National Institute of Food Technology Entrepreneurship and Management (NIFTEM)
An Institute of National Importance (INI) under Ministry of Food Processing Industries, GOI
Plot No 97, Sector-56, HSIIDC Industrial Estate, Kundli-131028, District-Sonepat (Haryana)
Phone No. 0130-2281057 Website: www.niftem.ac.in

Tender No. FST-209/9/2026-C2/1486/16 **Dated: 30.10.2026**

EXPRESSION OF INTEREST (EOI)

Subject: Expression of Interest for Empanelment of Training Implementation Partner(s) for Pan-India Delivery of NIFTEM Certified Nutrition Learning & Certification Programme

1. INVITATION

National Institute of Food Technology Entrepreneurship and Management (NIFTEM) invites Expressions of Interest from eligible, experienced and technically capable organizations/agencies for **empanelment as Training Implementation Partners** for the pan-India implementation of the **NIFTEM Certified Nutrition Learning & Certification Programme**.

The selected/empanelled Training Implementation Partner(s) shall support NIFTEM in the large-scale execution, participant management, digital learning delivery, training coordination, learner support, assessments and other associated implementation activities for the programme.

The programme is envisaged as a scalable, technology-enabled, multilingual learning ecosystem comprising a structured certification pathway with self-paced learning, live expert-led sessions, assessments and digital certification. The programme framework provides for three progressive certification levels—Foundation, Intermediate and Advanced—with different learning durations and delivery formats.

Given the anticipated scale of implementation, NIFTEM intends to empanel organization(s) having demonstrable capabilities in **large-scale training execution, technology-enabled participant management, LMS operations, multilingual learner support, trainer deployment and nationwide programme implementation**.

For and on behalf of NIFTEM-Kundli online EOI (Two bid system) are invited on CPPP e-Procurement website https://eprocure.gov.in/eprocure/appfrom eligible bidders at NIFTEM Campus, Kundli, Distt.-Sonepat, Haryana.

Important Date & Time

S.N.	Particulars	Important Dates	Time	EMD	EOI processing Fees
1.	Issue of EOI documents	30.10.2026	05.00 PM	**₹ 2,00,000/-**	**₹ 590/-(500/- + GST@18%)**
2.	Pre-bid Meeting	03.11.2026	03.00 PM		
3.	Bid submission start date and time	05.11.2026	04.00 PM		
4.	Last date & time for submission of EOI	12.11.2026	02.00 PM		
5.	Date & time of opening of Technical Bids	13.11.2026	03.00 PM		
6.	Date & time of PPT Presentation	Will be intimated separately to the successful bidders			

2. BACKGROUND

The proposed programme is designed to provide participants with credible, practical and responsible nutrition knowledge through a structured digital learning ecosystem under the NIFTEM Certification Framework.

The programme follows a blended learning methodology combining self-paced digital learning with instructor-led expert sessions. The proposed learner journey includes:

1. Candidate Registration and LMS Enrolment
2. Access to Digital Learning Material
3. Completion of Self-Paced Modules
4. Live Expert Sessions
5. Interactive Assessments
6. Final Certification

Participants are required to complete the prescribed self-learning components before participating in the relevant live sessions.

The programme is intended for **large-scale implementation across India**, requiring robust technology, operations and learner-support infrastructure.

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3. OBJECTIVE OF EMPANELMENT

The objective of this EOI is to identify and empanel competent Training Implementation Partners capable of supporting NIFTEM in:

- Pan-India participant mobilisation and registration support;
- Large-scale learner onboarding and data management;
- LMS-based delivery of digital learning;
- Scheduling and execution of live training sessions;
- Deployment and coordination of qualified trainers/facilitators;
- Multilingual learner engagement and query resolution;
- Conducting assessments and supporting certification;
- Learner progress monitoring and reporting;
- Batch creation, scheduling and attendance management;
- Providing technology-enabled learner support;
- Maintaining accurate and secure participant records;
- Providing programme MIS and dashboards to NIFTEM;
- Supporting continuous improvement and scale-up of the programme.

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4. SCOPE OF SERVICES

The empanelled Training Implementation Partner(s) shall be responsible for providing end-to-end implementation support as assigned by NIFTEM.

4.1 Participant Registration & Onboarding

The Training Partner shall:

- Facilitate participant registration and onboarding;
- Verify and maintain participant information;
- Create learner profiles and enrol participants onto the designated LMS;
- Manage batch allocation and scheduling;
- Provide onboarding communication and programme orientation;
- Maintain accurate participant records throughout the learning journey.

4.2 Learning Management System

The Training Partner must possess or provide access to a robust **Learning Management System (LMS)** capable of supporting large-scale digital learning.

The LMS should support, at minimum:

- User registration and authentication;
- Course enrolment;
- Self-paced learning modules;
- Video and digital content;
- Live-session integration;
- Attendance tracking;
- Assessments and quizzes;
- Assignment/case-study submission, wherever applicable;
- Learner progress tracking;
- Automated reminders and notifications;
- Completion monitoring;
- Digital certification;
- Learner dashboards;
- Administrator dashboards;
- MIS and downloadable reports.

The programme framework envisages mobile and desktop accessibility, recorded sessions, digital study resources, progress tracking, online assessments and digital certificates.

4.3 Customized CRM / Participant Management System

Considering the anticipated scale of the programme, the Training Partner **must have a robust CRM/data-management platform** capable of managing large volumes of participant data.

The CRM should provide:

- Centralized participant database;
- Lead/registration management;
- Participant onboarding status;

- Batch allocation;
- Attendance and participation tracking;
- Course completion tracking;
- Assessment status;
- Certification status;
- Query/ticket management;
- Communication history;
- Automated SMS/email/WhatsApp integration, wherever permissible;
- Dashboard and real-time MIS;
- Role-based access;
- Data export and reporting;
- Integration capability with LMS;
- Data backup and security mechanisms;
- Scalability to support 1 lakh+ participants and future expansion.

Demonstrated capacity of the proposed CRM to manage large-scale participant databases shall be a key technical evaluation criterion.

Bidders shall provide a description of their CRM platform, screenshots/demo access, technical architecture, scalability and details of comparable deployments.

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5. MULTILINGUAL & PAN-INDIA SUPPORT

The programme is intended for nationwide implementation and therefore requires substantial vernacular capability.

The Training Partner shall demonstrate the ability to provide:

A. Multilingual Customer/Participant Support

A dedicated learner-support mechanism capable of handling participant queries from across India.

The Training Partner should provide query-handling/customer-support capability in **a minimum of eight Indian languages**, including English and Hindi.

The bidder shall specify:

- Languages supported;
- Number of language-specific support personnel;
- Operating hours;
- Call/email/chat/WhatsApp support mechanisms;
- Ticket-resolution process;
- Escalation matrix;
- Average response and resolution timelines.

B. Vernacular Training Capability

The Training Partner shall have access to suitably qualified trainers/facilitators who can conduct programme-related interactions in relevant Indian languages.

The bidder should demonstrate:

- Availability of vernacular trainers;
- Language-wise trainer pool;
- Geographic coverage;
- Trainer deployment capacity;
- Experience in multilingual training programmes.

The existing programme framework proposes multilingual delivery and currently identifies English, Hindi, Tamil, Bengali and Kannada for the initial rollout.

NIFTEM may subsequently expand the language portfolio depending upon programme requirements.

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6. EXPERIENCE IN LARGE-SCALE TRAINING

The Training Partner must demonstrate prior experience in implementing **large-scale training/capacity-building programmes**.

Particular weightage shall be given to organizations having experience in:

- Government training programmes;
- Food safety training;
- FSSAI-related training;
- Nutrition and health education;
- Regulatory/compliance training;
- Training of Food Business Operators (FBOs);
- Large-scale digital/blended learning programmes.

Preferred Experience Benchmark

Organizations having successfully trained **1,00,000 or more individual participants/FBOs** through one or more comparable programmes shall receive additional consideration during technical evaluation.

Bidders shall provide:

- Name of client/organization;
- Programme name;
- Year/duration;
- Number of participants trained;
- Geography covered;
- Mode of training;
- Languages used;
- Scope handled by the bidder;

- Client certificate/work order/completion certificate or other documentary evidence.

Experience in FSSAI/Food Safety-related training and demonstrated training of 1 lakh+ individual FBOs/participants shall be considered a significant differentiating criterion.

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7. ORGANIZATIONAL & HUMAN RESOURCE CAPABILITY

The Training Partner must have adequate organizational infrastructure and qualified manpower to execute a programme of national scale.

The bidder shall demonstrate availability of:

- Programme/project management team;
- Operations team;
- Training coordinators;
- Qualified trainers;
- Master trainers/facilitators;
- LMS administrators;
- CRM/data-management personnel;
- Customer/learner support team;
- Multilingual support personnel;
- MIS/reporting team;
- Quality assurance team;
- Technical support team.

The bidder shall submit an indicative organizational structure and manpower deployment plan.

NIFTEM may assess the bidder's ability to **rapidly scale manpower and training capacity** in accordance with programme requirements.

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8. TRAINER & FACILITATOR NETWORK

The Training Partner should have an established network/pool of trainers and facilitators capable of supporting pan-India implementation.

The bidder shall provide details of:

- Total number of trainers;
- Subject/domain expertise;
- Location-wise availability;
- Language proficiency;
- Experience in digital/blended training;
- Experience with government/regulatory programmes;
- Trainer onboarding and verification process;
- Trainer performance monitoring mechanism;

- Trainer replacement/back-up mechanism.

The bidder should demonstrate the ability to deploy additional trainers at short notice during peak training periods.

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9. PROGRAMME OPERATIONS & BATCH MANAGEMENT

The Training Partner shall have the operational capacity to manage multiple concurrent batches.

The system should enable:

- Batch creation;
- Trainer allocation;
- Session scheduling;
- Attendance management;
- Automated learner communication;
- Rescheduling;
- Absentee tracking;
- Completion monitoring;
- Assessment scheduling;
- Certification tracking;
- Escalation management.

The bidder shall provide its proposed methodology for managing high-volume concurrent batches.

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10. DATA MANAGEMENT, SECURITY & PRIVACY

Given the large volume of participant information expected to be handled, the Training Partner shall maintain appropriate safeguards for participant data.

The bidder shall demonstrate:

- Secure database architecture;
- Role-based access controls;
- Data backup and recovery;
- User authentication;
- Audit trails;
- Data confidentiality mechanisms;
- Secure data transmission;
- Access controls for NIFTEM and authorized personnel;
- Data retention and deletion policies;
- Business continuity/disaster recovery mechanisms.

The bidder shall comply with all applicable laws, regulations and contractual requirements relating to data protection and confidentiality.

11. MIS, DASHBOARDS & REPORTING

The Training Partner shall provide NIFTEM with regular and/or real-time programme MIS.

The reporting system should capture, as applicable:

- Total registrations;
- Active learners;
- Enrolments;
- Batch-wise participation;
- Attendance;
- Module completion;
- Assessment performance;
- Certification status;
- Drop-offs;
- Pending learners;
- Language-wise participation;
- State-wise participation;
- Trainer-wise performance;
- Query volumes;
- Query-resolution status;
- Overall programme completion.

The bidder should demonstrate its existing dashboard/MIS capabilities.

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12. QUALITY ASSURANCE

The Training Partner shall establish a quality assurance mechanism covering:

- Trainer quality;
- Session delivery;
- Attendance integrity;
- Learner engagement;
- LMS performance;
- Assessment integrity;
- Query resolution;
- Data accuracy;
- Certification processes;
- Participant feedback;
- Grievance resolution.

NIFTEM may undertake periodic audits, reviews, inspections and performance assessments of the empanelled partners.

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13. KEY TECHNOLOGY REQUIREMENTS

The Training Partner should ideally have an integrated technology ecosystem comprising:

CRM → Registration → LMS Enrolment → Learning → Live Training → Assessment → Certification → MIS

The bidder should clearly explain whether the CRM and LMS are:

- Proprietary;
- Owned by the bidder;
- Licensed;
- Third-party integrated;
- Developed specifically for the programme.

The bidder shall also provide details regarding API/integration capability between the CRM and LMS.

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14. MINIMUM TECHNICAL ELIGIBILITY (PRE-QUALIFICATION) CRITERIA:

The following may be treated as **essential eligibility/technical requirements**:

1. The bidder must be a legally registered entity in India.
2. The bidder must have demonstrable experience in training/capacity-building programmes.
3. The bidder must have the organizational capacity to undertake large-scale training implementation.
4. The bidder must possess/operate a robust CRM or equivalent participant-management system.
5. The bidder must possess/operate or have committed access to a robust LMS.
6. The proposed technology must be capable of scaling to **1 lakh+ participants**.
7. The Average Annual Turnover of the bidder during last 03 F.Y. (2023-24, 2024-25 & 2025-26) must be Rs. 2.00 Cr.
8. The bidder must demonstrate pan-India implementation capability.
9. The bidder must provide multilingual participant support in **at least eight Indian languages**.
10. The bidder must have access to a suitable multilingual trainer/facilitator network.
11. The bidder must have an adequate programme-management and technical-support team.
12. The bidder must demonstrate prior experience in large-scale training programmes.
13. Documentary evidence must be provided for claimed experience, infrastructure and other above parameters.

The agencies (registered with MSME /NSIC registration) willing to claim any relaxation/exemption in tender fee, Turnover and Experience, etc, must submit claim for the same alongwith support document for consideration, otherwise, the same will not be extended. The relaxation/exemption will only be given, if you are registered for **applied category** of item(s)/services, etc. Upload proper Udyam Certificate from both sides with specified validity and relevant service category. The bidders who are claiming relaxation/exemption are required to submit undertaking as per **Annexure-II**. The agency has to submit Solvency/Performance Security while the award of work.

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15. PREFERRED / VALUE-ADDED CAPABILITIES

Additional consideration may be given to bidders having:

- Experience with NIFTEM, FSSAI or other Government institutions;
- Experience in food safety, nutrition or nutraceutical training;
- Experience training FBOs at scale;
- Existing government training contracts;
- Experience managing 1 lakh+ learners on a digital platform;
- Proprietary CRM and LMS infrastructure;
- Integrated CRM-LMS architecture;
- Existing multilingual call centre/customer support;
- Pan-India trainer network;
- Experience in vernacular digital learning;
- Automated learner communication;
- AI/chatbot-assisted learner support;
- Real-time dashboards;
- Mobile application-based learning;
- Demonstrated ability to scale rapidly.

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16. EVALUATION CRITERIA:

NIFTEM proposes to evaluate bidders based on technical capability, demonstrated experience and implementation readiness.

A. Technical Evaluation (70 Marks):

S. No.	Evaluation Parameter	Marks
1	Experience in large-scale training programmes with value of Rs. 1.00 Cr. (2.5 marks for each programme but not maximum 15 marks)	10
2	Experience of 1 lakh+ participants/FBOs trained (05 marks for each programme but not maximum 10 marks)	10
3	FSSAI/Food Safety training experience (02 marks for each project but not maximum 10 marks)	10
4	CRM capability and scalability	10
5	LMS / digital learning platform capability	10
6	Multilingual customer support – minimum 8 languages	10
7	Average Annual Turnover during last 03 F.Y. (2023-24, 2024-25 & 2025-26) 2.01 Cr. to 5.00 Cr. = 2.5 Marks 5.01 Cr. – 7.50 Cr. = 5 Marks 7.51 Cr. – 10.00 Cr. = 7.5 Marks Above 10.00 Cr. = 10 Marks	10
8	Interaction-cum-PPT Presentation	30
Total		**70**

B. Presentation & Interaction Evaluation (30 Marks)

S. No.	Evaluation Parameter	Marks
1	Understanding of Programme Objectives & Implementation Framework	10
2	Mobilization, Training Operations & Execution Strategy	10
3	Infrastructure Readiness/ Resources, Digital Enablement & Innovation Practices	10
Total		**30**

1. The applicants shall be assessed based on the Minimum Eligibility Requirements specified in the relevant sections of this EOI document.
2. Only those applicants who meet all the mandatory eligibility conditions will be considered for further evaluation under the Technical Scoring Criteria as detailed in the respective chapters.
3. Applicants must obtain a minimum score of 55 marks out of 70 in the Technical Evaluation to qualify for the subsequent stage of Presentation and Interaction before the Evaluation Committee. In case, no agency or only one agency has scored 55 marks out of 70 marks, the criteria can be further relaxed to ensure sufficient competition between the parties (minimum 3, in order of merit) and marks obtained upto 45 marks out of 70 marks, will also considered as technically qualified for PPT Presentation.
4. The Tender Evaluation Committee (TEC) can propose further criteria or filter for selection of a suitable agency for the work.
5. The scope can be increased/decreased based on interaction-cum-PPT presentation; hence, agencies are advised to be in touch for corrigendum/addendum/clarification.
7. The combined final score (H-1) shall be considered to award the work. The assignment shall be awarded to the Agency scoring the highest final weighted score in both the parameters (Technical + Presentation).
6. The Institute has liberty to empanel multiple bidders (maximum 5, in order of merit).
7. NIFTEM may modify the weightages and qualifying criteria in the final tender/RFP.

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17. EMPANELMENT

Based on the technical evaluation, NIFTEM may empanel one or more eligible Training Implementation Partners.

Empanelment shall not automatically constitute a commitment by NIFTEM to allocate any minimum volume of work to any particular empanelled agency.

Specific assignments/work orders may be allocated based on programme requirements, geographic coverage, capacity, performance, specialization or other criteria determined by NIFTEM.

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18. DOCUMENTS TO BE SUBMITTED

The EOI response should include:

1. Organization profile;
2. Certificate of incorporation/registration;
3. PAN and GST details;
4. Organizational structure;

5. Audited financial statements/turnover details for last 03 F.Y.;
6. Details of similar assignments;
7. Documentary evidence of training numbers;
8. Details of FSSAI/Food Safety training experience;
9. CRM description and technical architecture;
10. LMS description and technical architecture;
11. Demonstration credentials/screenshots, wherever required;
12. Pan-India presence/capability statement;
13. Language-wise customer support details;
14. Language-wise trainer/facilitator details;
15. Human resource deployment plan;
16. Client references/work orders/completion certificates;

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19. PERIOD OF CONTRACT: Initially contract shall be awarded for 03 years from the date of Letter of Award. The period of contract can be extended further upto two more years depending upon satisfactory performance & mutual consent on same terms & conditions and profit sharing.

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20. TENTATIVE COURSE/PROGRAMME STRUCTURE:

Certification Level	Duration	Delivery Model	Expert Interaction	Tentative Rates
Foundation Certification	8–10 Hours	Self-Learning + Live Training + Assessments	Live expert interaction throughout the programme	3000 + Taxes
Intermediate Certification	15–16 Hours	Self-Learning + Live Training & Masterclasses + Assessments	Expert sessions	7000 + Taxes
Advanced Certification	~30 Hours	Self-Learning + Live Training, Case Studies & Masterclasses + Assessments	Dedicated expert masterclasses	15000 + Taxes

Note: The above fee structure is tentative and may vary based upon requirement of the course.

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21. FINANCIAL ARRANGEMENT & INSTITUTIONAL SHARE PAYABLE TO NIFTEM:

The programme fee structure shall be fixed and prescribed by NIFTEM. The empanelled Training Implementation Partner shall remit 50% of the fee collected against each successful participant registration to NIFTEM as the Institutional Share Payable to NIFTEM on monthly basis. The remaining 50% shall be retained by the Training Implementation Partner towards programme implementation and associated operational costs. The remittance shall be made at the prescribed intervals, supported by registration-wise statements and reconciliation reports, as specified by NIFTEM. The Training Implementation Partner shall be responsible for ensuring timely remittance of the said amount, in accordance with the terms and conditions prescribed by NIFTEM.

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22. EARNEST MONEY DEPOSIT (EMD):

The bidders are required to submit a **EMD of ₹ 2,00,000/- (Rupees Two Lakh Only)** (Refundable) in the form of demand draft in favour of NIFTEM-Kundli, payable at SBI, Kundli, Sonepat.

If the bidder changes or alters any of the bid/clauses or shows unwilling at any stage after submitting EOI, their EMD will be forfeited.

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23. PERFORMANCE SECURITY:

The **EMD of ₹ 2,00,000/- (Rupees Two Lakh Only) of successful bidder shall be retained as Performance Security** and will be refunded/ returned to the agency after completion of satisfactory work without any interest. The performance security should also remain valid for a period of sixty days beyond the date of completion of all contract obligation of the supply including guarantee obligation.

In case, the successful bidder has not submitted EMD being MSME, they have to submit Performance Security of ₹ 5,00,000/- within 15 days from the date of award letter. The Performance Security will be retained during the entire period of contract and including the period of extended on site Guarantee as Security Deposit and will be returned after the satisfactory completion of the Guarantee period without any interest.

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24. PERFORMANCE MONITORING:

The performance of empanelled Training Partners may be reviewed periodically against defined Key Performance Indicators (KPIs), including:

- Participant onboarding;
- Training completion;
- Attendance;
- Certification rate;
- Trainer performance;
- Learner satisfaction;
- Query response time;
- Query resolution time;
- Data accuracy;
- LMS uptime;
- Reporting compliance;
- Programme timelines;
- Quality standards.

NIFTEM reserves the right to suspend, review or discontinue empanelment in accordance with the terms and conditions prescribed in the final tender/RFP.

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25. TECHNOLOGY DEMONSTRATION

Shortlisted bidders may be required to provide a live demonstration of their technology platform.

The demonstration may include:

- Participant registration;
- CRM dashboard;
- Learner onboarding;
- LMS enrolment;
- Course access;
- Live-session integration;
- Assessment;
- Progress tracking;
- Certificate generation;
- Query/ticket management;
- MIS generation;
- State/language-wise reporting.

The ability of the system to manage high-volume concurrent users and large participant databases may be tested during the demonstration.

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26. CONFIDENTIALITY

All information, participant data, programme material and documentation shared by NIFTEM in connection with the programme shall be treated as confidential by the empanelled Training Partner.

The Training Partner shall not use such information for any purpose other than implementation of the programme without prior written authorization from NIFTEM.

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27. GENERAL CONDITIONS

1. NIFTEM reserves the right to accept or reject any or all EOIs without assigning any reason.
2. NIFTEM reserves the right to modify the scope, eligibility criteria and evaluation methodology before issuance of the final tender/RFP.
3. Submission of an EOI shall not create any contractual right in favour of the bidder.
4. NIFTEM may seek clarifications and additional documents from bidders.
5. All information submitted shall be supported by appropriate documentary evidence.
6. False, misleading or unverifiable information may result in disqualification.
7. NIFTEM may conduct due diligence, reference checks and technology demonstrations before empanelment.
8. The final scope of work, commercial terms, SLAs, payment mechanism and contractual conditions shall be specified in the subsequent tender/RFP/work order.

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28. INDICATIVE PROGRAMME DELIVERY MODEL

The Training Implementation Partner shall be expected to support the complete digital learning journey:

Registration
↓
CRM Onboarding & Data Validation
↓
LMS Enrolment
↓
Self-Paced Learning
↓
Live Expert-Led Sessions
↓
Assessments / Activities
↓
Completion Tracking
↓
Certification
↓
MIS / Analytics / Reporting

The programme framework provides for self-paced LMS modules, live expert-led sessions, interactive quizzes and activities, assignments/case studies, expert Q&A, discussion forums, final assessments, digital certificates and progress tracking.

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29. CONCLUSION

NIFTEM seeks to empanel Training Implementation Partners that can bring together **scale, technology, training expertise and nationwide operational capability** to successfully implement the programme.

The empanelment process will therefore focus not only on conventional training delivery experience but also on the bidder's demonstrated ability to manage **large participant volumes, digital learning, CRM-enabled data management, multilingual learner support, vernacular training delivery, qualified manpower and measurable programme outcomes**.

Organizations possessing strong capabilities in **FSSAI/Food Safety training, 1 lakh+ participant training, proprietary CRM/LMS infrastructure, pan-India operations and multilingual support** are particularly encouraged to participate.

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30. MODIFICATION AND WITHDRAWAL OF BIDS:

Bidder can modify his bid any number of times before bid submission closing date and time. Bidder can also withdraw his bid before bid submission closing date and time. Withdrawn is allowed only once in a tender. If a bidder withdraws his bid, he cannot participate in the particular tender again.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: https://eprocure.gov.in/eprocure/app**.**

REGISTRATION

1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: https://eprocure.gov.in/eprocure/app) by clicking on the link "**Online bidder Enrollment**" on the CPP Portal which is free of charge.
2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / nCode / eMudhra etc.), with their profile.
5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6) Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents

may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or ''Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

31. Clarification on Bid Documents: - Bidder requiring any clarification to this EOI shall notify to Buyer in writing who will respond (in writing) to the clarifications sought not later than 14 days prior to the date of opening of the tenders. The address and contact number for seeking clarification regarding this EOI are given below:-

Queries to be addressed to:

Purchase related queries:
Purchase Section
NIFTEM, Kundli, Sonepat (Haryana) – 131028
Phone No. - 0130-2281057
E-mail ID - purchase.niftem@gmail.com

Technical queries:
Dr. Komal Chauhan, Professor
NIFTEM, Kundli, Sonepat (Haryana) – 131028
Phone No. - 0130-2281035
E-mail ID – komal.chauhan@niftem.ac.in

Registrar, NIFTEM

Annexure- I

UNDERTAKING

To,

Registrar,
National Institute of Food Technology Entrepreneurship and Management
Plot No. 97, Sector-56, HSIIDC Industrial Estate,
Kundli-131008,
District-Sonepat (Haryana)

Sir,

1 I/we the undersigned, certify that I/we have gone through the terms and conditions mentioned in the EOI documents and undertake to comply with them.

2. It is further certified that our firm has not been blacklisted by any agency in India or abroad.

Dated: **SIGNATURE OF THE BIDDER WITH SEAL**

NAME OF THE BIDDER WITH ADDRESS

NOTE: Certificate as per above must be submitted only on Non-Judicial Stamp Paper of ₹ 100/- (Rupees One Hundred Only).

Annexure-II

Undertaking to Claim Exemption/Relaxation under MSME/NSIC/Start up
(to be submitted on Company Letter head with stamp)

Dated:

I am (.....) is Owner/Director of M/s.....registered with MSME/NSIC/Start UpUnit under.....category.

1) Firm Name :
2) Udyam No. :
3) NSIC No :
4) Year of Registration :
5) Category of Registration (Manufacture/Dealer/Supplier):
6) Turnover :

As per the benefits extended to MSEs registered with NSIC under single point registration scheme, we are entitled for:

1. Exemption in Tender Fee : ☐
2. Exemption in EMD : ☐
3. Relaxation in Turnover : ☐ How much Relaxation required (please specify)
4. Relaxation in Experience : ☐ How much Relaxation required (please specify)

(Kindly tick the box(es) for the same)

We are enclosing herewith relevant certificate and documents in support of our claim of exemption/relaxation of the same.

Signature of Authorized signatory : .....
Name : .....
Designation : .....
Stamp : .....

(**Note:** Undertaking must be submitted on company's letterhead duly signed and stamped)