

REGIONAL INSTITUTE OF EDUCATION MYSURU 570 006

**No.F.3/ST/Food Catering Service /Campus & Welfare section
National Council of Educational Research and Training
Regional Institute of Education Mysuru -570 006**

E- Tender Notice

The RIE Mysuru invites online bids through e- Tender on two bid system (Technical and Financial Bid) for Food catering service at Saraswathi Girls Hostels located at the RIE Mysuru campus from the eligible firms /individual / proprietor which is valid for a period of 1 year from the date of opening:

Sl no.	Hostel (Girls)	Maximum capacity of the students	Price range per students per day INR (inclusive of GST)	EMD 2% on estimated value (Rounded off to)
1	*Saraswathi	up to 150 students	₹75 to ₹90	Rs 1,00,000.00

*80% students will not be available from July 2025 to Aug 2025.

CRITICAL DATES

Date of Publishing the Tender document	09.06.2025
Bid Document downloaded/ sale start date	09.06.2025
Bid Submission start date	10.06.2025
Last Date of Submission of Bids	30.06.2025
Technical Bid Opening Date	01.07.2025

Further details and complete reference for proposal (RFP) can be accessed from the NIC portal /website <http://eprocure.gov.in> and e- procure/ app or www.riemysore.ac.in (for reference only). Further any query relating to the process of online bid submission or queries (Technical) relating to CPP portal in General may be directed to the 24x7 CPP portal helpdesk on Toll free no. 0120-4001002, 0120-4001005, 0120-6277787

**Section Officer
C&W Section
0821-2511411**

REGIONAL INSTITUTE OF EDUCATION MYSURU 570 006

**No.F.3/ST/ Food catering service /Campus & Welfare section
National Council of Educational Research and Training
Regional Institute of Education Mysuru -570 006**

Tender Notice

Regional Institute of Education Mysuru -570006 (National Council of Educational Research and Training) is an autonomous body under the Ministry of Education. The RIE Mysuru intends to invite e –tender for Food catering service for the Girls’ hostels. The interested firms/ Agencies may personally visit the Campus at RIE Mysuru to have the firsthand information about the hostels located in our Campus and submit their online bids along with terms and conditions, if any. The contract will initially be valid for a period of 1 year which will be extendable on year-to-year basis up to 3 years subject to satisfactory reports from concerned of the Institute.

1. The Tender shall be acceptable under two Bid Systems. The interested firms have to submit the Technical Bids and Financial bids (BOQ) online in the prescribed proforma through e- procurement portal <http://eprocure.gov.in> and e- procure/ 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 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.
2. All Tender documents attached with this invitation to tender including the specification 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 condition of the tender are understood and accepted **should** be signed and submitted through e- procurement **site** <http://eprocure.gov.in> and e- procure/ app only
 - i) The Earnest Money Deposit / Bid Security shall be payable in the form of NEFT, Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e-Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form in the name of Principal RIE Mysuru Account No: 54035460003 IFSC code SBIN0040958. 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.
 - ii) Submission of EMD is exempted for Micro and Small Enterprises (MSE), NSIC, as per the Public Procurement Policy for MSEs Order 2012.
3. Interested parties may inspect the premises between 10:00 AM and 5:00 PM on any working day (Monday to Friday) from 09.06.2025 to 30.06.2025. They may contact the Section Officer, C&W Section, Regional Institute of Education, Mysuru, at 0821-2511411 during office hours for information regarding job requirements or any other clarifications.
4. All entries in the tender form should be legible and filled clearly. If the space provided for furnishing information is insufficient; a separate sheet duly signed by

the authorised signatory may be scanned and uploaded. No correction either in the Technical Bid or Financial Bid will be permitted.

5. Conditional bids shall not be considered and will be rejected summarily.
6. The Technical Bid shall be opened online on the scheduled date and time.
7. The Financial Bid (BOQ) of only those bidders who qualify in the technical bid will be opened after evaluation by the committee constituted for the purpose.
8. 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.
9. The Principal RIE Mysuru reserve 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 DOCUMENT without assigning any reason thereof.
10. The Tender Documents can be downloaded from our website i.e www.riemysore.ac.in for reference only and also from <http://eprocure.gov.in> e procure/ app.
11. Any subsequent updates, addendums, corrigenda, etc., if any, will be published only on www.riemysore.ac.in and <http://eprocure.gov.in> eprocure/app. All bidders are advised to regularly check these websites for update.

**Section Officer
C&W Section
0821-2511411**

General Information for the Bidders

1. Eligibility Conditions

1.	Required EMD in the form of NEFT, Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e-Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form.
2.	Copy of the PAN either of individual or firm.
3.	Copy of Goods & Service Tax Registration Certificate.
4.	FSSAI Certificate
5.	Undertaking/declaration that the firm has not been declared blacklisted by any central/state govt body/organisation
6.	Name & Address of tenderer's Bank and his Current /Saving Account No.
7.	Name and Address of the Contact Persons to whom all references shall be made by the Institute
8.	Signature of the Bidder of his/her authorised signatory on each page of the Tender Document as acceptance of the terms and conditions contained in the Tender Document.
9.	An affidavit on a non- judicial stamp paper of Rs-100/- as per Annexure -VI
10.	Tender Acceptance letter as per Annexure-II
11.	The firm/ Company/ Vendor should submit latest three years of experience providing catering service to 500 students in PSU's, State Government, Central Government Hostels (copy should be enclosed).
12.	IT return for the past 3 years of the company should be enclosed which should be attested by the Chartered Accountant of the (company copy should be enclosed)
13.	Document/Certificate Showcasing Minimum Turnover of 1 crore each year for last three years
	Note: Scanned photocopies duly signed by the authorised signatory of all documents from SL No- 1 to 13 above may be uploaded on the NIC websites together with the Technical Bid.

2. Submission of Bids

The tender shall be accepted under TWO Bid Systems. The interested firms have to submit the Technical Bid and 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 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.

1. **Technical Bid:** As per Performa for Technical Bid (Annexure –IV) and should contain the following details: -
 - a. contractor eligibility conditions (As per the format at Annexure-I)
 - b. All pages of the Technical Bid shall be numbered, indexed and the document shall be used as final for all purposes. Scanned Copy of the NEFT, Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e-Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form for deposition of EMD & Annexure I, II, III, IV, V, VI and VII may be enclosed.
 - c. Tender Acceptance Letter signed by bidder with seal as per Annexure –II
 - d. Financial Bid: Using Financial Bid Cover II upload the rate in relevant format of BoQ (xls)

2. Validity of Bid

The bid shall remain valid for 180 days after the date of opening of bids: A bid valid for a shorter period shall be rejected by RIE Mysuru as non- responsive.

The Principal RIE Mysuru may, as its discretion, request the bidder for extension of period of bid validity. The request and responses thereto shall be made in writing in such eventuality of the extension of the bid validity, the valid of bid security provided shall also be suitably extended. However, modification in Bid will not be allowed at any stage.

3. Earnest Money Deposit

- i. EMD amount will be accepted in the form of NEFT, Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e-Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form payable to the Account of The Principal Regional Institute of Education, Mysuru Account No: 54035460003 IFSC code SBIN0040958 The Bid without EMD is liable to be summarily rejected.
- ii. Without prejudice to any other right of The Principal RIE Mysuru Performance Security may be forfeited by the RIE Mysuru
 - (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.

4. Performance Security

- a) To ensure due performance of the contract the successful bidder should submit 3% of the value of the contract as specified in the bid documents. Performance security may be furnished in the form of insurance surety bonds, account payee demand draft, fixed deposit receipt from a commercial bank, bank guarantee (including e-Bank guarantee) from a commercial bank or online payment in an acceptable form of NEFT, Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e-Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form in the name of The Principal RIE Mysuru Account No: 54035460003 IFSC code SBIN0040958. Performance Security should remain valid for 12 months beyond the date of completion of all contractual obligations.
- b) The Performance Security will be released after the contractor has fulfilled all performance obligations under the contract. However, the Security Deposit is liable to be forfeited during the contract period in the event of any breach of terms and conditions by the contractor, failure to provide the required services, or any loss resulting from the contractor's failure or breach of contractual obligations

5. Force Majeure

“Force majeure” means an event beyond the control of the supplier/contractor and not involving the supplier’s fault or negligence and not limited to acts of the purchaser either in its sovereigns or contractual capacity, wars or revolutions, fire, floods, epidemics, quarantine restrictions and freight embargoes.

If a force majeure situation arises the Mess contractor will promptly notify the RIE Mysuru purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the RIE Mysuru in writing the Mess contractor shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure

6. Period of contract

The contract will be initially valid for a period of 1 year which will be extendable on year-to-year basis up to 3 years subject to satisfactory reports from concerned of the Institute.

7. Acceptance / Termination Bid

The Principal Regional Institute of Education Mysuru reserves the right to accept or reject any bid, and to cancel the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of The Principal RIE Mysuru.

8. Evaluation

- a) Principal Regional Institute of Education Mysuru 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.
- b) The rates should be in both figure and words. If there is a discrepancy between words and figures the amount in words shall prevail. Prior to detailed evaluation, RIE Mysuru will determine the substantial responsiveness of each bid. A substantially responsive bid is one, which conforms to all the terms and conditions of the bid document without material deviation. A bid determined as substantially non – responsive will be rejected by The Principal RIE Mysuru.
- c) 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.
- d) The bid evaluation will be made as per the prescribed rates mentioned in the tender, if the rates below the minimum range and above the maximum range the tender will be considered as rejected.

9. Award of contract

- a) The issue of a work order shall construe the intention of the RIE Mysuru to enter in to contract/ Memorandum of Contract (MOC) with the successful bidder.
- b) The successful bidder shall within 15 days of issue of the order, give his/her acceptance along with performance security and sign the contract with RIE Mysuru.

10. Signing of contract

The signing of contract shall construe the award of contract to the bidder. Upon successful bidder signing the contract, the RIE shall discharge the bid security. Failure of the Successful bidder to comply with the signing requirement shall constitute the sufficient ground for the cancellation of the award and forfeiture of the bid security, in that situation the RIE Mysuru, as at its discretion award the work to other bidder or call for fresh bids.

11. Relaxation/modification in tender: Regional Institute of Education Mysuru 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 RIE Mysuru.
- b) Re- tender or modify the terms and conditions of the tender. It also reserves the right to negotiable the rates with the bidder.
- c) Accept or reject any or all of the financial bids in part or in full, irrespective of they're being the higher, without assigning any reasons.
- d) During semester vacation, break/leave for the mess by the students will be observed and the amount for those days should not be calculated.

12. TERMINATION OF CONTRACT –VACANT POSSESSION ETC

- a) The Principal, Regional Institute of Education (RIE), Mysuru, reserves the right to terminate the contract at any time by giving Two months' notice, without assigning any reason. The decision of the Principal, RIE Mysuru, in this regard shall be final and binding on the contractor. The contractor, if he/she so desires, may also seek termination of the contract by giving a written notice of not less than two months during the period of the agreement.
- b) The contractor shall give two months' notice to the RIE Institute in case he/she intends to vacate the premises.
- c) The contractor will on expiry of the period of the contract, peacefully and quietly hand over possession of the premises to the RIE Institute without raising any dispute whatsoever.
- d) The contractor shall not put up any permanent structure or make any alterations or additions in the premises without the prior consent in writing of the RIE Institute.
- e) The contractor will be at liberty to remove all the movable articles brought by the contractor in the premises during the continuances of the contract, before delivering possession of the premises.
- f) In case of loss or damage caused to any of the fixture etc, provided by the RIE Institute, the cost therefore shall be recovered from the contractor and the same shall be deducted from the Security Deposit.
- g) If the contractor commits breach of any of the aforesaid terms and conditions, the contract will stand terminated forthwith.

- h) In case of the contractor going in liquidation, the contract shall be treated as cancelled and legal heirs/ representatives or successors of the Mess Contractor shall not be entitled to claim any right over the licensed premises.

13. Statutory Obligations

- a) The successful bidder/ contractor will meet all the statutory requirements obtain all necessary licenses or other approval if any required for running the Food catering service under the relevant acts and he/she will be responsible for all the consequences for not obtaining such licences as required by the law from time to time and will have to submit the certified photocopy of the same to the RIE Mysuru and any other laws, rules, regulation, guidelines etc. that may be applicable from time to time or that may be introduced by the Central/State Government or Municipal/Local Self Government authorities subsequent to the date of this agreement.
- b) The contractor shall keep the RIE Mysuru indemnified from all acts of omissions, defaults, breaches and or any claims damages, loss or injury and expenses to which RIE Mysuru may be put to or involved as a result of Contractor's failure to fulfil any of the obligations hereunder and/or under statutes and /or any by Laws or rules framed thereunder or any of them.
- c) RIE Mysuru shall be entitled to recover any losses or expenses which may have to suffer or incur on account of such claims, demands loss or injury from the Security Deposit/ performance deposit of the contractor without prejudice to its any other rights under the law.
- d) Principal RIE Mysuru will not be liable for any act or breach or omission by the contractors in regard to the statutory obligations whatsoever and shall in no case be responsible or liable in case of dispute, prosecution or awards made by Court of Law or other Govt agencies.
- e) In case of any accident arising out of and in the course of this agreement, RIE Mysuru will not be responsible for payment of any compensation or under any other law. It will be the sole responsibility of the contractor for payment towards the loss or compensation whatsoever. The person engaged by contractor shall be treated as contractor's own employees and can claim no privileges from RIE Mysuru. The sole responsibility any legal or financial implication would rest with the contractor. The contractor will be directly responsible for administration of his/her employees as regards their wages, uniforms, general discipline and courteous behaviour.
- f) The Contractor will have to obtain general insurance against risk, fire accident for his /her belongings, employees/ materials etc. and provide a copy of the same to RIE Mysuru.
- g) All taxes, levies, fees, and charges payable to Government departments or local bodies shall be borne by the contractor. No claims in this regard shall be entertained or paid by the Regional Institute of Education, Mysuru.

14. Resolutions of Disputes

The allotment is made as per the Public Premises Act, therefore dispute between the parties shall be decided as per the Public Premises (Eviction of Unauthorised Occupants) Act, 1971.

15. Penalty Clause:

RIE Mysuru by its any authorized person at all times reserves the right to inspect the mess, kitchen, hostel or any process without any prior notice. In case of any discrepancy (in terms of palatability of food, partially cooked food, using sub-standard material, hygiene, etc.) and non-compliances in term of service rendered or any case of negligence, appropriate penalty as decided by RIE Mysuru or its committee, will be levied and will be deducted from the monthly bill.

Section Officer,
C&W Section
0821-2511411

Terms and conditions governing the tender

1. The bidder should have minimum experience of providing food catering to around 500 students on daily basis at least for latest 3 years at any PSU's, State Government, Central Government Hostels (copy should be enclosed).
2. FSSAI Certificate for firm and individual labour should be enclosed.
3. Bidder's firm should not be blacklisted by any govt agency and any criminal case should not be active.
4. IT return for the past 3 years (2022-2023, 2023-2024 & 2024-2025): The minimum turnover in the food catering field should not be less than Rs 1 crore per year of the company/firm which should be enclosed with attested by the Chartered Accountant of the (company/firm copy should be enclosed).
5. Mess bill is calculated as per number of students consumed food in the hostel mess for a month.
6. No amount will be paid to the Mess contractor for leave period of students for more than 3 days and during vacation period of students.
7. The bidder should have turnover of not less than Rs.1 crore per year for following period/Financial years i.e 2022-2023, 2023-2024 & 2024-2025, relevant document should be enclosed.
8. The Mess contractor should provide suitable food when the students are sick as per the prescription of medical officer.
9. The successful Mess contractor should supply the food as per the mess menu in respective hostels.
10. The bidder must submit a copy of Aadhar Card, PAN Card & GST registration without fail.
11. The bids with deviation of terms and conditions will be rejected.
12. The bidder whose rates are lower will be allotted the contract within the range specified. If the rates of two/three bidder are found equal/same, then the contract would be allotted on the discretion of the Principal RIE Mysuru.
13. The contract will be initially valid for a period of 1 year which will be extendable on year-to-year basis up to 3 years subject to satisfactory reports from hostel concerned.
14. The successful bidder shall, within 15 days of the issuance of the order, submit a letter of acceptance, sign the contract with RIE Mysuru, and furnish a Performance Security amounting to 3% of the total contract value for one year. The Performance Security must remain valid for 180 days beyond the completion of all contractual obligations. The Bid Security shall be returned to the successful bidder upon receipt of the Performance Security.
15. The Mess contractor will not be permitted to authorize any sub-contractor or any other firm to run the contract of the catering service.
16. The Mess contractor shall remain in regular contact with the authorized officials of RIE Mysuru and shall maintain a separate register to record and address any complaints or suggestions from the hostel inmates.
17. The allotment is made as per the Public Premises Act. Dispute between the parties shall be decided as per the public premises (Eviction of Unauthorized Occupants) Act, 1971.
18. The Tender shall be accepted under Two Bid systems. The interested firms have to submit the technical bids and 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 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.

19. Bids shall remain valid and open for acceptance for a period of 180 days from the last date of opening date of Bids.
20. The legible scanned copy of latest receipt/return in respect of GST deposited with GST department must be attached with technical bid if any. The latest deposit receipt/return of GST should be of previous financial year showing therein that the tax is deposited up to 2025 or for the subsequent period in the current financial year.
21. Bidder would not be permitted to alter or modify their bids after expiry of the deadline for receipt of Bids.
22. Submission of online scanned copies of unwanted/irrelevant documents/out, if of contest document to disturb/misuse the online procurement system will be taken seriously and stringent action will be taken against the bidders, besides action for rejection of bids and blacklisting of firm will be initiated.
23. Conditional & optional tender will not be accepted.
24. In case successful bidder fails to deposit the Performance Security Money within 15 days from the date of receipt of letter, the EMD of the firm will be forfeited in favour of RIE Mysuru and action will be initiated to blacklist the firm.
25. After examination of the technical bid and financial bid, the tender committee will have discretion to allot the contract, if the rates of the bidders are found same, it would be discretion of the principal RIE Mysuru to allot the food catering contract.
26. The tender Committee reserves the right to change any terms and condition in the Tender document with the approval of Competent Authority.
27. The Tender Committee/Principal, RIE Mysuru reserves the right to reject any tender or all tenders without assigning any reasons thereof with the approval of the competent authority.
28. The legible scanned copy of proper filled "Tender Acceptance Letter" (Annexure-II) duly signed & stamped by the bidder should be attached with the technical bid.
29. All the firms participating in the Tender must attach a list of their owners/partners etc and a Certificate to the effect that the firm is neither blacklisted by any Govt. Department nor any Criminal Case is registered against the firm or its owner or partners anywhere in India be attached with technical bid.
30. The tender will be summarily rejected without assigning any reason if the applicant/firm is involved in any criminal case or has been blacklisted by any Government or Semi-Government department/agency.
31. Mess contractor will provide proper identity card with photograph to all staff members deployed at mess.
32. In case of violation of any clause of contract/agreement deed, the explanation of the Mess Contractor can be called by issuing show cause notice, if the reply is not found satisfactory. Security money can be forfeited in full or as to be decided by the RIE Mysuru as well as action for blacklisting can also be taken prior to taking any legal action.
33. The firm must submit a scanned copy of the PAN card of the firm or individual. In the case of a proprietorship firm, proper evidence of registration with a government agency must also be provided. The relevant document should be enclosed with the technical bid.
34. The contractor shall, at its own cost and expense, install firefighting equipment, fittings, and related items. However, any such fixtures or installations that are fixed to the premises and whose removal upon termination or cancellation of the contract would affect the building or its interior aesthetics shall not be removed or taken away by the contractor at the time of vacating the licensed premises or upon completion of the license period.
35. This will be only a License Agreement and the Mess Contractor/contractor has no right on the land of the licensed premises.

36. The Licensed premises are public premises as defined in the Public Premises (Eviction of Unauthorized Occupants) Act, 1971 and fall within the jurisdiction of Mysuru.
37. The Mess Contractor shall be responsible for maintaining a high standard of cleanliness, hygiene, and proper upkeep of the premises, including the repair and maintenance of fixtures, fittings, and additional facilities such as electricity and water. The Mess Contractor shall also ensure proper sanitation, prevent the spread of infectious diseases, and control nuisances caused by insects, rodents, or any other sources in and around the cooking area, washing area, and store.
38. The Mess Contractor shall give special attention to the manner in which his/her employees receive visitors and render service ensuring good hospitality, congenial and pleasant atmosphere. Special care shall be taken for the employee's health and to ensure that all the workers/employees employed in the premises are medically fit and that they do not suffer from any contagious, loathsome or infectious disease. In this regard a certificate duly certified by an RMP (Register Medical Practitioner) in respect of each employee is to be submitted to RIE Mysuru and relevant certificate from RMP should be submitted at C&W Section.
39. The Mess Contractor shall ensure the food items served from the hostel are of requisite hygiene and quality standards and conform to the provisions of the prevention of Food Adulteration Act, 1954 and any other guidelines, regulation, standards, etc. issued by Authorities concerned from time to time.
40. The Mess Contractor shall not place or permit placement of any advertisement, notice frames, pictures, decorations, telephones, vending machines or manual or mechanical/electrical devices or contrivance for commercial against. Board/Banner/hording/posters etc. promoting any individual's location/outlet either in RIE Mysuru or any of the place or near the allotted hostels/Outlets will not be allowed.
41. Segregation of waste material will also be undertaken by Mess Contractor of Hostels catering contractors as per local rules and regulations. Hostels catering contractor's operators shall collect all garbage in bags/boxes/trolleys permitted for the purpose as per the guidelines of the Licensor/ RIE Mysuru. The collected garbage shall be kept at identified collection points. Failure to do so will involve termination/cancellation of the License Agreement without any notice. It will also be the responsibility of the Mess Contractor to maintain cleanliness and hygiene in and around their allotted hostel.
42. The Mess Contractor, along with his/her agents and employees, shall observe, perform, and comply with all applicable laws, rules, and regulations, including but not limited to the Food Catering and Establishment Act, Factory Act, Industrial Disputes Act, Minimum Wages Act, Labour Laws, and all other statutory provisions applicable to the Mess Contractor. This includes compliance with any rules and regulations issued by the Licensor, the Ministry of Education, or the administration of RIE Mysuru, as applicable from time to time, in relation to the business carried out under this agreement and the premises involved. The Mess Contractor shall also ensure full compliance with laws and standards relating to hygiene, sanitation, cleanliness, food quality, proper storage, and the safe disposal of wastewater and waste materials.
43. Mess Contractor can promote themselves by putting uniform signage only about their outlet name at the licensed premises only and nowhere else.
44. The preparation of premises is also to be carried out by Mess Contractor at his own cost after obtaining the approval from RIE Mysuru.
45. The institute will charge 3% on the total bill of every month in respect of utilization of building, electricity, water etc. This charge may vary as per the orders issued by the institute time to time.
46. Food items/raw material/cooking items must be items approved by FSSAI (wherever applicable)

47. Adulterants/ artificial/synthetic colours and sub-standard cooking material will not be allowed at any point of time for preparing/cooking the food.
48. Mess contractor must follow all the instructions, suggestions given by the hostel mess body after proper discussion with wardens and chief warden/competent authority.
49. Mess menu must be followed properly under all circumstances.
50. Items in the mess menu can be altered or shifted or changed only after discussion and approval from the hostel mess body.
51. If necessary, Mess menu can be altered/shuffled/changed for every semester after discussing with the mess body, warden and mess contractor.
52. Mess contractor must maintain a mess register for attendance and also a feedback book.
53. Items listed as options on the menu may be removed only following discussion and approval by the competent authority of the hostel mess committee.
54. All the utensils must be cleaned properly before cooking food and after serving the food for every meal.
55. If issues are found in any food item, Hostel Mess body has the right to remove and replace it with any other item mentioned in the menu after discussing with the mess contractor.
56. Mess contractor must bring any issue immediately to the notice of mess body.
57. Cooks must be well experienced and adequate in numbers.
58. Cooks/servers must wear clean gloves, caps, apron etc., while cooking and also must wear gloves while cleaning and chopping the vegetables.
59. Servers must wear gloves and hair caps while serving food.
60. They should maintain the hygiene of mess hall and kitchen every day.
61. Cooking area should be washed properly weekly and deep cleaning may be assured fortnightly.
62. There should be at least 4 servers per 100 students while serving the food.
63. Out of the cooks/servers deployed at least 3-4 people should be qualified with FSSAI certificates.
64. While serving food at least one responsible representative of mess contractor must be available daily.
65. The Mess Contractor must maintain hygiene of gloves, caps, aprons and any other material at all times. Disposable gears should be disposed soon after its use. Kitchen, mess halls, mess rooms, dining tables, chimney, tawa, any other mess related material and also mess related areas must be hygienically maintained by the contractor.
66. Dining tables, chairs, washing sinks, area must be properly cleaned after every meal by the mess contractor.
67. Spoilt or dried vegetables and any other spoilt or expired items must never be used for cooking and they must be disposed immediately.
68. Mess contractor should be open to students' feedback. But any change/request should be entertained only after discussion and approval from hostel body and competent authority.
69. Exposing the rates other than Financial Bid BOQ Format will lead to rejection of the Tender. So, the bidders are requested to quote the financial rate in BOQ only.

PENALTIES FOR VIOLATION OF RULES

In case of any default of the terms of the contract, then the **Mess contractor** shall be liable to pay the penalties as per the following details.

Sl no.	Rule violation	Minimum Fine Per Complaint (Rs.)
1	Non-availability of complaint registers on the counter/discouraging students from registering complaints	2,000/-
2	Insects cooked/found along with food	5,000/-
3	Soft objects like hair, rope, plastic, cloth etc. in food	5000/-
4	Any complaint of stones / pebbles of diameter more than 2 mm	5,000/-
5	Hard and/or sharp objects like glass pieces, nails, hard plastic etc.	10,000/-
6	Three or more complaints of unclean utensils in a week	10,000/-
7	If mess council in consultation with students in present mess agrees that certain item of a meal was not cooked properly / overcooked /extra spicy/extra oily	5,000/-
8		
9	Timings mentioned in the tender or decided with the respective mess authority should be followed strictly	2,000/-
10	If food for any meal gets over within timings of mess and waiting time is more than 15 minutes for lunch and dinner, and 10 minutes for breakfast	2,000/-
11	If the quality of milk/curd is not found to be appropriate, or it is diluted. It should have 3-4% fat content or as recommended by the mess committee.	2,000/-
12	Inappropriate mess area hygiene or personal hygiene of workers including their dress and / or misbehaviour by workers etc.	5,000/-
13	Failure to maintain a proper health checkup of the workers & police verification	2,000/-
14	Leftover food not disposed off within 18 hours of serving	2,000/-
15	Using sub-standard raw material not mentioned in the contract without prior permission and adulteration	15,000/-
16	Use of newspapers to keep fried items or any cooked food will be fined severely	5,000/-
17	Stale food items served (foul smelling)	20,000/-
18	Adulteration/groceries with expired date/using unknown brands without permission	50,000/-
19	Any tampering electrical and safety equipment	50,000/-
20	Food poisoning (depending upon severity)	50,000/- to 3,00,000 /-
21	Any violations not tabulated above	10,000/-

Note:

1. The first violation of any of the above rules implies a fine on the Mess contractor. Second violation of the same rule on a different day within 30 days of the previous fine will attract double the fine indicated above. Third violation within 30 days of the previous (second) fine will attract triple the fine indicated above.
2. Whenever the RIE Mysuru proposes a fine, it will notify the Mess contractor. The fine will be deducted from the monthly mess bill.

3. Four or more instances of above violations within a semester, with fine being imposed, may lead to termination of the contract.
4. In the event of a lapse in maintaining the highest standards of hygiene, the severity of the failure will be assessed, and a substantial monetary penalty, determined by RIE Mysuru, will be imposed. In cases of gross negligence or failure, the penalty will be more severe, potentially leading to the immediate termination of the contract.

List of Annexure

SLNo	Annexure	Subject	Page No.
1	I	Eligibility Conditions/ Check List of Technical Bid documents	17
2	II	Tender Acceptance Letter	18
3	III	Mess Menu	19
4	IV	Proforma of Technical Bid	23
5	V	Agency Details	24
6	VI	Undertaking as per Annexure-VI on Non-Judicial Stamp Paper of Rs.100	25
7	VII	Compliance Statement Certificate	27

ANNEXURE-I**Eligibility conditions/Check list of technical Bid Documents**

Sl no	Particulars	Attached supporting documentary evidence	
		Yes	No
1.	Required earnest Money Deposit (EMD) (In the form of NEFT, Insurance Surety Bonds, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee [including e-Bank Guarantee] from any of the Commercial Banks or payment online in an acceptable form)		
2.	Copy of the PAN either individual or firm.		
3.	FSSAI Certificate for firm and individual labour.		
4.	Copy of Goods & service tax registration certificate		
5.	Name & address of tenderer's Bank and his/her current Account No.		
6.	Name & address of the Contract persons to whom all references shall be made by the RIE Mysuru.		
7.	Signature of the bidder or his /her authorised signatory on each page of the Tender document as acceptance of the terms & conditions contained in the tender document.		
8.	An affidavit on a non –judicial stamp paper of Rs.100/- as per Annexure-VI		
9.	Tender Acceptance letter as per Annexure-II		
10.	The bidder should have minimum experience of providing food catering to 500 students on daily basis at least for latest 3 years at any PSU's, State Government, Central Government Hostels.		
11.	IT return for the past 3 years (2022-2023, 2023-2024 & 2024-2025) of the company should be enclosed which should not be less than 1 crore per year must be attested by the Chartered Accountant of the (company copy should be enclosed)		
12.	All the above / requisite documents must be attached /uploaded at the CPP portal. EMD along with all above/requisite documents signed by the authorised signatory/proprietor with date must be submitted to the C&W section in sealed cover before closing date of submission of the bid.		
	Note: Scanned photocopies duly signed by the authorised signatory of all documents from SL No.1 to 11 above may be uploaded on the NIC website together with the technical bid.		

**To,
The Principal
Regional Institute of Education,
Manasagangothri,
Mysuru -570006**

Sub: Tender Acceptance letter

Sir,

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

Signature of the authorised signatory
of the bidder with seal of firm

REGIONAL INSTITUTE OF EDUCATION MYSURU -570 006

Saraswathi Girls Hostel Mess Menu

Saraswathi Girls Hostel Mess Menu 2025

Days of the week	Break fast			Lunch	Dinner	
			Common Items			
Monday	Alternate.1:	Chapatti + Tomatocurry	Coffee / Milk	Rice + Sambar (S1) + Dal + Pallya(P1)+ Curd + papad(1)	Rice +Chappati(3)+Potato Curry(C1) + Rasam(R1) + Curd Butter milk	
	Alternate.2:	Chapattis + Vegetable sago				
Tuesday	Alternate.1:	Idly + Sambar+ Coconut chutney+ Medhu Vada(1)	Coffee/ Milk	Rice + Sambar (S2) + Dal 2+Pallya(P2) + Curd + papad (1)	Rice +Chappati(3)+ White Channa Curry(C2)+ Rasam + Buttermilk	
Wednesday	Alternate.1:	Vegetable bath/ Tomato bath	Coffee+ Milk	Rice + Sambar (S3) + Dal 3+ Pallya(P3)+ Curd + papad(1) Salad	Rice +Chappati(3)+ Black channa curry C3+ Rasam + Butter milk Salad	
	Alternate.2:	Puliyogere/ Lemon rice				
Thursday	Alternate.1:	Set Dosa + Chutney + Curry / Chutney	Coffee + Milk	Rice + Sambar (S4) + Dal (D4) + Pallya(P4)+ Buttermilk + papad(1) Salad	Rice +Chappati(3)+ Lady’s Finger curry (C2)+ Rasam (R2)+ Curd Salad	
Friday	Alternate.1:	Semiya + Chutney	Coffee + Milk	Rice + Sambar (S5) + Dal+ Pallya (P5)+ Curd + papad(1) Salad	Rice +Chappati(3)+ Green gram Curyy(C2)+ Rasam + Buttermilk Salad	
	Alternate.2:	Upma / Poha + Chutney				
Saturday	Poori + Potato Sago + Coffee+ Milk			Bisibela Bath + Curd Rice + Boondi Papad, Salad		Rice +Chappati(3)+ Thata pairu Curry(C2)+ Rasam + Buttermilk Salad

Sunday	Masala dosa (2) + Chutney+ Coffee+ Milk			Jeera rice/Corn rice/ Vegetable rice + Panner Cury/ Whitechanna curry/ Cauliflower curry+ Gulab jamun/ Kesari/ Payasam+ Raita + Chappathi+ Buttermilk
		Rice + Sambar (S5) + Dal (D4) + Pallya (P5)+ Curd + papad(1) Salad		

Snacks : Time – 5pm – 6pm

Monday – Tea + Milk + Vada

Tuesday – Tea + Milk + Paneer Pakoda

Wednesday – Tea + Milk + banana/vada

Thursday – Tea + Milk + Green gram/ Sweet corn

Friday – Tea + Milk + Cream bun/ cake / Dilkush

Saturday – Tea + Milk + Bonda

Sunday – Tea + Milk + Biscuits

15 days special - Rumali roti + gravy/ Parota + curry/ chole bature + Rice varieties+ Raita + Ice cream+ Gobi Manchurian.

Salad twice in a week

Abbreviation alongside food items are cited to the prefer food items among the below listed food type:

S1: Drumstick Sambar	R1: Tamarind Rasam	D1: Pigeon Pea Dal (Toor Dal)	P1:Beans palya /bottle gourd
S2: Pumpkin Sambar	R2: Pepper Rasam	D2: Bele Saaru (Spiced Lentil Soup)	P2: Cabbage/Carrot palya
S3: Mix Veg Sambar	R3: Mysore Rasam/ Tomato rasam	D3: Tomato Dal	P3: Bhindi Palya/Snake gourd
S4: Kerala Sambar		D4: Moong Dal	P4:Beetroot palya/ Ridge gourd
S5: Radish Sambar			P5: Green vegetable palya/ sprouts

Quantity

- TEA/MILK/COFFEE/ – 150 ml should be provided
- Curd - 100ml packet
- Pickle – Mango pickle/ lemon pickle
- Gobi Manchurian- 5-6 pieces
- Biscuits – 5 rupees packet (Mom's magic, Mariegold/ Happy Happy. Milk bikis, parle G)

Minimum size:

- Chapatti - Medium size(5"- 6") [Chapatti 3pc-minimum 140g]
- Puri - Medium size (6") [poori 5pc- minimum 150g]
- Masala dosa - 8 inches
- Idli and uddin vada - 2 inches
- Paratha -6-7"
- set dosa-(7-8")

Quantity of Paneer in Paneer curry = 150 gm (cooked weight)

Terms and Conditions

1. Seasonal fruit must not be repeated continuously. (banana shouldn't be included in seasonal fruits)
2. Dish washing powder should be provided to the students.
3. Salt, Sugar should be available with all meals.
4. Food items with no specification of quantity (weight/volume/number) should be provided according to students' need (eg-rice, sambar, rasam, dal, chutney etc.)
5. Dilution/adulteration, substitution, use of synthetics are not accepted for any food item.
6. Top quality (Grade 1) pulses, spices and other ingredients should be used.
7. Each meal must satisfy students. Every food items should be served hot and fresh.
8. There should not be any shortage of food items in the prescribed time of serving.
9. If students are not satisfied any food item for any specific reason (taste/quality etc.) then method of cooking can be altered/ changed on mess body's demand.
10. Sizes of food item with specified quantity shouldn't be subjective to contractor's / cooks' convenience.
11. Reduction/less stuffing will not be accepted in any food item.
12. Ingredients in chutney should be roasted properly.

The mess contractor shall see that the variety and changes shall be effected in providing sambhar, pallya, rasam, curries, fruits and any other item. Variety of vegetables should be used. The ingredients used for cooking shall be standard quality in accordance with the approved norms of the food department of the Government of India/Government of Karnataka

Item	Indicative brands to be used (FSSAI approved)
Tea	Tata, Red Label, 3 Roses
Coffee	Tata, Bru, Nescafe
Salt	Tata, Aashirvaad, Annapoorna (Iodized Salt)
Atta	Aashirvaad, Annapoorna, Pillsbury
Refined oil	Fortune, Saffola, Sundrop, Sundpure
Curd	Nandini, Milky mist
Milk	Nandini
Ghee	Nandini

Sambar Powder	MTR, Aachi
Paneer	Nandini, Hatsun, Amul
Icecream	Nandini, Hatsun, Amul, Mother Dairy
Pickle	MTR/Priya/ Swastiks

PROFORMA FOR TECHNICAL BID

To,
The Principal
Regional Institute of Education,
Mansagangothri,
Mysuru -570006

Subject: Allotment of contract for running the food catering in the RIE hostel -reg

Sir,

With reference to your Tender No. F.No 3/ST/Hostel food catering /RIEM/C&W on the subject mentioned above, the undersigned have read the terms and conditions of the tender and quote the rates as under.

Sl. No	Particulars
1	Eligibility Condition/ check list of Technical Bid document (As per the format given at Annexure –I)
2	FSSAI certificate/licence
3	Tender Acceptance Letter as per Annexure – II
4	Proforma for Mess Menu -Annexure -III
5	Technical Bid Performa Annexure – IV
6	Agency details (as per Annexure – V)
7	Undertaking on non-judicial stamp paper of Rs.100/- (as per Annexure – VI)
8	Compliance Statement Certificate as per Annexure – VII
9	Bill of Quantity /BOQ Financial Bid to be uploaded in cover II in CPP Portal
10	Any other supporting documents submitted by Bidder

1. It is certified 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.
2. All the above mentioned documents have been scanned & uploaded along with bid documents.

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

AGENCY DETAILS

(Including performance records, financial viability etc.)

1. Name of Agency (Copy to be enclosed)
2. Status of ownership of the firm (Proprietary/ Partnership/ Company) (Copy to be enclosed)
3. Registration No.
(Copy to be enclosed):
4. PAN Number (Copy to be enclosed):
5. Good Service Tax Registration No. (Copy to be enclosed) if any:
6. Telephones Nos:
7. Residential Address:
8. Banker's Name & Address (Copy of cancelled CTS 2010 cheque/ NEFT details to be enclosed):
9. List of Clients (Enclose copy of Orders/ Contractors' Along with items details performance report if any)
10. Any other information/ documents which may help DCPW: In assessing Tender's capabilities for award of contract

Signature of the Contractor

Name/ Firm _____

Address _____

An undertaking enclosed at Annexure of the Tender/ Bid document on non-judicial stamp paper of Rs.100

UNDERTAKING

1. I/We undertake that if our bid is accepted we will run food catering in accordance as specified in the terms and conditions of the tender documents.
2. I/We have read and understand the contents of Tender and agree to abide by the terms and conditions of this tender and undertake the following.
3. I/We also confirm that in the event of my/ our tender being accepted, I/we hereby undertake to the agree with terms and conditions of the tender and Menu as appended also furnish Performance Security in the stipulated date and time.
4. 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. I/We further undertake to report to the Principal Regional Institute of Education Mysore immediately after we are informed but in any case not later than 15 days, if any firm in which Proprietor/ Partners/ Directors are proprietor or Director of such a firm which is banned/ suspended in future during the currency of the contract with you.
5. I/We agree that all disputes, if arising related to this tender, shall be within the jurisdiction of courts of Mysore only.
6. I/We undertake that the firm/ company etc has never been blacklisted by any of the Central/ Govt. organisation and no criminal case is pending against the firm/ company.
7. I/We undertake that I/We shall furnish the Performances Security within fifteen days after issue of notification of award for an amount of 5% on total awarded value of the contract for a year.
8. 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.
9. 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.
10. 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”.
11. 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.
12. I/We understand that you are not bound to accept the lowest or any bid you may receive.
13. 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.
14. I/We clarify/ confirm that we comply with the eligibility requirements of the bidding documents till our contract remain in operation/ force.
15. 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/ Bid Security can be forfeited and our tender can also be rejected by the Council.

- 16. Regional Institute of Education Mysore Authorities may make surprise inspection to ensure proper Quality and nearly sanitation condition.**
- 17. An agreement (Memorandum of Understanding) will be made between The Principal RIE Mysore and contractor will be executed on a Non-Judicial paper of appropriate value**

Dated this _____ day of _____ 2025.

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

Compliance Statement Certificate

I/We do hereby state that each items and conditions of the Tender documents have strictly been complied and nothing has been concealed or left as required in the tender document.

Dated:

Authorised Signatory with Rubber Stamp

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 certificate. The instruction given below are meant to assist the bidders in registration 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/esprocure/app>.

REGISTRATION

1. Bidders are required to enrol on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/esprocure/app>) by clicking on the link “Online bidder enrolment” on the CPP portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP portal.
4. Upon enrolment, the bidders will be required to register their valid digital signature certificate (Class II or Class III certificates with signing key usage) issued by certifying authority recognized by CCA India (e.g. Sify/ nCode/ eMudhra etc), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then log 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, Organisation 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 Organisation Name, Form of Contract, Location, Date, and other Keywords etc, to search for a tender published on the CPP portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents/ tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP portal to intimate the bidders through SMS/ e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each Tender, in case they want to obtain any clarification/ help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document/ schedule and generally, they can be in PDF/ XLS/ RAR/ DWF/ JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN Card Copy, Annual Reports, Auditor Certificates etc), has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

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

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as “Offline” to pay the EMD as applicable and enter details of the instrument.
4. Bidders 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. Any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. the bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorised 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.

8. The uploaded tender documents become readable only after the tender opening by the authorised 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. 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

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the tender inviting authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP portal in general may be directed to the 24X7 CPP portal Helpdesk.

**Signature of the Authorised person
who is representing the bid**

Name: _____

Seal: _____

Date: _____

Place: _____