

**NORTH EASTERN REGIONAL AGRICULTURAL MARKETING CORPORATION LTD
(A GOVERNMENT OF INDIA ENTERPRISE)**

INVITES TENDER

FOR

**OPERATING & RUNNING OF SHOWROOM OR RESTURANT
(OR BOTH)**

BY

**SHG/ NGO/ FPO/ FPC/SUPPLIERS/ ENTERPRENEURS DEALING IN ORGANIC AGRI-HORTI
PRODUCE OF NORTH EAST REGION**

UNDER FLAG SHIP PROGRAM



“ONE” ORGANIC NORTH EAST

AT

**DILI HAAT (INA), VARIOUS LOCATIONS OF NDMC AREAS &
METRO STATIONS & MALLS IN NATIONAL CAPITAL REGION (NCR)**

Date of Submission of bid: 18.8.2017 up to 1400 Hours

Date of opening of bid: 18.8.2017 at 1600 Hours

INVITING TENDER FOR OPERATING & RUNNING OF SHOWROOM OR RESTURANT (OR BOTH) OF “ONE” SHOWROOM OR RESTAURANT ON PPP MODE.

North Eastern Regional Agricultural Marketing Corporation Ltd (**NERAMAC**) invite TENDER/RFP for for operating & running of showroom or restaurant (or both) by SHG/ NGO/ FPO/ FPC/SUPPLIERS/ ENTERPRENEURS dealing in organic HORTI-AGRI PRODUCE OF NORTH EAST REGION under flag ship program “**ONE**” **ORGANIC NORTH EAST** for **DILI HAAT (INA), VARIOUS LOCATIONS OF NDMC AREAS & METRO STATIONS & MALLS IN NATIONAL CAPITAL REGION (NCR)** FOR A PERIOD OF 2 (Two) years. Interested party / Firm having relevant experience with sound financial condition may download Bid document from website: www.neramac.com and submit the Bid to the by 18.8.2017 upto 1400 Hrs and same will be opened on the same day at 1500 Hrs.

The detailed notice can be downloaded from our website www.neramac.com.

Important Dates

- A. Last date for the submission of Bid : 18.8.2017 (1400Hrs)**
B. Date of opening of Bids : 18.8.2017 (1500 Hrs)
C. Place of submission and opening of Bids :
Bids can be submitted either on the following address :

1. MD, NERAMAC,
9 Rajbari Path, G.S Road,
Guwahati – 781005, Assam, (India)

OR

2. MD, NERAMAC
“ONE” ORGANIC NORTH EAST
Stall no. 4, DILI HAAT (INA)
NEW DELHI

- i) Processing fee Rs 5,000/ Location (Non-refundable).should be submitted along with submission of offer. Tenders not accompanying the processing fee shall be rejected out rightly and shall not be processed

RTGS details is as follows:

Name : NERAMAC LTD
Bank Name: State Bank of India,
Branch Name: New Guwahati Branch, Bamunimaidam
Account No: 10566982782
IFSC Code: SBIN0000221.

- ii) The TENDER documents along with detailed scope of work and other relevant documents forms the part of Tender. TENDER document is available at website www.neramac.com and www.cppp.nic.in in which may be downloaded and submitted to above given addresses.

- iii) Technically qualified Bidder who has quoted highest overall scores shall be selected.
- iv) Bidders shall have to sign 'Integrity Pact' with NERAMAC
- v) NERAMAC reserves the right to accept or reject any one or all tenders without assigning any reason thereof.
- vi) Any corrigendum including extension of date or change of date for submission of the tender shall be published only on the website and that shall be deemed to have been seen by the bidders.
- vii) In case the date opening fall on a holiday, the bids shall be opened on next working day at the same time and it will be binding on the Tenderers /Bidders for acceptance.

FOR ANY FURTHER CLARIFICATION YOU MAY CONTACT THE FOLLOWING:

1. **Sh. S . Bhattacharjee, Exe. Director, NERAMAC – edfmd.neramac@gmail.com**
2. **Sh. Satish Sharma, AM (M) – 9818625496 (M) / 011-24675072**

INTRODUCTION :

North Eastern Regional Agricultural Marketing Corporation (NERAMAC) has initiated a Project of Running of "ONE" ORGANIC NORTH EAST Showroom cum Restaurant at Dilli Haat, INA, New Delhi under MOVCDNER Scheme of Ministry of Agriculture & Farmer`s Welfare, GOI.

The main objective to run "ONE" stalls in Delhi is to promote awareness about **BENEFITS OF ORGANIC & HEALTHY FOOD PRODUCTS FROM NORTH EAST**, Sell organic items, offer delicacies made from organic raw material (RESTAURANT) and sensitize and impart training to grow organic produce and develop a connect to the farming communities of NER and their culture at one end and remunerating farmers and Entrepreneurs with premium price on other hand hence trying to bridge the gap between farm to fork by building an end to end eco system.

The pilot project named" ONE" especially designed to promote the organic especially North East region products through serving the delicious food and sale the organic products in NE Organic Restaurant cum Retail Store. NERAMAC shall also sensitize local public to promote Healthy food and the benefits of using Organic Food and its impact to our body and environment.

"ONE" Organic North East Restaurant cum Retail shop will be built around the belief to promote the more and more benefits of Organic food, and to showcase various delicious food recipes from organic inputs. Eating a healthy and organic food can have a significant impact not only on a human health but also in their attitude as well as the environment. It also to serve public and build a local brand which can be replicated into other locations in the coming years.

DILLI HAAT at INA , Delhi is a single destination and paradise for shopping and food lovers as one can find several products and materials at one place without middleman.. The food plaza also serves a venue for different North Eastern food festival that is organized by the government and Dilli haat organizing members. At DilliHaat visitors can increase their taste bud with different variety of NE dishes that too at decent price. There are 17 different Food stalls at the HAAT. Targeted clients at Dilli Haat consist of Visitors of Dilli Haat, International Tourists, Families of nearby areas, Corporate Organizations, Exporters representatives.

With the success story of "ONE", NERAMAC has planned to open Showrooms or Restaurants or (Both) at various NDMC areas, Metro Stations etc in National Capital Region (NCR) in similar lines.

SCOPE OF WORK

The scope of work involves the complete **OPERATION & RUNNING** of showroom or restaurant (or both) by SHG/ NGO/ FPO/ FPC/SUPPLIERS/ ENTERPRENEURS dealing in organic HORTI-AGRI PRODUCE OF NORTH EAST REGION under flag ship program "**ONE**" **ORGANIC NORTH EAST** for **DILI HAAT (INA), VARIOUS LOCATIONS OF NDMC AREAS & METRO STATIONS & MALLS IN NATIONAL CAPITAL REGION (NCR)** on PPP mode. For Showroom (Retail & Bulk qty) , NERAMAC shall be aggregating and made available various Agri-Horti products and For Restaurant Business Successful Party shall be responsible for arranging of Raw material (Organic and Natural), catering services, serving to the customers and other activities on profit sharing basis.

TENTATIVE SITES:

A) DILI HAAT - STALL NO. 4 ONE – ORGANIC NORTH EAST (Restaurant)

B) NERAMAC HAS REQUESTED NDMC AND DMRC FOR ALLOCATION OF FOLLOWING SITES:

a) NDMC LOCATIONS:

- **STALL AT JUNCTION OF SATYA MARG & SHANTI PATH**
- **STALL IN FRONT OF GATE NO. 6 PALLIKA BAZAR**
- **SPACE UNDER SUBWAY IN FRONT OF HANUMAN MANDIR**

b) DMRC LOCATIONS:

- **LAJPAT NAGAR STATION**
- **HAUS KHAS STATION**
- **MALVIYA NAGAR STATION**
- **RAJORI GARDEN STATION**

NOTE: i) Bidder can apply for More than one Locations of B (a & b), But successful bidder would be given max of 2 Locations from B (a) & (b) each.

ii) Above (B) sites are tentative locations, for which request has already being submitted to the concerned authorities and final selection would be made after the confirmation from Authorities. In case there is any change or addition in the Location, NERAMAC shall give first opportunity to the successful Highest Scored bidder (over all)

ELIGIBILITY CRITERIA :

a. **BIDDER** : should be either **SHG/ NGO/ FPO/ FPC/SUPPLIERS/ ENTERPRENEURS** dealing in **ORGANIC HORTI-AGRI PRODUCE OF NORTH EAST REGION**.

However in the event of poor response (minimum 3 technically qualified bidder per site for comparison) , Bidder from other states may be considered after the recommendation of the committee and approval of Competent authority.

b. **TURNOVER** : Last 3 years Average Turnover should be at least Rs. 10 Lakhs from Retail or Restaurant business . The turnover of Retail/ Restaurant/ Catering/ Hospitality Business should be reflected in balance sheet/billing details certified by the chartered accountant. In case this turnover is not reflected separately in the balance sheet, a certificate in respect of the turnover of the chartered accountant of the company should be enclosed.

c. **EXPERIENCE** :The company/ Bidder must have work experience of at least 3 years in running Retail /Restaurant/ Catering Services. Preference shall be given to bidder having experience in Organic produce & Product.

d. Bidder should be ready to start services of Showroom or Restaurant immediately.

e. In case of restaurant , bidder should be aware of North East Cuisine thoroughly and should have equipped with adequate, qualified & experienced manpower on rolls. Committee may visit the existing site of the bidder.

- f. Should not be blacklisted by Central or State Government or Government Organisations /Agencies.
- g. Brief Write up or PPT on business Plan for running & operating Showroom/ Restaurant/ (Both) must be submitted along with Bid.
- h. Bidder Should have valid Registration Certificate / Licence / Trade Licence, PAN Card Up to Date VAT Clearance & Registration Certificate / GST etc

NOTE: As NERAMAC always supports and encourages small and budding suppliers/ entrepreneurs of North East Region to improve their business activities. Selection Committee may take a view to relax Clause b and c of eligibility Criteria in case of progressive Budding SHG/ NGO/ FPO/ FPC Supplier/ Entrepreneur dealing in Organic products of North East provided they fulfill all other Eligibility criteria.

Desirable Criteria

- a. Preference shall be given to firm/ company who has experience in running restaurant services North East.
- b. Preference shall be given to those having experience in Promoting Organic Food.

Sealing and Marking of Bids :

The Bidder shall seal both the bid copies i.e., Technical & Financial in separate envelopes, duly marketing the envelopes as “Technical Bid” & “Financial Bid” addressed to Managing Director, NERAMAC Ltd. These two envelopes (called as inner envelopes) should be Sealed and shall then be put inside one outer envelope.

a. The Contents of Technical Bid (Dully Filled) –

- i. Form A
- ii. Form B
- iii. EMD (Rs. 25,000/-) per Location
- iv. Application & Processing Fee (Rs.5,000/-) per Location
- v. Supporting Documents as required for qualification

b. Contents of Financial Bid (Form C) - Form of Financial Bid duly filled & signed with stamp.

The financial proposal should contain the monthly contract money excluding taxes which would be paid by the bidder to NERAMAC Ltd. The taxes like GST, Luxury Tax and Service Tax etc would have to be borne by the party.

Submission & Opening of Bid:-

Sealed Bids must be delivered to the

Bids can be submitted either on the following address :

- 1. **MD, NERAMAC LTD,
9 Rajbari Path, G.S Road, Guwahati – 781005, Assam, (India)**
- 2. **MD, NERAMAC LTD
“ONE” ORGANIC NORTH EAST, Stall no. 4, DILI HAAT (INA)
NEW DELHI**

On or before 1400 Hrs on 18.8.2017 and the Technical Bids will be opened on the same day at 1500 Hrs o, in the presence of the bidders or their authorized representatives, who wish to attend. If the office happens to be closed on the date of receipt of the bids as specified, the bids will be receive and opened on the next working date at the same time & venue. The date & time for opening of Financial Bid will be intimated to the technically qualified Bidder in time. However in case, management desires to extend the dates of submission due to insufficient response or any other reason, shall inform in website of NERAMAC in the form of corrigendum.

NOTE: Bidder shall be solely responsible for submission of bid documents and should ensure that all documents & PF and EMD are submitted. NERAMAC shall not be responsible for any loss of Documents or Fee before it is accepted and acknowledgment by NERAMAC.

TERMS AND CONDITIONS

RESPONSIBILITY OF THE BIDDER

1. BIDDER inclusive catering services of NERAMAC Showroom/ Restaurant (or both) at Dilli Haat, NDMC and Delhi Metro as per the rates approved by the NERAMAC Limited on all days. Bidder shall arrange for professional Showroom Manager, Account Assistance, (for Restaurant) Chef, Assistant and Stewards etc for successful running of Restaurant.
2. NERAMAC is committed to promote Organic and Natural fresh / processed Agri- Horti Produce of NER, hence only Organic or Naturally fresh Agri-Horti produce or Products of NER shall be sold in the Showroom and Restaurant.
3. **NO SUB-LETTING OF SHOWROOM / RESTAURANT IS ALLOWED.** Bidder should employ his/ her own employees in ONE Showroom / Restaurant.
4. **MONITORING INFRASTRUCTURE:** Bidder shall installed an online system as per NERAMAC for maintaining inventory / sales proceeds and daily/ weekly report to be submitted to NERAMAC.
5. Providing special catering services within the premises of ONE Restaurant on special occasions as per the rates approved by the NERAMAC Limited. In case NERAMAC takes orders to promote NER Delicacies from various Ministries or Organisation for Meetings or Buffet, Bidder shall give special rates to NERAMAC.
6. Successful Bidder shall be provided with equipped Kitchen along with utensil cleaning area and sitting area as provided for Dili Haat Restaurant only. However for other Locations Successful Bidder has to prepare the showroom/ Restaurant themselves after approval of Design by NERAMAC. Party shall hand over the premises after the contract period in same condition as it was given at the beginning of the contract.

7.FURNITURE AND FIXTURES:

- A) FOR DILI HAAT:** NERAMAC shall provide basic infrastructure to the party which is sufficient for running of a Restaurant. Furniture & Fixture include Burners (3 nos), Chimney, Utility Table, Deep Refrigerator, Racks to keep utilities, Sink and Utensil cleaning area. Sitting arrangement is also provided by Dili Haat. Water and Lights Fixtures shall be provided by NERAMAC.
 - B) FOR OTHER LOCATIONS:** Successful Bidder shall arrange for Exterior (Bamboo Finish wherever allowed) and Interior as per the approved design of NERAMAC and concerned authority. In some cases, NERAMAC can provide above services.
8. **BRANDING:** All Showroom or Restaurant shall be working under ONE – Organic North East Brand. All out efforts should be made to promote ONE Brand. Bidder shall also offer schemes of NERAMAC from time to time.

9. ELECTRICITY, WATER, GAS & OTHER CHARGES: All Electricity, Water & other Charges shall be borne by Successful bidder.

10.DAMAGE TO OTHER ARTICLES IN THE PREMISES

The Bidder shall be responsible for any damage to the designated places under the Bidder's occupation and to the fittings, fixtures, furniture, equipment entrusted to the bidder when such damage is in the opinion of NERAMAC Ltd., caused due to negligence or carelessness or any fault on Bidder's part or that of its Manager or Workmen or Agent and the Bidder shall be liable to pay to NERAMAC Ltd. such amount in respect of such damage as may be assessed by NERAMAC Ltd. officials.

11.MAINTENANCE:

The Bidder shall keep the 'Designated place' as well as the adjoining space around the designated places in a clean and tidy condition and use branded detergent to clean and mop the designated places. The service tables have to be maintained in a clean and neat manner. The Bidder shall not permit the designated areas or any portion thereof to be used for residential purposes by any of its employees. It shall be open to any official of NERAMAC Ltd. or any other person/ agency duly authorized by the NERAMAC Ltd. only authorized in this behalf to inspect the designated places or any portion thereof at any time.

12.PERSONNEL SUPERVISION

It will be the Bidder's responsibility to ensure that the obligations under the terms are duly performed and observed and a competent and qualified person shall be appointed as Manager whose name should be informed to NERAMAC Limited or any other person/ agency duly authorized by the NERAMAC Limited only and who shall remain in person on the campus to manage and supervise the catering services properly. The Manager should be conversant with Hindi, English & any one NER. Bidder should follow all labour law formalities.

13.STANDARD OF CATERING

- (i) As NERAMAC has given mandate to promote Agri- Horti Produce of NER, the quality of articles of food and provisions should be strictly of good standard and from Organic and Natural Sources provided from NER preferably. However in the event of non-availability of Organic & Fresh items from NER, Bidder can use other Organic and Natural products only in order to fulfill the gap for preparation of delicacies. Sources of other than NER products should be standard and submitted to NERAMAC. NERAMAC Limited or any other person/ agency duly authorized by the NERAMAC Limited only will have authority to inspect such articles of food and provisions and will have full powers to order discontinuance of use of such articles of food and provision, which are found to be of unsatisfactory standard and on grounds of hygiene.
- (ii) A high standard of catering & services shall be maintained at all times with due regard to quantity, quality and purity of foodstuffs. High standard of cleanliness in preparation and handling of food items, cooked and cut food servings should be maintained. The workmen handling the cooking and cutting directly should

maintain a high level of personal hygiene and cleanliness. Courtesy should be observed while servicing the members and their guests. Rating of the service should be maintained at very good and above at all times. The Bidder shall take steps to improve the service in case 40% of the customers have rated as "below very good" for the food served in a particular month.

- (iii) Bidder shall ensure that the food items supplied are as per the standards of fitness prescribed by the Government authorities and if at any time any fine is imposed by the Government authorities (for Eg. by the food inspectors/ food dept.) the same shall be borne by the bidder and NERAMAC Ltd. will not pay any fine or penalty that may arise/or that may be imposed on account of the fault of the Bidder. The Party shall be personally and solely responsible for any consequences due to food poisoning. Besides refusal of the entire payment for the sessions, during which such food poisoning has occurred, NERAMAC Ltd. or any other person/ agency duly authorized by the NERAMAC Ltd. only may initiate further stringent action, as he may deem fit.
- (iv) The standard of cleanliness of kitchen utensils, crockery, glassware, cutlery; linen etc. shall be of very high order.
- (v) Though crockery use for serving shall be disposable made eco-friendly material, other Utensils, cups, saucers, flasks, crockery, etc. should be scrubbed and cleaned thoroughly with soap water and hot water.
- (vi) The Bidder should ensure that the entire catering premises are kept hygienic and clean. A thorough master cleaning ought to take place every weekend for all equipments, fixtures, utensils by removing the grime, grease, stains, oil etc. wiped well by clean cloth and dried.

14. PRODUCTS PROVISIONS, FRUITS AND VEGETABLES ETC.

- (i) FOR SHOWROOM: Bidder is required to sell products provided by NERAMAC directly or through empanelled suppliers. No other items can be sold from the outlets without written confirmation from NERAMAC
- (ii) FOR RESTAURANT: The Bidder shall be solely and wholly responsible for the procurement of all articles of food and provisions at his own cost. The Bidder shall bear complete financial responsibility for all purchases and financial commitments he may enter into for fulfilling the contract. Bidder should use Vegetable and Fruits from NER, however in the event of non-availability of products from NER required for preparation of NER delicacies, only Organic and natural items may be procured from the authentic source only with approval of NERAMAC.
- (iii) It shall be the responsibility of the Bidder to store the materials purchased by him in a neat, tidy and hygienic. The security of such material shall be the sole responsibility of the Bidder.
- (iv) Suitable refrigerator shall be arranged by bidder for storing of perishables. It shall be the responsibility of the Bidder to store the material in an appropriate and hygienic manner.

- (v) Raw food stuffs such as vegetable, milk, fruit etc. shall be fresh and of good quality.
- (vi) There shall be no re-chauffing i.e. left over food of one meal shall not be served at the next meal.
- (vii) Reuse of burnt oil is strictly prohibited. Oil, once used will not be reused.

15.COMPLAINTS AND IMPROVEMENTS

The Bidder shall carry out such improvements as may be necessary for ensuring satisfactory service and shall take due notice of complaints made by customers or NERAMAC Limited or any other person/ agency duly authorized by the NERAMAC Limited only. NERAMAC shall not be responsible for any complaints cause due Bidder and Bidder shall bear all cost for rectifying these complaints.

16.Service Timings

The timings for serving shall be as under: Between 1100 Hrs to 2100 Hrs (Dili Haat) and for other locations as per rules of the Authorities.

17.Preparation of the Menu:

The MENU Card shall be prepared and revised with approval NERAMAC or any other person/ agency duly authorized by the NERAMAC Limited only. MENU should include all delicacies of covering entire North East MENU shall be revised on Monthly/ Quaterly basis considering the customer preference, seasonality, availability of Raw Material and other justifiable reasons. It may happen that a standard menu shall be applicable in all stalls.

RESPONSIBILTY AND DUTIES OF NERAMAC

1. NERAMAC shall hand over the location to the Successful Bidder. List of BOQ shall be given in the agreement.
2. NERAMAC shall aggregate NER products and supply to these showrooms locations.
3. MENU shall be prepared in consultation with the Successful bidder.
4. NERAMAC shall do the combined billing of the sales of Stall and Restaurant and shall settle account on daily basis with the party after deducting its agreed charges for NERAMAC.
5. If required, NERAMAC shall provide Eco-friendly serving plates, spoons, bowls etc on cost basis.
6. NERAMAC may start new avenues for selling of Delicacies made out of Organic Raw Materials for which Successful Bidder shall provide all support.
7. NERAMAC shall take handing over of premises after expiry of Agreement in the same condition as it was given at time of beginning of Contract.
8. NERAMAC shall review the performance of the Successful bidders on weekly/ Monthly basis.

MISCELLANEOUS

1. If any outsider is found inside the designated areas, considering it a breach of contract, the contract will be terminated.
2. Food should be cooked only in the kitchen. Bidder should not bring or serve any food prepared or cooked outside. No outsider should be permitted inside designated areas except authorized personals.
3. Accommodation shall not be provided by NERAMAC Limited or any other person/ agency duly authorized by the NERAMAC Limited to the staff of the Bidder. Bidder shall ensure that his/her personnel presence, however, shall not cause any disturbance to normal functioning of the NE Organic Showroom cum restaurant.
4. The disposal of leftover foods and other garbage will have to be done by the bidder only on a daily basis.
5. The authorized representatives of NERAMAC Limited or any other person/ agency duly authorized by the NERAMAC Limited only shall check the quality of the items supplied and served.
6. For rendering efficient services to the Members at the time, the Bidder shall always keep and make available sufficient number of staff, which shall also include Chef, Assistant Chefs, Waiters, Dining Hall Helpers, Kitchen Helpers, etc.
7. Persons working in the restaurant shall be provided with apron, gloves, headgear, etc., besides uniform.
8. Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate for service purpose as well as small ones while serving soup, tea coffee, etc.
9. The bidder shall deploy adequate staff having relevant experience for the catering to ensure consistent quality of service. Such staff shall include Chef, Assistant Chefs, Kitchen Helpers, Waiters, Kitchen/dining cleaning/utensil/crockery washers, etc. The bidder shall provide additional manpower whenever necessary.. Allocation of duties/shifts etc. shall be the responsibility of the Bidder.

GENERAL TERMS AND CONDITIONS

- i) Any change in the Constitution of the Firm etc., shall be notified forthwith by the firm in writing to the Department and such change shall not relieve any former member of the firm etc., from any liability under the contract.
- ii) **SUSTAINABILITY FEE/ SERVICE CHARGES** : As NERAMAC is committed for overall development of Farmer's Community and entrepreneurs in Agri- Horti & FOOD of NER. Successful Party shall have to pay SERVICE CHARGES of 20% (min) of the total sales to

NERAMAC as fee for rendering services keeping a sustainable business model. This shall be settled on daily basis/ weekly basis. Service Charges are subject to Change from time to time and product to product depending upon business strategies of NERAMAC.

- iii) No new partner/partners shall be accepted in the firm by the firm in respect of the contract unless he/they agreed to abide by all its terms, conditions and deposit with the department with a written agreement of this effect. The contractor/firms receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and shall be sufficient discharge for any of the purpose of the contractor.
- iv) GST, Sales Tax Registration and Clearance Certificate: No firm who is not registered under the Sales Tax Act prevalent in the State, if applicable where his business is located shall tender. The Sales Tax Registration No. should be quoted and a sales tax clearance certificate from the Commercial Taxes Officer of the Circle concerned shall be submitted without which the tender is liable to rejection. Copies of GST, service tax registration & latest clearance certificate should be enclosed. Bidder should take care all statutory requirements of the local authorities.
- v) Tender form shall be filled in ink or typed. No tender filled in pencil shall be considered. The tenderer shall sign the tender form at each page and at the end in token of acceptance of all the terms & conditions of the tender.
- vi) Validity: Appointment shall be valid for a initial period of TWO and which can be extended for another one if services found satisfactory.
- vii) Direct or indirect canvassing on the part of the tenderer or his representative will be a disqualification.
- viii) Bidder should be ready to start services of Restaurant from immediately.
- ix) **Earnest Money**: EMD of Rs. 25,000/- (Rupees Twenty five Thousand)/ location, without which tender will not be considered. The amount should paid by DD drawn on Nationalized Bank in favour:

Name : NERAMAC LTD

Bank Name: State Bank of India,

Branch Name: New Guwahati Branch, Bamunimaidam

Account No: 10566982782

IFSC Code: SBIN0000221

Refund of Earnest Money: The Earnest Money of unsuccessful Bidder shall be refunded soon after final appointment of the agencies has been completed. No interest shall be payable on earnest money deposited with the Department.

The agencies securing the highest marks shall be selected, however as NERAMAC is also trying to replicate same concept in other parts of NCR and Metropolitan cities, an empanelment of qualified bidders shall be maintained. All costs incurred by the agency in respect of submission of offer and presentation shall be borne by the agency concerned.

- x) **AGREEMENT AND SECURITY DEPOSIT:** Successful empanelled agencies shall have to execute an agreement as specified within 10 days from the date of dispatch of acceptance letter of the tender. EMD of successful parties shall be automatically adjusted against performance guarantee/ security deposit.
- xi) **SETTLEMENT OF DISPUTES :** All disputes or differences in relation to the Tender, the contract or the interpretation of any of their terms or implementation there-of or arising out of or concerned directly or indirectly with the contract shall be referred to the arbitration or a single arbitrator to be appointed by the Managing Director , NERAMAC. The venue of arbitration shall be at Guwahati. The court of law at the Guwahati alone will have jurisdiction in the matter of any disputes whatsoever.
- xii) **TERMINATION CLAUSE :** NERAMAC reserves the right to remove Successful Party along with forfeiture of Performance Security on the following conditions:
- a) Breach of any of the above clauses.
 - b) Mis-representation of information at any point of time during the contract period
 - c) Un-satisfactory performance at point of time during the contract period

PROCEDURE FOR SELECTION:-

All the applications received in response to the notice for Tender will be scrutinized by the Evaluation Committee to be formed by NERAMAC in 3 Stages evaluation process:

STAGE-I:

QUALIFYING CRITERIA : All Bids received shall be scrutinized on the basis of Eligibility Criteria by Bid Evaluation Committee on day of opening. Following are **ESSENTIAL DOCUMENTS** without which BID would be rejected at this stage:

- I. Form A
- II. Form B
- III. EMD (Rs. 25,000/-) per Location
- IV. Processing Fee (Rs.5,000/-) per Location

STAGE –II:

Once Stage-I is fulfilled, Bid Evaluation Committee shall scrutinize other essential and relevant documents. In case Committee desires, it may ask bidder to submit clarification within 24 hrs of the email. Those proposals which do not meet the qualifying criteria will be rejected, forthwith, or at any stage of detection.

Based on the evaluation criteria as given in FORM B, a bidder shall be considered as **TECHNICALLY QUALIFIED WHO HAS QUALIFIED STAGE I & ATTAIN 70 MARKS (MIN.)**

STAGE –III

Financial bid shall be opened for only technically qualified Bidder (as given above),

WEIGHTAGE CRITERIA FOR FINAL SELECTION :

- a) Weightage of Technical Bid (STAGEII) = 40%
- b) Weightage of Financial Bid (STAGEII) = 60%
(Bidder quoted highest in both financial & Technical bid for a particular location shall be considered for selection)

For example (for Location Lajpath Nagar)

- i) Bidder X Scored 80 (Technical Bid) & Quoted Rs. 80,000 (Financial)
- ii) Bidder Y Scored 75 (Technical Bid) & Quoted Rs. 90,000 (H) (Financial)
- iii) Bidder Z Scored 90 (Technical Bid) & Quoted Rs. 70,000 (Financial)

Final Scores shall be:

For Bidder X Score in Technical Bid = 80/100, then weighted average = 80 of 40% = 32 Marks
Quoted Monthly charges (X) = Rs. 80,000, (whereas Highest quoted (H) Charges Rs. 90,000)

Formula: $(100 \times X) / H = (100 \times 80,000) / 90,000 = 88$
Weighted score = $88 \times 60\% = 53$

Therefore total score of Bidder X is $32 + 53 = 85.33$

Similarly

Total score of Bidder Y is $30 + 60 = 90$

Total score of Bidder Z is $36 + 46.67 = 82.67$

Highest Score is of Bidder Y

Disclaimer

- a. The NERAMAC shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The NERAMAC reserves the right
 - i. To reject any/all applications without assigning any reasons thereof.
 - ii. To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the NERAMAC without assigning any reasons thereof.
 - iii. To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

**Sd/
MD, NERAMAC Ltd.**

BID FORM

**TO
MANAGING DIRECTOR,
NERAMAC,
9 RAJBARI PATH, G.S ROAD,
GUWAHATI – 781005, ASSAM, INDIA**

**Sub: INVITING TENDER FOR OPERATING & RUNNING OF SHOWROOM OR
RESTURANT (OR BOTH) OF “ONE” SHOWROOM OR RESTAURANT ON PPP MODE.**

Sir,

The undersigned having read and examined in detail all the tender documents pertaining to your assignment; do hereby express the interest to do the work as specified in the scope of work.

LOCATION APPLIED FOR

S.NO	DESCRIPTION	RESPONSE
1.	Name of the Organization	
2.	Address	
3.	Name, designation & address of the person to whom all references shall be made	
4.	Telephone (with STD code)	
5.	Mobile No. of the contact person	
6.	E-mail of the contact person	
7.	Fax No. (with STD code)	
8.	Location for Bid is offered (refer to Tentative Location clause)	

We have enclosed the following documents:

1. Letter of Authorization.
2. Form A should be submitted on the company's/ Firm letter head duly seal and signed by the authorized person.

Processing Fee of Rs. 5,000/- per Location and EMD of Rs. 25,000/-per Location per bid should be placed in Technical bid only payable by RTGS/NEFT/POS or DD in favour of

Name : NERAMAC LTD

Bank Name: State Bank of India,

Branch Name: New Guwahati Branch, Bamunimaidam

Account No: 10566982782

IFSC Code: SBIN0000221.

3. Form " B".
4. Self Attested copies of Supporting Documents.

I/ We hereby declare that my/ our Tender is made in good faith and the information contained is true and correct to the best of my/ our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature of the Applicant)

Name:

Witness by - Signature:

Designation:

Dated: Name :

FORM - B

**To
Managing Director,
NERAMAC,
9 Rajbari Path, G.S Road,
Guwahati – 781005, Assam, India**

SUB: INVITING TENDER FOR OPERATING & RUNNING OF SHOWROOM OR RESTURANT (OR BOTH) OF “ONE” SHOWROOM OR RESTAURANT ON PPP MODE.

Sir,
With reference to your subject mentioned tender in NERAMAC website : www.neramac.com, we hereby submitting our technical bid as per the Terms and Conditions provided by you. The particulars of offer are given below:

LOCATION APPLIED FOR

SNO	QUALIFYING CRITERIA	MARKS	COMMENTS OF BIDDER (along with supporting Documents)	DEVIATION YES/NO	ALLOTED MARKS (To be filled by evaluation committee)
1	The minimum turnover of the Bidder should be average of Rs. 10 Lakhs per annum each for last 3 years	30			
2	The bidder must have work experience of at least 3 years.	20			
3	Experience in Marketing & Promoting of processed and Fresh Organic Food	10			
4	Write up or PPT on business Plan	15			
5	Bidder should be ready to start services of Restaurant from 1 st week of Sept'2017	15			
6	Experience in running restaurant services of North East Cuisines.	10			
	Total	100			

Thanking you,

Yours faithfully,

(Signature of the Applicant)

Name:

Designation:

(FINANCIAL BID- FORM - C)

To
Managing Director,
NERAMAC,
9 Rajbari Path, G.S Road,
Guwahati – 781005, Assam, India

**SUB: INVITING TENDER FOR OPERATING & RUNNING OF SHOWROOM OR RESTURANT
(OR BOTH) OF “ONE” SHOWROOM OR RESTAURANT ON PPP MODE.**

Sir,
With reference to your subject mentioned tender in NERAMAC website: www.neramac.com,
we hereby quote our best rates for **OPERATING & RUNNING OF SHOWROOM OR
RESTURANT (OR BOTH) OF “ONE” SHOWROOM OR RESTAURANT ON PPP MODE.**
The particulars of offer are given below:

LOCATION APPLIED FOR

<u>Sl. no.</u>	<u>Description</u>	<u>Monthly Contract Fee (in Figures & words)</u>
	OPERATING & RUNNING OF SHOWROOM OR RESTURANT (OR BOTH) OF “ONE” SHOWROOM OR RESTAURANT ON PPP MODE	

N.B. :-

1. The monthly contract money should be quoted both in figures and words
2. **IMPORTANT** : In addition to the above Fixed Monthly Contract fee, bidder also required to give a service charges (sustainability fee) @ of 20% of the total sales on daily basis for conducting various activities:
3. GST, Service Tax as applicable with the monthly rental and all taxes like VAT, Luxury tax will be Payable by Bidder.
4. Financial Bid to be sealed in separate envelop as Bid sealing and marking of Bids)

Signature :- _____

Full Name :- _____

Designation :- _____

Address : _____

Tele No. _____

(ON LETTER HEAD)

DECLARATION BY TENDERERS

1. I _____(Name of the person), am authorized to declare on behalf of the agency / Organisation / Society _____ (Name of the Agency/ Organisation / Society) hereby declare that the agency has Full-fledged office establishment in India with needed manpower.

2) I also declare that all the statements made in this application are true, complete and correct to the best of my knowledge and brief. I understand that if at any stage, it is found that any information given in this application is false / incorrect or that our Agency/Organisation/Society does not satisfy the eligibility criteria, our candidature/empanelment is liable to be cancelled/terminated.

3) I understand that the decision taken is final in all matters.

4) I hereby agree to work as per the terms and conditions rolled out by NERAMAC.

5) I understand that NERAMAC reserves the right to accept or reject and to cancel the empanelment process and reject all expression of interests at any time prior to the award of contract, without assigning any specified reasons whatsoever.

Place:

Date:

**Signature of Tenderer
with Seal**