Tender No. FDA/ERI/2026-27/06

Food and Drug Administration
Government of Maharashtra

FDA MAHARASHTRA

TENDER

Empanelment of Agencies for Implementation of the Eat Right Station Programme at 72 Railway Stations (Indicative) in Maharashtra

Financial Year 2026-27

Food and Drug Administration,
Survey No. 341, 2nd Floor, Bandra Kurla Complex,
opposite Reserve Bank of India, Bandra East,
Mumbai 400051.
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Part A: Notice inviting tender and data sheet

The Food and Drug Administration (FDA), Government of Maharashtra, invites online bids from eligible agencies (empaneled by FSSAI) for empanelment for implementation of the Eat Right Station Programme at 72 railway stations (indicative) in Maharashtra during the Financial Year 2026–27.

The tender shall follow a two-envelope process. Envelope 1 shall be evaluated to determine whether bidders meet the prescribed pre-qualification/eligibility criteria on a pass/fail basis. Bidders meeting the pre-qualification/eligibility criteria shall be invited to make a presentation on their proposed approach and methodology for implementation of the programme. Based on the evaluation of these presentations against the criteria specified in this tender, eligible bidders shall be shortlisted for opening of their financial bids.

The financial bids of shortlisted bidders alone shall be opened. The lowest evaluated financial bid shall determine the L1 rate, which shall be adopted as the empanelment rate. All shortlisted bidders whose financial bids are opened shall be empanelled at the L1 rate, subject to acceptance of the L1 rate and compliance with the terms and conditions of the tender.

All work allotted under this empanelment shall be completed by 28 February 2027.

A.1 Data sheet

Item	Particulars
Tender number and title	FDA/ERI/2026-27/06: Empanelment of Agencies for Implementation of the Eat Right Station Programme at 72 Railway Stations (Indicative) in Maharashtra
Procuring authority	Food and Drug Administration (FDA), Maharashtra
Nature of the process	Empanelment by closed e-tender. Envelope 1: eligibility criteria (pass or fail). Presentation on approach and methodology by eligible bidders Envelope 2: financial bid, opened only for eligible-shortlisted bidders. The L1 rate is fixed as the rate for the work and all eligible bidders are empanelled at that rate.
Programme coverage	72 stations (Indicative) in Maharashtra, allotted division wise as in Annexure I and listed in work orders. A station is a railway station on the list approved by FDA with the concerned Railway division, with its food outlets and vendors.
Components to be priced	Single component: implementation of the Eat Right Station Programme at a station, including training, corrective measures, audit and certification facilitation, and the vendor protective items and license display frames in Part C clause 2 and 2A. The bidder quotes one price per station.
Estimated Bid Value	The estimated value of the tender is INR 14.40 Lakh (Rupees Fourteen Lakh Forty Thousand only), inclusive of all applicable taxes and duties, including GST. The financial bid submitted by the bidder shall not exceed this amount. Any bid quoting a total price exceeding INR 14.40 lakh, inclusive of GST, shall be liable for rejection as non-responsive.
Completion deadline	All allotted work to be completed by 28 February 2027.
Mode of submission	Online only, on the MahaTenders portal (mahatenders.gov.in), with a valid digital signature certificate.
Publicity	MahaTenders portal, the FDA website and a press note through the Directorate General of Information and Public Relations

Item	Particulars
Tender fee	INR 3,000 plus applicable GST (as per portal), payable online. Exemptions in Part B clause 7.
Earnest Money Deposit (EMD)	INR 50,000 plus applicable GST (as per portal), payable online. No GST on EMD. Exemptions in Part B clause 7.
Performance Security Deposit (PSD)	INR 1,50,000 shall be furnished within 15 days from the date of issuance of the Work Order
Bid validity	90 days from the last date of submission of bids.
Officer for queries	Shri Dattaprasad Nade, Joint Commissioner (Food, HQ), Food and Drug Administration, Survey No. 341, 2nd Floor, Bandra Kurla Complex, Bandra East, Mumbai 400051. Mobile: 8108577791 E-mail: jc-foodhq@nic.in

A.2 Time schedule

#	Particulars	Date
1	Date of issue	26/10/2026
2	Bid submission start	26/10/2026
3	Last date for pre-bid queries (Annexure F-9)	29/10/2026
4	Pre-bid meeting	02/11/2026
6	Last date and time for bid submission	15/11/2026
7	Opening of Envelope 1 (eligibility)	16/11/2026
8	Date of presentation (venue details in Part B, clause 4.5)	24/11/2026 & 25/11/2026

If a date falls on a public holiday it moves to the next working day at the same time. Any extension is published as a corrigendum on the MahaTenders portal and the FDA website. The seven Eat Right tenders of FDA for 2026-27 follow the same calendar and a joint pre bid meeting.

Part B: Instructions to bidders

B.1 About FDA Maharashtra

The Food and Drug Administration, Maharashtra is the regulatory authority for food safety and quality in the State. It implements the Food Safety and Standards Act 2006, the Rules and Regulations made thereunder, and the directions of the Food Safety and Standards Authority of India (FSSAI) and the Government of Maharashtra. The Eat Right India initiatives in this tender are implemented under the FSSAI Work Plan 2026-27 agreed between FSSAI and the State.

B.2 Nature of this tender

2.1 This tender is for empanelment. Envelope 1 shall be evaluated to determine whether bidders meet the prescribed pre-qualification/eligibility criteria on a pass/fail basis. Bidders meeting the pre-qualification/eligibility criteria shall be invited to make a presentation on their proposed approach and methodology for implementation of the programme. Based on the evaluation of these presentations against the criteria specified in this tender, eligible bidders shall be shortlisted for opening of their financial bids.

2.2 The lowest total price per station among eligible bidders (L1) is fixed as the rate for the work. All eligible bidders are empanelled at that rate, and stations are allotted among them as set out in clause 10.

2.3 Empanelment does not assure any agency a particular number of stations, and does not create a right to payment for the full quantity.

B.3 Pre-Qualification/Eligibility criteria

A bidder must meet every criterion below on the last date of bid submission. Eligibility is decided only on the documents listed against each criterion.

#	Requirement	Criterion	Documents
E1	Legal entity	The bidder must be legally established and registered in India as one of: a company under the Companies Act, 2013; a limited liability partnership under the Limited Liability Partnership Act, 2008; a partnership firm under the Indian Partnership Act, 1932; a society registered under the Societies Registration Act, 1860 or the respective State Act; a co-operative society under the Maharashtra Co-operative Societies Act, 1960 or the Multi-State Co-operative Societies Act, 2002; or a proprietorship under the applicable State laws.	Certificate of incorporation / registration / partnership deed, signed by the authorized signatory PAN card TAN card, if applicable GST registration certificate All documents must be valid and up to date at the time of submission. FDA may verify their authenticity.
E2	Turnover	Average annual turnover of at least INR 2.00 lakh in the last three financial years (2023-24, 2024-25, 2025-26) and minimum INR 1 lakh in each FY.	Audited balance sheet and profit and loss account of each of the last 3 audited financial years Certificate of total turnover signed by the statutory auditor / chartered accountant **Note:** If the audit of FY 2025-26 is not complete on the last date of submission, the bidder may submit the audited statements of FY 2022-23 instead, with a declaration on its letterhead, signed by the authorised signatory, that the audit of FY 2025-26 is pending.
E3	Experience	Implementation or audit of any FSSAI Eat Right India initiative (Campus, School, Place of Worship, Station, Clean Street Food Hub, Clean and Fresh Market or Hygiene Rating) for at least 100 unit in the last five years;	Work orders and completion certificates, or the FSSAI recognition or empanelment certificate, as applicable; Annexure F-4
E4	Personnel	At least 2 persons on the payroll who are FSSAI certified Auditors. in case, the bidder has a shortfall in FSSAI certified Auditors, then the	Annexure F-5 with certificates **Note:** If the bidder doesn't have any above stated personnel on their company roles, then the

#	Requirement	Criterion	Documents
		bidder must provide an undertaking to deploy the required number of FSSAI certified Auditors within 10 days of the work order	bidder must submit an undertaking to deploy the personnel needed for the allotted stations within 10 days of the work order
E5	Audit arrangement	Either the bidder holds FSSAI recognition as an auditing agency, or it names in Annexure F-10 an FSSAI recognised auditing agency that has agreed to conduct the final audits of its units at the bidder cost	Recognition certificate or the partner letter of consent
E6	No blacklisting	Not debarred or blacklisted by any State or Central Government or public sector organisation on the last date of submission	Undertaking in Annexure F-6
E7	Undertaking on L1 rate and sharing	Willing to share the stations with other empanelled agencies and to implement at the L1 rate	Undertaking in Annexure F-7
E8	Independence and declared partners	The Bidder shall ensure that the training agency and the implementation agency are separate entities to avoid any conflict of interest. The Bidder shall conduct the required training exclusively through FSSAI-empanelled Training Partners. The Bidder shall submit an undertaking along with the bid confirming compliance with the above requirements. Failure to comply with these conditions shall render the bid liable for rejection.	Annexure F-7 paragraph 4 and Annexure F-10
E9	Presentation	Presentation on bidder's approach and methodology for implementing the proposed program in Maharashtra in the stipulated time.	Part B, Clause-4

Start-ups and MSEs. A DPIIT recognised start-up or an Udyam registered micro or small enterprise is exempt from E2 and from the unit count in E3(a) (one completed unit of any kind suffices); it must meet every other criterion.

Consortium and sub-contracting. Joint ventures and consortia are not permitted. Sub-contracting is permitted only as set out in Part E clause 8 (declared FSSAI partners for training); the bidder remains solely responsible.

B.4 Technical Qualification Criteria

4.1 Purpose of Presentation

- Bidders who meet all the eligibility criteria specified in Part B, clause 3, shall be invited to make a presentation before the Tender Evaluation Committee constituted by FDA.
- The purpose of the presentation is to assess the bidder's understanding of the Eat Right Station Programme, its proposed implementation methodology, deployment readiness, resource availability, stakeholder coordination arrangements and capacity to achieve the programme objectives within the stipulated timelines.
- The presentation shall be evaluated on the basis of the criteria and marks specified in this clause. No financial information or price quotation shall be disclosed during the presentation.

4.2 Evaluation Criteria

The presentation shall be evaluated out of 100 marks in accordance with the following criteria:

#	Criterion	Maximum marks
1	Relevant past experience and demonstrated performance	15
2	Implementation methodology and approach	20
3	Deployment readiness and availability of resources	15
4	Work schedule and capacity to meet deadlines	10
5	Stakeholder coordination and vendor mobilisation	10
6	Outcome-oriented interventions and innovation	15
7	Monitoring, quality assurance and evidence management	10
8	Risk management and contingency preparedness	5
	Total	**100**

A bidder shall be required to secure a minimum overall score of 70 out of 100 marks in the technical presentation to qualify for opening of its financial bid. Bidders who do not meet the prescribed qualifying requirements shall not be considered for opening of their financial bids.

4.3 Presentation requirements

The presentation shall cover, at a minimum, the following:

a. Relevant experience in implementation of Eat Right initiatives, food safety programmes, hygiene audits or similar assignments, including evidence of completed assignments and performance.
b. Proposed stage-wise methodology for implementation of the Eat Right Station Programme, covering station profiling, identification and onboarding of food vendors, baseline assessment, training coordination, corrective action support, final audit coordination and certification facilitation.
c. Deployment readiness, including the proposed project team, availability and deployment of qualified auditors, field personnel, FSSAI-recognised auditing agency and FSSAI-empanelled training partner, as applicable.
d. A proposed station-wise or division-wise work schedule, including milestones, resource allocation, sequencing of activities and measures for completion of the assigned work within the prescribed deadline.
e. Proposed arrangements for coordination with FDA, railway/RTC authorities, station managers, food vendors, food handlers and other relevant stakeholders.
f. Practical and innovative interventions for improving food safety, hygiene, healthy food choices, sustainable food practices and compliance among food vendors and all relevant stakeholders.
g. Monitoring, quality assurance, documentation, evidence management, progress reporting and corrective action tracking arrangements.
h. Identification of implementation risks, dependencies and contingency measures for addressing delays, non-cooperation, resource constraints or other operational challenges.

4.4 Presentation Procedure

- The FDA shall separately notify all eligible bidders of any changes to the date, time, venue, or presentation instructions.
- The presentation shall be made by the bidder's authorised representative and/or proposed project lead. The duration of the presentation shall be for not more than 10 minutes and shall be uniform for all bidders.

- The Tender Evaluation Committee may seek clarification on the information presented. Such clarification shall not permit the bidder to materially alter its bid, introduce a new proposal or cure a deficiency in the documents submitted with the bid.
- The Committee shall evaluate each presentation against the published criteria and record the marks awarded under each criterion, together with brief reasons supporting the assessment.

4.5 Presentation Venue:

Address: Food and Drug Administration (Food), Survey No. 341, 1st Floor, Bandra Kurla Complex, Opposite Reserve Bank of India, Bandra East, Mumbai, Maharashtra 400051

Date: 24/Nov/2026-25/Nov/2026

Time: 11 AM

4.6 Shortlisting of bidders

- Only bidders who meet the minimum qualifying score under clause 4.2 shall be shortlisted for opening of their financial bids.
- The list of shortlisted bidders and the results of the technical presentation evaluation shall be recorded by FDA and communicated to the bidders through the MahaTenders portal.

B.5 Documents to be submitted

5.1 Envelope 1 must contain only: (a) proof of payment of the tender fee and EMD, or the exemption certificate; (b) the latest income tax return and GST return acknowledgements; (c) the documents listed against E1 to E9; (d) the forms in Part F, filled in and signed; and (e) the checklist in Annexure F-1; (f) Presentation on the proposed approach and methodology for implementing the proposed programme in Maharashtra

5.2 Envelope 1 shall contain only the documents and information specifically required under the technical bid submission requirements of this RFP. No price, financial information, or other extraneous material not expressly sought under Envelope 1 shall be included. Any price or financial information disclosed in Envelope 1 shall render the bid liable for rejection.

5.3 All documents must be in English and self-attested by the authorized signatory.

B.6 Submission of bids

6.1 Bids are submitted only through the MahaTenders portal before the last date and time, signed with a valid digital signature certificate.

6.2 Envelope 2 contains only the financial bid in the format in Annexure G. A bid that adds a condition or changes a term of this tender is non responsive.

6.3 FDA may extend the last date by corrigendum.

B.7 Tender fee, EMD and Performance Security Deposit

7.1 The tender fee of INR 3,000 plus GST and the EMD of INR 50,000 are paid online before the last date of submission.

7.2 The EMD of unsuccessful bidders is returned within 2 months of the empanelment order; the EMD of an empanelled agency is returned on receipt of its Performance Security Deposit.

7.3 The EMD is forfeited if a bidder withdraws or changes its bid after the last date, refuses to sign the agreement or to accept the L1 rate, or fails to furnish the Performance Security Deposit.

7.4 Every empanelled agency shall furnish a Performance Security Deposit of INR 1.5 lakh within 15 days of the work order, valid 90 days beyond the completion date; otherwise the work order may be cancelled and the EMD forfeited.

7.5 The Performance Security Deposit is refunded within 60 days of final acceptance and is liable to deduction for damages, penalties, replacement costs or dues.

7.6 Exemptions: Udyam registered micro and small enterprises, Government boards, corporations and undertakings, and DPIIT recognised start ups are exempt from the tender fee and the EMD, subject to the Government of Maharashtra resolutions in force, on submission of the certificate with Envelope 1.

B.8 Pre-bid queries and meeting

Queries in the format in Annexure F-9 by the date in Part A. A joint pre-bid meeting for all seven Eat Right tenders is held on 2 November 2026, physically at Food and Drug Administration (Food), Survey No. 341, 1st Floor, Bandra Kurla Complex, Opposite Reserve Bank of India, Bandra East, Mumbai, Maharashtra 400051, and also online. Minutes and replies are published on the MahaTenders portal and the FDA website. Changes to this tender are made only by corrigendum.

Meeting link - https://meet.google.com/ytp-vhix-xbq

B.9 Bid validity

90 days from the last date of submission.

B.10 Evaluation of eligibility (Envelope 1)

10.1 Envelope 1 is opened on the portal and evaluated by the Tender Evaluation Committee constituted by FDA.

10.2 Each criterion is assessed as met or not met on the documents submitted; no marks are given.

10.3 FDA may verify any document with the issuing authority or client and may ask for an original or a legible copy, but no bidder may add a new document or change its bid after the last date.

10.4 A bid is rejected if the bidder is ineligible, the bid does not conform in a material respect, it contains false information, the bidder offers any inducement, or there is a conflict of interest.

10.5 The list of eligible bidders is published on the portal; only their financial bids are opened.

B.11 Financial bid, L1 rate, empanelment and allotment

11.1 Quote: The bidder quotes price per station exclusive of GST & with GST shown separately; the total inclusive of GST is the price on which bids are compared.

11.2 Opening: Financial bids of eligible bidders are opened on the portal by the Purchase Committee of FDA.

11.3 L1: The eligible bidder with the lowest total price per station is L1; equal lowest prices are each L1.

11.4 Rate for the work: The price quoted by L1 becomes the Empanelment Rate per station, payable to every empanelled agency.

11.5 Empanelment: Every eligible bidder is empanelled at the Empanelment Rate; refusal leads to forfeiture of the EMD.

11.6 Allotment: The FDA allocates clusters among the empanelled agencies on a division-wise basis, as indicated in Annexure I, through work orders specifying the clusters assigned to each agency, based on administrative requirements and with a view to ensuring an equitable distribution of work. FDA reviews progress monthly and may re-allot clusters not started within 30 days of the work order, or where an agency defaults, to another empanelled agency at the Empanelment Rate

11.7 Negotiation. No negotiation is held except with L1 alone where the rules permit, with reasons recorded.

11.8 Validity of the Work Order. Contract Period/The Work Order shall remain valid until 31 March 2027. Based on the performance of the empanelled agency and subject to the approval of FDA, the validity of the Work Order may be extended up to a certain period on the same terms and conditions and at the existing rates, or at mutually agreed rates, as determined by FDA and the empanelled agency. Any such extension shall be communicated in writing by FDA.

B.12 Number of bids

If fewer than three bids are received, FDA may extend the last date by one week, up to two times. With three or more eligible bids evaluation proceeds.

B.13 Conflict of interest, integrity and grievances

If two bidders have a common owner, director, partner or majority shareholder, both bids are rejected (Annexure F-8). The bidder and its staff shall not offer any gift or inducement to any official of FDA, FSSAI or an institution, collude, misrepresent facts or use official information unfairly; breach leads to rejection, forfeiture of the EMD or Performance Security Deposit and action under the Government of Maharashtra procedure for suspension, banning or removal from the panel.

A bidder aggrieved by a decision may apply for review to the Commissioner of Food Safety within 10 days, and may appeal thereafter as the Government of Maharashtra procurement rules provide. FDA may reject any or all bids, cancel the process or issue a fresh tender with reasons recorded.

B.14 Rights Reserved

FDA may reject any or all bids, cancel the process or issue a fresh tender without providing any reason. Cancellation will be communicated to all bidders and unopened financial bids returned. No bidder may claim compensation for cancellation. The conditions of this tender maybe relaxed only as the applicable Government of Maharashtra resolutions allow and only by a corrigendum sent to all bidders.

Part C: Scope of work

C.1 Programme and requirement

Objective of the Eat Right Station: The objective of the Eat Right Station initiative is to ensure the availability of safe, hygienic and wholesome food for passengers, visitors and railway officials at railway stations. The initiative aims to enhance food safety and hygiene standards by ensuring the audit, training and certification of food vendors operating at railway stations. It also seeks to promote compliance with prescribed food safety requirements, improve food handling and sanitation practices, and build consumer confidence through the recognition and certification of railway stations that meet the prescribed benchmark criteria as “Eat Right Stations.”

1.1 Programme. The Eat Right Station Programme is an initiative of FSSAI under the Eat Right India movement. Its objectives are to make safe and hygienic food available at railway stations, strengthen food safety and hygiene among food businesses and food handlers at stations, promote healthy food choices among passengers, promote sustainable food practices, build the capacity of food handlers, and bring about measurable improvement in food safety, hygiene and healthy food choices. It is implemented in accordance with the FSSAI guidelines, checklists, training and certification requirements in force.

1.2 Requirement. The empanelled agency shall implement the Eat Right Station Programme at each station allotted to it.

1.3 Audit and training roles. The audit required by the FSSAI framework is part of the scope and its cost is inside the Empanelment Rate; no separate audit fee is payable. The final audit or assessment is conducted only by an FSSAI recognised auditing agency. Where the agency itself holds that recognition, it may conduct the audit through an auditor who took no part in the handholding of that

unit; otherwise it engages the recognised agency named in Annexure F-10, at its own cost. FoSTaC training is delivered only by an FSSAI empanelled training partner, which may be the agency if so empanelled. FDA may witness any audit, re verifies at least 10 per cent of units per agency per division, and may order a fresh audit at the agency cost where the record is unreliable. Payment never depends on the score or rating obtained; it depends on the audit having been done and recorded.

1.4 Work schedule and letters of support. Within 10 working days of the work order the agency submits a station wise work schedule (Annexure F-11) naming its team, its declared partners and printer, and the dates for each stage. FDA issues with the work order letters of support addressed to the institutions, trusts, Railway divisions, market committees or local bodies concerned, and the Designated Officer of each district introduces the agency.

C.2 Implementation (single component)

A.1 Work planning and mobilisation

Prepare and submit a station-wise Eat Right Station work schedule within 10 working days of the work order, or such other period as FDA directs.

Prepare district-wise / division-wise activity and training plans and submit them to FDA Headquarters.

Coordinate with FDA Headquarters, the concerned divisions and districts and the railway authorities.

Keep a station-wise tracker covering identification, onboarding, baseline assessment, training, corrective actions, assessment, certification status and documentation.

A.2 Identification, registration and station profiling

Confirm each station against the approved list and the programme criteria.

Collect station information, identify the food businesses on the platforms and in the station premises, and record and verify their FSSAI license or registration.

Prepare, coordinate and enter the registration and onboarding data of each station on the Eat Right Station portal in the manner that FDA directs, FDA being the implementation partner, and submit station-wise information to the concerned FDA authorities in the prescribed format.

A.3 Pre-audit (baseline and gap assessment)

Carry out a pre-audit of each station against the FSSAI checklist, together with the railway team and the Designated Officer, and identify gaps in the following, as applicable: food safety and hygiene practices and licensing; food-handler hygiene and training; food preparation, storage and temperature control; prevention of cross-contamination; cleaning, sanitation and pest control; availability and safety of drinking water; availability of healthy food choices and responsible use of salt, sugar and fats; food waste and waste management; and consumer awareness. Prepare a station-wise Pre-Audit Report that lists the gaps, the supporting observations and the corrective actions recommended.

A.4 Training coordination

Coordinate with the FoSTaC Training Partner (an FSSAI empanelled training partner). The agency mobilises participants and schedules the sessions, ensures that all food handlers at the station are covered, and collects attendance sheets, photographs and certificates. It does not duplicate the formal functions of the training partner.

A.5 Corrective action support

Communicate the findings and gaps to the stakeholders and guide them on corrective measures.

Keep documentary and photographic evidence of corrective actions and track each gap to closure, pending status or escalation.

A.6 Final audit coordination

Coordinate the final audit by the FSSAI-empanelled third-party auditing agency with the railway authorities and FDA, keep the audit schedule and the actual dates, and record the findings and follow-up status. The audit is conducted by an FSSAI recognised auditing agency as set out in Part C clause 1.5. Where the agency itself holds that recognition, it may conduct the audit through an auditor who took no part in the handholding of that unit; otherwise it engages a recognised agency named in its work schedule. FDA may witness any audit and re verifies 10 per cent of units.

A.7 Certification facilitation

Complete and submit, through FDA, the documents required by FSSAI for each station: the valid FSSAI licence or registration of the station's food businesses, the FoSTaC certificates, the pre-audit and final audit reports, and good-quality photographs of the station complex (four to five).

Track the certification status of each station, and follow up on deficiencies or additional information that FSSAI asks for.

A.8 Documentation and reporting

Maintain a station-wise Eat Right Station Documentation File and submit periodic and final reports to the concerned Designated Officer (DO) and to FDA Headquarters, Mumbai, as directed. The consolidated report shall cover: stations identified and onboarded; station-wise and division-wise progress; training details, attendance and certificates; baseline reports and audit schedules, dates and findings; corrective actions and their status; stations certified and certificates obtained; and photographs and other evidence. Soft copies and, where required, physical copies shall be given.

C.2A Vendor protective items, license display and handwash charts (inside the rate)

As part of training and corrective measures, the agency shall show the items below to the vendors, outlets or food handlers of each station, and provide them with the details of quality of these items to be worn and displayed by the FBos in their outlets.

Item	Size	Material and print	Quantity
Apron	Standard adult, bib type	Cotton or poly cotton, 180 to 200 gsm, one colour print of the programme identity	One per food handler, up to 20 per unit
Head cap	Standard	Cotton, one colour print	One per food handler, up to 20 per unit
License display frame	A4	Acrylic or sunboard frame with printed insert carrying the FSSAI license or registration number, FoSCoS QR and the FDA WhatsApp number	One per vendor or outlet, up to 20 per unit
Handwash steps chart	A3	Self adhesive vinyl, laminated	One per common wash point

C.4 Roles of stakeholders

Stakeholder	Indicative role
FSSAI	Programme framework and direction; empanelment of auditing and training partners; review of the audit reports and declaration of the rating of the station.
FoSTaC Training Partner	Mobilising participants and training food handlers under FoSTaC and issuing certificates.
FSSAI-empanelled third-party auditing agency	Final audit of the station and the assessment report.

Stakeholder	Indicative role
Selected (empanelled) agency	Components A and B for the stations allotted to it; coordination with the stakeholders; station-wise records; reports; compliance with the written directions of FDA.
5. Deliverables and timeline	

Deliverables shall be in the formats that FDA approves. Timelines may be refined in the work order. In all cases, the work shall be completed by 20 February 2027.

Deliverable	Minimum contents
Timeline	Inception and work schedule
Station-wise work plan, milestones, coordination arrangements, risks and dependencies	Within 10 working days of the work order, unless FDA directs otherwise
Station profile and onboarding records	Station details, food business inventory, license / registration status, onboarding evidence
As per the approved schedule	Pre-audit report
Findings, gaps, evidence and corrective-action recommendations for each station	After the pre-audit at each station
Training documentation	Training plan, attendance, photographs and certificates
After each training activity	Corrective-action tracker
Gaps, actions advised, evidence, verification status and pending items	Updated periodically and submitted with progress reports
Final audit records	Schedule, actual dates, checklist, findings, follow-up status
After each final audit	Certification status report
Station-wise progress and copies of certificates, where available	As records become available
Final consolidated report	All station-wise status, activities, audits, corrective actions, certificates and evidence

C.5 Deliverables and completion

Deliverables are in the formats that FDA approves. All work shall be completed by 20 February 2027.

Deliverable	Minimum contents	Timeline
Work schedule (Annexure F-11)	station wise schedule, team, declared partners, dependencies	Within 10 working days of the work order
Station profile and onboarding records	Details, outlet and vendor inventory, license status, nodal contact, portal registration	As FDA directs
Baseline assessment report	Findings, gaps, evidence and corrective actions	After the baseline visit
Training documentation	Plan, attendance, photographs, FoSTaC certificates	After each training

Deliverable	Minimum contents	Timeline
Corrective action tracker	Gaps, actions, evidence, status	With each progress report
Audit records	Schedule, dates, checklist scores, findings, follow up	After each audit
Certification status report	station wise status and certificates or portal acknowledgements	As available
Final consolidated report	All status, activities, audits, corrective actions, certificates and evidence	Not later than 20 February 2027

C.6 Reporting, review and coordination

The agency shall coordinate with the Food Safety Commissioner, the Joint Commissioner (Food) at Headquarters, the Designated Officers, and other authorized staff of FDA.

It shall submit station-wise and division-wise progress reports at the frequency and in the format that FDA directs, and keep its tracker up to date.

It shall promptly report material constraints, delays or dependencies that need the intervention of FDA.

All reports and records go to the concerned Designated Officer (DO) and FDA Headquarters, Mumbai, as directed.

In addition, the agency enters unit wise progress and evidence on the FSSAI portal (Annexure F-13 format) as each stage is completed; the portal record and certificate is the basis of acceptance and payment.

C.7 Regulatory and programme compliance

The agency shall comply, as applicable, with the Food Safety and Standards Act, 2006; the Food Safety and Standards Rules, 2011; the applicable Regulations; the FSSAI Eat Right Station guidelines, checklists, procedures and certification requirements; the directions and circulars of FSSAI; and the directions of the Government of Maharashtra and FDA. It shall follow any change in these during the contract period.

Part D: Financial bid, price and payment

D.1 Financial bid

1.1 The bidder quotes in Annexure G the price per station, exclusive of GST with GST shown separately, and the total inclusive of GST.

1.2 The price includes all costs of the work: manpower, travel, coordination, documentation, training partner and audit agency charges, protective items and license frames, portal entries, and all taxes and duties other than GST. No additional payment is admissible for any activity or item within the scope.

1.3 A price must be quoted. Prices are in Indian rupees; words prevail over figures; the sum of components prevails over a wrong total.

D.2 Payment

2.1 Payment is made at the Empanelment Rate, only for units actually allotted, completed in accordance with this tender and the work order, verified and accepted by FDA. A work order creates no right to payment for the full quantity. Payment is subject to availability of funds under the FSSAI Work Plan and to the applicable Government rules and the instructions of FDA Headquarters.

2.2 No advance payment is made. No retention is held; deductions are only for damages, replacement costs, recoveries and tax deducted at source under the applicable law.

2.3 Batch-wise invoices : the empanelled agencies are encouraged to raise the invoices of the completed FBOs in batches along with the supporting documents

2.4 Where an FBO or unit on the FDA list is found ineligible under the FSSAI prerequisites and is reported within 7 days with evidence.

Part E: Terms and conditions of the empanelment contract

#	Term	Provision
1	Contract period and completion	From the date of the work order to the completion and payment of the assigned work; all work complete by 20 February 2027; Contract Period/The Work Order shall remain valid until 31 March 2027. Based on the performance of the empanelled agency and subject to the approval of FDA, the validity of the Work Order may be extended upto a certain period on the same terms and conditions and at the existing rates, or at mutually agreed rates, as determined by FDA and the empanelled agency. Any such extension shall be communicated in writing by FDA.
2	Work orders and allotment	Each agency receives work orders listing its stations by division and district. FDA may increase or reduce the number of stations as the Government directs, re allot stations not started within 30 days.
3	Performance Security Deposit	As in Part B clause 6.
4	Compliance with FDA instructions	The agency follows the instructions, formats, timelines and portal procedures issued by FDA from time to time on training, documentation, reporting, certification and payment.
5	Damages for delay	If the work at a station is not complete by 20 February 2027 or the earlier date in the work order, damages of 0.5 per cent of the Empanelment Rate of that station for each week or part of a week of delay, up to 5 per cent where the work order value is INR 2 lakh or more and 10 per cent where it is below INR 2 lakh, are deducted from payments due.
6	Action for default	For delay, poor quality, unapproved claims, false records, breach of the audit or training independence rule, or other breach, FDA may re allot units at the Empanelment Rate, forfeit all or part of the Performance Security Deposit, terminate the contract, and suspend, ban or remove the agency from the panel, after a show cause notice, a reasonable opportunity to reply and a hearing, with the right of appeal that the Government of Maharashtra prescribes.
7	Audit and training independence	As in Part C clause 1.5. The agency discloses at once any conflict of interest that arises.
8	Sub-contracting and declared partners	The agency may not assign the contract or sub contract the implementation. It may engage, and must declare in Annexure F-10: (a) an FSSAI empanelled FoSTaC training partner; These parties have no contract with FDA; the agency remains solely and fully responsible and no separate payment is made.
9	Personnel and conduct	The agency deploys qualified staff, issues identity cards, and ensures courteous conduct in schools, campuses, places of worship, markets, stations and food businesses. Staff found soliciting money or favours are removed and reported.
10	Data and consent	Personal data of students, staff, devotees, vendors and food handlers is collected only for the programme, kept on the FSSAI portal and the agency records, not shared, and deleted by the agency after final payment. Photographs of identifiable children or devotees require written consent. The Digital Personal Data Protection Act 2023 applies.
11	Records and inspection	The agency keeps unit wise files for five years and allows inspection by FDA, FSSAI and Government auditors.

#	Term	Provision
12	Monthly review	A monthly review by the Designated Officer (DO) on units allotted, started, trained, audited, certified, evidenced and paid; the agency attends and acts on the minutes.
13	Force majeure	Neither party is liable for delay caused by events beyond its control, notified within 7 days; the completion date is extended by the period of the event, subject to the funding year.
14	Termination for convenience	FDA may terminate a work order with 15 days notice, paying for units completed and Stage 1 work done.
15	Disputes and Jurisdiction	Any dispute or difference arising out of or in connection with this RFP or the resulting contract shall, in the first instance, be resolved amicably through mutual discussions between the parties. If the dispute remains unresolved, it shall be referred to the Commissioner of Food Safety, Maharashtra, for resolution. If the dispute remains unresolved thereafter, either party may seek recourse through the Government of Maharashtra, as applicable, and the dispute may be referred to arbitration in accordance with the provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time. The seat and venue of arbitration shall be Mumbai, Maharashtra. Subject to the foregoing, the courts at Mumbai shall have jurisdiction over matters arising out of this RFP and the resulting contract.
16	Ownership	Records, data, photographs belong to FDA.
17	Law	Food Safety and Standards Act 2006 and Rules and Regulations; FSSAI guidelines for the programme; Maharashtra Government purchase rules; the terms of this tender and the work order, in that order of precedence.

Part F: Forms

The forms below are to be filled in and signed by the authorized signatory of the bidder. Forms F-1 to F-10 are uploaded in Envelope 1; forms F-11 to F-13 are used after the work order. Forms are to give facts only. No explanation is to be added.

Form	Contents
F-1 Checklist of documents	Serial list of every document in Envelope 1 with page numbers, signed by the authorized signatory.
F-2 Bid letter	On letterhead: acceptance of the tender terms, bid validity of 90 days, declaration that no price is included in Envelope 1.
F-3 Bidder details	Legal name, constitution, registration numbers, PAN, GST, address, authorized signatory, bank details, contact for the contract.
F-4 Experience statement	Table of qualifying work: client, programme, units, period, value, completion certificate reference; for the E4 route chosen.
F-5 Personnel	Part A: persons on payroll with qualification and FSSAI certificate numbers. Part B: undertaking to deploy or onboard the team required within 10 days of the work order.
F-6 Undertaking of non-blacklisting	On letterhead, signed and sealed.
F-7 Undertaking on L1 rate, sharing and independence	Paragraphs 1 to 3: acceptance of the L1 rate and sharing of FBOs. Paragraph 4: training only by an FSSAI empanelled partner, audit only by an FSSAI recognised agency through an independent auditor, declared partners only, sole responsibility.

Form	Contents
F-8 Declaration of no conflict of interest and integrity	Common ownership with other bidders; relationships with institutions, trusts, vendors or auditing agencies; integrity pledge.
F-9 Pre-bid query format	Clause reference, query, suggestion.
F-10 Declared partners and printer	FSSAI training partner (name, empanelment number, consent letter); FSSAI recognised auditing agency (name, recognition number, consent letter) or the bidder own recognition.
F-11 Work schedule format	FBO-wise: district, name, nodal contact, team member, dates for registration, baseline, training, corrective measures, audit, certification request, awareness events; dependencies.
F-12 Unit completion certificate	Signed by the Designated Officer: FBO name and code, stages completed with dates, audit reference, certification request date, recommendation for Stage 1 payment.
F-13 Portal evidence upload format	Per unit: attendance sheets, agenda, dated and geo-tagged photographs, training certificates, audit report, FSSAI acknowledgement or certificate number, corrective action record, one page event report; validation fields for the Designated Officer.

Annexure F-1: Checklist of documents

#	Document	Enclosed (Yes / No)	Page no.
1	Tender fee and EMD payment proof, or exemption certificate (MSME / Udyam, Government body, DPIIT start-up)		
2	Latest income tax return and GST return acknowledgements (Part B, clause 4.1(b))		
3	E1: Certificate of incorporation / registration / partnership deed, PAN, TAN (if applicable), GST registration		
4	E2: Audited balance sheets and profit and loss accounts of the last three audited financial years; turnover certificate of the statutory auditor / chartered accountant (or the declaration under the Note to E2)		
5	E3: FSSAI recognition certificate and agency login on the FSSAI Hygiene Rating portal		
6	E4: Experience statement (F-4) with FSSAI portal extract, or work orders and client certificates		
7	E5: Declaration of Hygiene Rating Auditors on payroll with FSSAI certificates, and undertaking to onboard (F-5, Parts A and B)		
8	E6: Non-blacklisting undertaking (F-6)		
9	E7 and E8: Undertaking on L1 rate, sharing and independence (F-7); declared partners (F-10)		
10	Declaration of no conflict of interest and integrity (F-8)		
11	Bid letter and bidder details (F-2, F-3)		

Annexure F-2: Bid letter

To,

The Food Safety Commissioner,

Food and Drug Administration,

Survey No. 341, 2nd Floor, Bandra Kurla Complex,

Bandra East, Mumbai 400051.

Subject: Bid for empanelment for hygiene rating audits of up to 70,000 FBOs, Tender No. FDA/ERI/2026-27/07.

We, [name of the bidder], have read and understood the tender, its annexures and corrigenda, and submit our bid. We accept all its terms and conditions, including the fixing of the L1 rate as the rate for the work. Our bid is valid for 90 days from the last date of submission. No price or financial information is included in Envelope 1. The information in our bid is true and correct.

Date: xx/xx/2026

Place:

Authorised signatory (name, designation, seal):

Annexure F-3: Bidder details

Name of the bidder and legal status	
Registered address	
PAN, TAN (if applicable), GST number	
FSSAI recognition as an HRAA: number and validity	
Udyam registration number / DPIIT recognition number, if claimed	
Authorised signatory (name, designation, telephone, e-mail)	
Bank details (account name, account number, bank and branch, IFSC)	
Contact person for the contract (name, designation, telephone, e-mail)	

Annexure F-4: Experience statement

Route claimed under E4 (tick one): (a) at least 200 hygiene rating audits in India in the last five financial years; or (b) at least one year of hygiene audit work for a Government, local body or PSU.

#	Client	Programme / work order no. and date	Units (audits)	Period (from, to)	Value (INR)	Completion certificate (page no.)
1						
2						
3						

Total number of hygiene rating audits conducted in India in the last five financial years:

Date: xx/xx/2026

Authorised signatory (name, designation, seal):

Annexure F-5: Personnel

Part A: Declaration of Hygiene Rating Auditors on payroll

(On company letterhead.)

We declare that on the last date of submission of the bid we have the following Hygiene Rating Auditors (at least two) on our payroll. A copy of each auditor's FSSAI certificate is enclosed.

#	Name of the auditor	Qualification	FSSAI certificate number	Date of joining
1				
2				
3				
4				
5				

Date: xx/xx/2026

Authorised signatory (name, designation, seal):

Part B: Undertaking to deploy or onboard Hygiene Rating Auditors

(On company letterhead. To be submitted by bidder, if required.)

We undertake that, if we are empanelled, we will deploy or onboard the Hygiene Rating Auditors required for the FBOs allotted to us, registered with FSSAI and on our payroll, within 10 days from the date of issue of the work order, and will give FDA the list with each auditor's FSSAI certificate. We understand that if we fail to do so, the work order may be cancelled, our Performance Security Deposit forfeited and our empanelment withdrawn.

Date: xx/xx/2026

Authorised signatory (name, designation, seal):

Annexure F-6: Undertaking of non-blacklisting

[On company letterhead]

Date: xx/xx/2026

To,

The Food Safety Commissioner,

Food and Drug Administration,

Survey No. 341, 2nd Floor, Bandra Kurla Complex,

Bandra East, Mumbai 400051.

Subject: Undertaking regarding non-blacklisting.

I / We certify that M/s _____ has not been blacklisted or debarred by any Central Government, State Government, public sector undertaking or Government organisation in India, as on the date of submission of this bid. I / We certify that the information given is true and correct. I / We understand that if any information is found to be false, incorrect or misleading at any stage, the bid or contract may be rejected or terminated and action taken as per the tender and the Government rules.

Authorised signatory: _____

Name: _____

Designation: _____

Company: _____

Date: _____

Place: _____

Seal: _____

Annexure F-7: Undertaking on L1 rate, sharing and independence

[On company letterhead]

Date: xx/xx/2026

To,

The Food Safety Commissioner,

Food and Drug Administration,

Survey No. 341, 2nd Floor, Bandra Kurla Complex,

Bandra East, Mumbai 400051.

Subject: Undertaking in respect of Tender No. FDA/ERI/2026-27/07 (empanelment for hygiene rating audits).

We, [name of the bidder], submit this undertaking on our letterhead, signed by our authorised representative and bearing our seal, and declare as follows:

1. We are willing to share the FBOs with other empanelled agencies, as FDA allots them.

2. We agree to do the whole work at the L1 rate fixed through this tender (the Empanelment Rate), whatever price we have quoted ourselves.

3. We understand that this undertaking is essential for the effective coverage of the FBOs in Maharashtra, and that if we refuse the Empanelment Rate our EMD may be forfeited.

4. FoSTaC training for our units will be done only by an FSSAI empanelled training partner (ourselves, if so empanelled). The final audit of each unit will be done only by an FSSAI recognised agency through an auditor who took no part in the handholding of that unit. Any printer or partner we engage is declared in Annexure F-10. We are solely responsible to FDA for the whole scope of work. We are not a consortium.

Yours faithfully,

[Authorised signatory]

[Name and designation]

[Company seal]

Annexure F-8: Declaration of no conflict of interest and integrity

1. We have not been debarred, banned or suspended by any Government or public body in India. [If yes, give details.]

2. In the last three years we have no previous transgression of the integrity requirements of any public procurement. [If yes, give details.]

3. No owner, director, partner or majority shareholder of our firm is also an owner, director, partner or majority shareholder of any other bidder in this tender.

4. No owner, director, partner, employee or relative of ours has a personal or financial interest in this procurement or any relationship with a member of the Tender Evaluation Committee, the Purchase Committee, an official of FDA concerned with it, or any institution, trust, vendor or auditing agency connected with the work.

5. We have not offered, and shall not offer, any gift or inducement to any official, and we have not colluded with any other bidder.

Date: xx/xx/2026

Authorised signatory (name, designation, seal):

Annexure F-9: Pre-bid query format

#	Clause reference	Query	Suggestion
1			
2			
3			

Name of the bidder, contact person, telephone and e-mail:

Annexure F-10: Declared partners and printer

(On company letterhead.)

We declare the following partners that we will engage for the work. We remain solely responsible to FDA for the whole scope of work. The consent letter of each partner is enclosed.

#	Partner	Name	Empanelment / recognition number	Consent letter (page no.)
1	FSSAI empanelled training partner (the bidder, if so empanelled)			

Date: xx/xx/2026

Authorised signatory (name, designation, seal):

Annexure F-11: Work schedule format

To be submitted within 10 working days of the work order (Part C, clause 1.7). Part 1 lists the FBOs and the team; Part 2 gives the dates for each stage and the dependencies, FBO-wise.

Part 1: FBO and team

#	District	FBO name	Nodal contact	Team member
1				
2				

Part 2: Dates and dependencies

#	Registration	Baseline	Training	Corrective measures	Audit	Certification request	Awareness events	Dependencies
1								
2								

Date: xx/xx/2026

Authorised signatory (name, designation, seal):

Annexure F-12: Unit completion certificate

(To be signed by the Designated Officer.)

FBO name and code	
District and division	
Stages completed, with dates	
Audit reference	
Certification request date	
Recommendation for Stage 1 payment	

Date: xx/xx/2026

Designated Officer (name, designation, seal):

Annexure F-13: Portal evidence upload format

Per unit, the following is uploaded on the FDA portal as each stage is completed.

#	Evidence	Uploaded (Yes / No)	File reference
1	Attendance sheets		
2	Agenda		
3	Dated and geo-tagged photographs		
4	Training certificates		
5	Audit report		
6	FSSAI acknowledgement or certificate number		
7	Corrective action record		
8	One page event report		

Validation by the Designated Officer

Evidence validated (Yes / No)	
Remarks	
Name and designation	
Date	

Annexure G: Financial bid format (Envelope 2)

To be filled in and uploaded in Envelope 2 only. Prices are in Indian rupees, per FBO.

#	Scope	Price per FBO excluding GST (INR)	GST rate and amount (INR)	Price per FBO including GST (INR)
1	Implementation of the FSSAI Hygiene Rating Scheme (Part C clause 2)			

Amount in words:

Signature, name, designation, seal, date:

Annexure I: Division-wise allocation of FBOs

Division	Stations to be allotted	Priority units
Mumbai	15	Stations on the approved list agreed with the Railway divisions
Kokan	15	
Pune	15	
Nashik	6	
Chhatrapati Sambhajinagar	9	
Amravati	4	
Nagpur	8	
Total	**72**	

Source: Component-wise allocated targets for divisions, FDA Maharashtra. Unit lists by district are issued with the work orders.

Annexure K: Stage-wise evidence matrix (acceptance checklist)

Adapted from the FSSAI Guidance for ERI Table (Bidder Implementation Plan and Audit Evidence Matrix). The Designated Officer accepts a unit against this list.

Stage	Evidence to maintain and upload
Identification and verification	FBO profile; valid FSSAI licence or registration; Food Safety Supervisor and FoSTaC status
Baseline and scheduling	Audit scheduled on the FSSAI portal; auditor assigned
Audit	Completed FSSAI Hygiene Rating checklist and report with photographs; auditor certificate number
Findings and closure	Corrective action list given within 24 hours; major non-conformity reports; reassessment record where required
Certification	Rating and certificate issued through the FSSAI portal; display evidence where rating is 3 or above
Records	FBO-wise file; portal record; dated photographs

Digitally signed by
Dattaprasad Dnyandev Nade
Date: 26-10-2026 19:26:25

(Dattaprasad Nade)
Joint Commissioner (Food),
Headquarters,
Food and Drug Administration,
Maharashtra State