

# NOTICE INVITING TENDER (NIT)

Tender for Operation of BSTDC Stall No. 14 at INA Dilli Haat, New Delhi

Tender No.: BSTDC/Delhi/INA-DH/14/2025-26

Mode of Selection: QCBS (Quality- and Cost-Based Selection) – 60:40

Tendering Authority: Resident Commissioner Office, Bihar Bhawan, New Delhi  
(On behalf of Bihar State Tourism Development Corporation Ltd. – BSTDC)

Date of Issue: 11.02.2026

Last Date & Time for Submission: 27.02.2026

Date & Time of Opening of Technical Bids: 10.03.2026

## 1. INTRODUCTION

The Resident Commissioner Office, Bihar Bhawan, New Delhi, acting on behalf of Bihar State Tourism Development Corporation Ltd. (BSTDC), invites sealed tenders under the QCBS (60:40) method from eligible, experienced and financially sound agencies/vendors for the operation of Stall No. 14 located at INA Dilli Haat, New Delhi, on licence basis, for promotion of Bihar cuisine, tourism and allied cultural products.

## 2. DESCRIPTION OF THE PROPERTY

- **Location:** Stall No. 14, INA Dilli Haat, New Delhi
- **Ownership:** Bihar State Tourism Development Corporation Ltd. (BSTDC)
- **Nature of Allotment:** Licence (non-exclusive, non-transferable)
- **Permitted Use:** Operation of a food stall showcasing Bihar traditional cuisine and tourism-oriented offerings, strictly in accordance with Dilli Haat norms and applicable laws.

## 3. PERIOD OF LICENCE

- The licence shall be granted initially for a period of two years.
- Extension, if any, shall be solely at the discretion of Resident Commissioner, subject to satisfactory performance and compliance with licence conditions.
- No extension or renewal shall be claimed as a matter of right.

## 4. ELIGIBILITY CRITERIA

The bidder must fulfil all the following eligibility conditions and submit documentary proof as per Annexure-A (Technical Bid Checklist). Non-compliance or non-submission of mandatory documents shall render the bid technically non-responsive:

### 4.1 Legal Status and Registration

The bidder shall be a legally registered entity, i.e., Proprietorship / Partnership Firm / LLP / Company, and shall submit documentary proof of constitution/registration such as Registration Certificate, Partnership Deed, LLP Incorporation Certificate, or Certificate of Incorporation along with Memorandum and Articles of Association, as applicable.

  
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#### **4.2 Minimum Experience**

The bidder shall have a minimum three (3) years of experience in operating food outlets / restaurants / catering units. The bidder shall submit relevant documentary evidence such as work orders, agreements, experience certificates, completion certificates, or client certificates to establish the period and nature of operations.

#### **4.3 Experience at Public / Institutional / Government / Tourism Locations**

The bidder must have operated at least one (1) food outlet at a public place / institutional / government / tourism location (for example: tourism sites, fairs/haats, government premises, institutional campuses, public markets, etc.). The bidder shall submit supporting documents indicating the location, period of operation, and nature of engagement.

#### **4.4 Mandatory Statutory Registrations**

The bidder must possess valid and subsisting statutory registrations, and copies of the following shall be enclosed:

- (i) FSSAI Registration / Licence (valid on the date of bid submission)
- (ii) GST Registration Certificate
- (iii) PAN Card of the entity

#### **4.5 Financial Capacity / Turnover Requirement**

The bidder must possess sound financial capacity and stability to ensure efficient and uninterrupted operation of the stall. Accordingly, the bidder shall have an average annual turnover of not less than ₹25,00,000/- (Rupees Twenty-Five Lakh only) during the last three (03) financial years preceding the year of tender. The bidder shall submit documentary evidence in support of the turnover, such as audited balance sheets, profit and loss statements, or a certificate duly certified by a Chartered Accountant. Bids not meeting the prescribed minimum financial turnover criteria or not supported by valid documentary proof shall be treated as technically non-responsive and shall not be considered for further evaluation.

#### **4.6 Financial/Banking Details (Mandatory Submission)**

The bidder shall submit a cancelled cheque/bank details for identification of the bank account used for business transactions and for any payment processing, wherever applicable.

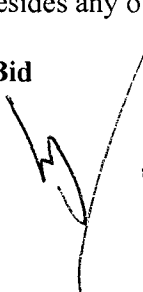
#### **4.7 Earnest Money Deposit (EMD)**

The bidder shall submit the prescribed EMD in the manner and form specified in the Tender Document. Bids without EMD or with invalid EMD shall be rejected.

#### **4.8 Non-Blacklisting / Non-Debarment**

The bidder must not have been blacklisted or debarred by any Central/State Government Department, PSU, Autonomous Body, or Statutory Authority. A duly signed self-declaration to this effect shall be submitted. In case the declaration is found to be false at any stage, the bid shall be rejected and the EMD may be forfeited, besides any other action permissible under law.

#### **4.9 Authorisation to Sign and Submit Bid**

  
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The bid must be signed by the authorised signatory. The bidder shall submit an authorisation letter / power of attorney, as applicable, along with specimen signature.

## 5. METHOD OF SELECTION – QCBS (60:40)

Selection shall be carried out under the Quality- and Cost-Based Selection (QCBS) method as under:

Component	Weightage
Technical Score (Q)	60%
Financial Score (F)	40%
Total	100%

Only bidders securing the minimum qualifying technical score shall be considered for opening of Financial Bids.

## 6. OTHER TERMS AND CONDITIONS

### 6.1 Earnest money deposit (EMD)

- EMD Amount: ₹ 50,000/-
- To be submitted in the form of DD / Bank Guarantee in favour of “Bihar State Tourism Development Corporation Ltd.”, payable at Patna.
- EMD of unsuccessful bidders shall be refunded without interest.

### 6.2 Security Deposit / Performance Security

The successful bidder shall, within fifteen (15) days of issuance of the Letter of Award, furnish a refundable Security Deposit/Performance Security equivalent to two (02) month's licence fee in the form of a Demand Draft (DD) or Bank Guarantee (BG) in favour of “Bihar State Tourism Development Corporation Ltd.”, payable at Patna.

The Performance Security shall remain valid for the entire licence period and shall be refundable without interest after satisfactory completion/termination of the licence and clearance of all dues and liabilities.

In the event of any breach of terms, non-payment of dues, damage to property, or failure to comply with statutory or contractual obligations, the Resident Commissioner Office/BSTDC shall be entitled to forfeit or adjust the Performance Security, wholly or partly, without prejudice to any other action available under law or contract.

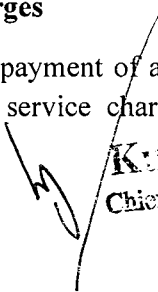
### 6.3 Minimum Reserve Licence Fee / Right to Reject Low Bids

The Resident Commissioner Office, Bihar Bhawan, New Delhi, on behalf of BSTDC, reserves the right to prescribe a minimum reserve monthly licence fee for the stall. Any financial bid quoting below the prescribed reserve licence fee may be treated as non-responsive and liable to rejection.

Further, even in the absence of a prescribed reserve fee, the Competent Authority reserves the right to reject unrealistically low, unviable or disproportionate financial bids that, in its opinion, may adversely affect the quality of services, revenue interests of BSTDC, or sustainability of operations. The decision of the Competent Authority in this regard shall be final and binding.

### 6.4. Electricity, Water and Other User Charges

The Licensee shall be solely responsible for payment of all charges relating to electricity, water consumption, waste disposal, user charges, service charges, and any other utilities or levies

  
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imposed by Dilli Haat/INA administration, NDMC/MCD or any other competent authority from time to time.

Such charges shall be paid directly by the Licensee to the concerned authority within the stipulated time. Non-payment of such charges or accumulation of dues shall be treated as a breach of licence conditions and may attract penal action, including termination of licence and adjustment/recovery from the Security Deposit or other dues payable by the Licensee.

#### **6.5 Inspection and Verification of Bidder's Credentials**

The Resident Commissioner Office/BSTDC reserves the right to verify the credentials, experience, financial capacity, and operational capability of the bidder at any stage of the tender process. The Competent Authority may inspect existing operational outlets or seek additional documentary proof before award of licence. Submission of false or misleading information shall lead to rejection of bid and forfeiture of EMD, besides other legal action.

#### **6.6 Abnormally Low or High Bid Safeguard**

If any bid is found to be abnormally low or unusually high in comparison to prevailing market rates or estimated viability, the Competent Authority may seek written justification from the bidder. If the justification is not found satisfactory, such bid may be rejected without assigning further reasons.

#### **6.7 Taxes and Statutory Liabilities**

All applicable taxes including GST, local levies, statutory fees, and any other government dues shall be payable by the Licensee over and above the quoted licence fee. BSTDC/Resident Commissioner Office shall bear no liability on this account.

#### **6.8 Force Majeure**

Neither party shall be liable for failure to perform obligations under the licence if such failure is due to events beyond reasonable control, including natural calamities, fire, war, civil disturbance, government restrictions, security considerations, or closure of Dilli Haat by competent authority. In such cases, the decision of BSTDC/Resident Commissioner Office regarding continuation, suspension or termination of licence shall be final.


#### **6.9 No Waiver of Rights**

Any delay or failure by BSTDC/Resident Commissioner Office in enforcing any provision of the tender/licence shall not be construed as waiver of such provision or of any future enforcement thereof.

Below are **legally strong, ready-to-insert clauses** for all the *strongly recommended additions*, drafted in formal Government tender language and aligned with BSTDC/Resident Commissioner format.

#### **6.10 Licence Fee Payment Schedule**

The Licensee shall pay the monthly licence fee regularly and without default. The licence fee for each month shall be payable in advance on or before the 7th day of the respective month, or such other date as may be specified by the Resident Commissioner Office/BSTDC from time to time. Failure to deposit the licence fee within the stipulated period shall constitute a breach of licence conditions and may invite penal action, including termination of licence.

  
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### **6.11 Interest on Delayed Payment**

Any delay in payment of licence fee or any other dues beyond the prescribed due date shall attract interest at the rate of 12% per annum (or such rate as may be decided by the Competent Authority) for the period of delay. Continued default in payment or repeated delays shall be treated as a material breach of licence conditions and may result in termination of licence and forfeiture/adjustment of Security Deposit.

### **6.12 Blacklisting / Debarment**

In the event of serious default, misrepresentation, submission of false documents, violation of tender/licence conditions, non-payment of dues, unauthorised subletting, or any act prejudicial to the interests of BSTDC/Government of Bihar, the Licensee may be blacklisted or debarred from participating in future tenders of BSTDC/Bihar Bhawan/Resident Commissioner Office for a period as deemed appropriate by the Competent Authority. Such action shall be in addition to termination of licence and recovery of dues or damages.

### **6.13 Handover and Vacation after Expiry/Termination**

Upon expiry or termination of the licence for any reason whatsoever, the Licensee shall vacate the stall and hand over peaceful possession to BSTDC/Resident Commissioner Office within 48 hours in clean and usable condition. In case of failure to vacate within the stipulated period, BSTDC/Resident Commissioner Office shall be entitled to take possession of the premises and remove the materials of the Licensee at its risk and cost, without any liability, and recover damages/penal charges for unauthorised occupation.

### **6.14 Signage, Branding and Display Control**

The Licensee shall display signage, menu boards, branding material, and promotional displays strictly in accordance with the guidelines issued by BSTDC/Resident Commissioner Office and Dilli Haat administration. No unauthorised banner, advertisement, hoarding, digital display, or branding material shall be installed or exhibited without prior written approval of the Competent Authority. Any unauthorised display shall be removed forthwith at the risk and cost of the Licensee and may attract penal action.

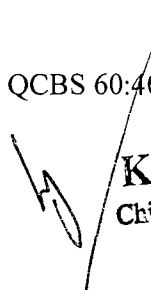
### **6.15 Licence Fee Liability Irrespective of Business**

The Licensee shall be liable to pay the licence fee and all other applicable charges regularly and in full irrespective of business volume, footfall, temporary closure, or any operational constraints, except where closure is formally ordered by BSTDC/Resident Commissioner Office or by competent statutory authority.

## **7. TECHNICAL BID (ENVELOPE-I)**

### **7.1 Documents to be Submitted**

As per Annexure-A (Technical Bid Checklist – QCBS 60:40).

  
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## 7.2 Technical Evaluation Criteria

Sl. No.	Criteria	Max Marks
1	Experience in food operations	20
2	Experience at public / tourism locations	15
3	Proposed menu showcasing Bihar cuisine	10
4	Hygiene, food safety & quality control plan	8
5	Staffing & service standards	4
6	Waste management & sustainability practices	3
<b>Total</b>		<b>60</b>

- Minimum qualifying technical score: 40 out of 60

## 8. FINANCIAL BID (ENVELOPE-II)

- To be submitted strictly as per Annexure-B (BOQ with Escalation Clause).
- Financial quote shall be Monthly Licence Fee (exclusive of GST).
- GST shall not be considered for evaluation and shall be payable separately.

### Financial Scoring Formula

$$F = (\text{Lowest Financial Quote}(L) / \text{Bidder's Quote}(F_i)) \times 40$$

Where:

- L = Lowest quoted Monthly Licence Fee
- F<sub>i</sub> = Monthly Licence Fee quoted by the bidder

## 9. COMBINED SCORE & SELECTION

$$\text{Final Score} = \text{Technical Score (Q)} + \text{Financial Score (F)}$$

The bidder securing the highest combined QCBS score shall be ranked L-1 (QCBS) and considered for award of licence, subject to approval of the Competent Authority.

## 10. SCOPE OF WORK

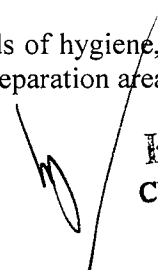
The Licensee shall be responsible for the complete operation and day-to-day management of BSTDC Stall No. 14 at INA Dilli Haat, New Delhi, and shall, inter alia, undertake the following:

### 10.1 Permitted Use and Offerings

The Licensee shall operate the stall strictly for Bihar cuisine and tourism-related offerings as approved by BSTDC and in conformity with Dilli Haat norms. The Licensee shall ensure that the menu prominently features authentic Bihar traditional food items and shall not sell any prohibited or unauthorised items. Any change in menu or nature of offerings shall require prior written approval of BSTDC/Competent Authority, wherever applicable.

### 10.2 Quality, Hygiene and Food Safety

The Licensee shall maintain high standards of hygiene, cleanliness, quality control, and food safety at all times, including the kitchen/preparation area, service counters, storage spaces, and

  
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adjoining premises. The Licensee shall ensure safe procurement, storage, preparation and serving of food, including adherence to temperature control, pest control, cleanliness of utensils, personal hygiene of staff, and proper disposal of waste, as per applicable standards.

### **10.3 Statutory and Regulatory Compliance**

The Licensee shall comply with all applicable laws, rules, regulations and directions including, but not limited to:

- 10.3.1 Dilli Haat/TNA Administration rules and operational guidelines and Municipal Corporation of Delhi (MCD) health trade requirements, if applicable;
- 10.3.2 FSSAI registration/licensing conditions and food safety standards;
- 10.3.3 Fire Safety and emergency norms (including use of fire extinguishers and safe LPG/electrical practices, as applicable);
- 10.3.4 Any other relevant norms issued by competent authorities from time to time.
- 10.3.5 All statutory permissions/renewals required for the operations shall be obtained and maintained by the Licensee at its own cost, and shall be produced for inspection whenever demanded.

### **10.4 Staffing and Professional Conduct**

The Licensee shall deploy adequate trained manpower for cooking, service and housekeeping. All staff shall be in clean uniform, shall wear necessary protective gear (hairnet, gloves, apron, etc., as applicable), and shall maintain courteous behaviour, professional service standards and visitor-friendly conduct. The Licensee shall ensure that no staff member indulges in misbehaviour, nuisance, or any act that may bring disrepute to BSTDC or the Government of Bihar.

### **10.5 Branding and Presentation**

The Licensee shall ensure that the stall's presentation, signage, menu boards, pricing display, and overall ambience are aligned with BSTDC's objective of promoting Bihar's tourism and culinary heritage. Any branding/visual material displayed shall comply with BSTDC and Dilli Haat guidelines and shall not be misleading or inconsistent with Bihar's image.

### **10.6 Operations, Timings and Service Standards**

The Licensee shall operate the stall in accordance with Dilli Haat operational timings and shall ensure uninterrupted service during open hours, except in cases of unavoidable circumstances duly intimated/approved. The Licensee shall ensure transparent pricing, proper display of rates, and issuance of bills/receipts as per applicable tax laws.

### **10.7 Utilities, Equipment and Safe Practices**

The Licensee shall use electrical appliances, cooking equipment, LPG cylinders (if permitted), and other utilities strictly in a safe manner, as per the norms of Dilli Haat and statutory authorities. The Licensee shall be responsible for routine upkeep of its equipment and shall ensure that no unsafe wiring, overloading, or hazardous practices are adopted.

### **10.8 Cleanliness, Waste Management and Environmental Compliance**

The Licensee shall ensure daily cleaning of the stall area and proper segregation and disposal of wet/dry waste as per Dilli Haat norms and environmental guidelines. Use of banned single-use plastics shall be strictly avoided where prohibited. The Licensee shall ensure that the surrounding area remains clean and free from litter attributable to its operations.

### **10.9 Coordination with BSTDC and Inspections**

The Licensee shall extend full cooperation to BSTDC/RC Office/Dilli Haat administration during inspections and shall promptly rectify any deficiencies pointed out. The Licensee shall maintain records/registers as required (stock, sanitation, pest control, staff attendance, etc.) and produce the same upon request.

### **10.10 Complaints and Grievance Redressal**

  
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The Licensee shall put in place a basic mechanism to address customer complaints promptly and shall take immediate corrective action. Serious complaints relating to hygiene, overcharging, misbehaviour, or quality shall be treated as material issues and may attract penalties/termination as per the tender/licence conditions.

## **11. RESTRICTIONS**

### **11.1 No Sub-letting / Transfer / Franchising**

The Licensee shall not sub-let, assign, transfer, franchise, or part with possession or operational control of the stall, in whole or in part, to any third party under any arrangement whatsoever (including partnership, revenue sharing, management contract, agency, or any similar arrangement). Any breach shall be treated as a material violation and shall render the licence liable to termination.

### **11.2 No Structural Alterations / Modifications**

The Licensee shall not carry out any structural alteration, addition, demolition, drilling, civil work, or modification of the stall/premises, including changes to electrical fittings, exhaust systems, flooring, partitions, signage placement, or any permanent fixture, without prior written approval of the Competent Authority and Dilli Haat administration wherever applicable. Any unauthorised alteration shall be removed at the Licensee's cost and risk, without prejudice to termination and recovery of damages.

### **11.3 Restriction on Items Sold / Prohibited Items**

The Licensee shall sell only those food items and permitted tourism-oriented offerings that are consistent with the stated objective of promoting Bihar cuisine and tourism, and as per applicable Dilli Haat norms. Sale of any prohibited or restricted items, including any item banned by law or by Dilli Haat/municipal authorities, shall be strictly forbidden. Overcharging, sale of adulterated/unsafe food, or sale of items without proper labelling/authorisation shall be treated as a serious breach.

### **11.4 Plastics and Environmental Compliance**

The use of single-use plastic items, plastic carry bags, plastic cutlery, straws, thermocol (if prohibited), or any other banned material shall strictly comply with applicable environmental laws and directions of competent authorities and Dilli Haat administration. The Licensee shall adopt eco-friendly alternatives and ensure proper waste segregation and disposal as per prescribed norms.

### **11.5 No Hazardous / Unauthorised Practices**


Use of unsafe cooking practices, unauthorised LPG cylinders, unsafe electrical wiring/overloading, open flames in prohibited areas, or storage of inflammable materials beyond permissible limits shall not be allowed. The Licensee shall comply with fire safety and electrical safety requirements at all times.

### **11.6 No Misuse of Premises / Nuisance**

The Licensee shall not use the premises for any activity that causes nuisance, obstruction, noise disturbance, crowd mismanagement, or inconvenience to visitors or neighbouring stalls. Any activity bringing disrepute to BSTDC / Government of Bihar shall be treated as a material breach.

### **11.7 Signage and Branding Control**

No signage, banners, advertisements, promotional displays, loud audio announcements, or branding material shall be installed/displayed except as permitted under BSTDC branding guidelines and Dilli Haat norms. Unauthorised branding shall be removed immediately at the Licensee's cost.

  
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## 12. TERMINATION

### 12.1 Right to Terminate

#### a) Termination without cause (at convenience):

At any time, without assigning any reason, by issuing a written termination notice to the Licensee.

#### b) Termination for default / breach:

In case of breach of any licence/tender conditions, including but not limited to: non-compliance with hygiene and food safety norms, sale of prohibited items, misbehaviour with visitors, violation of Dilli Haat/MCD/FSSAI/Fire Safety norms, unauthorised subletting, or any act/omission bringing disrepute to BSTDC / Government of Bihar.

#### c) Termination for non-payment:

In case of failure to pay licence fee or any other dues (including utilities, penalties, charges) within the stipulated time, or in case of repeated delay/default.

#### d) Administrative exigency / policy reasons:

- i) In case of termination without cause, BSTDC/RC Office shall ordinarily give thirty (30) days' written notice.
- ii) In case of default/breach/non-payment, BSTDC/RC Office may terminate with immediate effect for serious/material breaches (including safety, hygiene, legality, or public interest issues), or may issue a notice providing a reasonable cure period, as deemed fit.
- iii) Termination may be immediate in cases involving safety, hygiene, legality, public interest, or serious misconduct, without prejudice to other remedies.

### 12.2 Notice Period and Immediate Termination

- i) BSTDC/RC Office may, depending on the nature of default, terminate the licence with immediate effect or with such notice period as it may deem fit.
- ii) In cases involving safety, hygiene, legality, public interest, or serious misconduct, termination may be immediate without prejudice to other remedies.

### 12.3 No Compensation / No Claim

Upon termination, the Licensee shall not be entitled to any compensation, damages, loss of profit, or reimbursement of expenses under any head whatsoever. The Licensee shall have no right to seek any injunction, stay, or restraining order against BSTDC/RC Office in relation to termination.


### 12.4 Handover and Vacation of Premises

Upon termination/expiry, the Licensee shall vacate the premises forthwith and hand over the stall peacefully in a clean and usable condition. Any materials/stock/equipment left behind may be removed/cleared at the risk and cost of the Licensee. BSTDC/RC Office shall be entitled to recover costs/damages from the Security Deposit and/or by other lawful means.

### 12.5 Consequential Action

Termination shall be without prejudice to BSTDC/RC Office's right to:

- forfeit EMD/Security Deposit (as applicable),
- recover outstanding dues, damages, or penalties,
- blacklist/debar the Licensee as per applicable rules, and/or
- take any other action permissible under law.

  
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## 13. NO RIGHT / NO EQUITY / NO TENANCY

### 13.1 Licence Nature

The permission granted under this tender shall be a mere licence to operate the stall and shall not be construed as a lease, tenancy, easement, or transfer of any right, title or interest in the premises.

### 13.2 No Tenancy or Protection under Rent Laws

The Licensee shall not claim any protection under rent control laws or any tenancy-related statute. The Licensee shall have no right to continue in occupation after expiry/termination.

### 13.3 No Preferential Right / No Legitimate Expectation

Participation in the tender process, issuance of licence, or continuation of operations shall not confer any preferential right for renewal/extension or for any future allotment. The Licensee shall not claim any legitimate expectation, equity, or right of continuation on any ground whatsoever.

### 13.4 No Estoppel Against BSTDC/RC Office

No act, omission, tolerance, waiver, delay, or acceptance of payments by BSTDC/RC Office shall be deemed to create any estoppel or confer any permanent right in favour of the Licensee. Any waiver, if granted, shall be in writing and shall be limited to the specific instance only.

### 13.5 Independent Obligations

All statutory compliances, permissions, and renewals required for operations shall remain the sole responsibility of the Licensee and shall not create any obligation on BSTDC/RC Office.

## 14. DISPUTE RESOLUTION

### 14.1 Amicable Resolution

In the event of any dispute, difference, or claim arising out of or relating to the tender process, award, licence agreement, operations, or termination, the parties shall, in the first instance, attempt to resolve the matter amicably through mutual discussion.

### 14.2 Administrative Decision

For administrative and operational matters (including interpretation of tender conditions, compliance issues, penalties, service standards, and operational directions), the decision of the Managing Director, BSTDC, or an officer authorised by Resident Commissioner, shall be final and binding, subject to applicable law.

### 14.3 Jurisdiction

Subject to the above, all disputes shall be subject to the exclusive jurisdiction of competent courts at Patna, Bihar only. The Licensee shall not initiate proceedings in any other court/tribunal/forum.


### 14.4 Continuity of Service During Dispute

Pending resolution of any dispute, the Licensee shall continue to perform its obligations without interruption, unless directed otherwise by BSTDC/RC Office. Failure to continue performance may be treated as breach and may lead to termination.

## 15. SUBMISSION OF TENDER

- Two-bid system:
  - Technical Bid
  - Financial Bid
- Both bids to be sealed separately and superscribed clearly.

## 16. RIGHTS OF THE AUTHORITY

  
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The Resident Commissioner Office / BSTDC reserves the right to:


- Accept or reject any or all bids,
- Modify tender conditions,
- Cancel the tender process at any stage without assigning reasons.

## 17. DECLARATION BY BIDDER

The bidder shall submit a signed declaration confirming unconditional acceptance of all terms and QCBS methodology.

**Issued by:**

**Resident Commissioner Office, Bihar Bhawan, New Delhi**  
*(On behalf of Bihar State Tourism Development Corporation Ltd.)*



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## ANNEXURE – A

### TECHNICAL BID CHECKLIST (QCBS – 60:40)

(For Operation of BSTDC Stall No. 14 at INA Dilli Haat, New Delhi)

Important Instructions to Bidders:

1. All documents listed below are mandatory unless specifically stated otherwise.
2. Non-submission of mandatory documents shall render the bid technically non-responsive.
3. Documents shall be self-attested and arranged strictly in the order of this Annexure.
4. Technical evaluation shall be carried out under the QCBS (60:40) method as per marks allocation indicated herein.
5. Only bidders securing the minimum qualifying technical score shall be considered for opening of Financial Bids.

#### A. Bidder's Basic Information (*Mandatory – No Marks*)

Sl. No.	Particulars	Details
1	Name of Bidder / Firm	
2	Legal Status (Proprietorship / Partnership / LLP / Company)	
3	Registration No. & Date	
4	Registered Office Address	
5	Correspondence Address	
6	Name & Designation of Authorised Signatory	
7	Mobile Number	
8	Email ID	


#### B. Mandatory Statutory & Eligibility Documents (*Mandatory – No Marks*)

Sl. No.	Document	Submitted (Yes/No)
1	PAN Card	
2	GST Registration Certificate	
3	Valid FSSAI Registration / Licence	
4	Proof of Legal Status (Registration Certificate / Deed / MOA & AOA)	
5	Earnest Money Deposit (EMD)	
6	Cancelled Cheque (Bank Details)	

#### C. Technical Evaluation Criteria (Total = 60 Marks)

##### C1. Experience in Food Operations (Max: 15 Marks)

Particulars	Marks
Minimum 3 years' experience	8

  
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More than 3 years (additional relevance & scale)	7
Total	15

**Supporting documents: Work orders / agreements / completion certificates**

**C2. Experience at Public / Tourism / Institutional Locations (Max: 15 Marks)**

Particulars	Marks
Operation at tourism / public / institutional premises	10
Operation at high-footfall or government locations	5
Total	15

**C3. Proposed Menu & Bihar Cuisine Representation (Max: 10 Marks)**

Aspect	Marks
Authentic Bihar cuisine representation	5
Variety, tourism appeal & cultural relevance	5
Total	10

**C4. Hygiene, Food Safety & Quality Control Plan (Max: 8 Marks)**

Aspect	Marks
Food safety SOPs & compliance	4
Cleanliness, storage & waste handling	4
Total	8

**C5. Staffing & Service Standards (Max: 4 Marks)**

Aspect	Marks
Adequacy & training of staff	2
Behavioural & service standards	2
Total	4

**C6. Sustainability & Waste Management Practices (Max: 3 Marks)**

Aspect	Marks
Waste segregation & disposal	2
Eco-friendly practices	1
Total	3



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## C7. Financial Capacity / Turnover Requirement (Max: 5 Marks) – Marking Slab

Basis: Average Annual Turnover for the last three (03) financial years, supported by audited financial statements and/or CA-certified turnover certificate.

Average Annual Turnover (Last 3 FYs)	Marks (out of 5)
Less than ₹25.00 lakh	Disqualified (Technically Non-Responsive)
₹25.00 lakh to < ₹40.00 lakh	3
₹40.00 lakh to < ₹60.00 lakh	4
₹60.00 lakh and above	5

Note: Turnover shall be considered exclusive of GST, wherever applicable, and the decision of the Evaluation Committee based on submitted documentary proof shall be final.

*Supporting documents: Audited financial statements for last 3 FYs and/or CA-certified turnover certificate.*

**TOTAL TECHNICAL MARKS = 60**

**Minimum qualifying technical score: 40 out of 60**

## D. Declarations & Undertakings (Mandatory – No Marks)

Sl. No.	Declaration	Submitted
1	Not blacklisted by any Govt./PSU	
2	Compliance with Dilli Haat, MCD, FSSAI, Fire Safety norms	
3	Acceptance of QCBS (60:40) methodology	

## E. Authorisation Documents (Mandatory)

Sl. No.	Document	Submitted
1	Power of Attorney / Authorisation Letter	
2	Specimen Signature	

## F. Technical Bid Declaration


I/We certify that all information furnished is true and correct. I/We understand that misrepresentation shall lead to rejection of the bid and forfeiture of EMD.

Name of Bidder: \_\_\_\_\_

Authorised Signatory: \_\_\_\_\_

Signature & Seal: \_\_\_\_\_


Date: \_\_\_\_\_ Place: \_\_\_\_\_



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## G. For Office Use Only (Technical Evaluation Committee)

Particulars	Remarks
Technical Bid Responsive	Yes / No
Marks Awarded (out of 60)	
Qualified for Financial Bid	Yes / No
Committee Observations	



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# ANNEXURE – B

## FINANCIAL BID (BOQ)

(QCBS – 60 : 40)

For Operation of BSTDC Stall No. 14 at INA Dilli Haat, New Delhi

### IMPORTANT INSTRUCTIONS TO BIDDERS

1. The Financial Bid shall be submitted strictly in this prescribed BOQ format only.
2. The Financial Bid shall be submitted in a separate sealed envelope marked “*Financial Bid – Annexure B*”.
3. The quoted rate shall be exclusive of GST and all other statutory taxes, which shall be borne by the Licensee.
4. No conditions, assumptions, or deviations shall be included in the Financial Bid.
5. Financial Bids of only technically qualified bidders shall be opened and evaluated.
6. Any overwriting/correction shall be duly signed by the authorised signatory.

### SCHEDULE OF RATES (BOQ)

Sl. No.	Description	Unit	Rate Quoted by Bidder
1	Monthly Licence Fee for operation of BSTDC Stall No. 14 at INA Dilli Haat, New Delhi	Per Month	₹ _____ (in figures)
			Rupees _____ only (in words)


### ESCALATION CLAUSE

From the 13th month onwards, the Monthly Licence Fee shall stand enhanced by 2% per annum (on cumulative basis), or such higher rate (not exceeding 5% per annum) as may be decided by BSTDC/RC Office, without creating any precedent.

1. The Monthly Licence Fee quoted by the successful bidder shall remain fixed for the first twelve (12) months from the date of commencement of the licence.
2. RC Office/BSTDC reserves the right to revise, defer or waive the escalation for any particular year without assigning any reason and without creating any precedent.
3. The escalation shall be automatic and shall not require any amendment to the Licence Agreement.

### PAYMENT TERMS

1. The Monthly Licence Fee (including escalated amount, if applicable) shall be payable in advance, on or before the 7th day of each month.
2. Delay or default in payment shall attract penal action as per tender/licence conditions and may result in termination of licence.

  
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## EVALUATION NOTE (QCBS)

1. The Financial Bid shall be evaluated for QCBS Financial Scoring (40 marks) as per Annexure–C.
2. Financial Score shall be computed using the prescribed formula and combined with the Technical Score (60 marks) to arrive at the QCBS Combined Score.

## DECLARATION BY THE BIDDER

I/We hereby declare that the above Financial Bid has been submitted after carefully reading and understanding all the terms and conditions of the Tender Document and the QCBS (60:40) methodology. I/We agree to abide by the same without any reservation.

Name of Bidder: \_\_\_\_\_

Authorised Signatory: \_\_\_\_\_

Signature & Seal: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

## FOR OFFICE USE ONLY

Particulars	Details
Monthly Licence Fee Quoted	₹ _____
Financial Score (out of 40)	_____
Remarks	_____

  
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New Delhi 110021

# ANNEXURE – C

## FINANCIAL SCORING FORMULA (QCBS – 40 MARKS)

*(For Operation of BSTDC Stall No. 14 at INA Dilli Haat, New Delhi)*

### 1. General

1. Financial evaluation shall be carried out only for those bidders who qualify the Technical Bid by securing the minimum qualifying technical score as prescribed in the Tender Document.
2. The Financial Bid shall be opened after completion of Technical Evaluation and approval of the Technical Evaluation Committee's recommendations.
3. Financial scoring shall be done strictly in accordance with the QCBS (60:40) methodology.

### 2. Basis of Financial Evaluation

1. Bidders shall quote a Monthly Licence Fee (exclusive of GST and other statutory taxes) in the prescribed BOQ format.
2. The quoted Monthly Licence Fee shall be the sole financial parameter for evaluation.
3. Conditional or incomplete Financial Bids shall be treated as non-responsive.

### 3. Financial Scoring Formula

The Financial Score (F) for each technically qualified bidder shall be calculated using the following formula:

$$F = (\text{Lowest Financial Quote}(L) / \text{Bidder's Quote}(Fi)) \times 40$$

Where:

- F = Financial Score of the bidder (out of 40)
- L = Lowest Monthly Licence Fee quoted among technically qualified bidders
- Fi = Monthly Licence Fee quoted by the concerned bidder

### 4. Rounding Off

- Financial Scores shall be rounded off to two decimal places.
- In case of identical Financial Scores, the bidder with the higher Technical Score shall be ranked higher.

### 5. Combined QCBS Score


The Final QCBS Score shall be calculated as:

$$\text{Final Score} = \text{Technical Score (Q) (out of 60)} + \text{Financial Score (F) (out of 40)}$$

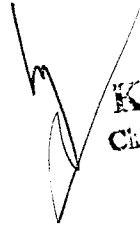
The bidder securing the highest combined QCBS score shall be ranked L-1 (QCBS) and considered for award of licence, subject to approval of the Competent Authority.

### 6. Rights of Resident Commissioner Office.

The Resident Commissioner reserves the right to:

  
Kumar Digvijay  
Chief Administrative Officer  
Bharat Bhawan  
New Delhi-110001

- Reject abnormally low or high financial quotes,
- Seek clarification from bidders (without permitting change in quoted rates),
- Cancel the tender process at any stage without assigning any reason.

  
**Kumar Digvijay**  
Chief Administrative Officer  
Bihar Bhawan  
New Delhi-110021