



IIM
भारतीय प्रबंध संस्थान विशाखपट्टणम
Indian Institute of Management Visakhapatnam

TENDER

Indian Institute of Management Visakhapatnam (IIMV) invites bids thru e-procurement mode in two part systems for food catering and mess services in IIMV campus and student hostels.

Tender No: IIMV/Admin/Food Catering/2019-20/001 Dated: 31 August, 2019

Andhra Bank School of Business Building
Andhra University Campus
Visakhapatnam – 530 003
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Notice Inviting Tender for Food Catering Services at IIM Visakhapatnam Campus and Students' Hostels
 Indian Institute of Management Visakhapatnam (IIMV) invites in two bids systems for the following services:

S.No	Item name	Description
1	Service Description	Food Catering Services at IIM Visakhapatnam Campus and Students' Hostels
2	Tender No and Date	IIMV/Admin/Food Catering/2019-20/001 dated 31 August, 2019
3	Tender Fee	Rs. 1,500/- (DD/Pay Order to be drawn, in any nationalized bank in favor of "Indian Institute of Management Visakhapatnam" and payable at Visakhapatnam)
4	Earnest Deposit Money (EMD)	Rs. 3,60,000/- (DD/Pay Order to be drawn, in any nationalized bank in favor of "Indian Institute of Management Visakhapatnam" and payable at Visakhapatnam)
5	Contract Period	One year (may be extended by one or more years based on satisfactory feedback from all stake holders of the institute, requirement at that point of time, at discretion of the Competent Authority on mutually agreeable terms and conditions)
6	Date & Time of Online Publication/ Download of Tender	31 August, 2019
7	Pre-bid meeting and optional visit to hostels	A pre-bid meeting is scheduled on 06-09-2019 at 04:00 pm, IIM Visakhapatnam
8	Bid Submission	Through e-procurement
9	Closing Date & Time for submission of bids in e-procurement portal (CPPP)	20-September-2019 (Friday) by 03:00 pm
10	Opening of Technical Bids	21-September-2019 (Saturday) at 04:00 pm
11	Contact person	Senior Administrative Officer Indian Institute of Management Visakhapatnam Andhra Bank School of Business Building Andhra University Campus Visakhapatnam 530003 Ph: 0891 2824 444

Tender Document

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1. ABOUT IIM VISAKHAPATNAM

Indian Institute of Management Visakhapatnam (IIMV), an institution of national importance under the Indian Institutes of Management Act, 2017, started its operations during September 2015. IIM Visakhapatnam campus is located in a transit building in the premises of Andhra University Campus at Andhra Bank School of Business Building, Beside AU Central Canteen, Visakhapatnam 530 003, Andhra Pradesh. Presently, IIMV has two student hostels at two different locations in a radius of about 3-5 kms on both sides of the campus.

1. **IIMV Campus:** Andhra Bank School of Business Building, Beside AU Central Canteen, Andhra University Campus, Visakhapatnam 530 003
2. **Hostel-1:** Pranvi Enclave, Laxmi Nagar, Shivaji Road, Isukathota, Visakhapatnam
3. **Hostel-2:** Plot No. 30, Dwarakamayi, Near AN Beach hospital, Behind Hawa Mahal, Maharaniipeta, Visakhapatnam
4. **Hostel-3:** Owing to increase in intake of students, efforts are on to identify another hostel within a radius of about 5 kms from IIMV campus and the details of the location will be informed in advance, in case food-serving services required there.

2. SCOPE OF WORK:

A) Currently, the agency is expected to serve fresh cooked food for about 240 (*) persons per day at different locations as per menu mentioned in the 'Instructions to the bidders', for Students, Faculty, Staff, Institute Guests and other Visitors of the Institute at IIMV campus and the 2/3 hostels as indicated above. The agency shall prepare the food at their own kitchen, transport, deploy the required qualified/skilled manpower to these locations and serve as per the schedule mentioned below. The food is to be served on unlimited and self-service basis. The agency shall serve the food for any official events in the campus/ hostels on specified menu at mutually agreed rates.

S. No	Description	Timings*	Location	No. of persons *
1	Breakfast	07:30 – 09:30	Hostel 1 & 2 (&3)	230
2	Lunch	12:30 – 14:30	IIMV Cafeteria	135
		13:00 – 14:30	Hostel 1 & 2 (&3)	105
3	Snacks	16:30	IIMV Cafeteria (Depends on the class schedule)	155
		16:30	Hostel 1 & 2 (&3)	105
4	Dinner	19:30 – 21:00	Hostel 1 & 2 (&3)	230

*The number of persons at each location may vary, depending on the attendance and class schedule(s) of the students and will be informed to the agency well in advance.

NOTE: The number of students for subsequent years may raise. The contractor shall supply food for all the students at the rate mentioned in the Financial Bids as per the terms and conditions of this tender document and any changes thereon.

B) The agency is required to set up and operate a small kitchen/cafe in the Institute premises to prepare and serve fresh tea, coffee, soft drinks and canned/tetra pack juices along with biscuits/light refreshments for the usage of students/staff/faculty/Institute visitors (8 AM to 8 PM, 6 days a week) and the payment will be made directly by the users to the agency in Cash or using an online mode of payment (for example

PayTM etc) in accordance with the tariff that may be mutually agreed between the Institute and the Agency. Deployment of manpower as well as one-time and recurring costs of equipment, manpower, fuel, consumables, crockery, cutlery, garbage clearance etc. are the sole responsibility of the agency. Only water and electricity will be provided free of cost by the Institute. The agency is duty bound to ensure quality of its products and services and collection of amounts due from the users.

3. IMPORTANT INSTRUCTIONS TO THE BIDDERS:

- a) The food must be prepared by the agency in its own premises in clean, hygienic and safe conditions as per the menu (item 3.1) using good quality raw material (as per item 3.2). The agency must transport the cooked food and serve at IIMV Campus and 2 Hostels (and a third one if need be).
- b) The Agency shall transport cooked food from its premises to IIMV campus and Hostels in safe and hygienic containers and vehicles. Cost of transportation of food is in the scope of agency and IIMV will not pay/reimburse any cost towards such transportation.
- c) The changes in number of persons at each location for lunch/dinner will be communicated to the agency in advance and the agency must serve the food accordingly.
- d) All the items shall be served 'unlimited' to all the persons availing the services within the time limits and menu. A prior intimation from any person regarding late joining shall be attended by the agency courteously.
- e) Menu for all above items will be decided by the IIMV Administration/ designated Students' Committee and the agency shall follow the same.
- f) The Agency shall ensure that only freshly cooked food is served. Stale food shall be removed from the food serving area immediately and disposed-off properly. The Agency shall be liable for punitive action for unhygienic/improper cooking, transportation or serving of food.
- g) IIMV will provide hot water based electric Bain-marie system at each location, so that the food can be shifted to the respective containers and served hot.
- h) Usage of electric appliances like electric heaters/ovens/fryers/cooktops will not be permitted in the hostel/mess unless specifically approved by the IIMV Administration for special purposes.
- i) Food should also need to be served at the designated place in the campus as and when required/instructed by IIMV Administration.
- j) Maintaining high standards and hygienic conditions in preparation, storage, transportation of food of high quality and good quality of service are the essence of this contract.
- k) The Agency shall provide the food service throughout the contract period on all days unless specifically advised otherwise by the Institute. During the term break period (normally April and May every year), since the students will not normally be present in Hostels, the food supply shall be restricted to faculty and staff members only (as required) in the Institute campus. It is to be noted that during this time, the agency has to make necessary transport, cleaning and other arrangements as done in the normal course of contract period
- l) All equipment, utensils, crockery, cutlery and all other material and consumables of good quality and conforming to relevant standards, shall be procured, processed and/or used for cooking, storing, transporting and serving by the Agency, at its own cost, one-time and/or recurring.

3.1 SAMPLE MENU:

Break Fast	07:30 – 09:30	a) Cornflakes/Wheat flakes with milk (hot or cold) b) Fresh fruits c) Eggs to order (Boiled / Scrambled/ Omelette) d) Slices of plain bread (White /Brown) & toasted, Jam, Butter e) Idli/ Dosa/ Stuffed paratha/ Chole bhature/ wada/Upma or similar type with respective accomplishments. f) Tea/Coffee/Hot Milk
Lunch (Vegetarian)	12:30 – 14:30	a) Rice: Plain or Jeera rice or Biryani or Pulao or Equivalent b) Roti: Pulka/Plain/Butter Tawa roti or Tandoori or Naan or Paratha c) Dal: South Indian/ North Indian like Dal fry / Dal Makhani etc d) South Indian: One Seasonal vegetable dry and One Vegetable gravy curry e) North Indian: One Wet curry and one Dry curry/Chinese item (paneer preparations, manchuria etc) f) Papad or Frymes or French Fries or Pakoda etc g) Sambar/Rasam h) Salad: Green Salad/ Russian/ Pasta i) Pickles (Two Types) j) Plain Curd or Raita k) Sufficient quantity of Fresh Seasonal Fruits of excellent quality/Sweets l) Sauf / Mishri
Evening Tea / Snack	16:30	a) Samosas/Wada/Kachori/Sandwiches/Paneer Pakodas/Puffs etc should be served with Sauce/Chutney etc
Dinner (Veg and Non- vegetarian dishes on 3 days in a week)	19:30 – 21:00	a) Rice #: Plain or Jeera rice or Biryani or Pulao or Equivalent b) Roti: Plain Tawa or Tandoori or Naan or Paratha c) Dal: South Indian/ North Indian like Dal fry / Dal Makhani etc d) South Indian: One Seasonal vegetable dry and One Vegetable gravy curry e) North Indian: One Wet curry and one Dry curry/Chinese item (paneer preparations, manchuria etc). # (Chicken Biryani/Chicken Curry/Dry item for non-vegetarians on 3 days in a week) f) Papad or Frymes or French Fries or Pakoda g) Sambar/Rasam h) Salad: Green Salad/ Russian/ Pasta i) Pickles (Two Types) j) Plain Curd or Raita k) Sufficient quantity of Fresh Seasonal Fruits of excellent quality/Sweets l) Sauf / Mishri

The Menu items for one- week period will be fixed by the Mess Committee as per above options and the same shall be served by the agency.

For Lunch and Dinner a variety and freshness must be ensured.

NOTE:

1. ROTI, CHAPATTI, POORI SHOULD BE MADE OF WHEAT FLOUR ONLY. MIXING/USING MAIDA FLOUR IS NOT ALLOWED UNDER ANY CIRCUMSTANCES
2. ALL BIRYANIS, FLAVOURED RICE, PULAV etc SHOULD BE PREPARED WITH BASMATI RICE OF APPROVED QUALITY ONLY
3. FOR OFFICIAL EVENTS, THE LUNCH/DINNER MENU WILL BE INFORMED IN ADVANCE, WHICH MAY INCLUDE ADDITIONAL ITEMS LIKE SOUP, STARTERS AND DESERTS.

3.2 RAW MATERIAL/BRANDS OF INGREDIENTS TO BE USED FOR PREPARATION OF FOOD:

SI No.	Name of The Item	Brands
1	Atta, Besan, Maida, Suji	Aashirvaad, Pillsbury, Annapurna, Tata or equivalent brand with FSSAI/ISI/Agmark
2	Rice	Fine Quality Polished Sortex Rice available in Packed Condition like Lalita, Bell etc with Fssai/ISI/Agmark. Branded Basmati rice should be used for Pulavs and Biryanis etc.
3	All Dals	Annapurna, Tata, Laxmi or equivalent brand with Fssai/ISI /Agmrk
4	Edible Oil	Refined Sunflower Oil. Sundrop, Saffola, Dhara, Fortune Or equivalent brand with Fssai/ISI/Agmark
5	Idly Rawa	Lalitha, Tajmahal or equivalent brand with FSSAI/ISI/Agmark
6	Milk, Curd, Ghee, Butter	Amul, Visakha Dairy, Heritage, Jersy, Gowardhan Or equivalent brand with Fssai/ISI/Agmark Fssai/Isi/Agmark Brands
7	Hing/Asafoetida	Lg, Everest, DI Or equivalent brand with FSSAI/ISI/Agmark
8	Chat/Chole/Garam Masala, Mango power	Aashirvaad, Catch, Priya, Everest, Eastern, MTR, MDH or equivalent brand with FSSAI/ISI/Agmark
9	Powders: Sambar/ Rasam/Pepper/Cumin/ Turmeric/Chilly / Coriander	Aashirvaad, Catch, Priya, Everest, Eastern, MTR, MDH, TATA or equivalent brand with FSSAI/ISI/Agmark
10	Chilli/Tomato Sauce/Vinegar	Kissan, Weikfield, Maggi, Ching's Secret, Sil or equivalent brand with FSSAI/ISI/ Agmark
11	Pickles	Priya, Homemade, Mother's Recipe or equivalent brand with FSSAI/ISI/Agmark
12	Bread (Brown & white)	Britannia, Fresh choice or equivalent brand with FSSAI/ISI/Agmark
13	Jam	Kisan, Mapro or equivalent brand with FSSAI/ISI/Agmark
14	Biscuits/Cookies	Britannia, Parle, Sunfeast or equivalent brand with FSSAI/ISI/Agmark
15	Paneer	Amul, Visakha Diary, Heritage, Jersy or equivalent brand with FSSAI/ISI/Agmark
16	Ice cream	Amul, Visakha Diary, Kwaliti Walls, Vadilal, Havmor or equivalent brand with FSSAI/ISI/Agmark
17	Tea powder	Tajmahal, 3roses, Red Label, Wagh Bakri or equivalent brand with FSSAI/ISI/Agmark
18	Coffee powder	Green Label, Nescafe, Araku valley, Bru or equivalent brand with FSSAI/ISI /Agmark
19	Semiya/vermicelli	Bambino, Mtr, Tasty Treat, Savorit or equivalent brand with FSSAI/ISI/Agmark
20	Cornflacks	Kellogs (any flavor) or equivalent brand with FSSAI/ISI/Agmark
21	Papad	Ambica, Priya, Lizzat or equivalent brand with FSSAI/ISI/Agmark
22	Salt (Iodised)	Tata, Aashirvad, Nirma, Annapurna or equivalent brand with
23	Tissue Paper Napkin	Premiere. or equivalent brand with FSSAI/ISI/Agmark
24	Noodles	Maggi, Yippee, Nisin, Knor Or equivalent brand with
25	Poha	Silver Star, 24lm or equivalent brand with FSSAI/ISI/Agmark
26	Kaju /Kismis/Tamarind etc	Fine Quality. Brand with FSSAI/ISI/Agmark
27	Fruits and Vegetables	Fresh and fine quality fruits and vegetables. Rotten/spoiled/damaged items shouldn't be used.
28	Chicken/Egg/Mutton/Fish	Should be procured from a clean, hygienically maintained, reputed stores

The contractor shall submit the samples of brands to the Mess committee at the beginning, The brands selected by the committee only shall be used thereafter.

Any other item not specified in the above list, if required, should be of good quality and certified with FSSAI/ISI/AGMARK.

4. ELIGIBILITY CRITERIA

- a. The Agency shall be a firm/company/proprietorship establishment registered under suitable Act with a registered/branch office in Visakhapatnam.
- b. The Agency shall have a valid license for commercial operations in the field of Catering services and FSSAI certificate.
- c. The Agency shall have GST registration and PAN.
- d. The Agency shall have valid registrations under all applicable labor laws like ESIC Act, PF Act, Payment of Wages Act, Payment of Bonus Act, Payment of Gratuity Act, Contract Labor (Regularization and Abolition) Act etc.
- e. The Agency shall have minimum 5 years of experience in the field of institutional/industrial catering.
- f. The agency should have executed a contract with any large corporate body/PSU/Govt organization/large educational institution for serving not less than 200 meals per day (lunch or dinner, not combined/together) in any 01 year during last 03 Financial Years.
- g. The Agency should not have been blacklisted by Central/State Govt/PSU at any point of time, nor is any criminal case registered / pending against the Agency or any of its owners/partners or any other individual associated with it in any capacity, anywhere in India.
- h. The Agency shall have fully equipped proper kitchen (not in temporary shed/hut/semi-finished etc.,) within a radius of 10 kms from IIMV campus. Shifting of kitchen, if needed, should be within the radius of 10km and should be with same standards.

All supporting documents in support of above clauses shall be produced along with Technical Bid documents. As the Technical bid is evaluated based on these documents, bidders are advised to attach as much relevant documents as available with them.

5. BID SUBMISSION:

5.1 Bid Documents:

Tenderers are required to access the tender document on the website <https://eprocure.gov.in/eprocure/app> and go through all the conditions and other details pertaining to the tender like Special instruction etc. Tenderer can download the tender document from IIM Visakhapatnam website also. Tenderers are required to fill all relevant information, upload the relevant documents called for in the tender and submit the bid online in the portal <https://eprocure.gov.in/eprocure/app> on or before closing date time mentioned in Notice. Tender documents submitted in any other form will not be accepted.

Corrigendum, amendments etc., to this tender, if any, shall be issued / available on iimv website and <https://eprocure.gov.in/eprocure/app> only. Prospective tenderers are requested to visit the website regularly.

Bidders are advised to go through the instructions provided along with NIT 'Instruction for Online Bid Submissions'.

Detailed procedure for bidding is available in the website (<https://eprocure.gov.in/eprocure/app>) home page in **Bidder Manual Kit**.

Tenderers are hereby advised to submit their bids online well before the closing hours as any delay in submission of tenders due to slow internet accessibility or for any other reason will not be accepted by the system.

5.2 Payment of Tender Fee and EMD

- 5.2.1 The tender should be accompanied by specified Tender Fee and Earnest Money Deposit in the form of crossed demand draft/Bankers Cheque drawn in favour of 'Indian Institute of Management Visakhapatnam', payable at Visakhapatnam from any Nationalized Bank or Scheduled Bank. **Cheques will not be accepted**. The tender is liable for rejection, if it is not accompanied with the Tender Fee and Earnest Money Deposit.
- 5.2.2 DDs/Bankers cheques towards **Tender Fee and EMD** along with all documents uploaded in 'Technical Bid' shall be kept in a sealed cover and labelled "Technical Bid for Tender No.: IIMV/Admin/Food Catering/2019-20/001 dated 14-08-2019". This envelope cover shall be sent thru post/courier or deposited in the tender box placed in the office of the Senior Administrative Officer, IIM Visakhapatnam, Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530003 on or before the closing date and time for submission of tenders. Bids received after the closing date and time, for any reason thereof, will be rejected.
- 5.2.3 Tenders submitted online without submitting the required Tender Fee and EMD shall be liable for rejection. However as per applicable Government Notification the Tender Fee and EMD shall be exempted for the agencies who furnishes the valid applicable National Small Industries Corporation (NSIC) / Micro Small Medium Enterprises (MSME) Certificate. Hence, the tenderers shall upload the scan copy of the relevant and valid NSIC/MSME Certificate if available in the website <https://eprocure.gov.in/eprocure/app> while submission of quote.
- 5.2.4 Earnest Money so paid will be refunded or returned as the case may be, to the unsuccessful tenderers after the tendering process is completed. In the case of successful tenderer, the Earnest Money Deposit will be retained as part of the initial Security Deposit and shall be refunded after submission of required Security Deposit in full. No interest will be payable on EMD/Security deposits.
- 5.2.5 The amount of EMD is liable to be forfeited, if the tenderer withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Security Deposit. The Agency who seeks exemption from Tender fee/EMD as per above, if they withdraw or modify their bids during the period of validity, or if they are awarded the contract and they fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, will be suspended for the period of three years or as decided by the competent authority from being eligible to submit bids for tenders issued by IIMV.

5.3 Submission of Technical Bid:

The following documents should be uploaded electronically under Cover-1 for submitting Technical Bid:

1. Letter of submission of bid (Annexure-I)
2. Scanned copies of DDs for Tender Fee and EMD (as per Notice)
3. Integrity pact (as per Annexure-V)
4. Tender document duly stamped and signed on each page, by the authorized signatory of the bidder.
5. 'Technical Bid' (Annexure-II) along with all the documents – duly stamped and signed by the authorized signatory of the bidder.
6. **SPECIAL NOTE:** All the documents uploaded in 'Technical Bid' along with DDs for Tender Fee and EMD shall be placed in one envelope cover and sealed properly. This cover shall be labelled "Technical Bid for Tender No: IIMV/Admin/Food Catering/2019-20/001 dated 14-08-2019". Name and address of the tenderer shall be clearly mentioned on this cover. This envelope cover shall be sent thru post/courier or deposited in the tender box placed in the office of the Senior Administrative Officer, IIM Visakhapatnam, Andhra Bank School of Business Building, Andhra University Campus, Visakhapatnam – 530003 on or before the closing date and time for submission of tenders. Bids received after the closing date and time, for any reason thereof, will be rejected.
7. **Bids submitted without above documents shall be liable for rejection.**

5.4 Submission of Financial Bid:

The bidder shall Upload the 'Financial Bid' in MS Excel format as per Annexure-III (read the instructions thereon clearly before filling the bid) under Cover-2. Bidders are not required to submit the Financial Bid physically.

5.5 BID VALIDITY:

Bids should be valid up to 90 (ninety) days from the date of opening Financial Bids. The bidder shall not rescind the offer or modify the terms and conditions in any manner after submission of the bid.

6. BID OPENING:

6.1 TECHNICAL BID OPENING:

Technical Bids will be opened electronically on the date and time mentioned in the Notice Inviting Tender in IIM Visakhapatnam. One representative from the bidder's firm shall be allowed for opening the technical bid at IIMV campus on production of authorization letter from the firm, as per the Annexure-IV.

6.2 FINANICAL BID OPENING:

Financial Bids of Technically qualified bidders only will be opened later. The date and time of opening the Financial Bids will be intimated to the eligible bidders separately.

7. BID EVALUATION**7.1 TECHNICAL BID EVALUATION:**

Stage-1 Pre-qualification: The Technical bids of eligible bidders will be evaluated as per Eligibility Criteria. The bidders who've submitted requisite documents will be declared pre-qualified (as per Annexure- II).

Stage-2 Technical Score: The bids will be evaluated as per the given 'Technical Score Evaluation' sheet to obtain the 'Technical Score 1 (TS1)' for each bidder (maximum 40 marks)

'Technical Score Evaluation' sheet (Stage 2)

<u>S. No.</u>	<u>Particular</u>	<u>Marks Breakup</u>	<u>Allocation of marks</u>
1	The Agency shall have minimum 5 years of experience in the field of institutional/industrial catering (as per 4e. of Eligibility Criteria).	5 years = 10 marks More than 5 years = 15marks	Minimum 10 marks and Maximum 15 marks
2	The agency should have executed a contract with any large corporate body/PSU/Govt organization/large educational institution for serving not less than 200 meals per day (lunch or dinner, not combined/together) in any 01 year during last 05 Financial Years. (as per 4f. of Eligibility Criteria)	Contract with large corporate body/PSU/Govt organization/large educational institutions: For 1 year = 5 marks For 2 years = 10 marks For more than 2 years = 20 marks	Minimum 5 marks and Maximum 20 marks

Maximum Marks- 30, Qualifying Marks- Minimum 15
Technical Score 1 (TS1) = Marks Obtained by the bidder (in stage 2)

Stage 3 Inspection of cooking site: The cooking facility of the pre-qualified bidders will be inspected by a team from IIMV and technically evaluated to obtain the 'Technical Score 2 (TS2)' (max 60 marks).

Format for Evaluation of Service Provider's Site/Kitchen (Stage 3)

Sr. No.	Description	Maximum Allocated Marks
1	Food Preparation and service conditions	10
2	Taste and variety in Menu	10
3	Cleanliness and Hygiene	10
4	Quality Control Practices	10
5	Manpower Quality	10
6	Pest control methods	10
7	Own/on contract food transportation facility	10

Maximum Marks- 70

Technical Score 2 (TS2) = Marks Obtained by the bidder (in stage 3)

Total Technical Score (TTS) will be TS1+TS2

The bidder who scores TTS more than 60 only will be considered as Technically Qualified.

7.2 FINANCIAL BID EVALUATION:

Financial bids of the technically qualified bidders will only be evaluated for obtaining the Financial Score (FS) among the technically qualified bidders.

NOTE: The bidder should quote rates for all items. Partially quoted Financial Bids will not be considered. Bids with any conditions will be liable to rejection.

7.3 FINAL BID EVALUATION:

The TTS and FS of each bidder will be normalized as under:

Normalization of TTS: $\frac{\text{TTS of a bidder}}{\text{Highest TTS among bidders}} \times 10$

Normalization of FS: $\frac{\text{Lowest bid value among bidders}}{\text{Bid value of a bidder}} \times 10$

Combined Score: TTS x 60% + FS X 40%

Bidder getting highest Combined Score will be the successful bidder.

8. IIM VISAKHAPATNAM RESERVES THE RIGHT TO:

- i. Accept or reject any or all the Technical and Financial Bids without assigning any reason thereof.
- ii. Withdraw/Cancel the tender without assigning any reasons thereto.
- iii. Disqualify the tenderers blacklisted by Central/State Govts. /Public Sector Units/Autonomous Bodies or whose contracts have been terminated on account of poor performance.
- iv. Seek any additional information or documents from any bidder at any stage of tender evaluation.

Any variation, addition and/or omissions in the quantity/quality of items to be actually ordered shall not form a basis of any dispute regarding the rates quoted by the bidder in the tender. The rate quoted by the bidder shall be applicable irrespective of the volume of supplies ordered.

9. EXECUTION OF AGREEMENT:

The bidder who is evaluated as L-1, will be communicated the same through a formal Letter of Intent, shall be required to **execute an Agreement within fifteen (15) days of the date of issue of such communication and start the work from the date as mentioned in the communication.** Failure to do so within given time, shall be liable to withdrawal of such communication and the EMD of that bidder will be forfeited without any further notice. The agency shall treat the contents of the tender documents as private and confidential.

10. POSTAL ADDRESS FOR COMMUNICATION:

Every bidder shall state in the tender his postal address fully and clearly. Any communication sent to the bidder by post at the said address shall be deemed to have reached the bidder in time.

11. TERMS & CONDITIONS GOVERNING THE TENDER

1. The rates quoted by bidders shall be all inclusive and fixed throughout the period of contract and no changes in this regard are accepted.
2. The Agency will not be permitted to outsource/franchise/sub-let the services to any other party, either in part or full.
3. If the successful Bidder fails to fulfil his obligations under the contract i.e., non-adherence to terms and conditions, IIMV after due notice to the contract may blacklist the firm. In such events, the Contract will stand terminated and the EMD/Performance Securities of such Firm shall be forfeited to IIMV.
4. **Manpower Deployment:** The Agency is required to deploy technically qualified, skilled and experienced manpower with hands of experience in serving at large scale educational institutes or corporates.
 - 4.1 **At IIMV Campus:** The Agency is required to deploy at least 2 persons for serving the food and 1 housekeeping person for cleaning (removing the used plates, used tumblers, used crockery and cutlery etc.) at all timings when the food is served.
 - 4.2 **At Hostels:** The Agency is required to deploy 2 persons for serving the food, 1 trained staff for making the phulka, Dosa and other items in live and 1 housekeeping person for cleaning (removing the plates, used tumblers, used crockery, cutlery etc.) at each hostel during all timings when the food is served.
 - 4.3 The Agency is required to ensure that its staff is suitably qualified/skilled, trained, groomed, clean, neatly dressed and professional in offering the services as required, at par with the norms defined by the food catering industry.
 - 4.4 All the staff members engaged by the agency for handling the food production and serving shall always be medically fit and free from all types of communicable/contagious/infectious diseases. For every six months, a medical fitness certificate for all the engaged personnel is to be provided by the Agency to the Institute, at its own cost. The Agency shall ensure that the health condition of its staff is as per the standards prescribed by the hotel industry.
 - 4.5 The staff members engaged by the Agency shall be in clean and in neat uniform along with head cap and hand gloves while serving the food. Staff members found in personal attire or in unhygienic conditions will not be allowed to serve the food and the Agency shall replace such staff immediately. Recurring instances of such nature and/or failure to adhere to and maintain hygienic conditions will attract suitable penalty. The Agency should ensure that the team follows the uniform with shoe, wear the head caps and hand gloves. The male should present themselves with neatly shaved face.
 - 4.6 The Agency will always ensure that one dedicated, qualified catering professional Supervisor / F&B executive is present during breakfast, lunch, evening tea and dinner, at each hostel/serving location. The Supervisor shall monitor the activities at each serving location, ensure hygienic conditions in preparation, storage and serving of food and clearance of garbage and also respond immediately to any complaints related to food or replenish any shortfalls in food items etc.

- 4.7 The Police verification record of all the staff must be maintained by the Agency and furnished to the Institute on demand.
 - 4.8 No staff of the Agency will be permitted to stay overnight in the IIMV campus or Hostel premises, under any circumstances.
 - 4.9 IIMV is not bound to provide any mode of transport in respect of men and/or material required by the Agency.
 - 4.10 The Agency shall ensure, at all times, the safety and security of its staff members engaged in these operations and also ensure that they take utmost care while preparing food, storing, transporting and serving in the IIM premises and Hostels. IIM Visakhapatnam shall not be liable for any damages. Damage here means loss/impairment of property or life and limb of the individuals.
 - 4.11 Fire Fighting arrangement/equipment is provided by the IIMV at the designated places. The staff engaged by the Agency shall be aware of its locations and usage in case of any event of fire breakouts.
 - 4.12 Persons who prepare / serve food should maintain high degree of cleanliness and personal hygiene. They should be examined by the Medical Officer of the institute (once at beginning and thereafter once a quarter) that they are medically fit and suitable to cook and serve. **No REIMBURSEMENT will be entertained for the cost whatsoever incurred.**
 - 4.13 The Agency shall be responsible for any damages caused to the IIMV property, during its catering activities. The cost of repairing any such damages, solely attributable to the negligence of the agency, shall be borne by the agency.
- 5. Sanitation and Garbage disposal:** The Agency should provide the sanitation items like soap oil / hand wash liquids for hand-wash and paper napkins at all the locations where the food is served. Replenishing of the items in adequate quantities is the responsibility of the Agency only, at all the locations.
- 5.1 The Agency shall ensure proper disposal of the collected solid/liquid waste daily, under their own arrangements and supervision. Accumulation of garbage/waste in premises will not be acceptable and the same should never be kept overnight in the IIMV campus. It is the responsibility of the Agency to segregate and dispose of garbage (solid and wet) at least twice in a day and/or at any other time whenever garbage gets accumulated in a larger quantity than the capacity of dustbin/garbage drum, at his own cost, and as per prescribed norms/practice of the local authority/IIMV.
 - 5.2 There is no provision of washing / cleaning of used cutlery like plates, bowls, spoons etc., at any of the locations. Hence the Agency should be able to arrange the washing/cleaning facility at any other place.
 - 5.3 The Agency should provide required dustbins and garbage covers at all the locations at food serving area and the disposal of garbage on daily basis is the responsibility of the Agency.
- 6. Food Preparation and serving:**
- 6.1 The food items shall be with universal flavor and taste, neither too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the IIMV community. The food served shall serve both north-Indian and south-Indian taste/palate.
 - 6.2 Oil used once shall not be recycled for the purpose of cooking again.
 - 6.3 The detailed daily meal-wise menu specifying the dals and vegetables to be served, will be identified in the beginning of each week/fortnight/month by the Mess Committee/IIMV Administration. It will be mandatory for the Agency to serve this pre-decided menu. In case of

any difficulty in the same, the Mess Committee/IIMV Administration must be consulted well in advance for making necessary changes, on mutual consent basis.

- 64 The Agency will be required to provide 'khichri' or any other suitable, easily digestible food items for sick students in lieu of the regular meals, based on need, which will be intimated in advance.
- 65 The Agency will not serve any item other than that has been approved by the IIMV Administration/ Mess Committee beforehand.
- 66 Under no circumstances will any expired item be used in cooking.
- 67 Use of artificial food colors/flavors, banned items, allergy-causing ingredients and items as per established/industrial practices shall strictly be avoided.
- 68 The agency should produce the food quality inspection reports issued by any licensed/authorized laboratory under Food Safety Standards Act of India, every 3 months or when requested for the same, at his/her own cost.
- 69 It is the responsibility of the Agency to collect, at least once in six months, on a date and time specified by the Institute without any advance notice, to collect the samples of the material used in cooking as well as of the cooked food, in the presence of authorized representative(s) of the Institute and get the same checked for quality at government-recognized laboratories/institutions. A copy each of the said Certificates in original must be submitted to the Institute. The entire costs in this regard shall be borne by the Agency only.
- 610 In addition, the pre-cooking and cooking premises of the Agency and the material used will be subject to third-party inspection and audit as frequently as may be decided by IIMV Administration, without any prior notice, and the Agency is duty bound to take such preventive/corrective steps as mandated by the Institute, arising out of such inspection.
- 611 Regular used Items like Jam, Pickles, Butter, Salt, and Sugar should be kept /stored properly in a neat and clean place near dining areas to avoid insects/mosquitoes. The items should be checked at regular intervals and should be replenished based on the requirement. Arrangement of storage, its maintenance under the scope of the agency only.
- 612 The Agency should provide proper and required number of cutlery/crockery items like glasses, serving bowls, plates, Katori, Soup Bowls etc., for serving the food at all locations. A sample of cutlery items should be shown to IIMV representative and due approval should be taken from IIMV administration before the purchase of item. Replenishing of the items due to breakage/damage is the responsibility of the Agency only. The institute will provide only Bien Marie Machine at all the locations specified above.
- 613 Use of plastic teacups, plastic spoons and plastic carry bags is strongly discouraged, and the vendor shall use good quality environment-friendly material only, for transporting, storing and serving food and beverages.
- 614 The Agency shall record the serving of breakfast/meals/snacks to IIMV guests (as indicated by IIMV Administration) and the same shall be billed separately.
- 615 Any change like timing of operation etc. by the Agency will require the permission of the Mess Committee/ IIMV Administration.

The Agency will liaise with the IIMV Administration/Mess Committee and report on regular basis about all the activities of the mess service. The Agency shall extend full co-operation in bringing about improvements as advised by the Institute and/or Mess Committee.

- 7. Quality measures:** The IIMV Administration/Mess Committee has right to visit and inspect the locations and conditions of the raw material storage area, kitchen, cooked-food storage area, cleaning area of the Agency at its premises as part of monitoring the implementation of relevant terms and conditions. The inspections will be done randomly and without prior intimation to the Agency, on any day and at any time. Any non-conformity shall attract penal action.
- 7.1 Further, IIMV can also inspect and ensure that only the items with brands as specified by the Institute are being used for cooking the food. Any non-conformity shall attract suitable penalty.
- 7.2 The Agency should produce a valid Pest Control Certificate issued by any licensed pest control agency registered with Indian Pest Control Association when demanded.

12. DURATION OF CONTRACT:

- 12.1 The contract shall be awarded for a period of one year from the date of commencement of the Contract. IIMV will have discretion for extending it for further term of one or more years on mutually acceptable terms and conditions and rates at the sole discretion of IIMV.
- 12.2 However, it will be obligatory on the part of the agency to continue to work at the rates prevailing on the last date of the Contract even beyond contract period or extended period, for at least 3 (three) months or till the new contract is finalized, whichever is earlier.

13. SECURITY DEPOSIT:

The successful bidder whose rates are finally accepted shall deposit a sum of ₹ 9,00,000/- (Rupees Nine lakhs only) as Security Deposit within 7 days from the date of the communication of award of contract by way of Deposit Receipts or Bank Guarantee which will be valid for a period of 6 more months beyond the period of contract. The EMD amount deposited by bidder will be refunded on submission of SD. No interest will be paid on the performance security/SD.

14. Payment Terms:

The contractor shall raise the bills as per the formats provided by this office and the payment shall be released within 21 days of receipt of such bills subject to due verification. Contractor shall produce the certified challans for payment of GST along with bills for current month. Failure of production of such bills/challans shall lead to withholding of payments. TDS and all other taxes will be deducted as per applicable rules.

15. PENALTY CLAUSE:

Any member of the designated Mess Committee or IIMV Administration can inspect the mess, kitchen of the agency/campus or any process without any prior notice to agency. In case of any discrepancy (in terms of quality of food or hygiene) or any case of negligence, appropriate punitive action in terms of financial penalty shall be levied. The quantum of financial penalty will depend on the following groups in which the said complaint is listed.

Group 1:

- (i) Non-availability of complaint/suggestion book at food serving locations
- (ii) Non-availability of Supervisor at Mess Timing
- (iii) Absence of proprietor or his manager empowered to take decision from mess committee meetings on due invitation

- (iv) Violation of dress code by any of the staff member engaged by the agency during service
- (v) Failure to maintain a proper health check-up of the workers and producing health fitness certificates
- (vi) Failure in keeping time schedule
- (vii) Garbage items found accumulated and/or hamper the functioning of the drainage/ sewage system.

Group 2:

- (i) Violation of quality parameters of food
- (ii) Failure in providing sufficient quantity of food items
- (iii) Poor hygiene in food preparation/transportation/serving
- (iv) Using of raw materials of brands other than specified
- (v) Any complaints of insects/stones/pebbles/foreign objects (plastics, glass pieces etc) found in any food item
- (vi) Changes in menu of any meal without prior approval
- (vii) Unhygienic conditions in preparation and transportation
- (viii) Meal was not cooked properly
- (ix) Using any raw material after the date of expiry mentioned thereon
- (x) Inappropriate personal hygiene of workers
- (xi) Any other thing which is found unsuitable to the cooking and serving conditions as felt by the Students Committee/IIMV Administration.

For the complaint in Group 1, a penalty of Rs. 5000/- shall be levied and the complaints in Group-2 will be levied a penalty of up to total bill amount for that day for that location of serving. In case of repetition of complaints related to above issues, IIMV Administration can cancel the contract unilaterally without any notice and performance guarantee/Security Deposit submitted by the agency will be forfeited.

In case, the firm fails to provide the required services within specified delivery period, the same services will be obtained from open market and the difference of cost, if any, will be recovered from Performance Security or from pending bill(s) of the contractor or from both in case the recoverable amount exceeds the amount of Performance Security.

16. FORCE MAJEURE:

- 16.1 If at any time, during the continuance of the agreement/contract, the performance in whole or in part, by the firm, of any obligation specified in the agreement/contract, is prevented, restricted, delayed or interfered, by reason of war or hostility, act of the public enemy, civil commotion, sabotage, act of State or direction from statutory authority, explosion, epidemic, quarantine restriction, fire, floods, natural calamities or any act of GOD, (hereinafter referred to as event), the firm/agency may be excused from performance of its obligation provided that notice of happenings of any such event is given by the firm to IIMV within two calendar days from the date of occurrence thereof. Provided further that the obligations under the Agreement shall be resumed by the firm, as soon as practicable, after such event comes to an end or ceases to exist. The decision of IIMV as to whether the obligations may be so resumed (and the time frame within which the obligations may be resumed) or not, shall be final and conclusive.
- 16.2 However, the Force Majeure events mentioned above will not in any way cause extension of the

period of the Contract.

17. LAWS GOVERNING AGREEMENT/CONTRACT:

The Agreement/Contract entered into between IIMV and the firm shall be governed by the laws of India for the time being in force.

18. TERMINATION FOR INSOLVENCY:

The IIMV may at any time terminate the Contract by giving a written notice to the awarding firm, without compensation to the firm, if the firm becomes bankrupt or otherwise insolvent as declared by the competent Court, provided that such termination will not prejudice or affect any right of action or remedy, which has accrued or will accrue thereafter to the Institute.

19. ARBITRATION:

In the event of any dispute arising between IIMV and the agency in any matter covered under this Agreement/Contract or arising directly or indirectly therefrom or connected or concerned with the said Agreement/Contract in any manner of its implementation of any terms and conditions of the said Agreement/Contract, the matter shall be referred to the Director, IIMV who may act as sole arbitrator or may nominate an officer of IIMV as sole arbitrator, notwithstanding the fact that such officer has been directly or indirectly associated with the contract. The firm will not be entitled to raise any objection for the appointment of such officer of IIMV as the sole arbitrator. The award of the arbitrator shall be final and binding on both the parties to the agreement subject to provisions of Arbitration and Conciliation Act, 1996 and rules made thereunder. The parties expressly agree that the arbitration proceedings shall be held at Visakhapatnam, Andhra Pradesh. The language of arbitration shall be in English only.

Any clarification regarding the meaning or intent or interpretation of any of the provisions of these terms and conditions required at any point shall be sought from Director, IIMV whose decision in the matter shall be final and binding. Any other matter relevant to but not covered in the Contract shall also be decided by making reference to him and his decision shall be final and binding.

20. JURISDICTION OF COURTS:

All disputes arising, if any, under this tender/contract shall be subjected to the jurisdiction of courts of Visakhapatnam, Andhra Pradesh.

(to be printed on bidders letterhead, scanned and uploaded)

LETTER OF SUBMISSION OF TENDER

The Senior Administrative Officer
Indian Institute of Management Visakhapatnam
Andhra Bank School of Business Building
Andhra University Campus, Visakhapatnam- 530 003

Subject: Tender for “Food Catering Services at IIMV Campus and Student Hostels”.

Dear Sir,

Subject to the conditions given in the tender documents, I/We hereby submit bid for food catering and mess services in IIMV campus and student hostels for IIM Visakhapatnam at the rates specified in the Financial Bid (Annexure - III of the tender document). I/We hereby certify that I/We have read all the terms and conditions of the tender document and agree to abide by them unconditionally.

Declaration

I/we _____, the undersigned being authorized signatory or _____ for submission of bid for “food catering and mess services in IIMV campus and student hostels” against Tender No.: _____, hereby declare that all the documents submitted and details furnished are true and correct to the best of my knowledge. I understand that if at any time, during or after the tender process or after award of contract, the documents or the details submitted are found to be false/ manipulated/ fabricated with a mal-a-fide intention, the bid will be summarily rejected/contract be nullified and suitable action as deemed fit be initiated against my firm/company/agency.

Name of the Bidder (firm/Co./agency): _____

Address of Registered/branch office: _____

Authorized person’s Name and designation: _____

Contact No: _____ E-mail: _____

Date: _____ Signature: _____

Place: _____ (Company Seal) Full name: _____

TECHNICAL BID

S. No.	Criteria item	Documents to be uploaded (Attested photocopies)	Submitted YES/NO
1	The agency shall be a firm/company/ proprietorship establishment registered under suitable Act, with a registered/ branch office in Visakhapatnam.	Copy of Certificate of registration of the firm/ company/ proprietorship establishment	
2	The agency shall have a valid license for commercial operations in the field of Catering services issued by the Competent Authority	Copy of Certificate of License issued by the Competent Authority	
3	The agency shall have valid GST registration and PAN	Copies of PAN card and GST registration certificate	
4	The agency shall have valid registrations under all applicable labor laws like ESIC Act, PF Act, Payment of Wages Act, Payment of Bonus Act, Payment of Gratuity Act, Contract Labor (R & A) Act etc.,	Copies of registration certificates under these labor laws	
5	The Agency shall have minimum 5 years of experience in the field of institutional/industrial catering	Copy of Certificate of registration of the firm/establishment duly mentioning the nature of business	
6	The agency should have executed a contract with any large corporate body/PSU/Govt organization/ large educational institution for serving not less than 200 meals per day (lunch or dinner, not combined/together) in any 01 year during last 03 Financial Years.	Copies of Work orders/ contracts/ agreements (duly indicating the number of meals served per day) AND their work completion certificates/ recommendation letters/ final payment statements	
7	The agency should not have been blacklisted by Central/State Govt/PSU at any point of time, nor is any criminal case registered / pending against the agency or its owner/partners anywhere in India.	A declaration to be submitted in original (Annexure-V).	
8	The agency shall have fully equipped proper kitchen (not in temporary shed/hut/semi-finished etc) within a radius of 10 km from IIMV campus.	Any valid documentary proof showing the existence of kitchen as mentioned	

The bid without any of these documents shall be treated as incomplete. The bids with documents NOT matching with above eligibility criteria and incomplete documents will be declared as 'Not eligible'. All the above documents should be clearly stamped and signed by the authorized signatory of the bidder. All supporting documents in support of above clauses shall be produced along with Technical Bid documents. As the Technical Score for each bidder is evaluated based on these documents, bidders are advised to attach as much relevant documents as available with them. All document shall be serially numbered

Date:

Signature:

Place:

Full name:

(Company Seal)

FINANCIAL BID

NOTE: The bidder should quote rates for all items. Partially quoted Financial Bids will not be considered. Bids with any conditions will be liable for rejection.

A. Financial bid for serving the food at 3 locations (2 hostels* & Campus):

S.No	Item	Rate Per person per day (INR)
1	Breakfast	
2	Lunch	
3	Snacks	
4	Dinner	
TOTAL		

* - In case the Institute hires another hostel, the bidder should also serve at that location at the above rate. No additional payment is admissible.

- The items, timings, places and number of servings are tentative as indicated in the Scope of Work.
- The price quoted shall be all inclusive, except GST.
- GST will be paid as applicable
- No other payments are admissible.
- The rate quoted for serving to each person should be inclusive of arranging of cutlery, cooking, transportation, deploying of required manpower as specified in the document cleaning/washing of used plates and waste disposal at all locations.

To be uploaded in MS Excel format in e-procurement portal while submitting the bid.

Date:

Signature:

Place:

Full name:

(Company Seal)

(to be printed on Agency's letterhead)

LETTER OF AUTHORISATION FOR ATTENDING TECHNICAL BID OPENING

Subject: Authorization for attending bid opening of Tender for food catering and mess services in IIMV campus and student hostels

The undermentioned person is hereby authorized to attend the bid opening for the tender mentioned above on behalf of _____ in order of preference given below.

Name

Specimen Signature

Signatures of bidder

Or

Seal

Officer authorized to sign the bid documents on behalf of the bidder.

Note:

1. Only one representative will be permitted to attend bid opening. Alternate representative will be permitted when regular representative is not able to attend.
2. Permission for entry to the hall where bids are opened may be refused in case authorization as prescribed above is not received.

(to be printed on Agency's letterhead)

Non-Blacklisting declaration

To:

The Senior Administrative Officer
Indian Institute of Management Visakhapatnam
Andhra Bank School of Business Building
Andhra University Campus
Visakhapatnam 530 003

Subject: Non-Blacklisting declaration in connection with IIM Visakhapatnam Tender No: IIMV/Admin/Food Catering/2019-20/001 Dated: 31 August, 2019 for providing Food supply and catering services for IIMV campus and Student hostels.

Dear Sir,

This is to notify you that our Firm/Company/Organization intends to submit a proposal in response to invitation for Tender No: IIMV/Admin/Food Catering/2019-20/001 Dated: 31 August, 2019 for providing Food supply and catering services for IIMV campus and Student hostels. In accordance with the above we declare that:

- a. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment.
- b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Sincerely,

Date:

Signature:

Place:

Full name:

(Company Seal)

21. INSTRUCTIONS FOR ONLINE BID SUBMISSION

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:

- a) 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 "Online bidder Enrollment" on the CPP Portal which is free of charge.
- b) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- c) 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.
- d) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
- e) 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.
- f) 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:

- a) 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.
- b) 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.
- c) 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

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) 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.
- c) 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/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- d) 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" or "Other Important Documents" 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:

- a) Bidder should log into the site well in advance for bid submission so that they can 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.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- d) 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 concerned official, latest by the last date of bid submission or as specified in the tender documents. 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.
- e) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white 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.

- f) The server 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.
- g) 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. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- i) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), 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.
- j) 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

- a) 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.
- b) 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.