

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.

Note: 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.

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

A) Internet Banking Options (Retail)

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	Bandan Bank	32	RBL Bank
5	Bank of Bahrain and Kuwait	33	Saraswat Cooperative Bank
6	Bank of Baroda	34	ShamraoVithal 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	Dhanalaxmi Bank	48	Indian Bank
21	Federal Bank	49	Indian Overseas Bank
22	HDFC Bank	50	IndusInd Bank
23	ICICI Bank	51	Jammu & Kashmir Bank
24	Kotak Mahindra Bank	52	Janata Sahakari Bank
25	Lakshmi Vilas Bank	53	Karnataka Bank
26	Mehsana Urban Co-op Bank	54	Karur Vysya Bank
27	NKGSB Co-operative Bank	55	YES Bank
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	Shamrao Vitthal 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:

- SBI Account Holders shall click **SBI** option to with its Net Banking Facility., where bidder can enter their internet banking credentials and transfer the Tender Fee and EMD amount.
- 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