



**THE HARYANA STATE COOPERATIVE SUPPLY AND MARKETING  
FEDERATION LIMITED CORPORATE OFFICE,  
SECTOR 5, PANCHKULA HARYANA (INDIA)**

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**Web-site: [www.hafed.gov.in](http://www.hafed.gov.in)**



**Short Term e-Tender notice for inviting Professional experienced Service Provider/ Contractor/ Firms for Operation and Maintenance of Hafed Turmeric Powder, Turmeric Oil, Spices plant, 100 MT Cold Store and lab at Radaur, District Yamuna Nagar (Haryana) for one year.**

Hafed invites short term e-Tenders from Professional experienced Service Provider / Contractors/ Firms for successfully running of Hafed Turmeric & Spices processing plant and Essential Oil extraction plant having operations like grinding of multi spices, shredding of turmeric finger, Production of Turmeric Oil & Multi Spices Powder, Packing of final products in multi pouches & bottles and all the labour operations etc. along with running of 100 MT Cold Store of Hafed Turmeric Plant located at Radaur and to undertake work including repair and maintenance during operation for one year from the date of award letter and extendable with mutual consent for further period of one year depending on the performance evaluation by Hafed and approval of the competent authority. The tender document containing details of scope of work, eligibility criteria, and other terms & conditions is available on portal <https://etenders.hry.nic.in> or at Hafed Website [www.hafed.gov.in](http://www.hafed.gov.in). The online tender document must be accompanied with the EMD of Rs. 50,000/-. The bidders have to submit their tender documents through e-Tender portal as per dates given in the tender document. All bidders are required to get registered on e-tendering portal & obtain Digital Signature from NIC office. The technical bid will be opened on **03.01.2025** at Hafed Corporate Office, Sector-5, Panchkula. The financial bid will be opened / considered of only those bidders who are found technically eligible. The date of opening of financial bids will be informed accordingly. All the bidders are requested to be present at the time of opening of the tender for negotiations. Hafed reserves the right to accept/reject any/all the tenders without assigning any reason whatsoever.

**MANAGING DIRECTOR,  
HAFED, PANCHKULA**

### **Detailed Notice Short term e-tender**

Hafed invites E-Tenders from Professional experienced Service Provider / Contractors/ Firms for deployment of skilled and unskilled labour and also qualified technical experts for successfully running of Hafed Turmeric & Spices Processing Plant and Essential Oil extraction plant having operations like grinding of multi spices, shredding of Turmeric Finger, production of Turmeric Powder, Turmeric Oil, multi spices & whole spices along with running of 100 MT Cold Store and to undertake work including repair and maintenance during operation for one year from the date of award letter and extendable for one year by Hafed on the request of the party and depending upon the performance and approval of the competent authority in single stage two cover system i.e. request for Technical Bid (online bid under Technical Envelope) and request for Financial Bid (comprising of price bid Proposal under online available Commercial Envelope):-

<b>S N</b>	<b>Name of Work</b>	<b>EMD to be deposited</b>	<b>Tender Document Fees and E-services fees</b>
1.	<b>Labour contract for Operations &amp; maintenance of grinding of multi spices, shredding of turmeric finger, Production of Turmeric powder, turmeric oil, multi spices and whole spices, repair &amp; maintenance, and operation along-with packaging of final Products in multi pouches and bottles along with running and maintenance of 100 MT Cold Store and Lab .</b>	Rs. 50,000 /- (Rs. Fifty Thousand only)	Rs. 2,000/- (non-refundable)

- The payment for Tender Document Fee and Processing Fee shall be made by the bidders online directly through Debit Cards & Internet Banking Accounts and the payment for EMD can be made online directly through RTGS/NEFT or OTC Please refer to Online Payment Guideline" available at the Single e-Procurement portal of Govt. of Haryana and also mentioned under the Tender Document.**
- Intending bidders will be mandatorily required to online sign-up (create user account) on the website <https://etenders.hry.nic.in> to be eligible to participate in the e-Tender. **The bidder will be required to make online payment of required EMD in due course of time. The intended parties fail to pay EMD fee under the stipulated time frame shall not be allowed to submit his/her bids for the respective event/Tenders.**
- The interested bidders must remit the funds at least T+1 working day (Transaction + One Day) in advance as given under Key Dates **and make payment via RTGS/NEFT or OTC to the beneficiary account number specified under the online generated challan. The intended bidder/agency thereafter will be able to successfully verify their payment online, and submit their bids on or before the expiry date & time of the respective events/Tenders at**<https://etenders.hry.nic.in>

4. The interested bidders shall have to pay mandatorily Processing Fee of Rs. 1,000/- and document fee of Rs. 1,000/- (both are non-refundable) online by using the service of secure electronic gateway. The secure electronic payments gateway is an online interface between bidders & online payment authorization networks. The payment for document fee (Rs.1,000/-) and Processing Fee (Rs.1,000/-) can be made by eligible bidders online directly through Debit Cards & Internet Banking. The interested bidders must remit the funds at least T+1 working day (Transaction + One Day) in advance before the expiry date & time of the respective events. And make payment via RTGS/NEFT to the beneficiary account number specified under the online generated challan. The Bidders can submit their tender documents (Online) as per the dates mentioned in the key dates:

#### **Key Dates**

<b>S N</b>	<b>Particulars</b>	<b>Date &amp; Time</b>
1	Downloading of Tender Document / Online Bid Preparation.  Online directly transfer of funds of Rs.2,000/- through online directly through Debit Cards & Internet Banking Accounts. (Tender document fee Rs.1,000/- and Processing Fee Rs.1,000/-) and required EMD of Rs.50,000/-(Rs. Fifty Thousand only)	<b>19.12.2024 from 05:00 PM</b>  <b>Upto 02.01.2025 by 04:00 PM</b>
2	Submission of online Bid	<b>19.12.2024 from 05:01PM</b> <b>Upto 03.01.2025 by 11:00 AM</b>
3	Opening of Technical Bid	<b>03.01.2025 at 11:30 AM</b>
4	submission of additional / supporting documents manually if required by Hafed.	<b>03.01.2025 at 02.45 PM</b>
5	Opening of Financial Bid	<b>03.01.2025 at 3:15 PM</b>

#### **NOTE:**

**“In case any bidder wants to apply and submit EMD for ONE or MORE ITEMS (except all items) then first he/she click to “EXEMPTION” button and fill the exempted amount then bidder can choose the Items/amount of its EMD for which he/she wants to submitted EMD of offered items. He/she may also upload the details of Items to be quoted in the said tender”.**

#### **Important Note:**

1. The bidders have to complete “Application/Bid Preparation & Submission” stage on scheduled time as mentioned above. If any bidder failed to complete his/her aforesaid stage in the stipulated online time schedule for this stage, his/her Application/bid status will be considered as “Applications/bids not submitted”.
2. Bidder must confirm & check his/her Application/bid status after completion of his/her all activities for e-bidding.

3. Bidder can rework on his/her bids even after completion of “Application/Bid Preparation & submission stage” (Application/Bidder Stage), subject to the condition that the rework must take place during the stipulated time frame of the Applicant/Bidder Stage.

**INSTRUCTIONS TO BIDDER ON ELECTRONIC TENDERING SYSTEM**

**These conditions will over-rule the conditions stated in the tender documents, wherever relevant and applicable.**

1. **Registration of bidders on e-Procurement Portal:**

All the bidders intending to participate in the tender's process online are required to get registered on the centralized e-Procurement Portal i.e. <https://etenders.hry.nic.in> Please visit the website for more details.

2. **Obtaining a Digital Certificate:**

The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.

A Digital Certificate is issued upon receipt of mandatory identity (i.e. Applicant's PAN Card) and Address proofs and verification form duly attested by the Bank Manager / Postmaster / Gazetted Officer. Only upon the receipt of the required documents, a digital certificate can be issued. For more details, please visit the website – <https://etenders.hry.nic.in>

The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub certifying Authority authorized by the Controller of Certifying Authorities or may obtain information and application format and documents required for the issue of digital certificate from.

The bidder must ensure that he/she comply by the online available important guidelines at the portal <https://etenders.hry.nic.in> for Digital Signature Certificate (DSC) including the e- Token carrying DSCs.

Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation. In case, during the process of a particular tender, the user loses his digital certificate (due to virus attack, hardware problem, operating system, or any other problem) he will not be able to submit the bid online. Hence, the users are advised to keep a backup of the certificate and also keep the copies at safe place under proper security (for its use in case of emergencies).

In case of online tendering, if the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate/power of attorney /lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

In case of any change in the authorization, it shall be the responsibility of management / partners of the firm to inform the certifying authority about the change and to obtain the digital signatures of the new person / user on behalf of the firm / company. The procedure for application of a digital certificate however will remain the same for the new user.

The same procedure holds true for the authorized users in a private/Public limited company. In this case, the authorization certificate will have to be signed by the directors of the company.

3. **Pre-requisites for online bidding:**

In order to operate on the electronic tender management system, a user's machine is required to be set up. A help file on system setup/Pre-requisite can be obtained from NIC or downloaded from the home page of the website - <https://etenders.hry.nic.in> the link for downloading required java applet & DC setup are also available on the Home page of the e- tendering Portal.

4. **Online Viewing of Detailed Notice Inviting Tenders:**

The bidders can view the detailed N.I.T and the time schedule (Key Dates) for all the tenders floated through the single portal e-Procurement system on the Home Page at <https://etenders.hry.nic.in>.

5. **Download of Tender Documents:**

The tender documents can be downloaded free of cost from the e-Procurement portal <https://etenders.hry.nic.in>

6. **Key Dates:**

The bidders are strictly advised to follow dates and times as indicated in the online Notice Inviting Tenders. The date and time shall be binding on all bidders. All online activities are time tracked and the system enforces time locks that ensure that no activity or transaction can take place outside the start and end dates and the time of the stage as defined in the online Notice Inviting Tenders.

7. **Online Payment of Tender Document Fee, Processing fee & EMD fees & Bid Preparation & Submission (Technical & Commercial/Price Bid):**

**Online Payment of Tender Document Fee + Processing fee:** The online payment for Tender document fee, Processing Fee & EMD can be done using the secure electronic payment gateway. The Payment for Tender Document Fee and Processing Fee shall be made by bidders/Vendors online directly through Debit Cards & Internet Banking Accounts and the Payment for EMD shall be made online directly through RTGS / NEFT & OTC.

The secure electronic payments gateway is an online interface between lessees and Debit card / online payment authorization networks.

### **PREPARATION & SUBMISSION OF online APPLICATIONS/BIDS:**

- (i) Detailed Tender documents may be downloaded from e-Procurement website **<https://etenders.hry.nic.in>** and tender mandatorily be submitted online following the instruction appearing on the screen.
- (ii) Scan copy of Document to be submitted / uploaded for Technical bid under online Technical Envelope. The required documents (refer to DNIT) shall be prepared and scanned in different file formats (in PDF/JPEG/MS WORD format such that file size is not exceed more than 10 MB) and uploaded during the on-line submission of Technical Envelope.
- (iii) **FINANCIAL or Price Bid PROPOSAL shall be submitted mandatorily online under Commercial Envelope and original not to be submitted manually**

#### **8. ASSISTANCE TO THE BIDDERS**

For queries on Tenders Haryana Portal, Kindly Contact

Note: Bidders are requested to kindly mention the URL of the portal and Tender ID in the subject shield emailing any issue along with the contact detail. For any issue/clarification relating to the Tender (s) published kindly contact the respective tender Inviting Authority.

[Tel:-0120-4200462,0120-](tel:0120-4200462)

[4001002](tel:4001002) Mobile:88262-46593

Email:-support.etender@nic.in

For any technical related queries please call at 24x7 Help Desk

number0120-4001002,0120-4200462,0120-4001005,120-6277787

For support related to Haryana Tenders in addition to help desk you may also contact onemail ID eproc.nichry@yahoo.com, [Tel:0172-2700275](tel:0172-2700275)

#### **Timing:**

Technical support assistance will be available over telephone Monday to Friday (9:00 AM to 5:00 PM)

(Helpdesk Support in team shall not be contracted for online bidding on behalf of the contractors)

**Note:** Contact e-Procurement helpdesk on or before prior to 4 hours of the scheduled closing date

and time of respective e-tendering event. Also, for queries related to e-payment of EMD kindly contact the helpdesk at least two days prior to closing date and time of the respective event.

Intended bidders mandatorily required to register their queries if there is any pertaining to the online bidding and the single e-Procurement portal at email address:-<https://etenders.hry.nic.in>

**NOTE:-**

- (A) Bidders participating in online tenders shall check the validity of his/her Digital Signature Certificate before participating in the online Tenders at the portal <https://etenders.hry.nic.in>
- (B) For help manual please refer to the „Home Page“ of the e-Procurement website at <https://etenders.hry.nic.in>, and click on the available link „How to...? “ to download the file.

**(Online Payment Guidelines)**

**Guideline for Online Payments at e-Procurement Portal of Government of Haryana.**

Post registration, bidder shall proceed for bidding by using both his digital certificates (one each for encryption and signing) & Password. Bidder shall proceed to select the event/Tenders he is interested in. On the respective Department's page in the e-Procurement portal, the Bidder would have following options to make payment for tender document fee + Processing fee & EMD:

- A. Debit Card
- B. Net Banking
- C. RTGS/NEFT or Over the Counter (OTC)

**Operative Procedures for Bidder Payments**

**A) Debit Card**

**The procedure for paying through Debit Card will be as follows:**

- (i) Bidder selects Debit Card option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount and the card charges to be paid by bidder. The portal also displays the total amount to be paid by the bidder.
- (iii) Bidder clicks on “Continue” button.
- (iv) The e-Procurement portal takes the bidder to Debit Card payment gateway screen.
- (v) Bidder enters card credentials and confirms payment.
- (vi) The gateway verifies the credentials and confirms with “successful” or “failure” message, which is confirmed back to e-Procurement portal.
- (vii) The page is automatically routed back to e-Procurement portal.
- (viii) The status of the payment is displayed as “successful” in e-Procurement portal.
- (ix) In case of successful payment, a success message along with unique transaction ID is passed on to e-Procurement system. The e-tendering portal shall store the unique transaction number in its database along with the date and timestamp.
- (x) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

## **B) Net Banking**

**The procedure for paying through Net Banking will be as follows:**

- (i) Bidder selects Net Banking option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount to be paid by bidder.
- (iii) Bidder clicks on "Continue" button.
- (iv) The e-Procurement portal takes the bidder to Net Banking payment gateway screen displaying list of Banks.
- (v) Bidder chooses his / her Bank.
- (vi) The Net Banking gateway redirects Bidder to the Net Banking page of the selected Bank.
- (vii) Bidder enters his account credentials and confirms payment
- (viii) The Bank verifies the credentials and confirms with "successful" or "failure" message to the Net Banking gateway which is confirmed back to e-Procurement portal.
- (ix) The page is automatically routed back to e-Procurement portal.
- (x) The status of the payment is displayed as "successful" in e-Procurement portal.
- (xi) In case of successful payment, a success message along with unique transaction ID is passed on to e-Procurement system. The e-Procurement portal shall store the unique transaction number in its database alongwith the date and timestamp.
- (xii) The e-Procurement portal allows Bidder to process another payment attempt in case payments are not successful for previous attempt.

## **C) RTGS/ NEFT**

This solution shall also allow the bidder to make the EMD payment via RTGS/NEFT this shall add to the convenience of those bidders who are not conversant to use net banking option to make the transaction.

Using this module, bidder would be able to pay from their existing bank account through RTGS/NEFT. This would offer a wide reach for more than 1,10,000 bank branches and would enable the bidder to make the payment from almost any bank branch across India.

- I. To choose the payment of EMD, the bidder clicks on RTGS/NEFT payment option.
- II. Upon doing so, the e-Procurement portal will redirect the bidder to a page where it will generate a Challan.
- III. This Challan shall include the beneficiary (virtual) account number and other details like beneficiary IFSC code each.

### **RTGS / NEFT Payment Procedure**

The bidder shall be required to take a print of the challan and make the RTGS / NEFT on the basis of the virtual account number period on the challan. This provision will ensure that number confidential details regarding the bidder or tender are disclosed to the bank while remitting the RTGS/NEFT.

The bidder would remit the fund at least one day in advance to the last day and make the payment via RTGS/NEFT to the beneficiary account number as mention in the challan. SBI Bank shall receive this amount and credit the payment gateway service provider intermediary Department/PSUs Escrow Security Deposit account post validating the first part of the beneficiary account number, i.e., the client code only, In case of validation of client code is not successful, the bank shall return the fund and not credit the Tec process intermediary Department/PSUs Escrow Security Deposit A/c.



#### **D) Over the Counter (OTC)**

This solution shall allow the bidder having account with SBI bank, to make the payment from any CMS enabled Branch of SBI Bank in India. Bidders can make the payment via cash (if amount is ≤[49,999]), Demand Draft or SBI Bank Cheque. The procedure for paying through OTC mode is as follows:

- (i) Bidder selects over the counter remittance option in e-Procurement portal.
- (ii) The e-Procurement portal displays the amount to be paid. The bidder chooses the bank account number for refund of the amount.
- (iii) Bidder clicks on “Continue” Button.
- (iv) The e-Procurement portal displays the details of payment. The Bidders click on “Print Challan” and print the OTC Challan.
- (v) Bidder submits the OTC Challan at the counter of any designated bank of SBI Bank with Cash/Demand Draft/SBI Bank Cheque (Payment in Cash is allowed upto Rs. 49,999/-).
- (vi) SBI bank verifies the URL (format to be discussed and decided) and amount with e-Procurement portal prior to accepting the payment.
- (vii) On successful verification from e-Procurement portal, SBI bank accepts the payment. In case of failure, SBI bank shall return back the OTC challan and payment to the bidder.
- (viii) SBI bank commits the payment transaction (in case of successful verification from e-Procurement portal) and sends the Bank Transaction number (I-Sure Reference Number) online against the URN and Amount.
- (ix) SBI bank will generate receipt for the payment transaction and issues the same to the bidder.
- (x) The e-Procurement system update the bank transaction number against the URN and Amount based on the details sent by SBI bank online prior to generation of the receipt.
- (xi) The status of the payment will be displayed as “verification successful” in e-Procurement Portal when the bidder clicks on the verification option in the portal.
- (xii) Bidder would be required to upload the scan copy of receipt as received from SBI Bank as part of proof in next tender portal before submitting.

#### **TENDER DOCUMENT :**

Tender document for Professional experienced Service Provider / Contractors/ Firms for running of all operations for grinding of multi spices, shredding of Turmeric Finger, production of Turmeric Powder, Turmeric Oil, Multi Spices powder & whole spices, packing of final products in multi pouches and bottles etc. along with running and maintenance of 100 MT Cold Store & Lab of Hafed Turmeric Plant at Radaur and to undertake work including repair and maintenance for one year from the date of award letter and extendable for one year by Hafed on the request of

the party and depending upon the performance of the Contractor and approval of the competent authority.

### **Invitation of Bids**

Hafed invites online bid for selection of Professional experienced Service Provider / Contractors/ Firms for deployment of skilled and unskilled labour and also qualified technical experts for successfully running of all operations for grinding of multi spices, shredding of turmeric finger, production of Turmeric Powder, turmeric oil, multi spices powder & whole spices, packing of final products in multi pouches and bottles etc. along with running of 100 MT Cold Store and Lab of Hafed turmeric plant at Radaur and to undertake work including repair and maintenance for one year from the date of award letter and extendable for one year by Hafed on the request of the party and depending upon the performance and approval of the competent authority.

**Professional experienced Service Provider/ Contractors/ Firms for Plant operational work**

1. Bidder(s) are advised to inspect the plant, study all technical and commercial aspects, instructions, forms, terms & conditions and specifications mentioned in the tender document carefully. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in the rejection of the bid.
2. Bidder(s) will be responsible for compliance of provisions of all type of Taxes/Levies or any other taxes as applicable from time to time
3. The Payment:
  - i) For Tender Document Fee Rs.1000/- (non- refundable)
  - ii) For e-service fees Rs. 1,000/- (non- refundable)
4. **The EMD of Rs.50,000/- (Rs.Fifty Thousand only) may be deposited online only.**
5. The bidder(s) would remit the funds as mentioned under the key dates and make the all payment via Debit Cards / Internet Banking Account/ RTGS / NEFT or OTC to the beneficiary account number as mentioned in the challan.
6. **Procedure for submission of Bids:**

The bids shall be submitted online in two separate envelopes:  
Envelope 1: "Technical Bid"  
The parties/bidders shall upload the required details online in the Technical Bid

Envelope 2: "Commercial Bid"  
The bidders shall quote the prices in price bid format under Commercial Bid.
7. Bidders are mandatorily required to submit the technical and financial bid in the prescribed online format only.
8. **NEGOTIATIONS:**

Negotiations will be held as per Haryana Govt. instructions/guidelines. All the bidders are requested to be present at the time of opening of tender for negotiation.
9. Hafed / Tender Committee reserve the right to reject any/all tenders without assigning any reason whatsoever.
10. Validity of offered / negotiated rates:

The offered / negotiated rates will be valid for 30 days from the date of opening of the tenders.

## **TERMS AND CONDITIONS**

### **1. General Information.**

- (a) The Haryana State Cooperative Supply and Marketing Federation Limited (HAFED) invites E-Tenders from Professional experienced Service Provider / Contractors/ Firms and technical man power supply agency for O & M of its modern Turmeric & Spices processing and Oil extraction plant along with running of 100 MT Cold Store and Lab at Hafed Turmeric plant located at Radaur and to undertake work including repair and maintenance during operation for one year from the date of award letter to the successful bidder(s).
- (b) The capacity of Hafed turmeric processing plant is 3 TPD (input basis), 2TPD multi spices plant and 100 MT cold storage. Besides, that processing and packaging of whole spices may be done as per HAFED'S requirement. The successful bidder/contractor has to operate the plant with capacity utilization of more than 80% or as per the requirement of production of Turmeric powder, oil and multi spices by Hafed. The Plant may be operated three shifts per day/ 24 hours as per requirement of Hafed and minimum 25 working days should be operated in a month or as per Hafed's requirement.
- (c) In case of failure to achieve the above parameter of capacity utilization of plants, Hafed will be at liberty to impose penalty to make up the loss on this account and also can get the work completed at the risk and cost of the bidder/firm/contractor.
- (d) However, in the event of HAFED deciding to cut down production and plant remain non-operational on Hafed part or the capacity utilization of plant is less than 25% of total production capacity in that case, the payment will be made proportionately to 25% the total production capacity of the plant will be made provided that skilled and semi-skilled technical persons remain in the plant.
- (e) The bidder/firm/contractor will be liable to complete the work which will start from unloading and stacking of raw materials in godowns, lifting through weighbridge to the plant, processing in plant for Turmeric powder & oil, Multi spices powder & whole spices, packaging finished products in various sizes pouches and glass bottles or as per requirement of Hafed and loading the packed produce for dispatch in trucks for transportation. The provision/ arrangement of skilled manpower for plant operation including repair and maintenance will be made by the bidder/firm/contractor.
- (f) The spares & consumable required for plant repairs/maintenance, fuel for DG Gen Set and CNG/LPG for boiler will be procured by HAFED and given to the contractor as per the norms.
- (g) The firm/contractor will have to arrange the necessary manpower, technical experts for ensuring daily targeted production in ready to ship pack sizes as per the process flow and specific packaging material given by HAFED.
- (h) The empty Bandana of spices and the bye-products like turmeric water(if viable to Hafed) and the foreign matter will be handed over to HAFED for auction.
- (i) The contractor has to ensure proper trained man power deployment for processing under strict quality parameters fulfilling the relevant FSSAI/ISO 22000:2018 standards and amended from time to time. Hafed will provide SOP's to the contractor for operation & maintenance of the plant.

**Eligibility criteria for the Professional experienced Service Provider /contractor/bidder.**

1. The bidder(s) must have at least 2 years' experience of working as Professional experienced Service Provider / Contractors/ Technology consultant in food processing / multi spices processing plants. Experience in running of Spices plant will be preferred.
  2. The bidder(s) must have valid EPF, ESI registrations.
  3. The bidder(s) must submit a self - certificate / undertaking to the effect that he has not been debarred / blacklisted by any of the Central / State Departments / Agencies as on date of publication of this tender or any criminal case is not registered against the firm or its own partners anywhere in India.
  4. The bidder(s) will have to deposit the EMD of **Rs.50,000/- (Rs. Fifty Thousand only)** online.
  5. The bidder(s) must have a minimum average turnover of at least Rs. 25 Lakh during last 2 years i.e. 2022-23 & 2023-24 for participation in the tender. CA certificate to be attached with their UDIN No.
  6. The bidder(s) will submit last two financial years ITR i.e. 2022-23 & 2023-24.
  7. Bank solvency certificate issued by any scheduled bank.
  8. The bidder(s) must have a valid PAN and GST registration certificate.
  9. The bidder/firm/contractor will ensure that all the provision of the contract labour (Regulation and abolition) Act, 1970 or any other similar latest regulation, ESI, EPF etc. are strictly complied with.
3. **Scope of Work:**
- (a) The scope of work will involve deployment of sufficient manpower to run the daily production capacity of 5 tons entire operational and non-operational works of Hafed Turmeric Powder, oil and multi spices processing plant and additionally processing and packaging of whole spices during the period of agreement.

<b>S N</b>	<b>Scope of work</b>
1	Supply of skilled/ unskilled and qualified technical man power for loading & unloading, production-process, operation and maintenance of Turmeric processing, Oil extraction and multi spices processing Plant like grinding of multi spices, shredding of turmeric finger, Production of turmeric Oil & multi spices powder, packing of final products in bottles & pouches etc and all the labour operations etc. of Hafed Turmeric plant located at Radaur and to undertake work including repair and maintenance during operation for one year. Complete Cold storage operation, repair & maintenance. Complete Utility operations repair & maintenance like Boiler, Cooling Tower, Electrical, plumbing and D.G. Set etc. Running of Lab by maintaining all Lab work i.e. collection of samples of raw/ finished material & its analyses in Hafed Turmeric Plant's Lab including preparation of final analyses report and collection of samples for outside lab also (along with O & M for one year). Sampling bags will be provided by Hafed.

- (b) For smooth functioning/operation of the Plant, overhauling, repair and maintenance of all processing sections, cold storage and utilities section involving all machinery and equipment's including mechanical and electrical and instrumentation work have to be checked & repaired by the party/bidder/contractor.
- (c) The contractor technical team should be capable of preventing maintenance of the plant as per schedules. For major breakdown, the plant/ equipment/ machines should be put back to production within seven days.
- (d) In case materials loss due to lapses/ improper operations and maintenance on the part of the contractors team, contractor will be liable for making Hafed compensated for the actual value of the loss of material.
- (e) If the breakdown requires calling experts from the Machine OEM or sending whole machine to OEM or any workshop, the expense of that will be covered by HAFED. Moreover, If the maintenance work or repairing work require sending machine or part to any workshop or Manufacturer Factory, then that work will be covered by HAFED. However in case any machine/ equipment fall under warranty period in that case Hafed will not make any payment/ expenses for repair of such machine, the transportation charges/ Handling charges if any will be borne by Hafed.
- (f) If the party/contractor fails to deliver the work allotted as per scope and terms & conditions of the tender, Hafed shall get the work executed from any other agency at the risk and cost of the party.  
During contract period the bidder/firm/contractor cannot sublet the Hafed plant contract to another party/firm.
- (g) Hafed officers and teams will be authorized to check and inspect the Plant, the stocks of Raw material, Turmeric Powder, Oil and other spices, final products quality & all the operations being carried out by the bidder at any time. Raw material will be kept at the storage/ cold storage under Hafed" control and will be issued to contractor batch wise.
- (h) In-case, it is found that all the terms & conditions are not being followed by the bidder and for the deviations if any from the terms conditions of the tender document including the quality of the final products (Turmeric powder, turmeric oil, multi spices and whole spices) strict legal action will be taken against the bidder.  
For any deviation/failure on the compliance HAFED will issue notice to the bidder and in case of not receiving any satisfactory answer within time, the work can be got done at the risk & cost of the bidder, legal action can be taken for recovery of the losses if any and the contract can be terminated by Hafed, if it is found that the bidders is not adhering to the terms conditions of the tender.
- (i) The bidder will be fully responsible for the quality of final products (Turmeric powder, turmeric oil, multi spices and whole spices) produced and packaging as per the requirement. HAFED will source the raw material with batch test reports thus, the final output has to comply required quality and analysis of based on raw materials.
- (j) Hafed will be at the liberty for conducting the physical verification of the stocks of Raw material, turmeric and other spices, at plant side where the spices are being processed.
- (k) The successful bidder(s) are required to make into an agreement with the Manager, Hafed Turmeric plant, Radaur for the work of providing of all man power for operations of Hafed Turmeric plant at Radaur on Non Judicial Rs 100/- Stamp Paper within seven days of issuance

of Award letter by Hafed, failing which Security amount will be forfeited and Contract will be cancelled by Hafed.

- (I) The bidder/firm/contractor will ensure proper and required safety of the operation including plant machinery, raw materials (spices & Oil), packaging material, finished/packed products, bardana and complete stock inventory in the premises. The security, watch and ward will be provided by HAFED.
4. **Provision of raw materials.** Hafed will provide raw materials stocks for operation to the bidder/firm/contractor according to the capacity of the plant well in time. The raw materials will be sampled stack wise and will be Source lab tested for various quality parameters. The contractor will seal the samples for testing as per Hafed's requirement.
5. **Capacity Utilization.** Capacity utilization of the Plant of minimum 80% should be achieved by the bidder/firm/contractor. Raw materials, electricity, LPG/CNG, spares, consumables will be provided by Hafed.
6. **AMC Contract** :HAFED will also enter in separate AMC contract for R.O plant, Boiler and other equipment which require AMC, however, service provider will coordinate for ensuring the maintenance of these equipment under Hafed's AMC contract.
7. **Damage to Machinery.** Any damage to machinery during overhauling, repair/ maintenance, and operation, if occurred due to negligence of labour of the bidder/firm/contractor, the same will be recovered from the bidder/firm/contractor.
8. **Arrangements for Spares & Consumable.** The arrangement of spares, tools & tackles and consumables or any other item for completion of the work not mentioned in the tender document will be arranged by the HAFED as per the requirement.
9. **Electricity & Gen Set.** The provision of electricity and Gen Set will be under the aegis of Hafed. Logbook of Gen set running will be maintained by the contractor properly. The inventory of running plant on DG set when the connected line is off from the Grid due to DISCOM, will be maintained by the contractor.
10. **Boiler Operation.** The operation of boiler for the plant will be under the party /contractor, however CNG/ LPG will be provided by Hafed.
11. Any operation which is not indicated above but is required for smooth running of the plant will be made by the bidder/firm/contractor.  
The bidder/firm/contractor has to do the job right  
A) Turmeric oil and powder: -  
handling to raw materials →shredding to turmeric finger→ feeding into cage→feed cage in to charging vessel→ stem feeding and condensing →lift up to cage after complete oil extraction →

Product 1- Turmeric oil	Product 2- Turmeric powder
Separation of oil and water→ store oil into tank → pack oil into various sizes bottle → capping → leak testing → labelling and batch printing → finished goods storage. Packing of turmeric water into various packing sizes, storage and loading into transport.	Put turmeric cake into centrifuge→ store materials into tank→ cake drying process through Dryer→ store dry crushed turmeric into tank→ turmeric grinding process → hold turmeric powder into tank→ packaging as per Hafed requirement→ finished goods storage.
Other utilities process required for operation like boiler, cooling tower etc.	
sampling and testing	sampling and testing as per Hafed requirement

B) Multi spices powder-

handling to raw materials→ cleaning process → feed in to first grinding mill → sieving → feed in to second grinding mill→ sieving → blending or oil mixing → pack spices powder & whole spices into various sizes pouches.

C) Cold storage- operation and ensure regular check-up like maintain temperature, cleaning, power supply etc.

D) Lab- Running, maintenance and operation

12. **Quality Check / Penalty.** The bidder/firm/contractor will ensure that oil and multi spices powder produced in the plant will meet the all quality parameters (export quality) as described by Hafed. Failure of the same will draw penalty and the cost of rejected products (turmeric oil and multi spices powder) will be borne by the Party / Contractor. Hafed will source the raw material with batch test report thus, the final output has to comply required quality and analyses of based on raw materials.
13. Sufficient labour/manpower will be made available for loading/unloading, plant operation, packing section and utilities operation by the bidder/firm/contractor. All the operations are to performed as per the SOP's and standards.
14. **Accommodations for Labourer.**  
All other arrangements for Rent free accommodation, food for the labour/ technical staff etc will be provided by the bidder/firm/contractor. Family and Children are strictly prohibited.
15. **Sale of Turmeric Oil and multi spices.**  
The sale of turmeric oil and multi spices will be made by Hafed. However, the party / contractor can also make Sale of turmeric oil and multi spices under the brand name of Hafed on commission basis (on the rate to be decided by Hafed). In such case, the bidder/firm/contractor will deposit an advance payment to Hafed for the turmeric oil and multi spices to be sold on commission basis. However, the bidder/firm/contractor will ensure that the turmeric oil and multi spices must be sold on sufficient profit to Hafed.
16. **Misc. Terms & Conditions for Bidder(s).**
- a) The successful bidder will have to deposit security amount of Rs 2,00,000/- ( Rupees Two Lakh) within three working days of acceptance of the tender. EMD can also be adjusted against security deposit and will be refunded after successful completion of the contract. No interest will be paid on the security deposit.
  - b) The bidder/firm/contractor will ensure proper safety of Raw materials, turmeric Oil and multi spices stocks, packaging materials, plant machinery and complete inventory in the plant premises. In case of any misuse of inventory/infrastructure and Hafed incur loss in that case the entire loss/cost shall be recovered from the bidder/firm/contractor.
  - c) In case bidder/firm/contractor or his labours is found guilty for any malpractices than the contract can be terminated by Hafed besides forfeiting his security and appropriate action will be taken to recover the losses.
  - d) In case it is established that party / contractor is not making due payment to the labourers then payment can be given to the labourers by Hafed and will be recovered from the amount of Security and this can be considered as a breach in the contractual obligations which can lead to termination of his contract.



- e) Bidder/firm/contractor or their labours/manpower cannot claim any compensation if plant is closed for breakdown, power-cut, strike or any other unforeseen circumstances.
- f) Bidder/firm/contractor will have to provide specific dress, shoes, cap, etc. (as per FSSAI packing / labelling rules 2016 or amended as per the latest amendment) to the labour/manpower who is working in the plant premises.
- g) It will be the responsibility of bidder/firm/contractor to keep the plant neat & clean. He will also provide proper and sufficient manpower for this work.
- h) In the event of failure to meet out the contractual obligations of the bidder/firm/contractor, Hafed reserves the right to terminate the contract at any time and forfeit the security deposit besides taking action for recovery of the losses, after giving termination 15 days' notice.
- i) The insurance of the raw materials, plant and machinery, packing material, complete inventory and all the items in the plant premises etc. will be done by the Hafed, However, the manpower insurance, ESI and PF and all the liabilities will be on Contractor's account and HAFED will not be responsible for any accident and or mis-happening to any workman during O & M.
- j) Complete inventory of Raw materials, plant and machinery, packing material, all the items in the plant premises etc and all other infrastructure will be prepared. The handing over of the plant will be done on the basis of this inventory and similarly the taking over of the plant after expiry of the contract period will be done as per the inventory and all the plant and machinery should be in proper working satisfactory conditions.
- k) During the contract period if Hafed suffers any loss due to damage in plant and machinery, any losses to the raw & final product stocks, packing material, or any kind of Financial loss to Hafed, due to negligence on the part of the service provider or his employees, same will be recovered from the Firm / Contractor by taking all legal actions as per law.
- l) Conditional tender will not be accepted.

17. **Arbitration Clause.**

If any dispute of difference of any kind whatsoever shall arise between the parties in connection with or arising out of this agreement (and whether before or after the termination or breach of this agreement) parties shall promptly and in good faith negotiate with a view to arrive at amicable resolution and settlement. In the event no amicable resolution and settlement is reached within a period of 15 days from the date on which the dispute or difference arose, such dispute of differences shall be referred to a mutually acceptable sole Arbitrator, or upon the failure of the parties to agree upon a sole Arbitrator, either party may get the appointment of Sole Arbitrator from the competent court of governing jurisdiction. The Arbitration proceedings shall be conducted as per the provision of the Arbitration and Conciliation Act and rules made there under. The fees and expenses shall be borne equally by both the parties.

ii. The existence of any dispute of differences or the initiation or continuation of the arbitration proceeding shall not postpone or delay the performance by the parties of their respective obligation pursuant to this agreement. The outcome of the Arbitration shall be binding upon all the parties involved."

**ANNEXURE 1**  
**TECHNICAL BID**

Following documents are to be uploaded in Technical bid for end –to-end operations for oil extraction and Turmeric & spices processing by the firm / companies/Professional experienced Service Provider / Contractors/ Firms for the operations like grinding of multi spices, shredding of turmeric finger, production of turmeric oil & multi spices powder, packing of final products in bottles & pouches and all the labour operations etc. of Hafed turmeric plant located at Radaur:

<b>SN</b>	<b>Documents to be uploaded</b>	<b>Bidders Response (Yes/No)</b>	<b>Document are attached at page No.</b>
1	Copy of proprietor/partnership deed or Co-op Society / company registration certificate/valid license/MSME registration		
2	The bidder(s) must have at least 2 years' experience of working as Professional experienced Service Provider / Contractors/ Technology consultant in food processing / multi spices processing plants. Valid certificate of experience should be attached. Experience in running of Spices plant will be preferred.		
3	Copy of PAN Card		
4	Copy of GST certificate		
5	Copy of ESI registration		
6	Copy of EPF registration		
7	Copy of CA certificate to the effect that have a minimum average turnover of at least Rs.25 Lakh during last 2 years i.e 2022-23& 2023-24 with their UDIN No. for participation in the tender.		
8	Last two financial years ITR i.e. 2022-23 & 2023-24		
9	Self-certificate / undertaking to the effect that he has not been debarred / blacklisted by any of the Central / State Departments / Agencies as on date of publication of this tender or any criminal case is not registered against the firm or its own partners anywhere in India.		
10	Full address detail with mobile no., email ID and Aadhar Card.		
11	Bank solvency certificate issued by any scheduled bank.		
12	Duly audited Balance sheet/profit and loss account of preceding last two financial years/ certificate from CA if balance sheet is not available		
13	Bank statement for the last six months.		
14	Certificate regarding acceptance of all terms & conditions as mentioned in tender document.		

**ANNEXURE-2****Financial Bid**

The bidder/firm/contractor has to submit the Financial Bid as per the below Performa.

Sr. No.	Scope of work for the bidders	Rate Rs. per Quintal (including taxes)
1	<p>Supply of skilled/ unskilled and qualified technical man power for the following jobs(Complete Plant of Turmeric, Spice, Oil, utility section, Cold storage and Lab: Running with complete operations including repair &amp; maintenance for one Year):</p> <ol style="list-style-type: none"> <li>1. Unloading of raw Material of Turmeric Fingers and Spices of various sizes and stacking in the Store room/cold store maintaining as Lot wise storage.</li> <li>2. Production-process for Turmeric Powder and Oil: Quality checking of Turmeric fingers on Inspection Table by taking from Store room and its cleaning, shredding of turmeric finger, Steam Distillation and drying Processing, Production of Turmeric Powder and Turmeric Oil. Packing of Turmeric Powder in 100gm to 500gm packing and Oil in 50 ML, 100 ML, 500 ML &amp; 1000 ML with packing machines, placing of finished product in cartoon box and its lot wise Storage in store room.</li> <li>3. Production-process for Spices Plant: Quality checking of Spices on Inspection Table by taking from Store room Cleaning/grading of Various Spices. Grinding of various Spices, blending, packing with packing Machine in various packing sizes, placing in cartoon box and its lot wise Storage in store room.</li> <li>4. Cleaning and Packaging of whole spices and storage.</li> <li>5. Loading of finished products.</li> <li>6. Production-process for Turmeric Powder Directly: Quality checking of Turmeric fingers on Inspection Table by taking from Store room and its cleaning, Processing of turmeric fingers directly in to pulverizor. Packing of Turmeric Powder in various Packing Sizes of Pouches with machine, placing in Cartoon box and its lot wise Storage in store room.</li> <li>7. Unloading of empty drum from transport and storage</li> <li>8. Filling of turmeric water drum and storage</li> <li>9. Loading of turmeric water drum in to transport means.</li> <li>10. Packing of 15 ML Turmeric Oil manually.</li> <li>11. Packing of Turmeric Powder in 1 kg to 5 kg packing with machine manually.</li> <li>12. Packing of turmeric powder in bulk packing manually</li> </ol>	
	<b>Total Cost</b>	

**Note:**

- 1 The successful bidder will have to paste Bar code on each pouches/bottles/any packing of the finished product and on each master packing of the product.
- 2 The bidders have to operate the Complete Plant of Turmeric, Spice, Oil, utility section, Cold storage and Lab: Running with complete operations including repair & maintenance for one year and they will submit their financial bids accordingly.
- 3 All the liability of man power like ESI, PF, Gratuity and or workman compensation as per the Haryana state Govt. law, will be responsibility of the contractor. Contractor will not employ any child labour and have provision of women workers safety as per the relevant acts. He will comply with all labour law under labour Act.

**Annexure-3****Proposed Turmeric Oil Plant and Powder Plant Processing Details, minimum recovery**

S NO.	Process Steps	Output - %	Weight
1	Dry Turmeric	Input of Dry Turmeric fingers	3000 Kg
2	Crushed Turmeric	95%	2850 kg
3	Turmeric Oil	0.8-1.5%	22.8 to 42.75 Kg
4	Turmeric Powder	70%	1995 Kg
5	Multi spices powder	Process 2 Ton Per day (Raw Materials)	

**Plant Highlight**

Particulars	Description	Unit
Production Time	24	Hours per Day
Number of Shifts	3	Per Day
Days in Year	300	Days
Raw Material	Dry Turmeric finger and other multi spices	
Plant Capacity	Turmeric Oil Extraction Plant of 3 TPD(Input) Turmeric Powder: - 1.99 TPD Cold Store of 100 MT capacity Other multi spices: - 2TPD Whole spices – Qty's will be given during the production plan, as per Hafed requirement.	
Plant Location	HAFED Complex, Radaur, Distt. Yamunanagar - Haryana	
Final Product	Turmeric Oil, Turmeric Powder, Turmeric water and other multi spices	

**Annexure-4**

**Tentative SKU List for processing and packaging**

<b>S N</b>	<b>ITEMS</b>	<b>PACKAGING SIZE (Gms.)</b>	<b>Packaging</b>
<b>A. Spices Powder</b>			
1.	Red Chilli Powder	100, 200, 500	Pouch
2.	Turmeric powder	100, 200, 500, 1KG 5Kg and 10 Kg. or more	Pouch / Packing
3.	Coriander Powder	100, 200, 500	Pouch
4	Kashmiri Mirch Powder	50, 100	Pouch
5.	Black pepper Powder	50, 100	Pouch
<b>B. Whole Spices</b>			
1	Coves	10, 20, 50	Pouch
2	Ajwain	50, 100	Pouch
3	Jeera	50, 100	Pouch
4	Black Pepper	20, 50	Pouch
5	Methi Dana	100	Pouch
6	Rai	50, 100	Pouch
7	Saunf	100	Pouch
8	Small Cardamom	10, 20, 50	Pouch
9	Black Cardamom	20, 50,	Pouch
10	Garam Masala	50, 100,	Pouch
11	Kasuri Methi	25	Pouch
<b>B. Blended Spices</b>			
1.	Garam Masala	50, 100	50 gm pouch, 100 gm pouch with box
2	Chicken/Mutton Masala	50, 100	50 gm pouch, 100 gm pouch with box
3	Subji Masala	50, 100	50 gm pouch, 100 gm pouch with box
4	Chhole Masala	50, 100	50 gm pouch, 100 gm pouch with box
5	Shahi Paneer Masala	50, 100	50 gm pouch, 100 gm pouch with box
6	Sambhar Masala	50, 100	50 gm pouch, 100 gm pouch with box
7	Biryani Masala	50, 100	50 gm pouch, 100 gm pouch with box
8	Pav Bhaji Masala	50, 100	50 gm pouch, 100 gm pouch with box
9	Rajma Masala	50, 100	50 gm pouch, 100 gm pouch with box
<b>C. Essential oil</b>			
1	Turmeric Essential Oil	50 ML, 100 ML, 500 ML & 1000 ML	50 ml to 1000ml Glass Bottle, with cap and. Dropper.
2		15 ml	To be packed manually, as per Hafed Requirements

**Note: Hafed can increase or decrease Packing Size or Product range.**

## Annexure-5

### Tentative Manpower Requirement for a Modern Spices, Turmeric Essential Oil and Cold Storage Plant :

Sr. No.	Position	Number Required	Qualifications	Experience
1	Plant In-charge	1	Diploma or B.Tech in Electrical/Mechanical Engineering,/Biotechnology/ Food Processing, or equivalent	Minimum 5 years of experience with proficient computer knowledge; responsible for complete operation of the plant, receiving instructions and preparing daily MIS reporting to the Manager for day-to-day operations
2	Shift Supervisor	1 per shift	ITI or Diploma in Electrical/Mechanical Engineering, B.Sc./M.Sc. in Chemistry/Biotechnology , or equivalent	Minimum 3 years of experience, basic computer skills
3	Lab Technician (Food and Agricultural Commodities)	1 per shift	Diploma, B.Sc., or M.Sc. in Chemistry/, Biotechnology/ Food Microbiology, or equivalent	Minimum 3 years of experience with basic computer knowledge
4	Boiler Operator cum Technician	1 per shift	Government-licensed boiler operator	Minimum 2 years of experience in an established plant
5	Cold Storage Technician	1 per shift	Diploma or ITI in HVAC, Refrigeration & Air Conditioning, or equivalent; trained as per NSQF FIC/Q7004	Minimum 2 year of experience
6	Electrical Technician	1 per shift	Diploma or ITI in Electrical/Electronic Engineering or equivalent	Minimum 2 years of experience; knowledge of PLC and automation systems; basic computer skills
7	MEP Technician	1 per shift	Diploma or ITI Electrical / Plumbing or equivalent	Minimum 1 year of experience in MEP, work basic computer skills

8	Process Technician (Essential Oil/Steam Distillation-1) (Spices plant - 1)	2 per shift	Diploma in Food Processing, (Chemistry) /Biotechnology BSc	Minimum 2 years of experience in Spices plant / process plant
9	Skilled Labour	6 per shift	As per requirement (specifically one operator for each packaging section)	
	10 Unskilled Labour	As required		
	SS Sweepers	1 per shift	Unskilled	
	Loading/ Unloading Staff	As required	To be outsourced from the local market	

This is the Tentative Manpower to be engaged by the contractor to run the Plant. The number of personnel may be increased or decreased as per requirement of the work to operate the plant at full capacity.