

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	25-09-2025 14:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	25-09-2025 14:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Health And Family Welfare
विभाग का नाम / Department Name	Department Of Health And Family Welfare
संगठन का नाम / Organisation Name	North Eastern Indira Gandhi Regional Institute Of Health Ar Medical Sciences (neigrihms)
कार्यालय का नाम / Office Name	Neigrihms, Shillong
वस्तु श्रेणी / Item Category	Facility Management Services - LumpSum Based - Hospital Housekeeping, Patient Support Services, Food and Hospita services; Consumables to be provided by service provider (inclusive in contract cost)
अनुबंध अवधि / Contract Period	5 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	30 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Exemption for Turnover	Yes Partial Turn over value - 22.5 (in lakhs)
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Exemption for Turnover	Yes Partial Turn over value - 22.5 (in lakhs)
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Bidder Turnover, Certificate (Requested ATC), Additional Doc 1 (Requested in ATC), Additional Doc 2 (Requested in ATC), Additional Doc 3 (Requested in ATC), Ac Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience Turnover Criteria, the supporting documents to prove his e for exemption must be uploaded for evaluation by the buy

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be di to other participated bidders after log in)
बिड लगाने की समय-सीमा बढ़ाने के लिए आवश्यक न्यूनतम सहभागी विक्रेताओं की संख्या। / Minimum number of bids required to disable automatic bid extension	2
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	7 Days
अनुमानित बिड मूल्य /Estimated Bid Value	9000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	Bank Of Baroda
ईएमडी राशि/EMD Amount	120000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	Bank Of Baroda
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	62

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटे अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।
EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category.

GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favor of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Deputy Director (Admn) NEIGRIHMS
Neigrihms, Shillong, Department of Health and Family Welfare, North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences (NEIGRIHMS), Ministry of Health and Family Welfare
(Emd And Security Deposit Accounts)

विभाजन/Splitting

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, upload the supporting documents to prove his eligibility for exemption.

2. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.

3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in the bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Government Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in the Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail purchase preference for services, the bidder must be the Service provider of the offered service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and a Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. Buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of the Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as validated and approved by the Buyer after evaluation of submitted documents.

6. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase price /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

7. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

8. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening).

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost.

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost.

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

composite service cost /charges for Old Guest House and New Guest House separately in percentage - [1756911771](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Geographic Presence in states:Institute invites bids /offers from reputed service agencies/firms for the comprehensive management and running of Guest House (Old and New) cum Restaurant cum Catering services located within the premises. The Institute is presently engaging and running the Old Guest House along with the Restaurant. The New Guest house is located in proximity to the Old Guest House is equipped with a fully

Total experience in providing facility management services to government departments, public sector companies, and government autonomous organizations::1. Providing Canteen /Cafeteria /Restaurant /Hostel / services /Guest Houses to /in a Central /State Government /UT Hospital(s), Central /State Government /UT Autonomous Institution, Central /State Government PSU, Central /State Government /UT Educational Institutions /Organizations or services with minimum 30 rooms on regular basis, for the last three (03) consecutive years out of 04 years.

Details of the premise:[1756911829.pdf](#)

Scope of work:[1756911859.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
11-09-2025 16:00:00	Online on GeM portal and E-Procurement Cell , Ground Floor, Director block, NEIGRIHMS Shillong-793018 Tel:0364-2538032 at 1600 hrs of 11.9.2025

Facility Management Services - LumpSum Based - Hospitality; Housekeeping, Patient Support Services, Food And Hospitality Services; Consumables To Be Provided By Service Provider (inclusive In Contract Cost) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	

विवरण/ Specification	मूल्य/ Values
Type of Premises	Hospitality
Type of services required	Housekeeping , Patient Support Services , Food and Hospitality services
Cost for Consumables/ Materials	Consumables to be provided by service provider (inclusive in contract cost)
Service component	Cleaning & Sanitation , Front Desk Management , Mail Management/ Runner , Waste Management (Healthcare Work Routine Services (other than healthcare facility) , Regular work of Guest House/ Hostel (Hospitality) (supporter services, lift man, etc.) , Parking Management , Visitor Management & Access Control , Assist in maintaining stocks of linen and non-medical supplies , Cooking and catering , Waste Management , Laundry Services , Fumigation , Infection control (Surface sterilization) , Water Supply , Total hospitality catering and guest house management services , Plumbing
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / To be set as 1	अतिरिक्त आवश्यकता /Additional Requirements
1	MANAB JYOTI BORKAKOTY	793018,P.O. NEIGRIHMS, Mawdiangdiang, Shillong	1	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent of the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc.

3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

4. Buyer Added Bid Specific SLA

Text Clause(s)

पूर्वोत्तर इंदिरा गांधी क्षेत्रीय स्वास्थ्य एवं आयुर्विज्ञान संस्थान

North Eastern Indira Gandhi Regional Institute of Health and Medical Sciences

(भारत सरकार, स्वास्थ्य एवं परिवार कल्याण मंत्रालय, स्वायत्त संस्थान)

(An Autonomous Institute, Ministry of Health and Family Welfare, Government of India)

निदेशक ब्लॉक, मावडियांगडिङ्ग, शिलांग - 793 018 (मेघालय) /Director's Block, Mawdiangdiang, Shillong -793 018 (Meghalaya)

Store & Procurement:
s@gmail.com

Email: store

Tele Fax: (0364) 2538032
igrihms.gov.in

W

F.N: GAD/ESTAOMISC/1/2025/Part (1)
025

Date:

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SELECTION OF AGENCY / FIRM FOR PROVIDING GUEST HOUSE CUM RESTAURANT

CUM CATERING SERVICES AT GUEST HOUSE (OLD AND NEW) OF NEIGRIHMS, MAWDIANGDIANG, SHILLONG FOR A PERIOD OF 5 (FIVE) YEARS

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Notice Inviting Tender (NIT)

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NEIGRIHMS is a super specialty Medical Institution for post graduate education research and patient care services. The Institute invites bids /offers from reputed service agencies/firms for the comprehensive management and running of the Guest House (Old and New) cum Restaurant cum Catering services located within the premises. The Institute is currently engaging and running the Old Guest House along with the Restaurant. The New Guest house which is located adjacent to the Old Guest House is equipped with a fully furnished Kitchen and Dining Hall. The New Guest house will commence its maiden operation on parallel management with the Old Guest House. Once the New Guest house is fully functional, the Institute plans to renovate the Old Guest House during which only the New Guest House will be operational.

The New Guest house has 24 (Twenty four) Standard rooms, 4(nos) VIP suites comprising of 1 (one) Double bedded room, 1 (one) lounge room, Dining hall, Kitchen etc. The Old Guest house has 9 (Nine) standard rooms, 3 (Three) rooms, 1 (one) Dining hall, 1(one) Kitchen, 1 (one) Restaurant space with kitchen, 1 (one) space for staff accommodation etc.

The contract for providing the services will be valid for a period of five (5) years from the date of award. The period may be extended annually on the option of the Director, NEIGRIHMS, if the situation warrant or till the first of the next tender, if required. In the event of termination or expiry of the agreement, the Contractor shall hand over the entire premises and equipments/properties etc. of the NEIGRIHMS in his custody to the latter.

The bidder must have experience in providing guest house facility management services including reception & allotment, general maintenance services, hospitality of guests, operating guest house kitchen etc.

1. Providing Canteen /Cafeteria /Restaurant /Hostel /Mess services /Guest Houses to /in a Central /State Government Hospital(s), Central /State Government /UT Autonomous Institution, Central /State Government PSU, Central /State Government /UT Educational Institutions /Organizations or Hotel services with minimum 30 rooms on regular basis for last three (03) consecutive years out of 04 years i.e. F.Y. 2024-25, 2023-24, 2022-23 and 2021-22.
2. Annual average turnover of Rs 30 lakhs (Rupees Thirty lakhs) only exclusively in the field mentioned in the clause above for the last three consecutive years out of 4 years i.e. F.Y.2021-22, 2022-23 2023-24 and 2024-25.
3. Registered as a society, partnership firm or company under applicable laws. Proprietary firms are also eligible.
4. Earnest Money Deposit & Performance Security Deposit:

(a) Bidders have to submit Earnest Money Deposit (EMD) of Rs 1, 20,000/- (One lakh twenty thousand only) drawn in favour of Deputy Director (Admn.) NEIGRIHMS, Shillong. The Bid Security may be accepted in the form of Call Depositor's Cheque, Fixed Deposit or Demand Draft valid for forty-five days beyond the nominal bid validity period or Bank Guarantee from any Commercial Bank

(b) Successful bidder will have to submit Performance Security @ 3% of the value of contract, drawn in favour of Deputy Director (Admn.), NEIGRIHMS, Shillong and valid up to sixty days beyond the validity period of contract. The Performance Security may be furnished in the form of Insurance Surety Bond, Cash, Cash Payee, Demand Draft, Fixed Deposit Receipt, Bank Guarantee (including e- Bank Guarantee) from any Commercial bank.

(c) Space and accommodation (Cooking area, Store, Pot wash area, Workers /Staff Room/ Restaurant) for the Guest House will be provided by NEIGRIHMS, on payment of following license fee.

(i) of Rs. 1,08,000/- (Rupee One lakh eight thousand only) per month, subject to change, modification by the Institute authorities or as per CPWD rates applicable from time to time- For old Guest House

(ii) of Rs. 27,000 /- (Rupee Twenty seven thousand only) per month, subject to change, modification by the Institute authorities or as per CPWD rates applicable from time to time- For New Guest House

5. The Service Provider shall furnish the valid documents, certificates and affidavits as listed below with the Technical Bid and shall specify the page no., failing which Bid will be summarily rejected:-

(a) Self-attested copy of certificate of required experience in desired period as mentioned in the clause above.

(b) Self-attested copy of its incorporation

(c) Self attested copy of Certificate of Turnover for the desired period and amount in the related field issued by Chartered Accountant.

(d) Self-attested copy of PAN.

(e) An affidavit duly sworn before a Notary that the firm or proprietary concerned or company the bidder has never been blacklisted.

(f) An affidavit duly sworn before a Notary that neither Service provider nor the firm/ Partners/ Proprietor

Director of the company/ member of Society has never been convicted or punished by any Court of Law nor any criminal prosecution, involving moral turpitude, in which a charge sheet is issued against any of them.

- (g) An affidavit to the effect that the Service provider does not have any close or direct relationship with any employee of NEIGRIHMS.
 - (h) Self-attested copy of EPF& ESI Registration certificate along with the code number, if applicable.
 - (i) Self-Attested copy of GST registration Certificate along with number.
 - (j) License from Food Safety and Standard Authority of India (FSSAI)
 - (k) Copy of resolutions for authorization of signatory to sign the bid along with name and designation.
 - (l) Copy of proof relating to deposit of EMD
 - (m) Copy of MSME document/ startup certificate in case EMD exemption is sought.
 - (n) The Service provider should submit a certificate of satisfactory performance from all the previous years for three consecutive years out of last 04 years i.e. F.Y. 2021-2022, 2022-23 and 2023-24.
 - (o) Self-attested scanned copy of the undertaking by the bidder that, they will not employ & dependents (less than 18 years) for providing Services at NEIGRIHMS, Shillong.
6. Successful Bidders /Contractors, in case of Non –tribal, shall have to apply and obtained a valid trading license by the Khasi Hills Autonomous District Council, Shillong, within 90 days of issuing of award /orders. An undertaking to the same has to be submitted by the bidder, on award of contract.
7. Details of Human Resource (Identity, Present and Permanent Address, Educational Qualification, Demographic details, Medical fitness certificate, Police verification and PF details) to be submitted after the award of contract.
8. In case the Service Provider furnishes false information their tenders/ bids will be rejected and their security deposit will stand forfeited.
9. The agency must possess the requisite valid license issued by the competent authority for carrying out the business and shall be responsible for complying with all laws pertaining to the services in question as well as those pertaining to the engagement of persons under him and should obtain necessary license/ clearance certificate of the State Government or /respective authorities and should produce certified copies of certificate fulfilling the requirements.
10. NEIGRIHMS reserves all rights to make any changes in terms and conditions of the e-tender and also to reject all e-bids without assigning any reason thereof. At any time prior to the date of submission of e-bid, Director, NEIGRIHMS may, for any reason, whether at his own initiatives or in response to a clarification from a prospective e-bidder, amend the e-bidding documents by an amendment may at his discretion, extend the date and time for submission of bids.
11. Bidders are required to sign and submit the Integrity Pact agreement, as per the prescribed format.
12. Settlement of Dispute. If there is any dispute or differences, the same may be referred to Director, NEIGRIHMS. The Director, NEIGRIHMS or his authorized representative shall be the final authority in all disputes and decisions by the authority will be binding on all concerned. Therefore, the jurisdiction in respect of settlement of disputes in Stores & Civil contracts shall be as per the Commercial Courts, Commercial Division and Commercial Appeal Division of High Courts (Amendment) Ordinance 2018, wherein the provision for pre-institution mediation has been made mandatory in respective cases by the parties to the disputes. The mediation shall be under the authorities constituted under Legal Service Authority Act, 1987. The Courts in Shillong shall have the exclusive jurisdiction over any disputes between the parties.

Section II:

General Conditions of Contract (GCC)

1. Bidders should have necessary license/ clearance certificate of the State Food inspector/health authorities and produce certified copies of certificate fulfilling the requirements. Prequalification /Post Qualification shall be on the capability and resources of prospective agency to perform the particular contract satisfactorily, taking into account their (i) experience and past performance on similar contracts (catering services / Guest house or hotel or inpatient/hospital diet servicing) (ii) Capabilities with respect to Personnel (Qualified Cook ,experienced staff/ Professionals with degree /diploma in hotel management & catering technology), Equipment (atomized equipment for catering purpose) (iii) financial standing through annual report (balance sheet and Profit & Loss account) of last 5 years. Fulfillment of eligibility criteria is to be supported with documentary evidence in the form of certified/ attested copies of work order, completion certificates, report, payment certificates, indicating the period of work . In case of Joint venture/partnership firm, the experience of the signatory /lead agency will be taken into consideration for qualification of the agency.
2. The e-bidder must possess the requisite valid license issued by the competent authority for carrying out the contract and shall be responsible for complying all laws pertaining to the services in question as well as those pertaining to employment of persons under him.
 3. The lowest rates quoted (overall bidder's quoted rate for Old Guest House and New Guest House as per the total comprehensive facility management of the Guest House offered by the purchaser will be taken for the purpose of price evaluation /selection. The awarding shall be on the techno-commercially compliant bidding meeting all required parameters for a period of 5 (five) years or till the finalization of next contract, whichever is earlier. The license fee will remain the same for the initial 2 (two) years period. Thereafter, the license fee will subsequently increase by 5% every year for the remaining 5 (five) years contract period or any extension thereof.
 4. The Service provider should provide menu of popular dishes and regional dishes and they should ensure the menus/ servings on all days of the week at justified rates agreeable to the Institute. Any revision in the menu by the Service provider is to be based on mutual agreement after approval of the Director, NEIGRIHMS.
5. The personnel appointed by the service provider must have proper and clean uniform for their identification. Personnel so appointed should have the basic knowledge of personal hygiene and safe & clean methods of food handling.
6. The persons associated with preparation and distribution of food will be required to undergo periodical medical check-ups to rule out the possibilities of communicable disease/infectious diseases and anybody found suffering from any such disease is to be kept out of engagement till he/ she is fully recovered.
7. The list of personnel deployed for food preparation, handling and serving have to be intimated to the authority at the time of joining and from time to time.
8. The contractor selected will be required to maintain such level of cleanliness and standard of hygiene with respect to the persons under his employment and utensils for serving the food as may be decided by the authority.
9. There shall be no compromise on the quality of service /food supplied by the e-tenderer and if any such incident of food adulteration is found, action deemed fit, including black listing the firm, shall be taken by the Competent authority and all the rules of Prevention of Food Adulteration Act (PFA Act) will apply.
10. The agency will be responsible for complying with payment of minimum wages and other Social Security benefits including prescribed number of leave/holiday and prescribed hours (maximum and hours) of Work Schedule as per laws in force from time to time to its employees deployed in the hospital, all laws related to Social Security (E. S. Act, etc., in case the contractor engages manpower more than the specified number), Service Tax wherever applicable, other Labour legislations, pollution control and such statutory orders from time to time as regards to treatment and disposal of garbage, and the contractor will be liable for any consequences resulting from violation of any such rule or regulation.
11. The contractor will be responsible for such conduct of the persons engaged by him/her, which will be conducive to maintaining the harmonious atmosphere in the hospital and will be responsible for any act of commission & omission.

h persons.

12. The Contractor shall maintain a complaint book and any genuine complaint recorded therein will be given due attention.
13. Bidders shall have to make a presentation before Tender Evaluation Committee, if required.
14. The successful bidder / e-tenderer shall obtain a valid license under the Contract Labour (R & A) Act, as amended from time to time and rules framed there under and shall continue to hold it till completion of the contract.
15. The fuel to be used for cooking will only be LPG and shall be arranged by the contractor.
16. The garbage from the rooms will be collected and disposed off at the site provided for the purpose by the Municipal authorities. Other waste materials will be dumped in the nearest S.M.B dustbin by the Contractor.
17. NEIGRIHMS will have the right to serve a notice on the contractor in the event of any lapse on the part of the contractor in the services, which shall be rectified or remedied by the latter forthwith.
18. Consumption or sales of alcohol or tobacco or any other prohibited items in the premises of the NEIGRIHMS Guest House by the Contractor or his employees is strictly forbidden. If anyone is found indulging in these businesses, they shall be asked to leave the campus immediately and the agency shall be liable for termination of service for breach of his condition.
19. The Service provider shall use the water-supply and electricity economically, however, the consumption of water-supply and electricity and license fee shall be paid within the stipulated time of each and every month by the Service provider on actual basis or as conveyed by the respective state Section/ SE/ EE. 18% GST on H1 license fee as applicable will be on reverse charge basis to be deposited by the successful bidder within stipulated timeframes as per the prevailing GST guidelines.
20. Even though the Contractor/bidder will provide the services through his own employees, the work of such employees will be supervised from time to time by a representative of the NEIGRIHMS duly appointed by the Director, NEIGRIHMS for this specific purpose. The representative of the NEIGRIHMS will look after the well being and other requirements, maintain liaison between the guests and the employees of the contractor on the one hand and the NEIGRIHMS authorities on the other hand.
21. Only purified water (purified by Aqua guard/ Modiguard /Aqua sure or other purifier of similar standard) has to be used in the mess.
22. The upkeep and maintenance of the above equipments will be the sole responsibility of the Service provider. In case of repair/ maintenance/ replacement of the equipments and equipment parts will be borne by the Service provider. On handing over, the above equipments shall be "Handed over on as-is basis" with the condition that the Service provider handles the equipment properly so that no damage is cost to the equipment/ system while handing back to the Institute. In case, there is damage to the equipment/ system due to wear and tear/ mishandling etc., the Service provider has to make replacement of the item with similar specification such that it is compatible with the system installed in the Kitchen.
23. Agency should make necessary arrangement for equipment, serving trolley, food trays, cups, etc on their own.
24. Civil and electrical maintenance of the premises belonging to NEIGRIHMS will be taken up by the respective department of NEIGRIHMS.
25. If the agency gives wrong information in their tender and creates circumstances for acceptance of the tender, the agency reserves the right to reject such tender or rescind contract at any stage.
26. No subletting of work by the agency is permissible.
27. Digital payment to be made available.
28. The agency shall not use the name of the NEIGRIHMS, Shillong in business dealing with other persons or trading.
29. The contractor should keep the kitchen, dining, restaurant areas clean and in hygienic condition as per prevailing standards. If, at any point the Kitchen and its premises are found to be unclean, the contractor shall be held responsible and action deemed fit shall be taken by the competent authority.

30. The contractor will be required to submit the bill month wise by 10th of the subsequent month, for further release of payment. Payment will be released as per the terms and conditions, less deduction of Income Tax at prevailing rates. No Service tax is applicable for billing to educational Institute like NEIGRIHMS, Shillong which is solely under the administrative control of Ministry of Health & Family Welfare, Government of India.
31. The contractor shall bear all the expenses for running services and shall not in any manner be liable for any claim caused or incidents like theft, burn, fire, electric shock or bear any compensation for damage or injury caused to personnel during discharging their duty.
32. The contractor shall not be entitled to use the accommodation allotted for any other purpose or business other than contract services.
33. The contractor shall not use the name of the NEIGRIHMS, Shillong in business dealing with other persons or to promote any business.
34. The Hospital campus is a "No Smoking Zone", hence sale and use of tobacco of any form, is prohibited.

SECTION III:

Special Conditions of Contract (SCC)

1. Operational

The agency shall be responsible for procurement of all the raw materials. The raw materials procured will be of the best quality, (FPO, AGMARK, or BIS marked should be adhered to as far as possible) fresh and fit for human consumption. The raw materials must be stored properly to avoid contamination and infestation with pests. Sample of materials in the store will be checked by the hospital representative from time to time. The Food safety check required by the Food Safety and Standards Authority of India, New Delhi (www.fssai.gov.in) as amended from time to time, should be signed and adhered to by the bidders/agency.

Vegetarian and non-vegetarian items should be segregated properly at all stages; storage, preparation and service. The agency will be responsible for collection, washing and cleaning of the serving trays/utensils/bottles etc (in case of disposable) with safe and standard quality of cleaning material.

The agency will be responsible for safe disposal of the leftover food/vegetable peels/and other kitchen garbage locally so that it does not pollute the environment etc. If disposables are used in any of the hostel mess, they shall be disposed off, as per Civic/Municipal Authorities requirement from time to time.

Only LPG (or electricity when required for certain cooking procedures) will be used for cooking. No coal, wood or other fossil fuel shall be used as fuel for cooking of food, heating of food etc.

2. Cleanliness

The Service provider shall keep the premises scrupulously clean and in a sanitary condition to the satisfaction of the guest house in charge and administration. The Service Provider shall not damage the premises as well as the fixtures in the premises provided by the Institute. In case of damage the Service Provider shall be responsible for repair and replacement. It shall be the responsibility of the Service Provider to employ adequate number of cleaners and to provide them with adequate and necessary equipments/ chemicals for keeping the area scrupulously clean. Anti rodent and pest control measures are to be strictly followed which will be the responsibility of the Service Provider. The Service Provider should also provide adequate cleaning equipments, tools, cloth for cleaning, brush, scrubbers, wipers, moppers and detergents (soap, hand wash, liquid detergent, disinfecting solution like Dettol/phenyl/harpic/sodium hypochlorite) for thorough cleaning.

The Service provider should keep the premises clean. If, at any point the premises are found to be unsatisfactory, the Service provider shall be held responsible and action deemed fit shall be taken by the competent authority. And counter tops are to be scrubbed regularly and non-corrosive detergents or soap, and all vertical surfaces/windows should be dusted /cleaned regularly. The standard of cleaning should be such that there is no visible dirt or marks at any time.

The Service provider selected for the service of Guest house (Old and new), will be required to maintain a satisfactory level of cleanliness and hygienic standards with regards to the following criteria in different sections:

1. Pre- preparation and preparation of food should be done in hygienic methods following the protocols of food safety as provided by the FSSAI Food Safety.
2. Usage of only stainless steel knives.
3. Any cooked or raw food items should never be kept or left in the open.
4. Cleanliness checklist should be maintained on a daily basis by the supervisors. The checklist will be checked and evaluated by the authorized Personnel /Warden on a daily basis.
5. Schedule for daily, weekly, monthly and annual cleaning should be planned by the manager and carried out under the supervision of the supervisors.
6. Biodegradable and non biodegradable waste should be segregated and should be disposed on a daily basis.
7. Separate buckets for cleaning and mopping should be provided. Cleaning buckets should not be used for any other purposes.
8. Separate cloth should be provided for cooking purposes and for cleaning.
9. Hands should be washed well with liquid hand wash or soap before starting work, after using toilet, immediately before handling food, after handling refuse and whenever the hands look dirty. Besides this, no jewelry or bands and rings should be worn.
10. For the welfare of kitchen personnel, first aid material such as bandages, dressing and antiseptics should be available and provided by the catering contractor in case of minor cuts and injury.

3. Food Procurement and Storage:

1. The Service provider shall be responsible for procurement of all the raw materials. The raw materials procured will be of the highest quality, (FPO, AGMARK, or ISI /FSSAI marked should be strictly adhered) free from any adulteration for human consumption.
2. The raw materials must be stored properly to avoid contamination and infestation with pests. Samples of food materials in the store will be checked by the hospital representative from time to time.

4. Manpower

The agency shall engage adequate number of well trained manpower as per Annexure I at his cost to be quoted. It shall take into account all labour rules and regulations, for the proper discharge of the responsibility entrusted to him under the agreement and such manpower shall be persons with enough experience. They shall be provided with uniform: caps, headgears, etc by the agency at their own cost and they are to be maintained in neat and tidy condition. The manpower engaged by the agency shall be of good character and sound health. Manpower of the agency shall be provided with an identity Card that will be issued by agency under intimation to Chief Security Officer, NEIGRIHMS. The agency shall not entertain any outsider in the cooking area. List of Manpower to be engaged by the agency is indicated in Annexure I.

5. Security and Safety

NEIGRIHMS, Shillong shall not be held responsible for any loss or damage due to any reasons whatsoever to the inventory of food items that maybe kept in the area store by the agency. The premises provided to the agency should only be used for the purpose as mentioned in the contract. Under no circumstances, should the premises be used for any other purpose, than what has been mentioned in the contract. Agency will not store any hazardous and/or inflammable goods or substances or articles in or around the cooking area.

6. Space and Accommodation

Space and kitchen equipments will be provided by NEIGRIHMS, Shillong to the agency for a specified period of contract. At the time of termination of the contract, the agency will have to hand over to NEIGRIHMS in the same condition as received. On the expiry or earlier termination of this Agreement, the said area shall be vacated peacefully and handed over to the NEIGRIHMS, Shillong in the condition they had received. In case, during the period of contract, the agency decides to terminate the contract, a notice for a period of not less than three months will be given to the NEIGRIHMS administration.

7. NEIGRIHMS management shall have the right

- A. To stop the supply of or to destroy any article of food or drinks sold if found adulterated, contaminated and unfit for human consumption or of unsatisfactory quality.
- B. To stop the service rendered by the agency, if detected not of the requisite standard.
- C. NEIGRIHMS Management shall on demand be supplied with a sample of any article of food or drink for inspection and analysis.
- D. The agency shall allow the official of NEIGRIHMS to enter the cooking area in order to inspect the kitchen, any structural additions and alterations or repairs to the said cooking area premises, repairs to the water and sanitary installation, which maybe found necessary from time to time. The time and date of inspection will be fixed with the mutual convenience of both the parties.
- E. The food analysts and Public Health Authority of the Government will have the right to inspect the premises and to collect the food sample as per the law. The agency will be solely responsible of any shortcomings in this regard.

8. Waiver

No failure or delay by NEIGRIHMS in enforcing any right to remedy of NEIGRIHMS in terms of contract or any obligation or liability of the contractor in terms thereof shall be deemed to be a waiver of such right, remedy obligation or liability, as the case may be, by NEIGRIHMS and notwithstanding such failure or delay, NEIGRIHMS shall be entitled to enforce such right, remedy, obligation or liability, as the case may be.

9. Termination Clause:

Director NEIGRIHMS reserves the right to terminate the contract any time if;

1. Repeated unsatisfactory food quality by the agency.
2. Repeated violation of safety, hygiene and sanitation, by the agency.
3. Repeated Noncompliance to notice or suggestion by the diet committee.
4. Recommended by the diet committee in view of unsatisfactory services.

Vendor may exit the contract on giving three (3) months notice for reasons, on approval of Director, NEIGRIHMS.

The party/ e-bidder/ contractor shall indemnify and shall keep the other party indemnified from and against claims, losses, damages, demands, liabilities, causes of action, proceedings, awards or judgments incurred by or made against the other party to the extent that they were caused by or contributed to by any negligence or omission of a party or its (a party's) employees, agents or contractors.

Either party shall be entitled to withdraw from the Contract after serving three-month notice in writing to the other party in this behalf.

Notwithstanding any other provision contained herein, in all cases of withdrawal from Contract or termination of Contract, the Service Provider shall have to continue the work under the contract till an alternative arrangement is made by the NEIGRIHMS. In the event of failure to observe this condition, the entire Security Deposit, as also any other dues, lying with the NEIGRIHMS, would stand forfeited.

10. Selection in a Tie:

In case of a tie in financial bid, service providers will be selected based on the following parameters:

- (a) Experience: Service provider with more experience will be considered.
- (b) Financial Turnover: Service provider with higher financial turnover will be considered.

11. Pricing:

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1. The service provider should submit /quote rates which should include all incidentals and establishment charges to the contractor for running the services as stated in the document.
2. Escalation: No escalation will be given in first year. However, for the 2nd year and thereafter and on the recommendation of the competent authority, the escalation in rates as per the RBI (consumer price index-meals/snacks/sweets) will be given by mutual agreement after approval of Director, NEIGRIHMS. Government taxes and levies will be applicable during Contract period. Any new tax/ alternate tax which will be introduced by the government in future, will be paid by the party accountable for it. No other increase shall be considered in any other account during the Contract period. If under unforeseen circumstances, the new tender is not materialized, the existing Service Provider will continue to provide services till the finalization of the new tender. In the eventuality of an escalation, the food cost will be provided as per provision of this clause.

12. Penalty Clause:

Sl No.	Classified Deficiency	Amount of fine
1.	Employment of staff below 18 years	Rs. 10,000.00/Termination of contract.
2.	Subletting	Termination of contract.
3.	Complaints regarding quality of food item.	Replacement of food item Rs 10,000.00 (Rupees Ten Thousand only).
4.	Complaints regarding quality of service.	Rs 10,000.00 (Rupees Ten Thousand only) per complaint.
5.	Workers deployed by the service provider not wearing apron, cap, gloves, etc. while serving and not removing nails of cooks employed weekly and if an improper conduct of the manpower is observed.	Rs 10,000.00 (Rupees Ten Thousand only) per instance. This will in addition to the right of the hospital administration to remove such manpower from the hospital premises.

6.	Unhygienic and unclean kitchen and wash area with no adequate system of keeping foods, utensils, stoves, platform, overall kitchen premises dust free and soot clean as per standards.	Rs 5,000.00 (Rupees Five Thousand) or per instance
7.	Deficiency of lapse in hygiene at preparation site.	Rs 5000/- per occasion
8.	Shortage of manpower	Rs 5,000 per occasion
9.	Untimely deposit of monthly licensee fee, for delays beyond a month	Interest at the rate of 10% per annum.
10.	Non-compliant to rules and regulations and terms and conditions of the tender.	Rs. 1000/- per occasion.
11.	Any other deficiencies pointed out by the official not indicated in the above classified items	Fine up to Rs. 20,000/- at the discretion of NEIGRIHMS administration not less than Rs 2,500.00

1. Bidder's Eligibility Criteria

- (a) Providing Canteen/Cafeteria/Restaurant/Hotel/Hostel/Mess services/Guest Houses to/in a Central/State Government hospital(s), Central/State Government/UT Autonomous Institution, Central/State Government PSU, Central/State Government/UT Educational Institutions/Organizations on regular basis or Hotel services with minimum 30 rooms on contract basis, for the last three (03) consecutive years out of 04 years i.e. F.Y. 2024-25, 2023-24, 2022-23 and 2021-22.
- (b) The bidder must have Minimum average Annual Turnover of INR 30 LAKHS for (03) three consecutive financial years (04) preceding four financial years (2024-25, 2023-24, 2022-23 and 2021-22, 2020-21) in the field as per 1.

2. Mandatory information & Documentation and Technical Parameters for Bid Evaluation of Tender for Outsourcing of Canteen/Hotel/Hostel/Mess Services for Old & New Guest House at NEIGRIHMS, Shillong

Sl. No.	Mandatory information is to be provided by the prospective Bidders for Bid to be declared Legally valid.	Self-Assessed Compliance	Pass/Fail
1.	Legal Standing of the Tender/Firm <ul style="list-style-type: none"> Type: Registered As: Since: Power of Attorney/Authorization 	-	-
2.	Consent to submit P.B.G. / Security Amount: 3% of the contract value in case contract is awarded.	-	-
3.	Valid GST Regn. No. & Certificate	-	-

4.	Valid PAN/TAN Regn. No.& Certificate	-	-
5.	Valid E.P.F.&ESI Regn. No. & Certificate, if applicable.	-	-
6.	Notarized Affidavit on Rs.10/-Non-Judicial Stamp Paper for not having been blacklisted.	-	-
7.	Valid License under the provisions of Contract Labour (Regulation and Abolition) Act, 1970	-	-
8.	GST return filed for (03) three consecutive financial years in (04) preceding four financial years (2024-25, 2023-24, 2022-23, 2021-22)	-	-
9.	Certificate of annual turnover for (03) three consecutive financial years in (04) preceding four financial years (2024-25, 2023-24, 2022-23, 2021-22)	-	-
10.	Notarized Affidavit on Rs.10/-Non-Judicial Stamp Paper for No Criminal/ Labour/ Vigilance cases.	-	-
11.	Self-declaration to the effect that the rate quoted in the tender is the lowest rates, or the highest rates, as the case may be, quoted to any government institute/hospital (State/Central) in India	-	-
12.	An affidavit to the effect that the bidder does not have any direct or indirect relationship with the either permanent/contractual/Adhoc/outsourced personnel in NEIGRIHMS.	-	-
13.	Copy of resolution for authorization of signatory to sign the bid along with name & designation.	-	-
14.	Performance reports for (03) three consecutive financial years in (04) preceding four financial years (2024-25, 2023-24, 2022-23 and 2021-22)	-	-
15.	Details of experience during (03) three consecutive financial years in (04) preceding four financial years (2024-25, 2023-24, 2022-23 and 2021-22)	-	-
16.	Notarized Affidavit on Rs.10/-Non-Judicial Stamp Paper that the firm is not under liquidation.	-	-
17.	Undertaking by the bidder for acceptance of all terms and conditions of the tender document.	-	-
18.	Valid FSSAI License	-	-

Scope of Services

1. Brief Description of the Guest House

The Institute has 2 (two) Guest House in the permanent campus at NEIGRIHMS, Mawdiangdiang, Shillong. The old house have recently been furnished at par with 3 (three) star Hotels and is equipped with a fully furnished Dining Hall and is located in proximity to the Old Guest House. The Institute is presently engaging and running the Old Guest House along with the Restaurant. The New Guest house will begin its maiden operation in parallel with the Old Guest House. Once the New Guest house is fully functional the Institute plans to renovate the old house during which only the New Guest House will be operational.

The New Guest house has 24 (Twenty four) Standard rooms, 4(nos) VIP suites comprising of 1 (one) Double bed room, 1 (one) living room, Dining hall, Kitchen etc. The Old Guest house has 9 (Nine) standard rooms, 3 (Three) Double bed rooms, 1 (one) Dining hall, 1(one) Kitchen, 1 (one) Restaurant space with kitchen, 1 (one) space for staff accommodation etc.

Bidders to visit and inspect the site where the guest house (old and new)are located, prior to bidding.

2. Guest House Management & Reception Services

- (a) The Manager deployed by the successful bidder will be responsible for overall management of all guest houses, supervision of the food production and quality of catering services provided to the visitors and supervision of day-to-day operations of the guest house.
- (b) Front Desk Executive deployed by the successful bidder will supervise the operation of the Reception with the team of professional and experienced persons who will attend the guests with decent and hospitable manners and ensure the following:
 - (i) Attend and address any guest complaint promptly.
 - (ii) Maintain the check-in and check-out in both Registers and in system
 - (iii) Allot the rooms in the guest houses as per the directive received from the Institute
 - (iv) Arrange safe handling of baggage of the guest.
 - (v) To attend the telephones, and maintain a call traffic register.
 - (vi) Maintain the Complaint Register (standard Format) which should be available on demand.
 - (vii) To arrange emergency transport as and when required by the guest.
 - (viii) To provide information with regard to rail/air timings and information relating to the campus to the guests on request.
 - (ix) To ensure overall cleanliness in the surrounding areas of the Reception Lobby.
 - (x) To report the Room-wise Occupancy status every morning to the NEIGRIHMS officials through the Manager, Guest House
 - (xi) To report non-functional electrical gadgets (Geyser, Fan, lights, AC etc) and other maintenance issues of the rooms as well as common areas to the Facility Manager, Guest house. A register to be maintained for this purpose, room-wise and

same to be brought to the notice of the In charge, Guest house daily through the Property Manager.

- (xii) At the time of check-out, to ensure that all the items provided in the room (Remote of AC etc) are available in the room and in case of any missing item the successful bidder will be solely responsible to replace the same at no extra cost.

- (xiii) Maintain daily checklist form (Annexure III)

(c) All systems and processes in Soft Services should be designed to achieve the high standards of hygiene and cleanliness through innovative approaches and integration of trained and qualified human resources, state of art equipment, eco-friendly cleaning products and proven processes. The results should be of superior quality performance level or this it is the duty of the successful bidder:

- (i) To ensure that all the rooms, fixtures and fittings attached to the rooms are kept well cleaned, regularly as specified in the cleaning service (Record to be maintained for verification).

- (ii) To ensure that all rooms are provided with following items at any point of time (Record to be maintained for verification). Requests of guests must be accommodated, such as for more towels, and logged in the record. These items will be provided by the Institute.

- Bed Sheets
- Bed Cover
- Pillow Covers
- Blanket
- Bath Towel
- Hand Towel
- Tumblers (Glass)
- Coasters
- Hangers
- Bucket
- Foot Mat
- Mug
- Dustbin open
- Dustbin closed
- Electrical Kettle
- Cups
- Telephone

- (iii) The successful bidder must supply the following toiletries and consumables for one person per new occupant and replenish every alternate day.
 - Bath Soap 50 gms
 - Shower Gel 50 ml bottle
 - Shampoo 50 ml bottle
 - Moisturiser 50 ml bottle
 - Dental kit
 - Hygiene kit
 - Shower cap
 - Comb
- (iv) The successful bidder must supply the following consumables for each room daily.
 - Newspaper, Water bottle 1 Litre (02) Coffee, Tea, Milk, Sugar Free and Sachets
- (v) The successful bidder must ensure the following items are replenished properly in each room.
 - Goodnight/All-out mosquito repellent with refills
 - Toilet Tissue Rolls (2 nos.)
 - Room fresheners
 - Newspaper
 - Water bottles
 - Naphthalene balls
 - Battery/ Cells (in working condition) for AC remotes.
 - Bedroom linen and Bathroom towels should be changed every second day on regular occupancy or more frequently, if required.

3. Cleaning Services

It is necessary to maintain the environment of the guest house in a clean and hygienic condition round-the-clock at the level of a 3-star hotel or above. All living areas are to be kept clean and tidy and effective waste collection and disposal arrangements shall be made. The following jobs which will be carried out by the successful bidder:

Daily Cleaning:

- (i) Sweeping of the entire premises.
- (ii) Damp mopping of tiles, floors, staircases, sidewalls, corridors, and passages.
- (iii) Dusting of desk, table, chair and furniture located in the rooms occupied by guests.
- (iv) Special attention will be paid to the cleaning of wash basins.

- (v) Thorough cleaning and sanitization of the toilets, wash basins, mirrors, and WC facilities using suitable non-abrasive cleaners and disinfectants.
- (vi) All the wash basins, toilets pans should be kept stain free using harpic/s etc.
- (vii) All surfaces shall be free of germs, soap and mud at the wash rooms/WC
- (viii) Replacement of bathing towels/hand towels on a daily basis in all the WC s/wash-up area.
- (ix) Cleaning of Door mats; aluminium doors, aluminium Fish plates etc.
- (x) Naphthalene balls, urinal cubes, should be supplied sufficiently in the toi
- (xi) Emptying all waste paper baskets from all rooms and washing or wiping ean with damp cloth, replacing plastic waste paper basket linings and retur items where they were located.
- (xii) All waste wet and dry from waste paper baskets, kitchen, dining halls et e collected and disposed of as per the guidelines every day.

(c) *Weekly Cleaning:*

- (i) Glass table tops, doors partitions and glass accessories would be cleaned usir nt.
- (ii) Cleaning of bath fittings with silvo silver polish.

(d) *Monthly Cleaning:*

- (i) All glass doors, windows of the premises would be cleaned using damp a method.
- (ii) Cleaning of photos, sculptures, panels, glass/board partitions etc.
- (iii) Wipe/clean/polish all staircases/ metal railings, passages, corridors with nts/brasso/silvo.
- (iv) Dusting /cleaning of Venetian blinds/curtains.

(e) *Quarterly Cleaning:*

- (i) To remove cobwebs from the entire guest house premises wherever the
- (ii) Scrubbing of all floor areas.
- (iii) Carpets in Guest Rooms if any to be cleaned with shampoo by experienc onnel.

- (iv) All wooden/leather furniture to be dusted, polished, cleaned with solvent and maintained in good condition.

4. Laundry Services: The laundry services will be availed from the Hospital laundry which is installed with cleaning/ ironing functionalities. The successful bidder will be responsible to ensure the quality of the cleaning done by the agency running the hospital laundry as per industry norms and it will be the responsibility of the Guest house Service provider to ensure that transportation, record, storage and management of all linens of both the Guest house is with proper care and standards.

- (a) Washing of bed sheets, pillow covers, bath & hand towels and bed covers.
- (b) Washing/dry cleaning, ironing and refitting of curtains.
- (c) Washing/dry cleaning of carpets.
- (d) The Reception Desk should attend to the guests' requirements.

5. Hospitality (Boarding)/Restaurant/Catering Services: The successful bidder must provide Hospitality (Boarding) / Catering Services in Guest House premises, Dining hall and Mess as per details given below. The services like cleaning, maintenance, disposal of waste, provisioning of Potable drinking water or other materials/ consumables etc already included in the above clauses are also applicable under the Catering Services. The Service provider should provide menu of popular dishes and regional dishes and they should provide alternate menus/ servings on all days of the week at justified rates agreeable to the Institute. Any revision in the price by the Service provider is to be based on mutual agreement after approval of the Director, NEIGRIHMS.

Scope of Hospitality (Boarding) Services:

- (i) The successful bidder must provide Boarding / Catering services in the Dining Area and/or Mess for the guests.
- (ii) The successful bidder must provide Boarding / catering services as per the following courses.
 - Bed Tea
 - Breakfast
 - Evening Tea
 - Meals (Lunch & Dinner)
- (iii) The Service provider should provide menu of popular dishes and regional dishes and they should provide alternate menus/ servings on all days of the week at justified rates agreeable to the Institute. Any revision in the price by the Service provider is to be based on mutual agreement after approval of the Director, NEIGRIHMS.
- (iv) The successful bidder must use the furnished kitchen (list of equipment provided by NEIGRIHMS Annexure IV) available in the guest house for this purpose.
- (v) Serving of potable drinking water from the source to the dispensers and water coolers placed in the Guest House.
- (vi) The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. Attire of uniform shall be provided by the Agency so that they can present themselves neat and tidy.

- (vii) The successful bidder must arrange for such of those special equipment's (over & above provided by NEIGRIHMS) and apparatus if any required for cooking etc in the Cafeteria and Kitchen at his cost.
- (viii) Serving of potable drinking water from the source to the dispensers and water coolers placed in the House.
- (ix) The waiters/serving staff shall be well dressed, presentable, well-mannered and trained. A set of uniform shall be provided by the Agency so that they can present themselves neat and tidy.
- (x) The successful bidder must arrange for such of those special equipment's (over & above provided by NEIGRIHMS) and apparatus if any required for cooking etc in the Cafeteria and Kitchen at his cost.
- (xi) The successful bidder must ensure that staff deployed in catering services is free from any communicable diseases and arrange their regular Health checkups. The staff should trim nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of Pan, tobacco, gutka/koi etc, and spitting is strictly prohibited.
- (xii) The Agency shall be equipped to undertake Hygiene audit as per Annexure II on daily basis and report submitted to NEIGRIHMS. NEIGRIHMS will also undertake independent hygiene and quality audit and when deemed necessary.
- (xiii) The eatables served by the successful bidder to the Guests must be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.
- (xiv) Vegetarian dishes shall be prepared and served separately.
- (xv) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The successful bidder will be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry.
- (xvi) Operations: Normally, the timings for providing catering services as per Menu is given below
 - Bed Tea in Room: 06.00 a.m. onwards
 - Breakfast: 08.00 a.m. to 10.00 a.m.
 - Lunch: 01.00 p.m. to 02.30 p.m.
 - Evening Tea and Snacks: 05.00 p.m. to 06.00p.m.
 - Dinner - 08.00 p.m. to 10.00p.m.
 - The successful bidder, however, will be required to adjust/ change the above timings as required depending upon the arrival/ request of the Guests staying. It must be ensured that the food is served steaming hot.
 - The Cafeteria/Kitchen shall remain open on all days.
- (xvii) Inspection
 - NEIGRIHMS will check the quality of grains, oil, vanaspati oil, Atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking. Any deficiency pointed out shall be removed.
 - The successful bidder must allow the food inspector/ NEIGRIHMS Officer to inspect the food and services for their quality, as per prevailing rules and regulations. The successful bidder

bide by all laws applicable.

- In case of dispute regarding the services, quality or the quantity of the food items, snack the decision of NEIGRIHMS will be final and binding.

(xviii) Maintenance of Restaurant/Dining Hall

- The successful bidder will be responsible for proper maintenance and safety of all furniture, materials, goods, electronic items, stocks, books, periodicals, vehicles lying in Guest House premises, etc. The successful bidder will prepare and serve the breakfast/lunch/ dinner, as per a pleasing and presentable manner. White clothes and colored frill clothes required for the serving tableland must be always in clean condition.
- Disposable paper napkins (of approved quality)/ Cloth napkins shall be placed along with tea for breakfast, lunch and dinner for dining purpose as well as small ones while serving coffee, etc.

(xix) Provisioning of Certain Services on Payment basis

- The successful bidder will provide regular boarding service (Tea/Coffee/Lunch items/snacktes included in the Comprehensive Facility services and indicated at AnnexureXII to the Guesting in the Guest House.
- The Food bills at approved rates are to be borne by the Guest.
- The successful bidder must provide consumables like Biscuits/Snacks /Cold drinks/Juice/Tea etc to guests on payment basis (not exceeding M.R.P.) as approved by NEIGRIHMS, whenever requested.
- NEIGRIHMS will not be responsible for any amounts due to the successful bidder will arise from supply of any of the above service or material including foodstuffs supplied by bidder to guests/ unauthorized persons/ individuals.
- Events (lunch/dinner) organized by Individual/Department in NEIGRIHMS will be provided by successful bidder on payment basis as per actual or rate approved by the institute.
- The kitchen equipments fitted in the New Guest house is the sole responsibility of the successful bidder. Any damage to the fittings/equipments/furniture etc at the Guest house which is the property of the Institute will have to be repaired/maintain/ replace in proper working and the cost to be borne by the contractor up to the full satisfaction of the Institute.

TENDER FORM

Date _____

To

(Complete address of the purchaser)

Ref. Your TE document No. _____ dated _____

We, the undersigned have examined the above mentioned TE document, including amendment/corrigendum No. _____, dated _____ (if any), the receipt of which is hereby confirmed. We now offer to supply and deliver _____ (*Description of goods and services*) in conformity with your above referred document for the sum indicated in the price bid, attached herewith and made part of this tender.

If our tender is accepted, we undertake to supply the goods and perform the services as mentioned above, in accordance with the delivery schedule specified in the List of Requirements.

We further confirm that, if our tender is accepted, we shall provide you with a performance security of required amount in an acceptable form for due performance of the contract.

We agree to keep our tender valid for acceptance as required with modification, if any, subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this tender up to the aforesaid period and this tender may be accepted any time before the expiry of the aforesaid period. We further confirm that, until a formal contract is executed, our tender read with your written acceptance thereof within the aforesaid period shall constitute a binding contract between us.

We further understand that you are not bound to accept the lowest or any tender you may receive against your above-referred tender enquiry.

We confirm that we do not stand deregistered/banned/blacklisted by any Govt. Authority.

We confirm that we fully agree to the terms and conditions specified in above mentioned document, including amendment/ corrigendum if any

(Signature with date)

(Name and designation)

Duly authorised to sign tender for and on behalf of

MINIMUM ASSURED MANPOWER

Human Resources (HR): The successful bidder must deploy following minimum human resources for 24 x 7 for running of the guest houses at NEIGRIHMS, Shillong, as per the details mentioned below:

Sl. No.	Type of HR required	No. of HR required		Qualifications & Experience of required HR
		Old Guest House	New Guest House	
1.	Manager	1		Diploma/ Degree Holder with 5 years of experience in hotel.
2.	Front Desk Executive	2	2	10+2, Diploma in front office, computer knowledge, 2 years experience in front desk.
3.	Chef/Cook	2	2	Diploma/degree in food production, 2 years of experience in Hotel/ Multi Cuisine Restaurant.
4.	Assistant to Chef	2	2	Diploma in food production with 1 year of experience in Hotel/ multi cuisine Restaurant.
5	Kitchen Steward (Dish & Utensil Washer)	3	3	8 th Pass
6	Housekeeping	3	4	10 th pass with 2-3 years of experience in Housekeeping

7	Waiter	3	3	10 + 2 with 2 years Experience in hotel or Restaurant
8	Room/Bell Boy/Porter	1	1	8 th Pass with good communication English & Hindi

Timing of Duty:

Morning shift: 7:00 -3:00pm

General shift: 10:00-5:00pm

Evening shift: 2:00-10:00pm

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PROFORMA FOR HYGIENE AUDIT

Sl. No.	Check Points	Observation (Yes/No)
1	Head gear/caps are worn	
2	Gloves are worn	
3	Smoking, eating or chewing of tobacco, zarda, gutka, etc spitting, are strictly Prohibited. Prohibition observed or not	
Food Preparation		
4	Food indexing- the menus are being decided to ensure food variety	
5	Food Safety Ensured	
6	Is the food prepared properly under hygienic conditions	
7	Are the prepared items covered properly	
8	Proper cleaning of the utensils	

Kitchen/Pantry Hygiene		
9	Floors are hygienically clean	
10	Walls are dust / damp free	
11	Furniture is regularly cleaned	
12	Washing area provides hygienic environment	
13	Cooking counter is adequately clean	
Condition of Equipment in Food Preparation		
14	Work worthy	
15	Clean	
16	Safe to handle	
Food Handler's Health		
17	Health checkups done or not	
18	Nail are cut clean and healthy	
Hygiene of Eating Place / Dining Hall		
19	Floor is hygienically clean	
20	Walls are dust/ damp free	
21	Furniture is regularly cleaned after each meal	
General Observations		
22	Exhaust system is working	
24	Garbage disposal is done regularly	

25	Drainages system is free from blocks	
26	Washing area is hygienic	
27	Service counter(s) are adequately clean	
28	Utensils are properly cleaned	
29	Kitchen staff are in uniform/Service Boys are in uniform and wearing gloves & caps	
30	Portable drinking water arrangement neatly done	
31	Utensil washing area is properly maintained	
32	All items as per Menu Provided	
33	Serving tables covered with white cloth with colored frills	
34	All items in orderly manner and are in a presentable manner	
35	Storage area/fridge is clean	
36	Fly Catcher working satisfactorily	

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DAILY CHECKLIST FORM: RECEPTION

Date:

Location: Old Guest House / New Guest House

Overall Housekeeping & Maintenance of Reception Area: Satisfactory / Not Satisfactory

Sl. No.	Check Points	Observation (Yes/No)
1	Supervisor/Receptionist and Room boys available round the clock in proper uniform	

2	Receptionist and Bell boy attended to guests promptly	
3	Set of newspapers (2 Hindi & 2 English) placed in reception	
4	Welcome kit placed in the room	
5	Toiletries as per scope of work placed in room	
6	Tea/coffee tray replenished with sachets as per menu	
7	Newspaper provided in the room	
8	Status of fixtures and fittings ascertained- In order	
9	Linen (bed sheets, towels, etc.) provided (Fresh/ Changed as per stipulated frequency)	
10	Room boys presented themselves and behaved properly	
11	Cleaning & Housekeeping completed in guest house	
12	Check-in/ Check-out formalities done in a pleasing manner	
13	Complaints, if any	
14	Details of the complaint attached with the form	

Name & Signature of the Front Desk I

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List of Kitchen Equipment Provided by NEIGRIHMS, Shillong

Sl No	Description	Qty
1.	Commercial Island cooking range cooking facility for Indian Food, Tandoori, Chapati& Table Size:154"x54"x34"	1 set
2.	Two Door under counter chiller cum food pickup table with 2 OHs heating arrangement Size 60"x30"x34"	1 no.
3.	Four door dual chamber chiller cum freezer	1 no.
4.	Wall mounted storage rack single tier size	2 nos
5.	Table Top Deep Fat fryer single chamber 6 ltr capacity electric operated.	1 no.
6.	Juice Machine SS body	1 no.
7.	Sandwich griller	1 no.
8.	Pop up toaster 6 slice SS body	1 no.
9.	KTC-2 Burner table top SS body	1 no.
10.	Single sink unit size 24"x24"x34"+6"	1 no.
11.	Work table with 2 US Size: 67"x24"x34"+6"	1 no.
12.	Two sink unit Size: 48"x24"x34"+6"	1 no.
13.	Soiled Dish landing table size: 48"x24"x34"+6"	1 no.

14.	Wall Mounted storage rack single tier for cutlery & crockery size: 252" x 12"	2 nos
15.	9 Create vegetable storage rack	1 no.
16.	Four Seater capacity dining table with chair (Korean Finish)	12 set
17.	Single deck single tray capacity	1 no.
18.	Planetary Mixer 20 liter	1 no.
19.	Hot Air Ventilation System Hood/ chimney made of galvanized sheet with baffle type filter made of stainless steel length-154" x 54" & Ducting made of Galvanized sheet 24 SWG length approx- 45 fts. Fitted with required commercial centrifugal fan centrifugal fan fume/oil scrubber cum washer, silent body	1 no.
20.	Fresh Air Intake System Ducting made of galvanized sheet 24 SWG fitted cooling air machine	1 no.
21.	High Pressure LPG Pipeline Installation system Fitted 6+6 cylinder capacity manifold with iron cage	1 no.

Note: The upkeep and maintenance of the above equipments will be the sole responsibility of the Service provider. The cost of repair/ maintenance/ replacement of the equipments and equipment parts will be borne by the Service provider. During handing over, the above equipments shall be "Handed over on as-is basis" with the condition that the Service provider handles the equipment properly so that no damage is caused to the equipment/ system while handing over the facility to the Institute. In case, there is damage to the equipment/ system due to wear and tear/ mishandling by the Service provider, the Service provider has to make replacement of the item with similar specification such that it is compatible with the overall system installed in the Kitchen or any other areas affected.

Ar

(Part of Technical Bid)

-

Affidavit

I ----- s/o ----- resident of ----- Owner/ Director/Chairman of M/s ----- having its registered office at ----- do hereby solemnly affirm and declare the following: -

That our Firm/organization/company/Society/ namely M/s -----has
been blacklisted by any of our clients or by any government department.

Verification

Verified at ----- on the ----- date ----- that the con
e above affidavit are true and correct to the best of my knowledge and belief.

De

An

(Part of Technical Bid)

Affidavit

I ----- s/o ----- resident of -----owner/I
rietor/Director/Chairman of M/s -----having its registered c
----- do hereby solemnly affirm and declare the following:-

That there is no ongoing criminal case / vigilance enquiry / labour dispute against the fir
nization/company/Society or its owners/ partners/ proprietors/Director/Chairman and he
s never been convicted by any Hon'ble Court of law.

De

Verification

Verified at ----- on the ----- date -----that the contents
ove affidavit are true and correct to the best of my knowledge and belief.

De

An

(Part of Technical Bid)

Affidavit

SELF DECLARATION FOR LOWEST RATE

-

(on Rs 10.00 Non-judicial Stamp paper)

I, (Name of the Signatory), (Designation of the Signatory) with M/s (Name of the Company), do hereby certify
tes quoted in the Tender No. _____ is the lowest rates quoted to any Government Inst
spital (State / Central) in India.

Authorized Signatory

Designation

Seal

Date:

Place:

Anr

(Part of Technical Bid)

AFFIDAVIT

(Notarized)

-

Reference : Tender No

I, (Name of the Signatory), S/o (Father's Name), (Designation of the Signatory) with (Name of the Company), with its office at (Address of the Head office of the Company), do solemnly and declare as under:-

An affidavit to the effect that the bidder does not have any direct or indirect relation with the permanent/contractual/Adhoc/outourced personnel in NEIGRIHMS.

Place:

Date:

De

Verification:

Verified that the contents of the above affidavit of mine are true and correct to the best of my knowledge and no part of it is false and nothing has been concealed therein.

Verified at (Place), on this (Date) day of (Month) 2024.

De

Ar

(Part of Technical Bid)

AFFIDAVIT

(Notarized on Rs 100.00 Non-judicial Stamp paper)

Reference: Tender No

-

I ----- s/o ----- resident of -----owner/
Director/Director/Chairman of M/s -----having its registered c
----- do hereby solemnly affirm and declare the following:-

I/We shall abide by all Labor law statutes in letter and spirit and shall provide mandatory leaves as per law to employees engaged for providing services to your organization. Further, I/We shall also provide uniform, PPE (including, mask, gloves, goggles, head cover, foot cover, e.t.c.) and the non-productivity linked bonus as declared by management from time to time. I/We hereby further declare that expenditure on accounts of these mandatory norms is considered and taken care of in the administrative charges while quoting the financial bid. Accordingly, I/We hereby undertake not to claim anything in addition to what has been quoted in the financial bid.

Authorized Signatory

Designation

Seal

Date:

Place:

Verification:

Verified that the contents of the above affidavit of mine are true and correct to the best of my knowledge and no part of it is false and nothing has been concealed therein.

Verified at (Place), on this (Date) day of (Month) 2024.

De

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PERFORMANCE REPORT FORMAT

Sl. No	Parameters	Details
1.	Name of the Institution	-
2.	Address of the Institution	-
3.	Contact details (Cell No. & Email ID)	-
4.	Contract Agreement No. & Date	-

5.	Contract cost of the work awarded & date	-
6.	Date of commencement of work/service	-
7.	Date of completion of work/service	-
8.	Performance Report	- - - - - -
		-

-
-
-

Signature & Stamp of the Performance Certificate issuing Authority

Place:

Dated:

Ar

DETAILS OF EXPERIENCE

-

Sl. No.	Name & Address of the organization where services as mentioned in this tender document were provided along with contact details	Contract period	Types of Human Resources deployed	No. of Human Resources deployed	Amount of payment made by the organization during the contract period (yearly)	Litigation/Arbitration (if any)

-

(Signature of the bidder wi

Place:

Dated:

An

Rate list of consumables to be supplied on Order/ Requirement basis (over and above) defined in scope of service

(Rate to be quoted by the Service provider)

Sl. no	Consumable item (over and above) defined in scope of services to be supplied on Order/ requirement basis.	Details	Rate/Amount per room, Rs.
1	TCM Supplies	Tea, coffee , Milk & Sugar Sachet, Water Bottle ,Tissues etc	
2	Room Amenities	Electric Kettle, Water Jug & Glass, Cup and Saucer, Tissue Holder	
3	Room Supplies	1) Soap/ Shower Gel, Shampoo, Toilet Roll, Hand Wash, Batteries, Bathroom Slipper, Cloth Hanger, Towels (Hand & bath towels), Mosquito Repellent.	
		2) Dental Kit, Shaving Kit and Fruits for the VIP and Official Guest of the institute.	

Note: The Service provider will provide all necessary room TCM supplies, room amenities, and room supplies indicated above as per FHRAI standards. The cost quoted by the bidder will take into account all such supplies as per the scope of services whereas the additional supplies required from time to time will be available by the Service provider to be paid by the Institute on order/ requirement basis only.

(PRESCRIBED FORMAT)

To,

The Director,
NEIGRIHMS,
Mawdiangdiang, Shillong-18

Subject: Undertaking for Submission of “ KHADC Trading Licence”

Sir,

Inviting reference to the above subject, I , the undersigned do hereby undertake to submit the Trading Licence from KHADC within 3 (three) months of award of contract. In case, I fail to produce the said Trading licence within the stipulated period, my contract will be terminated without assigning any reason and at no cost to the Institute.

I , hereby enclose the necessary documents of proof of my application of the Trading Licence at KHADC Shillong.

Thanking you.

Yours Faithfully

Date:

Name of the Proprietor:-

Place:

Seal:

Bill of Quantity(BOQ)

The comprehensive Outsourcing of Facility Management Services for Old & New Guest House at NEIGRIHMS, Shillong must include the cost of providing guest house management services & reception services, cleaning & laundry services (Laundry services will be availed from the Hospital Laundry however only the transportation of laundry to and from the guest house will be under the scope of the service provider) & catering services and inclusive of chemicals/Cleaning agent (Johnson Diversey Product) / consumables, costs of equipment standard, manpower wages (as per labour rules and regulations) & further it will take into account the frequency of cleaning, the quantity & quality of materials /consumables as per FHRAI (Federation of Hotel & Restaurant Association of India) required for cleaning of guest house. The rate of manpower deployed and items that has to be provided for each guest as mentioned in guest house management services & reception services, except for those for which the rate list has been finalized by NEIGRIHMS), as asked in the Tender Document and rates will be quoted for a month.

Sl. No.	Guest House	Comprehensive Outsourcing of Facility Management Services for Old Guest House at NEIGRIHMS, Shillong per month (numerals)	Comprehensive Outsourcing of Facility Management Services for New Guest House at NEIGRIHMS, Shillong per month (words)	With applicable taxes	Total amount in Figures with taxes/levies	
1.	Old Guest House					
2.	New Guest House					
3.	Overall Bidder's quoted rate for Old and New Guest House.					
	(During Renovation of Old Guest House, only New Guest House quote will be applicable for all payments etc.)					
GST will not be considered for deciding L1 Bidder. Bidder quoting lowest will be L1 bidder.						

Note: Specific attention of Bidder is invited towards the following:

(i) All statutory taxes including GST shall be paid for as per provisions in the respective rules of those Taxes or as prescribed by law.

(ii) Financial liability on account of all applicable taxes including GST will need to be projected only for the calculation of total annual budgetary outlay.

All statutory applicable taxes including GST will not be considered for evaluation of Financial Bid

1. Floor Price :- "This bid has been created/published with floor price(minimum value) selected by the Buyer. Bidders are advised to quote above the minimum floor value/i.e. license fee to be remitted by the bidder to NEIGRIHMS."

2. BOQ:- Composite service charges/ cost for service provision by the bidder for Old Guest House and New Guest House to be quoted separately in percentage in ATC documents, so that in case either is not under utilization due to renovation, the bidder will be liable to provide the service at the same rate.

irs then same is easily identifiable.

Note:

1. Cost/Rates to be quoted will be inclusive of all supervision charges, applicable license fees payable by bidder.
2. The above quantities, wherever indicated are only for the purpose of evaluation. The requirement may increase and the decision of the NEIGRIHMS, Shillong in this regard shall be final and binding on the successful bidder.

5. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG allowed as per GeM GTC). FDR should be made out or pledged in the name of

NEIGRIHMS EMD SECURITY DEPOSITS

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand and the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the bank after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these clauses and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is/are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category being bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders for a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid terms indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference section of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this can raise their representation against the same by using the Representation window provided in the bid details field dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take such actions as per GeM Contract.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid at [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in [सामान्य नियम और शर्तें/General Terms and Conditions](#) is contradicted by the conditions stipulated in Service Level Agreement then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भागीदारी करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा। In terms of GeM GTC clause 26 regarding Restrictions on procurement of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder has obtained the necessary clearance from the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---