

ONLINE TENDER DOCUMENT

CAFETERIA SERVICES TENDER



UNIVERSITY OF DELHI, SOUTH CAMPUS

Benito Juarez Road, New Delhi - 110021

Telefax Number: 011-24116938

EPABX: 011-24111955, Extn.: 7117

THIS TENDER DOCUMENT CONTAINS 23 NOS.OF PAGES
INCLUDING COVER PAGE
Cost of Tender: ₹500/- only



UNIVERSITY OF DELHI SOUTH CAMPUS

Benito Juarez Road, New Delhi 110021

Website: www.du.ac.in and www.south.du.ac.in

NOTICE INVITING ONLINE TENDER

Online tenders are invited from reputed contractors/cafeteria service providers for the provision of cafeteria services in the cafeteria of University of Delhi South Campus (UDSC).

The cafeteria in University of Delhi, South Campus is run in a beautifully designed building with two big dining halls with a seating capacity of 90 persons each (approx) and a small hall (The covered area of the Ground floor is 397 sqm. and first floor is 310 sqm.). The entire building is centrally air-conditioned with provision for all the basic amenities. The University seeks to hire cafeteria services for managing this cafeteria which is run for the benefit of University's students, faculty members and administrative staff. The interested contractors/cafeteria service providers may also visit the cafeteria before submitting their proposal.

Information & Instructions for Bidders

Cost of Tender Form (Non-Refundable)	Rs.500/- (Rupees Five Hundred only) through DD/Banker's Cheque in favour of Director, University of Delhi, South Campus, Payable at Delhi.
	Tender cost should reach the O/o the Assistant Registrar (General), General Branch, II nd Floor, Administrative Block, University of Delhi South Campus New Delhi-110021 before the end date and time of bid submission. Bidders, however have to attach scanned copies of tender cost along with the e-tender. Tender Document may be downloaded from the University of Delhi website www.du.ac.in and CPP Portal https://eprocure.gov.in/epublish/app per the schedule.
Earnest Money Deposit (EMD)	Rs.20,000/- (Twenty Thousand only/-) in form of an Account payee Demand Draft in favour of Director, University of Delhi South Campus, New Delhi, Payable at Delhi.
Date of issue of Tender document	02 nd May, 2019
Bid document Download Start Date & Time	02 nd May, 2019 at 04:00 P.M.
Bid Submission Start Date & Time	03 rd May, 2019 at 10:00 A.M.
Last date and time for submission of tender	24 th May, 2019 at 2:00 p.m.
Date, time and venue of technical bid opening	27 th May, 2019 at 03.00 pm. in the office of the Deputy Registrar, UDSC.

Address of communication	O/o the Deputy Registrar, UDSC, General Branch, II nd Floor, Administrative Block, University of Delhi, South Campus, New Delhi- 110021
Contact Official	Deputy Registrar, UDSC
Contact Details	Phone:- 24116938, 24111955-7111 Fax:- 011-24117772, 24111788, 24116938

Tenders are liable to be rejected if any of the conditions contained in tender document are not complied with. Amendment/corrigendum, if any in the tender document shall appear only in the website of University of Delhi i.e. www.du.ac.in and CPP Portal <https://eprocure.gov.in/epublish/app>.

University of Delhi reserves the right to cancel any or all tenders without assigning any reason thereof.

Deputy Registrar, UDSC



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Terms and Conditions of the Tender

1. Eligibility Criteria

- Bidder should have at least 3 years satisfactory experience of providing catering/cafeteria service in hotels/guest houses of reputed training or educational institutes/PSUs/Central/state government. **(Please enclose proof)**
- Bidder should have handled works of aggregate billing of Rs.10/- Lakhs per annum for the last 03 (Three) years i.e 2016-17, 2017-18, 2018-19. **(Please enclose proof in form of ITR)**
- Bidder should not have defaulted on any bank/financial institute loans in the past. There should not be any statutory dues and undisputed liability.
- Bidder must have at least enough supervisory staff, in addition to the requisite number of subordinate staff, efficient in managing the provision of cafeteria service of the University of Delhi, South Campus cafeteria.
- Bidder should not have defaulted for Cafeteria Services for University of Delhi as well as Colleges of University of Delhi and other institute.

2. Documentation

The bidder shall furnish, as part of its tender offer, documents establishing the bidder's eligibility to participate in the tender and its qualifications to perform the Contract. The documentary evidence of the vendor's qualifications to perform the Contract, shall establish to University of Delhi's satisfaction that the vendor is eligible as per the criteria outlined in the Eligibility Criteria at para 1 above.

4. Earnest Money Deposit

Bidder must submit Earnest Money Deposit (EMD) for Rs.20,000/- (Twenty Thousand only/-) in form of an Account payee Demand Draft in favour of Director, University of Delhi South Campus, New Delhi.

5. Costs

The offer should include the following:

- Cost of the menu items or other quoted items, if any, should be inclusive of all taxes and Statutory levies.



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6. Preliminary Scrutiny

University of Delhi will scrutinize offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. The University of Delhi may, at its discretion waive off any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and University of Delhi reserves the right for such waivers.

7. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of offers, University of Delhi may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the bidder may be required to give presentation on the proposed offer.

8. Technical inspection and Performance Evaluation

University of Delhi reserves its right to carry out a technical inspection and performance evaluation (benchmarking) of the offers made by short listed bidders. This may also include site visit of the current engagement of the bidders.

9. Verification

The University of Delhi reserves the right to verify any or all statements made by the vendor in the tender document and to inspect the vendor's facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

10. No Commitment to Accept Lowest or Any Tender

University of Delhi shall be under no obligation to accept the lowest or any other offer received in response to this tender notice and shall be entitled to reject any or all offers including incomplete offers without assigning any reason what so ever. University of Delhi reserves the right to make any changes in the terms and conditions of the work. University of Delhi will not be obliged to meet and have discussions with any bidder, and or to listen to any representations.

11. Shortlisting of Bidders

University of Delhi will create a shortlist of technically qualified bidders and the commercial offers of only these bidders will be opened. After opening Commercial Offers of the short listed tenders, if there is a discrepancy between word and figures, the amount indicated in words will prevail.



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12. Cancellation of Contract

University of Delhi reserves the right to cancel the contract/tender process without assigning any reason.

However, some of the grounds on which contract can be cancelled are detailed below. (This list is only illustrative and not exhaustive.)

- Serious discrepancy in the provision of the required services by the contractor.
- Breach by the tenderer of any of the terms and conditions of the tender.
- Any action by the bidder which is in breach of law or accepted practices in the commercial transactions.
- If the Vendor goes into liquidation voluntarily or otherwise.
- Any attempt to influence the decision of the University officials through direct/indirect methods/means.

13. Resolution of Disputes

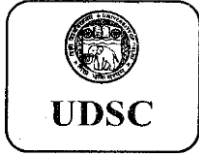
University of Delhi and the vendor shall make every effort to resolve amicably, by direct informal negotiations, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, University of Delhi and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution by formal arbitration. The Vice Chancellor, University of Delhi, shall appoint a sole Arbitrator for the dispute who will not be related to the contract and whose decision shall be final and binding.

14. Licence

The contractor should provide valid Licence for running Canteen.

The Canteen Contractor will not be allowed to provide their services for Private Parties/functions etc.

It shall be the responsibility of the Contractor to secure valid health & sanitation licenses and other such appropriate licenses from the Statutory and other Government organizations as and when needed from time to time. There shall not be any liability of the University in this regard and the contractor shall indemnify the University from any such hassles/implications etc.



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15. Security Deposit / Performance Guarantee

The selected vender shall submit security deposit / performance Guarantee amounting to ₹2,50,000/- (Rupees Two Lac Fifty thousand Only) in the form of Bank Guarantee issued by a scheduled bank which will remain valid till the completion of the contractual obligation.

16. Jurisdiction

The jurisdiction of the courts shall be Delhi.

17. Income Tax may be deducted at source as per rules.



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Catering Arrangements

The contractor shall provide, inter-alia, the following services in the Campus cafeteria on an on-going basis:-

1. **The contractor shall provide cooking raw materials as per the standard quality certification such as AGMARK and comply with regulations of Food Safety and Standards Authority of India wherever applicable.**
2. To provide cafeteria services in the main cafeteria as well as other units like Administrative Block, Examination Blocks, S. P. Jain Center, Biotech Center and any other such unit which is set up subsequently.
3. The cleanliness and hygiene of the working and cafeteria area including its surroundings will be the responsibility of the contractor. The contractor will also ensure that the manpower engaged will maintain requisite standards of personal hygiene. All the cafeteria staff including the stewards/bearers will wear distinct uniform. All the staff employed by the contractor will be required to provide medical fitness certificate from time to time.
4. Rate List will be displayed prominently on the notice board of the cafeteria and its constituent units Menu items would be provided as per the displayed rate list. The University would constantly monitor quality and price of the items provided.
5. Contractor shall ensure to arrange the cooking fuel, utensils (both cooking & serving), and other materials required for serving. The contractor shall also arrange for standard/better quality cutlery.
6. Contractor shall equip the kitchen with cooking stoves, refrigerators, insect repellants and other gadgets required for smooth provision of services in the cafeteria.
7. It will be the responsibility of the contractor for removal and proper disposal of waste material, garbage etc. from the Cafeteria.
8. The contractor shall keep adequate stock of cooking materials/food ingredients of acceptable standard at least for one fortnight and he shall procure seasonal vegetables & fruit on daily basis.
9. The contractor would also be required to make arrangements for organizing special lunch/dinner/high tea etc. for occasions such as seminars/symposium/conferences/related activities organized by different departments of University of Delhi, South Campus.

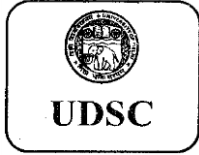


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Catering Arrangements

10. License fee for only kitchen storage and wash room shall be recovered i.e. for 135 sqm. which works out proportionately to ₹15,000/- pm. (Approximately). The calculation is based on Govt. guidelines & would vary as per the guidelines received in this connection from time to time.
11. The electricity consumption charges for kitchen area & store/office area of cafeteria building as per actual consumption would be payable by the Cafeteria Contractor.
12. The water consumption charges shall be payable @ ₹5,000/- per month by the Canteen Contractor (likely to be revised)
13. The contractor or any of his employees will not reside in the campus at night.
14. The contractor would not indulge in sub-contracting.
15. The contractor shall serve the requirement of South Campus only from the Cafeteria.



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Annexure I

(Letter to the University on the vendor's letterhead)

The Deputy Registrar,
University of Delhi, South Campus,
New Delhi - 110021

Dear Sir,

Sub: Your tender for provision of cafeteria services in the UNIVERSITY OF DELHI,
SOUTH CAMPUS Cafeteria

With reference to the above tender, having examined and understood the instructions, terms and conditions forming part of the tender, we hereby enclose our offer for the provision of cafeteria services in the University of Delhi, South Campus Cafeteria as detailed in your above referred tender.

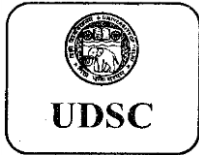
We undertake that we have never been black listed by any agency.

We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred letter and enclosures. We also understand that the University is not bound to accept the offer either in part or in full and that the University has a right to reject the offer in full or in part without assigning any reasons whatsoever.

We enclose the requisite Earnest Money Deposit of Rs _____ in the form of A/c Payee Demand Draft in favour of 'Director, University of Delhi South Campus', drawn on Bank _____, DD No. _____, Dated: _____.

Yours faithfully,

Authorised Signatories
(Name and Designation, seal of the firm)
Date:

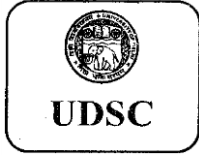


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Two Bid System Tender

BID SUBMISSION:

1. **Technical Bid:** Technical Bid” shall comprise of document as per Annexure-II, Annexure-III & Annexure-IV. The technical bid should be submitted in the Annexure-II, Annexure-III & Annexure-IV and its scanned copy must be attached with the bid. It should be accompanied by scanned copies of other documents mentioned.
2. **Financial Bid:** Schedule of price bid in the form of BOQ_Cafeteria Service Tender.xls The Financial Bid format is provided as BoQ_Cafeteria Service Tender.xls along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this BoQ_Cafeteria Service Tender.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. Bidder shall not tamper/modify downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with University of Delhi. **(No need to upload Annexure-V, it should be upload in the form of BoQ in xls format.)**
3. **Opening of Bid and Evaluation:** Bids shall be evaluated on the basis of technical specifications and rates quoted. Those who do not qualify technically shall not be considered.



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Annexure II

Technical Bid Company Profile

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information. **(Please enclose proof)**

S No	Item	Details
1.	Name of Firm/Contractor	
2.	Owner/Partner	
3.	Adhar Number of Owner/Partner	
4.	Permanent Address	
5.	Correspondence Address	
6.	Email ID	
7.	Telephone and Fax numbers	
8.	Year of Commencement of Business (As per Registration Certificate of Firm)	
9-b.	Name and designation of the person authorized to make commitments to the University	
9-c.	Contact details of the person authorized to make commitments to the University	
9-c.	Aggregate billing in financial year 2016-17 (As per ITR)	
10.	Aggregate billing in financial year 2017-18 (As per ITR)	
11.	Aggregate billing in financial year 2018-19 (As per ITR)	
12.	PAN No.	
13.	Goods and Service Tax Identification Number (GSTIN)	
14.	Details of registration of appropriate Labour Commissioner	
15.	Manpower details	
16.	Details of Earnest Money Deposit (EMD)	
17.	E.S.I. Registration Number (Optional)	
18.	E.P.F. Registration Number (Optional)	

Signature (Name and Designation)

Date:



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Annexure III

Technical Bid

Experience/Details of operation at present and in the last 3 years. **(Please enclose proof of Award Letter of Contract & Completion/Performance Certificate)**

Name of the Firm/Contractor _____

S.No.	Name of the Client	Period of contract	Clients contact Details (including name, email phone and fax no. and address)	Value of the Contract (in terms of billing per annum)	Remarks if any
1.					
2.					
3.					

Note: Experience will be calculated after date of Registration of Firm.

Signature (Name and Designation)

Date:



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Annexure IV

Technical Bid

The contractor willing to participate in the bid may visit UNIVERSITY OF DELHI, SOUTH CAMPUS cafeteria for perusing our requirements and furnish a conceptual plan of the strategy in providing the services which may inter-alia include scope of the work, requirements of manpower etc. **This is a technical evaluation and should not include the financial quote.**

Item No.1: Conceptual plan for provision of Cafeteria services:

Name of the Vendor: - _____

Subject	Your conceptual Plan
Scope of work	
Manpower proposed to be deputed	
Any other details/plan	

Item No. 2: The menu items expected to be provided in the cafeteria (The wt. /vol. of items shall not be varied from what is given below.)

Table 1: Compulsory items

Sl No.	Items	Unit of measure	Remarks if any
1	Tea	Per cup (125 ml.)	
2	Coffee	Per cup (100 ml.)	
3	Samosa	Per piece (100 gm.)	
4	Burger	Per piece (150 gm.)	
5	Bread Pakora	2 pcs per plate (200 gm.)	
6	Masala Dosa	Per piece (375 gm.)	
7	Plain Dosa	Per piece (375 gm.)	
8	Onion Utthapam	Per piece (375 gm.)	
9	Idli	Two Pcs per plate (300 ml.)	
10	Sambhar Vada	Two Pcs per plate (375 gm.)	
11	Kulche Chhole	Three Pcs per plate (375 gm.)	
12	Chhole Bhature	Two Pcs per plate (375 gm.)	
13	Rajma/Chhole Rice	Per plate (375 gm.)	
14	Puri Allu	6 pcs per plate (375 gm.)	
15	Gulab Jamun	Two pcs per plate (150 gm.)	
16	Bread Omelet	Two eggs, Two slice per plate (slice should be bigger)	
17	Butter Toast	Butter 25gm., Two Slice (Slice should be bigger)	
18	Lunch (Thali)	Puri/Chapati, Rice, Dal, One subji, Raita, Salad (375 gm.)	



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Table 2: Optional items

Sl No.	Items	Unit of measure	Remarks if any
1	Sandwich	4 pcs per plate (175 gm.)	
2	Allu Tikki	Two Pcs per plate	
3	Vegm. Patties	Per pc (250 gm.)	
4	Chowmin	Per plate (300 gm.)	
5	Cheese Patties	Per pc (375 gm.)	
6	Rasa Gulla	Two pcs per plate (150 gm.)	
7	Lassi	Per glass (200 ml.)	
8	Pineapple pastry	Per piece (75 gm.)	
9	Pao Bhaji	Per plate (250 gm.)	
10	Soft drinks (non aerated)	As per standard volume	
11	Jalebi	1 Plate of 100 gm.	
12	Gajar Ka Halwa	1 Plate 100 gm.	
13	Veg Sandwich	175 gm.	
14	Dhokla	Two Pc. Per Llate (150 gm.)	

Any other additional items the bidder wishes to add



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Item No. 3: Provision of providing milk/juice parlour in cafeteria of South Campus

SI No.	Type of Units	Items to be provided	Remarks if any
1	Milk Parlour (for providing products of brands like Mother Dairy, Nestle, Amul)	Butter Milk, Lassi, Curd, Ice creams, Flavoured Milk,	
2	Juice Parlour (For providing Package/Fresh items)	Fruit juices, Shakes	

Any other additional items the bidder wisher to add

Item No. 4: Special Lunch/Dinner (Buffet/Packed) (Kindly give details of dishes you would provide in each category)

SI No.	Category	Essential list	Remarks if any
1	Economy	Puri/Chapati, Rice/Pulao, Dal Makhani/Chhole, one seasonal vegetable, Bundi Raita / Vegetable Raita, Salad, Pickle	
2	Executive	Puri/Chapati/Nan, Vegm. Pulao/Jeera Rice/Peas Pulao / any other Pulao, Dal Makhani/Chhole, one seasonal vegetable, Paneer/Mushroom Vegetable, Pineapple Raita/Dahi Vada, Papad, Pickle, Salad, Sweet/ Ice Cream.	
3	Deluxe	Starters/Soups, Puri/Butter Nan/ Missi roti, Vegm. Pulao/Jeera Rice/Peas Pulao / any other Pulao, Dal Makhani/Chhole, Two seasonal vegetable, Paneer/Mushroom Vegetable, Pineapple Raita/Dahi Vada, Papad, Pickle, Salad, Sweet/ Ice Cream, Tea/Coffee & Soft drink / juices.	

Any other additional items the bidder wisher to add



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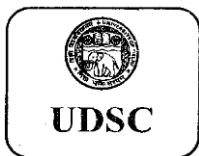
Item No. 5: High Tea (Kindly give details of items you would provide)

Sl No.	Item as per our requirement	Remarks if any
1	Tea/Coffee & Cold drinks Two items of snacks, Two items of sweet/Pastry, Biscuits/Cakes.	

Any other item the bidder wants to include.

Date:

Signature (Name and Designation)



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Annexure V

Commercial Bid:

Item No. 2: The rate of menu items expected to be provided in the cafeteria, for the benefit of students, faculty and administrative staff.

Table 1: Compulsory items

Sl No.	Items	Unit of measure	Quoted Price
1	Tea	Per cup (125 ml.)	
2	Coffee	Per cup (100 ml.)	
3	Samosa	Per piece (100 gm.)	
4	Burger	Per piece (150 gm.)	
5	Bread Pakora	2 pcs per plate (200 gm.)	
6	Masala Dosa	Per piece (375 gm.)	
7	Plain Dosa	Per piece (375 gm.)	
8	Onion Utthapam	Per piece (375 gm.)	
9	Idli	Two Pcs per plate (300 ml.)	
10	Sambhar Vada	Two Pcs per plate (375 gm.)	
11	Kulche Chhole	Three Pcs per plate (375 gm.)	
12	Chhole Bhature	Two Pcs per plate (375 gm.)	
13	Rajma/Chhole Rice	Per plate (375 gm.)	
14	Puri Allu	6 pcs per plate (375 gm.)	
15	Gulab Jamun	Two pcs per plate (150 gm.)	
16	Bread Omelet	Two eggs, Two slice per plate (slice should be bigger)	
17	Butter Toast	Butter 25gm., Two Slice (Slice should be bigger)	
18	Lunch (Thali)	Puri/Chapati, Rice, Dal, One subji, Raita, Salad (375 gm.)	

Table 2: Optional items

Sl No.	Items	Unit of measure	Quoted Price
1	Sandwich	4 pcs per plate (175 gm.)	
2	Allu Tikki	Two Pcs per plate	
3	Vegm. Patties	Per pc (250 gm.)	
4	Chowmin	Per plate (300 gm.)	
5	Cheese Patties	Per pc (375 gm.)	
6	Rasa Gulla	Two pcs per plate (150 gm.)	
7	Lassi	Per glass (200 ml.)	
8	Pineapple pastry	Per piece (75 gm.)	
9	Pao Bhaji	Per plate (250 gm.)	
10	Soft drinks (non aerated)	As per standard volume	
11	Jalebi	1 Plate of 100 gm.	
12	Gajar Ka Halwa	1 Plate 100 gm.	
13	Veg Sandwich	175 gm.	
14	Dhokla	Two Pc. Per Llate (150 gm.)	



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Item No. 3: Optional items: Provision of milk/juice parlour in cafeteria of South Campus
(The products should be branded at stated below and should be either available at MRP or discounted price.)

SI No.	Type of Units	Quoted Price
1	Milk Parlour (for providing products of brands like Mother Dairy, Nestle, Amul)	
2	Juice Parlour (For providing Package/Fresh items)	

Any other additional items the bidder wishes to add



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Item No. 4: Special Lunch (Buffet/Packed)

SI No.	Category	Quoted Price per plate
1	Economy	
2	Executive	
3	Deluxe	

Item No. 5: High Tea (Kindly give details of items you would provide)

SI No.	Item as per our requirement	Quoted Price
1	Tea/Coffee & Cold drinks Two items of snacks, Two items of sweet/Pastry, Biscuits/Cakes.	

Note: For evaluation of commercial bid the following weightage shall apply to the (i) Compulsory items, (ii) Lunch/Buffer/ High tea, and (iii) Optional items respectively. 100 percentage weightage to the quoted price shall be given in respect of compulsory items, 75 percentage weightage to the quoted price shall be given in respect of Lunch/Buffer/High tea, 25 percentage weightage to the quoted price shall be given in respect of Optional items.

An example is given below: -

	Percentage weightage to the quoted price	Vendor A		Vendor B	
		Quoted Price	Evaluated Price	Quoted Price	Evaluated Price
Compulsory item	100 %	₹1,000.00	₹1,000.00	₹800.00	₹800.00
Lunch/Buffer/ High tea	75 %	₹200.00	₹150.00	₹300.00	₹225.00
Optional items	25 %	₹150.00	₹37.50	₹300.00	₹75.00
Total:		₹1,350.00	₹1,187.50	₹1,400.00	₹1,100.00

Date:

Signature (Name and Designation)

INSTRUCTIONS FOR ONLINE BID SUBMISSION:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

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

SEARCHING FOR TENDER DOCUMENTS

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

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

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

- 5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
- 6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 125 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
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- 9) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.
- 11) All documents as per tender requirement shall be uploaded online through CPP Portal Website: <http://eprocure.gov.in/eprocure/app> and no documents except, original demand draft towards EMD and Tender Cost will be accepted offline.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.