

Rs.1000/-



राष्ट्रीय पुस्तक न्यास, भारत
NATIONAL BOOK TRUST, INDIA
नेहरू भवन, 5 इंस्टीट्यूशनल एरिया, फेज-2,
वसंत कुंज नई दिल्ली-110070
**Nehru Bhawan, 5 Institutional Area, Phase-II,
Vasant Kunj, New Delhi-110 070**
Phone No.011-26707700, Fax No.011-26121883
Email: office.nbt@nic.in
Website: w.w.w.nbtindia.gov.in

TENDER DOCUMENT

CAFETERIA SERVICE TENDER

Terms and Conditions of the Tender

1. Eligibility Criteria

- The Bidder should have at least 5 years' experience in offices/institutes, corporate offices, Govt. offices/cafeteria/canteen, each serving to offices with 300 + employees to this effect must be submitted. .
- Bidder should have handled turnover of aggregate billing of Rs.10/- Lakhs per annum during the previous 5 years.
- Bidder should not have defaulted on any bank/financial institute loans in the past. There should not be any statutory dues or disputed liability.
- Bidder must have at least enough supervisory staff, in addition to the requisite number of subordinate staff, efficient in managing the provision of cafeteria services to NBT.

2. Two Bid System Tender

Separate Technical and Financial Bids duly sealed and superscribed as:

“Quotation for provision of cafeteria services at National Book Trust, India - Technical Bid” and “Quotation for provision of cafeteria services at National Book Trust, India, – Financial Bid” shall be submitted as per bid details given in this document and addressed to Director, National Book Trust, India, Nehru Bhawan, 5, Institutional Area, Phase-II, Vasant Kunj, New Delhi-110070, which must reach on the above address by **4.00 p.m. on 22nd April 2016.**

The tender not submitted in the prescribed format(s) or incomplete in any respect is liable for rejection. NBT is not responsible for non receipt of quotations within the specified date and time due to any reason including postal holidays or delays

Envelope I (Technical bid):

The technical offer should be complete in all respects and contain all the required information except prices. The technical offer should include all the components asked for in Annexure IV. The format prescribed for submission of technical bid is as follows:

- Index
- Covering letter as per Annexure I

- EMD in the form of an Account payee Demand Draft in favour of National Book Trust, India, for the amount mentioned in the tender document.
- The Company profile as per Annexure- II
- Experience/Details of operation in the last 3 years as per Annexure- III
- Technical bid with specifications as given in Annexure -IV complete with all the columns filled in. This table should not contain any price information.
- Technical Documentation, if any.

Envelope II (Financial Bid)

• The Financial Bid should give all relevant price information as per Annexure V. The Bid Form must be filled in completely, without any errors, erasures or alterations. The Financial Bid must not contradict the technical bid in any way.

3. Documentation

The bidder shall furnish, as part of his tender, documents establishing his eligibility to participate in the tender and his competence to perform the Contract.

4. Earnest Money Deposit

Bidder must submit Earnest Money Deposit (EMD) of Rs.25,000/- (Twenty five Thousand only/-) in form of a Demand Draft drawn in favour of National Book Trust, India,

5. Costs

The bid should include the following:

• Rates of the menu items or other additional items, if any, should be inclusive of all taxes and statutory levies.

Rates Quoted

The bidders should quote rates only in Annexure- V

6. Preliminary Scrutiny

NBT will scrutinize bids to determine whether they are complete, whether any errors have been made in the technical bid, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. NBT may, at its discretion waive off any minor nonconformity or inconformity in a bid provided such waiver does not affect relative ranking of other bidders. The decision of NBT in this regard will be final & binding.

7. Clarification of Offers

To assist in the scrutiny, evaluation and comparison of bids, NBT may, at its discretion, ask some or all vendors for clarification on their bids. The request for such clarifications and the response will necessarily be in writing. If deemed necessary, the bidder may be required to give presentation on the proposed bid.

8. Technical Inspection and Performance Evaluation

NBT reserves its right to carry out a technical inspection and performance evaluation (benchmarking) of the bids made by short listed bidders. This may also include site visit of the current engagement of the bidders.

9. Verification

NBT reserves the right to verify any or all statements made by the bidder in the tender document and to inspect the Bidders facilities, if necessary, to establish to its satisfaction about the vendor's capacity to perform the job.

10. No commitment to accept lowest or any Tender

NBT shall be under no obligation to accept the lowest or any bid received in response to this tender notice and shall be entitled to reject any or all bids including those received late or incomplete bids without assigning any reason whatsoever.

11. Shortlisting of Bidders

NBT will make a list of technically qualified bidders . The financial bids of only such bidders will be opened.

12. Cancellation of Contract

NBT reserves the right to cancel the contract/tender process without assigning any reason. However, some of the grounds on which contract can be cancelled are detailed below. (This list is only illustrative and not exhaustive.)

- Serious discrepancy in the providing of the required services by the contractor.
- Breach by the contractor of any of the terms and conditions of the tender.

13. Legal Jurisdiction

The agreement shall be deemed to have been concluded in the National Capital Territory of Delhi and all obligations hereunder shall be deemed to be located at the NCT of Delhi and the Court within NCT of Delhi will have jurisdiction to the exclusion of all other Courts.

15. Income Tax as applicable will be deducted at source .

Catering Arrangements

The contractor shall provide, inter-alia, the following services in the NBT cafeteria on an on-going basis:-

1. To provide cafeteria services in the main cafeteria.
2. The cleanliness and deodurance of the working and cafeteria area including its surroundings will be the responsibility of the contractor. The contractor will also ensure that the manpower engaged will maintain requisite standards of personal hygiene. All the cafeteria staff including the stewards/bearers will wear distinct uniform. All the staff employed by the contractor will be required to provide medical fitness certificate from time to time.
3. Rate List will be displayed prominently on the notice board of the cafeteria and its constituent units Menu items would be provided as per the displayed rate list. The NBT would constantly monitor quality and price of the items provided.
4. Contractor shall ensure to arrange the cooking fuel, utensils (both cooking & serving), and other material required for serving. The contractor shall also arrange for standard/good quality cutlery.
5. Contractor shall equip the kitchen with cooking stoves, refrigerators, insect repellants and other gadgets required for smooth provision of services in the cafeteria.
6. The contractor shall use cooking raw material of reputed brands only.
7. The contractor will be responsible for removal and proper disposal of waste material, garbage etc from the Cafeteria.
8. The contractor shall keep adequate store of cooking materials/food ingredients of acceptable standard at least for one fortnight and shall procure seasonal vegetables & fruit on daily basis.
9. The contractor would also be required to make arrangements for organizing special lunch/dinner/high tea etc. for occasions such as seminars/symposium/conferences/ meetings/related activities organized by different divisions of NBT.
10. The electric consumption charges and water consumption charges shall be recovered on actual consumption basis on BSES tariff by providing a separate energy meter for the kitchen, washing area, storage room , wash rooms e

11. It is necessary to provide copy of valid Licence from MCD/authorities concerned/Govt. regulatory bodies along with the tender document.

12. Items of Food stuff can be inspected by one of 5 (designated officers) at any time without notice. The designated officers may also take sample of the food stuff being served,

13. NBT will provide a subsidy of Rs.30000/- to the Contractor per month as a token of compensation.

14. The agreement will be valid for a period of 1 year commencing from the date of award of the contract and shall continue to be in force in the same manner, unless terminated in writing. The contract will be extendable as per the requirement subject to satisfactory performance of the contractor and subject to such amendments as mutually agreed to for a maximum period of 3 years. However, if the performance of the contractor is not satisfactory, NBT reserves the right to terminate the contract/agreement without serving any notice.

Tender Application Form

The Director
National Book Trust, India
Nehru Bhawan, 5, Institutional Area
Phase-II
Vasant Kunj
New Delhi-110070

Subject: Submission of Tender for providing Cafeteria Services in the National Book Trust, India

Sir,

With reference to the above tender, having read and understood the instructions, terms and conditions forming part of the Tender, we hereby enclose our bid for provision of cafeteria services in NBT, India as per the terms and conditions.

We undertake that we have never been black listed by any agency. We further confirm that the offer is in conformity with the terms and conditions as mentioned in your above referred Tender. We also understand that the NBT is not bound to accept the offer either in part or in full and that the NBT has a right to reject the offer in full or in part without assigning any reasons whatsoever.

A Demand Draft No. _____ dated _____ drawn on _____ for the prescribed amount of Rs.25,000/- (Rupees twenty five thousand only) in favour of National Book Trust, India, payable at New Delhi is enclosed as Earnest Money. I/we fully understand that in the event of my/our tender being accepted, NBT will adjust this earnest money against security deposit payable by me/us for satisfactory execution of the services. .

My/our PAN is _____ and Service tax no. is _____.

Thanking you,

Yours faithfully,

Signature with stamp
& full Address

Date:

Place:

Company Profile

Details filled in this form must be accompanied by sufficient documentary evidence, in order to verify the correctness of the information.

S.No.	Item	Details
1.	Name of Firm	
2.	Owner/Partner	
3.	Mailing Address	
4.	Telephone and Fax Numbers	
5.	Year of commencement of Business	
6.	Name & Designation of the Key person authorized to make commitments to National Book Trust, India	
7.	Contact details of the Key person	
8.	Aggregate billing in 2011-2012 Aggregate billing in 2012-2013 Aggregate billing in 2013-2014	
9.	PAN	
10.	Details of registration with appropriate Labour Commissioner	
11.	Manpower Details	
12.	Service Tax Registration Number	

Signature (Name and Designation)
With Stamp

Date:

Place:

Annexure III

Experience/Details of operation at present and in the last 3 years

Name of the Firm _____

S.No.	Name of the Client	Period of Contract	Details (including name, email, phone, fax. No. and address	Value of the Contract (in terms of billing per annum)	Remarks
1.					
2.					
3.					

Signature (Name and Designation)

With Stamp:

Date:

Place:

Technical Bid

The bidders intending to participate in the bid may visit NBT Cafeteria at ,5, Institutional Area, Phase-II, Vasant Kunj, New Delhi-110070 for assessing the requirements and furnish a conceptual plan of the strategy in providing the services which may inter-alia include scope of the work, requirements of manpower etc. **This is a technical evaluation and should not include the financial quote.**

Item No.1: Conceptual plan for providing Cafeteria services:

Name of the Bidder/firm: - _____

Item No. 1: The menu items expected to be provided in the cafeteria (Give details like wt /vol. of items in your offer)

S.No.	Items/ Unit of measure	Qty.
1.	Tea Per cup	150 ml
2.	Coffee Per cup	150 ml
3.	Samosa Per piece	100 gms
4.	Burger per piece	200 gms.
5.	Sandwitch 2 pcs per plate	Standard size & weight
6.	Bread Pakora 1 piece	100 gms.
7.	Masala Dosa per piece	300 gms.
8.	Onion Utthapam Per piece	300 gms.
9.	Idli two pieces	80 gms.
10.	Sambhar Vada Two pieces	250 gms.
11.	Kulche Chhole Two piece	340 gms.
12.	Chhole Bhature Two pieces	340 gms.
13.	Vegetable Patties per piece	Standard weight
14.	Puri Allu 4 pieces	340 gms.
15.	Chowmin Per plate	Standard weight
16.	Gulab Jamun Two pcs	40 gms.
17.	Rasgulla Two pcs	40 gms.
18.	Lassi Per glass	200 ml.
19.	Bread Omlette Two eggs, two slices	Standard weight
20.	Soft Drink (non aerated)	as per standard volume
21.	Butter Toast (two pcs)	Standard weight

22.	Dal Vada Per piece	100 gms.
23	Cheese Patties Per pc	100 gms.
24.	Lunch Veg. (Thali) Dal (150 gms), Plain boiled Rice (100 gms), Sabzi (100 gms.), Parantha 2 Nos. Curd (100 gms), Salt Sachet 1 Nos (1 gm), Pepper Sachet 1 Nos. (0.5 gm), pickle Sachet 1 Nos. (15 gms) and paper Napkin 1 Nos.	Standard weight
25.	Lunch (Thali) Non Veg Dal (150 gms), Plain Boiled Rice (100 gms), Egg Curry with 1 Egg (100 gms), Parantha , Curd (100 gms),, Salt Sachet 1 Nos. (1 gm.), Pepper Sachet 1 Nos. (0.5 gm.), pickle Sachet 1 Nos. (15 gms) and Paper Napkin 1 Nos.	Standard weight
26.	Mutton per plate/half plate	Standard weight
27.	Chicken per plate/half plate	Standard weight
28.	Two Egg Curry/ One Egg Curry per plate	Standard weight
29.	Dal per plate	Standard weight
30.	Vegetable per plate	Standard weight
31.	Dal Fry per plate	Standard weight
32.	Special Vegetable per plate	Standard weight
33.	Dal and Rice	Standard weight
34.	Raita/Curd	Standard weight
35.	Lays Chips, Biscuits, Cold Drinks/Beverages & other packed items	Printed weight

Item No. 2: Special Lunch/Dinner (Please give details of dishes you would provide in each category)

S.No.	Category Essential List	Essential List	Oty. be prescribed
1	Economy	Puri/Chapati, Rice/Pulao, Dal Makhani/Chhole, one seasonable vegetable, Bundi Raita/Vegetable Raita, Salad, pickle	
2.	Executive	Puri/Chapati/Nan, Vegetable Pulao/Jeera Rice/Peas Pulao/any other Pulao, Dal Makhani/Chhole, One seasonable Vegetable, Panneer/Mushroom Vegetable, Pineapple Raita/Dahi Vada, Papad, Pickle, Salad, Sweet/Ice Cream and Mutton/Chicken and one Non Veg. Item	
3.	Deluxe	Starters/Soups, Puri/Butter Nan/Missi Roti, Vegetable Pulao/Jeera Rice/Peas Pulao, any other Pulao, Dal Makhani/Chhole, Two Seasonal Vegetable, Paneer/Mushroom Vegetables, Pineapple Raita/Dahi Vada, Papad, Pickle, Salad, Sweet/Ice Cream, Tea/Coffee & Soft drink/juices and Mutton/Chicken and two Non Veg. Items	

Item No. 3: High Tea (Please give details of items you would provide)

S.No.	Items as per NBT requirement	Your offer/additional offer	
1.	Tea/Coffee & Cold Drink Sweet/Pastry, Biscuits/Cakes/Sandwich Paneer Pakora/Other Pakoras,		

Authorized Signatory
(Name & Designation)
With stamp

Date:
Place:

Financial Bid:

Item No. 1 The menu items expected to be provided in the cafeteria (Give details like wt /vol. of items in your offer)

S.No.	Items /Unit of measure	Qty.	Quoted Rate (inclusive of all taxes)
1.	Tea Per cup	150 ml	
2.	Coffee Per cup	150 ml	
3.	Samosa Per piece	100 gms	
4.	Burger per piece	200 gms	
5.	Sandwich 2 pcs per plate	Standard size & weight	
6.	Bread Pakora 1 piece	100 gms.	
7.	Masala Dosa per piece	300 gms.	
8.	Onion Utthapam per piece	300 gms.	
9.	Idli Two Pieces	80 gms.	
10.	Sambhar Vada two pieces	250 gms.	
11.	Kulche Chhole two pieces	340 gms.	
12.	Chhole Bhature Two pieces	340 gms.	
13.	Vegetable Patties per piece	Standard Weight	
14.	Puri Allu 4 pieces	340 gms	

S.No.	Items/Unit of measure	Qty.	Quoted Rate (Inclusive of all taxes)
15.	Chowmin Per plate	Standard weight	
16.	Gulab Jamun Two pcs	40 gms.	
17.	Rasgulla Two pcs	40 gms.	
18.	Lassi Per glass	200 ml.	
19.	Bread Omlette Two eggs, two slices	Standard weight	
20.	Soft Drink (non aerated) as per standard volume	Standard weight	
21.	Butter Toast (two pcs)	Standard weight	
22.	Dal Vada Per piece	100 gms.	
23.	Cheese Patties Per piece	100 gms.	
24.	Lunch Veg. (Thali) Puri/chapatti,Rice,Dal, One Subji, Raita, Salad	Standard weight	
25.	Lunch (Thali) Non Veg	Standard weight	
26.	Mutton per plate/half plate	Standard weight	
27.	Chicken per plate/half plate	Standard weight	
28.	Two Egg Curry/ One Egg Curry per plate	Standard weight	
29.	Dal per plate	Standard weight	
30.	Vegetable per plate	Standard weight	

S.No.	Items/Unit of measure	Qty.	Quoted Rate (Inclusive of all taxes)
31.	Dal Fry per plate	Standard weight	
32.	Special Vegetable per plate	Standard weight	
33.	Dal and Rice	Standard weight	
34.	Raita/Curd	Standard weight	
35.	Lays Chips, Biscuits, Cold Drinks/Beverages & other packed items	Printed weight	

Item No. 2: Special Lunch/Dinner

S.No.	Category	Rate Per Plate (Inclusive of all taxes)
1.	Economy	
2.	Executive	
3.	Deluxe	

Item No. 3: High Tea: @ (quoted rate) per person Rs. _____

(Inclusive of all taxes)

Authorized Signatory
(Name & Designation)
With stamp

Place & Date: