



भारतीय कृषि अनुसंधान परिषद् का पूर्वी अनुसंधान परिसर  
**ICAR RESEARCH COMPLEX FOR EASTERN REGION**  
(भारतीय कृषि अनुसंधान परिषद् INDIAN COUNCIL OF AGRICULTURAL RESEARCH)

आई.सी.ए.आर. परिसर, पोस्ट-बिहार वेटनरी कॉलेज, पटना -800014 (बिहार), भारत  
ICAR Parisar, P.O.: Bihar Veterinary College, Patna - 800 014 (Bihar), INDIA  
फोन सं. Phone No.(0612) 2226024, 2228882\*104, फैक्स सं. Fax No. 2223956, Website:www.icarrcer.in

**STANDARD ONLINE (E-PROCUREMENT MODE) BIDDING  
DOCUMENTS FOR CATERING SERVICES**

**Document to be submitted online  
for  
(Technical & Financial Bid as per Schedule of requirement)**

**NOTICE INVITING ONLINE TENDER**

**File No. IRCER/17-18/P&S-45(B)/Mela & Exhibition**

**Dated :31.01.2018**

The ICAR-ICAR Research Complex for Eastern Region, Patna is a public funded Research Organization under the Indian Council of Agricultural Research, Department of Agricultural Research and Education, Ministry of Agriculture and Farmers Welfare, Government of India. The Director, ICAR-RCER, Patna, India, invites e-tenders through the website [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app) under two bid systems from eligible and qualified bidders for **Catering Services for 18<sup>th</sup> Foundation Day of this Institute to be organised at Institute Premises on 22<sup>nd</sup> February 2018.**

**CRITICAL DATE SHEET**

Tender ID ( To be allotted by portal after uploading of tender)	
Tender Reference No.	F.No.IRCER/17-18/P&S-45(B)/Mela & Exhibition/Catering
Date of release of Tender through e-procurement Portal	<b>01.02.2018</b>
Bid Submission Start Date (Online)	<b>01.02.2018</b>
Last date for Receipt of Tender fees and EMD at ICAR-RCER, Patna	<b>12.02.2018</b>
Last Date & time for submission of online Bid	<b>12.02.2018 (2:00 PM)</b>
Date & time for opening of technical Bid	<b>13.02.2018 (3.00 PM)</b>
E.M.D to be paid in the shape of Demand Draft in favour of "ICAR Unit, ICAR-RCER, Patna" obtained from Nationalized Bank only.	<b>Rs. 15000.00 (Rs. Fifteen thousand only)</b>
Tender Document Fee to be paid in the shape of Demand Draft "ICAR Unit, ICAR-RCER, Patna" obtained from Nationalized Bank only.	<b>Rs. 1000.00 (Rs. One thousand only)</b>
Address for Communication	The Director, ICAR Research Complex for Eastern Region, ICAR Parisar, P.O.: Bihar Veterinary College, Patna-800014
	<b>Sd/- Assistant Admn. Officer</b>

### Details of Items.

Sr. No.	Name of item	Particulars	Unit	Area/Quantity (Anticipated) for One Day
(1)	(2)	(3)	(4)	(5)
1	Lunch Packet including Mineral Water with Disposable Glass	Puri (12 Pcs.), Mix Vegetable (200 gm), Salad [50 gm (Onion, Cucumber, Tomato, Lemon, Green Chilly)], Achar (1pc.), Laddu (1 Pc.), Banana (1 Pc.) Water Bottel (200 ml)	Per Packet	3000
2	Special Lunch per Plate including Mineral Water with Disposable Glass	Soup, Nan/ Tandoori Roti, Pulaw, Dal, Shahi Paneer, Mix Vegetable, Seasonal Vegetable, Rayata, Papad, Salad (Onion, Cucumber, Tomato, Lemon, Green Chilly, Carrot, Beet), Fruit Salad, Pickle, Gulab Jamun, Ice Cream	Per Plate	400

- Note:**
1. The item/quantity may decrease or increase as per need based.
  2. This quantity is only anticipated, however, for evaluation of bids, the Rate quoted on the basis of this very quantity will be taken in to account.
  3. The finalization of bids will be done on basis of Grand Total not for any individual total.

### IMPORTANT NOTES:-

1. Tender Documents can be downloaded from the ICAR-RCER website [www.icarrcer.in](http://www.icarrcer.in) or from the Central Public Procurement Portal [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app) Bidders should enroll/register in the e-procurement module of Central Public Procurement Portal through the website: [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app) for participating in the bidding process. Bidders should also possess a valid Digital Signature Certificate (DSC) for online submission of bids.

**2. Bids received on e-tendering portal only will be considered. Bids in any other form sent through sealed cover/email/post/fax etc. will be rejected.**

**3. EMD defined on the Portal is MINIMUM i.e. Rs. 15,000/-(Rupees Fifteen thousand only) as indicated in the EMD column of the above table.**

4. ICAR-RCER, Patna will not be responsible for any delay in enrollment / registration as bidder or submitting /uploading the offer on e-tender portal. Hence, bidders are advised to register in e-tendering website [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app) and enroll their Digital Signature Certificate and upload their quotation well in advance.

5. Any change/corrigendum/extension of opening date in respect of this tender shall be issued through websites only and no press notification will be issued in this regard. Bidders are therefore requested to regularly visit our website for updates.

6. ICAR-RCER, Patna reserves the right to accept/reject any or all the tenders in part/full without assigning any reason thereof.

Place: Patna  
Date: 31-01-2018

**Assistant Admn. Officer  
For Director, ICAR-RCER, Patna**



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### **INSTRUCTIONS FOR ONLINE BID SUBMISSION**

1. For Online Bid Submission as per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure /app](http://eprocure.gov.in/eprocure/app)). The bidders are required to submit copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. JoMore information useful for submitting the online bids on the CPP Portal is available/obtained at [URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app) . Manual/offline bids shall not be accepted under any circumstances.

#### **For Registration**

2. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal ([URL:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link “Click here to Enroll”. Enrolment on the CPP Portal is free of charge.

3. The item shall be in compliance with the specifications mentioned in bid document and shall be of the latest technology, best quality and high standards.

**4. While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected. If any tender estipulate any condition of his own, such conditional tender is liable to be rejected.**

5. Director, ICAR-RCER, Patna, reserves the right to reject any tender/bid wholly or partly without assigning any reason.

6. The Technical Committee constituted by the Director, ICAR-RCER, Patna shall have the right to verify the particulars furnished by the bidder independently.

7. Tenderer shall take in to account all costs including installation, commissioning, cartage etc. for giving delivery of material at site i.e. ICAR-RCER, Patna be for quoting the rates. In this regard no claim for any extra payment for any reason shall be entertained.

8. The item should be delivered at ICAR-RCER, Patna and the supplier shall be responsible for any damage during the transit of goods.

**9. All the tender documents & price bid to be uploaded as per this tender are to be digitally signed by the bidder.**

10. All the communications with respect to the tender shall be addressed to: **The Director, ICAR RCER, ICAR Parisar, P.O.: Bihar Veterinary College, Patna-800 014.**

11. The bidders are required to upload documentary evidence in support of the following qualification criteria.

**Mandatory documents to be attached are:**

#### **1) TECHNICAL BID**

- i. **Scan copy Registration certificate.**
- ii. **Scan Copy of Goods and Service Tax Number.**
- iii. **Scan Copy of Pan Card and Income Tax Return of the financial year 2014-15, 2015-16 and 2016-17.**
- iv. **Scan Copy of Certified Balance Sheet of the Financial year 2014-15, 2015-16 and 2016-17.**
- v. **Scan Copy Minimum turnover of the firm should not be less than Rs. 20.00 lakhs (rupees Twenty Lakhs only) in each financial year during the last three financial year.**
- vi. **Scan Copy of having experience of holding a mega event in last three financial years at outdoor venue related to catering services worth Rs. 5.00 lakh or more.**
- vii. **Scan Copy of Experience in holding programme for central/state government and reputed organization.**
- viii. **Scan Copy of Registration with Central or State statutory authorities such as welfare department/food and health department.**
- ix. **Scanned copy of tender fee and earnest money deposit (EMD)/its exemption, if any.**
- x. **Scan copy of Tender acceptance letter ( Annexure-V).**
- xi. **Scan copy of bank details (Annexure-II).**

2) **FINANCIAL BID**

- (a) Price Bid as BoQ.xls
- (b) **Undertaking of Price Bid.**

**Sd-  
Assistant Admn.Officer**

## **TERMS & CONDITIONS OF CONTRACT – FOR ERECTION OF PANDAL AND HIRING OF OTHER ITEMS**

- 1. The Bidder(s) may note that ONLINE BIDS will ONLY be accepted. All the requisite supporting documents as mentioned in the bid document should and must be uploaded On-line <http://eprocure.gov.in/eprocure/app>. The Bids sent through FAX, E-mail, by hand and/or by post shall not be accepted/ processed, in any case.**
2. Bidders are requested to study the terms and conditions of the tender carefully and then submit tenders accordingly. They may, if necessary, visit the Institute to study the layouts.
3. The bidders may submit duly filled and completed bidding document ONLINE as per instruction contained in the bidding documents. Incomplete bid shall be rejected. The conditions of tender shall be governed by the details contained in complete bid document.
4. The rates should be quoted as per the BOQ uploaded on the CPP Portal. Taxes, if any, should be indicated separately. The bidders are advised to download this BOQ.xls as it is and quote their offer/rates in the permitted column and upload the same in the Financial Bid. The 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 ICAR-RCER, Patna.
5. In case, holiday is declared by the Government on the day of opening the bids, the bids will be opened on the next working day at the same time. The ICAR- RCER, Patna reserves the right to accept or reject any or all the tenders.
6. Bid Validity: 90 days.
7. The detailed instruction for online submissions of bid(s) through e-procurement module of Central Public Procurement of NIC, the bidder(s) may visit following link [http://eprocure.gov.in/eprocure/app?page=HelpForContractors & service=page](http://eprocure.gov.in/eprocure/app?page=HelpForContractors&service=page).
8. **Bid Security (EMD)** : The units registered with National Small Industries Corporation (NSIC) or the concerned Ministry or Department shall be exempted from the payment of Bid Security (Earnest Money Deposit) as defined under **General Financial Rules , 2017**. In such case, copy of the certificate showing registration with the above mentioned institutions to be uploaded in Cover-I of the e-tender in PDF format.
9. In case the unit is not covered as above, should submit the offer along with the **Bid Security (EMD) for the amount {in the form of Demand Draft only ,** in favour of “ICAR UNIT-ICAR RCER,Patna” payable at Patna.
10. Tender Fee/ EMD have to be submitted to this office on or before **12.2.2018 ( 2:00 PM)**. Name of the Tenderer and Tender reference number has to be furnished behind the EMD/Tender Fee Demand Draft. The scanned copy of Earnest Money Deposit/Tender Fee by way of Demand Draft in PDF form should be included in Cover-I of the E-tender. The offers without bid security will be rejected.
11. The EMD will be returned to the unsuccessful bidders.
12. The EMD will be forfeited if the bidder fails to accept the order based on his/her offer/bid or fails to supply the items.
13. **The successful tenderer, irrespective of its registration status, in the event of receiving award for supply for a contract value above Rs.1,00,000.00 shall have to deposit**

**performance security at the rate of 5% (five percent) of the contract value within 3 days of receipt of confirmed Purchase/Supply Order.**

14. The Institute reserves the right to reject any or all of the tenders received without assigning any reason.
15. The essence of the contract is timely supply of sufficient quantity and quality items and maintenance of hygiene and healthy sanitary conditions.
16. The Institute is under no obligation to accept the lowest or any tender received in response to this tender notice and is entitled to reject any tender without assigning any reason whatsoever.
17. Bids with all information and supporting documents by way of copies of work orders, latest Income Tax Certificate (Last 1 year of Tax paid to be included), Copy of GST, etc. to establish their credentials and track record for fulfilling the experience, financial and ranking system requirements, will be considered. List of offices or organization where the pandal or exhibition stall was constructed/ running, should be enclosed.
18. The experience and financial criteria of the bidding entity shall be taken into consideration for assessment and evaluation.
19. The bidder should not have been black-listed by any organization on any grounds.
20. The ICAR Research Complex for Eastern Region, Patna reserves the right to use in-house information for assessment of capability of bidders. The decision of the Institute regarding the tender will be final and binding.
21. Bidder shall ensure submission of complete information / documents at the first instance itself. The Institute reserves the right to complete the evaluation based on the details furnished by the bidders without seeking any subsequent additional information. Bids not in compliance with tender conditions or with incomplete information / documents are liable for rejection.
22. Please note that falsification/suppression of information shall lead to the disqualification of the tenderer among other measures as deem fit by Competent Authority of this Institute.
23. Tenders should be complete in all respects and incomplete tenders and tenders not complying with the terms and conditions of the tender document will be summarily rejected without any notice.
24. The catering services need to be provided at **ICAR Research Complex for Eastern Region, P.O. Bihar Veterinary College, Patna** for one occasion of the Programme. The catering services are categorized in to two section (Lunch Packet & Lunch per Plate).
25. It is the responsibility of the caterer to keep the tables and chairs ready for service, to clear the plates/packets kept by the clientele in the plate-rack in the dining halls, wash and store the same.
26. The serving and cleaning personnel deployed in dining / kitchen area should be separate personnel with different dress/ uniform code.
27. The Caterer should arrange for his own staff for cooking, service and cleaning work. The caterer must employ skilled chefs for cooking all kinds of items - vegetarian, etc.
28. The caterer is required to make his own arrangements for Cooking Material, Serving Material, Stalls, Crockery / Cutlery material or any other material required for preparation/cooking/ service/storage of food items. A **minimum 4 stalls** should be provided at Food Court. The Contractor will employ adequate number of staff in order to maintain efficiency to standard desired by the Institute.
29. The caterer is required to provide packaged drinking mineral water.

**30. A separate cooking arrangement and use of separate utensils etc., shall be ensured for Vegetarian dishes .**

31. A high standard of catering shall be maintained for all items with due regard to quality and purity of food stuff, quality and quantity of dishes, cleanliness in preparation and handling of food items and utmost courtesy of services. All the materials used in preparation for food items should be of standard brands. All food items should be **ISI certified and branded**.

**32.** Caterer will have to supply the cleaning material and cooking materials, get the gas refilled at his cost, also pay for the electricity utilised in the kitchen and dining area or any other area exclusively used by Caterer.

**33.** The Caterer should ensure that the entire catering premises are kept hygienic and clean. Preventive pest control measures will have to be done by the Caterer. Cleanliness, Maintenance, garbage disposal of the service areas/production areas and the staff rest rooms shall be the responsibility of the Caterer.

**34.** Penalty as decided by the Institute, will be imposed on the bidder:-

**i.** If there is any dereliction /irregularity in service or delay in service.

**ii.** If the items supplied by the Bidder is substandard / non-quality or insufficient quantity.

**iii.** If more than 50% of the total participants / staff / guests rate the services provided by the Tenderer as either “average” or “poor”.

35. Penalty will be recovered directly from the bill of bidder and the Institute’s decision shall be final.

**36.** The Caterer should provide identity cards and uniforms to all his staff at his cost and ensure that all the catering staff wears clean uniforms, as prescribed. The head gear for cooking and service staff in the catering area are also to be provided by the Caterer. Strict personal hygiene has to be observed. Separate uniforms need to be provided for different categories of staff viz. cleaners, servers, supervisors, etc.

**37. The Caterer shall be solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, the Institute may initiate further stringent action, as it may deem fit.**

38. If it is found that there is laxity on the part of the contractor on maintenance of proper hygiene in canteen operations at the kitchen / dining halls in various service points / transport vehicles / personnel handling the food items / surroundings, leaving or storing the crockery / cutleries in places other than the proper locations, stains found due to improper cleaning of plates, utensils, water jugs, water glasses, serving platforms etc, penalty may be levied for each of such violations. The decision of the Institute is final and binding on the contractor.

#### **Conditions related to Statutory Compliance**

39. The firm/organization must comply and implement all the statutory provisions of the State & Central Acts relating to the employment of labour, i.e, various Acts relating to payment of Minimum Wages, ESI, PF, Bonus, etc., and all other statutory benefits, as amended from time to time.. In the event of non-compliance, the contractor will be solely responsible for any penalty/fine imposed by the statutory bodies. Further, in the event of any loss incurred to the Institute due to non-compliance, the contractor shall indemnify the same to the Institute.

40. The Caterer shall bear taxes, rates, charges, levies or claims whatsoever as may be imposed by the State/ Central Govt’s or any local body or authority from time to time.



41. The firm/contractor shall be solely and fully responsible for lapses, violation and non-compliance, if any of all the statutory dues and the Institute shall in no way be a party to it.
42. The contract either in full or in part shall not be sublet or assigned by the bidder to others under any circumstances. The bidder, whose tender is accepted, should indemnify the Institute against any claim due to non-compliance of any of the terms and conditions of the tender. In the event of the Institute having to pay any individual, statutory body, or any agency for reasons directly or indirectly attributable to this contract, the firm/organization should pay such claim/damages and even if the Institute is called upon to pay such damages, the firm/organization must reimburse the same immediately.
43. The staff deployed by the caterer should be of good conduct and behavior. The Contractor will get all his workers medically examined from approved Registered Medical Practitioner recognized by Indian Medical Council, to be free from communicable diseases in addition to general fitness and will also ensure that waiters on duty are in proper uniform wearing name plates. The Contractor will also ensure that neat and clean uniforms are provided to his staff. The contractor shall obtain adequate insurance policy in respect of his staff to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
44. The Caterer or his employees shall not use the premises allotted to him / her for any purpose other than the purposes defined and shall not act in any manner as to cause any nuisance or annoyance to the Institute or the participants at the Institute.
45. The caterer or his employees shall not aid or participate or support any anti- institutional activity under any circumstances and shall strictly restrict to the work awarded under the contract.
46. The Caterer shall be deemed for all legal and contractual purposes, as the employer of the staff employed by him/her for carrying out the contract, and such persons will not have any claim for employment in the Institute now or at a future date
47. In the event of theft, pilferage or damage to the Government's property, and if proved that the contractor /his staff are responsible; the agency should make good all the losses and remove the concerned person identified as responsible from the services.
48. Income-tax and other taxes will be deducted at source from the bill by the Institute at the rate notified by the Government from time to time.
49. The Caterer shall at all times during the continuance of the agreement and shall follow all directions and instructions given by the Institute and all authorized officials concerning every aspect of service and maintenance. The decision of the Institute would be final in all matters.
50. For all disputes arising out of non-adherence of any terms stipulated above, the Director of the Institute is the appellant authority and his decision would be final. However, the legal jurisdiction for all matters would be Patna.
51. The Firm/Organization should be registered as a Sole Proprietor/ Partnership/ Company for carrying out such catering services.
52. The agreement shall be valid for 90 days.
53. The contractor will be responsible for providing all food items mentioned in bid document. For any additional items, which the contractor intends to supply, the weight/quantity of such items should be specified while quoting the proposed sale price of such item.

54. ICAR-RCER nominees reserve the right to take samples of the edibles/ raw material from the Kitchen for the purpose of inspection and testing with a view to maintain the quality. Such samples will however be drawn by authorized person/persons in the manner and as per procedure laid down in the Contract.
55. A Management Committee will be nominated by ICAR-RCER to inspect and oversee functioning of Catering Services with a view to ensure hygiene and sufficient service. In case there are repeated failures or lacuna noticed by the Committee due to failure of Contractor, the Secretary and/or Chairman of the Committee, can impose a fine up to Rs.50000/- (Rs. Fifty thousand only) at one time to be recoverable from bills/security deposit due to the Contractor.
56. The Contractor will ensure that hazardous or inflammable or any intoxicating material is not stored in the office premises.
57. In case, any of the caterer's staff suffer any injury or damage or meet with an accident while discharging their duty, the entire cost of compensation should be borne by the caterer. For this purpose, the caterer shall cover his staff with adequate insurance policy.
58. The ICAR-RCER will not be in any way responsible for any loss or damages accruing to any goods, stores or articles that may be kept by the Contractor in the canteen premises including kitchen and other rooms.
59. For termination of this agreement **05 days notice will be required from either side** in writing.
60. In case of any dispute the matter shall be referred to the Director, ICAR-RCER, and his decision will be final and binding on the Contractor.
61. The Institute is **not bound to accept the lowest or any other tenders** and also reserve to itself the right of accepting the tenders in whole or in part or cancel the same.

**Assistant Admn.Officer**



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(On the letter head of the Firm)

<b>Name of the Firm</b>	:			
<b>Tender Reference No.</b>	:			
<b>Name of the Tender/work</b>	:			
<b>Check List</b>				
<b>Sl. No.</b>	<b>Details</b>	<b>Submitted (Yes/No)</b>	<b>If submitted , mention page no. of pdf file</b>	<b>Remarks</b>
1	<b>Registration certificate</b>			
2	<b>Goods and Service Tax Number</b>			
3	<b>Pan Card and Income Tax Return of the financial year 2014-15, 2015-16 and 2016-17</b>			
4	<b>Certified Balance Sheet of the Financial year 2014-15, 2015-16 and 2016-17</b>			
5	<b>Minimum turnover of the firm should not be less than Rs. 20.00 lakhs (Rupees Twenty Lakhs only) in each financial year during the last three financial year</b>			
6	<b>Having experience of holding a mega event in last three financial years at outdoor venue related to catering services worth Rs. 5.00 lakh or more .</b>			
7	<b>Experience in holding programme for central/state government and reputed organization.</b>			
8	<b>Registration with Central or State statutory authorities such as welfare department/food and health department.</b>			
8	<b>Tender acceptance letter</b>			

**Signature of Bidder with Official Seal**



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(On the letter head of the Firm)

**MANDATE FORM FOR BANKING DETAILS**

Name of the Firm:

Registered /Postal Address:

1	Permanent Account Number (PAN) No.		
2	Goods & Service Tax Registration No.		
3	Bank details:		
	a	Bank Name	
	b	Branch Address	
	c	Account No.	
	d	Type of Account (Current/Savings)	
	e	MICR No.	
	f	RTGS/NEFT Code	

Date:

Name of the Authorized Signatory

Place:

Stamp & Signature



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(On the letter head of the Firm)

## **CERTIFICATE ABOUT NON BLACK LISTING**

We.....on this date ----- do hereby

certify that our company / firm has not been blacklisted by any Government Department / Government Educational Institutions / Research Institute(s) on any grounds.

Authorized signatory of Bidder with Seal

Name -----

Designation-----

Place -----

Date -----

**BANK GUARANTEE FORMAT FOR FURNISHING EMD**

Whereas M/s ..... (hereinafter called the “tenderer”) has submitted their offer dated..... for the supply of ..... (hereinafter called the “tender”) against the purchaser’s tender enquiry No. ....

KNOW ALL MEN by these presents that WE ..... of ..... having our registered office at ..... are bound unto ..... (hereinafter called the “Purchaser) in the sum of .....for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this ..... day of ..... 2018.

**THE CONDITIONS OF THIS OBLIGATION ARE:**

- (1) If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:-
  - a) If the tenderer fails to furnish the Performance Security for the due performance of the contract.
  - b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 90 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

.....  
(Signature of the authorized officer of the Bank)

.....  
.....  
Name and designation of the officer

.....  
Seal, name & address of the Bank and address of the Branch

**TENDER ACCEPTANCE LETTER  
(To be given on Company Letter Head)**

Date:

To,  
The Director  
ICAR Research Complex for Eastern Region,  
ICAR Parisar, P.O.: Bihar Veterinary College,  
Patna – 800 014 (BIHAR) INDIA

Sub: Acceptance of Terms & Conditions of Catering Services at ICAR Research Complex for Eastern Region, Patna.

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: - Erection of Catering Services at ICAR Research Complex for Eastern Region, Patna

Dear Sir,

I/ We have downloaded / obtained the tender document(s) for the above mentioned ‘Tender/Work’ from the web site(s) namely:

\_\_\_\_\_

as per your advertisement, given in the above mentioned website(s).

I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

The corrigendum(s) issued from time to time by your department/ organization too has also been taken into consideration, while submitting this acceptance letter.

I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Autonomous Body/Organization/Public sector undertaking.

I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

**Yours Faithfully,**

**(Signature of the Bidder, with Official Seal)**

## **Instructions for Online Bid Submission**

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). 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:

<http://eprocure.gov.in/eprocure/app>.

### **REGISTRATION:**

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app> ) by clicking on the link “Click here to Enroll” on the CPP Portal 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 / TCS / 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 formats. Bid documents may be scanned with 100 dpi with black and white option.
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” 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 login to the site well in advance for bid submission so that he/she 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. The Bidder has to select the payment option as “Offline” to pay the tender fee/ EMD as applicable and enter details of the instrument.
4. The Bidder should prepare the EMD as per 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. A standard BoQ format has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily submit their financial bid in the format provided and no other format is acceptable. The 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 the name of the bidder) No other details should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file 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 bid is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
8. The uploaded tender documents must become readable only after the tender opening by the authorized bid openers.
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. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

## **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 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. The contact number for the helpdesk is 1204200462

### **General Instructions to the Bidders**

1. The tenders will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidders are required to upload all the documents in pdf format.
2. Possession of a Valid Class II/III Digital Signature Certificate (DSC) in the form of smart card/e-token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the website <https://eprocure.gov.in/eprocure/app> under the link “Information about DSC”.
3. Tenderer are advised to follow the instructions provided in the “Instructions to the Tenderer” for the e-submission of the bids online through the Central Public Procurement Portal for e-Procurement at <http://eprocure.gov.in/eprocure/app>

**KIND ATTENTION: FOR TAKING ASSISTANCE, IF ANY**

CPP Portal website: [www.eprocure.gov.in](http://www.eprocure.gov.in)

**Assistant Admn. Officer**