बिड संख्या/Bid Number: GEM/2026/B/8250597
दिनांक /Dated: 06-11-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	16-11-2026 17:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-11-2026 17:00:00
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 Science And Technology
विभाग का नाम/Department Name	Department Of Science And Technology (dst)
संगठन का नाम/Organisation Name	Sree Chitra Tirunal Institute For Medical Sciences And Technology (sctimst)
कार्यालय का नाम/Office Name	Thiruvananthapuram
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :sm.sctimst-ker@gov.in Buyer Email id: buyer22.sctimsts.kl@gembuyer.in
वस्तु श्रेणी /Item Category	Canteen Service - Employee Welfare Model - Non-Vegetarian, Vegetarian, Veganism; Breakfast, Lunch, Dinner, Snacks, Beverages; Outside Building Premises (inclusive for emplyees, visitors
अनुबंध अवधि /Contract Period	1 Year(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
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes | Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes | Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों 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 displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / **Minimum number of bids required to disable automatic bid extension**	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / **Number of days for which Bid would be auto-extended**	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / **Number of Auto Extension count**	3
बिड से रिवर्स नीलामी सक्रिय किया/**Bid to RA enabled**	No
बिड का प्रकार/**Type of Bid**	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /**Time allowed for Technical Clarifications during technical evaluation**	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / **Estimated Bid Value in INR (Inclusive of all taxes)**	1000000
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

एडवाईजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	50000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	5.00

ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के 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।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per 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 favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

Director
Thiruvananthapuram, Department of Science and Technology (DST), Sree Chitra Tirunal Institute for Medical Sciences and Technology (SCTIMST), Ministry of Science and Technology
(The Director)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% / Purchase Preference to MSE OEMs/ Service Provider available upto price within L1+X%	15

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed 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 relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed 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 relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall

upload the supporting documents to prove his eligibility for Relaxation.
5. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt 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.
6. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM_No.1_4_2021_PPD_dated_18.05.2023 for compliance of Concurrent application of Public 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 seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
7. If L-1 is not an MSE and MSE 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.
8. 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 no 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.
9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last 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; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
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 :

Split up rate - 1793959691.xlsx

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Minimum Years (Up To 5 Years) Of Experience in Related Field: As per Tender Document

Geographic Presence In States: Medical College P.O., Thiruvananthapuram, Keralam

Canteen Staff: 1793959725.pdf

Distribution/ Serving Style: 1793959730.pdf

Specifications of Food Consumables (Brand, specific mandi, supplier store, Vegetables, Cooking Essentials, Packaged foods, food ingredients, etc): 1793959734.pdf

Menu Items: 1793959747.pdf

Display Shelf Details: 1793959903.pdf

Scope of Work: 1793959918.pdf

Canteen Service - Employee Welfare Model - Non-Vegetarian, Vegetarian, Veganism; Breakfast, Lunch, Dinner, Snacks, Beverages; Outside Building Premises (inclusive For Emplyees, Visitors (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Diet	Vegetarian , Non-Vegetarian , Veganism
Type of Meal	Breakfast , Lunch , Dinner , Snacks , Beverages
Type of Canteen Space	Outside Building Premises (inclusive for emplyees, visitors
Electricity Charges	To be provided by Buyer
Cooking Gas Charges	To be provided by Service Provider
Water Charges	To be provided by Buyer
Basic Furniture	To be provided by Buyer
Canteen’s Operational Days in a week	7 days a week
Cooking Equipments	To be provided by Buyer
Essential Crockery	To be provided by Buyer
Canteen Staff	To be provided by Service Provider
Distribution/ Serving Style	From single point – (canteen establishment)
Uniform for Canteen Staff	To be provided by Service Provider
Display Shelves Required	Yes
Raw Material	To be provided by Service Provider
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Canteen Start Time	06.30 am
Canteen End Time	09.00 pm

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Priya P	695011,Sree Chitra Tirunal Institute For Medical Science and Technology,Medical College PO, Trivandrum, Thiruvananthapuram, 695011	Project / Lumpsum Based	• Total Canteen Space (in Sqft) : 3000 • Total No of Employees/ Individuals/ Footfall to be served per day : 300 • Duration in Months : 12 • Working Days in a Month : 30

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

1. **Generic**

   OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. **Certificates**

   Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

3. **Generic**

   1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
   2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
   3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

4. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

   TENDER CONDITIONS FOR THE CONTRACT TO RUN THE STAFF CANTEEN IN THE HOSPITAL WING OF SREE CHITRA TIRUNAL INSTITUTE FOR MEDICAL SCIENCES AND TECHNOLOGY, TRIVANDRUM (SCTIMST)

   FOR A PERIOD OF ONE YEAR

1. The contract shall be awarded for a term of ONE (1) year from the date of commencement.

2. The first three (3) months of the contract term shall be treated as a trial period. Upon the satisfactory performance of the contractor during this trial period, SCTIMST may, at its sole discretion, confirm the contract for the remaining nine (9) months of the one-year term.

During this initial three-month trial period, as well as the subsequent confirmed period:

If the contractor's service is found unsatisfactory regarding food safety, quality, hygiene, or services, the contractor must rectify the deficiency immediately before the commencement of the next operational shift.

For deficiencies regarding statutory non-compliance or other administrative matters that inherently require more time to resolve, SCTIMST shall issue a written notice granting the Contractor seven (7) days to rectify the deficiency.

Failure to rectify any deficiency outlined above within the specified periods shall constitute a material breach. SCTIMST retains the absolute right to terminate the contract immediately, without further notice, at any point during the trial period or thereafter if these rectification timelines are breached, without prejudice to penalties or damages.

3. The contractor shall engage and deploy its own staff for the execution of this contract.

4. No residential accommodation will be provided by SCTIMST to the Contractor's staff within the canteen/institute premises. However, staff required for night and early morning shifts, limited to a maximum of six personnel, may be permitted to temporarily rest within the designated area located below the main canteen, subject to a formal written request for this arrangement and approval by the canteen committee. No residential accommodation will be provided by SCTIMST to the Contractor's staff within the canteen/institute premises. Under no circumstances shall staff be permitted to rest or sleep inside active food preparation, storage, or dining areas.

5. The Contractor shall provide canteen services daily, including Sundays and holidays, as per the service timings specified in the approved menu schedule.

6. The Contractor shall arrange suitable staff shifts to ensure timely and uninterrupted service strictly in accordance with the Kerala Shops and Commercial Establishments Act and all applicable labour laws and statutory requirements.

7. The minimum number of trained personnel required to be physically present and on-duty during any operational shift is specified below:

Sl. No.	***Category***	***Minimum requirement***	***Specific details***
1	Cooks	A **minimum of three (3) cooks** in order to manage all shifts	A minimum of three cooks are required. Each cook must possess a minimum of five years' experience in similar canteens.
2	Assistants for the cooks	A **minimum of two (2)** in each shift	A minimum of two assistants must be available to support the cooks in each shift.

3	Servers at the counter	A **minimum of three (3) servers** exclusively at the serving counter in each shift	A minimum of three servers must be exclusively posted at the counters for serving food in each shift.
4	Dining hall staff	A **minimum of two (2) staff members in each shift** should be available in the main dining hall.	A minimum of two staff should be available in the main dining hall in each shift · One staff member for cleaning tables & · One staff member for providing water and serving additional servings of food.
5	Cleaning staff	A **minimum of two (2) staff** in each shift should be available for cleaning of utensils, equipment, floors, and surfaces in the kitchen, store and dining hall.	· Staff designated for cleaning duties shall not be engaged for the serving or handling of food at any time. · Responsible for the cleaning of utensils, equipment, floors, and surfaces in the kitchen, store and dining hall.
6	Internal delivery staff	Approximately **two (2)** persons.	Contractor shall deploy sufficient staff to meet the timely supply and delivery requirements for different departments within the hospital wing and meet all internal delivery deadlines.
7	Billing Clerk	A minimum of **one (1)** competent billing clerk in all operational shifts.	To manage the necessary billing activities in all operational shifts.
8	Manager/ Supervisor	**One (1)** staff member in each shift should be present in the canteen during all operational shifts.	Responsible for the on-site supervision of the day-to-day operations in the canteen, including the resolution of service-related and customer-related issues.

8. The Contractor shall maintain an updated, accurate daily employee duty roster on the premises, which must be submitted to the Canteen Committee immediately upon request. The Contractor shall have exclusive and sole liability for any breach of statutory provisions regarding shift timings, worker deployment, or labour welfare regulations. If the number of staff falls below the minimum requirement specified in Clause no.7 for a continuous period of one week, the contract is liable to be terminated.

9. The Contractor shall be responsible for carrying out the instructions issued by the Canteen Committee. Failure to comply with such instructions within the applicable timelines specified in Clause 2 shall be treated as a serious breach, and may result in the immediate termination of the contract. In such cases, the Contractor shall be liable to compensate the Institute for any documented losses incurred including the forfeiture of the security deposit.

10. Pre- and Post-Service Arrangements

Before the dining hall is opened for service, the Contractor must ensure that

- o Dining hall, including all tables and counters, is clean.
- o Tables and chairs in the dining hall are arranged as approved.
- o The dining hall windows are open and all necessary lights and fans are switched on.
- o Food and beverages are ready for serving and properly displayed to minimise queuing.
- o After the dining hall is closed following each service period, the Contractor must ensure that the dining hall, counters, wash basin area, waste bins and kitchen are thoroughly cleaned and fully prepared for the next service.
- o Staff designated for cleaning duties shall not be engaged for the serving or handling of food at any time.
- o All lights and fans that are no longer in use are switched off in order to prevent energy wastage.

11. The bidder should have a valid license / registration in India for running a Canteen/Restaurant as per applicable norms.

12. The Contractor shall ensure that no person under 18 years is deployed for any service inside the canteen or its premises.

13. The Contractor must strictly adhere to the medical and health compliance requirements prescribed by the FSSAI.

- o All canteen employees (manager/supervisor, cooks, servers, cleaners, etc.) must undergo a medical examination by a Registered Medical Practitioner (RMP) before commencing work in the canteen. The corresponding Medical Fitness Certificates must be submitted as detailed in Clause 14.
- o As per the FSSAI regulations, annual medical examination and inoculation against the enteric group of diseases (as per the recommended vaccine schedule) are mandatory for all food handlers to ensure they are free from infectious and communicable diseases. The Contractor must maintain an updated record of these examinations and vaccinations for all its employees.
- o Any employee known or suspected to be suffering from, or to be a carrier of, a disease or illness likely to be transmitted through food, or those with open wounds or burns, must be immediately excluded from handling food or any materials that may come into contact with food.

14. The contractor must submit the following information and documentation to the Canteen Committee within two weeks of the contract commencement.

- a) A complete list of all employees engaged in the canteen, clearly indicating their role, age and address.
- b) The Police Verification Certificate for each employee.
- c) A copy of the Aadhaar card of each employee.
- d) Proof for statutory employee benefit details as applicable.
- e) Medical Fitness Certificate of all employees issued in the prescribed FSSAI format (downloadable from fssai.gov.in) and bearing the RMP's seal and signature.

15. The Contractor must ensure that any employee presenting with symptoms such as jaundice, diarrhoea, vomiting, fever

, or sore throat with fever; boils, cuts, sores, or anyother open wounds or burns; discharges from the ear, eye, or nose or a ny other condition that falls within the scope of Clause 13, is immediately excluded from handling food or any materials that may come into contact with food.

16. The Chairperson/Convener of the Canteen Committee shall be informed immediately of any worker suffering from an il lness or injury. In accordance with FSSAI regulations, any such employee shall only be permitted to resume duties upon the submission of a fresh medical fitness certificate issued by a Registered Medical Practitioner verifying full recovery.

17. The Contractor shall ensure the continuous presence of a Canteen Manager or Supervisor in the main dining hall for ov erall supervision during every operational shift, every day. The person must be capable of managing day-to-day operations and resolving service-related and customer-related issues.

18. In the event of the designated Manager/Supervisor's absence, the supervisory responsibility must be delegated to a co mpetent alternative person, and the Canteen Committee Chairperson/Convener must be immediately informed of the identity of the alternative person.

19. The Contractor shall ensure that all sales of food and beverages to staff are mandatorily billed using an Electronic Billin g Machine/Point of Sale (POS) system provided by the Contractor.

20. The Contractor shall provide a non-cash payment option of the Unified Payments Interface (UPI) facility for digital trans actions at the canteen. Invoices/bills must be clear and complete in all respects, and issued to all customers for every trans action. Each bill must clearly and separately state the Goods and Services Tax (GST) amount as applicable. Compliance wit h all billing, tax, and payment regulations is mandatory.

21. The Contractor shall ensure that a competent billing clerk is posted to manage the necessary billing activities in all operational shifts.

22. The Contractor and the Supervisor shall report to the Chairperson/Convener of the Canteen Committee.

23. The Contractor shall attend the meetings convened by the Canteen Committee as and when required.

24. Any untoward incident in the canteen must be reported immediately to the Chairperson/Convener of the Canteen Com mittee with necessary supporting documents like photograph/video.

25. The Contractor shall maintain the highest standards of food safety and hygiene. Food items provided must be fresh and of good quality, hygienically prepared and served.

26. The Canteen is currently estimated to serve lunch to approximately 350 people on average on working weekdays. The volume of services required may increase when the new block of the hospital becomes operational during the contract peri od, and the Contractor shall have the capacity to handle this potential increase.

However, the Institute provides no guarantee regarding the exact quantity of meals or items required during the contract period, as actual daily demand depends entirely on employee footfall and individual preferences.

The quantities indicated in the price schedule (Annexure 1) are estimated volumes provided solely for the purpose of evalu ating bids and determining the lowest bidder. They shall not be construed as a guaranteed minimum off-take or a binding c

ommitment by the Institute.

27. The Contractor shall provide morning tea/coffee, breakfast, mid-day tea/coffee & snacks, lunch, evening tea/coffee & s nacks and dinner during the prescribed hours. The notified timings of the services provided in **Annexure II** must be strictly followed.

28. The Contractor shall provide early morning and late-night tea/coffee for staff on night duty in the hospital (details in**A nnexure II**), for which the Contractor is authorized to bill theInstitute **only at the approved rates for regular tea/coff ee.** The Institute shall not entertain any claim or invoices for special tea or coffee charges for these services

29. In addition, the Contractor shall provide mid-morning and evening tea and snacks in the Operation Theatres (OTs), ICU s, and Cath Labs in a common, designated place within each area, as instructed by the Committee. For these services, pay ments shall be made directly by the staff members at the time of purchase. The Contractor is not authorized to charge mor e than the approved rates for regular tea/coffee/snacks, unless special tea/ coffee/snacks options are explicitly requested by staff members.

30. Individual room service is mandatory for patients and bystanders staying in private rooms within the PMSSY Block. This service is strictly subject to direct billing to the individual customers (patients/bystanders) and must comply with the operational guidelines outlined in the section on Food Services Operation in PMSSY Block under Clause 77. The approved m enu list and pricing specified in the contract shall be strictly followed across all areas of extended service areas of the Instit ute.

Outside of the mandatory private room services outlined, room service is restricted solely to authorized departmental req uirements.

31. Tea, lunch, and other refreshment services required during seminars, meetings, and other official events shall be provi ded by the Contractor based on advance requests from the concerned departments. Requests for tea, coffee, and other ite ms for seminars, meetings, or conferences with more than 50 participants must be routed through the Canteen Committee for approval. Bills for services provided for seminars, meetings, and other events must be submitted to the respective depa rtment or section and certified by the concerned authority within forty-eight (48) hours of the event's conclusion.

The Institute shall bear no responsibility, financial liabilities, or obligations to clear delayed invoices resulting from the Cont ractor's failure to adhere to this submission timeline. It shall be the sole responsibility of the Contractor to follow up to ensu re the timely processing and release of payments.

32. For any private catering requests, personal events, or unauthorized bookings made by individualemployees, the settle ment of bills shall be the sole responsibility of the individual client.

33. For both official departmental bookings and private events, SCTIMST shall bear no financial liability, responsibility, or o bligation for outstanding customer dues, unpaid bills, collection delays, payment disputes, or operational defaults arising d uring or after such events.

34. The Contractor shall provide refreshments for all official meetings, interviews, training programs, conferences and othe r official events in the institute, as needed.

- Order confirmation: Telephonic orders shall be confirmed in writing.

- Timeliness: Orders shall be served at the specified time.
- The Contractor shall provide up to two persons in neat uniforms to serve food items to the meeting attendees, if requested by the department/committee ahead of time to allow for necessary arrangements.
- All utensils shall be removed from the venue immediately following the conclusion of the food service.

35. The staff members on duty on Thiruonam day shall be provided with a traditional Onam Sadya for lunch in the staff canteen. The contractor shall arrange and serve the Sadya at a mutually negotiated and agreed-upon rate with the Canteen Management Committee, subject to the approval of the competent authority.

Similarly, for any other special occasions or institutional events where a special lunch is required for all staff, the Contractor shall arrange and serve the meals at a mutually negotiated and agreed-upon rate with the Canteen Management Committee and approved by the competent authority.

36. The Contractor shall strictly adhere to the following food quality, storage and preparation standards throughout the contract period:

- Maintenance of specified food quality and quantity of food shall be mandatory throughout the contract period.
- Quality of the ingredients: Provisions, vegetables, fish, meat, and other ingredients must be fresh and of good quality available in the market.
- Fish and Meat: Fish and meat shall be procured daily from the market and shall not be served in any form after 24 hours of procurement.
- Rice: For meals, parboiled or raw, stone-less rice in sealed bags of reputed brands that comply with FSSAI standards must be used.
- Storage: Vegetables, fruits, eggs, and dairy/milk products must be stored securely in the walk-in cold room available in the kitchen. In strict compliance with FSSAI food safety regulations and to prevent cross-contamination, raw fish, meat, and poultry shall not be stored in the same cold room used for dairy and fresh produce.
- The Contractor shall maintain dedicated, separate deep freezers exclusively for raw meat and fish. These units must continuously maintain FSSAI-prescribed temperature zone of -18°C or lower for frozen storage. The Contractor must maintain automated or physical daily temperature logs for these units, which shall be subject to periodic inspection by the Canteen Committee.
- Strictly prohibited: The Contractor shall not use, store, or permit the presence of spoiled vegetables, fruits, eggs, or any old food in any form (raw, cooked or semi-cooked) inside the kitchen premises.
- Food Preparation: Except as provided hereinafter, **all cooked items served in the canteen shall be prepared in the SCTIMST staff canteen itself**. No cooked or semi-cooked items (e.g., including, but not limited to half-cooked chapathis) shall be brought from external sources or used for cooking or serving in the canteen without prior authorization.
- The Canteen Committee may, at its sole discretion and in specific cases or exigencies, grant a temporary, written e

xception for the procurement and use of cooked or semi-cooked items from an external source. Such exceptions are s trictly contingent on the Contractor: a) providing certified proof of FSSAI certification of the external source; and b) agr eeing to supply the items at the rates pre-approved by the Committee. The Canteen Committee reserves the unconditional right to withdraw this permission for the use of externally sourced items at any time and without cause. Upon receiving notice of such withdrawal, the Contractor shall immediately and no later than the next operational shif t, cease using the externally sourced items in question.

- Specific product specifications:
  - Permitted Cooking Oils: The Contractor shall use only fresh and filtered coconut oil or double-refined sunflo wer oil that is compliant with FSSAI standards and carries the ISI/ Agmark certification for cooking.
  - Prohibited Oils: The use of Palm olein, hydrogenated vegetable oils (such as Vanaspati), and the reuse of any oil are strictly prohibited.
  - Substitution: For using any oil other than those specified, prior written permission must be obtained from th e Canteen Committee.
  - Milk and Milk Products: Milk and milk products shall be procured exclusively from MILMA. For using any bran d other than MILMA, prior written permission must be obtained from the Canteen Committee.

37. The Contractor shall strictly adhere to the following: **Taking cooked food from the canteen for use outside the I nstitute**, including excess or leftover food, is strictly prohibited. Leftover food should be disposed of safely and as per stan dard guidelines.

38. Food waste disposal: Food waste, including food scraps and leftover food, shall be disposed of safely and immediately i n strict accordance with the Institute's established waste disposal guidelines.

39. The Contractor shall strictly ensure the segregation of all biodegradable and non-biodegradable waste, including plasti c, at source, storing it in designated, labeled bins in accordance with the instructions issued by the Institute.

40. **Menu Management:** The Contractor shall ensure that all food items are supplied on a rotational basiswith daily varia tion and as per the approved menu (**Annexure I**). Any proposed changes to the menu, ingredients, or portion sizes must r eceive prior written approval from the Canteen Committee. The Contractor must also provide all vegetarian and non-veget arian items, including curd at the standard quality and specified quantity. (**Annexure I**)

- The provision of mid-morning and evening canteen snacks shall include, as aminimum, one boiled item and one sa lad or fruit platter option.

41. The Canteen Committee reserves the right to modify the list of menu items as and when required. The Canteen Contr actor shall be expected to comply with the Canteen Committee recommendations regarding the supply of additional items, if needed. The Contractor must be prepared to serve any additional items suggested by the Committee. Similarly, the Cont ractor must seek prior written approval from the Canteen Committee to supply new items it proposes.

In both instances, for any items not included in the menu in Annexure I, the final rate will be fixed and mutually agreed

upon in consultation with the Canteen Committee before being added to the menu. The Contractor shall ensure that the rates of such new approved items are clearly displayed in the canteen.

42. **Display of prices:** The Contractor shall prominently display the approved rates of all food items in the canteen.

The realization of prices higher than the approved subsidised and displayed rates from staff, students or service personnel of the institute is strictly prohibited. The Contract shall be liable to termination upon short notice if it is established that excessive pricing has been realized from any user from SCTIMST including its staff, students or service personnel.

43. The Staff Canteen is intended solely for the use of SCTIMST staff (including pensioners, temporary /outsourced staff, apprentices and students). The general public and external individuals are not allowed to enter the canteen premises. Exceptions are made for service personnel or contractors performing work within the Institute, who may be permitted access upon receiving specific instructions from the concerned department. Similarly, guests occasionally accompanying employees are also permitted to use the canteen facility. The approved rates for all services apply to these authorized categories. Access for personnel or visitors from adjacent medical campuses is permitted only with the prior approval of the Canteen Committee.

44. The Contractor bears full financial responsibility for direct payment collection from users at the Institute-approved rates, and SCTIMST shall not be liable for any unpaid customer bills or outstanding dues.

45. The Contractor must keep a Complaints and Suggestions Book in the canteen. This book must be accessible to users for writing submissions and available to the committee members for periodic inspection.

46. The Contractor must ensure strict compliance with the following prohibited conduct and habits by all employees as mandated by the FSSAI:

- The contractor and all staff employed by the contractor are strictly prohibited from using or consuming tobacco, alcohol, or any other intoxicating substances while on duty and within the premises of the institute. In addition, the sale of any such items within the canteen premises is expressly forbidden.
- The contractor and all employees of the contractor must refrain from smoking, spitting, chewing (gum or tobacco), eating, or drinking in all food preparation and food service areas, or in any room where raw materials and food products are handled or stored.
- Any breach noted or reported shall result in the person/s being removed from the shift immediately and reported to the canteen committee. Alternative arrangements shall be made proactively by the contractor to ensure that no service or shift is affected adversely due to the act.
- In the event of such an occurrence, the institute reserves the right to impose a monetary penalty as per its norms and discretion, which shall be recovered from the contractor's payable amounts.

47. The Contractor must ensure strict compliance with the following mandatory personal hygiene and conduct standards prescribed by the FSSAI for all employees (food handlers) in the canteen:

- Work Attire and Personal Cleanliness: The Contractor must ensure that employees maintain a high degreeof person

al cleanliness, including wearing clean uniforms, keeping nails trimmed and clean, and covering any cuts or abrasions with a waterproof bandage. Any lost dressing must be reported to supervisors immediately.

o All employees must be provided with adequate and clean protective clothing, headgear (caps/nets), face masks, gloves, and suitable non-slip footwear. All items must be in good condition (e.g., free from tears or fraying material) and worn wherever necessary to prevent food contamination.

o Footwear worn outside the food handling area shall not be allowed to enter the food handling area.

o Where gloves are used for product contact, they shall be clean and in good condition. Protective clothing (e.g., gloves, aprons, hairnets) used for food handling and hygiene purposes shall not be worn or used for any tasks outside of designated food preparation and serving areas.

o Mandatory Hand Hygiene Procedures: All personnel, including visitors, entering the food handling area shall follow the prescribed hand hygiene procedures. Ensure that food handlers always wash their hands with soap and clean potable water, then disinfect their hands, and dry them (using a hand dryer, clean cloth towel, or disposable paper).

o This is required at the beginning of all food handling activities and immediately after:

· Handling raw food or any contaminated material, tools, equipment, chemicals, unhygienic work surfaces or upon returning from any break or non-food handling task.

· Using the toilet, coughing/sneezing, blowing their nose, handling money, or using thetelephone.

· Must avoid unhygienic hand habits that could transfer bacteria to food products (e.g., scratching the nose, rubbing eyes, or running fingers through hair). When such actions are unavoidable, hands must be effectively washed before immediately resuming food handling duties.

· Hand Hygiene procedures must be followed after any action where contamination of hands may have occurred during work.

48. The contractor must ensure that all servers adhere to strict hygiene protocols during service avoiding direct hand contact with food-contact surfaces, including the following: holding plates in the palm of the hand with all fingers underneath the rim, holding cups/tumblers by the handle or base and holding spoons solely by the handle.

49. The Contractor must ensure that staff do not wear or bring any loose or personal effects—including jewellery, watches, pins, bangles, or false nails—into food handling or preparation areas to eliminate the risk of food contamination.

50. The Contractor shall ensure that unauthorized access to food handling areas is strictly prohibited and discouraged. Authorized visitors to the food preparation, processing, or handling areas must, where appropriate, wear specified protective clothing and footwear and strictly adhere to all applicable personal hygiene provisions.

51. All articles stored or intended for sale must be fit for human consumption and kept properly covered to prevent any risk of contamination. Utensils and containers used for food preparation or sale must not be kept in any area susceptible to contamination from impure air, dust, or harmful emanations that could render the food unfit for consumption.

52. All chemicals including insecticides, disinfectants, cleaning chemicals, etc.; must be clearly identified, labelled, and stor

ed separately and away from all food preparation, storing, and handling areas to prevent malicious or accidental contamination.

53. Operational Cleanliness and Maintenance of canteen premises: Dining halls, counter, kitchen, cleaning area, work area, and store/cold room must be kept clean and dry at all times.

The Contractor shall ensure that the canteen premises are kept clean, sanitary, and fully maintained according to the requirements below**:**

- o Regular cleaning of the kitchen, storeroom, cold room, and dining area shall be implemented by the Contractor according to the following schedule:
  - · Cold Room and Store: Once every week
  - · Refrigerators and deep freezers: Once every week
  - · Kitchen: Daily - after lunch and dinner
  - · Dining Hall/Tables/Chairs:
    - § Tables must be cleaned immediately after the table is vacated by usersand at any time they are found dirty during service.
    - § The entire dining hall, including all tables and chairs, and the wash basin areas must be thoroughly cleaned and sanitized after every meal service.
- o Wash Basin Areas: Wash basins and the surrounding area must be kept clean, sanitized, and dry, continuously spot-cleaned, and maintained throughout the day. Large food particles and solid waste that could cause blockages in the wash basins and drains must be removed regularly by the Contractor's staff to prevent plumbing issues.
- o Hand washing supplies: Liquid soap must always be kept available near the washbasins.
- o All containers and utensils must be thoroughly cleaned, washed, and dried at the close of services to prevent the growth of mold/fungi and infestation.
- o Refrigerators and deep freezers must be maintained with their respective internal operating temperature at the optimal standard for food safety.

54. The Institute will provide cleaning solutions/soap solutions required for cleaning utensils, floor, washbasins, tables, and hand washing, free of charge, based on usage. All physical cleaning tools, implements, and equipment, including but not limited to scrubbers, sponges, brooms, mops, wipers, and brushes shall be provided entirely by the Contractor at their own cost to ensure the maintenance of prescribed cleanliness standards.

55. The Contractor shall make a daily checklist/log available for verification of the cleaning schedule compliance.

56. The Contractor is responsible for maintaining all drainage and waste collection systems in the kitchen**:**

- o The Contractor shall provide and maintain suitable bins for the disposal of food waste and general refuse by users. The bins must be kept clean, fly-proof, and positioned to maintain a neat environment and prevent littering.

- All wastewater pipe lines leading from the canteen must be kept clean and free-flowing at all times to ensure proper sanitation and prevent backflow.

- The Contractor must ensure that their staff carry out a daily routine of thorough collection and removal of all visible debris - food and solid waste (by pre-cleaning dishes and utensils) before they enter the drain in the washing area. This pre-cleaning is mandatory at all sinks and wash points to prevent any large debris from entering the plumbing and drainage system.

- In the washing area where gratings are present, the Contractor must ensure that the gratings are regularly inspected and cleared of debris to prevent blockages, particularly in areas prone to frequent clogging. If repeated drain or pipe blockages occur due to the Contractor's failure to comply with the waste management protocols, the Contractor shall be charged for all associated maintenance and repair costs, as per actual. The institute reserves the sole right to assess and impose the related maintenance and repair costs.

57. The Contractor shall be responsible for using and maintaining the biogas plant installed near the canteen, as per established standards. All biodegradable waste generated within the canteen must be utilized for the functioning of the plant. The Contractor must ensure proper segregation of waste and its subsequent processing through the waste grinder prior to loading into the plant. Any operational issues, damage, or malfunction of the biogas plant must be immediately reported to the Convenor/Chairperson of the Canteen Committee. Improper use, negligence, or failure to report issues leading to the malfunction or damage of the plant shall result in a penalty, and the expenditure incurred by the Institute towards the repair and restoration of the plant shall be fully recovered from the Contractor as per actual cost. SCTIMST reserves the final decision on this matter.

58. All non-biodegradable waste, as well as any biodegradable waste that cannot be processed in the biogas plant due to capacity limitations or functional disruptions, shall be removed from the Institute premises on a daily basis by the Contractor under their own arrangements and cost, through the process instituted by the Institute for this purpose.

59. The Institute shall provide the Contractor with canteen space, furniture, electricity, and water free of charge. Additionally, limited utensils crockery, cutlery, cooking appliances, and equipment shall be provided free of charge, strictly on an 'as-is, where-is' and 'as-available' basis.

The items provided by the Institute shall be strictly limited to those actually made available and documented at the time of handover. A comprehensive joint inventory list of all handed-over items must be signed by the Contractor, as well as the Convenor and the Chairperson of the Canteen Committee, and submitted to the Canteen Committee within forty-eight (48) hours of taking over the premises. A copy of this signed inventory list shall be retained by the Contractor for their records.

The Contractor shall take the utmost care of all Institute-owned property entrusted to its custody and shall be held fully responsible for any loss or damage caused by negligence, misuse, or improper handling. The cost of repairing or replacing such property shall be recovered directly from the Contractor's payable amounts or security deposit.

60. The Contractor shall not rely exclusively on the items provided by the Institute and shall, at its own cost, arrange for any additional utensils, crockery, appliances, equipment, or tools required for the proper and uninterrupted operation of the canteen, subject to the Institute's prior approval.

The Institute is under no obligation to purchase additional items or to repair or replace any existing utensils, appliances, or equipment during the contract period. Any such purchase, repair, or replacement shall be undertaken solely at the Institute ’s discretion, subject to the availability of funds and administrative approval. The Contractor must make its own alternative arrangements for the smooth, uninterrupted operation of the canteen whenever any item becomes unavailable, unserviceable, or is not replaced by the Institute.

The submission of a request does not shift operational responsibility, and the Contractor remains bound to maintain uninterrupted services through its own alternative arrangements, ensuring that no operational shifts are disrupted.

If any equipment becomes non-operational, it must be immediately reported to the Canteen Committee Convener. Non-rep airable damaged utensils (including small items like spoons and glasses) must be stored separately and reported to the Ca nteen Committee Convener without delay.

61. All complaints related to electrical systems, plumbing and cold room, must be informed to the Canteen Committee im mediately.

62. Stock verification for all Institute-owned items shall be performed once in a year. The date and time of this verification exercise shall be notified to the Contractor in advance. The Contractor must arrange the necessary personnel to facilitate t he accurate reconciliation of each item against the official stock list during the verification process.

63. The Institute shall pay the Contractor a maximum subsidy of Rs. 75,000/- (Rupees Seventy Five Thousand Only) per m onth for LPG, payable strictly on an actual consumption basis and only upon the production of necessary invoices through proper channel.

Upon the award of the contract, the Contractor shall mandatorilyregister and maintain an LPG connection in the name and address of 'Staff Canteen, SCTIMST'. This connection must be procured exclusively from a Public Sector Undertaking agency such as HP, Indane, or Bharat Gas. This connection and the subsidized LPG shall be used solely for cooking purpose s within the staff canteen.

Any LPG invoices or supporting documents found to be false, incorrect, inflated, duplicated, tampered with, or otherwise no t in accordance with the provisions of the contract shall be rejected, and no subsidy shall be payable against such claim. The Institute reserves the right to take appropriate action under the terms of the contract and applicable law.

64. The Institute reserves the unconditional right to refuseentry to the campus or order the immediate eviction of any of t he Contractor's personnel based on the following established criteria**:**

- If the individual is found to be indulging in activities detrimental or prejudicial to the interests of the Institute and/or
- If the individual is afflicted or reasonably suspected of being afflicted with any contagious/ communicable disease.
- The Institute's decision to refuse entry or order eviction shall be final and binding on the Contractor.

65. The Service Provider shall not use the canteen premises for anyactivity other than the express purpose for which it has been provided.

66. **INSTRUCTIONS FOR QUOTING FIXED, ALL-INCLUSIVE RATES:**

- Bidders must quote all rates strictly as per the format specified in **Annexure I**.

- All quoted rates must show a clear breakdown with the base rate, the percentage of GST, and the final quoted rate inclusive of GST.
- The final rate for each item must be rounded to the nearest whole rupee.
- Bidders must quote rates for all the individual items without any modification; failure to do so will result in the rejection of the quotation.
- The quoted rates must be calculated to factor in potential price hikes for all raw materials (e.g., provisions, vegetables, meat, oil etc.) and the cost of maintaining high quality food standards throughout the entire contract period.
- While quoting the rates, the Bidder must fully take into consideration all financial and operational obligations required for maintaining the conditions of the contract. These costs include, but are not limited to, personnel costs (for cooking, cleaning, serving, for supply/ services within the institute etc.) and the provision of mandatory staff attire (e.g., aprons, caps, etc.) as detailed in the tender document.
- The bidder is solely responsible for anticipating, factoring in and managing all costs related to worker salary increases and bonuses.
- The quoted rates will remain fixed for the entire period for which the contract is made. No price increase for any food item will be permitted under any circumstances, including a rise in market prices.
- The Bidder must read and be fully aware of all the conditions, menu, specifications, and list of food items before quoting the rates.
- The Bidder is strongly advised to inspect the Institute Canteen premises to become fully acquainted with the scope of service, as no claim whatsoever will be entertained for any alleged ignorance thereof.
- Prior inspection appointments must be obtained by contacting the Convener of the Canteen Committee/Security Officer on any working day between 10:00 A.M. and 12:00 P.M.
- The physical inspection can then be conducted on any working day between 1:00 P.M. and 5:00 P.M., provided the necessary permission has been obtained from the Safety & Security Officer.
- The bidder is free to quote what it considers reasonable rates in its tender submission, and for the purposes of evaluation, price will not be the only criterion for the final selection of a Contractor.

67. The Contractor shall be the sole employer of all personnel deployed for running the canteen and must use their own official government registration numbers for statutory regulations.

68. The Contractor shall have exclusive and sole liability for the timely remittance of all applicable statutory contributions, dues, bonuses, and insurance funds for its workers and for any breach of any statutory provisions. Under no circumstances, shall SCTIMST be considered the principal employer for these liabilities. The Contractor shall fully indemnify and hold SCTIMST harmless against any financial claims, penalties, legal costs, damages, or disputes arising from any such non-compliance.

Furthermore, the Contractor shall indemnify and hold SCTIMST harmless against any and all claims from third parties, employees of the Contractor, or agencies related to the Contractor, consequent to any omission, commission, neglect, act, or failure to act by the Contractor or its employees, or due to the non-observance of statutory rules and regulations by any of them.

69. All employees, laborers, and personnel deployed by the Contractor must maintain a high standard of discipline, decorum, and conduct in strict conformity with the rules, regulations, and culture of the Institute. The Institute reserves the absolute, unconditional right to demand the immediate removal of any employee, laborer, or personnel of the Contractor at any time for misconduct, performance failure, disciplinary issues, or criminal involvement. Upon receiving such a demand, it is binding on the Contractor to immediately (no later than the next operational shift) and permanently withdraw the individual/s from the Institute premises and provide a suitable, qualified replacement at no additional cost to the Institute and without affecting any shifts or services.

70. The bidder must have a fully operational workspace/office within the Thiruvananthapuram district.

71. The bidder must clearly establish a minimum of three years of successful experience in operating a canteen within any of the following categories of organizations to qualify for the technical bid evaluation**:** Similar institutions (e.g., Government research or medical institutes), Corporate Organizations, Public Sector Undertakings, or Government bodies.

The documents submitted as proof of experience must clearly establish that the bidder has satisfactorily provided the service for the specified minimum period of three years.

The minimum three years of successful experience required must have been acquired by the Bidder under the same legal name and with the same core ownership structure as the entity submitting this tender.

72. While not mandatory, bidders who offer a functional web-based application platform with features such as daily menu display, online ordering, and order confirmation may be given preference during evaluation, subject to assessment of the platform’s functionality. It must be ensured that confirmed orders are available for pickup when users arrive to collect them, within the prescribed service timings of the canteen.

73. The Bidder must clearly furnish the following details as part of its technical submission to substantiate the minimum three years of required experience:

- A detailed list of the Bidder’s relevant experience in chronological order
- The complete address and contact details of the canteens currently and previously operated by the Bidder and
- Copies of satisfactory service completion/performance certificates and relevant work orders/contracts to substantiate the claimed experience.

Failure to meet the prescribed minimum experience requirement shall result in the tender being summarily rejected.

74. Bidders who have been blacklisted or debarred by the tender inviting authority or by any State or Central Government department/Organization shall not be allowed to participate in the tender process at the time of submission or at any point during the period of blacklisting/debarment. The Bidder must submit a mandatory declaration affirming that it has never been involved in criminal/illegal activity, fraud, or contract irregularities, nor has it been terminated from a contract for unsati

sfactory performance or refused to continue catering services after a contract was awarded by any agency. The discovery of a false declaration at any stage will lead to the immediate rejection of the bid, termination of the contract, and forfeiture of all deposits. Any bidder who has previously been awarded a canteen contract by SCTIMST but failed to complete the full tenure, either due to termination by the Institute for poor performance, breach of contract, or misconduct, or because the contractor prematurely abandoned or discontinued operations, shall be disqualified from participating in this tender process of the Institute

75. The Contractor must declare that none of their close relatives (as defined under the GFR/MPG guidelines and Companies Act) is employed as an officer, faculty, or staff member at SCTIMST. Under no circumstances shall close relatives or entities with common business interests participate as separate bidders for this contract. If at any stage during the tender process or the subsistence of the contract, it is discovered that such a relationship exists and was not disclosed, SCTIMST reserves the absolute right to reject the tender or terminate the contract immediately without notice, alongside the forfeiture of the security deposit and potential debarment of the firm.

76. Addenda/Corrigenda to the tender documents may be issued prior to the date of tender opening for the purpose of clarifying existing documents or effecting necessary modifications in the design or tender terms. All issued addenda/corrigenda shall automatically become an integral part of the tender document.

77. The Contractor must be ready and fully equipped to open coffee kiosks and serve refreshments anywhere on the Institute premises whenever requested during the contract period, under flexible hours and terms decided by the Institute, at the approved menu rates for the canteen, and subject to applicable license fees for the space and utility charges.

78. **Food Services Operation in PMSSY Block**

Notwithstanding any provisions regarding room service or service locations mentioned elsewhere in this contract:

a) The Agency shall provide room service to patient bystanders in the private rooms of the PMSSY Block as and when they become operational. Orders for such room service shall be strictly limited to items from the approved menu (or items approved by the Institute) and must be fulfilled during the standard canteen service hours.

b) The Agency shall supply such items at rates duly approved by the Institute. The approved rates and service timings must be prominently displayed at all outlets, and menu cards containing this information must be provided in all private rooms. All financial transactions for these services shall be directly between the Agency and the respective customers (patients/bystanders); the Institute acts solely as a facilitator and shall not be held responsible for any payment disputes, non-payment, or recovery of dues.

c) The Agency must ensure that all such operations are conducted in strict compliance with the Institute’s prevailing rules and regulations. The authorization to provide these specific services shall remain valid only for the duration of the term specified in this tender. The Director of the Institute shall be the final authority regarding the termination, modification, or resolution of any disputes related to these services.

79. Selection of the bidder will be based on a comprehensive assessment of the information provided in the tender submission and/or gathered from inspection of the running services of the contractor. SCTIMST reserves the right to constitute a committee to conduct site visits to the restaurants or canteens currently operated by the bidder to assess operational qualit

y, food taste, quantity, price compliance, hygiene, cleanliness, and past regulatory compliance. Based on the site visit repo rt and performance feedback gathered from related parties, SCTIMST reserves the right to reject the bid without further co nsideration.

80. SCTIMST reserves the absolute right to select any agency it deems most suitable, based on the totality of the evaluati on. SCTIMST reserves the right to disqualify any bidder at any stage of the process that has a record of unsatisfactory perf ormance or not meeting contractual obligations on previous contracts entered into with the Institute.

81. The successful bidder shall execute an undertaking on Kerala non-judicial stamp paper of the value prescribed under t he applicable stamp duty laws, agreeing to abide by all the terms and conditions of this tender. This tender document, the GeM contract, and the applicable General Terms and Conditions (GTC), Service Level Agreement (SLA), and Additional Ter ms and Conditions (ATC) specified therein shall collectively form the contract and shall be legally binding on the successful bidder.

82. Security Deposit: The successful bidder shall make a primary security deposit based on the percentage applicable on G eM at the time of award of the contract, in strict accordance with prevailing GeM norms.

83. Infrastructure and Asset Safeguard Deposit: In addition, since the Institute is handing over operational control of high-value commercial kitchen equipment, fixtures, and canteen premises, the successful bidder shall deposit a separate, flat Inf rastructure and Asset Safeguard deposit of ₹1,00,000 (Rupees One Lakh Only). Both the above requirements must be fulfill ed at the time of contract execution. The bidder shall make the Security deposit as per GeM norms and the Infrastructure a nd Asset safeguard deposit via separate Demand drafts drawn in favour of 'The Director, SCTIMST', payable at Thiruvananthapuram.

84. Subject to satisfactory performance as assessed by the Canteen Committee and approval of the competent authority, the Institute may, at its discretion and with the mutual consent of both parties, extend the contract for two successive peri ods of one year each, under the same rates, terms, and conditions as those of the original contract.

85. The Institute retains the absolute right to terminate the contract immediately and without notice at any point if the Co ntractor violates any conditions of this Contract or fails to timely rectify service deficiencies, In such an event, 100% of bot h the primary Security Deposit and the Infrastructure and Asset Safeguard Deposit shall be summarily forfeited, without pr ejudice to the Institute’s right to claim damages or impose penalties.. The specific notice frameworks and confirmation proc edures governing the initial three (3) month trial period shall remain strictly as detailed in the introductory terms of this te nder document.

86. The Contractor shall not have the right to terminate this contract prematurely. If the Contractor exits early or abandons operations, all deposits shall be forfeited, and the Contractor shall be held liable for all incremental costs incurred by the Institute to arrange an alternative service provider, without prejudice to the Institute’s right to claim damages or impose penalties.

87. Immediately upon the completion or termination of this contract, the Contractor shall peacefully and completely vacate the premises and handover all Institute-owned articles, equipment, furniture, and fixtures within forty-eight (48) hours. All handed-over items must be clean, functional, and in a serviceable condition, fair wear and tear excepted, and acc

ounting for unserviceable items officially reported to and accepted as defective by the Canteen Committee during the contract tenure.

Failure to comply with the handover timeline or causing negligent damage to assets shall constitute a material breach, enti tling the Institute to forfeit up to 100% of the security and safeguard deposits. If the Contractor fails to remove its remainin g personal items despite written notice, the Institute may arrange for their removal and disposal at the Contractor's sole co st and risk, without prejudice to the Institute's other legal remedies

88. The contract shall not be assigned, transferred, or subcontracted to any person, agent, organization, or agency, either in whole or in part. If any unauthorized subcontracting or structural delegation is detected, the contract shall be terminated immediately. Both the security and safeguard deposits, along with any pending monthly payable amounts, shall be withhel d and forfeited to the Institute.

89. In the case of decisions concerning items or areas for which clear written guidelines are not available, the decision of t he Director, SCTIMST, shall be final and binding on all parties.

90. The courts in Thiruvananthapuram City (Kerala State) alone shall have jurisdiction in respect of all disputes arising out of this Contract.

PART 1

TECHNICAL BID

(To be submitted on Bidding Agency's Letterhead)

Details to be submitted

Sl. No.	Particulars	Details
1	Name and address of the agency (In block letters)	
2	Telephone number(s)	

3	Email id	
4	GST Number (Copy of GST registration Certificate to be attached)	
5	Number of employees in agency	

Date:..... Signature:.....

Place:..... Name of agency and stamp

TECHNICAL BID

(To be submitted on Bidding Agency's Letterhead)

Sl. No.	**Particulars**	**Details attached**
1	Registration details of the agency (Copy of registration certificate to be attached)	
2	Permanent Account Number (PAN) (Copy to be attac hed)	
3	Total experience in providing canteen services to Pu blic Sector Undertakings/Government Organisations/ Corporate entities (Experience certificates to be attached)	

Date:..... Signature:.....

Place:..... Name of agency and stamp

TECHNICAL BID

(To be submitted on Bidding Agency's Letterhead)

Account details

Sl. No.	Account details	Attached/Not attached
1	Copy of pass book Cancelled cheque to be attached	
2	Account number	
3	Bank Name & Address	
4	IFSC Code	

Date:..... Signature:.....

Place:..... Name of agency and stamp

TECHNICAL BID

DECLARATION

(To be submitted on Bidding Agency’s Letterhead)

I/We,..... have carefully gone through and understood the Tender requirements a long with the terms and conditions. I/We shall abide by all the terms and conditions mentioned as part of the tender.

Date:..... Signature:.....

Place:..... Name of agency and stamp

TECHNICAL BID

NON-RELATIONSHIP & CONFLICT OF INTEREST DECLARATION

(To be submitted on Bidding Agency's Letterhead)

Ref: Tender / Contract No: .....

Name of Work/Service: Providing Canteen Services at SCTIMST.

I/We ..... in my/our capacity as .....[Proprietor/Partner/Director/Authorized Representative] of M/s. ..... , do hereby solemnly declare and solemnly affirm that:

Non-Relationship Certificate: None of the proprietors, partners, directors, key managerial personnel or ultimate beneficial owners of our firm is closely related to any officer, faculty, staff member, or administrative official currently employed at SCTIMST.

Definition of Relative: For the purpose of this declaration, the term "relative" or "close relative" shall strictly mean and include the relationships defined under Rule 175 of the General Financial Rules (GFR) and Section 2(77) of the Companies Act (including but not limited to: spouse, father, mother, son, daughter, brother, sister, or any direct in-laws).

I/We certify that our firm, its associates, or sister concerns have no common business interests or shared directorships with any other firm bidding for or operating within this institution that could create a conflict of interest.

I/We explicitly understand and agree that if this declaration is found to be false, incorrect, or incomplete at any stage during the procurement process or during the subsistence of the contract, SCTIMST shall have the absolute right to reject our bid / cancel the award of contract immediately, terminate the ongoing contract immediately without notice, forfeit our Security Deposit & Infrastructure and Asset Safeguard Deposit in full and initiate debarment or blacklisting proceedings against our firm as per GFR guidelines.

For and on behalf of M/s. .....

(Signature of Authorized Signatory)

Name .....

Designation: .....

Agency's Seal/Stamp .....

Date:

Place:

PART-2

FINANCIAL BID

ANNEXURE I

All columns boxes must be mandatorily filled.

Entry must be completed for all listed food and beverage items.

Sl. No.	ITEM	Quantity	Unit	(A) Approximate Quantity	(B) Base unit Rate (Rs.)	(C) GST per unit (Rs.)	(D)=Ax(B+C) Total Amount (Rs.) (in Rounded figure)
Hot Beverages							
1	Tea	250 ml	1 cup	150			
2	Coffee	250 ml	1 cup	30			
3	Milk	250 ml	1 cup	30			
4	Special Tea	250 ml	1 cup	20			
5	Black Tea	250 ml	1 cup	20			
6	Black Coffee	250 ml	1 cup	20			
7	Green tea	250 ml	1 cup	10			
8	Cereal or malt-based health drinks (Eg. Boost, Horlicks, Bournvita etc.)	250 ml	1 cup	20			
Breakfast & Dinner							
1	Appam	60 gm	1 no.	80			
2	Bread and Butter(2 slices)	50 gm	2 slices	10			
3	Bread and Jam(2 slices)	50 gm	2 slices	10			
4	Wheat Chappathi (2 No.) & Veg Curry	350 gm	1 plate	20			

5	Wheat Chappathi only	60 gm	1 no..	80			
6	Dosa	60 gm	1 no.	80			
7	Masala Dosa	110 gm	1 no.	40			
8	Ghee Dosa	85 gm	1 no.	10			
9	Idiyappam	60 gm	1 no.	30			
10	Idli	60 gm	1 no.	80			
11	Poori (2 No.) & Masala C urry	250 gm	1 plate	30			
12	Poori only	60 gm	1 no.	120			
13	Upma	300 gm	1 plate	40			
14	Rice / Wheat Puttu (cylin der type) Full	300 gm	1 no.	30			
15	Rice / Wheat Puttu (cylin der type) Half	150 gm	1 no.	30			
16	Ragi Puttu (Cylinder typ e) Full	300 gm	1 no.	20			
17	Ragi Puttu (Cylinder typ e) Half	150 gm	1 no.	20			
18	Corn flakes with milk	250 gm	1 bowl	10			
19	Oats with Milk	250 gm	1 bowl	10			
20	Egg bhurji (Scrambled 2 Egg with Onion, Tomato etc)	150 gm	1 plate	10			
21	Kanji with payar thoran	400 gm	1 plate	10			
Snacks							
1	Banana Fry	60 gm	1 no.	60			
2	Potato Bonda	60 gm	1 no.	60			

3	Wheat Bonda (Undapori)	60 gm	1 no.	60			
4	Modakam / Kozhukkata	25 gm	1 no.	60			
5	Parippu Vada	60 gm	1 no.	60			
6	Onion Vada	60 gm	1 no.	60			
7	Uzhunnu Vada	60 gm	1 no.	60			
8	Vettu cake	60 gm	1 no.	20			
9	Valsan (Rice Elayappam/ Elayada)	60 gm	1 no.	60			
10	Tapioca (Boiled with Chutney)	160 gm	1 plate	60			
11	Cutlet (Veg)	60 gm	1 no.	30			
12	Cutlet (Chicken)	60 gm	1 no.	30			
13	Samosa (Veg)	60 gm	1 no.	30			
14	Egg bajji (half egg)	60 gm	1 no.	60			
15	Veg Sandwich (2slices of bread and vegetables)	2 slices	1 no.	30			
16	Chicken Sandwich (2 slices of bread and chicken pieces)	2 slices	1 no.	30			
17	Cheese Toast (2 slices)	2 slices	1 no.	20			
18	Veg Burger	300 gm	1 no.	10			
19	Boiled gram (Kadala/Payar, etc)	60 gm	1 plate	60			
20	Vattayappam	60 gm	1 portion	20			
21	Sukhiyan	60 gm	1 no.	60			

22	Boiled sweet potato with chutney	160 gm	1 plate	30			
23	Momos Veg steamed	60 gm	1 no.	10			
24	Momos Chicken steame d	60 gm	1 no.	10			
Lunch							
1	Meals*(See below for de tails)	600 gm	1 plate	200			
2	Combo Meals** (See bel ow for details)	350 gm	1 plate	50			
3	Biriyani-Chicken***(See below for details)	425 gm	1 plate	30			
4	Biriyani–Veg***(See below for details)	425 gm	1 plate	30			
5	Ghee rice	425 gm	1 plate	10			
6	Vegetable Fried Rice	425 gm	1 plate	10			
7	Curd	100 ml	1 cup	60			
8	Pappad	20 gm	1 no.	10			
Vegetarian Dishes							
1	Kadala Curry	225 gm	1 plate	80			
2	Cheera /Leafy vegetable thoran	150 gm	1 plate	80			
3	Veg. Kuruma	225 gm	1 plate	30			
4	Cauliflower Manchurian	200 gm	1 plate	10			
5	Green Peas curry	225 gm	1 plate	60			
6	Aloo Masala	225 gm	1 plate	10			

7	Bhindi Masala	225 gm	1 plate	10			
8	Peas Masala	225 gm	1 plate	30			
9	Tomato Roast	225 gm	1 plate	30			
10	Mixed Veg. Curry	225 gm	1 plate	30			
11	Any other vegetable curry	225 gm	1 plate	10			
12	Dal Curry	225 gm	1 plate	10			
13	Paneer Masala	225 gm	1 plate	10			
14	Muttar Paneer	225 gm	1 plate	10			
15	Aloo Mattar	225 gm	1 plate	10			
16	Aloo fry	200 gm	1 plate	10			
17	Cauliflower fry	200 gm	1 plate	10			
18	Ulli Curry / Onion Curry	200 gm	1 plate	20			
Non Vegetarian dishes ***** (See below for details)							
1	Chicken Curry	200 gm	1 plate	80			
2	Chicken Fry	100 gm	1 plate	30			
3	Fish Curry	200 gm	1 plate	80			
4	Fish Fry	100 gm	1 plate	80			
5	Neymeen Pollichath	125 gm	1 fish	10			
6	Chicken Thoran	150 gm	1 plate	20			

7	Chilli Chicken	200 gm	1 plate	10			
Egg dishes							
1	Egg Boiled	50 gm	1 no.	80			
2	Bulls Eye	50 gm	1 no.	10			
3	Omlette (1 full Egg)	50 gm	1 no.	30			
4	Egg Curry(1 full Egg plus masala etc)	200 gm	1 bowl	60			
Salad							
1	Green Salad (Tomato, Cucumber, Onion, Carrot)	200 gm	1 plate	50			
2	Sprouts Salad (Cherupayar / Kadala etc, Mulappichathu)	125 gm	1 plate	10			
3	Special Vegetable Salad (Caesar, Coleslaw, Quinoa etc)	125 gm	1 plate	10			
Fruits							
1	Banana	50 gm	1 no.	30			
2	Banana Boiled	50 gm	1 no.	30			
3	Fruit Plate ****(See below for details)	250 gm	1 plate	30			
Soft Drinks							
1	Fresh lemon Juice with sugar	250 ml	1 glass	20			
2	Fresh lemon Juice with salt	250 ml	1 glass	10			
3	Fruit Juice	250 ml	1 glass	20			

Sweets							
1	Payasam	250 ml	1 cup	10			
2	Ice Cream (reputed brand)	100 ml	1 cup	10			
3	Ice Cream (reputed brand)	60 ml	1 cup	10			
4	Fruit salad	250 gm	1 bowl	10			
Special							
1	Aloo Paratha	200 gm	1 no.	10			
2	Bhatura with curry	250 gm	1 no.	10			
3	Veg Noodles	250 gm	1 plate	10			
4	Egg Noodles	250 gm	1 plate	10			
Grand Total							

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* **Meals** include the following items: a) Rice (Chemba and White/Raw Rice) 400gm–both types of rice must be available everyday b) Curry preparation (Sambar or Parippu curry) c) Semi-solid preparation (Avial / Theeyal / Channacurry / Erissery) d) Leafy Vegetable Thoran / Mezhukkuvaratti e) Additional preparation (Rasam / Moru / pulissery) f) Pickle, Pappad	**Combo meals** includes the following items (should be served in pre-set plates) a) Rice (Chemba , White/Raw rice) 200 gm b) Chapathi – 2 Nos c) Dal curry without coconut / mixed vegetable curry / other vegetable curry d) Aviyal e) Leafy Vegetable Thoran / Mezhukkuvaratti f) Sambar

*** **Biriyani should include pappad, pickle and salad**
**** **Fruit Plate** Minimum 3 varieties of fresh seasonal fruits such as Watermelon, Pineapple, Banana, Papaya, Apple, Orange/Mosambi, Guava, etc.
***** **Non Vegetarian dishes** · **Chicken Preparations:** All chicken used must be fresh, wholesome, and compliant with FSSAI requirements. It must be prepared using properly cleaned, standard mixed portions from whole dressed chicken. Serving only cheap bony cuts like wings, necks, or backs is not permitted, and every plate must contain meat-bearing pieces with a minimum net cooked weight of 100g. · **Fish Preparations:** All fish used must be fresh, wholesome, and compliant with FSSAI requirements, featuring properly cleaned and permitted varieties like Ayala, Chala, Mathi, Netholi, Choora, Kozhiyala, or others approved by the Canteen Committee. Serving spoiled, unclean damaged, or cheap bony off-cuts as substitutes for standard portions is not permitted, and every plate must contain a minimum net cooked weight of 100g.
Provision of Sambar and Chutney · Sambar and Chutney must be mandatorily served with all Dosa varieties, Idli, Appam, Upma, and other items as outlined in the approved menu schedule. · Sambar shall be provided upon request with items 1,5,6,7,8,9,10,12,13,14,15,16 &17 listed under Breakfast & Dinner.
Mandatory Food Quantity / Portion Size The specified quantity/portion size of every food item shall be strictly maintained at all times and shall not be reduced or compromised under any circumstances. The Contractor shall serve each item only in the approved quantity as specified in Annexure I. Any short-serving, reduction in portion size or substitution intended to reduce the prescribed quantity shall constitute a violation of the contract. Such violations may attract penalties or other contractual action in accordance with the applicable terms and conditions of the contract.

INSTRUCTIONS

1. The quantities mentioned in the price schedule are estimated quantities, provided solely for the purpose of evaluating bids and determining the lowest bidder. Actual demand may vary, and the indicated quantities shall not be construed as a guaranteed minimum off take by the Institute.
2. Bidders shall quote the base unit rate and applicable GST per unit for each menu item in the prescribed price schedule. The quoted rates shall include all other applicable costs and charges.
3. The total amount for each item shall be calculated by multiplying the quantity by the sum of the base unit rate and the applicable GST per unit.
4. The grand total of the quoted amount as per **Annexure I** shall form the basis for determining the lowest evaluated bidder (L1), subject to the applicable GeM bidding conditions.
5. **The 'Grand Total' quoted in the financial bid (Annexure 1) is the amount that is to be entered in the GeM portal.**
6. Bidders shall strictly comply with the prescribed price schedule and quotation instructions. Material deviations, omissions or non-compliance that affects the evaluation or comparability of bids may render the bid non-responsive and liable fo

r rejection, in accordance with the applicable GeM terms and conditions.

ANNEXURE II

Timing of the various meals and snacks to be served and the menu

<table>
<tr><td colspan="5">Breakfast - 06:30 AM to 08:45 AM</td></tr>
<tr><td></td><td colspan="3">Mandatory items</td><td>Optional items</td></tr>
<tr><td>Sunday</td><td rowspan="8">· Idli, Dosa, Sambar, Chutney
· Upma, Banana</td><td>Poori</td><td>Masala curry</td><td rowspan="8">Omelette
Bread butter
Masala dosa
Corn flakes
Fruits
Egg Curry
Boiled Egg</td></tr>
<tr><td>Monday</td><td>Appam</td><td>Kadala curry</td></tr>
<tr><td>Tuesday</td><td>Idiyappam</td><td>Stew</td></tr>
<tr><td>Wednesday</td><td>Puttu</td><td>Kadala curry</td></tr>
<tr><td>Thursday</td><td>Poori</td><td>Masala curry</td></tr>
<tr><td>Friday</td><td>Appam</td><td>Kadala curry</td></tr>
<tr><td>Saturday</td><td>Idiyappam</td><td>Stew</td></tr>
<tr><td colspan="5">Lunch – 12:30 PM to 02:00 PM</td></tr>
<tr><td></td><td colspan="4">Mandatory items</td></tr>
<tr><td>Sunday</td><td rowspan="7">Meals</td><td rowspan="7">Combo meals</td><td colspan="2" rowspan="7">Chappathi and vegetable curry</td></tr>
<tr><td>Monday</td></tr>
<tr><td>Tuesday</td></tr>
<tr><td>Wednesday</td></tr>
<tr><td>Thursday</td></tr>
<tr><td>Friday</td></tr>
<tr><td>Saturday</td></tr>
</table>

	Optional Items : All other items listed in Annexure I		
Dinner – 07:00 PM to 09:00 PM			
	Mandatory items		
Sunday	Chappathi, Curry (Potato / Mixed Veg curry)	Dosa, Sambar	Kanji, Payar
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
	Optional Items : All other items listed in Annexure I		
Tea and Snacks – 10:00 AM to 10:45 AM, 04:00 PM to 05:00 PM			
	Mandatory items		
Sunday	**Fried item** (Banana fry, Uzhunnu vada, Onion vada, etc.)	**Steamed item** (Elayada, Kozhukkatta, Kappa, etc.)	**Healthy option** (Veg / Fruit platter/ Sprouts Salad)
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Tea/ Coffee for night duty staff (10:00 PM and 04:00 AM) #			
	Mandatory items		

Sunday	Tea, Coffee
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	

 # To be served inside the hospital building at the designated places.

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5. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.

12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against 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.
14. 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 catalogues 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 bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. 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 shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (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. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and 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 भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास 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 पर अनुबंध 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 from a bidder 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 is registered with 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 immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---