Notice Inviting Tender

Notice Inviting Tender (NIT) for General Store, Stationery & Confectionery Shop including Photocopy and Printing Services at IIIT Lucknow Campus

Subject: Tender for General Store, Stationery & Confectionery Shop.

IIIT Lucknow invites proposals from reputed agencies running shops of a similar nature for a General Store / Stationery & Confectionery Shop, including photocopy and printing services, at its campus at C.G. City, Lucknow.

The Institute intends to allot space on a licence basis to an agency with experience of running such an outlet under its own ownership/proprietorship, to serve the campus community. The items and services are listed in Table 1 and priced in the financial bid. The list is indicative and may be changed on the recommendation of the Shop Monitoring Committee. **All confectionery and food items shall be sold only in sealed, original manufacturer packs; no item shall be sold loose, by weight or measure, or by splitting a pack.** The bidder should have sufficient manpower and machines to meet the requirement.

Particulars	Details
Name of work / service	General Store, Stationery & Confectionery Shop including Photocopy and Printing Services at IIIT Lucknow Campus
Tender No. and date	IIITL/Tenders/Shop/2026-27 dated 13/11/2026
Tenure of contract	Initially one year (probation period), extendable up to three years in total on satisfactory performance
Space	Kiosk of up to 200 sq. ft. on the IIIT Lucknow campus, at the location designated by the Institute
License fee per month	₹ 10,000/- plus GST as applicable
Electricity and water charges	As per actuals
EMD	₹ 10,000/- by Demand Draft in favour of "IIIT Lucknow", payable at Lucknow, to be enclosed in the technical bid. MSE/NSIC-registered firms are exempt on submitting proof. A bid without EMD or valid exemption proof will be rejected.
Address for communication, submission and opening of technical bid	The Assistant Registrar (Store & Purchase), IIIT Lucknow, Chak Ganjaria, C.G. City, Lucknow – 226002
Last date and time of receipt of tender	04/12/2026 at 03:00 PM

Particulars	Details
Date and time of opening of technical bids	04/12/2026 at 03:30 PM
Shop timings	08:00 AM to 08:00 PM on all days, or as decided by the Competent Authority
Performance Security (successful bidder)	₹ 20,000/- by DD/FDR/Bank Guarantee in favour of "IIIT Lucknow"
Security Deposit for utilities (successful bidder)	₹ 25,000/- by DD in favour of "IIIT Lucknow"
Tender document download	www.iiitl.ac.in

Note: MSE firms registered with Udyam/NSIC for the relevant category are exempt from EMD on submitting documentary proof with a request for exemption.

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1. **Envelope 1 – Technical Bid:** the complete tender document (Appendix A, Appendix B, Annexure I and III), the Technical Compliance Sheet, all supporting documents and the EMD, each page signed and stamped. Superscribe: "Technical Bid – General Store, Stationery & Confectionery Shop at IIIT Lucknow". Any indication of price in the technical bid will lead to rejection.
2. **Envelope 2 – Financial Bid:** Annexure II only, signed and stamped, in the prescribed format. Superscribe: "Financial Bid – General Store, Stationery & Confectionery Shop at IIIT Lucknow".
3. Both envelopes shall be placed in a larger sealed envelope superscribed "Tender for General Store, Stationery & Confectionery Shop at IIIT Lucknow", with the tender number, last date of submission and the bidder's name and contact details.

A bid not in line with these instructions is liable to be rejected.

Sd/-

Assistant Registrar (Store & Purchase), IIIT Lucknow

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Table 1 – List of Items and Services

Sl. No.	Service / item category	Items
1	Photocopy (black & white and colour)	A4 single side, A4 both sides, A3 single side, A3 both sides
2	Printout (black & white and colour)	A4 single side, A4 both sides, A3 single side, A3 both sides
3	Spiral binding	A4 up to 100 pages; A4 up to 200 pages
4	Lamination and scanning	A4 lamination; scanning per page
5	Files and folders	All types of files and folders
6	Registers and notebooks	Registers, branded notebooks, spiral notebooks, notepads, practical/lab files
7	Pens	Gel, ball and roller pens of reputed brands, and all other pens
8	Other items	Calculators (including scientific calculators permitted in examinations), staplers and stationery accessories, mechanical pencils, engineering/geometry instruments
9	Other stationery	Pencils, erasers, sharpeners, markers, highlighters, sketch pens, colours, chart paper, A4 paper, envelopes, sticky notes, etc.
10	**Packaged confectionery and snacks**	Chips, chocolates, wafers, biscuits and cookies, candies and toffees, packaged namkeen, packaged cakes and muffins, protein/cereal bars, instant noodles (sealed packs only)
11	**Packaged beverages**	Soft drinks, packaged fruit juices, flavoured milk, packaged drinking water
12	General store items	Toiletries (toothpaste, soap, shampoo), mosquito repellents, batteries, USB pen drives, mobile recharge

Conditions for confectionery and food items (items 10 and 11):

1. Sold only in sealed, original packs bearing MRP, net quantity, manufacturer details, date of manufacture, best-before/expiry date and FSSAI licence number, as required under the Legal Metrology (Packaged Commodities) Rules, 2011 and the FSS (Labelling and Display) Regulations, 2020.

2. No sale loose, by weight or measure, or by opening or splitting any pack. Units from a multipack may be sold singly only if each unit carries its own MRP and full label.
3. No food shall be cooked, heated or prepared at the shop.
4. Expired, damaged or tampered packs shall be removed from sale immediately.

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Appendix A – Guidelines for Bidders

1. The prescribed bid form shall be filled in all respects and submitted to the Assistant Registrar (Store & Purchase), IIIT Lucknow.
2. A tender will be rejected if the technical and financial bids are not in separate sealed envelopes.
3. Technical bids will be opened on the prescribed date and time in the presence of bidders' authorised representatives who wish to attend.
4. Financial bids of technically qualified bidders only will be opened.
5. All entries shall be typed or written in ink. Erasures and overwriting are not permitted; any unavoidable correction must be attested by the signatory.
6. Every page of the bid shall be signed by the bidder. A bid signed on behalf of a firm must include a valid authorisation letter or Board resolution.
7. Bidders shall not add to or alter the tender document. Conditional tenders will not be accepted.
8. The bidder shall give complete permanent and correspondence addresses in Annexure I, with proof, and an official email ID.
9. On award, the bidder shall name an authorised representative who will take instructions from the Institute.
10. The successful bidder shall execute an agreement on ₹ 100/- non-judicial stamp paper, at its own cost, within 30 days of the award. Stamping and registration costs, if any, shall be borne by the bidder.
11. The bid shall remain valid for 90 days from the date of opening of technical bids and cannot be withdrawn within this period.
12. Rates and discounts shall be quoted in Indian Rupees, inclusive of GST and all other taxes. If the rates appear high compared to market rates, the Institute may negotiate with the selected bidder only.
13. All taxes, duties, levies and cess on the goods and services sold shall be payable by the bidder. No claim on this account will be entertained.
14. Bidders are advised to inspect the site before bidding (see Appendix B, clause 4). Submission of a bid means the bidder has read all tender documents and is aware of local conditions.
15. Incomplete, conditional or defective tenders, or tenders with unworkable rates, are liable to be rejected.
16. If a bidder gives wrong information or forged documents, the Institute may reject the bid at any stage or cancel the contract, and forfeit the EMD, Performance Security and Security Deposit. The bidder shall be liable to legal action.
17. The work shall not be sub-contracted or sublet, in whole or in part.
18. The Institute may accept or reject any or all tenders without assigning reasons.
19. All staff deployed shall be police-verified, and their details submitted to the Institute.

20. □□□□□□□ □□□□□□ / Eligibility Criteria

1. At least three (3) years of experience running a stationery shop, general store or confectionery/FMCG retail outlet, supported by Shops & Establishment registration, agreements or work orders.

2. Minimum average annual turnover of ₹ 5 lakh in the last three financial years (2023-24, 2024-25, 2025-26), certified by a Chartered Accountant.
3. A bank account in the name of the bidder/firm.
4. Valid PAN, GST registration and FSSAI registration/licence (for sale of packaged food).
5. Ability to work with any ERP-based ordering and payment system the Institute deploys, and to accept digital payments.

21. □□□□□ □□□□ (□□□□□) / Earnest Money Deposit (EMD)

1. Every bid shall be accompanied by an EMD of ₹ 10,000/- by Demand Draft in favour of "IIIT Lucknow", payable at Lucknow, unless exempt as an MSE/NSIC-registered firm. A bid without EMD or exemption proof will be rejected.
2. The EMD of the successful bidder will be forfeited for any evasion, refusal or delay in signing the agreement.
3. The EMD of a bidder who withdraws its bid during the validity period will be forfeited.
4. EMDs of unsuccessful bidders will be refunded, without interest, after the bidding process is complete. The successful bidder's EMD will be refunded after the Performance Security and Security Deposit are submitted.

22. □□□□□ □□□□□□□□ □□□□□□□□□ / Performance Security

The successful bidder shall deposit a Performance Security of ₹ 20,000/- by DD, Bank Guarantee or FDR in favour of "IIIT Lucknow" within 15 days of award. It shall be valid for 14 months and renewed for each extension.

23. □□□□□□□□□ □□□ / Security Deposit

The successful bidder shall deposit a Security Deposit of ₹ 25,000/- by DD, Bank Guarantee or FDR in favour of "IIIT Lucknow", towards licence fee and utility dues. It shall be valid for 14 months and renewed for each extension.

24. □□□□□□ □□□□ □□ □□□ □□□□□□ □□□□□□□□□ / Documents to be Attached with the Technical Bid

Self-attested copies of:

1. Registration certificate of the firm/shop (Shops & Establishment).
2. PAN.
3. GST registration certificate.
4. FSSAI registration/licence.
5. Particulars of the firm in Annexure I.
6. EMD or exemption certificate.
7. Address proof and Aadhaar of the proprietor/authorised signatory.
8. Proof of at least three years' experience (work orders, agreements, registrations).
9. CA-certified turnover for the last three financial years.
10. Undertaking of non-blacklisting (Annexure I declaration).

25. □□□□ □□□ □□□□ / Submission of Bid

1. **Technical bid:** the full tender document (Appendix A, Appendix B, Annexure I and III), the Technical Compliance Sheet and all supporting documents, but not Annexure II.
2. **Financial bid:** Annexure II only.

26. □□□□□□□□□ □□□ □□□□□□ □□□□□□ □□□□ / Evaluation and Award

1. Technical bids will be evaluated first. Bids without supporting documents or the bidder's signature will be rejected.
2. Eligible bids will be scored out of 100 marks as per the Technical Evaluation Criteria. A bidder must score at least 60 marks to qualify.
3. Financial bids of qualified bidders only will be opened. A financial bid that quotes any rate above the maximum rate, or any discount below the minimum discount, in Annexure II will be rejected.
4. The contract will be awarded to the qualified bidder with the highest technical score whose financial bid is valid. In case of a tie, the bidder offering the higher average discount in Annexure II will be preferred; if still tied, the bidder with more experience at IITs/IIITs/NITs/IIMs/universities.
5. The Institute may accept or reject any tender in part or in whole.

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Technical Bid – Compliance Sheet and Evaluation Criteria

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S.No.	Eligibility criterion / document	Page no. in bid	Submitted (Yes/No)
1	Experience of running similar outlet(s) for at least 3 years (registration/agreement/work order)		
2	Registration certificate of the firm/shop/establishment		
3	PAN		
4	GST registration certificate		
5	FSSAI registration/licence		
6	CA-certified turnover for 2023-24, 2024-25 and 2025-26 (minimum average ₹ 5 lakh)		
7	EMD or MSE/NSIC exemption certificate		
8	Aadhaar and address proof		
9	Bank account details (cancelled cheque)		
10	Number and details of existing stationery/general/confectionery shops		
11	Any other document		

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S.No.	Parameter	Max. marks	Scoring
1	Average annual turnover of the last 3 financial years (2023-24, 2024-25, 2025-26), CA certified	10	₹ 5–10 lakh: 6; ₹ 10–15 lakh: 8; above ₹ 15 lakh: 10
2	Years of experience running a general store / stationery shop with photocopy and printing services	10	3–5 years: 6; 5–7 years: 8; above 7 years: 10
3	Digital billing (POS/UPI) and willingness to work with the Institute's ERP-based ordering and payment systems; ISO or other certifications	10	Yes: 10; No: 0

S.No.	Parameter	Max. marks	Scoring
4	Experience at similar organisations (educational institutions, Government bodies, residential campuses), with client recommendations	20	1 outlet: 8; 2–5 outlets: 14; more than 5 outlets: 20
5	Presentation to the committee: product range and brands, storage of packaged food, hygiene, stock management and waste disposal	30	As per committee assessment
6	Committee visit to the bidder's existing outlet(s) in Lucknow or nearby	20	As per committee assessment
	Total	**100**	Minimum qualifying score: 60

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Appendix B – Terms & Conditions of Contract

1. Duration of the contract: Initially one year (probation period), extendable year by year up to three years in total on satisfactory performance. The licence fee will increase by 10% over the previous year's fee on each extension.

2. License fee, electricity and use of premises

1. The bidder shall pay a monthly licence fee of ₹ 10,000/- plus GST, in advance, by the 7th of each month.
2. Electricity and water charges shall be paid on actual consumption. Delay will attract a penalty of 5% per month on the dues; if dues remain unpaid for three months, the connection may be disconnected without notice.
3. Non-payment of licence fee or utility charges on time is a serious breach and may lead to termination.
4. The premises shall be used only for the purpose allotted. They shall not be used for residence or for selling items not permitted by the Shop Monitoring Committee.
5. The bidder is responsible for cleanliness and hygiene of the kiosk and its surroundings.

3. Penalty: For defaults, negligence or complaints, the Shop Monitoring Committee may impose a penalty of ₹ 1,000/- for the first instance, ₹ 2,000/- for the second and ₹ 5,000/- or more for the third. Penalties may be imposed for:

1. Poor hygiene in the kiosk or storage.
2. Not following eco-friendly waste disposal.
3. Unsatisfactory or substandard service.
4. Not displaying the rate chart and discounts.
5. Sale of expired, damaged or loose/split items, or sale above MRP.
6. Any recurring deficiency not rectified after communication from the Institute.

4. Site visit: Bidders may visit the location on working days (Monday to Friday) between 03:00 PM and 04:00 PM, with prior intimation to [contact person, phone].

5. Timings, items, prices and facilities

1. The shop shall run from 08:00 AM to 08:00 PM on all seven days. Longer hours need prior permission; closure needs prior approval.
2. All items and services in Table 1 shall be available at all times. The Institute may add or delete items.
3. All furniture, racks, refrigerators/visi-coolers, photocopiers, printers and other equipment shall be provided and maintained by the bidder.
4. Payment by POS, UPI, debit/credit card shall be accepted. A bill shall be issued for every sale.
5. A rate chart for services and the discounts offered on MRP shall be displayed prominently.
6. A display board of 5' × 2.5' shall show the bidder's name, activity, authorised person, mobile number, timings and allotment validity.

7. Fire extinguishers (2 kg and 4.5 kg dry type), a first-aid kit and a list of emergency numbers shall be kept at the kiosk.
8. Any loss to campus users due to the bidder's services is the bidder's responsibility, and the Institute shall be indemnified.

6. Packaged-only sale of food items: All confectionery, snacks and beverages shall be sold only in sealed original packs, as per the conditions under Table 1. No item shall be sold loose, by weight or measure, or by splitting a pack. Expired items shall not be kept in the kiosk under any circumstances.

7. Statutory liabilities and taxes

1. The bidder is solely responsible for all statutory and tax liabilities, including minimum wages, EPF and ESI (as applicable) for its staff. The Institute is not liable for any payment to the bidder's staff.
2. The bidder shall pay GST on items sold and all other applicable taxes and levies.
3. The bidder shall not damage trees, plants or lawns, nor alter the kiosk, fittings, electrical or water lines without written permission.

8. Quality and hygiene: The bidder shall maintain good quality of goods and services, keep the kiosk and storage clean and hygienic, and arrange safe storage of goods.

9. Address: The address given in the tender shall be used for all communication unless the bidder notifies a change in writing.

10. Risk and cost: If the bidder fails to perform satisfactorily, the contract will be cancelled and a fresh tender floated at the bidder's risk and cost, in addition to forfeiture of the Security Deposit.

11. Inspection: The Shop Monitoring Committee may inspect the kiosk at any time.

12. The kiosk shall be well ventilated and well lit. No display or encroachment is allowed outside the kiosk.

13. Waste shall be disposed of as per Institute norms. Pest and rodent control shall be done regularly.

14. Single-use plastic and plastic carry bags are strictly prohibited. Paper or cloth bags shall be used.

15. Directions of the Institute: The bidder shall follow directions of the Shop Monitoring Committee and Competent Authority regarding changes in items or services, removal or substitution of material, inspection of equipment, and hygiene.

16. Price revision: Rates for services and discounts in Annexure II shall not be revised in the first year. A revision may be considered after one year on a written, justified request; the Institute's decision shall be final. Prices of packaged goods shall never exceed MRP.

17. Deployment of workers

1. Only careful, skilled, sober and well-behaved persons shall be employed. No person below 18 years shall be employed.
2. Workers shall carry ID cards and wear clean uniforms, both provided by the bidder.
3. The bidder is responsible for the discipline and conduct of its workers and shall remove any worker the Institute considers unsuitable.

4. The bidder alone has the employer-employee relationship with its workers and is liable for all disputes and claims concerning them under labour laws.
5. The bidder shall make good any loss to Institute property caused by its workers.
6. No tobacco or nicotine product, liquor or any item prohibited near an educational institution under the Cigarettes and Other Tobacco Products Act, 2003, or any other law, shall be sold.
7. The Institute shall be indemnified against all claims and liabilities arising from the bidder's non-compliance with laws or this contract, and may recover any such amount from the bidder's dues or deposits.
8. The bidder and its workers shall follow all Institute security, safety and discipline instructions, and shall not disturb the peaceful atmosphere of the campus.
9. For any serious breach, the Security Deposit may be forfeited in part or full.

18. Complaint mechanism

1. A complaint book shall be kept at the kiosk and may be checked by the Shop Monitoring Committee at any time.
2. Complaints shall be addressed on priority, with remarks recorded in the book.
3. Penalties for complaints shall be as per clause 3. If complaints of the same nature persist, the Institute may terminate the contract without further notice.

19. Termination of contract

1. The bidder may terminate the contract only by giving at least 3 months' notice; otherwise the Performance Security will be forfeited.
2. The Institute may terminate the contract at any time without notice for poor service reported by students, staff or the inspection team, and may forfeit the Performance Security in addition to other claims.
3. On termination or expiry, the bidder shall hand over vacant possession of the kiosk within 15 days.
4. In case of unauthorised occupation, the Institute may take possession of the premises and the bidder's goods, and may proceed under the Public Premises (Eviction of Unauthorised Occupants) Act, 1971.

20. Assignment and subletting

1. The contract shall not be assigned or sublet in whole or in part. If subletting is detected, the contract may be terminated immediately and the premises taken over.
2. The business shall be run in the name of the bidder. The bidder or its authorised representative (intimated in writing) shall be available at the kiosk at all times.
3. If the bidder or representative will be absent for more than 3 consecutive days, prior permission of the Competent Authority is required; otherwise a penalty may be imposed.

21. The original agreement shall remain with the Institute; the bidder may keep a copy.

22. The contract documents are to be read together. In case of any ambiguity, the Institute's written interpretation shall be final and binding.

23. Jurisdiction: All disputes shall be subject to the jurisdiction of courts at Lucknow only.

Date: Signature of the Bidder

Name of the Bidder with Seal

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Annexure I – Application Form

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Particulars	Details
Name of the applicant (individual) / firm	
Father's name (individual)	
Address of self and firm (permanent and correspondence)	
Phone / mobile no.	
Email ID	
Aadhaar no.	
EMD: amount, DD no., date, bank and branch	
GSTIN	
PAN	
FSSAI registration/licence no. and validity	
Experience (years)	
Guarantor 1: name, Aadhaar no., address	
Guarantor 2: name, Aadhaar no., address	

□□□□□ / **Declaration**

I/We hereby undertake:

1. That I/we shall bear all expenses for any damage to the premises.
2. That I/we shall vacate the premises and hand them over to the Institute whenever notice is served.
3. That I/we have read all terms and conditions of this tender document and agree to be bound by them, including sale of food items only in sealed original packs.
4. That I/we have not been blacklisted by any IIT/NIT/IIIT/IIM or any Government organisation.

Date: Signature of the Bidder

Seal:

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Particulars	If the bidder is a firm	If the bidder is an individual
PAN (document enclosed Yes/No)		
GST registration no. (document enclosed Yes/No)		
FSSAI registration/licence (document enclosed Yes/No)		
Registration certificate of firm (enclosed Yes/No)		Not required
Years of experience (document enclosed Yes/No)		
Authority letter for signatory (enclosed Yes/No)		
EMD: DD/FDR no., issuing bank, date of issue		
Aadhaar of individual (enclosed Yes/No)		

Signature of the Bidder

Seal:

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Annexure II – Financial Bid

(To be submitted in a separate sealed envelope; not to be included in the technical bid)

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Schedule I – Photocopy, Printing and Binding Services

Rates are inclusive of GST. The quoted rate must not exceed the maximum rate.

Sl. No.	Service	Item	Maximum rate (₹)	Rate quoted (₹)
1	Photocopy – B&W	A4 single side	2	
		A4 both sides	3	
		A3 single side	4	
		A3 both sides	6	
2	Photocopy – colour	A4 single side	10	
		A4 both sides	15	
		A3 single side	20	
		A3 both sides	30	
3	Printout – B&W	A4 single side	5	
		A4 both sides	8	
		A3 single side	10	
		A3 both sides	15	
4	Printout – colour	A4 single side	10	
		A4 both sides	15	
		A3 single side	20	
		A3 both sides	30	
5	Spiral binding (with front and back sheets)	A4 up to 100 pages	30	
		A4 up to 200 pages	40	
6	Lamination	A4	[__]	

Sl. No.	Service	Item	Maximum rate (₹)	Rate quoted (₹)
7	Scanning	Per page	[__]	

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Sl. No.	Category	Items	Minimum discount on MRP (%)	Discount offered (%)
1	Files and folders	All types of files and folders	5	
2	Registers and notebooks	Registers, branded notebooks, spiral notebooks, notepads, practical files	5	
3	Pens	Branded gel/ball/roller pens and all other pens	5	
4	Other items	Calculators, stationery accessories, mechanical pencils, engineering instruments	5	
5	Other stationery	Pencils, erasers, markers, sketch pens, colours, chart paper, envelopes, etc.	5	

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All items in sealed original packs only. No item shall be sold above MRP.

Sl. No.	Category	Items	Minimum discount on MRP (%)	Discount offered (%)
1	Chips and namkeen	Potato chips, packaged namkeen, etc.	0	
2	Chocolates and candies	Chocolate bars, candies, toffees	0	
3	Biscuits and wafers	Biscuits, cookies, wafers	0	

Sl. No.	Category	Items	Minimum discount on MRP (%)	Discount offered (%)
4	Bakery and bars	Packaged cakes, muffins, protein/cereal bars	0	
5	Instant foods	Instant noodles and similar (sealed packs, not prepared at shop)	0	
6	Beverages	Soft drinks, packaged juices, flavoured milk, packaged drinking water	0	

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Schedule IV – Discount on MRP for General Store Items

Sl. No.	Category	Items	Minimum discount on MRP (%)	Discount offered (%)
1	Toiletries	Toothpaste, soap, shampoo, etc.	0	
2	Household and electronics	Mosquito repellents, batteries, USB pen drives	0	

Mobile recharge and other services shall be provided at the operator's rates, with no extra charge.

□□□□□□□**: / Notes:**

1. No item shall be sold above MRP or above the prevailing market rate. If this is observed, the contract may be terminated and the Performance Security forfeited.
2. A financial bid quoting any rate above the maximum rate, or any discount below the minimum, will be rejected.
3. Rates and discounts are binding for the first year of the contract (Appendix B, clause 16).

Date: Signature of the Bidder

Name and Seal:

□□□□□□□□□-III – □□□□□□□□□□ □□□□ □□ □□□□□

Annexure III – Declaration of Offered Rates

To

The Assistant Registrar (Store & Purchase), IIIT Lucknow

Sir/Madam,

I/We, Proprietor/Partner(s) of M/s _____, hereby offer the rates and discounts quoted in Annexure II of the tender document for running the General Store, Stationery & Confectionery Shop at IIIT Lucknow. I/We agree to pay the licence fee of ₹ 10,000/- per month plus GST and to abide by all terms and conditions of the tender. I/We undertake that no item will be sold above MRP or the prevailing market rate, and that all food items will be sold only in sealed original packs.

Date:

Signature of the Bidder:

Name of the Bidder:

Address:

Phone No.:

Email:

Seal: