



Indian Institute of Information Technology Sri City, Chittoor

NOTICE INVITING E-TENDER

[Technical bid and Price bid system – e-Procurement mode]
e-Tender Event No.IIITS/NIT/Students Mess/2021/011/01, Dt. 25.11.2021

The Hostel administration proposes to select Contractor for catering services in the IIIT Sri City having capacity ranging from 200 to 1500 students conforming to the specifications given in the annexures.

E-Tenders (through MHRD ewizard portal) under two bid system (i.e. Technical & Financial) are invited from the experienced and reputed mess Contractor on contract basis for “Operation of students mess for preparation and serving of breakfast, lunch, evening tea & snacks and dinner at mess building situated in IIIT Sri City Chittoor campus and one/two additional serving location (Creekside/Vaidehi Apartments) with in the radius of 1 KM ”.

TENDER SCHEDULE

Work	Operation of students mess for preparation and serving of breakfast, lunch, evening tea & snacks and dinner at IIIT Sri City Chittoor on contract basis (Scope of work is provided in the tender document)
Tender Enquiry No.	IIITS/NIT/Students Mess/2021/011/01
Submission of offer	E-tendering through https://mhrd.euniwizarde.com
Bid Issue Date	November 25, 2021
Pre-Bid Meeting	December 2, 2021 @ 12:00 Hrs
Last Date for submission of e-bids	December 9, 2021 @ 14:00 Hrs
Opening of Technical bid	December 9, 2021 @ 15:00 Hrs
Earnest Money Deposit (EMD)	The Earnest Money Deposit amounting to Rs.1,00,000/- (Rupees One lakh only) must deposit through RTGS / NEFT to IIIT Sri City Chittoor Mess Account (Bank details are in Page 6)
Performance Bank Guarantee	10% of the total purchase value

Tender for Operation of IIIT Sri City, Chittoor Student Mess

PART-A

INSTRUCTIONS FOR SUBMITTING TENDER

- E-Tenders (through MHRD ewizard portal) under two bid system (i.e. Technical & Financial) are invited from the experienced and reputed mess Contractor on contract basis for “Operation of students mess for preparation and serving of breakfast, lunch, evening tea & snacks and dinner at mess building situated in IIIT Sri City Chittoor campus and one/two additional serving location (Creekside/Vaidehi Apartments) with in the radius of 1 KM ”.
- The tender document with complete details including experience required, scope of work and terms and conditions can be downloaded from the website MHRD e-Wizard Portal (<https://mhrd.euniwizarde.com/>) and www.iiits.ac.in. Bidders are advised to read tender documents and check their eligibility before participating in the bid.
- **TWO BID SYSTEM** shall be followed for this tender. Bidders should take due care to submit a tender in accordance with the requirement of MHRD e-Wizard portal. Bids submitted with incomplete information or information not in conformity with the Bid Documents will summarily be rejected. All the terms and conditions stated in the Bid Document are final in nature and requests for any subsequent alterations/modifications will not be entertained. While submitting the Bids, the Bidders must exercise utmost care to fill up the bid in all respects as per the specified terms and conditions. Submission of the bids amounts to acceptance of all terms and conditions mentioned therein.
- Bidders are advised to visit the website (<https://mhrd.euniwizarde.com> and www.iiits.ac.in) frequently to find any addendum/ Corrigendum issued or extension of due date for submission, etc. No separate intimation will be issued / advertised in this regard. Bidders are advised to keep checking the website before submitting the final tender.
- Bidders are expected to visit the campus to acquaint themselves with the actual locations of different Kitchens, Dining units, facilities and equipment available etc., before submitting the tenders under two bid systems.
- The interested bidders shall submit their technical and financial bids through online mode in <https://mhrd.euniwizarde.com> only before the due date and time as mentioned in bid specifications. No other mode of submission is acceptable. The bidder must submit their financial bid in the prescribed format and no other format is acceptable.
- Technical bids of the tenderers will be opened by the Committee to decide the technical suitability of their service based on the pre-laid terms and conditions.
- The initial contract would be for a period of one year, extendable on mutual agreement based on the satisfactory performance of Contractor and at the same or a lesser price. The performance would be reviewed by the Committee at any time during contract period.

Eligibility Conditions for submitting bids:

1. The bidders should have prior experience in having successfully run the catering services at least three years out of the last five years **ending 31 May 2021, the proper documented evidence must be submitted.**
2. During the last five years the bidder should have undertaken minimum:
 - a) Minimum of three similar nature of works* completed/ongoing (preferably one of them in a Hostel Mess of a renowned Govt. Educational Institution) in the past 5 years each with at least 300-700 dining strength, with average annual turnover of INR 100 lakhs & above per each mess.

(OR)

- b) Two similar nature of works* completed/ongoing (preferably in a Hostel Mess of a renowned Educational Govt. Institution) in the past 5 years each with at-least 600-1400 dining strength, with average annual turnover of INR 200 lakhs and above.

*Similar nature of work means: Running of Hostel Messes successfully in renowned Educational Institutions such as IITs, NITs, IIITs, IIMs, AIIMS, Central Universities or Institute of National Importance.

3. **Average Annual Turnover:** The bidders average annual turnover (gross) in Catering services during the three financial years out of five financial years (from 2016-17 to 2020-21), duly audited by Chartered Accountant, should not be less than **INR 200 lakhs (Rupees two hundred lakhs only)**. Year in which no turnover is shown would also be considered for working out the average. Copy of the Audited financial statements for 3 years out of 5 years should be attached.
4. **Performance Certification:** The bidders' performance for each work completed during the three financial years out of five financial years (from 2016-17 to 2020-21) and work in hand should be certified by the responsible official from the concerned organization. The certificate should be enclosed with a Technical bid. The IIIT Sri City Chittoor reserves the right to visit the present service places.
5. The Bidder should have a latest valid License under Food Safety & Standards (Licensing and Registration of Food Business) Regulations issued by Central Food Safety and Standards Authority of India.
6. The firm should have valid ISO 9001-2015 certification or any other nationally or internationally acclaimed certification related to food safety and quality. The firm should have preferably ISO-22000:2018 certification.
 - a. Bidder's profile shall include the full details about the firm, establishments where canteens or mess are currently being functional, duration of the contracts, approximate break- fast, lunch, snacks and dinner are served every day. The number of years of experience in the business may be furnished along with proof.
 - b. Firm Registration Certificate, PAN details, TIN/CST/GST etc., details are to be provided.
 - c. The Bidder should give an undertaking form (Annexure I) for acceptance of all terms and conditions of tender documents.
 - d. The firm should be neither blacklisted by any government department nor should

- there be any criminal case registered/pending against the firm or its owner/partners anywhere in India. A duly completed certificate to this effect is to be submitted.
- e. The firm has to bid for all the items mentioned in the tender document. The tender document will not be considered valid in the case of non-fulfillment of this criterion.
 - f. Name(s) for proprietor/partners of the bidders with their residential addresses and telephone numbers.
 - g. Attested copies of deed of partnership if the bidder is a partnership firm.
 - h. Attested copies of Income Tax Returns certificates for the last 3 years.
 - i. Attested copies of Registration and Sales Tax Certificate issued under Shops and Establishment Act.
 - j. Declaration on letterhead of bidders that it has never been involved in any illegal activity or financial frauds.
 - k. Signed copy of the terms and conditions stipulated in the terms and conditions.
 - l. **Performance Bank Guarantee:** The bidder will have to furnish performance bank guarantee for 10% of the total bid value in the form of a Bank Guarantee from a commercial bank in the format appended for proper performance of the contract agreement, (notwithstanding and/or without prejudice to any other provisions in the contract) within a period of 7 days from the date of issue of letter of acceptance. This period can be further extended by the IIIT Sri City Chittoor up to a maximum of 7 days on written request by the bidders stating the reasons for delay in procuring the performance guarantee, to the satisfaction of the Competent Authority.
 - a) The performance guarantee shall be validated up to the stipulated date of completion plus 6 months beyond that. In case the time for completion of work gets enlarged, the catering contractor shall get the validity of performance guarantee extended to cover such enlarged time for completion of work. After recording of the completion certificate for the work by the competent authority, the performance guarantee shall be returned to the catering contractor, without any interest.
 - b) The Competent Authority shall not make a claim under the performance guarantee except for amounts to which IIIT Sri City Chittoor is entitled under the contract (notwithstanding and/or without prejudice to any other provisions in the contract agreement), in the event of,
 - i) Failure by the catering contractor to extend validity of the Performance guarantee as described herein above, in which event IIIT Sri City Chittoor may claim the full amount of the performance security.
 - ii) Failure by the catering contractor to pay IIIT Sri City Chittoor any amount due, either as agreed by the catering contractor or determined under any of the rules/clauses/terms and conditions of the agreement, within 30 days of the service of the notice to this effect by IIIT Sri City Chittoor.
 - iii) Failure by the catering contractor to pay their material suppliers (vendors) any amount due, as agreed by the catering contractor.
 - c) In the event of the catering contract being rescinded under provision of any of the rules/clauses/terms and conditions of the agreement, the performance

security in the form of Bank guarantee shall stand forfeited in full and shall be absolutely at the disposal of IIIT Sri City Chittoor.

m. Earnest Money Deposit (EMD)

- A. The Earnest Money Deposit amounting to Rs.1,00,000/- (Rupees One lakh only) must be credited in the form of NEFT/RTGS to “IIIT Chittoor Mess” (A/c.No.35387606318, IFSC Code.SBIN0016527, (16527) - Sri City (Mallavaripalem), 115, Peepul Boulevard Sri City, Chittoor District, Andhra Pradesh-517 646.
- B. EMD of all unsuccessful bidders will be returned after finalisation of the tender. EMD of the successful bidder will be returned only after receipt of Security Deposit towards Performance Bank Guarantee. In the case of a successful bidder, the EMD may be adjusted towards the Performance Bank Guarantee on request.
- C. The amount of EMD is liable to be forfeited if the bidder withdraws from the offer after submission of the tender or after the acceptance of the offer and fails to remit the Performance Bank Guarantee.
- D. No interest will be paid on the EMD / Performance Bank Guarantee.
- E. The Bidders will have to upload a scanned copy of Payment details towards EMD and the same will be accepted only on verification and confirmation by the Institute.
- F. Any delay in credit will not be entertained by the IIIT Sri City Chittoor.

Documents Required to be submitted

Part – 1: Technical Bid: The technical bid should not contain any price information. It comprises the following documents.

- a. Undertaking on Tender document (Annexure I)
- b. Basic Details (Annexure - II)
- c. Declaration regarding Black listing/litigation (Annexure - III)
- d. Balance Sheets for (2016-17 to 2020-21) (Annexure IV)
- e. Bidder Solvency (Annexure V)
- f. Proof of payment of GST and Income Tax (Annexure VI)
- g. Details of academic institutions served (Annexure VII)
- h. Details of quality certificate (Annexure VIII)
- i. Performance report for work refer to Annexure VIII (Annexure IX)
- j. Signed copy with seal (on each page) of the tender document and corrigendum (if any).
- k. Payment proof of EMD
- l. Firm Registration Certificate
- m. Certificate of Registration for GST
- n. Permanent Account Number (PAN)
- o. EPF and ESIC registration certificates
- p. Catering License
- q. Quality certificate (ISO etc.)
- r. Central FSSAI license
- s. Attach other documents etc as mentioned in the Eligibility Criteria mentioned in the Tender document
- t. Other documents that the bidder feels are necessary in support of his bid.

(The bid will be not be considered if any of the above documents are not included)

Part 2: Financial Bid: This should contain only the price information which should remain valid for a minimum of THREE (3) months along with commercial terms and conditions.

- a. Financial Bid should be filled in and submitted through MHRD ewizard portal only (<https://mhrd.euniwizarde.com>). If the Financial Bid is attached with Technical Bid, the bid will be summarily rejected.
- b. The financial bids of the bidders shortlisted in technical bid evaluation shall be considered for further processing.
- c. The Financial bid should clearly contain the details (without erasers/overwriting etc.) as mentioned in the form.
- d. The price quoted for supply of food etc shall be considered firm and no price escalation will be permitted during the entire period of the contract.
- e. The actual GST percentage, if any, should be specified clearly.
- f. Financial bids, which are incomplete and are not submitted in the prescribed format, will be summarily rejected.

IIIT Sri City Chittoor reserves the right:

- a. to accept or reject any or all tenders either in whole or in part or to invite revised price bids or to annul the bidding process.
- b. to postpone and/or extend the date of receipt/opening of tender or to withdraw the same at any time before finalization without incurring any liability to the affected Tenderer / Bidder.
- c. to omit/delete any item(s) of work from the schedule at the time of allotment or before the commencement of work without assigning any reason whatsoever.
- d. To increase or decrease the No. of students specified in the schedule of requirements without any change in price for supply of food or other terms and conditions.
- e. If the date of opening of the tender is declared as holiday, it will be opened on the next working day at the same time.

Technical Evaluation

The Technical Evaluation Committee (TEC) constituted by the Director, IIIT Sri City Chittoor will open the technical bid to decide the technical suitability of their service based on the pre-laid terms and conditions. After the evaluation of the technical aspects of the bid the committee will give suitable recommendations about the shortlisted firms. The recommendation of the TEC shall be final and binding on all the parties. Further, the TEC may seek additional information from the existing users at IIIT Sri City Chittoor or from other Institutes and also call for technical presentations from the bidders if required.

Commencement of Operations / Timelines

The mess vendor has to commence the operations as per the institute requirement after the date of issue of purchase order. Time is the essence of a contract. It is mandatory for the bidders who respond to this bid to meet this expectation, as this is linked to reporting of students and the strength of students.

PART-B

1. SCOPE OF THE CONTRACTOR:

The contractor is required to prepare food items as per the menu fixed by IIIT Sri City Chittoor from time to time, at the kitchen situated in the IIIT Sri City Chittoor Campus and serve at two places i.e.,

- a) IIIT Sri City Chittoor Mess area (ground and 1st floor).
- b) One additional serving location (Creekside/Vaidehi Apartments), within 1 km.

The approximate number of foods to be served for break-fast, lunch, dinner and evening tea and snacks will be given on the date of presentation by the bidder.

Contractor has to make his own arrangements for transportation of the evening tea and snacks from Mess to Academic Block.

Tentative timings of meals to be served shall be as follows:

- | | | |
|----|----------------------|----------------------|
| a) | Break-fast | 07:30 AM to 09:00 AM |
| b) | Lunch | 12:00 PM to 02:00 PM |
| c) | Evening Tea & Snacks | 05:30 PM to 06:30 PM |
| d) | Dinner | 07:30 PM to 09:30 PM |

The contractor shall adhere to the timings of the meals set out by IIIT Sri City Chittoor authorities so that the classes of the students are not affected. The above timings may be changed with mutual consent.

The food shall be served on a buffet basis. To avoid delay in service and wastage of food the contractor shall provide an adequate number of service personnel at the counters in the dining halls to serve food items.

2. SCOPE OF IIIT Sri City Chittoor

IIIT Sri City Chittoor will provide the following facilities:

Water: treated water will be provided at the kitchen for usage for cooking purposes. The charges will be worked out as per actual consumption and bill raised by the water supplier, authorized by IIIT Sri City Chittoor. The charges will be borne by the contractor. Drinking water will be provided by IIIT Sri City Chittoor at the dining halls.

Power connection will be provided for the kitchen with a dedicated sub-meter. Electricity charges will be recovered from the contractor for the units of electricity consumed in the kitchen area for which a separate sub-meter exists at the rates charged by APTRANSCO from time to time.

The kitchen with all electrical fixtures, fans, refrigerators, water coolers, kitchen equipment and necessary furniture namely tables, chairs etc. for the dining locations will be provided by

Signature of the Bidder with Seal

IIIT Sri City Chittoor.

Crockery, cutlery vessels for use in the kitchen will be provided by IIIT Sri City Chittoor. The contractor shall sign the handing over document containing the total items as mentioned above, in token of having received the items. The items need to be returned to IIIT Sri City Chittoor, after the end of the contract in the same working condition.

3. TERMS AND CONDITIONS:

A. General:

- 1) The Contractor will not employ the services of any subcontractor directly or indirectly for the purposes of catering services pursuant to this Contract.
- 2) The contractor will not sublet IIIT Sri City space to any other party.
- 3) The contract is valid initially for a period of one year which is extendable subject to the successful fulfillment of the contract and also at the sole discretion of IIIT Sri City Chittoor.
- 4) The successful bidder/contractor will be required to enter into an agreement/Contract as per the prescribed format to be supplied, immediately after finalization of the tender, by the successful bidder.
- 5) The failure, delay or evasion of the successful bidder to execute the agreement/Contract within the period mentioned above will result in forfeiture of the contract. Failure, delay or evasion on the part of the successful bidder/Contractor to commence the services within the period stipulated in the order, will result in termination of the contract and forfeiture of EMD.
- 6) No escalation in rates whatsoever will be allowed during the entire period of the contract. No subsidy over the quoted rates will be permitted either.
- 7) No advance amount will be paid against this contract at any time.
- 8) No additional cost including any type of taxes will be paid by the institute under any circumstances.
- 9) The following charges are to be paid by the Contractor for running the mess. License fee (12 months) should be paid in advance before starting the mess operations.

Sl.No.	Facility	License Fee
1	IIIT Sri City Chittoor Mess	Rs.2,00,000/- (Rupees Two lakhs only)

- 10) The Contractor shall not assign, sublet or part with the possession of the licensed premises and properties of the Institute therein or any part thereof under any circumstances.
- 11) The contractor shall maintain all the items and equipment provided by IIIT Sri City Chittoor properly. In case any item found missing or damaged during the tenure of the contract, the contractor is liable to make good the loss / repair charges and in the event of failure to do so, the IIIT Sri City Chittoor will recover appropriate cost thereof.
- 12) Contractor shall not modify the kitchen/dining/wash areas and shall not remove the fixtures and equipment at their risk and cost.
- 13) Contractor is expected to maintain hygiene and serve unadulterated food. Leftovers cooked food/processed food/cut vegetables of the previous session shall be removed

Signature of the Bidder with Seal

from the kitchen and disposed of. Only fresh vegetables and hygienic material has to be used for preparation of food at all times. Contractor shall keep the kitchen/dining halls/wash areas neat and clean following most hygienic norms at all times.

- 14) Cost of LPG charges shall be borne by the contractor. The Contractor should be solely responsible for the arrangements of the gas refills, and their safety.
- 15) The menu/ items shall be fixed by IIIT Sri City Chittoor.
- 16) Proper cleaning of utensils, Kitchen, and dining halls will be the Contractor's responsibility. No staff including housekeeping/cleaning will be provided by IIIT Sri City Chittoor.
- 17) The contractor shall pay all Govt dues relating to Income Tax/VAT/GST and submit returns regularly.
- 18) The Institute reserves the right to enhance/reduce the seating capacity of any mess/dining hall as per the administrative requirement.
- 19) The Contractor would provide breakfast, lunch, dinner, snacks, tea/coffee at the campus, per menu decided by the IIIT Sri City Chittoor.
- 20) IIIT Sri City Chittoor will provide bain maries, meal plates, tea spoons, table spoons, any other item which may be required for dining purpose. All the other items have to be brought by the Contractor at its own cost after the approval of the sample by IIIT Sri City Chittoor Administration.
- 21) The kitchen, dining hall, hand wash area, dish wash area etc. will be washed with water and soap solution and mopped, after every meal and will be disinfected once in a week or as and when required. The Contractor will also provide liquid soap for the hand wash in the dining area, cooking and catering area. All grease traps will be cleaned on a daily basis and kept in serviceable conditions. Violation of this clause will invoke a financial penalty.
- 22) After every meal all the plates, cups, katoris, water glass, spoons, forks, knives etc., are to be cleaned in soap solution and dried and kept ready for the next session. All the vessels used for cooking also should be washed in soap solution and should be available for use for cooking the next meal.
- 23) Efficiency, promptness, quality of food, quality service, good behavior and politeness of the Contractor and its staff are the essence of the contract. The Contractor is required to ensure that this essence of the contract is maintained at all times. Quality of services, hygiene and preparation should be maintained as per industrial practices/compliances and to the entire satisfaction of the IIIT Sri City Chittoor.
- 24) Contractor will ensure that one Supervisor(s)/F&B executive(s) will always be present during breakfast, lunch, evening snacks and dinner.
- 25) Only packed/branded products of groceries shall be used for cooking as approved by IIIT Sri City Chittoor authorities.
- 26) Contractor needs to provide breakfast, lunch, evening snacks and dinner to IIIT Sri City Chittoor guests and employees on demand through IIIT Sri City Chittoor Administration for which the IIIT Sri City Chittoor will settle the bills on submission of bills.
- 27) For extra items, it will be mandatory for the Contractor to serve the item in unlimited quantity/fixed weight/size on demand by the IIIT Sri City Chittoor Administration. On special occasions, the menu will be identified by the and prepared by the contractor.
- 28) The quality of food will be inspected item wise by IIIT Sri City Chittoor Administration frequently and the mess vendor shall not deny access for such inspections. The IIIT Sri City Chittoor Administration has the right to take samples of all material used in cooking and check the same for quality at recognized laboratories/institutions. Further, the store, kitchen of the Contractor can also be inspected by the IIIT Sri City Chittoor Administration so as to ensure that only the brands allowed are being used. In case a

violation is found, the IIIT Sri City Chittoor reserves the right to impose a financial penalty/cancellation of contract on repeated violation.

- 29) The vendor will ensure that no instance of fire takes place and no injury to any of its staff or the IIIT Sri City Chittoor person takes place. If such an incident occurs, the vendor will be responsible for fulfilling the loss.
- 30) The IIIT Sri City Chittoor shall not be liable for any damages to property or individuals under the scope of this contract.
- 31) The Contractor must provide the service throughout the year without closing the mess on any day unless ordered by the IIIT Sri City Chittoor.
- 32) IIIT Sri City Chittoor will provide the Contractor, the dining area and the dining furniture free of cost. The Contractor will be responsible for repairing & maintenance of all the property of IIIT Sri City Chittoor given to the Contractor for use in the student mess. The Contractor shall replace inventory items, equipment, furniture and fixtures provided by IIIT Sri City Chittoor in case of loss, theft or damage to the satisfaction of the IIIT Sri City Chittoor at its own cost and expense.
- 33) On termination of the contract, the Contractor will hand over all the equipment/articles supplied by the IIIT Sri City Chittoor in good working condition back to IIIT Sri City Chittoor. In case of any damage beyond normal wear and tear then IIIT Sri City Chittoor can recover the cost from the bank guarantee/current bill payment of the Contractor.
- 34) The Contractor will liaise with the IIIT Sri City Chittoor and report on a regular basis about all the activities of the mess service. The Contractor shall extend his full co-operation.
- 35) The Contractor will ensure that its employees are free from any communicable disease. The Police verification record of all the workers will have to be maintained by the Contractor. The Contractor/its servant(s)/its nominee will not be permitted to stay overnight in the canteen premises under any circumstances.
- 36) The Contractor should ensure a separate menu for its staff working in the mess.
- 37) The Contractor will not be permitted to franchise the services to any other party from the IIIT Sri City premises. Raw material stored in the Mess should be used exclusively for the student dining facilities in the IIIT Sri City Chittoor.
- 38) Use of plastic tea cups and plastic carry bags is prohibited and the Contractor shall use environmentally friendly material only for serving coffee, tea and for packing & carrying of food items.
- 39) Any change on menu items and changes in timing of operation etc., will require the permission of the IIIT Sri City Chittoor.
- 40) IIIT Sri City Chittoor is building an environment friendly/sustainable campus. All the efforts will be made to recycle the materials. The Contractor has to cooperate and follow guidelines issued by the Institute in this regard.
- 41) The Contractor shall ensure proper disposal of the collected solid/liquid waste on a daily basis under its own arrangements. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the IIIT Sri City Chittoor campus.
- 42) It is the responsibility of the Contractor to segregate and dispose- off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than

the capacity of dustbin/garbage drum at its own cost and as per prescribed norms/practice of the local authority/IIIT Sri City Chittoor.

- 43) The Contractor should ensure clearance of all the drains in and around the kitchen and dining hall frequently & regularly at its own cost. IIIT Sri City Chittoor will not pay any extra amount for the same. For any lapse on this front, a financial penalty will be levied.
- 44) Food should also be served at the designated place in the campus as and when required/ordered.
- 45) The Contractor at all times will keep the Kitchen/dining hall/washing area/raw material store free from flies/cockroaches/mosquitoes/rats and other pests. Frequent pest control and scientific pest control measures are required to be adopted by the Contractor at all times.
- 46) Fire Fighting arrangement provided by the IIIT Sri City Chittoor at the start of the contract to be kept serviceable at all times and handed over back to the IIIT Sri City Chittoor after finishing of the contract.
- 47) Non-vegetarian food will be cooked in a separate area with separate utensils, stored and served separately. The food shall neither be too spicy nor too oily. The food preparation shall be wholesome and shall generally cater to the taste of the IIIT Sri City Chittoor community. The oil that remains from deep frying at the end of the day shall have to be disposed of and shall not be allowed to be used/recycled for the purpose of cooking again.
- 48) The mess vendor shall ensure that only freshly prepared food is served to the students/employees for all sessions, a variety and freshness must be ensured. The Contractor has to ensure that drinking water is provided at dining tables regularly.
- 49) The detailed daily meal wise menu specifying the Dals and Vegetables to be served will be identified at the beginning of each week/fortnight/month by the IIIT Sri City Chittoor. It will be mandatory for the Contractor to serve this pre-decided menu. In case of any difficulty in the same IIIT Sri City Chittoor must be informed well in advance.
- 50) The Contractor will be required to provide khichadi or any other suitable item for sick residents in lieu of the regular meals on demand. The Contractor will not serve any item that has not been approved by the IIIT Sri City Chittoor Administration beforehand.
- 51) Under any circumstances expired items must not be used in cooking. Use of colors/banned items as per industrial practices is prohibited. Menu will be checked by the nutritionist once in a quarter and the record will be kept for the same by the Contractor at its own cost.
- 52) The contractor shall procure and use the packed/branded product of groceries and other items that are approved by IIIT Sri City Chittoor authorities.
- 53) The IIIT Sri City Chittoor will inspect at any time all the items procured and the contractor is liable to carry out all the suggestions regarding the standard of items procured.
- 54) The IIIT Sri City Chittoor representatives issue the instructions from time to time for smooth running of the mess. Non-compliance may attract cancellation of the contract

with appropriate penalty.

- 55) The contractor shall display the timings and menu everyday on the notice boards arranged for the purpose in the dining halls. Similarly food wastage by weight of the previous day may be displayed on the board.
- 56) Use of plastic materials like plastic cups, plastic carry bags, plastic glasses etc. is prohibited. Also the contractor has to dump the bio degradable and non-biodegradable waste from the mess separately in the bins/pits arranged by IIIT Sri City Chittoor.

B. Additional terms and conditions:

- 1) The IIIT Sri City Chittoor will not provide any transportation facility. The contractor shall make his own arrangement for his entire transport requirement.
- 2) The IIIT Sri City Chittoor will not provide any accommodation for the employees of the contractor. The contractor has to make his own arrangements for the accommodation of the workers.
- 3) The Contractor shall be responsible for taking good care of all equipment, utensils etc.
- 4) If any repairs of the equipment are to be done on account of mishandling/negligence of the workmen, except normal wear and tear, the said items will be repaired by the Contractor at his own cost.
- 5) The Contractor shall be responsible for maintaining the entire dining area on the lounge (Kitchen, stores, dining hall service area etc.) and for cleaning those places spotlessly at all times.
- 6) The kitchen shall be opened at any time for inspection of materials/records to the duly authorized representatives of the IIIT Sri City Chittoor.
- 7) It is the responsibility of the Contractor to store the material purchased by him in a neat, tidy and hygienic manner in the space provided by IIIT Sri City Chittoor. The security of such material will be the sole responsibility of the Contractor.
- 8) The contractor should ensure that the vegetarian and non-vegetarian items preparation will be done separately.
- 9) The Contractor on a daily basis will do the disposal of leftover foods and other garbage at regular intervals outside office premises.
- 10) The Contractor will maintain and provide all necessary documentation, registers and records in connection with the performance of catering services and other related documents including for complying with any statutory requirement and provisions of applicable laws.
- 11) The Contractor should take all precautionary measures to ensure the safety of the staff employed by them and IIIT Sri City Chittoor will not be responsible in case of any untoward incidents.
- 12) In case of any issues with the staff employed by the Contractor at IIIT Sri City Chittoor, the same will be settled at the Contractor's end only. The Contractor will indemnify IIIT Sri City Chittoor suitably. It shall be the duty of the Contractor to clearly inform its own personnel/staff that they will have no claim whatsoever against IIIT Sri City Chittoor. The Contractor has to ensure that all labour laws are followed scrupulously.
- 13) The contractor shall not employ child labour as per the child labour act. Employment of child labour, defined as per relevant laws is strictly prohibited.
- 14) The Contractor shall maintain a register with name, age and address of all their employees working at IIIT Sri City Chittoor premises.
- 15) The Contractor should obtain security passes for all his employees from IIIT Sri City Chittoor. The passes will be issued to all the staff, through IIIT Sri City Chittoor, as

and when required. Further, the contractor must take back the passes/Id cards issued to staff who are leaving services.

- 16) The contractor will register with the Registrar of the concerned Central/State Body and shall abide by State Labor/Government of India (Ministry of Labor) rules and regulations and all other Statutory Acts/Regulations and rules relevant to this contract including Works Contract, Act, minimum Wages Act etc. and shall indemnify IIT Sri City Chittoor against all risks and damages arising out of the default on the part of the Contractor due to negligence or non-compliance of any of the aforesaid rules, regulations etc. laid down by the Government, Statutory authorities Regulations and other Government bodies, if any, from time to time.
- 17) The Contractor shall appoint adequate staff and a Manager as overall in-charge of catering services. The Contractor shall ensure that the staff in catering are suitably trained, well-mannered and in appropriate uniforms.
- 18) The Contractor shall be responsible for the proper conduct and behavior of the staff engaged by them.
- 19) The Contractor shall provide the uniform of appropriate colour and ID cards, the staff must display their ID cards as and when required.
- 20) The contractor shall ensure the continuity of the services and also supply the items as listed in the menu without any interruption.
- 21) The contractor shall ensure that the movement of its employees/workers are limited to the kitchen/dining halls operations only and not allow entering the hostel corridors and hostel rooms.
- 22) The contractor shall ensure that its employees/workers behave properly and do not give scope for suspicious activities/thefts etc.
- 23) Smoking, consumption/distribution of alcohol, use of paan and gutka is strictly prohibited in the IIT Sri City Chittoor campus.
- 24) The contractor has to furnish the list of its employees/workers to IIT Sri City Chittoor within two weeks of commencing of mess operations. The contractor shall inform the IIT Sri City Chittoor authorities immediately in writing whenever the workers/employees are changed.
- 25) Staff should wear necessary hand gloves and caps/hair nets in the kitchen and service areas.
- 26) All the employees posted at the Mess should undergo a medical examination once in every six months to validate their physical and fitness.
- 27) The Contractor is solely responsible for the payment of minimum wages, ESI and EPF for their employees as per the Government of AP and GoI norms as applicable and should meet any other statutory and non-statutory benefits/obligations.
- 28) The record of duty hours and pay structure should be maintained as per rules for inspection by the government authorities.
- 29) The staff involved in mess activities are not entitled to play music systems/TV/videos/other entertainment mediums in the dining hall.
- 30) The contract can be terminated by giving 2 months prior notice in writing by either party. In case of breach of terms and conditions, IIT Sri City Chittoor reserves the right to terminate the contract without giving any notice, the Performance Guarantee shall be forfeited forthwith.
- 31) If during the tenure of the contract, the services of the contractor are found to be deficient or contrary to the interests of IIT Sri City Chittoor, IIT Sri City Chittoor reserves the right to terminate the contract giving a notice of two months in writing to the contractor with no liability to IIT Sri City Chittoor whatsoever.
- 32) Outsiders are not allowed to dine in the dining locations of IIT Sri City Chittoor.
- 33) During vacation periods IIT Sri City Chittoor reserves the right to reduce the strength or to close the dining facilities totally with advance intimation to the Contractor.

However, the Contractor has to serve the food during vacation with a minimum guarantee of 50 students/staff during vacation.

Hygiene and Sanitation Standards

1. Hygiene and sanitation standards should strictly comply with FSSAI regulations and/or prevalent norms. Compliance to the hygiene standards will be checked periodically. Non-compliance to hygiene standards will be sufficient reason to terminate the contract.
2. The crockery, cutlery, furniture and utensils used in the preparation and serving of foods will always be in clean and in hygienic condition.
3. Cleaning and maintenance of kitchen equipment should be carried out on a regular basis following proper hygiene conditions.
4. Cleaning the mess premises including Dining Halls, Service Areas should be done and keeping surroundings neat, clean and hygienic periodic fumigation as and when required is necessary.
5. The food shall be cooked, stored and served under hygienic conditions.
6. The mess vendor shall ensure that only freshly cooked food is served and the stale is not recycled. Stale food shall be removed from mess premises as soon as possible.
7. In case of any food related disease to any member of IIIT Sri City Chittoor community, the Contractor will be responsible for reimbursement of complete medical expenses.

SPECIAL TERMS AND CONDITIONS

1. Persons above 50 years of age and pregnant women should not be engaged in the regular mess activities.
2. Persons with co-morbidities should not be engaged in the regular mess activities.
3. Contractor and all its employees should install Aarogya Setu Application (App) on compatible mobile phones and regularly update their health status on the App.
4. Physical distancing of at least 6 feet shall be followed.
5. Use of face covers/masks is mandatory.
6. Guidelines for use of masks. The correct procedure of wearing triple layer surgical mask:
 - a. Perform hand hygiene.
 - b. Unfold the pleats; make sure that they are facing down.
 - c. Place over nose, mouth and chin.
 - d. Fit flexible nose piece over Nose Bridge.
 - e. Secure with tie strings (upper string to be tied on top of head above the ears – lower string at the back of the neck.)
 - f. Ensure there are no gaps on either side of the mask, adjust to fit.
 - g. Do not let the mask hang from the neck.
 - h. Change the mask after six hours or as soon as they become wet.
 - i. Disposable masks are never to be reused and should be disposed of.
 - j. While removing the mask great care must be taken not to touch the potentially infected outer surface of the mask
 - k. To remove the mask first untie the string below and then the string above and handle the mask using the upper strings.
 - l. Disposal of used masks: Used mask should be considered as potentially infected medical waste. Discard the mask in a closed bin immediately after use.
7. Further Please follow the advisories issued by the Central and State Governments and requirements stipulated by the institute authorities instructions from time to time.
8. Ensure hand washing with soap (for at least 40-60 seconds) even when hands are not visibly dirty. Provision for use of alcohol-based hand sanitizers (for at least 20 seconds) shall be made wherever feasible.

9. Entry & Exit points and common areas should have mandatory hand hygiene (sanitizer dispenser) and thermal screening provisions.

10. Only Supervisors and Staffs who are double vaccinated shall be deployed. The Vaccination certificates should be produced to the IIIT Sri City Chittoor.

4. BID EVALUATION

- a) The weightage for technical parameters (non-financial matters) : 70%
- b) Weightage for financial parameters : 30%

The proposal(s) with highest weighted combined score (quality and cost) shall be selected. Maximum technical marks to be allotted by the evaluation committee would be 125. The tenderer has to obtain a rating of above average in an overall performance rating on the feedback/ proxy site visits and a minimum score of 90 marks to be eligible for evaluation of financial bid. If none of the bidders have a technical evaluation score of 90 and more but fulfills the requirement of above average performance rating on the feedback/ proxy site visits, then the financial bid of the bidder who has scored highest technical score among the participating bidders will be taken up for further consideration. The criteria for awarding the marks for technical evaluation are as under:

Sl. No.	Parameters	Marks
1.	General Assessment	100
2.	Feedback / Proxy Site Visits	25
Total:		125

Evaluated Bid Score (B) will be calculated for each responsive bid using the following formula:

$$B = \frac{C_{low}}{C} X + \frac{T}{T_{high}} (1 - X)$$

Where,

C = Evaluated Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive bids

T = the total Technical Score awarded to the Bid

T_{high} = the Technical Score achieved by the Bid that was scored best among all Responsive bids

X = Weightage for the Price bid

The tenderer with the best Evaluated Bid Score (B) among responsive bids shall be the most advantageous bid. In case of a tie, the tenderer with higher technical marks would be awarded the contract. Further, even after doing so if there is a tie then the committee will decide on the appropriate procedure to be adopted for determining the eligible tenderer for award of contract.

The best evaluated bid shall normally be accepted. However, if the price offered by the best evaluated bidder is not acceptable, negotiation may be held with the best evaluated bidder. In case such negotiation does not provide the desired result, the reasonable or acceptable price

Signature of the Bidder with Seal

may be counter offered to the next best evaluated bidder(s).

Final selection of the tenderer shall be based on the scoring system mentioned above. If the Tender Committee arrives at a decision that the rate quoted by any Bidder is too low with reference to the quality and quantity expected by the Institute, the respective tenders are likely to be rejected from further consideration. The Tender Committee reserves the right to negotiate the prices quoted by the Bidders. The catering service contract shall also be split among the successful bidders for operational and other reasons, as decided by the Tender Committee and the O/o Hostel Management, whose decision will be final and binding in this matter.

Note: The marks awarded for Tender Evaluation by the constituted committee shall be final and binding on the tenderers.

4. 1 General Assessment Sheet:

S.No.	Description	Maximum Marks
1	Providing catering services in academic institutions/CFTI and non-academic institutions	40
2	Catering License	Compulsory
3	Quality Certificate (ISO etc.)	Compulsory
4	Bidder Solvency	5
5	Central FSSAI License	Compulsory
6	PAN	Compulsory
7	GSTIN	Compulsory
8	EPF	Compulsory
9	ESIC	Compulsory
10	Weightage based on the balance sheets for the financial years 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21.	30
11	Weightage based on the performance report	15
12	Total No of employees	10
Total		100

Criteria for General Assessment:

1. Academic/CFTI Institutions

- a) Providing catering services to 751 students and above : 20 marks
- b) Providing catering services to 501 to 750 students : 15 marks
- c) Providing catering services to 251 to 500 students : 10 marks
- d) Providing catering services to 100 to 250 students : 5 marks
- e) Providing catering services to < 100 students : No credit

+

Providing catering services in (2 to 5) academic/CFTI institutions : 10 marks

+

Providing catering services to more than 5 academic/CFTI institutions : 10 marks

2. Balance Sheets

Turnover >5 crores : 7.5 marks

2 crores < Turnover < 5 crores : 5 marks

1 crore < Turnover < 2 crores : 2 marks

50 lakhs < Turnover < 1 crore : 1 mark

3. Performance Reports

- a) Very Good : 15 marks
- b) Good : 10 marks
- c) Fair : 05 marks
- d) Poor : 03 marks

4. Employees

a) >30 : 10 marks

b) 25 to 30 : 8 marks

c) 20 to 25 : 6 marks

d) 15 to 20 : 4 marks

e) 10 to 15 : 1 mark

f) <10 : No credit

5. Mess rebate to students

Students are eligible to get rebates from the mess bill. Every student who wishes to get a rebate in the mess bill shall notify his period of absence from the mess to the hostel administration. Hostel administration approves the same and sends a list of exempted students to the respective Contractor by email. Contractor will not be paid for the notified days of absence of the student. Each Contractor shall be responsible for ensuring that the students who are given rebate are not allowed to dine during the period of said absence. Minimum number of days that a student is eligible to avail the mess rebate at a stretch is greater than FOUR days. However, students with medical reasons and with prior approval of institute authorities are not bound by the number of rebate days.

6. Payment to the Contractor:

- A. Payment will be made once in fortnight on submission of bills in triplicate. Bills are to be submitted on or before 5th and 20th of every month and the payment will be released on or before 15th and 30th of the month respectively.
- B. Any penalties and mess rebates will be deducted accordingly and the remaining amount payable will be paid to the contractor.

7. Graded penalty clause

Calculation of Penalty: $X = 0.1 * (\text{daily rate}) * \text{number of students allotted in the mess}$

S.No	Basis	Penalty (first instance)	Repetition of violation
1	Presence of unwanted items in food: Harmful items like blade, glass, metal wires, nails, pieces of plastics etc.	X	$1.5 * n * X$
1a	Other items like cockroaches, flies, insect etc., in cooked food - Live - Dead	$3 * X$ $5 * X$	$3 * n * X$ $5 * n * X$
1b	- Presence of Non-veg items in veg dishes - Presence of hair in dishes	X	$1.5 * n * X$
2	Usage of spoiled/stale food ingredients for example rotten vegetables, infected grains, expired items etc.	X	$1.5 * n * X$
3	Unclean Cutlery/ Sterilization process not followed	$0.5 * X$	$1.2 * n * (0.5 * X)$
4	- Usage of brands/ items that do not comply with the brand mentioned in the MMCC meeting/ tender document or is not FSSAI verified. - Reuse of heated oil	$0.5 * X$	$1.2 * n * (0.5 * X)$
5	For every percentage dilution in Milk from 100% till 97%	$0.4 * X$	$1.2 * n * (0.4 * X)$
6	Usage of synthetic color, MSG etc., or if found in storage room	X	$1.5 * n * X$
7	Noncompliance with workers dress Code	$0.1 * X$	$1.2 * n * (0.1 * X)$
8	Noncompliance with the rule stating about the number of people staying	$0.4 * X$	$1.2 * n * (0.4 * X)$

	overnight in the mess.		
9	Poor maintenance/tampering of the drainage system.	0.4*X	1.2*n*(0.4*X)
10	Mess personnel found violating hygiene standards for example usage of gloves and caps etc.	0.2*X	1.2*n*(0.2*X)
11	Misbehavior of mess personnel in the mess	Subject to the case, will be finalized during Hostel administration meeting	
12	Late serving of food	0.4*X	1.2*n*(0.4*X)
13	Insufficient quantity of food, food getting over before the allotted time.	0.5*X	1.2*n*(0.5*X)
14	Change of menu without valid reason and prior permission from Hostel administration	0.2*X	1.2*n*(0.2X)
15	Protocol violations regarding waste disposal. - littering - non segregation of waste	0.5*X	1.2*n*(0.5*X) 1.5*n*X

NB: The Contractor may prefer an appeal with the Hostel administration against the penalty imposed.

- 1) Rules for charging the Contractor per day basis:
 - a. The highest X charges per day is three times other than penalty in 1(a) which has no ceiling.
 - b. Other violations have a maximum cap of 1.0*X per day.
 - c. Any violations that do not fall under the purview of the above penalty clause will be discussed in the Hostel administration meetings.

8. Work at Risk and Cost

The institute reserves the right to get the whole or part of the work executed by some other Contractor at the risk and cost of the contractor if it is found that the quality and/or the progress in respect of the whole or part of the work is not satisfactory.

9. Insurance

The successful bidder (contractor) shall take third party insurance to cover any accident or accidents of nature, for an amount AS REQUIRED FOR this type of work against damage /loss/ injury to property or person or loss of life during the complete period of the contract. A copy of the insurance policy will be handed over by the contractor to the concerned authority of the Institute before the starting date of the work as specified in the work order/letter of intent. In case the contractor fails to take the insurance policy, the Institute would arrange for the same at the cost of the

contractor, alternatively, the institute may stop payments of bills to the contractor till insurance is arranged by the contractor or terminate the contract at the risk and cost of the contractor.

10. Indemnity

The contractor shall indemnify and keep indemnified the institute against all losses and claims for injuries and or damages to any person or property. The contractor shall abide by and observe all statutory laws and regulations in matters of Labour Law, Factory Act, Explosive Act, Workmen compensation Act, Royalty, Octroi, GST, Works contract etc, and shall keep the institute indemnified against all penalties and liabilities of any kind of breach of any such statute ordinance or law/regulations or Bylaws. **The contractor shall not employ child labour.** Payment to workers must be according to the Minimum Wages Act.

11. Compliance with the Institute rules and Regulations

The contractor shall comply with all norms stipulated by the Institute such as Gate Passes, Checking, Maintenance of Cleanliness, Discipline and Decency at and around the work site, Safety Precautions and Safety Regulations.

12. Arbitration

In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to matter the decision of which is specifically provided under this agreement, the same shall be referred to an arbitrator be appointed by the Director, Indian Institute of Information Technology, Sri City, Chittoor and the decision of the Arbitration will be binding on both parties of this agreement.

13. Jurisdiction

It is agreed and declared by and between the parties hereto that so far it concerns the jurisdiction of any court in enforcing any of the rights or remedies of the parties hereto against each other or one another, a court in the city of Chittoor District alone shall have jurisdiction to the exclusion of all other courts in any place in the Union of India so that none of the parties hereto shall be entitled to any proceedings whatsoever in respect of any matters touching or relating to or in connection with or arising under agreement and the terms and conditions thereof in any court except the court or courts having jurisdiction in the city of Chittoor.

14. Authorization

The Contractor shall submit to the institute the names, designation and specimen signatures of the persons authorised by him to draw materials, sign joint measurements, bills, receive payments, receive instructions/notices etc, behalf of the contractor.

15. Access to site

The contractor shall allow unhindered access to the institute and/ or any other party or person, engaged by the Institute to work at the same site and /or to check/ regulate/ watch/ guard/ measure/ inspect, solely or jointly with the contractor.

16. Safety and Security

Contractor shall abide by the safety code provisions as per safety code framed from time to time by the government.

Signature of the Bidder with Seal

Form of Performance Security (Guarantee) Bank Guarantee Bond

In consideration of the Indian Institute of Information Technology Sri City Chittoor (hereinafter called "IIIT Sri City Chittoor) having offered to accept the terms and conditions of the proposed agreement between And (Hereinafter called "the said contractor (s)) for the work of providing catering services as per agreement and the same having been unequivocally accepted by the catering contractor (Hereinafter called "the said agreement") and having agreed to production of an irrevocable bank Guarantee for Rs/- (Rupees only) as security / guarantee from the contractor (s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1) We (Hereinafter referred to as "the Bank") hereby (Indicate the name of the Bank) Undertake to pay to IIIT Sri City Chittoor an amount not exceeding Rs..... (Rupees Only) on demand by IIIT Sri City Chittoor.

2) We do hereby undertake to pay the amounts due and payable under this Guarantee without any demure/reservation, contest, recourse or protest and credit without any reference to the catering contractor, merely on a demand from IIIT Sri City Chittoor stating that the amount claimed is required to that recoveries due or likely to be due from the contractor (s). Any such demand on the Bank shall be conclusive as regard the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs (Rupees Only)

3) We, the said bank further undertake to pay to IIIT Sri City Chittoor any money so demanded notwithstanding any dispute or disputes raised by the contractor (s) in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present guarantee being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability payment therein under and the contractor (s) shall have no claim against us for making such payment.

4) We further agree that the guarantee herein (indicate the name of the bank) Contained shall remain in full force and effect during the period that would be taken for the said performance of the said agreement and that it shall continue to be enforceable till all the dues of IIIT Sri City Chittoor under or by virtue of the said agreement have been fully paid and claims satisfied or discharged or till Competent Authority on behalf of IIIT Sri City Chittoor certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor (s) and accordingly discharges this guarantee.

5) We further agree with IIIT Sri City Chittoor that (Indicate the name of the Bank) IIIT Sri City Chittoor shall have the fullest liberty without our consent without effecting in any manner our obligations hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor (s) from time to time or to postpone for any time or from time to time any of the powers exercisable by IIIT Sri City Chittoor against the said contractor (s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor (s) or for any forbearance, act of omission on the part of IIIT Sri City Chittoor on any indulgence by IIIT Sri City Chittoor to the said contractor (s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6) This guarantee will not be discharged due to the change in the constitution of the bank or the contractor (s).

7) We lastly undertake not to revoke this (Indicate the name of the Bank) Guarantee except with the previous consent of IIT Sri City Chittoor in writing.

8) This guarantee shall be valid up to unless extended on demand by IIT Sri City Chittoor. Notwithstanding anything mentioned above, our liabilities under this guarantee are restricted to Rs(Rupees only) and unless a claim of writing is lodged with us within six month of the date of expiry or extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Dated the day of for
(Indicate the name of the bank)

INSTRUCTIONS TO VENDORS

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information bidders may visit the MHRD e-Wizard Portal (<https://mhrd.euniwizarde.com/>).

1. REGISTRATION PROCESS ON ONLINE PORTAL

- a) Bidders to enroll on the portal <https://mhrd.euniwizarde.com/> by clicking on the link “Bidder Enrolment”.
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal. After registration send **User ID** for helpdesk team (helpdeskeuniwizarde@gmail.com and support@euniwizarde.com) for activation.
- c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (**Class III Certificates with signing and Encryption key**) issued by any Certifying Authority recognized by CCA India with their profile.
- d) 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 DSCs to others which may lead to misuse.
- e) 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.

2. TENDER DOCUMENTS SEARCH

- a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, Estimated value, Date, other keywords, etc. to search for a tender published on the Online 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 ‘Interested tenders’ folder.
- c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

3. BID PREPARATION

- 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.
- c) 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 needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d) 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/XLSX/PNG, etc. formats.

4. BID SUBMISSION

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads 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 to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by the department and no other format is acceptable.
- d) 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, the opening of bids, etc. The bidders should follow this time during bid submission.
- e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g) Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.**

5. AMENDMENT OF BID DOCUMENT

At any time prior to the deadline for submission of proposals, the department reserve the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

6. 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 e-Wizard Portal, in general, may be directed to the e-Wizard Helpdesk. The contact number for the helpdesk is **Gagan (8448288987/eprochelpdesk.01@gmail.com), Vijay(8448288989/eprochelpdesk.03@gmail.com),Suriya(8448288994/eprochelpdesk.06@gmail.com), 8448288992,8448288984,8448288986,8448288982,8448288988**

7. The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
8. The bid should be submitted through e-Wizard portal (<https://mhrd.euniwizarde.com/>) only.