

**NATIONAL COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING
SRI AUROBINDO MARG, NEW DELHI – 110016**

F. No. 9-2/2023-24/DEAA/KU/.949

Dated: 15.12.2023

Limited e - Tender Notice

National Council of Educational Research and Training (NCERT), Sri Aurobindo Marg, New Delhi - 110016 invites online limited tender under two bid system (Technical bid and Financial bid) for providing the catering service contract for Kala Utsav 2023-24 to be held in the premises of National Bal Bhavan (New Delhi) from 7th - 13th January, 2024 from the eligible experienced firms/caterers.

CRITICAL DATES

Date of Publishing the Tender Document	15.12.2023
Bid Documents download/sale start date	15.12.2023 at 05.00 p.m.
Bid Submission Start Date	18.12.2023 at 09.00 a.m.
Last Date of Submission of Bids	21.12.2023 at 05.00 p.m.
Opening of Technical Bid	22.12.2023 at 10.00 a.m.

Further details and complete e-tender documents can be accessed from the NIC Portal / Website <http://eprocure.gov.in> and e procure/app or www.ncert.nic.in Further any query relating to the process of online limited tender submission or queries relating to CPP portal in general may be directed to the 24x7 CPP portal helpdesk on toll free no.: 0120-4200462, 0120-4001002.

Bid Estimated Value is Rs. 16 Lakhs (Approximately).


Head, DEAA, NCERT
Kala Utsav- 2023-24

NATIONAL COUNCIL OF EDUCATIONAL RESEARCH AND TRAINING
SRI AUROBINDO MARG, NEW DELHI - 110016

F. No. 9-2/2023-24/DEAA/KU/.....

Dated: 15.12.2023

E-TENDER NOTICE

National Council of Educational Research and Training (NCERT), Sri Aurobindo Marg, New Delhi - 110016 invites e-Tender for providing Catering contract in respect of the Kala Utsav - 2023-24 to be held in the premises of the National Bal Bhavan (New Delhi) from 7th - 13th January, 2024 from the eligible experienced firms/caterers, which would be valid for a period of 375 days from the date of opening.

INVITATION FOR e-BIDS

1. NCERT, Sri Aurobindo Marg, New Delhi - 110016 invites e-tenders from reputed Catering Contractors having minimum five years' experience in outdoor catering for large gatherings organized by Govt. Departments, including large gathering of students and with minimum average Annual Turnover of Rs.30 lakhs during the last three financial years i.e. 2020-2021, 2021-22 & 2022-23.
2. It is the responsibility of the bidders to read and accept all the terms & conditions of the Tender Document before uploading the tender on CPP portal. Incomplete Tender Documents or bids are liable to be rejected. Tenders received after the due date and time will not be entertained.
3. Kala Utsav-2023-24 will be held at National Bal Bhavan Kotla Road, New Delhi - 110002. All meals would be prepared in the kitchens established within the premises; and meals would be served in the mess halls adjacent to the kitchens. The prospective bidders would be allowed requisite opportunity of inspecting the kitchens and mess halls site. Preference would be given to bidders having previous experience of working in similar environment.
4. The bidder shall declare that only professionally certified cooks having at least five years' experience of cooking vegetarian and meals for such large gatherings shall be deployed. It will also be desirable that at least one person having professional degree/diploma in 'Catering' from a recognized institution shall be present at the cooking venue at all meals for supervision of catering operations.
5. The Tender shall be accepted under Two Bid System. The interested firms have to submit the Technical Bid/ Financial Bids/ online in the prescribed proforma through e-procurement portal <http://eprocure.gov.in/eprocure/app> only. Tender sent by any other mode will not be considered and the same will be rejected summarily. All the documents in support of eligibility criteria are also to be scanned and uploaded along with the Tender documents. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.
6. All tender documents attached with this invitation to tender including the Specifications are sacrosanct for considering any offer as complete offer. It is therefore important that Tender Acceptance Letter which is a written undertaking that all the terms and conditions of the tender are understood and accepted should be signed, scanned and uploaded through e-Procurement site <https://eprocure.gov.in/eprocure/app>.

7. The Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees fifty thousand only) shall be payable through online to the A/c payee account number 10137881331, IFSC Code SBIN0001690 payable at NCERT, New Delhi. Earnest Money Deposit will be refunded without interest to the unsuccessful tenders/bidders after finalization of the contract. After award of contract the contractor has to deposit 3% of total contract annual value as Performance Security Deposit. Performance Security should remain valid for 2 months beyond the date of completion of all contractual obligations.
8. The interested parties can inspect the National Bal Bhavan, Kotla Road, New Delhi-110002 premises between 10:00 AM to 04:00 PM on any working day from 18.12.2023 to 22.12.2023. They may contact – Prof. Jyotsna Tiwari (Mob- +919868880484) Head, DEAA, NCERT during office hours on any working day for ascertaining the job requirements and any other additional information/clarification required by them.
9. All entries in the tender form should be legible and filled clearly, if the space provided for furnishing the details is insufficient; a separate sheet duly signed by the authorized signatory may be scanned and uploaded. No correction either in the Technical Bid or Financial Bid is permitted.
10. Conditional bids shall not be considered and will be rejected summarily.
11. The Technical Bids shall be opened online on the scheduled date and time on 22.12.2023 at 10.00 am. Evaluation of the tenders will start from 21.12.2023 after downloading the bids, in the Conference Room, 2nd Floor, G.B. Pant Block till the finalization.
12. The Financial Bids of only those bidders who qualify in the technical bid will be opened after evaluation by the Committee constituted for the purpose.
13. No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.
14. The tender documents can be downloaded from the website. <http://eprocure.gov.in/eprocure/app> from 15.12.2023 to 21.12.2023 and also from NCERT website i.e. <https://ncert.nic.in>.
15. Any subsequent Updates, Addendum, Corrigendum etc., if any will be published only on the website <http://eprocure.gov.in/eprocure/app> and www.ncert.nic.in. All bidders are required to regularly check the websites for any updates.
16. The Secretary, NCERT, New Delhi reserves the right to reject any or all the tenders submitted by the bidders at any time or relax/ withdraw/ add any of the terms and conditions contained in the Tender Documents without assigning any reason thereof.
17. The Secretary, NCERT reserves the right to empanel the successful bidder and its approved rates for one year from the date of approval of the rates for future requirement of NCERT programmes/events etc. as and when required and decision will be binding on the successful bidder.


Head, DEAA, NCERT
Kala Utsav- 2023-24

CHAPTER- 1: GENERAL INFORMATION FOR THE BIDDERS

1. Scope of work

The contract is for providing catering service including preparing and serving meals, beverages, High Tea and packed day meals at National Bal Bhavan, Kotla Road, New Delhi-110002 from 7th - 13th January, 2024 i.e. two days before and two days after the event as per the menu to the participant school children from all over the country, organizers and operational staff deployed in the Kala Utsav - 2023-24.

The number of participant school children is estimated at about and the number of organizers and operational staff is estimated at about 400. The number of 800 Participants is 800; however, this may liable to vary. The catering service and the consequent billing will be made only in respect of actual arrivals for this purpose, the caterer will distribute food coupons to the arriving participants on their entry in the National Bal Bhavan and the billing will be on the basis of number of coupons actually consumed.

The catering service will comprise three meals viz., breakfast, lunch and dinner with tea/coffee in forenoon and afternoon. Adequate water dispensers along with 20 ltrs capacity mineral water jar will be required to be provided by the caterer in the mess halls and in all the places where the participants would be accommodated.

Some programmes will be organized for day long events. Water dispensers and tea/coffee may be arranged at that venue.

A tour would be organized for the participants on the 13th January, 2024 for which a packed day meal with drinking water would be provided by the caterer.

The caterer would bring his/her own cooking implements, utensils, fuel, crockery and cutlery. Water for cooking arrangements for washing of utensils and dishes including crockery/cutlery would be supplied from the National Bal Bhavan, Kotla Road, New Delhi-110002.

All the raw materials and consumables to be used for cooking the meals would be brought by the caterer and all such material would confirm to all food safety, hygiene and nutrition standards prescribed under the provisions of Food Safety and Standards Act, 2006 and the rules/regulations framed there under by the Food Safety and Standards Authority of India (FSSAI).

Further, the caterer would ensure that all the food material used in cooking confirms to the standards laid down in the rules/regulations framed by the FSSAI in with respect to additives, contaminants, toxins, residues, packaging etc. As far as practicable, all consumables, specifically milk and milk products, oil/ghee/fats, cereals/pulses/flour, spices, condiments shall be sourced from Govt. outlets, viz. Kendriya Bhandar, Safal, Sehakari Bazar etc. and brought and stored in packaged condition to prevent any deterioration in quality standards. All the items like Bread, Milk, Fruits, Vegetables and other items should be should be procured fresh on daily basis.

2. Submission of Bid

The Tender shall be accepted under Two Bid System. The interested firms have to submit the Technical Bid and Financial Bid online in the prescribed proforma through e-

procurement portal <http://eprocure.gov.in/eprocure/app> only. Tenders sent by any other mode will not be considered and the same will be rejected summarily. All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender documents. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.

Technical Bid should contain the following details:

- a) Uploading all the documents required for meeting the eligibility criteria in given in Chapter 2.
- b) Uploading the Compliance Statement as per proforma given in Annexure VIII.
- c) Specification requirement and terms & condition in Chapter 3 and duly signed and stamped by the bidder.
- d) A non-refundable tender fee of Rs.1000/- (one thousand only) shall be payable through online to the A/c payee account number 10137881331, IFSC Code SBIN0001690 payable at NCERT, New Delhi and scanned copy of online payment should be uploaded.
- e) The firms/Caterers having MSME document for claiming exemption from EMD/Tender Fee must be attached.
- f) Tender Acceptance Letter as per Annexure I
- g) All pages of the Technical bid shall be numbered, indexed and the document shall be used as final for all purposes.

Financial Bid should contain Price Bid only in the form of BoQ as per the performa given in Annexure II.

3. Opening of bid

The Technical Bid shall be opened on the scheduled date and time on 22.12.2023 at 10.00 am.

The Financial Bids of only those bidders who qualify in the technical bid will be opened after evaluation by the Tender Opening Board/Committee. The date and time will be communicated to technical bid qualifiers after 25.12.2023.

4. Rate

- I. Rates are to be quoted as per Performa for Financial Bid in Rupees.
- II. The rate should be inclusive of GST and shall not be subject to any change/revision during the contract period. This will not apply to cold drinks/ juice. Change in menu (addition /deletion) and rates of new items introduced shall be by the mutual consent of NCERT Authorities and the Contractor.
- III. No enhancement of rates will be allowed for the job contract during the currency of contract.

5. Validity of bid

The bid shall remain valid for **375 days after the date of opening of bids**. A bid valid for a shorter period shall be rejected by NCERT, New Delhi as non- responsive.

6. Earnest Money Deposit

EMD amount will be accepted through online payment (NEFT/RTGS) A/c payee account number 10137881331, IFSC Code SBIN0001690 payable at NCERT, New Delhi. The bid without EMD is to be summarily rejected. A scanned copy/screen shot of the payment should be uploaded with tender documents.

Without prejudice to any other right of Director, NCERT the Earnest Money Deposit may be forfeited by the Secretary, NCERT:

- a) if the Bidder withdraws his/her bid during the period of bid validity; or
- b) in case the successful Bidder refuses to sign the Agreement; or
- c) if the bidder fails to furnish the Performance Security.

(iii) EMD will be refunded to the unsuccessful bidders **within sixty days** from the date of issue of award letter to the successful bidder and no interest would be paid thereon.

7. Performance Security

The successful bidder shall be required to deposit an amount equal to **5%** of the contract value. Performance Security should remain valid for 6 months beyond the date of completion of all contractual obligations. Performance Security shall be paid in favor of the Secretary through online payment (NEFT/RTGS) A/c payee account number 10137881331, IFSC Code SBIN0001690 payable at NCERT, New Delhi. This will be reimbursed after completion of contractor's performance obligations under the contract. The above security deposit will be liable to be forfeited during the period of contract, in case breach of any terms & conditions of the contracting contractor or failure to provide any services under the contract or loss results from contractor's failure and breach of obligation under the contract.

8. Period of Contract

The contract with regard to this tender refunded shall initially be for a period of 15 days which can be extended 375 days on mutual consent and satisfactory performance.

9. Acceptance/Termination of Bid

The NCERT, New Delhi reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason.

10. Bid Evaluation

- I. The NCERT, New Delhi shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether documents have been properly signed and whether bids are generally in order.
- II. If there is a discrepancy between words and figures the amount in words shall prevail. Prior to detailed evaluation, NCERT, New Delhi will determine the substantial responsiveness of each bid. A substantial responsive bid is one, which conforms to all the terms and conditions of bid document without material deviation. A bid

determined as substantially non-responsive will be rejected.

- III. The evaluation will be based on financial offer made by the various bidders based on the total of all rates quoted and other merits of the offer like food quality check, material check and past record.
- IV. The bid evaluation will be based on the overall lowest total amount quoted in the Financial Bid and will be considered for placement of offer. The lowest Offer/bidder will be decided on the basis of overall lowest rates quoted by the bidder (s). Further the L-1 bidder so selected will have to match the L-1 rates of other individual items quoted in the financial bid without compromising the quality and quantity of food items. However, it may also be noted that the NCERT, New Delhi is NOT bound to accept the lowest offer and reserves the right to award the work to the higher bidder who satisfy the requirement so needed.

11. Award of Contract

- a).The issue of the work order shall construe the intention of the NCERT, New Delhi to enter into contract with the successful bidder.
- b).The successful bidder shall within 05 days of issue order, give the acceptance letter along with performance security and sign the contract with the NCERT, New Delhi.

12. Signing of Contract

The signing of contract shall construe the award of contract to the bidder. Upon successful bidder signing the contract, the NCERT, New Delhi shall release the EMD. Failure of the successful bidder to comply with the signing requirement shall constitute the sufficient ground for the annulment of the award and forfeiture of the EMD. In that situation the NCERT, New Delhi may at its discretion award the work to other subsequent bidder or call for fresh bids.

13. Relaxation/modification in tender

NCERT, New Delhi reserves the right to:-

- a. Relax the tender conditions at any stage, if considered necessary for the purpose of finalizing the contract in overall interest of NCERT, New Delhi.
- b. Re-tender or modify the terms & conditions of the tender. It also reserves the rights to negotiate the rates with the lowest bidder.
- c. Accept or reject any or all of the financial bids in part or in full, irrespective of their being the lowest, without assigning any reasons.

14. Termination of Contract, Vacating the Premises etc.

- a. The contractor will on expiry of the period of the contract, peacefully and quietly vacate the premises in which catering services would be provided without raising any dispute whatsoever.
- b. The contractor shall not put up any permanent structure or make any alternations or additions in the premises without the prior consent in writing of the Licensor.
- c. The contractor will be at liberty to remove all the movable articles brought by the

contractor in the premises during the continuance of the contract, before delivering possession of the premises.

- d. In case of loss or damage caused to any of the furniture-fixtures etc. provided by the Licensor, the cost thereof shall be recovered from the contractor and the same shall be deducted from the Security Deposit.
- e. If the contractor commits breach of any of the aforesaid terms and conditions, the contract will stand terminated forthwith and the contractor shall have to hand over vacant and peaceful possession of the premises to Licensor without raising any dispute whatsoever.
- f. In case of the contractor going in liquidation, the contract shall be treated as cancelled and legal heirs/representatives or successors of the licensee shall not be entitled to claim any right over the demised premises.

15. Downloading of Tender document

The tender document can be downloaded from the website <http://eprocure.gov.in/eprocure/app> from 15.12.2023 to 20.12.2023 up to 5.00 p.m. and also from NCERT, New Delhi website www.ncert.nic.in.

16. Resolution of Disputes

- 1: The NCERT and the Successful Bidder(s) shall make every effort to amicably resolve any disagreement or dispute arising between them under or in connection with the contract.
- 2: If, after thirty (30) days from the commencement of such informal negotiations, the NCERT and the Successful Bidder (s) are unable to amicably resolve a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism of Arbitration.
- 3: The dispute resolution mechanism to be applied pursuant to such inability shall be as follows:
 - 3.1: A dispute or difference arising between the NCERT and the Successful Bidder relating to any matter arising out of or connected with the contract, such dispute or difference shall be referred to the sole Arbitration. Arbitrator shall be appointed by the Secretary, NCERT. The award of the Arbitrator shall be final and binding on the parties to the contract. The place of Arbitration shall be Delhi and the jurisdiction of the Courts will be Delhi only.
 - 3.2: The Indian Arbitration and Conciliation Act, 1996, the rules thereunder and any statutory modifications or re-enactments thereof, shall apply to the arbitration proceedings.

CHAPTER 2: ELIGIBILITY CONDITIONS

1. A bona fide caterer having at least 05 years of experience in providing outdoor catering services for large gathering of students in any State / Central Govt. Organization / PSUs / Autonomous bodies supported with relevant documents.
2. A non-refundable tender fee of Rs.1000/- (one thousand only) shall be payable through online to the A/c payee account number 10137881331, IFSC Code SBIN0001690 payable at NCERT, New Delhi and scanned copy of online payment should be uploaded.
3. The Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees fifty thousand only) shall be payable through online to the A/c payee account number 10137881331, IFSC Code SBIN0001690 payable at NCERT, New Delhi. Earnest Money Deposit will be refunded without interest to the unsuccessful tenders/bidders after finalization of the contract. After award of contract the contractor has to deposit 3% of total contract annual value as Performance Security Deposit. Performance Security should remain valid for 2 months beyond the date of completion of all contractual obligations.
4. The firms/Caterers having MSME document for claiming exemption from EMD/Tender Fee must be attached.
5. Copy of Firm's Registration details should be uploaded
6. Copy of the PAN of the firm / proprietor should be uploaded
7. Copy of GST registration number of the Firm should be uploaded
8. Name & Address of tenderer's Bank and his current / savings account No (Attach copy of cancelled cheque)
9. Name and Address of the Contact persons to whom all references shall be made by the Council
10. List of Institutions / Organizations (with complete postal addresses) served in the past and list of Institutions / Organizations where presently providing Catering Services, Names, designations and telephone numbers of concerned officers in the Respective Institutions / Organizations may also be indicated.
11. ITR for the last 03 years i.e. 2021-22 2022-23 & 2023-24.
12. Bidders' average Annual Turnover should be Rs. 30.00 lakh for each year of 3 years out of the last 5 years (2018-2023).
13. An affidavit on a non-judicial stamp paper of Rs. 100/- as per Annexure VIII
14. Municipal/State Certificate as bonafide caterer, restaurant, hotels, etc, as per Applicable law.
15. Valid food safety & standard authority of India (FSSAI) license issued by Govt. Dept.
16. Tender Acceptance letter as per Annexure-IV

Note: Bidder or his/her authorized signatory should have signed on each page of the tender document as part of the acceptance of the terms and conditions contained in the Tender Document. Also scanned photocopies duly signed by the authorized signatory of all documents from Sr. no. 01 to 15 above may be uploaded on CPPP portal together with the technical bid.

Chapter 3

SPECIFICATIONS, REQUIREMENTS, TERMS & CONDITIONS

1. The bidder should not use the banned single time used plastic products during the entire Kala Utsav 2023-24 programme in strict compliance with the Government of India directives. Instead the bidder shall use hygienic recycled paper products.
2. The bidder shall quote rates to provide catering service at NCERT, New Delhi in specified Financial Bid proforma.
 - a. The bidder shall quote rates on “per head per day” basis in Financial Bid separately for menu as **given** in Annexure – _____. The rate should include cost of all raw material including fuel i.e. Gas, safe drinking water. **Provision** of paper napkins **at all other related works** and items for proper servicing. The service utensils used for eating cooking shall be provided by Contractor. All the taxes as applicable from time to time shall be borne by the bidder.
 - b. The Contractor shall be under obligation to serve special lunch/ dinner/ breakfast in accordance with the request of Chairperson, Food Committee as per charges as per the contract. Extra items to be provided in the special Menu will be decided the by Chairperson, Food Committee in consultation with the contractor.
3. The Contractor shall strictly follow the **Menu as per Chapter-3** and shall seek instructions from the Chairperson, Food Committee who may modify the menu to fit to the needs of the guests/participants & Chairperson, Food Committee. No change can be made in the Menu by the contractor without written approval.
4. The Crockery, Cutlery, Table Cloth, Utensils and Kitchen equipment such as Masala Grinder, Electric hot Plate, Toaster, Dosa Plate, Chapati Plate, Refrigerator, Freezer, Tea/Coffee Machine and Service Counter and various Cooking utensils shall be arranged by the Contractor herself/himself and National Bal Bhawan, New Delhi shall not provide any item for this purpose. The contractor shall use commercial LPG cylinders for cooking purpose. The contractor should ensure the proper safety measures in the cooking areas /kitchen. The Contractor will bring all the Kitchen equipment in working order and thereafter he has been responsible for the maintenance upkeep and repair of the equipment's.
5. The Contractor shall arrange for proper cleaning and upkeep of Dining area and furniture at his own expenses.
6. The Contractor shall use proper utensils of good quality during serving of lunch, dinner and breakfast.
7. The Contractor shall arrange washing of table cloths, towels and cloth napkins at his own cost.
8. The Contractor shall not let out this work on sub contract or otherwise to anybody else. The Contractor will be fully responsible for breakage or damages done by them or their staff to the fixture and fittings providing or installed in the space provided to them in the National Bal Bhawan (New Delhi). Any loss/damage to the same will have to be made

good by the Contractor, at his own cost.

9. The contractor shall arrange for cooking and serving of Bed Tea, Break-fast, Lunch, Evening Tea and Dinner as per Menu given at the end of this chapter and at the timing given below.

THE TIMINGS OF SERVING OF MEALS

Breakfast:	8.00 am to 9.00 am
Lunch:	1.00 pm to 2.00 pm
Dinner:	8.00 pm to 9.30 pm
Bed Tea:	As per requirement of Guests
Evening Tea:	5.00 pm to 6.00 pm in the dining hall

Note: Timings are liable to be changed at the discretion of NCERT authorities with prior intimation.

10. Contractor shall buy at his own cost good quality of Atta, Rice, Grocery, Dal items, Edible Oils, Vegetables Items, Fruits and other essentials. Contractor shall use standard FSSAI certified items of reputed brands only. These items are subject to verification at any time without notice by NCERT or by its authorized committee, whose recommendations are final and are to be acceptable by the Contractor for any action that may be considered deemed fit and will be binding upon the Contractor.
11. Catering Staff found to be not satisfactory by the administration of NCERT or its representatives will be replaced immediately by the Contractor on intimation to the administration.
12. The waiters will put on proper uniform as prescribed by the Administration. Aprons, caps, hand gloves, shoes will also be necessary to be put on by cooks while cooking food.
13. All waiters and cooks will have photo identity cards so that entry is restricted to only legitimate persons to the National Bal Bhavan, New Delhi or venue decided by the NCERT.
14. Cleanliness and hygiene of the staff employed for cooking/ serving should be of extra ordinary level. Staff with any contaminating disease should be immediately withdrawn from service by the Contractor.
15. The contractor shall use only commercial LPG gas for cooking. The electronic equipment for the purpose of heating, cooling prepared items as well as drinking items can be run on power. Under no circumstances, the contractor will be permitted to use kerosene oil, wood or any other fuel which emits smoke & bad odors. Electricity charges incurred for catering purposes will be paid by the bidder.
16. The Bidder shall not sublet the space provided to it by NCERT. The Bidder shall not use the space provided for storage or keeping any other goods or articles other than those required for the use in the Kala Utsav – 2023-24 programme.

17. The accommodation provided for workers will be exclusively used by the persons having the valid / authorized photo pass issued by NCERT / National Bal Bhavan and no outsiders will be allowed at any stage. Any temporary authorization for entry to person(s) will be given by the Chairperson Food Committee in writing.
18. A flat fine of Rs. 5000/- per occasion will be imposed by NCERT authority/ its authorized committee for breach of contract with respect to not maintaining the quality/ quantity/ service / misused accommodation non-conforming to rules as per agreement.
19. Payment will be made after completion of the programme on submission of bills along with required supporting documents, coupons etc. and satisfactory certifications by the Food Committee. No advance payment will be made at any stage. Any offer linked with the advance payment is liable to be disqualified.
20. Test Samples of food items will be provided at free of cost by the contractor to NCERT food inspection committee (5 persons) for ensuring quality as and when required. The visit shall be made randomly with a purpose to check the quality of food prepared for serving.
21. The Contractor for Catering Services shall broadly cover the following jobs.
 - a. Cooking and Serving
 - b. Cleanliness of Mess area and surroundings
 - c. Proper cleaning of utensils, maintenance
 - d. Storing the food stuff under hygienic conditions.
 - e. Replacement of tablecloths, napkins, towels etc. daily as per events (Breakfast, Lunch, dinner) as per instruction of NCERT authorities.
22. Bed tea, Breakfast, Lunch and Dinner are broadly covered under cooking. Items shall have to be cooked as per the menu. Timings shall have to be observed strictly. Bed tea is required to be served at the places of accommodations, in hot condition.
23. Cleanliness/ House Keeping:
 - a. Cleanliness of the area which includes Kitchen, Dining Hall, Washing area, wash-basin, Water-Coolers, Pantry and surrounding areas shall have to be arranged by the Contractor employing his own staff at his own cost.
 - b. Cleaning material of good quality shall be used by the Contractor at his own cost
 - c. Utensils shall have to be cleaned using hot water and proper detergents.
24. The Food stuff shall have to be prepared & kept under hygienic conditions by the Contractor. The contractor shall not keep, store, deal with any item which is prohibited by law and which is injurious to health viz. cigarettes, bidi, gutkha and liquor etc. The contractor shall not entertain any order/supply eatable outside NCERT campus.
25. In case of breach of any conditions of the contract and for all types of losses caused by

the Contractor, NCERT shall make deductions as deemed suitable from the bills preferred by the Contractor or can recover the amount from Security Deposit.

26. A Food Inspection committee nominated by the NCERT Authority will make a surprise check as and when needed. In the event of any lowering of quality/ quantity, the bidder will be liable for penal action/termination of the contract and then the performance security deposit amount will be forfeited.
27. In case the Contractor fails to execute/ perform the assigned works or a part thereof, NCERT shall be authorized to make suitable deductions as deemed fit by NCERT from the bills of the Contractor and damages will be charged to extent of loss.
28. Food stuff prepared for serving to the Guest/participants shall be subject to the approval of NCERT authorities and their decision in this regard shall be final and binding on the Contractor. Losses and inconvenience faced on this account by NCERT shall be punishable and suitable recovery may be made by NCERT.
29. The Staff employed including mess manager by the Contractor should be courteous and polite in behavior towards all the participants and the NCERT Officials.
30.
 - a. The Contractor shall have to deploy sufficient number of cooks, waiters, cleaning staff, dish washers and head waiters, Safaiwalas and supervisors to ensure complaint free servicing of food.
 - b. Waiters at the scale of one waiter for every two tables shall be provided for smooth and efficient service. At least one supervisor should be engaged for all events in the dining hall.
31. NCERT is NOT bound to accept the lowest offer and reserves the right to award the work to more than one bidder depending upon urgency and requirement. Further, the Contractor would not have any claim on the number of participants for whom services are rendered in the programme. In case any proceedings are initiated against the contractor by any Court/Municipal/or Govt. Authority under the provisions or Prevention of Food Adulteration Act 1952 (Amended in 1986) or any other law/rule or regulation applicable in such matter, the contractor shall be solely and directly liable and responsible for that.
32. The expenses for execution, registration charges, stamp duty etc. relating to the agreement shall be borne by the contractor.

OTHER TERMS AND CONDITIONS OF CONTRACT

33. Both the Technical Bids and the Financial Bids shall be opened online.
34. It is the responsibility of Bidders to read all the terms & conditions of this document carefully before filling the bid. Incomplete bid documents or bids not responsive enough to the terms and conditions are liable to be rejected. The bidder should sign the undertaking along with the bid document that he has read the complete tender document and will abide by its terms & conditions.
35. The financial bids shall be opened online and shall be evaluated on the basis of:

- a. Quality of food as recommended by the Food Inspection Committee,
 - b. Quoted rate and reasonability of rate as recommended by the Food Committee
 - c. Previous experience in serving food in such kind of events.
37. The bid shall contain no erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person or persons signing the bid.
 38. If, even after award of contract, any information/facts submitted by the bidders are found misleading/incorrect/false etc., NCERT, New Delhi reserves the right to terminate the contract.
 39. The successful bidder has to furnish interest free Performance Security Deposit of 5% of the total value of the order shall be payable through online to the A/c Payee Account No) 10137881331, IFSC Code SBIN0001690 payable in favour of Secretary, NCERT, New Delhi. This has to be given within stipulated period as mentioned in the letter of award of contract. The Performance Security Deposit will be valid for a period of sixty days beyond the date of completion of all contractual obligations. No interest will be paid on such deposits. It may be noted that the Performance Security shall stand forfeited in the event of the firm fails to comply with the terms and conditions of the contract and thereafter the contract shall be treated as cancelled.
 40. The Earnest Money Deposit will be refunded to the unsuccessful bidders after finalization of tender, without any interest.
 41. However, the Earnest Money of the successful bidder will be liable to be forfeited, if the bidder does not fulfill any of the following conditions:
 - a. The successful bidder shall have to deposit Security deposit before award of supply order. The security so deposited with NCERT, Sri Aurobindo Marg, New Delhi - 110016 shall not carry any interest.
 - b. To undertake the work from the specified date mentioned in the award letter.
 42. The successful bidder will have to execute the complete catering contract as per menu Items and rates as given in the price schedule/Financial Bid document as per Annexure-IV attached with this Tender Document.
 43. The successful bidder will be responsible for executing the complete catering contract at his own cost as per the requirement, irrespective of time. In case of any fault, delay etc., 'risk purchase' will be made by the NCERT, New Delhi out of the Security Deposit of the said Contractor (this includes the difference between the tender rate and risk purchase plus incidental charges).
 44. In case of supply of contracted items/services, if such articles/ services are found deficient in quantity or quality and not of standard quality or not supplied in time, a deduction of 10% will be made from the bill as penalty or as decided by the Secretary, NCERT, Sri Aurobindo Marg, New Delhi - 110016. Repeated faults/delays may result in forfeiture of part or whole of Security Deposit and even termination of the contract.

45. The successful bidder will ensure compliance of all the relevant provisions of the prevailing Laws.
46. NCERT, Sri Aurobindo Marg, New Delhi - 110016 reserves the right to visit the existing or the past customers of the bidder to ascertain the quality of work performed by the bidder and in case any negative report is received against the bidder, the bid may be rejected. Also in case any information provided by the bidder is found to be false, such bid may be rejected and part or full performance security deposit will be forfeited.
47. The successful bidder will submit the bill in triplicate to NCERT, Sri Aurobindo Marg, New Delhi - 110016 for making the payment. Payment will, as far as possible, be made within 30 (thirty) days from the date of receipt of bill after deduction of GST as per rules through NEFT/RTGS system.
48. The Earnest Money deposit of the successful bidder will be refunded after depositing of the Security Money against the contract. However, the same will not carry any interest.
49. Conditional/Incomplete offers not conforming to tender document will be rejected.
50. No Advance payment will be made; any offer linked with advance payment is liable to be disqualified. However, part payment can be considered by the NCERT on request by the firm.
51. After being declared successful, if the bidder fails to execute the contract as per the terms stipulated in the tender, the EMD will be forfeited and the bidder will be blacklisted / debarred from participating in any future bid/tender for a period of two years in NCERT.
52. The Secretary, NCERT, New Delhi reserves the right at the time of award of contract to increase or decrease the number of persons to whom food is to be provided without any change in terms & conditions.
53. The Inspection Team of NCERT, New Delhi will be entitled to carry out inspection of the bidder's facilities at the food serving venue for which the firm will have to make all necessary arrangements as may be required by the inspection team.
54. All ingredients/consumables used by the contractor shall conform to the prevailing food safety laws. Any violation of the laws in this regard would be liable to result in cancellation of contract, forfeiture of performance security deposit apart from any other penal action that such violation may entail.
55. The contractor shall certify the professional qualifications/experience as also the character/antecedents of all personnel deployed by him at the campus venue. Any incident of unprofessional or untoward conduct leading to endangering public safety or the well-being of persons present at the campus venue, will invite penal action which may extend to cancellation of contract, forfeiture of performance security deposit apart from any other penal action that such violation may entail.
56. The contractor shall also be responsible for maintaining safety of operations at the kitchens and mess halls at the venue and for complying with the orders/instructions issued in that regard from time to time by the NCERT, Sri Aurobindo Marg, New Delhi - 110016. Failure to conform to the safety requirements and failure to comply with any orders/instructions in this regard shall be liable to result in penal action including

cancellation of contract, forfeiture of performance security deposit apart from any other penal action that such violation may entail.

57. The contractor will be required to furnish a certificate at the time of submitting the tender to the effect of accepting the condition of allowing prior inspection of his facilities including stocks, by designated team of NCERT, New Delhi within 02 days from the date of issue of offer letter from NCERT, New Delhi and the expenditure towards the inspection will be borne by the contractor.

Food Menu

Proposed menu for breakfast, tea break, lunch and dinner during Kala Utsav, 2023-24.

Days & Date	Morning Tea and Biscuits	Breakfast	Tea break (Packed)	Lunch	Tea break	Dinner
Day 1 7-1-2024	Morning tea and Biscuits	Aloo Puri, Bread, Butter / Jam / Tea/ Coffee /Milk/ Corn flakes, Apple	Branded Packed Juice and Millets biscuit	Chapati, Rice, Dal, 2 Seasonal Vegetables, Salad, Papad, Raita, Pickle	Bread Roll ,Packed fruit juice (Branded)	Chapati, Millets khichdi, Dal (Arhar), Mushroom, Salad, Papad, Pickles, kheer
Day 2 8-1-2024	Morning tea and Biscuits	Idli, Sambhar, Chutney, Bread, Butter/ Jam/ Tea/ Coffee/ Milk, Corn flakes, Banana	Branded Packed Juice and Millets biscuit	Chapati, Rice, Dal, 2 Seasonal Vegetables, Salad, Papad, Raita, Pickle	Aloobonda with Tea /Packed Fruit Juice (Branded)	Chapati, Rice, Dal(Moong), Malai Kofta, Salad, Papad, Pickles, Sewaiya
Day 3 9-1-2024	Morning tea and Biscuits	Aloo Parantha, Bread, Butter /Jam /Tea/Coffee/ Milk, Corn flakes, Apple	Branded Packed Juice and Millets biscuit	Chapati, Rice, Dal, 2 Seasonal Vegetables, Salad, Papad, Raita, Pickle	Bread Pakoda withTea /Packed Fruit Juice (Branded)	Chapati, Chowmin, , Chilli Paneer, Dal, Salad, Papad, Pickles, Moong Dal Halwa
Day 4 10-1-2024	Morning Tea and Biscuits	Idli sambhar, Chutney, Bread, Butter, Jam, Tea , Coffee, Milk, Corn flakes, Banana	Branded Packed Juice and Millets biscuit	Chapati, Rice, Dal, 2 Seasonal Vegetables, Salad, Papad, Raita, Pickle	Brownie, Tea/Packed Fruit Juice (Branded)	Chapati, Fried Rice, Sarso ka Sag, , Dal, Salad, Papad, Pickies, Custard with fruits
Day 5 11-1-2024	Morning Tea and Biscuits	Poha, Bread, Butter/Jam, Tea / Coffee, Milk, Apple	Branded Packed Juice and Millets biscuit	Chapati, Rice, Dal, 2 Seasonal Vegetables, Salad, Papad, Raita, Pickle	Dhokla ,Packed Fruit Juice (Branded)	Chapati, Rice, Dal (Arhar), kadai Paneer, Salad, Papad, Pickles, Gajar ka Halwa.
Day 6 12-1-2024	Morning Tea and Biscuits	Bread, Butter/Jam, Chole Bhature Tea/Coffee/Milk, Corn flakes, Apple	Branded Packed Juice and Millets biscuit	Puri, Rice, Aloo Sabzi, Dal (Mixed Dal), Paneer (Kadai), Salad, Raita, Papad, Pickles	Samosa, Packed Fruit Juice (Branded)	Chapati, Rice, Paneer Kofta Ladyfinger fry Masala, Dal (Arhar), Salad, Papad, Pickles, Rasogulla
Day 7 13-1-2024	Morning Tea and Biscuits	Vada Sambhar, Chutney, Bread, Butter /Jam, Tea /Coffee / Milk, Corn flakes, Banana	Branded Packed Juice and Millets biscuit	Packed Lunch	Khasta Kachodi/ Branded Packed Fruit Juice/ (Branded)	Chapati, Fried Rice, Chilli Paneer, Dal (Mixed), Salad, Papad, Pickles

Note: Each item's quantity shown in above table is per-head and per-time

High Tea on demand: (Inaugural and Valedictory Programme)

Green Tea with biscuits/wafers

Lemon Tea with biscuits/wafers

Salted Kaju /Almonds, Sweets and other namkeen (Panner Cutlet / Paneer pakoda / Vegetable sandwich / Vegetable Roll) with high tea

Tea with Kaju, wafers (Haldiram / Parle) namkeen (Tea Darjeeling / Twinnings / Lipton / Tata gold)

Coffee Espresso with sweets, Kaju, namkeen, wafers

Packed Lunch

(For Delhi Darshan to be given in Bus)

1. Cold Drinks/Frooti
2. Aloo Paratha with Pickles//Veg. Patty/Cheese Patty with Tomato Ketchup.
4. Pomme Frites (French Fried Potatoes)
5. Seasonal Fruit (viz.Orange, Banana, Apple etc)
6. Sweets (Dry Sweets viz. Boondi Laddu.)

Proposed quantity and quality of each item used for breakfast, tea break, lunch and dinner during Kala Utsav, 2023-24

Item	Quantity	Quality
Atta	100 gm per head per time	Chakki Atta, M.P.Wheat
Rice	100 gm per head per time	Basmati(Tiber)
Dal	50 gm per head per time	Safal/Kendriya Bhandar
Oil	25 gm per head per time	Refined, Sunflower
Dalia	30 gm per head per time	-Safal/Kendriya Bhandar
Suji	50 gm per head per time	-Safal/Kendriya Bhandar
Poha	50 gm per head per time	-Safal/Kendriya Bhandar
Dahi	150 ml per head per time	Mother Dairy/DMS
Paneer	50 gm per head per time	Mother Dairy/DMS
Milk	250 ml per head per time	Mother Dairy/DMS
Salad	100 gm per head per time	FreshVegetables for salad
Bread	2 Slices per head per time	-
Jam	10 gm per head per time	-
Butter	10 gm per head per time	Amul/MotherDairy
Ice-Cream	1cup per head per time	Mother Dairy/DMS
GulabJamun	2 piece per head per time	-
Jalebi	100 gm per head per time	-
RavaKesri	100gm per head per time	-
Rasogulla	2 piece per head per time	-
GajarHalwa	100 gm per head per time	-
Chhenapoda	100 gm per head per time	-

Note: Each items quantity show in above table is per-head and per-time.

3. Tea/Coffee on order of Guest - This Skelton service may be opened 06 AM to 12 midnight. During odd hours 8 -12 PM on 20% additional service.

List of Raw Materials

Vegetables: The caterer shall procure fresh seasonal vegetables on daily basis.

Grocery: Good quality.

Tea: Lipton/Tata- Tetley, Premium, Gold, Taaza

Coffee- Nescafe, Bru

Milk and milk products- Mother Diary/Amul/DMS/sanchi

Biscuits - Britannia/Sunfeast/Parle

Bread -Britannia/Golden harvest/English Oven

Butter –Mother Diary/ Amul

Jam- Kissan/Tops

Dry Masala- Catch/MDH/Everest/Patanjali

Salt- Tata/Suffola

Cooking Medium- Dhara/Fortune/Kanodia/Patanjali/Sundrop/Nature Fresh

Water of good quality -Bisleri/Aquafina/Kinley/Bailley

All cereals and pulses and Rice should have AG mark – Patanjali, Kendriya Bhandar, Mangatram.

Atta- Aashirwad /Aahar/ Pilsbury/Shaktibhog

Rice- A to Z/ Lal Mahal/India gate-Tibar)

Personnel

The Caterer shall make arrangements to provide cooks and waiters for cooking and serving. There should be a minimum of 2 cooks, 4 waiters, 2 cleaners. The caterer shall provide to NCERT, New Delhi a list of persons deployed for the purpose of cooking, serving and cleaning. The names and addresses of personnel so deployed by the caterer will be displayed on the notice board of the Guest House. No child labor will be employed by the Caterer.

Cleanliness

The Caterer shall be responsible for the cleanliness of the kitchen and the dining hall. He/She shall keep the premises clean and neat at all times according to the health and hygiene conditions prescribed by the Delhi Municipal Corporation. The caterer shall also provide soaps, towels, in the bathroom attached to the dining hall.

Tender Acceptance Letter

To,

The Secretary,
NCERT
Sri Aurobindo Marg,
New Delhi - 110016

Sub: Tender Acceptance Letter

Sir,

I hereby undertake that I have read and understood the entire tender document and accept & agree to comply with the same. I also accept and agree that any subsequent Addendums and Corrigendum if issued in this regard I shall comply accordingly.

Date:

Place:

Signature of the Authorized Signatory of the
Bidder With seal of firm

Annexure - II**Proforma for Financial Bid**

Sl. No.	Menu	Rate in rupees inclusive of all taxes per head/per day
1.	Morning Tea, Tea Break (2 times)- as per Menu	
2.	Breakfast – as per the menu	
3.	Lunch - as per the menu	
4.	Tea / Coffee, Cold Drinks & Drinking Water, etc. – as per the menu	
5.	Dinner - as per the menu	
	SUB TOTAL(1 TO 5)	
6.	Packed Lunch (On 13 th January 2024)	
7.	High Tea on demand (as per menu)	
TOTAL =		

Undertaking

I/We undertake that I/we shall furnish the Performance Security within fifteen days after issue of notification of award for an amount equal to 10% of the contract value in the form of demand draft or Fixed Deposit Receipt (in original) or Bank Guarantee in an acceptable form from any Nationalized/Commercial Bank in favour of Director, NCERT, New Delhi. Performance Security shall remain valid for a period of 2 months beyond the date of completion of all contractual obligations of the supplier. No interest will be paid on amount, the same will be refunded when the contract is over and after clearing all dues in respect of PNG charges, to be provided on free of cost and license fee etc.

I/We also agree to abide by this Bid validity period of 180 days from the date of opening of Technical Bid. It shall remain binding upon us and may be accepted at any time before the expiration of that period.

Until a formal contract is prepared and executed, this bid, together with your written acceptance thereof and your notification of award shall constitute a binding Contract between us.

I/We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

I/We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf will engage in bribery.

I/We understand that you are not bound to accept the lowest or any bid you may receive.

I/We attach here with an affidavit confirming that the information furnished in the Bid is correct to the best of our knowledge and belief.

I/We clarify/confirm that we comply with the eligibility requirements of the bidding documents till our contract remain in operation/force.

Dated this _____ day of 2023

Signature of the Authorized Signatory
of the Bidder with seal of firm

Date:

Place:

Details of Catering Firm

1. Name of Catering Firm (Copy of evidence of address to be enclosed):
2. Status of ownership of the firm(Propriety/Partnership/Company) (Copy to be enclosed)
3. Registration No. for Catering Services (Municipal Corporation) (Copy to be enclosed):
4. GST Registration No. (Copy to be enclosed) :
5. PAN Number (Copy to be enclosed) :
6. ITR During Last three Year(Copy to be enclosed):
7. No. of Manpower (Qualified, Skilled and Unskilled) Available with the firm as on date as per the Master Rolls. (Copy to be enclosed) :
8. Telephones / Mob Nos. :
9. Residential Address :
10. Banker's Name & Address(Copy of cancelled cheque /NEFT details to be enclosed) :
11. Experience (Years) :
12. Minimum average annual turnover of Rs. 30.00 Lakh in a year for last three years (supporting document to be enclosed).
13. List of Major Clients (Enclose copy of Orders/Contracts : alongwith Items Details/ list of Completion certificate, Performance Report)
14. Any Other Information/Documents which may help in assessing Tender's Capabilities for award of contract.

Signature of the Contractor

Date:

Place:

Name/Firm_____

Address_____

EXPERIENCE CERTIFICATE

Certified that M/s.....has been awarded the contract for running the Canteen/Guest House/Catering Service in this PSU/Government Department, satisfactorily for the period from to

Authorized signatory with Office Seal /Rubber Stamp

OR

The bidder is required to furnish the copy of the contract paper/ work order from the concerned organizations where similar types of services executed earlier.

(An undertaking on non- judicial stamp paper of Rs. 100/- attested by notary)

UNDERTAKING

1. I/We have read and understood the contents of tender and agree to abide by the terms and conditions of this tender and undertake the following.
2. I/We also confirm that in the event of my/our tender being accepted, I/we hereby undertake to furnish Performance Security, as mentioned in the bid document.
3. I/We further undertake that none of the Proprietor/Partners/Directors of the firm was or is Proprietor or Partner or Director of any firm with whom the government have banned/suspended business dealing.
4. I/We agree that all disputes, if arising related to this tender, shall be within the jurisdiction of courts in **New Delhi**.
5. I/we undertake that the firm/company has never been blacklisted by any of the Central/Govt. Organization and no criminal case is pending against the firm/company.
6. That the information supplied by the firm/company/bidder in the bid are true and nothing has been concealed and in case at any stage any information is found false our EMD/ Performance Security can be forfeited and our tender can also be rejected by the NCERT.
7. An Inspection Team to be nominated by the NCERT, New Delhi may make surprise inspection to ensure proper Quality and hygiene of the Food as laid down in the standard at any time.
8. In the event of any short-fall in respect of any of the item to be served to any of the guest /participants or deficiency of Service will make me liable for termination of the contract or / and the NCERT, New Delhi Authorities can make suitable recovery from the performance Security Deposit for any breach of Contract.

Signature of the tenderer/bidder

Date

Place

Name: Designation with seal of the firm/company

CHECKLIST

Sl. No.	Particulars	Attached supporting Documentary evidence	
		Yes/No	Page No.
1.	Tender Fee Rs. 1,000/- (Nonrefundable)		
2.	Earnest Money Deposit (EMD) for Rs. 50,000/-		
3	MSME document for claiming exemption from EMD/Tender Fee		
3.	Copy of Firm's Registration		
4.	Copy of the PAN of the firm / proprietor		
5.	Copy of GST registration number of the Firm		
6.	Name & Address of tenderer's Bank and his current / savings Account No (Attach copy of cancelled cheque)		
7.	Name and Address of the Contact persons to whom all references shall be made by the Council		
8.	Signature of the Bidder or his/her authorized signatory on each page of the Tender Document as acceptance of the terms and conditions contained in the Tender Document.		
9.	A bona fide caterer having at least 05 years of experience in providing outdoor catering services for large gathering of students in any State/Central Govt. Organization/PSUs/ Autonomous bodies supported with relevant documents.		
10.	List of Institutions / Organizations (with complete postal addresses) served in the past and list of Institutions/ Organizations where presently providing Catering Services, Names, designations and telephone numbers of concerned officers in the respective Institutions / Organizations may also be indicated.		
11.	ITR for the last 03 financial years i.e. 2020-21, 2021-22 & 2022-23.		
12.	Supporting document showing annual turnover of Rs. 30.00 lakh for each year of 3 years out of the last 5 years (2018-2023)		
13.	An affidavit on a non-judicial stamp paper of Rs. 100/- as per Annexure VI		
14.	Municipal/State Certificate as bona fide caterer, restaurant, hotels, etc, as per Applicable law.		
15.	Valid Food Safety & Standard authority of India (FSSAI) license issued by Govt. Dept.		
16.	Tender Acceptance letter as per Annexure I		

Scanned photocopies duly signed by the authorized signatory of all documents from Sr. 01 to 08 above may be uploaded on the NIC/CPD portal website together with the technical bid.

It is to certify that above information are correct and duly certified copy of relevant documents in the proof of above is enclosed herewith. All pages of the Technical bid have

been numbered, indexed and the document is final for all purposes.

All the above mentioned documents have been scanned & uploaded along with bid documents.

Signature of the Authorized Signatory
of the Bidder with seal of the Firm

Date:

Place:

Compliance Statement Certificate

I/We do hereby state that each item under instructions to bidder and scope of work as per Chapter 1 has strictly been complied and nothing has been concealed or left as required in the tender document.

Authorized signatory with Rubber Stamp

Date:

Place:

NO RELATION CERTIFICATE

I/We hereby certify that none of my relatives as defined in the bid document is/are employed in National Council of Educational Research and Training (NCERT), New Delhi. In case at any stage, it is found that the information given by me/us is false/incorrect, NCERT, New Delhi shall have the absolute right to take any action as deemed fit without prior intimation to me/us.

Authorized signatory with Rubber Stamp

Date:
Place:

UNDERTAKING

I/We undertake that our firm having minimum infrastructure like LPG/Cylinders, utensils, trained manpower and kitchen equipment i.e. cutlery, crockery, mixer, grinder, deep freezer, refrigerator, tea kettles, microwave ovens, food warmers, cash/billing machine, cleaning material and tools, raw material storage units/cupboards and any other item/equipment that they may deem necessary for proper and efficient functioning of guest house.

Authorized signatory with official Seal / Rubber Stamp

Date:

Place:

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.

As part of the enrolment process, the bidders will be required 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. These would be used for any communication from the CPP Portal.

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.

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.

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

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.

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.

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

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

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.

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.

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.

Note: My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded bid Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.

SUBMISSION OF BIDS

- I. 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.
- II. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- III. Bidder has to select the payment option as "offline" to pay the tender fee /EMD as applicable.
- IV. 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.
- V. 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.

- VI. 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.
- VII. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- VIII. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- IX. Upon the successful and timely submission of bids (ie 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.
- X. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

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.

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.

Kala Utsav is a National level event being organized annually since 2015, which is an initiative of Ministry of Education, Government of India, to promote arts in education by nurturing and showcasing the artistic talent of secondary school students in different art forms to celebrate the rich cultural heritage of the country. This year National level Kala Utsav will be held at National Bal Bhavan, Kotla Road, New Delhi and Gandhi Smriti and Darshan Samiti from 8th January to 13th January, 2024.

Around 760 students along with their escort teachers will be participating in the events coming from all states, UTs and Kendriya Vidyalaya Sangathan and Navodaya Vidyalaya Samiti.

National Council of Educational Research and Training (NCERT), Sri Aurobindo Marg, New Delhi - 110016 invites e-Tender for providing Catering contract in respect of the Kala Utsav – 2023-24 to be held in the premises of the National Bal Bhavan (New Delhi) from 7th - 14th January, 2024 from the existing firms/caterers who are working with NCERT. Supply of food as per document attached.

The following companies are empaneled in NCERT panel.

M/s K.C. Dhyan Catering Services, Sangam Vihar, New Delhi

M/s SUKANT GROUP, Kamruddin Nagar, New Delhi

M/s FABULOUS FOODS, Institutional & Industrial Caterers, Gwalior, MP

Gazal Caterer, B2/08 central green pride N.I.T Faridabad 121001 Haryana