

EOI No. ADMN/386/CANTEEN/771

Date: 21.11.2024



**NORTH EASTERN REGIONAL AGRICULTURAL MARKETING CORPORATION LTD.
(NERAMAC)**

(A GOVERNMENT OF INDIA ENTERPRISE)

INVITES

EXPRESSION OF INTEREST

FOR

**CATERING SERVICE FOR NERAMAC BUILDING COMPLEX
SIX MILE, GUWAHATI**

Last date for submission of Bid
30 November 2024 at 12:00 hours

For EOI Document, please visit

www.neramac.com

<https://neramac.ewizard.in/>

REGISTERED OFFICE ADDRESS:

No. 9, Rajbari Path, G.S Road,
Ganeshguri, Guwahati 781005,
Kamrup (Metro), Assam, India

DISCLAIMER

This EOI document for selection of a prospective party for Operation & Maintenance of Canteen Service for NERAMAC Building Complex, Six Mile, Guwahati contains brief information on the scope of work, eligibility requirements and details of the selection process amongst others for the bidder.

This EOI is not an agreement and is neither an offer nor invitation by NERAMAC to the bidders or any other person. The purpose of this EOI document is to provide interested parties with information that may be useful to them in eliciting their proposals pursuant to this EOI document for operation of the outlets.

NERAMAC reserves the right to accept or reject any or all Bids without giving any reasons whatsoever and the decision of the management shall be final and binding on all the Bidders. Bid not fulfilling any of the conditions will be summarily rejected.

NERAMAC also reserves the right to relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of NERAMAC without assigning any reason thereof and may include any other item in the Scope of Work at any time after consultation with the Bidders or otherwise.

EXPRESSION OF INTEREST (EOI)

NERAMAC invites Expression of Interest (EOI) from registered Tourism Agencies/ Private agencies/ firm/ individual for "Operation of Canteen in NERAMAC Building Complex", near Six Mile flyover, Panjabari Road, Six Mile, Guwahati, Assam 781022. Interested parties fulfilling the eligibility criteria may download the EOI Document/Form from NERAMAC e-tender portal <https://neramac.ewizard.in/> or website www.neramc.com

1.	EOI No.	ADMN/386/CANTEEN/771
2.	EOI ID (To be allotted by portal after uploading of tender)	
3.	Date of release of EOI through NERAMAC's e-Portal	21 November 2024
4.	Date and time for pre-bid meeting (Optional)	23 November 2024 at 11:00 hrs
5.	Last date for bid submission	30 November 2024 at 12:00 hrs
6.	Date and time for opening of Technical Bid	01 December 2024 at 11:00 hrs
7.	Date and time for opening of Financial Bid	To be informed to shortlisted Bidders after Technical Evaluation.
8.	Mode of Submission of Bid	Online only
9.	Validity of EOI	90 days
10.	Venue of Bid Evaluation	NERAMAC Ltd. Head Office, No. 9, Rajbari Path, Ganeshguri, Guwahati, Assam 781005
11.	Earnest Money Deposit (EMD)	Rs. 10,000/-
12.	EOI Document Cost (Non-Refundable)	Rs. 1,500/-
13.	Contact Persons & Details	<u>For query related to Tender</u> Sri Lachit Kumar Nath Contact: 9655023040 Email: ao@neramac.com <u>For query related to Technical</u> Smt. Udesna Mahanta Contact: 8486490933 Email: amit@neramac.com

1. INTRODUCTION

North Eastern Regional Agricultural Marketing Corporation Ltd. (NERAMAC) is a Government of India Enterprise under the administrative control of the Ministry of Development of North Eastern Region (DoNER), Government of India, incorporated in 1982. Our mission includes providing comprehensive marketing solutions to farmers and entrepreneurs associated with agri-horti sector in the North East Region through marketing linkage, capacity building, food processing development and value chain frameworks.

2. INSTRUCTION TO BIDDERS

- a) Bidder is required to read carefully the contents of this document and is expected to examine all instructions, forms, terms and conditions in the EOI documents. Failure to furnish all the information required as per the EOI document or submission of EOI not substantially responsive to the EOI documents in every respect will be at the Bidders' risk and may result in rejection of the EOI.
- b) It shall be deemed that by offering a bid, the Bidder has:
 - i. Made a complete and careful examination of the bidding documents & offered site.
 - ii. Received all relevant information from NERAMAC and satisfied themselves about all matters, things and information hereinabove necessary and required for bidding.
 - iii. Acknowledged and agreed that ignorance of any of the matters hereinabove shall not be a basis for any claim for compensation, damages, claim for performance of its obligations, loss of profits, etc. from NERAMAC.
- c) The bid should be submitted strictly as per EOI Form provided in the document. Bids of only those parties shall be considered for evaluation who accepted the terms and conditions of the tender. Conditional tender shall be treated as null and void.
- d) Eligible selected party/parties shall have to sign an Agreement with NERAMAC after completion of selection process.
- e) 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.
- f) All the papers of EOI document with terms and conditions should be duly signed by the Bidders on each page as a token of acceptance of all the terms and conditions.

g) At any time within the EOI submission last date, NERAMAC may modify the EOI document for any reason whether at its own initiative or in response to clarifications requested by any Bidder. Any modification thus issued will be notified on NERAMAC website www.neramac.com and such will be binding upon all Bidders participating in the EOI process.

3. GENERAL TERMS & CONDITIONS

1. The selected bidder shall keep the Canteen open from 9.00 A.M. to 6.00 P.M. for all working days and also keep the canteen open according to the requirements of the Corporation including Sunday and other Holidays.
2. The bidder has to provide breakfast (optional), lunch and snacks items on all working days (Monday to Friday excluding holidays) as per the approved menu. The bidder may also supply items in addition to those mentioned in the indicative menu with prior approval of the Competent Authority at pre-agreed rates.
3. The bidder has to provide Lunch with tea and biscuits twice to NERAMAC staff at subsidised rate mutually agreed upon.
4. Any additional services to be provided will be negotiated separately each time.
5. The firm will ensure that the raw materials used in preparing the food are of good quality and safe for human consumption, hygiene of the premises. In the event of any poisoning/ contaminations, the party will be held fully responsible and liable as per law.
6. The contractor may cook vegetarian and non-vegetarian food in the kitchen attached to the canteen in the annex building. The contractor shall ensure that vegetarian and non-vegetarian food are prepared, stored and served separately.
7. Breakfast will be available from 9.00 AM to 10.00 AM as per the requirement, Lunch should be made available between 1:00 PM and 2:30 PM, Snacks and Tea may be made available throughout the day.
8. The bidder should be able to provide Tea Snacks/ food arrangement for the meetings and events, etc at mutually agreed rates of specified eatery if not covered under approved menu.
9. Cleaning of the Canteen must be done by the party concerned. The garbage of the Canteen must be disposed of by the party on daily basis. The party shall maintain the cleanliness & hygiene in & around the Canteen and the approach to the Canteen and the wastage all the times. Dustbins in sufficient quantity must place in and out of the Canteen.

10. The selected bidder will be provided with a kitchen, dining space, dining tables & chairs, utensils, crockery, cutlery, hot boxes, trolleys, equipment, jugs etc. along with power and water supply from NERAMAC. The successful bidder shall bring their own Cooking stove, LPG cylinders, refrigerators etc. as needed to run and maintain the canteen services efficiently.
11. The bidder shall not make any changes, additions, or alterations in the Canteen without prior written permission of the NERAMAC. The NERAMAC shall not in any way be responsible for any loss of crockery or any other goods or articles kept in the said premises by the selected bidder. The bidder shall be responsible for the loss or damage caused to the articles of Dead Stock and other kitchen equipment made available/to be made available subsequently to the successful tenderer and the Bank shall have the right to recover the cost of repairs / replacements / damages etc.
12. The party has to maintain the digital payment facility including Card & UPI facility.
13. The Successful bidder is bound to maintain cleanliness & hygiene conditions in and around the canteen including wastage of drainage of the Canteen. No staff member of NERAMAC shall be engaged for the purpose and it shall be entire responsibility of the Successful Tenderer.
14. The bidder shall arrange for all raw materials needed for Catering purposes.
15. Expired dated item/ without proper certification item shall not be used for cooking purpose.
16. The cost of raw materials, cooking gas and transportation of the same will be borne by the contractor. The contractor shall use only commercial LPG cylinders for cooking/ preparing food in the Canteen. Use of Kerosene or any other means of cooking (except solar) is strictly prohibited in the NERAMAC's premises.
17. The successful bidder shall deploy a minimum of 03 workers to run the Staff Canteen (One experienced Cook, One helper and One Waiter).
18. The NERAMAC shall not in any way, be responsible for the terms of employment / wages/ engagement of kitchen as well as service staff employed by the successful tenderer. Any violation of labour law bidder will be responsible.
19. Police verification and Medical check up of the staff deployed must also be done periodically.

20. The contractor is required to maintain details of all its employees / workers deployed in the Bank and the list of such employees along with their details such as names, residential address, age, and recent photograph, etc.

4. ELIGIBILITY CRITERIA

- a) The Bidder should have minimum 03 years of experience (Attach copy of relevant certificates, Registration details etc.) of providing catering services in staff canteens/ Guest house and events in any Govt. Department/ Public Sector Undertaking or any Private Companies.
- b) Copies of Articles of Association/ Memorandum of Association (in case of registered companies), Bye laws and certificates of registration (in case of registered co-operative societies), Registered Partnership deed (in case of partnership firm), relevant Registration Certificates/ Deeds (in case of individuals/Proprietorship), Trade License must be furnished.
- c) Bidder must have the requisite License/ Certificate by the Government to carry out the Catering and Maintenance business including all the clearances from statutory bodies (duly supported by documentary evidence).
- d) Power of Attorney/Authority Letter to sign the EOI Document as applicable.
- e) Further to be eligible to participate in this EOI, the bidder must have an average annual turnover from business of not less than Rs. 5 Lakh in the last three Financial Years.
- f) Certificate in original:
 - i. From an Independent Chartered Accountant on the turnover for the last 3 (three) years shall be submitted.
 - ii. Copy of Profit and Loss Account and Balance sheet duly certified by the Auditor for 3 (three) years shall be submitted.
 - iii. IT/ Returns duly filed for the last 3 (three) financial years with computation details.
 - iv. Copy of latest FSSAI License
 - v. Copy of PAN Card
 - vi. Copy of Latest GST Return.
 - vii. Copy of GST Registration Certificate.
 - viii. Copy of registration of Labour Licence
 - ix. Copy of ESI and EPFO Registration Certificate

- g) Security Deposit in the form of Bank Guarantee/Demand Draft @ 5% of total cost of tender will be deposited by the contractor after award of work or the same will be deducted from the running bill @ 5% of running bill.
- h) Preference shall also be given to the bidders having similar experience in catering service in organisation and offices. Proof of experience in similar nature of works would need to be furnished.
- i) Rates shall be quoted on the proper format of financial bid.
- j) Tenderers must have their own office or branch/establishment in Guwahati (To be duly supported by documentary evidence)
- k) The tenderers must ensure that they fulfill the eligibility criteria before submitting the e-tender online and they must also submit all the relevant details / information along with e-tender. The tenders submitted by tenderers who do not fulfil the eligibility criteria will summarily be rejected.
- l) Tenders not submitted as per the guidelines stated above are liable for rejection.
- m) Track record of a tenderer should be clean without any involvement in illegal activities or financial frauds. Proprietor/ Partners/ Directors in case of Proprietorship/ Partnership firm/ company respectively should not be convicted by the Police/ Court/ Regulatory authorities.

5. BID FORMAT & CONTENTS

The Bidder shall submit the completed, signed and stamped EOI document online at **neramac.euniwizarde.com** only.

The Contents of Technical Bid (Duly Filled, Signed & Stamped):

- i. Form-A – Application form
- ii. Form-B – Technical Domain
- iii. Supporting Documents as required for qualification

Financial Bid along with the menu and subsidized rates in FORM-C is to be submitted separately.

6. FEES PAYABLE

- a) **EOI document Fee:** EOI document fee (Non-refundable) of **Rs. 1,500/-** (Rupees Fifteen Hundred only) should be submitted online through NEFT in favour of NERAMAC LTD., Account No: **10566982782**, **IFSC Code: SBIN000221**, Bank Name: **State Bank of India**, Branch Name: **New Guwahati Branch**, Bamunimaidam,

or DD in favour of NERAMAC LTD at the time of submission of EOI along with other supporting documents as mentioned above. T

- b) **Earnest Money:** EMD of **Rs.10,000/-** (Rupees Ten Thousand only) should be submitted online through NEFT in favour of **NERAMAC LTD.**, Account No: **10566982782, IFSC Code: SBIN000221**, Bank Name: **State Bank of India**, Branch Name: **New Guwahati Branch**, Bamunimaidam, or DD in favour of NERAMAC LTD. It is made clear that without EMD, tender will not be considered (**Exempted for MSME**).
- c) **Refund of Earnest Money:** The Earnest Money of unsuccessful Bidders shall be refunded soon after final appointment of the bidder is completed. No interest shall be payable on Earnest Money deposited with NERAMAC LTD.

7. PROCEDURE FOR SELECTION

- a) The Technical Bids received will be scrutinized and checked for fulfillment of minimum eligibility criteria given in the EOI. Further shortlisting shall be carried out on the basis of the following evaluation criteria. The decision of the Evaluation Committee in the evaluation of the Bids shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.

Ser	Description	Marks
1.	Technical domain Bid	70
2.	Experience in operating and running similar work in major organization/ office	30

- b) The marks against each criterion above shall be further broken down into sub-criteria in an internal evaluation sheet to be maintained by the Evaluation Committee.
- c) Bidders scoring above **70 marks** in the above evaluation will be treated as technically qualified and will be shortlisted for opening of Financial Bid.
- d) The technically qualified Bidder quoting the highest subsidised rate for NERAMAC employees in the Financial Bid shall be selected for award of work.

8. EXECUTION OF CONTRACT AGREEMENT

Upon evaluation, the selected party shall be issued a Letter of Acceptance of bid and shall require to sign the License Agreement within 15 (Fifteen) days of finalization of results. The plant shall be handed over to the selected party as per the terms and conditions of the agreement.

The EMD & Security Deposit will be forfeited in case the successful bidder violates any clauses applicable to this EOI and shows unwillingness to execute operation of the plant as per License Agreement.

9. TERMINATION OF AGREEMENT

The contract is for a period of one (01) year extendable on the renewal basis based on the performance appraisal by the competent authority.

10. APPLICABLE LAW, JURISDICTION AND DISPUTE RESOLUTION

1. The agreement shall be constituted and the legal relation between the parties hereto shall be determined and governed according to the laws of Republic of India and only courts at Guwahati shall have the jurisdiction in all matters arising out of and/ or concerning the EOI or the agreement. The aforementioned exclusive and irrevocable jurisdictions of aforesaid courts are irrespective of place of occurrence of any cause of action pertaining to any dispute between the parties.
2. In the event of any dispute, difference of opinion or claim arising out of or relating to the agreement or breach, termination thereof, shall firstly be attempted to be settled by prompt and good faith negotiations. If the dispute cannot be settled by mutual negotiations within 30 days from its commencement, it shall be referred to a sole Arbitrator within 120 days by the Competent Authority of NERAMAC LTD. The cost of the Arbitrator shall be borne by both the parties equally and the decision of the arbitrator shall be final and binding on all the parties. The venue of such arbitration shall be Guwahati. It is hereby clarified that during the Arbitration Proceeding the Parties shall continue to perform their respective rights and obligations under the agreement.
3. Nothing contained in this clause shall prevent NERAMAC LTD. from seeking interim injunctive relief against the other in the courts having jurisdiction over the parties

UNDERTAKING

(Notarized Affidavit to be executed on non-judicial stamp paper of Rs.100/-)

1. I/We, the undersigned certify that have gone through all the terms and conditions mentioned in the EOI document No datedand undertake to comply with them unconditionally
2. That I/We give the rights to EOI bid may be rejected If the competent authority feels that the response to EOI is not qualified enough for the selected bidder to execute the work.
3. That I/We give the rights to the competent authority of the NERAMAC to forfeit the Security money deposit submitted by me/us in case of breach of conditions of Contract and take action for blacklisting my/our agency.
4. That I/We also give rights to the competent authority of the NERAMAC to blacklist our agency in case our agency fails to accept the work order and/or execute the contract agreement, or in cases of negligence in executing the contract, or in case of breach of contract.
5. That I/We also give rights to the competent authority of the NERAMAC to initiate action against our agency for blacklisting in case our agency fails to submit the performance bank guarantee in accordance with the terms and conditions of the bid document / contract agreement / Letter of Acceptance.
6. That I/We also declare that Government of India or any other Government body has not declared us ineligible or blacklisted or debarred us/ or put on hold, on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of any nature.
7. That I/We hereby undertake to provide the items as per the directions given in the bid document/contract agreement.

Dated Signature of Bidder along with Stamp.....

Name of the Bidder.....

Seen, Read and Accepted.

APPLICATION FORM

To

The Managing Director,
NERAMAC Ltd.
9, Rajbari Path, G.S. Road,
Ganeshguri, Guwahati
Assam 781005

**Subject: EOI for selection of Catering services for NERAMAC Building Complex
Canteen**

Dear Sir,

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

SL	Eligibility Criteria	Documents attached in support	Remarks
1	Name of the Firm/Company/Bidder		
2	Registered address		
3	Year of Establishment		
4	Nature of Business of the Company and years of experience		
5	Number of staff at present		
6	Power of Attorney (if applicable)		
7	Partnership deed (if any)		
8	Registration of Firm/Company		
9	Plan & Program of work		
10	Any other point liked to be added		

We enclose herewith the following documents:

1. Copies of Articles of Association / Memorandum of Association (in case of registered companies), By laws and certificates for registration (in case of registered co-operative societies), Registered Partnership deed (in case of partnership firm), relevant Registration Certificates/ Deeds (in case of individuals/Proprietorship).
2. Municipal/Food License/FSSAI No.
3. Self-attested copy of PAN/TAN card, ESI, EPF and GST registration of the Bidders.
4. Power of Attorney/Authority Letter to sign the EOI Document as applicable.
5. Certificate in original:
 - i. From an Independent Chartered Accountant on the turnover for the last 3 (three) years shall be submitted.
 - ii. Copy of Profit and Loss Account and Balance sheet duly certified by the Auditor for 3 (three) years shall be submitted.
 - iii. IT/ Returns duly filed for the last 3 (three) financial years with computation details.
6. Bid Documents.
7. Please note that Form-A should be submitted on the Company/Firm's letter head duly seal and signed by the authorized person.
8. EOI Document Fee of Rs. 1,500/- (Non-Refundable).
9. EMD of Rs. 10,000/- should be placed in Technical Bid only payable by RTGS/NEFT/POS or DD in favour of NERAMAC LTD., Bank Name: State Bank of India, Branch Name: New Guwahati Branch, Bamunimaidam, Account No: 10566982782, IFSC Code: SBIN0000221.
10. Form "B".
11. Form "C".
12. Self-attested copies of Supporting Documents.

CERTIFICATE

I/We hereby declare that I/we have carefully read and understood the terms and conditions of the EOI and I/we confirm my/our acceptance to the Terms and Conditions stipulated.

It is hereby confirmed that I/we am/are entitled to act on behalf of my/our company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection. In the event of my/our failure to abide by any of the Terms and Conditions, the EMD amount paid by me/us is liable for forfeiture.

Date:

(Signature of the Bidder)

Along with seal/stamp

Name :

Designation:

TECHNICAL DOMMAIN

To

The Managing Director,
NERAMAC Ltd.
9, Rajbari Path, G.S Road,
Guwahati, Assam781005

Subject: EOI for selection of Catering services for NERAMAC Building Complex Canteen

Dear Sir,

With reference to your published EOI, we submit herewith our technical bid as per the Terms and Conditions provided by you. The particulars of offer are given below:

Ser	Particulars	Details to be filled in by the tenderer
1	Name of the Firm (In capital letters)	
2	Status: (Registered Partnership Firm/ LLP/ Registered Cooperative Society/ Company incorporated under Companies Act) with details and proof thereof	
3	Year of Establishment	
4	Registered Office Address:	
5	Branch Office Address (If any)	
6	Name of the Proprietor/ Contact Person (With Designation)	
7	Telephone/Mobile No.	
8	Email/Website address:	
9	Bank Account Details	
10	PAN No:(Copy to be enclosed)	
11	GST Registration No: (Copy to be enclosed)	
12	ESIC registration no. (Copy to be enclosed)	
13	EPF registration no. (Copy to be enclosed)	
14	Municipal/Food License/FSSAI No:(Copy to be enclosed)	
15	Annual Turnover for last 3 years with details:	

16	Whether the firm is Income Tax payee. If so, please attach a copy of IT Returns for last 3 financial year:	
17	Current client list for similar works	
18	Earnest Money Deposit (EMD) details:	
19	EOI Document fees details:	

Note: Bidder can use a separate sheet if required

Date:

(Signature of the Bidder)

Along with seal/stamp

Name :

Designation:

Signature of the Bidder with Seal

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FINANCIAL BID FORM

To

The Managing Director,
NERAMAC LTD. Ltd.
9, Rajbari Path, G.S. Road,
Guwahati, Tripura 781005

Subject: EOI for selection of Catering services for NERAMAC Building Complex Canteen

Dear Sir,

With reference to your EOI we submit herewith our financial bid as per the Terms and Conditions provided by you on the following rates.

SN	Description	Charges per month (Exclusive of GST)
1	Operation & Maintenance of. Catering services for NERAMAC Building Complex Canteen	
	Total (in words)	Rs.

This is for the kind consideration of the EOI Evaluation Committee.

I/We have carefully read the terms and conditions of the EOI and are agreed to abide by these in letter and spirit.

Date:

Signature of the Bidder
(with seal/stamp)

Name :

Designation:

Signature of the Bidder with Seal

Minimum MENU for Canteen Service/Guest House

<u>Breakfast and Snacks</u>	Qty (Grms/ml/pc)	Actual Rate (incl of all taxes)	Subsidized Rate for NERAMAC Staff (incl of all taxes)
Red Tea (with sugar/without sugar)			
Milk Tea (with sugar/without sugar)			
Coffee (with sugar/without sugar)			
Puri Sabji			
Paratha with sabj			
Roti with sabji			
Omlete			
Bread Toasts with butter jam/butter			
Chowmein (Veg/egg/chicken)			
Fried Rice (Veg/chicken)			
Roll (Veg/egg/chicken)			
Dosa (Plain/Masala)			
<u>Lunch</u>	Qty (Grms/ml/pc)	Actual Rate (incl of all taxes)	Subsidized Rate for NERAMAC Staff (incl of all taxes)
Veg- thali (Fine Rice, Plain Dal, Sabji(seasonable), Dry Bhaji, Green salad, Papad, (1 pc), Pickle.)			
Veg thali with Fish Curry			
Veg thali with Chicken Curry			
Veg thali with Egg Curry			
Fish curry			
Egg curry			
Chicken curry			
Veg curry - Paneer			

Menu for Events/Conference/Seminar Hall

<u>Food Items</u>	Qty (Grms/ml/pc)	Rate incl of all taxes	Rate for NERAMAC (incl of all taxes)
High Tea			
Tea/Coffee with cookies (salt/sweet)			
Veg Sandwich			
Veg Cutlet			
Dry Fruits/Salted Kaju			
Sweets			
Buffet			
Veg Starter			
Non-veg starter			
Steam Rice			
Veg Pulao			
Roti/Naan			
Yellow Dal			
Brinjal Pakhoda			
Mix Veg/Dry Bhaji			
Bhaji/Labra			
Veg Curry – Kofta			
Veg Curry – Panner			
Fish Curry			
Chicken Curry			
Mutton Curry			
Green Salad			
Dessert/Curd			

Note: Bidder may add extra items in the menu as required