, overcharging, repeated complaints or violation of contractual conditions.

16. COMPLAINT REDRESSAL

- i. The contractor shall maintain a Complaint Register at the Canteen.
- ii. Complaints received from students, faculty, staff and authorized users shall be promptly addressed.

EOI for Operating and Managing Canteen Services

- iii. The Complaint Register shall be made available for inspection by authorized University officers whenever required.

17. RESTRICTIONS

The selected agency shall not:

- i. Sub-contract the canteen services.
- ii. Sell unauthorized items.
- iii. Sell food above approved rates.
- iv. Use substandard, expired or contaminated food products.
- v. Prepare food for persons outside the University from the University premises.
- vi. Store prohibited substances.
- vii. Alter the University premises without permission.
- viii. Allow unauthorized persons to operate within the canteen.
- ix. Claim monopoly/exclusivity over food stalls, kiosks or other food-service arrangements introduced by the University.

18. STATUTORY COMPLIANCE

The selected agency shall comply with all applicable laws, rules and regulations relating to:

- i. Food safety;
- ii. Labour and employment;
- iii. Minimum wages;
- iv. EPFO/ESIC;
- v. GST and other taxes;
- vi. Health and sanitation;

EOI for Operating and Managing Canteen Services

- vii. Fire and safety;
- viii. Waste management;
- ix. Any other applicable statutory requirement.

Note: The agency shall be solely responsible for its statutory obligations and shall indemnify the University against liabilities arising from its failure to comply with such obligations.

19. EVALUATION OF EoI

The University shall evaluate the EoI submissions based on parameters including:

- i. Relevant experience in institutional canteen/mess services;
- ii. Experience with Universities/Autonomous Institutions;
- iii. Ongoing institutional contracts;
- iv. Financial capacity;
- v. Quality and adequacy of manpower;
- vi. Proposed execution/operation plan;
- vii. Food quality and hygiene plan;
- viii. Infrastructure and equipment plan;
- ix. Proposed monthly rent/license fee;
- x. Proposed Menu and its prizes
- xi. Overall suitability and capability of the applicant.

20. RENT QUOTATION BY THE BIDDER

The bidder shall quote the rent in the following format:

Particular	Bidder's Quotation
Monthly Rent/License Fee offered to MNLU, Nagpur	₹ _____/-

EOI for Operating and Managing Canteen Services

In Words	Rupees _____ only
GST, if applicable	_____
Total Monthly Amount Payable	₹ _____/-

Note: The University has prescribed a minimum monthly licence fee of ₹75,000/- (Rupees Seventy-Five Thousand only) for the designated canteen infrastructure. Interested bidders shall independently assess the available infrastructure, expected business potential, operational requirements, costs and other obligations and quote the monthly licence fee accordingly, subject to the prescribed minimum.

21. SITE VISIT

Interested applicants may inspect the proposed canteen premises and assess the available infrastructure, area, location, operational requirements and other relevant factors before submitting their EoI.

The bidder shall be deemed to have satisfied itself regarding the site conditions and requirements before submitting the proposal.

22. RESERVATION OF RIGHTS

Maharashtra National Law University, Nagpur reserves the right to:

- i. Accept or reject any or all EoIs;
- ii. Seek additional information/documents;
- iii. Seek clarification from applicants;
- iv. Shortlist applicants;
- v. Invite shortlisted applicants for presentation/discussion;
- vi. Cancel or modify the EoI process;
- vii. Reject an application for non-compliance;

EOI for Operating and Managing Canteen Services

- viii. Not award the contract to any applicant without assigning any reason.
- ix. In the event of any inadvertent typographical, clerical, factual or other error or omission being noticed in this EOI at any stage, the University reserves the right to correct, rectify or modify the same, and such correction/rectification shall be binding on all concerned.
- x. In the event of any inadvertent typographical, clerical, factual or other error or omission being noticed in this EoI at any stage, the University reserves the right to correct, rectify or modify the same, and such correction/rectification shall be binding on all concerned.
- xi. Submission of an EoI shall not confer any right upon the applicant for award of contract.

23. IMPORTANT NOTE

This EoI is intended to identify suitable and competent agencies for operating and managing the University Canteen.

Submission of EoI does not guarantee award of contract.

The final selection and award shall be subject to the approval of the Competent Authority of Maharashtra National Law University, Nagpur and execution of a formal agreement containing detailed terms and conditions.

24. SUBMISSION OF EoI

Interested agencies shall submit their Technical Proposal and Financial Bid in two separate sealed envelopes, duly superscribed as “Technical Proposal” and “Financial Bid”, respectively. Both sealed envelopes shall then be placed in one common sealed outer envelope, duly superscribed with the name and reference of the EOI, and submitted to the University at the following address:

EOI for Operating and Managing Canteen Services

TITLE: EOI FOR OPERATING AND MANAGING CANTEEN SERVICES

The University Engineer-cum-Estate Officer,
Maharashtra National Law University, Nagpur
Waranga, PO: Dongargaon (Butibori),
Nagpur – 441108, Maharashtra, India.

Contact: Office of the University Engineer

Mobile: +91 84461 37268

Email: vaibhavniranjane@nlunagpur.ac.in

25. EoI SCHEDULE

S. No.	Particular	Date/Time
1.	Date of Issue of EoI	15.09.2026
2.	Date for Site Visit	17.09.2026 and 21.09.2026
3.	Last Date for Submission of EoI	30.09.2026 up to 5:00 PM
4.	Date of Opening of EoI	01.10.2026 at 02:00 PM
5.	Presentation/Interaction, if any	To be intimated separately to the shortlisted agencies
6.	Declaration of Shortlisted Agency	To be intimated separately after evaluation

EOI for Operating and Managing Canteen Services

ANNEXURE-I

EOI CHECKLIST

Sr. No.	Document	Submitted (Yes/No)
1	Registration Certificate	
2	Constitution/Partnership/Incorporation Documents	
3	PAN	
4	GST Registration	
5	FSSAI License	
6	TIN, if applicable	
7	EPFO/ESIC Registration, if applicable	
8	Shop & Establishment Registration	
9	Labour License, if applicable	
10	Experience Certificates	
11	Completed Work Orders	
12	Ongoing Work Orders	
13	Performance Certificates	
14	Turnover Certificate by CA	
15	Audited Financial Statements	
16	Income Tax Returns	
17	Non-Blacklisting Affidavit/Declaration	
18	Manpower Details	
19	Technical/Execution Plan	
20	Food Quality & Hygiene Plan	
21	Proposed Menu and rates	
22	Monthly Rent Quotation	
23	Any other supporting document	

Signature of Authorized Signatory: _____

Name: _____

Name of Agency/Firm: _____

Seal: _____

ANNEXURE-II

DETAILS OF EXPERIENCE

S. No.	Name of Institution	Location	Nature of Service	Contract Period	Contract Value	No. of Persons Served	Completion/Performance Certificate
1							
2							
3							

Signature of Authorized Signatory: _____

Name: _____

Name of Agency/Firm: _____

Seal: _____

EOI for Operating and Managing Canteen Services

ANNEXURE-III

DETAILS OF ONGOING CONTRACTS

S. No.	Name of Institution	Location	Nature of Service	Contract Period	No. of Persons Served	Contract Value	Contact Person
1							
2							

Signature of Authorized Signatory: _____

Name: _____

Name of Agency/Firm: _____

Seal: _____

ANNEXURE-IV

FINANCIAL CAPACITY

Financial Year	Annual Turnover (₹)	Certificate/Document Attached
2023–24		
2024–25		
2025–26		
Average Turnover		

Signature of Authorized Signatory: _____

Name: _____

Name of Agency/Firm: _____

Seal: _____

MONTHLY RENT QUOTATION

Name of Bidder/Agency: _____

Address: _____

I/We hereby offer the following monthly rent/license fee for operating the Canteen Services at Maharashtra National Law University, Nagpur:

Monthly Rent Offered: ₹ _____ **/-**

In Words: Rupees _____ only.

I/We confirm that the above quotation has been made after assessing the available infrastructure, operational requirements and other obligations associated with the proposed Canteen Services.

I/We further confirm that the monthly licence fee quoted by me/us is not less than ₹75,000/- per month and agree to abide by all the terms and conditions of the EOI and the Leave and Licence Agreement to be executed with the University.

Date: _____

Place: _____

Signature of Authorized Signatory: _____

Name: _____

Designation: _____

Seal: _____

ANNEXURE-V (B)

PROPOSED MENU AND PRICES

Name of Agency/Firm: _____

S. No.	Item	Quantity/ Portion	Vegetarian/ Non-vegetarian category	Proposed Price (₹)	Remarks
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

Note: The proposed menu and prices submitted with the EoI shall be evaluated as part of the technical/quality assessment. The final menu and rates shall be determined/approved by the University before commencement of services.

Date: _____

Place: _____

Signature of Authorized Signatory: _____

Name: _____

Designation: _____

Name of Agency/Firm: _____

Seal: _____