Tender Terms & Conditions for e-Procurement

This tender is an e-Tender and is being published online for Running of Employee canteen at Oushadhi Kuttanellur and its Panchakarma Hospital & Research Institute Canteen (Vegetarian) at Shornur Road, Thrissur. The tender is invited in 2 cover system from the registered and eligible firms through e-procurement portal of Government of Kerala (https://www.etenders.kerala.gov.in). Prospective bidders willing to participate in this tender shall necessarily register themselves with above mentioned e-procurement portal.

The tender timeline is available in the critical date section of this tender published in www.etenders.kerala.gov.in.

A. Online Bidder registration process:

Bidders should have a Class II or above Digital Signature Certificate (DSC) to be procured from any Registration Authorities (RA) under the Certifying Agency of India. Details of RAs will be available on www.cca.gov.in. Once, the DSC is obtained, bidders have to register on www.etenders.kerala.gov.in website for participating in this tender. Website registration is a one-time process without any registration fees. However, bidders have to procure DSC at their own cost.

Bidders may contact e-Procurement support desk of Kerala State IT Mission over telephone at 0471-2577088/188/388 or via email: helpetender@gmail.com / etendershelp@kerala.gov.in for assistance in this regard.

B. Online Tender Process:

The tender process shall consist of the following stages:

- i. Downloading of tender document: Tender document will be available for free download on www.etenders.kerala.gov.in. However, tender document fees shall be payable at the time of bid submission as stipulated in this tender document.
- ii. **Pre-bid meeting**: 04/11/2025, 12.00PM
- iii. **Publishing of Corrigendum**: All corrigenda shall be published on www.etenders.kerala.gov.in and shall not be available elsewhere.
- iv. Bid submission: Bidders have to submit their bids along with supporting documents to support their eligibility, as required in this tender document on www.etenders.kerala.gov.in. Manual submission of bids will not be accepted under any circumstances.

- v. In case bidder encounters any technical issues pertaining to e-Procurement system while acting on the tender, computer screen shot of the error message with date & time stamp on the web-browser along with the query shall be e-mailed by the bidder to the help desk (helpetender@gmail.com/etendershelp@kerala.gov.in), for resolution of the problem. At the same time, problem must be intimated to the concerned Tender Inviting Authority via email.
- vi. The time taken to ascertain, evaluate and suggest a solution for the problem reported by bidder may vary from case to case. Hence bidders are advised to submit the bid at least 2 working days before the due date and time of bid submission to avoid any last-minute issues that may come up.
- vii. Opening of Technical Bid and Bidder short-listing: The technical bids will be opened, evaluated and shortlisted as per the eligibility and technical qualifications. All documents in support of technical qualifications shall be submitted (online). Failure to submit the documents online will attract disqualification. Bids shortlisted by this process will be taken up for opening the financial bid.
- viii. Opening of Financial Bids: Bids of the qualified bidder's shall only be considered for opening and evaluation of the financial bid on the date and time mentioned in critical date's section.

C. Documents Comprising Bid:

 i) The First Stage (Pre-Qualification or Technical Cover based on 1 cover or 2 cover tender system):

Pre-Qualification or Technical proposal shall contain the scanned copies of the following documents which every bidder has to upload:

- 1. Preliminary Agreement Stamp paper worth Rs.200/- (Appended)
- 2. FSSAI Registration Certificate
- 3. Copy of the GST Registration Certificate, Copy of PAN card
- 4. EPFO & ESIC Registration Certificate
- 5. EMD Exemption Certificate (MSME Units having Udhyog Aadhar Registration)
- 6. Duly Signed Tender Document
- 7. Copy of Experience Certificate for 2 years.

The department doesn't take any responsibility for any technical snag or failure that has taken place during document upload.

ii) The Second Stage (Financial Cover or as per tender cover system):

The Bidder shall complete the Price bid as per format given for download along with this tender.

<u>Note</u>: The blank price bid should be downloaded and saved on bidder's computer without changing file-name otherwise price bid will not get uploaded. The bidder should fill in the details in the same file and upload the same back to the website.

Fixed price: Prices quoted by the Bidder shall be fixed during the bidder's performance of the contract and not subject to variation on any account. A bid submitted with an adjustable/ variable price quotation will be treated as non - responsive and rejected.

iii) Tender Document Fees and Earnest Money Deposit (EMD)

The Bidder shall pay, a tender document fees of Rs.19470/- (including 18% GST) and Earnest Money Deposit of Rs.109200/-. The EMD is required to protect the purchaser against risk of Bidder's conduct, which would warrant the forfeiture of security. In the case of successful bidders EMD will be adjusted towards SD.

iv) Security Deposit

On acceptance of the tender, within the period specified by the company, the contractor shall deposit as security a sum of Rs. 1,00,000/- (One Lakhs Only) as security deposit. Security can be made through RTGS/NEFT. No interest will be paid on this amount. The same will be refunded when the contract is over and canteen premises are handed over to the Company and all dues from the contractor have been settled.

Online Payment modes: The tender document fees and EMD can be paid in the following manner through e-Payment facility provided by the e-Procurement system.

<u>State Bank of India Multi Option Payment System (SBI MOPS Gateway)</u>: Bidders are required to avail Internet Banking Facility in any of below banks for making tender remittances in e-Procurement System.

1 Allahabad Bank 29 Punjab and Maharashtra Cooperative Bank 2 Axis Bank 30 Punjab National Bank 3 Andhra Bank 31 Punjab and Sind Bank 4 Bank of Bahrain and Kuwait 33 Saraswat Cooperative Bank 5 Bank of Baroda 34 Shamrao Vithal Cooperative Bank 7 Bank of India 35 South Indian Bank 8 Bank of Maharashtra 36 Standard Chartered Bank 9 Bassein Catholic Co-operative Bank 37 State Bank of India 10 BNP Paribas 38 Syndicate Bank 11 Canara Bank 39 Tamilnad Mercantile Bank 12 Catholic Syrian Bank 40 Tamilnadu Cooperative Bank 13 Central Bank of India 41 The Kalyan Janata Sahakari Bank 14 City Union Bank 42 TJSB Bank (Erstwhile Thane Janata Sahakari Bank) 15 Corporation Bank 43 UCO Bank 16 Cosmos Bank 44 Union Bank of India 17 DCB Bank 45 United Bank of India 18 Dena Bank 46 Vijaya Bank 19 Deutsche Bank 47 IDBI Bank 20		A) Internet Banking Options (Retail)					
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• • • • • • • • • • • • • • • • • • • •	26	Mehsana Urban Co-op Bank	54	Karur Vysya Bank			
28 Oriental Bank of Commerce	27	NKGSB Co-operative Bank	55	YES Bank			
20 Grandi Bulk of Commerce	28	Oriental Bank of Commerce					

	B) Internet Banking Options (Corporate)					
1	Bank of Baroda	19	Karur Vysya Bank			
2	Bank of India	20	Kotak Bank			
3	Bank of Maharashtra	21	Laxmi Vilas Bank			
4	BNP Paribas	22	Oriental Bank of Commerce			
5	Canara Bank	23	Punjab & Maharashtra Coop Bank			
6	Catholic Syrian Bank	24	Punjab & Sind Bank			
7	City Union Bank	25	Punjab National Bank			
8	Corporation Bank	26	RBL Bank			
9	Cosmos Bank	27	ShamraoVitthal Co-operative Bank			
10	Deutsche Bank	28	South Indian Bank			
11	Development Credit Bank	29	State Bank of India			
12	Dhanalaxmi Bank	30	Syndicate Bank			
13	Federal Bank	31	UCO Bank			
14.	HDFC Bank	32	Union Bank of India			
15	ICICI Bank	33	UPPCL			
16	Indian Overseas Bank	34	Vijaya Bank			
17	Janta Sahakari Bank	35	Axis Bank			
18	Jammu & Kashmir Bank					

During the online bid submission process, bidder shall select *SBI MOPS* option and submit the page, to view the *Terms and Conditions* page. On further submitting the same, the e-Procurement system will re-direct the bidder to MOPS Gateway, where two options namely *SBI* and *Other Banks** will be shown. Here, Bidder may proceed as per below:

- a) <u>SBI Account Holders</u> shall click <u>SBI</u> option to with its Net Banking Facility., where bidder can enter their internet banking credentials and transfer the Tender Fee and EMD amount.
- b) Other Bank Account Holders may click Other Banks option to view the bank selection page. Here, bidders can select from any of the 54 Banks to proceed with its Net Banking Facility, for remitting tender payments.
- * Transaction Charges for Other Banks vide SBI Letter No. LHO/TVM/AC/2016-17/47 1% of transaction value subject to a minimum of Rs.50/- and maximum of Rs.150/-
- * Bidders who are using Other Banks option under SBI MOPS Payment Gateway, are advised by SBI to make online payment 72 hours in advance before tender closing time.

Any transaction charges levied while using any of the above modes of online payment has to be borne by the bidder. The supplier/contractor's bid will be evaluated only if payment status against bidder is showing "Success" during bid opening.

v) SUBMISSION PROCESS:

For submission of bids, all interested bidders have to register online as explained above in this document. After registration, bidders shall submit their Technical bid and Financial bid online on www.etenders.kerala.gov.in along with online payment of tender document fees and EMD.

It is necessary to click on "Freeze bid" link/ icon to complete the process of bid submission otherwise the bid will not get submitted online and the same shall not be available for viewing/ opening during bid opening process.

Sd/-

Managing Director