

Bid Document

| Bid Details | |
|--|---|
| Bid End Date/Time | 02-07-2022 14:00:00 |
| Bid Opening Date/Time | 02-07-2022 14:30:00 |
| Bid Offer Validity (From End Date) | 70 (Days) |
| Ministry/State Name | Ministry Of Health And Family Welfare |
| Department Name | Department Of Health And Family Welfare |
| Organisation Name | North Eastern Indira Gandhi Regional Institute Of Health Ar Medical Sciences (neigrihms) |
| Office Name | Neigrihms, Shillong |
| Item Category | Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian, Non-Vegetarian; Breakfast, Lunch, Dinner; Out Building Premises (inclusive for employees, visitors) |
| Contract Period | 5 Year(s) |
| Minimum Average Annual Turnover of the bidder (For 3 Years) | 11 Lakh (s) |
| Past Experience of Similar Services required | Yes |
| MSE Exemption for Turnover | Yes |
| Startup Exemption for Turnover | Yes |
| Document required from seller | Experience Criteria,Bidder Turnover,Certificate (Requested ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Ac Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience Turnover Criteria, the supporting documents to prove his e for exemption must be uploaded for evaluation by the buy |
| Bid to RA enabled | No |
| Time allowed for Technical Clarifications during technical evaluation | 4 Days |
| Evaluation Method | Total value wise evaluation |

EMD Detail

| | |
|-------------------|----------------|
| Advisory Bank | Bank Of Baroda |
| EMD Percentage(%) | 2.00 |
| EMD Amount | 44000 |

ePBG Detail

| | |
|-------------------------------------|----------------|
| Advisory Bank | Bank Of Baroda |
| ePBG Percentage(%) | 3.00 |
| Duration of ePBG required (Months). | 62 |

(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

Deputy Director Admn
 Neigrihms, Shillong, Department of Health and Family Welfare, North Eastern Indira Gandhi Regional Institute of Health Medical Sciences (NEIGRIHMS), Ministry of Health and Family Welfare
 (Deputy Director)

Splitting

Bid splitting not applied.

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order worth 10 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company. Copies of contracts / work orders and documentary evidence of successful execution / completion in support of Past Experience of Similar Services along with names, address and contact details of clients shall be uploaded with the bid for verification by the Buyer.

Additional Qualification/Data Required

Annual Turnover and Profit Requirement: Bidder/contractor should have average annual financial turnover of INR 100,000.00

Number (up to 100%) of service provided in the past year to government agencies with minimum footfall.: experience of running a registered/recognized Guest House/Hotel/Restaurant/Coffee Shop/Snack Corner

Number (Up To 100%) Of contracts executed with business revenue of not less than xxx in A Single Contract

A Government Agency In The Past Three Years:experience of running a registered/recognized Guest House/Hotel/Restaurant/Coffee Shop/Snack Corner

Minimum Years (Up To 5 Years) Of Experience in Related Field:Two years experience a registered/recognized House/Hotel/Restaurant/Coffee Shop/Snack Corner

If you want to add additional conditions in addition to standard SLA then please mention the clauses of additional SLA.:The following parameters carrying equal weightage on ten mark basis and essential parameters (N average scoring of 50%) needs to be met for being techno -commercially compliant.

Sl. No. Parameters Full Marks

1. Presentation /Mode of operation 10
2. Cleanliness /Hygiene /Methodology 10
3. Experiences as per e-tender 10
4. Qualified /Experience Manpower as per e -tender /capabilities of personnel 10
5. Valid FSSAI License in the name of e-bidder 10
6. Steps /Proposal for security safety / Uniform for manpower engaged 10
7. Outlook /Modular design /Proper usage of units 10
8. Operations of at least one unit by the bidder for two years in IITs/NITs/IIMs/AIIMS /Railways/ Airport Authority of India
9. Declaration and methodology of cleanliness with methodology of disposal 10
10. Additional /Performance as per e -tender condition 10

Canteen Staff:[1655884139.pdf](#)

Specifications of Food Consumables (Brand, specific mandi, supplier store, Vegetables, Cooking Essential Packaged foods, food ingredients, etc):[1655884221.pdf](#)

Menu Items:[1655884227.pdf](#)

If you want to add additional conditions in addition to standard SLA then please upload approval from competent authority.:[1655884250.pdf](#)

Scope of Work:[1655884276.pdf](#)

Distribution/ Serving Style:[1655884214.pdf](#)

Display Shelf Details:[1655884233.pdf](#)

Smart Vending Machines Details:[1655884238.pdf](#)

Last 3 Year Consumption of Canteen for Service Provider's reference:[1655884246.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are

| Parameter Name | Max Marks | Cutoff Marks | Qualification Methodology Document |
|--|-----------|--------------|------------------------------------|
| Presentation /Mode of operation | 10 | 5 | View File |
| Cleanliness /Hygiene /Methodology | 10 | 5 | View File |
| Experiences as per e-tender | 10 | 5 | View File |
| Qualified /Experience Manpower as per e -tender /capabilities of personnel | 10 | 5 | View File |
| Valid FSSAI License in the name of e-bidder | 10 | 5 | View File |

| | | | |
|---|----|---|---------------------------|
| Steps /Proposal for security safety / Uniform for manpower engaged | 10 | 5 | View File |
| Outlook /Modular design /Proper usage of units | 10 | 5 | View File |
| Operations of at least one unit by the bidder for two years in IITs/NITs/IIMs/AIIMS or Central Medical Institute/Railways/ Airport Authority of India | 10 | 5 | View File |
| Declaration and methodology of cleanliness with methodology of disposal | 10 | 5 | View File |
| Additional /Performance as per e - tender condition | 10 | 5 | View File |

Total Minimum Qualifying Marks for Technical Score: 50

QCBS Weightage(Technical:Financial):30:70

Interview Venue:E-Procurement Cell , Ground Floor, Director block, NEIGRIHMS Shillong-793018 on 5/6th July '2022Tel:0364-2538032

Presentation Venue:E-Procurement Cell , Ground Floor, Director block, NEIGRIHMS Shillong-793018 on 5/6th July '2022Tel:0364-2538032

Pre Bid Detail(s)

| Pre-Bid Date and Time | Pre-Bid Venue |
|-----------------------|--|
| 27-06-2022 13:00:00 | E-Procurement Cell , Ground Floor, Director block, NEIGRIHMS Shillong-793018 Tel:0364-2538032 |

Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian, Non-Vegetarian; Breakfast, Lunch, Dinner; Outside Building Premises (inclusive For Employees, Visitors (5

Technical Specifications

| Specification | Values |
|--------------------------------------|--|
| Core | |
| Type of Diet | Vegetarian , Non-Vegetarian |
| Type of Meal | Breakfast , Lunch , Dinner |
| Type of Canteen Space | Outside Building Premises (inclusive for employees, visitors |
| Electricity Charges | To be provided by Service Provider |
| Cooking Gas Charges | To be provided by Service Provider |
| Water Charges | To be provided by Service Provider |
| Basic Furniture | To be provided by Service Provider |
| Canteen's Operational Days in a week | 7 days a week |
| Cooking Equipments | To be provided by Service Provider |
| Essential Crockery | To be provided by Service Provider |
| Canteen Staff | To be provided by Service Provider |

| Specification | Values |
|-----------------------------|---|
| Distribution/ Serving Style | From single point - (canteen establishment) |
| Uniform for Canteen Staff | To be provided by Service Provider |
| Display Shelf | To be provided by Service Provider |
| Smart Vending Machines | To be provided by Service Provider |
| Addon(s) | |
| Additional Details | |
| Canteen Start Time | 0700 |
| Canteen End Time | 2230 |

Additional Specification Documents

Consignees/Reporting Officer and Quantity

| S.No. | Consignee/Reporting Officer | Address | Total No of Employees/ Individuals/ Footfall to be served per day | Additional Requirements |
|-------|------------------------------|--|---|--|
| 1 | Euginia Winty Nora Malngiang | 793018,P.O. NEIGRIHMS, Mawdiangdiang, Shillong | 500 | <ul style="list-style-type: none"> Total Canteen (In Sqft) : 1380 Monthly Licenses: 10000 Duration in Months: 60 Working Days Month : 31 |

Buyer Added Bid Specific Terms and Conditions

- Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along Supply/ Purchase Order.
- Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 50% of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the order quantity by up to 50% of the contracted quantity during the currency of the contract at the contracted rate: are bound to accept the orders accordingly.

- Generic**

Bidders shall quote only those products in the bid which are not obsolete in the market and has at least 5 year residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

4. **Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25% of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the order quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidder are bound to accept the orders accordingly.

5. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of NEIGRIHMS EMD SECURITY DEPOSITS payable at Shillong.

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to Buyer within 5 days of Bid End date / Bid Opening date.

6. **Forms of EMD and PBG**

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C (Name of Buyer). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the bank. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

7. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of NEIGRIHMS EMD SECURITY DEPOSITS payable at Shillong.

Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to Buyer within 5 days of Bid End date / Bid Opening date.

8. **Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name NEIGRIHMS EMD SECURITY DEPOSITS Account No. 30270200000027 IFSC Code BARB0MAWDIA Bank Name BARODA Branch address MAWDIANGDIANG, SHILLONG-793018, MEGHALAYA. .

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line bidding. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

9. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of NEIGRIHMS EMD SECURITY DEPOSITS payable at Shillong. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

10. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name NEIGRIHMS EMD SECURITY DEPOSITS Account No. 30270200000027 IFSC Code BARB0MAWDIA Bank Name BANK OF BARODA Branch address MAWDIANGDIANG, SHILLONG-793018, MEGHALAYA. . Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

11. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

ONLINE GEM BIDS ARE INVITED BY DIRECTOR, NEIGRIHMS FC
SELECTION OF SERVICE AGENCY /CONTRACTOR FOR RUNNING
/OPERATION OF EXTENDED HOUR SNACKS CENTRE (PREFERABLY
HRS x 7 DAYS), LOCATED AT 1ST FLOOR PUBLIC UTILITY BLOCK
NEIGRIHMS, SHILLONG INCLUDING PROVISION OF FOODING,
CUSTOMER SERVICES, HOSPITALITY SERVICES, FOR A PERIOD
FIVE YEARS RENEWEABLE ON YEARLY BASIS AT THE DISCRETION
OF THE INSTITUTE OR TILL THE FINALIZATION OF THE NEXT TENDERS
WHICHEVER LATER.

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences

(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)

Director's Block, Mawdiangdiang, Shillong 793 018 (Meghalaya)

Website: www.neigrihms.gov.in /**E -mail:** storeneigrihms@gmail.com; **Tele /Fax:** (0364) 253803

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences

(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)

Director's Block, Mawdiangdiang, Shillong 793 018 (Meghalaya)

Website: www.neigrihms.gov.in /E -mail: storeneigrihms@gmail.com; Tele /Fax: (0364) 253803

Online GeM bid are invited by Director, NEIGRIHMS, Shillong for selection of service agency/ contractor
NEIGRIHMS, as per enclosed specification and related terms and conditions.

1. Earnest Money Deposit (EMD) in the form of Call deposit, Banker's Cheque, Fixed deposit or

draft, drawn in favour of Deputy Director (Admn.), NEIGRIHMS, Shillong or Bank Guaranteed Scheduled Bank, shall be scanned and submitted online, along with the Techno-commercial e-bid (priced E-bid), within the period of GeM Bid online submission date and time and the original (hard copy) should be sent to Store & Procurement Officer, Director's Block, Mawdiangdiang, NEIGRIHMS, Shillong-793018 within the stipulated date and time.

2. In the event of the date being declared as a closed holiday for purchaser's office, the due opening of e-bids online will be the following working day at the appointed time.
3. E-bidders/GeM Bidders need to scan and upload the required documents like GST registration, PAN Number/Card, valid document regarding the existence and registration of the bidder along with the with Techno-commercial e-bid.
4. No work will be allotted to Non-tribal e-bidder, contractors, Suppliers, stockists, bonded warehouse, private carriage contractors, cooperative societies etc except under a valid trading license issued by Khasi Hills Autonomous District Council, Shillong.
5. The period of this contract will be initially for one year, thereafter, it may be renewed on year to year basis based on the performance to be evaluated by the Director/delegated officer/Committee of the Institute. In the event of termination or expiry of the agreement, the Contractor shall hand over the premises and equipments/properties etc. of NEIGRIHMS in the custody to the latter within the stipulated notice period.
6. NEIGRIHMS reserves all rights to make any changes in terms and conditions of the GeM Bid.
7. Settlement of disputes - Director, NEIGRIHMS or his authorized representative shall be the final authority in all disputes and decision will be binding on all concerned.

For any clarification and further details please contact @ Telephone No: 0364 -2538032 or contact any person during office hours.

Sd/-

Stores & Procurement Officer

For and on behalf of Director, NEIGRIHMS,

SECTION I:

NEIGRIHMS is a super specialty medical institution for post graduate education, research and customer services. The Institute's hospital is in the permanent complex at Mawdiangdiang, Shillong-793018, presently having a capacity of around 500 beds.

The Institute is planning to engage a **SERVICE AGENCY/CONTRACTOR FOR OPERATION AND MAINTENANCE OF EXTENDED HOURS FOOD/SNACKS CORNER, FOR A PERIOD OF FIVE YEARS, RENEWABLE ANNUALLY BASED ON SATISFACTORY PERFORMANCE.**

The technical supervision and quality of the food and nutritional requirements have to be done under the supervision of the delegated Committee, Hospital Administration and the Medical Superintendent of the hospital and associated technical manpower.

Scope of Work and Conditions of NIT :

1. The Institute requires snack centre contractor(s)/service agency to run the food provision and services at Residential Campus of NEIGRIHMS, Shillong on justified tentative rates fixed by the Institute. The snack centre contractor(s)/service agency may be allocated one additional area for operation on the same terms and conditions, if considered appropriate by the Institute authorities.
2. The snacks centre services are also required to be extended during the examinations seminars, welcome tea, farewell tea, annual events and orientation courses etc.
3. To fix the menu in consultation with the delegated Committee of the Institute from time to time.
4. To supply Tea/Coffee/Cold Drinks and other ready made beverages as and when required.
5. The contract period shall commence on the date of commencement and shall remain for five years with an option for renewal annually based on satisfactory performance on the same terms conditions and the rates at which the contract is awarded will be valid throughout the contract, subject to performance certified by the evaluation committee and at the option of the Institute authorities. Any escalation/de-escalation indicated in the bid shall be taken for the purpose of price evaluation prior to award of contract. Claims after the award process, whatsoever, on account of increases in the rate of material to be used and other factors such as statutory payments, etc., shall be entertained and it will be the responsibility of the contractor to bear all other expenses. However, if there is any downward revision of all the rates due to revision of govt. rates or any other reasons, the same shall be passed on to the NEIGRIHMS, Shillong through appropriate order. The maximum of 5% of the contracted rates.
6. All the Technical Bid will be scrutinized, by the evaluation committee constituted by the Director. All relevant documents for their authenticity and the E-bidder whose Technical tenders are accepted will be informed about the date and time for opening the Financial Bids.
7. Earnest Money Deposit (EMD) of **Rs 44,000.00 (Rupees forty four thousand only)** Calculate average estimated sales per day @ Rs 10000 x 365 (days), in the form of Call deposit or Fixed Deposit Demand draft or Bank Guarantee in favour of "EMD and Security Deposit Account", NEIGRIHMS, Shillong to be enclosed online valid for 165 days or extendable till finalization of the bidding whichever is earlier. EMD submitted to the Tender Inviting Authority within the closing date and time of e-bidding. EMD of unsuccessful bidders shall be refunded and a successful bidder has to submit performance guarantee of 5% of average estimated sales per day-@ Rs 10000 x 365 (days)X 5), valid for a period of 60 days beyond the contract period. No e-bidder will be allowed to withdraw after submission of the e-bids within the bid validity period otherwise the EMD submitted by the tendering firm would stand forfeited.
8. In case the successful e-bidder declines the offer of contract, for whatsoever reason(s), his EMD will be forfeited.
9. A formal contract shall be entered into with the successful e-bidder. In this contract, the successful bidder shall be defined as contractor.

10. The contractor shall take at his own cost, if required, necessary insurance cover in respect of other personnel to be employed or engaged by him in connection with the afore mentioned services at NEIGRIHMS and shall indemnify NEIGRIHMS against all acts of omissions, fault, breaches and or any demand, loss injury and expenses to which NEIGRIHMS, Shillong may be party or involved as a result of contractor failure to comply and of the obligation under the relevant act law which the contractor is to

11. The successful bidder/contractor will be required to enter into an Agreement/ Contract. The agency shall undertake to sign the rate contract agreement within 15 (fifteen) days from the issue of the acceptance, failing which EMD/security deposit may be forfeited and name may be removed from list of contractor/supplier at NEIGRIHMS, Shillong. The successful agency shall have to enter into agreement with the Institute and the cost incurred in this connection, shall be borne by bidder/bidder/agency.

12. The catering services will be provided to the Institute at the fixed rate. The timings and working hours of the snacks centre will be regulated by the snacks centre committee. The contractor shall display the menu items & rates in the premises.

13. The agency has to give an declaration that there is no vigilance/CBI case pending against the firm/ contractor.

14. No work will be allotted to Non-tribal Agency, Stockists, bonded warehouse, private carriage, co-operative societies etc except under a valid trading license issued by the Khasi Hills Autonomous District Council, Shillong.

15. The snacks centre should be kept neat & clean and free of unhygienic conditions.

16. The responsibility of maintaining the cleanliness and hygienic condition of the snacks centres shall be that of the contractor, at his own cost and proper disposal of waste. In case of violation of this condition the centre Management Committee may have the right to impose a fine and the contract may be cancelled giving a week's notice to vacate the premises.

17. The manpower /staff (not below the age of 18 years) employed by the contractor shall have to be medically fit and kept neat and clean. The contractor shall not employ young children as prohibited under law / rules / regulations.

18. The contractor shall have to construct /make his own modular /fabricated structure /furniture at their own cost and risk, for the food/snacks corner without destroying /alteration of the Institute premises.

19. The contractor shall be responsible for ensuring safety and maintenance of all the equipment installed/provided by the Institute, during the entire period of the contract. If any damaged equipment/fixtures found then the same will be recovered from the contractor. The contractor shall take adequate fire pre-cautions.

20. The contractor shall maintain the Institute premises in good condition and shall not cause any thereto. If any damage is caused to the premises by the contractor or his workers, employees or agents same shall be rectified by the contractor at his own cost either by rectifying the damage or by pay compensation as may be determined by the Institute.

21. The successful e-bidder shall not sub-let the premises either in whole or in part. The premises shall be used for residential purposes even for the snacks centre staff. No additions or alterations of the premises shall be made without permission of the Institute. No bathing and washing of clothes etc. will be allowed in the snacks centre.

22. The contractor and his employees would be governed by the discipline/ rules as may be laid down by the Institute while they are in the Institute premises.

23. Electricity & Water Charges shall be paid by contractor as per actual consumption on the prevail of Meghalaya Power Distribution Co Ltd /MSEB or at such higher rates as may be decided by the Institute from time to time. The space shall be provided on payment of license fee of Rs. 10000.00 per month for any change, modification by the Institute authorities subject to evaluation or fair rental value as deemed by the Institute authority from time to time.

24. Quality of food/services provided will be inspected /checked from time to time and if found unsatisfactory the contract may be cancelled at any time by the Institute with/ without furnishing any notice. The Institute reserves the right to impose a fine, as included in the e-bidding document.

25. The conduct/characters/antecedents and proper bonafide of the workers in the snacks centre shall be the sole responsibility of the contractor. However, the contractor should provide the necessary details of all employees (permanent, temporary, casual) to the Institute. All the employees should be police verified.

26. The decision to award the snacks centre services contract will be taken on the basis of price feasibility, quality and quantity.

27. The contractor will use only the commercial cylinder and ISI marked gas stove for the purpose of cooking.

28. Police verification and worker's identity cards will be compulsory before taking the contract for complementary services (snacks centre). Employees will be in proper uniform provided by the contractor and shall be medically found fit, hygienically suitable, nails trimmed, haircut and shave taken.

29. Electronic billing machine for token system will be necessary.

30. The e-bidder shall be required to display the price list of all the food articles, soft drinks, tea, coffee and juice sold in the snacks centre. The prices of the items sold in NEIGRIHMS, SHILLONG snacks centre shall not be more than the local market rate and shall be got approved and reviewed by committee of NEIGRIHMS/SHILLONG officials on regular basis. The approved rate list shall be displayed at proper location within the premises.

snacks centre areas by the e-bidder.

31. The e-bidder must visit the campus and the snacks centre premise to see the infrastructure bidding. The e-bidder will be provided on monthly maintenance charge for the space and infrastructure tables, chairs, lights, fans, water coolers and water supply. Snacks centre furniture, kitchen utensils plates, LPG etc. will be provided by the e-bidder.

32. E-bidder shall not sell any cigarette, bidi, pan, alcohol etc. in the snacks centre and in the NEI premises, if anyone are found indulged in this business the person shall be asked to leave the immediately and the e-bidder shall be liable to lose the contract for breach of this condition.

33. As regards quality of materials and preparation, the e-bidder shall ensure that: (a) Food ingredients additives and materials must be of best quality available in the market, (b) Vegetables, bread, fruit other such perishable items should be fresh from the market on daily basis, (c) the E-bidder shall take meticulous care to provide clean and quality food in all preparations, (d) the menu decided by the centre Committee should be invariably followed. The committee members shall have free access to the kitchen, service counters and dining hall at any time on any working day, and (e) waste and disposal must be done twice a day on regular basis.

34. The E-bidder shall ensure that the staff engaged by him observes safety precautions and regulations at the campus.

35. The E-bidder shall not utilize the premises and facilities of the Institute to cater any other client than NEIGRIHMS, Shillong students, faculty, staff and visiting faculties/guests.

36. The E-bidder shall ensure that either he himself remains present during breakfast/lunch/dinner service the students or one of his responsible supervisors remains present.

37. The e-bidder shall not keep the snacks centre closed without prior permission from the NEI Shillong authority. Any such incident shall be treated as breach of contract and suitable action and penalty shall be taken for the same by NEIGRIHMS, Shillong, as it may deem fit.

38. The e-bidder shall bring their own tools, cookers, hot boxes, steam boxes, trolleys, equipment, plates, jugs, etc., in sufficient quantity as needed to maintain the snacks center, in addition to provided by NEIGRIHMS, Shillong.

39. Any attempt at negotiation direct or indirect on the part of the e-bidder with the authority to whom submitted the tender or the authority who is competent finally to accept it after he has submitted his or any endeavour to secure any interest for an actual or prospective e-bidder or to influence by any the acceptance of a particular tender will render the tender liable to exclusion from consideration

40. The E-bidder and his staff shall abide by various rules and regulations of NEIGRIHMS, SHIL prevalent from time to time.

41. The E-bidder shall comply with all existing labour legislations and Acts, Provisions, such as Labour Regulation Act, Workmen's' Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, ESI Act, etc. For any lapse or breach on the part of the E-bidder in respect of non-compliance with Labour legislation in force during the validity of the contract, the E-bidder would be fully responsible and would indemnify the Institute, in case the Institute is held liable for the lapse if any, in this regard.

42. The E-bidder shall submit to NEIGRIHMS, Shillong a list of all workers engaged to carry out the work, indicating name, age, home address, qualifications, etc, and would also intimate as and when change takes place. The E-bidder shall not at any time engage any minor to carry out the work under the contract.

43. The E-bidder shall undertake that any act of omission or commission including theft, by his staff shall be his sole responsibility and further that he would compensate the Institute immediately, any loss or damage or theft occurring on account of his staff individually or collectively.

44. NEIGRIHMS, Shillong would have the right to terminate the contract without notice before the expiry of the term, in case the work performance is not up to the standard, or in case there is any violation of NEIGRIHMS, Shillong rules & regulations, or if there is any lapse in compliance of any labour legislation or there is any incident of indiscipline on the part of the E-bidder or his staff. The decision of NEIGRIHMS, Shillong authorities in this regard would be final and binding on the E-bidder. In such an event, NEIGRIHMS, Shillong shall have the right to engage any other e-bidder to carry out the task.

45. The E-bidder and his staff shall comply with all instructions and directions of the NEIGRIHMS, Shillong authorities given from time to time. In the event of any emergent situation, the staff of the E-bidder shall comply with instructions given by the NEIGRIHMS, Shillong authorities, without waiting for confirmation from the E-bidder.

46. All the workers engaged by the E-bidder for carrying out tasks under this contract, shall be deemed to be the employees of the E-bidder only. The e-bidder shall be solely responsible for their wages, fringe benefits, conduct, duty roster, leave-records, relievers, etc. The e-bidder shall also provide its Workers photo cards which shall be checked by the NEIGRIHMS, Shillong, as and when necessary.

47. The Successful service agency/contractor shall maintain a complaint book in a prominent place on the premises and in such a way that it is easily accessible to any person who wishes to record any complaint. The said book shall be open for inspection by the concerned officer of NEIGRIHMS, Shillong.

48. The Contractor shall maintain and provide all necessary documentation, registers and records in connection with the performance of snacks centre and other related documents including for compliance with any statutory requirements and provisions of applicable laws.

49. Noncompliance of any terms and conditions enumerated in the contract shall be treated as breach of the contract.

50. The contractor shall ensure that the person deployed are disciplined and conduct in office per best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, loitering without work and engaging in gambling, satta or any immoral act.

51. Settlement of disputes - Director, NEIGRIHMS or his authorized representative shall be the final in all disputes and decision will be binding on all concerned. The jurisdiction in respect of settle disputes in Stores & Civil contracts shall be as per the Commercial Courts, Commercial Divi: Commercial Appellate Division of High Courts (Amendment) Ordinance 2018, wherein the provision institution mediation, has been made mandatory in respective cases by the parties to the dispu mediation shall be under the authorities constituted under Legal Service Authority Act, 1987. \ Arbitration: The venue of arbitration shall be the place from where the contract has been issued, i.e.,

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Additional Conditions:

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1. Charges for the lunch, snacks etc. provided on occasions as per the orders of NEIGRIHMS, shall be processed by the respective section on submission of bills.
2. The payment towards hospitality bills of NEIGRIHMS, Shillong office shall be released on a basis after scrutiny of authorization of supply and the prices claimed by e-bidder. Any supply items without proper authorization by the designated authority of NEIGRIHMS, Shillong sha paid for.
3. The e-bidder shall charge for beverage/bakery items etc., from student at prescribed rate: which is beyond the scope of contract for listed bonafide students availing fooding/catering se
4. Similarly, as and when faculty/staff/visiting faculty avail fooding /mess services, such charge be collected by the e-bidder directly, and the Institute shall not be responsible for the same.

**SECTION II:
GENERAL CONDITIONS OF CONTRACT (GCC)**

1. The e-bidder/contractor should have average annual financial turnover of Rs 11, 00,000.00 (Rupee

lakh only) during the last three year as ending 31st March, 2022.

2. The e-bidder should have had the experience of running a registered/recognised House/Hotel/Restaurant/Coffee Shop/Snack Corner during last two years ending last day c previous to the one in which e-tender are invited either of the following: Provision of catering s Guest house or hotel or restaurant in at least one organization or running one unit where the bi served regular meals to at least 100 -150 heads per day.
3. The area of the Snacks Centre at the Public Utility block (1st floor /any other alternate approximately 1378 sq. feet including kitchen area more or less (may be extended upto 25% o location).
4. E--bidder shall have two years of experience in the related field, having necessary license/ certificate of the State Food inspector/food authorities and should produce certified copies of c fulfilling the requirements. Prequalification /Post Qualification shall be entirely upon the capab resources of prospective agency to perform the particular contract satisfactorily, taking into account experience and past performance on similar contracts (catering services / Guest house or hotel or re: for the last two years (ii) Capabilities with respect to Personnel (At least two *Qualified Cook* , two *exp attendant* , and two *cleaners*), Equipment (*automized equipments for catering purpose*) (iii) financial through annual report (*balance sheet and Profit & Loss account*) of last 3 (*three*) years. Fulfilment of criteria is to be supported with documentary evidence in the form of certified /self-attested copies order, completion certificates, report, payment certificates, indicating the period of work .In case venture/partnership firm, the experience of the signatory /lead agency will be taken into consider qualification of the agency.
5. The e-bidder must possess the requisite valid license issued by the competent authority for carrying business and shall be responsible for complying all laws pertaining to the services in question as well pertaining to employment of persons under him.
 6. The participating agencies should offer/ quote minimum 75% of the items (foodstuff/menu) indi
 7. The agencies offering the highest average discount on the items(foodstuff/menu) offere purchaser (subject to qualifying Clause 6 of GCC) will be taken for the purpose of price e /selection.
 8. Preference will be given to agencies (Added 2 % cost/discount benefit while consider evaluation as per having qualified professional like degree /diploma in hotel management & technology with minimum two years experience and submitting relevant qualifying docum the techno-commercial bid.
 9. The agency while submitting their tender form shall enclose certified copies of experience essential for carrying out the activities under reference, license and any other documents in si carrying out the activities under reference from Competent Authority.
 10. The agency must possess the requisite valid license issued by the competent authority for car the business and shall be responsible for complying with all laws pertaining to the services in as well as those pertaining to engagement of persons under him and should obtain necessary clearance certificate of the State Food inspector/ health authorities and should produce certifie of certificate fulfilling the requirements.
 11. The personnel engaged by the selected agency must have proper and clean uniform identification. The personnel so engaged should have the basic knowledge of personal hygiene & clean methods of food handling.
 12. The personnel engaged by the selected agency associated with preparation and distribution will be required to undergo periodical medical checkups to rule out the possibilities of comm disease/ infections diseases and anybody found suffering from such has to be kep engagement till he/ she is fully recovered. Whatever circumstances it may be the agency mu that the facility is not hampered and serving standard is maintained as mentioned in the conti
 13. The list of personnel deployed for food preparation, handling and serving have to be intimat administrative authority of the Institute from time to time. The manpower engaged by the ag not join or form any union associated with the Institute or otherwise any political party.
 14. There shall be no compromise on the quality of food supplied by the agency and if any such i or food adulteration is found, action deemed fit, including black listing the firm, shall be take Competent Authority and all the rules of Prevention of Food Adulteration Act (PFA Act) will ap Food Safety and Standards Authority of India , New Delhi (www.fssai.gov.in) notification/

- amended from time to time, should be signed and adhered to by the bidders/agency.
15. The agency has to abide by all statutory rules and regulation of the Government of India an responsible for complying of all payment of minimum wages and other social security benefits leave /holiday, etc) as per manpower law, in force from time to time for the manpower engage agency and deployed in the hospital.
 16. The agency will be responsible for such conduct of the persons engaged by him in the hospit will be conducive for maintaining the harmonious atmosphere in the hospital and will be respoi any act commission & omission of such persons.
 17. The rates for different types of snacks /food /beverages, etc, once accepted, will remain the the entire period of contract or extended period, if any.
 18. The hospital will provide only open space .Institute shall not provide kitchen accessories, ag gas connection, utensils, crockery, cutlery and other Infrastructure. The agency shall use th supply and electricity economically, however consumption of water-supply and electricity paid within the 10th of each and every month by the agency on actual basis or as conveye Executive Engineer/Estate Section.
 19. Only purified water (purified by Aquaguard/ Modiguard /Aquasure or other purifier of similar s has to be served in the mass
 20. The agency should keep the outlet clean. If, at any point the out and its premises are fou unclear, the agency shall be held responsible and action deemed fit shall be taken by the cc authority. All floors and counter tops are to be scrubbed regularly and non corrosive deter soap, and all vertical surfaces/wall are to be dusted /cleaned regularly. The standard of should be such that there is no visible dirt or marks at on point of time.
 21. The agency shall not be allowed to prepare food in the Institute's premises, other than for NE clients.
 22. The agency shall bear at the expenses for running the outlet and the Institute shall not in any be liable for any damage caused on incidents like theft, burn, fire, electric shock or l compensation for damage or injury caused to its workmen during discharging their duty.
 23. The agency shall not be entitled to use the area allotted by the Hospital for any other pu business other than the specified services. In the event of loss/theft/damage of property cause negligence of any of the manpower of the agency, the Institute shall be entitled to get comp from the agency as decided by Director, NEIGRIHMS or his authorized representative.
 24. NEIGRIHMS would not be liable for any compensation due to stoppage/change in scope of wor local disturbance, change of Govt. policy, Law and any other Judiciary, obstruction of delay by side elements agency.
 25. The agency shall not sell cigarette, bidi, pan, gutka, tobacco items, alcohol or any other p items. If anyone is found indulging in these businesses, the agency shall be asked to leave the immediately and the agency shall be liable to lose the service for breach of this condition.
 26. If the agency gives wrong information in their tender and creates circumstances for acceptan bid, the Institute reserves the right to reject such tender or rescind contract at any stage.
 27. The agency shall submit to NEIGRIHMS a list of all workers engaged to carry out the work, ii name, age, home address, qualification, etc and would also intimate as and when changes tak The agency shall not at any time engage any minor to carry out the work under the contract.
 28. No subletting of work as a whole by the agency is permissible. Subletting of work in piece rate permissible with the prior approval of the Institute.
 29. The agency and its manpower should not cause any disturbance, obstruction & hospital unre around the hospital premises or within the said building or snacks centre at any time for any re
 30. The agency should keep the snacks centre, other movables such as furniture, utensils etc., condition. If there is damage to building or other Institute property because of wilful or neglige poor maintenance, the agency shall repair the same to reflect the original aesthetics or Institute shall levy a service charge of 200% over the cost or such repair work.
 31. The agency should obtain all necessary permission, registration permits Licenses/ Sanctions appropriate Government/regulatory authorities concerned at his own cost, to run the snacks ce
 32. The agency shall be responsible for complete job of running and maintenance of the above and shall include house-keeping, cleanliness, room services, and catering services. All m required for the jobs shall be provided by the successful agency at its own cost. The agency st permit to sub-lease the building or any part of the building or premises to anyone.

33. The manpower engaged by the agency should wear the Uniform, be free from any contagious and should obtain the Medical Fitness Certificate from the Office of the Medical Superintendent
34. No revision of rates will be allowed during the contract period. The agency will be monitored by the Director, NEIGRIHMS or his authorized representative, at regular intervals. The agency is required to use 'A' class raw materials/Vegetables & ingredients for preparation of the food.
35. The agency is required to dispose-off the wastage properly, as advised by the Institute from time to time.
36. The agency shall not use the name of the NEIGRIHMS, Shillong in business dealing with other private traders.
37. The hospital campus is a "No Smoking Zone", hence sale and use of tobacco is prohibited.

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SECTION III: SPECIAL CONDITIONS OF CONTRACT (SCC)

1. Operational:

The agency shall not cook anything in the snacks corner and all food /items provided should be repackaged and fresh. The raw materials procured will be of the highest quality, (FPO, AGMARK, or ISI should be adhered to as far as possible) fresh and fit for human consumption. The food /snacks item should be stored properly to avoid contamination and infestation with pests. Sample of the food materials in the kitchen will be checked by the hospital representative from time to time. The Food safety checklist prescribed by the Food Safety and Standards Authority of India, New Delhi (www.fssai.gov.in) as amended from time to time should be signed and adhered to by the bidders/agency.

Vegetarian and non-vegetarian items should be segregated properly at all stages; storage, preparation, serving. The agency will be responsible for collection, serving trays/utensils/bottles etc (in case of disposable) with safe and standard quality of cleaning material.

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

2. Cleanliness:

The agency shall keep the area scrupulously clean and in a sanitary condition to the satisfaction of the department and administration. The agency shall not damage the fittings and fixtures in the area provided by the Institute. In case of damage the agency shall be responsible for repair and replacement. It shall be the responsibility of the agency to engage adequate number of cleaners and waste handlers and to provide with adequate and necessary equipments/chemicals for keeping the area scrupulously clean. Anti rodent and pest control measures are to be strictly followed which will be the responsibility of the agency.

3. Manpower:

The agency shall engage adequate number of well trained manpower (cooks and bearers) at his own

for the proper discharge of the responsibility entrusted to him under the agreement and such manpo be persons with enough experience. They shall be provided with uniforms, aprons, headgears, et agency at their own cost and they are to be maintained in neat and tidy condition. The manpower ei the agency shall be of good character and sound health. Manpower of the agency shall be provi Identity Card that will be issued by agency under intimation to Chief Security Officer and Deputy NEIGRIHMS. The agency at his own shall not entertain any outsider in the snacks corner.

4. Security and Safety:

NEIGRIHMS, Shillong shall not be held responsible for any loss or damage due to any reasons whate any type of inventory that maybe kept in the area store by the agency. The premises provided to the should only be used for the purpose as mentioned in the contract (i.e. Snacks Centre for NEIGRIHI Under no circumstances, should the premises be used for any other purpose, than what has been m in the contract. Agency will not store any hazardous and/or inflammable/ combustible goods or subst articles in or around the area.

5. Space and Accommodation:

Space will be provided by NEIGRIHMS, Shillong to the agency for a specified period of the contract. At of termination of the contract, the agency will have to hand over to NEIGRIHMS. On the expiry c termination of this Agreement, the said area shall be vacated peacefully by the agency and handed the NEIGRIHMS, Shillong in the condition they had received. In case during the period of contract, th decides to terminate the contract, a notice for a period of not less than three months must be give NEIGRIHMS administration.

6. NEIGRIHMS MANAGEMENT SHALL HAVE THE RIGHT

- A. To stop the supply of or to destroy any article of food or drinks sold if found adul contaminated, and unfit for human consumption or of unsatisfactory quality.
- B. To stop the service rendered by the agency, if detected not of the requisite standard.
- C. NEIGRIHMS Management shall on demand be supplied with a sample of any article o drinks for inspection and analysis.
- D. The agency shall allow the official of NEIGRIHMS to enter the area in order to inspect and any structural additions and alterations or repairs to the said area premises, repairs to water and sanitary installation, which maybe found necessary from time to time. The date for this purpose will be fixed with the mutual convenience of both the parties.
- E. The food analysts and Public Health Authority of the Government will have the right to ins premises and to collect the food sample as per the law. The agency will be solely respo any shortfall/deficiency in this regard.

7. Arbitration:

All disputes arising between the parties shall be referred to and settled through Arbitration conc accordance with the provisions of the Arbitration & Conciliation Act, 1996 or as amended and the rule there under. Such Disputes shall be adjudicated by an arbitral tribunal comprising of three arbitrator be engaged by each party and the two engaged arbitrators shall jointly appoint the third arbitratc

purposes of constituting the arbitration tribunal. The arbitrators shall have powers to award only such as is contemplated by this Agreement, including as appropriate, injunctive relief. The place of arbitration shall be Shillong. The language of arbitration shall be English or Hindi.

8. Jurisdiction:

Notwithstanding any other court or courts having jurisdiction to decide the questions(s) forming the matter of the reference if the same had been the subject matter of suit, any and all actions and proceedings arising out of or relating to the contract (including any arbitration in terms thereof) shall lie only in the court of competent civil jurisdiction in this behalf at Shillong and only the said courts shall have jurisdiction to entertain and try such action(s) and /or proceedings to the exclusion of all the other courts.

9. Waiver:

No failure or delay by NEIGRIHMS in enforcing any right to remedy of NEIGRIHMS in terms of contract or obligation or liability of the contractor in terms thereof shall be deemed to be a waiver of such right to remedy or obligation or liability, as the case may be, by NEIGRIHMS and notwithstanding such failure or delay NEIGRIHMS shall be entitled at any time to enforce such right, remedy, obligation or liability, as the case may be.

10. Penalty Clause:

| Sl. No. | Penalty Clause | Fine | Fine as may proposed by NEIGRIHMS |
|---------|--|---|-----------------------------------|
| 1. | Complaints regarding diet quality from patients or hospital staff | Replacement of food & Rs 100/- per complaints there after | |
| 2. | Complaints from staff or patients | Rs 100/- per valid complaint | |
| 3. | Not using apron, cap while serving and not removing nails of cooks employed weekly | Rs 100/- per occasion | |
| 4. | System of keeping utensils with food on kitchen platform not followed | Rs 100/- per occasion | |
| 5. | Not covering utensils containing food in place | Rs 100/- per occasion | |
| 6. | System of using separate towel not followed | Rs 100/- per occasion | |
| 7. | Deficiency of lapse in hygiene at preparation site | Rs 100/- per occasion | |

| | | | |
|-----|---|--|--|
| 8. | Uniform/conduct of staff – If the staff of the operator is found without prescribed uniform and if an improper conduct of the staff is observed | Rs 100/- per occasion. This will in addition to the right of the hospital administration to remove such staff from the hospital premises | |
| 9. | Shortage of manpower | Rs 100 per occasion | |
| 10. | Non compliance of environmental friendly disposal of garbage | Rs 500 per occasion | |
| 11. | Ultimately deposit of monthly licensee fee, for delays beyond a month | Interest at the rate of 18% per annum | |

Vital conditions for finalization of bids as per e-bidding documents:

1. The area of the Snacks centre per location is approximately 1378 sq. feet including kitchen area or less.
2. The agency will have to pay the establishment and maintenance cost on or before the 10th day and every month, which may be amended as & when felt appropriate by the Institute authority.
3. The participating agencies should offer all of the items (foodstuff/menu) indicated by the Institute.
4. The agency offering the highest discount on the items (foodstuff/menu) offered by the Institute (Subject to qualifying Clause 6 of GCC) will be taken for the purpose of price evaluation /selection.
5. Preference will be given to agencies (Added 2 % cost/discount benefit while considering Price evaluation as per GCC 8 , subject to Clause 6 of GCC) having qualified professional like degree /diploma in management & catering technology with minimum two years experience and submitting documents with the techno-commercial bid.

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The following parameters carrying equal weightage on ten mark basis and essential parameters (Minimum scoring of 50%) needs to be met for being techno-commercially compliant.

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| Sl. No. | Parameters | Full |
|---------|-----------------------------------|------|
| 1. | Presentation /Mode of operation | |
| 2. | Cleanliness /Hygiene /Methodology | |

Experiences as per e-tender

ATC documents to be placed in the e-Techno-commercial Bids - **ATC 1**

| | | | |
|----|---|---|--|
| 1. | | Name and address of the Registered office of the agency/ firm | |
| 2. | a | Name of the owner(s) Partners (Attach Bio-data of all Partners) | |
| | b | Telephone no. /Fax/ Mobile contact | |
| | c | Details of EMD No. Date, Amount, and Bank name | |
| | d | PF number / GST details: | |
| 3. | a | Whether the firm/ agency is registered, attached copy of the certificate of registration and indicate | |

| | | |
|-----|---|--|
| 4. | a | Experience with Govt./Semi Govt./ Autonomous Bodies during last 2 years along (attach documentary proof / certificate from concerned organization) |
| 5. | | Name and Address of your Bankers stating the name in which the Account stands:- |
| 6. | | Whether insured against fire, theft, burglary etc. If so, please state the amount and name of company with policy no:- |
| 7. | | Total number of Manpower/ No. of manpower engaged by the agency at present with qualification and experience details |
| 8. | | Are you in the list of approved agencies of any other organization/ institutions, if any give details (Append extra page if necessary):- |
| 9. | | Please attach the copies of the Annual turnover certificate/ audited balance sheets for last three years |
| 10. | | List of Organizations/office, where firm is presently providing catering/snacks /fooding services (Mention) |
| 12. | | Details of the Similar work which have done by the contractor or in under process (please attach proof) |

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| Year | Name of the Organization | Contact person Number | Telephone |
|------|--------------------------|--------------------------|-----------|
| | | | |

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UNDERTAKING:

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and I certify that the rates quoted are the lowest quoted for any other institution/ hospital in India.
3. The earnest money of Rs. _____ to be deposited by me has been enclosed here vide FD/Demand Draft no. _____, Dt. _____, drawn on _____, Branch _____.
4. I/We give the rights to NEIGRIHMS, Shillong to forfeit the earnest money deposited by me/us if delay occur on my/employee's part or failed to supply the article within the engaged time or the desired quality.
5. There is no vigilance/CBI case or court case pending against the firm.
6. I hereby undertake to supply the items as per directions given in the tender document / supply within stipulated period.
7. I shall be vacating any space that may be provided to me by the hospital authority to carry out or otherwise, before I put up the last bill of the contract period for payment.

Date: -
agency/contractor:-

Signatur

Place:

Designation:-

Name:

**(Office seal)
agency/con**

Vital conditions for finalization of bids as per e-bidding documents:

1. The area of the Snacks centre at the Public Utility Block (first Floor /alternate area /any other area) is approximately 1378 sq. feet including kitchen area more or less.
2. The agency will have to pay the establishment and maintenance cost on or before the 10th day and every month, which may be amended as & when felt appropriate by the Institute authority.
3. The participating agencies should offer all of the items (foodstuff/menu) indicated by the Institute.
4. The agency offering the highest discount on the items(foodstuff/menu) offered by the Institute (Subject to qualifying Clause 6 of GCC) will be taken for the purpose of price evaluation /selection.
5. Preference will be given to agencies (Added 2 % cost/discount benefit while considering Price evaluation as per GCC 8 , subject to Clause 6 of GCC) having qualified professional like degree /diploma in management & catering technology with minimum two years experience and submitting documents with the techno-commercial bid.

Tentative List of Requirement/ Stores with estimated cost :

| Sl. No | Category | Description of Meal /Menu | Size / Composition | Quantity | Estimated Rate / Excluded GST |
|---------------|-----------------|----------------------------------|---------------------------|-----------------|--------------------------------------|
|---------------|-----------------|----------------------------------|---------------------------|-----------------|--------------------------------------|

| | | | | | |
|----------|--------------------|--------------------------|--|--------|----|
| 1.0 1 | Breakfast : | Bread with butter /jam | 30gms (4"x3.5"x0.4") - (2 nos) /10 gms | 1 plt | 10 |
| 1.0 2 | | Cornflakes with milk | Cornflakes 50 gms + Milk 200 ml (1 cup) | 1 bowl | 20 |
| 1.0 3 | | Upma | 120 gms | 1 plt | 20 |
| 1.0 4 | | Poori with sabji | Poori 60 gms - (2 pcs) + Sabji 100 gms (1 katori) | 1 plt | 30 |
| 1.0 5 | | Plain Paratha + Pickle | 75 gms/10gms | 1 no. | 10 |
| 1.0 6 | | Stuffed Paratha + Pickle | 75 gms/10gms | 1 no. | 30 |
| 1.0 7 | Egg : | Boiled | 50 gms | 1 no. | 10 |
| 1.0 8 | | Poached | 50 gms | 1 no. | 10 |
| 1.0 9 | | Fried/Bull's eye | 50 gms | 1 no. | 10 |
| 1.1 0 | | Omellete | 50 gms | 1 no. | 20 |
| 1.1 1 | | Scramble | 50 gms | 1 no. | 20 |

| | | | | |
|----------|------------------------|------------------------------|--------|----|
| 1.1 2 | Plain Rice | 200 gms | 1 plt | 10 |
| 1.1 3 | Fried Rice (Veg) | 200 gms | 1 plt | 30 |
| 1.1 4 | Fried Rice (Non - veg) | 200 gms | 1 plt | 60 |
| 1.1 5 | Biryani (Veg) | 200 gms | 1 plt | 60 |
| 1.1 6 | Biryani (Non - veg) | 200 gms | 1 plt | 70 |
| 1.1 7 | Roti /Chapatti | 40 gms - (2 nos.) | 1 plt | 10 |
| 1.1 8 | Plain Dal | 100 gms | 1 bowl | 10 |
| 1.1 9 | Fried Dal | 100 gms | 1 bowl | 20 |
| 1.2 0 | Chicken curry | 50 gms each - (4 pcs) | 1 bowl | 70 |
| 1.2 1 | Chicken butter masala | 50 gms each - (4 pcs) | 1 bowl | 70 |
| 1.2 2 | Chilli Chicken | 50 gms each - (4 pcs) | 1 bowl | 70 |
| 1.2 3 | Chicken Manchurian | 50 gms each - (4 pcs) | 1 bowl | 70 |
| 1.2 4 | Chicken with mushroom | 50 gms each - (4 pcs) | 1 bowl | 70 |
| 1.2 5 | Chicken meat ball | 50 gms each - (6 pcs) | 1 bowl | 90 |
| 1.2 6 | Fried Fish | 75 gms each - (2 pcs) | 1 plt | 60 |
| 1.2 7 | Fish curry | 75 gms each - (2 pcs) | 1 bowl | 60 |

**Lunch
/Dinner :**

| | | | | |
|----------|--------------------------|------------------------------|----------|----|
| 1.2 8 | Fish balls /Fish finger | 50 gms each - (6 pcs) | 1 plt | 70 |
| 1.2 9 | Mixed speciality | 100 gms | 1 katori | 30 |
| 1.3 0 | Palak Paneer | 125 gms | 1 bowl | 90 |
| 1.3 1 | Matar Paneer | 125 gms | 1 bowl | 90 |
| 1.3 2 | Paneer with vegetables | 125 gms | 1 bowl | 90 |
| 1.3 3 | Chilli Paneer | 125 gms | 1 bowl | 90 |
| 1.3 4 | Steamed baby corn | 100 gms | 1 plt | 20 |
| 1.3 5 | Mixed vegetables | 100 gms | 1 bowl | 20 |
| 1.3 6 | Aloo dom | 100 gms | 1 bowl | 20 |
| 1.3 7 | Aloo gobi | 100 gms | 1 bowl | 20 |
| 1.3 8 | Vegetables with mushroom | 100 gms | 1 bowl | 30 |
| 1.3 9 | Vegetable Pakora | 6 pcs | 1 plt | 30 |
| 1.4 0 | Baingan Bharta | 100 gms | | 20 |
| 1.4 1 | French fries | 100 gms | 1 plt | 20 |
| 1.4 2 | Green salad | | 1 plt | 30 |
| 1.4 3 | Khasi Mixed Salad | 100 gms | | 10 |

| | | | | | |
|----------|---|-------------------------------------|---------|---------|----|
| 1.4 4 | Indian Thali (Veg.): | Roti | 20 gms | 1 no | 6! |
| | | Plain Rice | 200 gms | 1 plate | |
| | | Plain Dal | 100 gms | 1 bowl | |
| | | Mixed vegetables | 100 gms | 1 bowl | |
| | | Papad | | 1 no. | |
| | | Pickle | 10 gms | | |
| | | Salad | 100 gms | | |
| 1.4 5 | Indian Thali (Non - Veg.): | Roti | 20 gms | 1 no | 7! |
| | | Plain Rice | 200 gms | 1 plate | |
| | | Plain Dal | 100 gms | 1 bowl | |
| | | Mixed vegetables | 100 gms | 1 bowl | |
| | | Fish | 80 gms | 1 pc. | |
| | | <i>or</i> | | | |
| | | Chicken | 100gms | 2 pcs. | |
| Salad | 100 gms | | | | |
| 1.4 6 | Khasi Thali - | Pulao (jadoh stem)/Plain Rice | 200 gms | 1 plt | 7! |
| | | Dohkhleh/Dohjem/Chicken | 100 gms | 1 bowl | |
| | | Fried vegetables | 100 gms | 1 bowl | |
| | | Local Chutney (tungrymbai /tungtap) | 20 gms | | |
| | | Salad (local) | 100 gms | | |
| 1.4 7 | | Pastries (different types) | 100 gm | 1 no. | 3! |

| | | | | | |
|----------|----------------------------|---------------------------|--------------|-------|----|
| 1.4 8 | All Time Items: | Burger (Veg.) | 100 gm | 1 no. | 30 |
| 1.4 9 | | Burger (Non - Veg.) | 100 gm | 1 no. | 40 |
| 1.5 0 | | Hot dog (Veg.) | 100 gm | 1 no. | 30 |
| 1.5 1 | | Hot dog (Non - Veg.) | 100 gm | 1 no. | 40 |
| 1.5 2 | | Patties (Veg.) | 100 gm | 1 no. | 10 |
| 1.5 3 | | Patties (Non - veg.) | 100 gm | 1 no. | 30 |
| 1.5 4 | | Chop (Veg.) | 100 gm | 1 no. | 30 |
| 1.5 5 | | Chop (Non - veg.) | 100 gm | 1 no. | 40 |
| 1.5 6 | | Steamed Momo (Veg.) | 6 pcs | 1 plt | 30 |
| 1.5 7 | | Steamed Momo (Non - veg.) | 6 pcs | 1 plt | 50 |
| 1.5 8 | | Roll (Veg.) | 200 gm | 1 no. | 40 |
| 1.5 9 | | Roll (Non - veg.) | 200 gm | 1 no. | 60 |
| 1.6 | | Pizza (Veg.) | 250 gm | 1 plt | 70 |
| 1.6 1 | | Pizza (Non - veg.) | 250 gm | 1 plt | 70 |
| 1.6 2 | | Sandwich (Veg.) | 100 gm | 1 plt | 30 |
| 1.6 3 | | Sandwich (Non - veg.) | 100 gm | 1 plt | 50 |

| | | | | |
|----------|------------------------|---|-------|----|
| 1.6 4 | Wanton Fry (Veg.) | 6 pcs | 1 plt | 5. |
| 1.6 5 | Wanton Fry (non -veg.) | 6 pcs | 1 plt | 7. |
| 1.6 6 | Noodles (Veg.) | 200 gms | 1 plt | 6. |
| 1.6 7 | Noodles (Non - veg.) | 200 gms | 1 plt | 7. |
| 1.6 8 | Plain Dosa + sambar | 9" diameter | 1 plt | 6. |
| 1.6 9 | Masala Dosa + sambar | 9"diameter | 1 plt | 7. |
| 1.7 0 | Idli Steamed | Idli Steamed -2 pcs + Sambar 60 gms | 1 plt | 6. |
| 1.7 1 | Chole Bhatura | Chole -2 pcs + Bhatura 200 gms | 1 plt | 6. |
| 1.7 2 | Samosa | 150 gm + tomato sauce sachet | 1 no. | 2. |
| 1.7 3 | Kachuri | 150 gm + tomato sauce sachet | 1 no. | 2. |
| 1.7 4 | Rosgulla | 100 gm | 1 no. | 2. |
| 1.7 5 | Rasmalai | 100 gm | 1 no. | 2. |
| 1.7 6 | Kalakand | 100 gm | 1 no. | 2. |
| 1.7 7 | Ladoo | 100 gm | 1 no. | 2. |
| 1.7 8 | Lal mohan | 100 gm | 1 no. | 2. |

**Sweet
items:**

| | | | | | |
|----------|-----------------------------|--|---------------------------------|---------|------------------|
| 1.7 9 | Miscellaneous items: | Boiled Sandesh | 100 gm | 1 no. | 2 |
| 1.8 0 | | Sweet Lassi | 250 ml | 1 glass | 4 |
| 1.8 1 | | Plain Lassi | 250 ml | 1 glass | 4 |
| 1.8 2 | | Biscuit (Britannia/ Parle /Bisk farm /Cadbury /Etc) | 250ml/500 ml /1 litre /2 litres | | Disc ol MF |
| 1.8 3 | | Fruit Drinks (Real /Natural /Tropicana/ Etc) | 250ml/500 ml /1 litre /2 litres | | |
| 1.8 4 | | Mineral water (Bailey /Beads / Etc) | 250ml/500 ml /1 litre /2 litres | | |

Escalation as percentage of the cost based on Government declared Retail price index whichever is lower, may be allowed on menu / stores yearly basis, subject to approval

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its out and consequences thereof including any eccentricity/restriction arising in the bidding process due to these ATCs and modification of technical specifications and/or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in Inc Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered a valid bid. Further any reference of conditions published on any external site or reference to external documents/clauses shall be null and void. If any seller has any objection/grievance against these additional clauses or otherwise on any aspect of the bid, they can raise their representation against the same by using the Representation window provided in the bid details in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to such representations and would not be allowed to open bids if he fails to reply to such representations. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

This Bid is governed by the [General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in the [General Terms and Conditions](#) is contradicted by the conditions stipulated in Service Level Agreement, then it will override the conditions in the General Terms and Conditions.

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance with the laws of the country. False declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---