



राष्ट्रीय वनस्पति स्वास्थ्य प्रबंधन संस्थान

National Institute of Plant Health Management  
Department of Agriculture, Cooperation & Farmers Welfare  
Ministry of Agriculture & Farmers Welfare, Government of India



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F. No. NIPHM/Stores/4(1)/Catering Services/2016-17/26

Date: 22.12.2016

## इ-निविदा सूचना

### e-TENDER NOTICE

Sub: Invitation of **Online bids through e-procurement system in Two bid for providing Catering Services in NIPHM Campus, Rajendranagar, Hyderabad - 500 030 - Reg.**

\* \* \*

Sir/Madam,

National Institute of Plant Health Management (NIPHM) an autonomous Institute under Ministry of Agriculture & Farmers Welfare, Govt. of India invites '**Online bids through e-procurement system (<https://eprocure.gov.in/eprocure/>) for providing Catering Services in NIPHM Campus, Rajendranagar, Hyderabad in 'Two bid'** from Government-Registered or Licensed Agencies/Firms/Organizations dealing in Catering Services with proven track record. The contract period will initially be for a period of one year extendable on satisfactory performance and mutual consent on the same terms and conditions on half year/yearly basis subject to a maximum period of another two years.

**The schedule of receipt and opening of quotations is as under:-**

1. **Last Date & Time for submission of online bids** 15:00 hrs on 05.01.2017
2. **Date & Time for Opening online bids (Technical bids)** 16:00 hrs on 05.01.2017

Note:

1. Copy of Tender document is available in CPP Portal (URL: <https://eprocure.gov.in/eprocure/>) and NIPHM, Hyderabad website (URL: <https://niphm.gov.in>). Corrigendum/addendum, if any, will be published only in the website and separate communication will not be sent for the same.
2. Instructions regarding submission of online bids are available at URL: <https://eprocure.gov.in/eprocure/>
3. **Bids should be submitted through online only. Manual / physical bids will not be accepted.**
4. On submission of online bid, please intimate the same to the e-mail ID: [niphm@nic.in](mailto:niphm@nic.in)

REGISTRAR

## 1. SUBMISSION OF TENDER THROUGH ONLINE:

The Tender proposes two stage tender systems viz. (1) **Technical Bid** and (2) **Price Bid**.

**I Technical Bid : Bidders are requested to upload the required scanned copies of files as per the following:**  
(Cover-1)

**File-1** : Profile of the Company – stating whether the firm is partnership/registered under the Companies Act along with its necessary enclosures.

Scanned copy of Company Information (filled & signed) as per Annexure – I

**File-2** : **Proofs in support of eligibility criteria as per the tender.**

Scanned copies of the documents / information (filled & signed) as per the ‘Eligibility Criteria’ Clause – 4

**File-3** : Scanned copy of EMD amount in the form of DD/BC.

**File-4** : Undertaking and Authorization letter (as per Annexure-IV and Annexure- V) from the Competent Authority of the Company to sign this Tender document. Documents received without such authorization will not be considered for further processing. This is not applicable if the proprietor signs himself as competent authority.

Scanned copy of letters (filled & signed) as per Annexure – IV & V.

### Details to be furnished in the Envelope-B i.e., Price Bid

**I Price Bid : Bidders are requested to upload the required scanned copies of files as per the following:**  
(Cover-2)

**File-1** : Scanned copy of Commercial Bid (filled & signed) as per Annexure – III

Note:

1. The Bidders should furnish the location with addresses and license details of the firm.
2. The Bidders shall furnish as part of the bid, documents establishing the Bidders eligibility to bid and its qualifications to perform the Contract if their tender is accepted.
3. The documentary evidence of the Bidder's qualifications shall be established to the satisfaction of NIPHM. However, the decision of Director General, NIPHM will be final in this regard.

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### **2. Preamble of Tender**

National Institute of Plant Health Management, an autonomous Institute under Ministry of Agriculture, Govt. of India is mandated to promote environmentally sustainable Plant Health Management Practices in diverse and changing agro-climatic conditions and provide policy support to Central and State Government on Plant Health Management, Sanitary and Phyto-sanitary issues and emerging bio-security challenges.

NIPHM provides boarding facilities to National and International participants through its mess attached to the hostel. The services required to be provided by the bidders are furnished in the schedules. NIPHM invites ‘Sealed Bids under “two cover system” from Government-Registered or Licensed Agencies / Firms / Organizations dealing in catering services with proven track record. The contract period will initially be for a period of one year extendable on

satisfactory performance and mutual consent on same terms and conditions on half year/yearly basis subject to a maximum period of another two years. Prices should be quoted in Indian Rupees Only.

The eligible bidders / agencies, interested to participate, may study all the Heads and Sub-heads of Technical and Commercial bid, including Price bid of the tender documents, before offering their prices.

### **3) SALIENT FEATURES OF THE TENDER**

<b>Tender For Providing Catering Services</b>		
1	Tender inviting Authority , Designation and Address	The Registrar, National Institute of Plant Health Management, Rajendranagar HYDERABAD – 500 030. T.S. Phone No. 24015346/043/374 Tele-fax No. 24015346 Email : <a href="mailto:niphm@gov.in">niphm@gov.in</a> ; registrarniphm@nic.in Website : <a href="http://niphm.gov.in">http://niphm.gov.in</a>
2	a)Name of the Work & Quantity	PROVIDING CATERING SERVICES IN NIPHM CAMPUS. (Purchaser reserves the right to increase/decrease the quantity, originally specified in the schedule of Requirements)
	b)Tender reference	F.No. NIPHM/Stores/4(1)/Catering Services/2016-17/26
	c)Place of contract	NIPHM, Rajendranagar, Hyderabad – 500 030. T.S.
	d) Contract Period / Validity period of Bids	The contract period will initially be for one year, extendable on satisfactory performance and mutual consent on the same terms and conditions on half yearly/yearly basis subject to a maximum period of another two years.
3	Availability of Tender documents	Tender documents can be downloaded from <a href="http://niphm.gov.in">http://niphm.gov.in</a> & <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> Website free of cost.
4	Earnest Money Deposit(EMD)	<i>The Earnest Money shall be <b>Rs. 62,000/-</b>(Rupees Sixty Two Thousand Only) payable by demand draft/Bankers Cheque from a Nationalised bank/Scheduled Bank should be drawn in favour of 'NATIONAL INSTITUTE OF PLANT HEALTH MANAGEMENT' payable at Hyderabad. Tenders not accompanied by EMD shall be rejected summarily.</i>
6	Due Date, Time and Place of Submission of Tender	<b>Up to 15:00 PM On 05.01.2017</b> at the address mentioned in (1)
7	Date, Time and Place of Opening of Bidder's Profile-A	<b>On 05.01.2017 at 16.00 PM</b> at the address mentioned in (1)

#### 4. **GENERAL INSTRUCTIONS :**

- a. The Bidders are requested to examine the instructions, terms & conditions and specifications given in the Tender. Failure to furnish requisite information in all respects may result in rejection of the bid.
- b. Any offer made in responses to this tender when accepted by NIPHM will constitute a contract between the parties.
- c. The Contract shall be interpreted under Indian laws and all disputes will be resolved **within Hyderabad Jurisdictions**. In case of any dispute, the decision of NIPHM, Hyderabad shall be final and binding.
- d. NIPHM reserves the right to forfeit the EMD of bidders on account of (i) premature withdrawal from the bid (ii) non- payment of security deposit (iii) failure to execute the agreement within 07 days of receipt of the letter of award of contract. The decision of the Director General, NIPHM shall be final in this regard.
- e. Bid will be kept valid for acceptance for a period of 90 days from the day of opening financial bids.
- f. The bid, along with enclosures, commercial and technical literature should be in English only.
- g. Director General, NIPHM reserves the right to accept or reject and extend validity of bids without any explanation to bidders.
- h. **Corrections**, if any, in the tender document must be **attested**. All amounts shall be indicated both in words as well as in figures. Where there is difference between the amount quoted in words and figures, amount quoted in words shall prevail.
- i. Bids containing deviations from bidding document's terms and other requirements may be rejected.

#### 5. **CLARIFICATIONS IN THE TENDER**

- a) A prospective Bidder requiring any clarification regarding the Tender may address the Tender Inviting Authority by letter or by Fax upto 6 days prior to the last date. NIPHM will respond in writing to any request for clarification in the Tender.
- b) The responses to the clarifications will also be notified on NIPHM's website <http://niphm.gov.in> and <https://eprocure.gov.in/eprocure/>

#### **I. Amendments to the Tender**

- a) NIPHM may amend the Tender Conditions up to 5 days prior to the time fixed for receipt of the Tender.
- b) Amendment to the tender, in response to clarifications sought by prospective Bidders, is solely at the discretion of NIPHM. Such amendments will be notified on NIPHM's website and CPP Portal <https://eprocure.gov.in/eprocure/>
- c) NIPHM, at its discretion, may or may not extend the due date and time for the submission of bids on account of amendments. Extension of time will be notified on NIPHM's website and CPP Portal <https://eprocure.gov.in/eprocure/>
- d) All the Bidders are advised to periodically browse NIPHM website <http://niphm.gov.in> and CPP Portal <https://eprocure.gov.in/eprocure/> for any amendments or corrigenda issued in connection with this Tender. NIPHM will not be responsible for any misinterpretation of the provisions of this tender document on account of the Bidders' failure to update the bid documents based on changes announced through the website.

## 6) ELIGIBILITY CRITERIA

The Bidders should meet the following Eligibility Criteria for quoting the tender and the proof for the Eligibility should be provided in the Technical Bid with index (Page No.).

Sl. No	Minimum Eligibility Criteria	Proof to be submitted for fulfilling the Eligibility	Page No. (s)
1	Tenderer should be reputed registered Agencies / Firms / Organizations dealing in Catering Services having statutory registrations viz. Company Registration Certificate/Trade License, Labour License (Central/State) Registration No., ESI, EPF, Service Tax etc. as per Government Norms.	The Bidders should produce documentary proofs in support of statutory registrations 1. Company Registration Certificate, & /Trade License 2. Labour License (Central/State) Registration Number 3. ESI 4. EPF 5. Service Tax 6. Any other relevant documents as per Government Norms	
2	The firm should have at least 3 years experience in providing Catering Services as on 31.10.2016.	Documents (i.e Work orders/Satisfactory Performance Certificates) to prove their experience are to be submitted.	
3	The Annual Gross Turnover of the caterers should be minimum Rs. 15.00 lakhs per annum at least 2 years out of last 3 financial years	Copy of Audited Balance Sheet duly signed and attested by the Chartered Accountant for the three years.	
4	The firm should be an income tax assessee at least for a period of three years.	Self attested copies of the acknowledgement of Income tax returns on behalf of the company should be enclosed.	
5	The firm should be registered under the Service Tax Rules, 1994.	Self attested copy of the certificate should be enclosed.	
6.	Earnest Money Deposit	<i>The Earnest Money shall be <b>Rs. 62,000/-</b>(Rupees Sixty Two Thousand Only) payable by demand draft/Bankers Cheque from a Nationalised bank/Scheduled Bank should be drawn in favour of 'NATIONAL INSTITUTE OF PLANT HEALTH MANAGEMENT' payable at Hyderabad. Tenders not accompanied by EMD shall be rejected summarily.</i>	

## 7. SCOPE OF THE WORK

- 7.1 NIPHM is conducting National, International level training programmes attended by senior level officers. Also, NIPHM is conducting Post Graduate diploma courses with duration of one year, in which students from all over India will be admitted. The agency should be in a position to serve all types of menus viz. vegetarian/non-vegetarian/continental etc. The scope of work mentioned in this tender is not exhaustive and not limited to the following.
- 7.2 The Catering agency needs to cook food in the two kitchens available at NIPHM & serve the cooked food in the respective two canteens as per the prescribed menu at NIPHM. Number of participants may vary from time to time, depending on the training programmes. The agency should be able to provide the services even if the number is less or more on agreed rates only.
- 7.3 The contractor/agency shall arrange for cooking and serving of food (in Two Kitchens & Dining Halls of NIPHM i.e at Old & New Hostels of NIPHM) on daily basis for any number of executives/students depending upon the attendance/occasion as decided by the Institute's representative, from time to time. There may be variation in number depending upon the programmes conducted in the institute. The charges for catering services by the caterer shall be on per head per day basis for the Executives, students and guests staying for an entire day; where a guest stays for only a part of the day or only avails catering services, the catering charges shall be on per head per meal basis.
- 7.4 **The successful bidder, hereinafter called caterer should ensure that:-**
- a) The ingredients used for preparation of food shall be of food & edible grade & of good quality.
  - b) Raw rice of Kurnool Sona variety, which is at least 1 year old, should only be used in food preparations. Purchase bills pertaining to the specific variety should be handed over to NIPHM immediately after the purchase for cross-verification.
  - c) Milk and milk products should be procured from state owned or state recognized farmers cooperatives, such as Vijaya / Amul/ Nandini / Omfed / Avin
  - d) Good quality (Brands: Sundrop /Suffola /Crystal) edible oil should be used (Sunflower/Gingerly/Groundnut). Bills of procurement should be presented to NIPHM for cross-verification. Bills without proper details shall be summarily rejected.
  - e) Only certified chicken/meat (Halal) should be supplied. Preferably from state owned agencies.
  - f) Utmost care should be taken to cook & serve food in a hygienic manner.
  - g) The hygiene of the kitchen/mess/surroundings of the two hostels should be properly maintained and care should be taken to eliminate houseflies, cockroaches, rodents, lizards, rats etc., from the kitchen area/mess area & surroundings.
  - h) The serving & cooking staff working in Catering Services should wear neat & tidy uniform along with hand gloves and Cook should wear Cap in addition to uniform. The Uniform should be provided by the contractor to the deployed staff.
  - i) Food served should not be too spicy/salty/oily.
  - j) All the ingredients used should be of National Standard branded items and all the brands used/ proposed for supply should be specified to NIPHM. Bills of procurement should be presented to NIPHM for cross-verification. Bills without proper details shall be summarily rejected.
  - k) Products of repute should be supplied. Bidder can choose any company/brand but to be indicated in the bid document which will be subject to inspection. Penalty will be levied for non-compliance of the same. The brands that are used should carry AGMARK. In case of non availability of listed brand/make they have to take prior permission from NIPHM for supplying an alternate which is at least equivalent to the offered brand.
  - l) The institute reserves the right to indicate the actual number of items to be supplied on any day/a particular day with an advance notice of two days.

- m) The service of the food is normally done in the respective dining halls of the hostels (Old & New Hostel, NIPHM) or any other designated place.
- n) The contractor/agency shall have to arrange for service of forenoon and afternoon tea/coffee / milk in the tea lounge of MG Building Training Block or at any other place specified as per the instructions given by NIPHM representative. For this purpose, the contractor has to use his/her own crockery/cutlery, tea/coffee vending machines/drums, flasks, shamiyana, pipe pandal etc., as per requirement. Paper Cups & Items of Low quality shall not be used for serving the items.
- o) The contractor/agency shall arrange for service of tea/coffee / milk with snacks, to be served in thermos flask in the meeting rooms of the Director General, Faculty, Officers and Heads of Centers and also the Controlling Officers in the Institute, with good quality of tea bags, Nescafe powder, milk and sugar separately and as per requirement of the officers.
- p) The service of the meals, breakfast, tea etc., to VIPs / Senior officers / Sick persons etc., should be done in the rooms, on request made by the Hostel Incharge, NIPHM.
- q) Service of special lunch/dinner, high tea, tea or coffee with snacks etc., is to be organized in the lawns or any other place specified in the campus or as directed from time to time.
- r) Normally, the service is a buffet service, however, at times, on instructions, service as per specifications is to be provided i.e. sit-down service, banquet or any other form.
- s) **There shall be no re-chauffing i.e. left over food of one meal shall not be served at the next meal. Re-chauffing will be viewed seriously and will result in termination of the services of the contractor instantly along with forfeiture of Security Deposit and other consequences as deemed fit by NIPHM.**

7.5 The details of daily schedule of the Dining Hall timing will be normally as follows; however they may be changed as per requirement.

Bed Tea / Coffee	-	Between 6:00 am and 7:00 am
Breakfast	-	Between 7:45 am and 9:00 am
Forenoon Tea / Coffee / Milk Along with two biscuits (in class rooms)	-	Between 10:45 am and 11:30 am
Lunch	-	Between 1:00 pm and 2:00 pm
Afternoon Tea / Coffee / Milk Along with two biscuits (in class rooms)	-	Between 3:00 pm and 3:45 pm
Evening tea and snacks	-	Between 5:30 pm and 6:30 pm
Dinner	-	Between 8:00 pm and 9:30 pm

#### 7.6 **STANDARD MENU SCHEDULE**

- (i) The service of all food items/beverages should be “**UNLIMITED**” as per the requirement of the Students/Executives/Guests from the spread available. **NO PRE-PORTIONING** of any food/beverages including sweet, ice-cream etc., is permitted.
- (ii) The ingredients used for cooking should be branded i.e. ISI marked, Agmark. The expiry date of the products used should be checked before usage. Similarly, rice, dal etc., should be of good quality and insect free. All food grains should be kept inside air tight buckets. Atta should be of good quality and reputed brand such as Shakti Bhog, Ashirvad, Pilsbury etc. The Brands used for Atta, Oil & other



- important ingredients of Food Preparations shall be approved by NIPHM. Similarly, vegetables should be fresh and of good quality.
- (iii) If expired products or unbranded ingredients are found in the kitchen or store during inspection, the contract is liable to be terminated besides levy of penalty as deemed fit by the Competent Authority, NIPHM
  - (iv) Since the Executives/Guests visiting NIPHM are from different parts of the country as also from abroad, two separate menus have to be provided i.e., one for Indian participants and the other for international participants.
  - (v) **The menu for Indian participants shall consist of South Indian / North Indian / Chinese / Continental cuisine and the menu for International executives shall consist of Chinese / Continental or any other cuisine as may be prescribed by the competent authority from time to time, and will have to be provided at no extra cost.** Meat and chicken certified by the municipal or other authorities concerned should only be used. The sizing of meat and chicken should be appropriate (too big size to be avoided). **Meticulous care shall be taken by the contractor/agency to avoid usage of stale/decomposed meat, chicken and fish.**
  - (vi) The authorized officer will decide the menu schedule in advance on weekly basis and the same will be intimated to the caterer well in time for service accordingly.
  - (vii) The authorized officer has the right to stipulate for any specific occasion any particular variant of the cuisine to meet the requirement of any guest or guests, at no extra cost. The chicken used for cooking should be brought live into the campus. The dressing of the chicken should be done within the campus. The non-vegetarian and vegetarian items should be stored in separate refrigerators.
  - (viii) The Contractor shall inspect the existing available crockery, cutlery, glassware, thermos flasks, juicer/mixer, linen (table cloth, frills, cloth napkins), cruet sets, flower-vase, refrigerator, bottle coolers, deep freezers, wet grinders, casseroles (Hot Case), tandoori batti/romali roti trolley/ microwave oven/kitchen utensils etc., at NIPHM Campus used for cooking purposes and shall arrange his/her crockery, cutlery, glassware, thermos flasks, juicer/mixer, linen (table cloth, frills, cloth napkins), cruet sets, flower-vase, refrigerator, bottle coolers, deep freezers, wet grinders, casseroles (Hot Case), tandoori batti/romali roti trolley/ microwave oven/kitchen utensils etc., (additionally over and above the existing items/equipment's/machinery etc. as per requirement) used for cooking purposes. Special crockery (bone china)/Cutlery/Glassware and other serving utensils should be used for serving the VIPs on special occasions.
  - (ix) The contractor shall be responsible for regular maintenance and upkeep of Cooking ranges, Gas bank, Tinning of brass vessels, Service counter (*Bain Marie*), Fridge, Deep freezer etc. Any loss, repair or replacement of these items shall be done at the cost of the contractor.
  - (x) The successful Bidders should take-over all the equipment/ items/ material in good working condition and handover the equipment/ items/ material in good working condition to NIPHM at the time of expiry of contract. Damages, if any, will be charged based on market value or as decided by NIPHM. All repairs to the equipment and material handed-over to the successful bidder during the period of contract should be taken-up by the successful bidder himself including all the costs incurred on repairs. If any item/equipment/material is deemed unfit for further functioning, such item / equipment / material of the same make and specifications should be purchased by the successful bidder and put to use, and the same should be handed over to NIPHM at the time of expiry of the contract.

It shall be obligation of the successful bidder to maintain all equipment/ items in full working condition, no equipment/ item shall be left in the condition of repair for a period not more than two (2) days. If any item is found to be un-attended to by the NIPHM authorities for want of repair, for a period of more than two (2) days, a penalty of 5% (five) of the total estimated annual contract value shall be levied on the successful bidder.

## 7.7 Protection of Plant

The Contractor shall be responsible, during the services, for protection of installations covered under the contract. Necessary care must be taken to see that the Contractor's men cause no damage to the same during the course of execution of the services. This clause shall be read with clause 7.6.(X) above.

## 7.8 Storage of Equipment

- (i) The Contractor/agency shall be responsible for the proper storage and maintenance of tools and equipment/materials supplied by the Institute (as applicable) from time to time for day-to-day maintenance.
- (ii) The Contractor/agency should not sell, assign, mortgage, hypothecate or remove equipment or materials which have been installed or which may be necessary for completion of the work without the written consent of the Institute.
- (iii) All necessary items required for protection as described above shall be arranged by the Contractor/agency and such costs shall be included in the Contract Price.

## 7.9 SPECIAL CONDITIONS OF THE CONTRACT

1. **OBLIGATIONS OF THE CONTRACTOR:** The contractor shall ensure the following and the prices indicated in the Price Schedule shall include the following:

- (i) The Bidder/Agency shall have to arrange their own crockery, cutlery, glassware, thermos flasks for service of tea/coffee and to keep water in the rooms, juicer/mixer, linen (table cloth, frills, cloth napkins), Crue sets, flower-vase, refrigerator, bottle coolers, deep freezers, wet grinders, casseroles (Hot Case) and Tandoori batti/Romali roti trolley/ microwave oven/kitchen utensils etc., used for cooking purposes.
- (ii) Special crockery (Bone china)/cutlery should be used for serving the VIPs on special occasions. The material should be of standard quality and should be approved by the Director General, NIPHM or a person nominated by him on his behalf.
- (iii) LPG gas (Commercial) Cylinders required for cooking at own cost.
- (iv) All staff/workers employed by the caterer should be above the age of 18 years and be free from communicable diseases. The caterer shall have to arrange health and fitness certificates of the staff engaged by him/her. The caterer and his/her employees shall be of good character, hard working, courteous and obedient with the staff, officers, trainees and guests whom they serve.
- (v) No rent will be charged for working services in the premises (Building rent).
- (vi) Caterer should not allow any garbage, debris and drain water to be let out on the ground surface in and around the kitchen and dining area. He/she must make own arrangements to clean the **Greece Chamber** provided, as and when required.
- (vii) The Contractor shall make own arrangements to ensure that the food wastage, garbage, debris are to be taken out and dumped at vermin-culture area provided in

the premises with own manpower manually/ mechanically. The contractor shall also segregate the Bio-degradable and non-Biodegradable waste at the generation level itself.

- (viii) **The catering staff shall wear uniforms as prescribed, and it shall be the responsibility of the caterer to ensure that they are to be maintained clean and hygienic all the time.**
- (ix) The contractor/agency should seek the permission of the Institute with a request for the staff required to be stationed for providing the services. The names and number of personnel should be brought to the Institute's notice from time to time.
- (x) Adequate number of kitchen staff, waiters and supervisors should be available in each hostel during breakfast, lunch and dinner service to look after 150 –200 Students/Executive trainees.
- (xi) Experienced Cook and waiter should be made available for VIPs' service round the clock in the Guest House.
- (xii) The contractor/agency shall strictly comply with the recommended menu.
- (xiii) The contractor/agency shall ensure that the Dining Hall, kitchen, stores, service area etc., shall be kept neat and free from malady at all times.
- (xiv) The crockery, cutlery, furniture & utensils used in the preparation and service of food shall always be clean and hygienic.
- (xv) **In case of need, the number of waiters, supervisors and cooks is to be increased as per requirement.**
- (xvi) **The contractor/agency shall hand-over the duly filled-in daily checklist (APPENDIX I) to Warden, NIPHM**

## 2. **Service Standards:**

- (i) The contractor/agency shall have to hand over all the items provided to him/her, as indicated above, to the Institute at the time of expiry / termination of the contract in full working condition. This clause shall be read with clause 7.6.(X) above.
- (ii) The contractor/agency is accountable to the Director General or any Officer of the institute nominated by him on his behalf for any lapse regarding the quality of food served, catering service etc.
- (iii) The contractor/agency shall be solely and wholly responsible for the procurement of all articles of raw material, food products, etc. at his/her own expense. **Material like Atta, Oil, Rice etc., should be of high quality i.e., Agmark. All procurement bill to be submitted to NIPHM in original immediately after the material purchase.**
- (iv) It shall be entirely the responsibility of the contractor / agency to store the material purchased by him in a neat, tidy and hygienic manner in the space provided by the institute at his/her own risk.
- (v) **The contractor shall provide other services not quoted in the tender like supply of tea bags, sugar, Nescafe powder, milk powder or milk, ISI branded mineral water bottles, soft drinks, biscuits, tender coconut water, fruit bowls, etc. The charges for these items will be paid not higher than the printed maximum retail prices.**
- (vi) The caterer shall not be paid catering charges in respect of participants / students who are absent from any meal on a particular day provided notice is given at the beginning of same day in the register maintained with the Hostel NIPHM.
- (vii) The caterer has to provide ISI branded mineral water and extend any other small services to the participants/guests as and when required.
- (viii) The contractor/agency should not indulge in providing free food/ catering services to any official either in office or at residential areas without the approval of the

Competent Authority. In case of such incidents, the recommendations of House Committee is binding on the Contractor and commensurate amount will be deducted from the monthly catering bill of the Contractor.

- (ix) The contractor / agency shall strictly comply with the recommended menu.
- (x) The Institute shall provide the contractor / agency with the following facilities for the purpose of providing the catering services:

Water, cooking ranges, service counter (Bain Marie), dining hall furniture.

- (xi) The contractor / agency shall be responsible for regular maintenance of gas pipe, regulators and upkeep of cooking ranges, gas bank, tinning of brass vessels, service counter (Bain Marie), etc. Any loss, repair or replacement of these items shall be done at the cost of the contractor / agency.
- (xii) The dustbins kept at the area behind the kitchen should be cleared on day-to-day basis and the area should always be kept clean, dry and hygienic. The contractor shall make his own arrangements to ensure that the leftover food is dumped into Vermi-compost unit and the organic waste into the garbage pit by collecting in garbage bags. Garbage pit should be cleared once in a month or whenever required, the contractor shall arrange to lift the garbage from the pit at his own cost.
- (xiii) The caterer shall not be paid catering charges in respect of participants who are absent from any meal on a particular day provided notice is given at the beginning of same day in the register to be maintained with the Hostel Manager.
- (xiv) The caterer has to provide ISI branded mineral water and extend any other small services to the participants/guests as and when required.
  
- (xv) The contractor / agency is liable to provide services till settlement of next tender or end of contract period whichever is later. For the period beyond extended period of contract, an appropriate rate based on increase in All India Consumer Price Index – Industrial Workers in the preceding year will be given for the extended period beyond two/three years, if any, if mutually agreeable.
- (xvi) **The contractors / agencies should offer their prices in the respective price schedule of Catering for all items of schedule. The successful agency (through price bids of Catering) will be the lowest agency of all the services with the tender costs together, as per the specified criteria in Price Schedule.**
- (xvii) The contractor / agency may offer their prices for additional items for record (optional item) of technical and price bid.
- (xviii) Upkeep of all items handed over to the contractor/agency should be maintained in full working condition throughout the contract period. All costs towards repairs and maintenance of these items shall be borne by the contractor/agency.
- (xix) Decision of Director General shall be final and binding on both parties.

## 7.10 **OTHER IMPORTANT TERMS AND CONDITIONS**

### 1. **CATERING (ITEM RATE MENU – AS PER PRICE SCHEDULE ENCLOSED)**

#### 1.1 **BED TEA / COFFEE / MILK**

Bed Tea / Coffee / Milk is to be served by the waiters concerned in thermos flasks in the respective rooms of the participants/guests, using good quality Tea / Coffee /

Milk. Sugar/Sugar Cubes should be separately provided. For VIPs and other guests, components like tea bags, coffee powder, milk, sugar etc., are to be provided separately and as decided by the authorized representative of the Institute.

## **1.2 BREAKFAST**

The Contractor / Agency is required to serve any of the items of breakfast either on single occasion or daily as may be decided by the competent authority. He shall have to serve any type of breakfast (including other than the menu schedule) as prescribed by the competent authority from time to time.

## **1.3 LUNCH & DINNER**

The manner of preparation and choice of items of Lunch / Dinner items should be such as to satisfy the roti-consumers as well as rice consumers and International executives. The menu shall not be of repetitive nature.

## **1.4 FORENOON & AFTERNOON TEA / COFFEE / MILK**

Tea / Coffee / Milk is to be served in Forenoon and Afternoon along with two biscuits (cookies) i.e., Salty (1 No.) and Sweet (1 No.) at the specified place provided by the employer. (For students / Executives)

## **1.5 EVENING**

Tea / Coffee / Milk along with snacks (Samosa, Veg. Cutlet, Veg. Puff, Pakoda, Masala vada with tomato sauce and with chutney etc., as per the listed menu) will have to be arranged in Hostels.

1.6 Saunf, Nut powder, Misri, Lavang, Elachi and Toothpicks of good quality to be supplied after Break fast, Lunch and Dinner.

## **1.7 WORKERS FOR KITCHEN AND STORES**

The contractor / agency should ensure the following minimum staff for kitchen and stores and they should be available **round the clock**:

- Head cook (one)
- Assistants to Head Cooks (four)
- Helpers (four)
- Pot washers (three)
- Store keeper (one)
- Store Assistant (one)
- Masalaji (one)
- Continental cook (one)
- The Head cook and Asst. to cook should be proficient in different cuisine (South Indian / North Indian / Chinese / Continental etc.,)
- The Head cook should be available till completion of the Breakfast / Lunch / Dinner / Special lunch / Special dinner service.
- Sufficient Housekeeping Staff to look after cleaning of Canteen & Surroundings.

## 1.8 WORKERS FOR DINING HALL

The Workers for Dining Hall shall consist of the following :

- 1.8.1 Adequate number of waiters @ one for 8 participants, one waiter plus one additional waiter for each Hostel.
- 1.8.2 One Supervisor in each Hostel or dining hall.
- 1.8.3 Dish washers as per requirement.

### **IN CASE OF NEED, THE NUMBER OF WAITERS, SUPERVISORS AND COOKS ARE TO BE INCREASED AS PER REQUIREMENT.**

- 1.9 The workers employed by the contractor / agency should be provided uniforms with the following specifications:

Head Cook and Asst. to Cook	Chef coat, chef trousers, Head gear & apron.
Dish or Pot washer or Helpers	Drill Colour pant and Shirt and light drill colour saree & blouse.
Waiters in Dining hall	Black trousers, white full sleeves shirt (with half - sleeves Nehru jacket), black shoes & black bow.
Supervisor	Black trousers, white full sleeves shirt, black shoes & black tie.
Manager	Safari suit with Black shoes.

## 1.10 Acts of Omission and Commission

NIPHM shall in no way be responsible for any acts of omission and commission arising out of any act or situation or circumstance, which may be the direct or indirect consequence of this contract.

## 1.11 Non-Guarantor

NIPHM shall in no way be responsible and is not a guarantor for any financial dealings by / obligations of the contractor, which may / may not have arisen due to this contract or which may be the direct / in-direct consequence of this contract.

## 8. Rights of the Employer

1. The employer shall have the right to direct the manner in which all services under the contract shall be conducted, in so far as it may be necessary to secure the safe and proper progress and specified quality of the jobs. All services shall be done and materials shall be furnished to the satisfaction and approval of the employer.
2. Whenever in the opinion of the employer, the contractor has made marked departures from the quality of service of the employer, in order to ensure compliance with the schedule, shall directly order, to amend/improve the service which shall be adhered to by the contractor.
3. Right to inspect the stores/kitchen/service areas.
4. The employers' representative shall be given full assistance in the form of the necessary tools, instruments, equipment and qualified operators for inspection.

5. The employer reserves the right to check the quality of the raw materials/spices used in the food preparation.
6. In the event of the inspection revealing poor quality of food, the employer shall be at liberty to specify additional inspection procedure if required to ascertain contractors compliance with the specifications of preparation of food besides levy of penalty.
7. Even though inspection is carried out by the Employer or Employer's representatives, such inspection shall not, however, relieve the contractor of any or all responsibilities as per the contract, nor prejudice any claim, right or privilege which the employer may have because of the improper preparation of food.
8. Inspection and tests
  - a) The employer shall have the right to inspect the quality of ingredients and food items of any/or taste the food to confirm their quality as per standards. Members of mess Committee as nominated by the Competent Authority will randomly check the quality of food items and recommend for necessary corrective measures, which will be binding on the Contractor. Instructions passed by employer regarding quality of ingredients and food shall be complied with.
  - b) Should any inspected or tasted food or any part thereof fails to confirm to the standard as agreed, the employer may reject them and the contractor shall either prepare the food or make all alteration necessary to the boarders free of cost.
  - c) Nothing in this clause shall in any way relieve the contractor from any obligation under this contractor.
  - d) The Contractor shall provide the samples of the food items prepared to the authorized officers of the institute for test and taste, to check and ensure quality.

## **9. TENDER COST AND EMD**

### **9.1. Cost of Tender Document:**

- a) The Tender document can be downloaded from NIPHM website free of cost.

10. **EMD amount and mode of submission:** *A demand draft or Bankers Cheque for Rs. 62,000/- drawn in favour of "NATIONAL INSTITUTE OF PLANT HEALTH MANAGEMENT", payable at Hyderabad should be submitted to the office on or before tender closing date & time. If EMD is not received by closing date & time, tender shall be rejected.*

- a) "The EMD amount of the unsuccessful Bidders will be returned after the acceptance of the successful Tenders within a reasonable time.
- b) The EMD amount held by NIPHM till it is returned to the unsuccessful Bidders will not earn any interest thereof.
- c) The EMD amount of Successful Bidders will be adjusted as part of the Security Deposit (SD) due for successful execution of the contract.
- d) Tenders **without** EMD amount will be **rejected** by NIPHM as non-responsive. If the Bidders are exempted from submission of EMD, he should enclose the copy of the supporting document / certificate issued by Government along with the Tender.
- e) If a Bidders withdraws the tender during the period of tender validity specified in the tender (or) in the case of the Successful Bidders, if the Bidders fails to sign the contract or to remit Security Deposit, the EMD amount shall be forfeited to the NIPHM.

11. **Cost of Bidding:**

The Bidders shall bear all costs associated with the preparation and submission of tender and the buyer will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the tendering process.

12. **RATES AND PRICES:** Bidders should quote the rates in the format given in the Price bid- Annexure-III. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing or over writings are permissible. Price quoted shall be firm and any variation in rates, prices or terms during validity of the offer shall result in forfeiture of EMD.

13. **Period of Validity of Bids:** Bid shall remain valid for a period of 90 days after the date of opening of Financial Bids. The institute may reject a bid valid for a shorter period. In exceptional circumstances, the Institute may solicit the Bidder's consent to an extension of the period of validity. The request and the response thereto shall be made in writing. A bidder may refuse the request without forfeiting his EMD. A bidder granting the request will not be required nor permitted to modify his bid.

14. **Signing of Bids**

*Individual signing the tender or other documents connected with contract must Specify whether he signs as:*

*i) A "Sole proprietor" of the concern or constituted attorney of such sole proprietor;*

*ii) A partner of the firm, if it is a partnership firm in which case he must have authority to execute on behalf of the firm.*

*iii) Director or a Principal Officer duly authorized by the Board of Directors of the Company, if it is a Company.*

- a) The bids shall be typed or written in indelible ink and shall be signed by the Bidders or a person or persons duly authorised to bind the Bidders to the Contract. **Bidders are requested to sign each and every page of the tender document including Annexure(s) attached thereto.**
- b) Any alterations, erasures shall be treated valid only if they are authenticated by full signature by the person or persons authorised to sign the bid. Tender documents should be free from over writing.

15. **FORCE MAJEURE CONDITIONS**

If at times during the continuance of the Agreement/Contract, it becomes impossible by reason of war or war- like operations, epidemics, pestilence, earthquake, fire storm or floods, the firm shall during the continuance of such contingencies not be bound to execute the contract as per the agreement/contract.

The work shall be resumed immediately after the contingency/cies has/have ceased otherwise determined and the Successful Bidders obligations shall continue to be in force for correspondingly extended period after the resumption of execution. The successful Bidders shall



however inform the NIPHM by registered post/fax about such Act duly certified by the commissioner of Labour at the beginning and end of the above causes of delay within 10 (ten) days of occurrence and cessation of such Force Majeure conditions.

In the event of delay lasting over one month, If arising out of cause of Force Majeure, the NIPHM reserves the right to cancel the contract without any compensation. Only events of Force Majeure which affects the order progressing at the time of its occurrence shall be taken in to cognizance. The NIPHM shall not be liable to pay extra costs due to delayed supplies made under Force Majeure.

16. **DISPUTES AND ARBITRATION:**

- a) All matters relation to any dispute which may arise during the execution of the contract shall be referred to Arbitration of an Arbitrator to be mutually agreed upon between the parties. On the whole, provisions of the Arbitration and Conciliation Act, 1996 shall prevail.
- b) The venue of such Arbitration shall be at Hyderabad only. Arbitration suits or any other claims filed in any Court of Law outside Hyderabad City will not be binding on NIPHM.

17. **JURISDICTION**

Subject to the above Clause, it is hereby agreed that Hyderabad City have jurisdiction to decide or adjudicate upon any dispute which may arise out of or be in connection with this contract agreement. The contract shall be governed by the Laws of Union of India/Government of Telangana in force.

18. **Service of Notice:**

Any notice hereunder may be served on the successful Bidders by Registered post at his last known address. Proof of issue of any such notice should be conclusive of the Successful Bidders having been duly informed.

19. **FINANCIAL BID EVALUATION:** The contract will be entrusted to the bidder whose bid has been determined as L1 as per the criteria mentioned in the Price Schedule. The Contract will be awarded to the agency who quote least rate [i.e **TOTAL AMOUNT QUOTED FOR 12 MONTHS / 1 YEAR** ] (1+2+3 ) as per the below criteria.

## COMPARISON CRITERIA FOR COST FOR ARRIVING L1 AGENCY

1.	$[M1.1+M1.2+M1.3+M1.4+M1.5+M1.6+M1.7] \times 180 \times 30 \times 9$	: Rs.	
2.	$[M1.1+M1.2+M1.3+M1.4+M1.5+M1.6+M1.7] \times 20 \times 30 \times 3$	: Rs.	
3.	$[P.2] \times 30 \times 30 \times 2$	: Rs.	
	<b>TOTAL AMOUNT QUOTED FOR 12 MONTHS / 1 YEAR</b> (1+2+3)	: Rs.	

(Rupees \_\_\_\_\_ only)

### Details:

180	=	Occupancy Number
30	=	Days in a month
9	=	Peak months (July to March)
3	=	Non-Peak months (April to June)
12	=	Months in a year

## 20. ACCEPTANCE OF TENDER

- a) The final acceptance of the Tender is entirely vested with NIPHM which reserves the right to accept or reject any or all of the Tenders in full or in part.
- b) After acceptance of the Tender by NIPHM, the Bidders shall have no right to withdraw his Tender and **Prices payable to the Supplier as stated in the Contract shall be firm and not subject to any adjustment during performance of the Contract.**
- c) The Tender accepting authority may also reject all the Tenders for reasons such as changes in the scope of work, lack of anticipated financial resources, court orders, accidents or calamities and other unforeseen circumstances.
- d) After acceptance of the Tender, NIPHM would issue Letter of Acceptance (LOA only to the Successful Bidder(s). The letter of acceptance will include the details along with terms and conditions of the tender.

## 21. PAYMENT OF SECURITY DEPOSIT (SD)

- a) The Successful Bidders will be required to remit the Security Deposit of 15% of the total estimated annual value of the contract by Demand Draft. The security deposit should be paid by way of Demand Draft in favour of NATIONAL INSTITUTE OF PLANT HEALTH MANAGEMENT payable at Hyderabad or in the form of unconditional and irrevocable Bank Guarantee, which should remain valid for a period of 60 days beyond the date of completion of all contractual obligation of the successful bidder.

b) In case ,the successful Bidders pays the Security Deposit by way of Demand Draft, the Bid security will be released to the Successful Bidders only after 90 days of Successful Execution of the work order. The Security Deposit held by NIPHM till it is released to the Successful Bidders will not earn any interest thereof.

22. **Mode of Payment**

- (i) Payments will normally be made to the contractor/agency at monthly intervals.
- (ii) For monthly payments, the contractor/agency shall submit bills for Catering as per actual count for that particular month with the prescribed procedure at NIPHM. The Officer-in-charge shall thereafter verify the claims in the bill and, as far as possible, arrange for payment to be made within FIFTEEN days from the presentation of the bill.
- (iii) No certificate other than the completion certificate shall be deemed to constitute approval of the services.

23. **Termination of Services**

The Institute may, by not less than 15 (fifteen) days' written notice of termination to the contractor, terminate the agreement if:

1. The contractor fails to remedy any breach thereof or any failure in the performance of its obligations as specified in a notice of suspension pursuant to the clauses mentioned, within 15 (fifteen) days of receipt of such notice of suspension or within such period as the Authority may have subsequently granted in writing;
2. The Contractor becomes insolvent or bankrupt or enters into any agreement with its creditors for relief of debt or take advantage of any law for the benefit of debtors or goes into liquidation or receiver ship whether compulsory or voluntary;
3. The Contractor fails to comply with any final decision reached as a result of arbitration proceedings; or
4. The Authority, in its sole discretion and for any reason whatsoever, decides to terminate this Agreement

24. **EXECUTION OF AGREEMENT:**

- a) The successful Bidder is required to execute enter into an Agreement on non-judicial stamp paper of Rs.100/- for fulfilment of the contract. Along with the Agreement the required Security Deposit shall be remitted.
- b) The successful Bidders shall not assign or make over the contract, the benefit or burden thereof to any other person or persons or Body Corporate for the execution of the contract or any part thereof.

25. **EXTENSION OF CONTRACT:** The contract period will initially be for a period of one year extendable on satisfactory performance and mutual consent on the same terms and conditions on half year/yearly basis subject to a maximum period of another two years.

26. **PENALTY CLAUSE:**

1. The contractor will be liable for penalty for deficiency in quality of service, non-preparation of food and for shortcomings in catering service, e.g., poor quality of the food prepared, supply of insufficient food to the participants, variation in the quality of material used as

against the items prescribed etc., a penalty of 5% (five per cent) of the total estimated annual value of the contract will be imposed.

2. In the event of lack of cleanliness and hygienic conditions in the mess/mess surroundings, a penalty of Rs.5,000/- (Rupees five thousand rupees only) per day will be imposed on the contractor till the suitable action is taken.
3. In the event of any worker/cook is found on duty without uniform, NIPHM would impose a penalty of Rs.1000/- (Rupees One thousand only) in each such occasion. The contractor shall be personally responsible for ensuring that all the workers wear neat & tidy uniform.
4. In event of non-compliance to any other conditions of our tender, NIPHM would impose penalty up to Rs 5000 in each case and may terminate the contract, if the services are not found satisfactory.
5. NIPHM has the right to recover the losses/extra cost incurred, in case of contractor not able to provide services during the contract period and the services were availed from other service provider/third party at an additional cost. Such extra cost/amount incurred (on the quoted/agreed rate of contractor) to provide food to trainees (in absence of the catering services of selected contractor) will be recovered from the contractor on actual basis till such duration of non-compliance by the contractor.
6. In case of deficiency or delay in providing the service by the contractor and in case the Institute on its own provides material or manpower to run the catering service satisfactorily, the cost of such material/manpower will be recovered from the contractor.
7. In the event of any incident of food poisoning, the charges incurred on account of hospitalization of participants/guests/staff members will have to be borne by the contractor, in addition to legal action by the concerned authority.
8. Minimum wages as per Time Rate or Piece Rate shall be paid to workers by the contractor.
9. The Contractor must comply and implement all the statutory provisions relating to the employment of labour for the proposed catering services, i.e, various Acts relating to payment of Minimum Wages, ESI, PF, Bonus, etc., and all other statutory benefits, as amended from time to time. In the event of non-compliance, the contractor will be solely responsible for any penalty/fine imposed by the statutory bodies. Further, in the event of any loss incurred to the Institute due to non-compliance, the contractor shall indemnify the same to the Institute.
27. **Insolvency etc:** In the event of the firm being adjudged insolvent or having a receiver appointed for it by a court or any other order under the insolvency Act made against them or in the case of a company, the passing of any resolutions or making of any order for winding up, whether voluntary or otherwise, or in the event of firm failing to comply with any of the conditions herein specified, the NIPHM shall have the power to terminate the contract without previous notice.

Breach of terms and conditions: In case of breach of any of terms and conditions mentioned above, the competent Authority will have the right to cancel the tender without assigning any reason there for and nothing will be payable by NIPHM in that event and the security deposit shall stand forfeited.

**Subletting of work:**

The tenderer shall not assign or sublet the work or subcontract or any part of it to any other person or party.

Bidder or any of their servants or agents participants in the tender process shall represent, warrant and covenant that they have given no commitments, payments, gifts, kickbacks, lavish or expensive entertainment or other things of value to any official in connection with this contract and shall acknowledge that the giving of an such payments, gifts, entertainment or other things of value is strictly in violation of accepted norms of ethics and may result in disqualification of their bids and / or cancellation of the contract.

Every bidder shall unconditionally accept the conditions contained herein this tender. Affixing the signature of the bidder on every page of the bid documents at the time of submission shall be the conclusive evidence of acceptance of the condition stipulated. The bid of any bidder who does not accept any of these conditions shall not be considered.

## 28. TECHNICAL SPECIFICATIONS FOR PROVIDING CATERING SERVICES

S.NO	DAILY MENU SCHEDULE
A.	<b>BED TEA / COFFEE / MILK – [M1.1]</b>
B.	<b>BREAK FAST - [M1.2]</b>
i.	South Indian and North Indian items like: Idly, Vada with Sambar and Chutney <b>or</b> Masala dosa with Sambar and Chutney <b>or</b> Vegetable Upma with Sambar and Chutney <b>or</b> Pongal with Sambar and Chutney <b>or</b> Plain Parathas with Sabji and Pickle <b>or</b> Stuffed Parathas with Curd and Pickle <b>or</b> Poorie with Subji <b>or</b> Chole Bhatura and Pickle <b>or</b> Poha
ii.	Eggs (boiled, fried, poached and omlets) and Bread with Jam and butter
iii.	Cornflakes / Porridge with hot / cold milk
iv.	Tea/coffee (Both options to be made available)
C.	Forenoon Tea / Coffee / Milk with one salty and one sweet cookie (Should be of a reputed bakery such as Karachi Bakery, Bikanerwala etc.) – [M1.3]
D.	<b>LUNCH with following items: - [M1.4]</b>
i.	One <b>Salad</b> among the following: (Green / Tossed / Sprouted / Aloo Chana Chat / Aloo chat / Cucumber / Russian Salad / Waldroff etc.)
ii.	<b>Papad or Roast papad or Fryums</b> etc., (of Reputed brand)
iii.	<b>Pickle or Fresh Chutney</b>
iv.	<b>One of the following Wheat Product items:</b> Tandoori Roti/ Naan/ ButterNaan/ Poorie/ Phulka/ Roomali Roti/ Chapathi/ Jowar Roti/ Lacha paratha or any other millet products as may be specified for particular occasions
v.	<b>Plain Rice</b>
vi.	<b>Special Rice on Sunday:</b> Fried Rice/ Peas Pulao/ Vegetable Pulao/ Aloo ki Tahitri/ Palak pulao/ Zeera rice/ Bisibellabath/ Vangibath)
vii.	<b>First Vegetarian Dish</b> from among the following: Malai Kofta/ Palak paneer/ Paneer butter masala/ Mushroom curry/ Gobi and Baby corn Masala/ vegetable kurma/ Gobi Manchuria/ veg. 22manchuria etc.
viii.	<b>Second Vegetarian dish</b> from among the following Seasonal Vegetables: Bhendi / Brinjal / Mixed vegetable dry fry etc.,
ix.	<b>Third Vegetarian dish-</b> One among the following <b>Lentils</b> like: Dal / Chole / Rajmah / Dal Makhani /Sambar etc.,
x.	Chicken/Mutton/Fish (Dry or with Gravy) curries or Chicken/Mutton Biryani

xi.	<b>Rasam</b>
xii.	<b>Branded Plain Curd (Curd cup only to be served – Min 100ml) and Raitha (Onion/Boondi) when Special Rice is served</b>
xiii.	<b>Dessert</b> <b>(Only one Dessert item per meal)</b> <b>Either Fresh Fruits or Sweet or Ice Cream</b> <b>(i) Seasonal fruits:</b> Papaya/Orange/Apple/ Pineapple/Banana/Seedless grapes/Water melon/Muskmelon/Mango/Custard apple / Chikko ) <b>(ii) Indian Sweets</b> –Rasgulla / Gulab jamoon / Gaajar ka halwa / Fruit custard / Fruit salad/Cream caramel/ Trifle pudding <b>(iii) Ice Creams</b> -Kwality/Amul (Vanila / Butter Scotch_/ Chocolate)- Min 80 ml  [Butter Scotch Ice Cream to be served once a week] <b>(Note: Same dessert item shall not be served twice on the same day and on the subsequent day too)</b>
<b>E.</b>	<b>AFTERNOON</b> Tea / Coffee / Milk with one salty and one sweet cookie (Should be of a reputed bakery such as Karachi Bakery, Bikaneerwala etc.) - [M1.5]
<b>F.</b>	<b>Evening Tea/Coffee with one of the following items of Snacks– [M1.6]</b> Aloo Tikka/ Vegetable cutlet/Veg. Corn Rolls/ Pakoda (Aloo, Onion, Palak, mix pakodas) /Mixture/Samosa / Namak Para/ Aloo Bonda/ Vegetable or Cheese Sandwich or Aloo Sandwich/ Masala vada/ Kachori/ Poha / Finger chips (French fries)/ Mirchi Bajji/ Moong Dal vada/ Potato Chips/ Maggi or Noodles/ Murukulu/ Chudua/ Burger/ Punugulu/ Masala Samosa/ Sprouts (mixed) with onions, little chilly with Chutney/ Muntha masala etc.,) with appropriate sauce or chutney
<b>G.</b>	<b>DINNER with following items: - [M1.7]</b>
i.	One <b>Salad</b> among the following: (Green / Tossed / Sprouted / Aloo Chana Chat / Aloo chat / Cucumber / Russian Salad / waldroff)
ii.	<b>Papad or Roast papad or Fryums etc.,</b>
iii.	<b>Pickle or Fresh Chutney</b>
iv.	<b>One of the following Wheat Product items:</b> Tandoori Roti/ Naan/ ButterNaan/ Poorie/ Phulka/ Roomali Roti/ Chapathi/ Jowar Roti/ Lacha paratha or any other millet products as may be specified for particular occasions
v.	<b>Plain Rice</b>
vi.	<b>Special Rice on Monday and Wednesday:</b> Fried Rice/ Peas Pulao/ Vegetable Pulao/ Aloo ki Tahitri/ Palak pulao/ Zeera rice/ Bisibellabath/ Vangibath)
vii.	<b>First Vegetarian Dish</b> from among the following: Malai Kofta/ Palak paneer/ Paneer butter masala/ Mushroom curry/ Gobi and Baby corn Masala/ vegetable kurma/ Gobi Manchuria/ Veg. 23anchuria etc.
viii.	<b>Second Vegetarian dish</b> from among the following Seasonal Vegetables: Bhendi / Brinjal / Mixed vegetable dry fry etc.,
ix.	<b>Third Vegetarian dish-</b> One among the following <b>Lentils</b> like: Dal / Chole / Rajmah / Dal Makhani /Sambar etc.,
x.	<b>Chicken/Mutton/Fish (Dry or with Gravy) curries or Chicken/Mutton Biryani</b>
xi.	<b>Egg Curry on Tuesday and Friday</b>
xii.	<b>Rasam</b>
xiii.	<b>Branded Plain Curd (Curd cup only to be served)- Min 100ml and Raitha (Onion/Boondi) when Special Rice is served</b>

xiv.	<p><b>Dessert</b>  <b>(Only one Dessert item per meal)</b>  <u>Either Fresh Fruits or Sweet or Ice Cream</u></p> <p>(i) <b>Seasonal fruits:</b> Papaya/Orange/Apple/ Pineapple/Banana/Seedless grapes/Water melon/Muskmelon/Mango/Custard apple / Chikko )  (ii) <b>Indian Sweets</b> –Rasgulla / Gulab jamoon / Gaajar ka halwa / Fruit custard / Fruit salad/Cream caramel/ Trifle pudding  (iii) <b>Ice Creams</b>-Kwality/Amul (Vanila / Butter Scotch / Chocolate)-Min 80ml</p> <p>[<u>Butter Scotch Ice Cream to be served once a week</u>]  <b>(Note: Same dessert item shall not be served twice on the same day and on the subsequent day too)</b></p>
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**Note on Non-Vegetarian (NV) Items:** The NV items will have to be served thrice a week i.e. during dinner time on Monday and Wednesday, and during lunch time on Sunday. The demand from the students for NV will be ascertained during the beginning of the academic year. However, the demand from the Officers will be ascertained by the Caretaker, Hostel, NIPHM at the check-in time into the hostel. Thus, the total demand for NV items (from Students + Officers) will be communicated to the caterer in advance.



<b>S.NO</b>	<b>INTERNATIONAL DAILY MENU SCHEDULE [IM]</b>
<b>H.</b>	<b>BED TEA / COFFEE / MILK – [IM 1.1]</b>
<b>I.</b>	<b>BREAK FAST - [IM 1.2]</b>
i.	Fresh Fruit Juice, Bread Butter & Jam, Corn flakes with Milk, Cut-fruit, Boiled Egg / Omelet/Half-fried Egg/Scrambled Egg with Tea/Coffee/Milk
ii.	Forenoon Tea / Coffee / Milk with salty and sweet cookies (Should be of a reputed bakery such as Karachi Bakery, Bikanerwala etc.) – [IM 1.3]
<b>J.</b>	<b>LUNCH &amp; DINNER with following items: - [IM 1.4]</b>
i.	One Salad (Green/ Tossed/ Sprouted/ Aloo Chana Chat/ Aloo chat/ Cucumber/ Russian Salad/ Kimchee/ waldroff etc./)
ii.	Fresh Fruit Juice
iii.	Soup (Sweet Corn Veg. soup/Chicken Cantone Soup/Hot N Sour Soup/Chicken Noodle Soup/Manchow Soup/Chicken Soup/Cream of Tomato soup/Hot Garlic soup/Tomato soup with Bread sticks/Lemon Coriander soup/Hot N Sour Chicken Soup/Mushroom soup) etc
iv.	Special Rice (Veg Fried Rice/Kaju Fried Rice/Chicken fried rice/Keema fried rice/Brown onion fried rice/Butter fried rice/Chana fried rice/Egg fried rice/Corn fried rice/Peas fried rice/Veg. noodles/Jeera fried rice/Egg noodles/Chicken fried rice)
v.	French Fries/ American Corn
vi.	Veg Stew/Buttered vegetables/Chicken Maryland/Chicken fry/Mutton Stew/Boneless Fish fry/Buttered Chicken/Roast Chicken/Mutton Roast/Butter Pepper Mutton
vii.	Plain Rice
viii.	Butter Dal/Rajma/Plain Dal/Dal Makhani/Dal fry/Dal Tadka/Lemon Dal/Chana Dal/Moong Dal.
ix.	Grilled Potatoes/Continental Lady Finger/Aloo 65/Veg Manchuria/Baby Corn Mushroom/Veg. Cantonese/Crispy Veg/Carrot Beans.
x.	Ice Cream/Fruit Salad/Banana/Water melon/Cut Apple/Seed-less Grapes/Pine Apple/Papaya.
<b>K.</b>	<b>AFTERNOON</b>

i.	Tea / Coffee / Milk with salty and sweet cookies (Should be of a reputed bakery such as Karachi Bakery, Bikaneerwala etc.) – [IM 1.5]
ii.	<p><b>Evening Tea / Coffee with Snacks item) – IM 1.6]</b>          (any one of the following)          02 no's Medium size Aloo Cutlet with Tomato Sauce (branded)          Or          01 Plum Cake with Wafers          Or          02 Karachi Biscuits (1 Fruit Biscuit and 1 Salt/Osmania biscuits)          Or          01 Veg. Sandwich with sauce          Or          02 Egg puff with sauce          Or          Fried pea nuts (80 gms)          Or          Spinach Pakoda with sauce (100 Gm)  <b>with appropriate sauce or chutney</b></p>

#### L. ADDITIONAL ITEMS

S. NO	BRIEF DESCRIPTION OF ITEM	RATE
1.	Vegetable Soup per person – 150 ml	
2.	Fresh Fruit juice – 100 ml	
3.	Cool / Soft Drink – 100 ml	
4.	Lemon Juice – 100 ml	
5.	Vegetable Curry for the items indicated at S. No. vii of lunch menu	
6.	Non-Veg. Curry [Chicken/Fish (Dry or Gravy)] – 250gm	
7.	Non-Veg. Curry (Mutton)- 250gm	
8.	Non-Veg. Curry (Bone less) [Chicken/Fish (Dry or Gravy)] - 250gm	
9.	Non-Veg. Curry (Bone less) Mutton- 250gm	
10.	Prawn curry- 250gm	
11.	Biryani (Chicken)- for 1 person	
12.	Biryani (Mutton)- for 1 person	
13.	PAN Sada (Plain)-Special	
14.	PAN Sweet- (Special)	
15.	Ice-cream rate (Kwality / Amul) - Vanilla/ Butter Scotch /Chocolate (80 ml)	

16.	Kaju Fry – 1 kg rate (Good quality) (Minimum Rate of Kaju considered is Rs.500/- per kg.)	
17.	Kaju Cookies / Biscuits – 1 kg rate (Minimum rate Rs.300/- per kg.)	
18.	Butter Milk– 100 ml	
19.	Indian Sweet (one piece) (Good quality)	
20.	Mineral water bottle (Bisleri / Kinley / Oxyrich) – 1 lit.	
21.	Mineral water bottle (Bisleri / Kinley / Oxirich)– ½ lit	
22.	Mineral water bottle (Bisleri / Kinley / Oxirich)– 200 ml	
23.	Fruit bowl (contains Banana, Sapota-2, Apple-1, Orange-1, Seedless grapes - 200 gms)	
24.	Indian Sweets – 1 Kg (for items indicated at S.No.12(2)) (Minimum Rs.300/- per kg.)	

**Note:**

- All the Curries Non Veg/ Veg, Dal, Roti, Rice, curd etc. should be served Unlimited.
- The Jam and Butter is to be provided in sachets to the participants and should be of reputed brand.
- The Ice-cream cup should be of reputed brand and is to be served in branded cup in 80 ml and different flavours are to be served.
- The same type of seasonal fruit is not to be served and there should be variation in every alternative time.
- Separate sheet should be enclosed indicating the brand/make of the items proposed to be supplied at NIPHM (including the brands for materials proposed to be used for preparation of food). See 6.3 (i) under scope of work for details.
- The Rice (each lot) shall be used with prior approval of NIPHM only (i.e. in each instance of new lot of rice purchased by agency).

**TECHNICAL BID PART-A****Bidder's Profile****29. Bidders Profile: –**

1. THE FIRM a) Name b) Regd. Address c) Address for correspondence d) Contact Person's i) Name & Designation ii) Address iii) Tel. No. Landline mobile iv) Email ID	
2. Type of Firm	Sole proprietor/Private Ltd/ Partnership/ co operative / Public Co. (Pl. tick and enclose copy of Memorandum/Articles of Association/ Certificates of Incorporation)
3. Please mention PAN/GIR NO. & date and year of Registration. (please enclose photocopy)	
4. Please mention the Sales Tax/VAT registration No and details & year of Registration (please enclose photocopy)	
5. Please mention the Service Tax registration No. (Please enclose photocopy)	
6. ESI Registration No. (Please enclose photocopy)	
7. PF Registration No. (Please enclose photocopy)	
Labour License (Central/State) Registration No. (Please enclose photocopy)	
8. The annual gross turnover of the firm should be mentioned clearly. (Pl. enclose copies of Audited balance sheet and P&L a/c certified by the chartered accountant)	
9. The firm should be an income tax assessee at least for a period of three years. Enclose copies of ITR.	
10. If the Bidders provided services to Central Autonomous/PSU/GOVT. DEPT/ with work orders.(pl. submit the copies of documentary evidence e.g work order, corresponding satisfactory job completion certificates from clients specifying value and period of work order.	
11. Earnest Money Deposit details	DD NO. .... Dt..... Amount Rs.62,000/-drawn on NIPHM, HYDERABAD.

Signature of authorised signatory

Name : \_\_\_\_\_

Designation \_\_\_\_\_

Seal :

30. **FINANCIAL BID-PART B**

**(Sealed Cover – 2)**  
**(Separate cover to be enclosed)**

**PRICE SCHEDULE**

S. No.	Particulars	Rate in Rs. per day per person (Inclusive of all taxes)	
		Peak period	Non-peak period
1.	Bed Tea / Coffee / Milk [M1.1]		
2.	Breakfast [M1.2] (For the items as described in Daily Menu Schedule)		
3.	Forenoon Tea / Coffee / Milk with one salty and one sweet cookie. [M1.3]		
4.	Lunch [M1.4] (For the items as described in Daily Menu Schedule)		
5.	Afternoon Tea / Coffee / Milk with one salty and one sweet cookie [M1.5]		
6.	Evening Tea & snacks [M1.6] (For the items as described in Daily Menu Schedule)		
7.	Dinner [M1.7] (For the items as described in Daily Menu Schedule)		
<b>Total Amount [P1] (Total of S.No 1 to 7)</b>			
<b>INTERNATIONAL MENU</b>			
1.	Bed Tea / Coffee / Milk [IM1.1]		
2.	Breakfast [IM1.2] (For the items as described in Daily Menu Schedule)		
3.	Forenoon Tea / Coffee / Milk with one salty and one sweet cookie. [IM1.3]		
4.	Lunch / Dinner [IM1.4] (For the items as described in Daily Menu Schedule)		
5.	Afternoon Tea / Coffee / Milk with one salty and one sweet cookie. [IM1.5]		
6.	Evening Tea & snacks [IM1.6] (For the items as described in Daily Menu Schedule)		

(Please sign on each page)

<b>Total Amount [P2] (Total of S.No 1 to 6)</b>		
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**These prices shall include all kind of material cost, manpower cost and profit margin of the contractor.**

**COMPARISON CRITERIA FOR COST**

<b>1.</b>	<b>[M1.1+M1.2+M1.3+M1.4+M1.5+M1.6+M1.7] x 180 x 30 x 9</b>	<b>: Rs.</b>	
<b>2.</b>	<b>[M1.1+M1.2+M1.3+M1.4+M1.5+M1.6+M1.7] x 20 x 30 x 3</b>	<b>: Rs.</b>	
<b>3.</b>	<b>[P.2] x 30 x 30 x 2</b>	<b>: Rs.</b>	
	<b>TOTAL AMOUNT QUOTED FOR 12 MONTHS / 1 YEAR</b>	<b>: Rs.</b>	

(Rupees \_\_\_\_\_ only)

**Details:**

180	=	Occupancy Number
30	=	Days in a month
9	=	Peak months (July to March)
3	=	Non-Peak months (April to June)
12	=	Months in a year

**ADDITIONAL ITEMS**

<b>S.NO</b>	<b>BRIEF DESCRIPTION OF ITEM</b>	<b>UNIT RATE</b>
1.	Vegetable Soup per person – 150 ml	
2.	Fresh Fruit juice – 100 ml	
3.	Cool / Soft Drink – 100 ml	
4.	Lemon Juice– 100 ml	
5.	Vegetable Curry for the items indicated at S. No. vii of lunch menu	
6.	Non-Veg. Curry [Chicken/Fish (Dry or Gravy)]-250gm	
7.	Non-Veg. Curry (Mutton)-250gm	
8.	Non-Veg. Curry (Bone less) [Chicken/Fish (Dry or Gravy)]-250gm	
9.	Non-Veg. Curry (Bone less) Mutton-250gm	
10.	Prawn curry-250gm	
11.	Biryani (Chicken)-for 1 person	

12.	Biryani (Mutton)- for 1 person	
13.	PAN Sada (Plain)- Special	
14.	PAN Sweet (Special)	
15.	Ice-cream rate (Kwality / Amul) - Vanilla/ Butter Scotch /Chocolate (80 ml)	
16.	Kaju Fry – 1 kg rate (Good quality) (Minimum Rate of Kaju considered is Rs.500/- per kg.)	
17.	Kaju Cookies / Biscuits – 1 kg rate (Minimum rate Rs.300/- per kg.)	
18.	Butter Milk -100 ml	
19.	Indian Sweet (one piece) (Good quality)	
20.	Mineral water bottle (Bisleri / Kinley / Oxyrich) – 1 lit.	
21.	Mineral water bottle (Bisleri / Kinley / Oxirich)– ½ lit.	
22.	Mineral water bottle (Bisleri / Kinley / Oxirich)– 200 ml	
23.	Fruit bowl (contains Banana, Sapota-2, Apple-1, Orange-1, Seedless grapes - 200 gms)	
24.	Indian Sweets – 1 Kg (for items indicated at S.No.12(2)) (Minimum Rs.300/- per kg.)	

**SIGNATURE OF THE TENDERER  
WITH ADDRESS AND DATE**

31. **UNDERTAKING**

1. I/We undertake that/We have carefully studied all the terms and conditions and understood the parameters of the proposed supplied of the NIPHM and shall abide by them
2. I/We also undertake that I/We have understood “Parameters and Technical Specifications for making the Supplies” mentioned in Annexures of the Tender dated.....and shall make the supplies strictly as per these “Parameters and Technical specifications for the supplies”.
3. I/We further undertake that the information given in this tender is true and correct in all respect and we hold the responsibility for the same.

Signature of Authorised Official

With seal and stamp

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_

**Seal:**



32.

**FORMAT FOR AUTHORIZATION LETTER**

To

The Registrar,  
National Institute of Plant Health Management,  
Rajendranagar,  
**HYDERABAD – 500030., T.S.**

Sir,

We hereby authorise \_\_\_\_\_ to submit a Bid and subsequently participate and sign the contract submitted against the Ref.: \_\_\_\_\_. We hereby accept his decision taken, if any, in this regard.

Signature of Authorised Official  
With seal and stamp

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Designation: \_\_\_\_\_

**Seal:**

**Appendix I**  
**PROFORMA FOR HYGIENE AUDIT**

**Agency Name:**

**Date:**

(I)	<b>Quality testing at receiving point (where the raw food/consumable is received/procured)</b>		
	1	FIFO principle is applied (first in - first out)	YES NO
(II)	<b>Food Preparation</b>		
	2	Food indexing- the food prepared is as per the menu decided	YES NO
(III)	<b>Food Safety</b>		
	3	Is the food prepared properly under hygienic conditions	YES NO
	4	Are the prepared items covered properly	YES NO
	5	Proper cleaning of the utensils	YES NO
(IV)	<b>Kitchen/Pantry Hygiene</b>		
	6	Floors are hygienically clean	YES NO
	7	Walls are dust /damp free	YES NO
	8	Furniture is regularly cleaned	YES NO
	9	Washing area provides hygienic environment	YES NO
	10	Cooking counter is adequately clean	YES NO
(V)	<b>Condition of Equipment in Food Preparation</b>		
	11	Work worthy	YES NO
	12	Clean	YES NO
	13	Safe to handle	YES NO
(VI)	<b>Food Handler's Health</b>		
	14	Health checkup done or not	YES NO
	15	Nail are cut clean and healthy	YES NO
	16	Head gears/caps are worn	YES NO
	17	Gloves are worn	YES NO
	18	Smoking, eating or chewing of tobacco, zarda, gutka etc., spitting, are strictly prohibited – Prohibition observed or not	YES NO
(VII)	<b>Hygiene of Eating Place</b>		
	19	Floor is hygienically clean	YES NO
	20	Walls are dust/damp free	YES NO
	21	Furniture is regularly cleaned	YES NO
(VIII)	<b>Food Quality</b>		
	22	Palatability is tasted by the Company's Representative	YES NO
(IX)	<b>General</b>		
	23	Exhaust System is working	YES NO
	24	Garbage disposal is done regularly	YES NO
	25	Drainages system is functioning	YES NO
	26	Washing area provides hygienic environment	YES NO
	27	Service counter(s) are adequately clean	YES NO
	28	Raw material received are branded ones and stored properly	
	29	Potable Drinking water arrangements neatly done	
	30	Storage area/ fridge is clean	
	31	Flies present in Kitchen and Dining Area	
	32	Fly Catcher working satisfactorily	
	33	Insect or Spiderweb seen in Kitchen and Dining Area	

	34	<b>Any Other Observation :</b>
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**Remarks :** Satisfactory / Not Satisfactory

Name & Signature of the Authorized Signatory

### **CHECK LIST**

1.	Have you submitted scanned copy of the EMD?	YES / NO
2.	Have you kept your offer valid for 90 days? (After opening of financial bid)	Yes / No
3.	Have you enclosed the following documents?	
	a. Documents defining constitution or Legal Status of the Company or Firm	Yes / No
	b. Registration of Firm	Yes / No
	c. ESI, PF, Service Tax and Labour License registration certificates	Yes / No
	d. Profit and loss statement for last 3 years	Yes / No
	e. Balance Sheet for last 3 years	Yes / No
	f. Auditor's Report for last 3 years	Yes / No
4.	Have you enclosed latest valid Income Tax Clearance Certificate?	Yes / No
5.	Have you enclosed Power of Attorney in favour of person signing the bid?	Yes / No
6.	Have you signed the pages of bid documents wherever corrections/additions are made?	Yes / No
7.	Have you enclosed the original bid documents?	Yes / No
8.	List of Machinery / Equipment owning with the contractor / agency for these services?	Yes / No

### **Instructions for Online Bid Submission:**

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

### **REGISTRATION :**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link "Click **here to Enroll**" on the CPP Portal is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address **and** mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sift / TCS / nCode / eMudhraetc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS:**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS :**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.

- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS :**

- 1) Bidder should log into the e-procure website well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable **and** enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 5) A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidders are required to download the BoQ file, open it and complete the while coloured (unprotected) cells with their respective financial quotes and other details(such as name of the bidder). No other cells should be changed. Once the Details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The serve time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time

of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.

8) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

9) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

#### **ASSISTANCE TO BIDDERS**

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

#### **Tender Opening Process:**

- a) Tenders will be opened through online ([www.eprocure.gov.in](http://www.eprocure.gov.in)) at the prescribed date and time. The interested Bidders or their representatives attend the online tender opening process at NIPHM at the prescribed date and time. The representatives of Bidders must bring the authorisation letter from the bidding companies for attending the online Tender opening. Not more than one representatives for each Bidders would be allowed to take part during the bid opening process.
- b) The Technical Bid would be opened first. Eligibility Criteria such as payment of EMD and compliance with pre-qualification conditions will be checked. The supporting documents would be cross checked wherever required.
- c) Tenders non-compliance with any of the tender terms will **not** be considered for the next stage i.e. for opening of the Financial Bid.
- d) The date, time and venue of opening the Financial Bid will be intimated separately through online ([www.eprocure.gov.in](http://www.eprocure.gov.in)) to successful bidders in technical bid and the Financial bids will be opened through online at the prescribed date and time.