

Rs.1000/-



राष्ट्रीय पुस्तक न्यास, भारत
NATIONAL BOOK TRUST, INDIA
 नेहरु भवन, 5 इंस्टीट्यूशनल एरिया, फेज-2,
 वसंत कुज 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

- 1.1 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.
- 1.2 Bidder should have handled turnover of aggregate billing of Rs.10/- Lakhs per annum during the previous 5 years.
- 1.3 Bidder should not have defaulted on any bank/financial institute loans in the past. There should not be any statutory dues or disputed liability.
- 1.4 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.

1.5 Essential Parameters for Qualification in Technical Bids :

- Self-attested copy of PAN card.
- An Affidavit of Rs. 10/- duly signed and stamped by Notary (Photocopy of the affidavit will not be accepted) stating that
 - "The Company has not been Debarred or blacklisted by any Government, Quasi Government, PSU or Autonomous Organization is required to be enclosed".
 - "Bidder should not have defaulted on any bank/financial institute loans in the past. There should not be any statutory dues or disputed liability."
- Specimen. Signature, Name, Address, Contact No. designation/capacity of the person signing the tender document on plain paper is required to be enclosed.
- Experience Certificates as per clause 1.1 above in from The Administrative Head of the unit where service was provided or Work order with indicating duration.
- CA certified copy of balance sheet for last 5 Financial Years i.e. 2015-16, 2014-15, 2013-14, 2012-13.
- Self attested copy of Registration License
- Self attested copy of Valid Service Tax Registration.
- Demand Draft for Tender Fee
- Demand Draft for EMD

2. Two Bid System Tender

Separate Technical and Financial Bids duly sealed and super scribed as "Technical Bid for Cafeteria services" and "Financial Bid for Cafeteria services" 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 10.00 hrs on 8th May 2017.

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
- Duly signed copy of Technical bid.
- Technical Documentation, if any.
- All Documents mentioned at clause 1.5

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.

14. 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 hygiene 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 good quality and 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 etc.
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, subject to fulfillment of Norms prescribed by Canteen Monitoring committee from time to time and offering of rates of items at subsidized rates as prescribed by the committee.
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.
15. Bid should valid for 60 days from opening of Technical bids.
16. The contractor shall arrange for items i.e crockery, utensils, boilers, juice machine, cooking gas cylinders, cooking store etc. and items of similar nature of good quality as approved by the Trust at his own cost and maintain the said items in proper and hygienic conditions for due discharge of obligations in respect of running of canteen.
17. The contractor will be fully responsible for the repair/maintenance, cleanliness, breakage and damage done to the building and sanitary, electrical and any other fittings and fixtures installed in the space provided to him by the Trust for the purpose of preparing lunch, tea and coffee. Furniture provided to the contractor will be maintained properly. Any loss/damage (including repairs) to the same will have to be made good by the Contractor, at his cost.
18. The contractor will take all necessary precautions against fire hazards and comply with rules and regulations as laid down by concerned local authorities and to the satisfaction of NBT India.
19. The size and weight including quality of the various items should be approved by the Trust. No new items would be introduced without approval of the Trust. No rate will be revised without the approval of the Trust.
20. The Trust shall not in any manner be treated as the employer of these employees or concerned with the terms of their employment or conditions of their services since the relationship of employer and employees shall always be considered to be between the contractor and such persons as will be employed by him. While engaging his employees the contractor will make these conditions clear to them categorically and in writing, and their acceptance of these terms shall be communicated to the Trust (NBT, India) also.

21. The contractor shall obtain licence under the Contractor Labour (Abolition and Regulation) Act 1970 (hereinafter referred as the contractor labour Act) and all other requisite licences at his own cost from the Appropriate Authorities and comply with the terms and conditions of the licence(s) and all other relevant and necessary provisions of the contractor labour Act and the Rules framed there under all such other provisions of laws in any enactment or otherwise laid down by any authority from time to time, it being clearly understood and agreed upon that the entire responsibility for compliance thereof shall always be of the contractor. The contractor shall be fully responsible for any compensation etc. in case of any injury/casualty or mishap to any employees of the canteen during canteen working hours.

22. The contractor will, at all times, ensure discipline decent and courteous behaviour by his employees while they remain in premises of NBT India. In case any of his employee indulges in any act of indiscipline, misbehaviour or slogan shouting or indulges in violent act(s) or abets others in doing so and it is prima facie proved, the contractor shall remove the employee concerned from the premises immediately on receipt of written communication from the authorities which will be duly acknowledged by the contractor.

23. The contractor will not further sub-contract the contract to any other party. In case the contractor is found having sub-contracted this contract, the contract will be terminated without any notice and security deposit will be forfeited.

Tender Application

Annexure I

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:

Annexure II

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 the 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 <u>National Book Trust, India</u>	
7.	Contact details of the Key person	
9.	PAN	
10.	Registration / License no.	
11.	Service Tax Registration Number	
12.	Manpower Details to be engaged <ul style="list-style-type: none"> ➤ Supervisor/ Manager ➤ Stewards/ Waiters ➤ Cooks/ Chefs 	

Signature (Name and Designation)

With Stamp

Date:

Place:

Annexure III

Experience/Details of operation at present and in the last 5 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.					
4.					
5.					

Signature (Name and Designation)

With Stamp:

Date:

Place:

Technical Bid**Annexure IV****Item No. 1: Rates should be quoted as per following portion size**

S.No.	Items/ Unit of measure	Qty.
1.	Tea Per cup	150 ml
2.	Coffee Per cup	150 ml
3.	Samosa Per piece	100 gm
4.	Burger per piece	200 gm.
5.	Sandwich	200 gm
6.	Bread Pakora 1 piece	100 gm.
7.	Masala Dosa per piece	200 gm.
8.	Onion Utthapam Per piece	200 gm.
9.	Idli two pieces	80 gm.
10.	Sambhar Vada Two pieces	200 gm.
11.	Kulche Chhole Two piece	200 gm.
12.	Chhole Bhature Two pieces	200 gm.
13.	Vegetable Patties per piece	70 gm
14.	Puri Allu 4 pieces	200 gm.
15.	Chowmin Per plate	200 gm
16.	Gulab Jamun	60 gm
17.	Rasgulla	60 gm
18.	Lassi Per glass	200 ml.
19.	Bread Omlette	Two eggs, two slices
20.	Soft Drink (non aerated)	200ml/350ml/500ml/1ltr/2ltr
21.	Butter Toast	02 pcs (Standard)

22.	Dal Vada Per piece	100 gm.
23.	Cheese Patties Per pc	70 gm.
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.	Per Plate (as prescribed with items)
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.	Per Plate(as prescribed with items)
26.	Mutton curry per plate Full Plate /half plate	4 pcs/2 pcs (200gm/ 100 gm with gravy)
27.	Chicken per plate Full Plate /half plate	4 pcs/2 pcs (200gm/ 100 gm with gravy)
28.	Egg Curry per plate Full Plate /half plate	2 eggs/1 egg (200gm/ 100 gm with gravy)
29.	Dal per plate	200 gms
30.	Vegetable per plate	200 gms
31.	Dal Fry per plate	200 gms
32.	Special Vegetable per plate	200 gms
33.	Rice	200 gms
34.	Raita/Curd	100 gms
35.	Lays Chips, Biscuits, Cold Drinks/Beverages & other packed items	Standard weight as displayed on the packet by original manufacturer

Item No. 2: Special Lunch/Dinner (Buffet Arrangement) : Chafing Dishes and Crockery etc. needs to be arranged by the vendor / selected service provider)

S.No.	Category	Essential List
1	Economy	Breads - 1 item , Rice Preparation - 1 item Dal/ Lentil Preparation with gravy -1 item Seasonable vegetables - 1 item Curd/ Raita - 1 item Salads - 1 item Achar/ Papad/ Chutney - 1 item each Paper Napkin
2.	Executive	Breads - 2 items , Rice Preparation - 2 items (out of which 1 pulao is a must) Dal/ Lentil Preparation with gravy -1 item Seasonable vegetables - 1 item Paneer Preparation - 1 item Non Vegetarian Preparation (Chicken/ Mutton/ Fish) - 1 item Curd/ Raita - 1 Salads - 2 items Achar/ Papad/ Chutney - 1 each Dessert (Sweets) -1 preparation Packaged Drinking Water Paper Napkin
3.	Deluxe	Soup -1 item Starters / Snacks - 2 items (2 veg or one veg+ one non veg) Breads - 2 items , Rice Preparation - 2 items (2 veg or one veg+ one non veg) Dal/ Lentil Preparation with gravy -1 item Seasonable vegetables - 1 item Paneer Preparation - 1 item Non Vegetarian Preparation (Chicken/ Mutton/ Fish) - 2 items Continental / Chinese Preparation - 1 set (One main course with accompaniments) Curd/ Raita - 1 item Dahi Bhalla/ Chaat Papri - 1 item Salads - 2 items Achar/ Papad/ Chutney - 1 each Dessert (Sweets) -2 items (One Hot + One Cold preparation) Packaged Drinking Water Tea and Coffee Soft Drinks - 2 varieties Canned Juice/ Fresh Juice - 2 varieties High Quality Paper Napkin/ Cloth Napkin

Item No. 3: High Tea (Buffet Arrangement): Chafing Dishes and Crockery etc. needs to be arranged by the vendor / selected service provider)

S.No.	Category	Essential List
1.	Economy	Tea and Coffee Biscuits (1 salted + 1 sweet)
2.	Executive	Tea and Coffee Cookies (1 sweet + 1 salted) Wafers / Chips \ Paper Napkin (Tea Napkin)
3.	Deluxe	Tea and Coffee Cookies (1 sweet + 1 salted) Wafers / Chips Savoury Item (Indian) -1 (e.g. Samosa/ Dhokla) Sweet Item (Indian) -1 (e.g. Gulabjamun/ Imarti) Savoury Item (Continental) -1 (e.g. Quiche/ Puff) Sweet Item (Indian) -1 (e.g. Pastry/ Cupcake/ Doughnut) Good Quality Tea Napkin (Paper / Cloth)

ANNEXURE 5: 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
1.	Tea Per cup	150 ml	
2.	Coffee Per cup	150 ml	
3.	Samosa Per piece	100 gm	
4.	Burger per piece	200 gm.	
5.	Sandwich 2 pcs per plate	200 gm	
6.	Bread Pakora 1 piece	100 gm.	
7.	Masala Dosa per piece	200 gm.	
8.	Onion Utthapam per piece	200 gm.	
9.	Idli Two Pieces	80 gm.	
10.	Sambhar Vada two pieces	200 gm.	
11.	Kulche Chhole two pieces	200 gm.	
12.	Chhole Bhature Two pieces	200 gm.	
13.	Vegetable Patties per piece	70 gm	
14.	Puri Allu 4 pieces	200 gm.	
15.	Chowmin Per plate	200 gm	
16.	Gulab Jamun Two pcs	60 gm	
17.	Rasgulla Two pcs	60 gm	
18.	Lassi Per glass	200 ml.	
19.	Bread Omlette Two eggs, two slices	Two eggs, two slices	
20.	Soft Drink (non aerated) as per standard volume	200ml/350ml/500ml /1ltr/2ltr	
21.	Butter Toast (two pcs)	02 pcs (Standard)	
22.	Dal Vada Per piece	100 gm.	
23.	Cheese Patties Per piece	70 gm.	
24.	Lunch Veg. (Thali) Puri/chapatti,Rice,Dal, One Subji, Raita, Salad	Per Plate (as prescribed with items)	
25.	Lunch (Thali) Non Veg	Per Plate(as prescribed with items	
26.	Mutton per plate Full Plate /half plate	4 pcs/2 pcs (200gm/ 100 gm with gravy)	
27.	Chicken per plate Full Plate /half plate	4 pcs/2 pcs (200gm/ 100 gm with gravy)	
28.	Egg Curry per plate Full Plate /half plate	2 eggs/1 egg (200gm/ 100 gm with gravy)	
29.	Dal per plate	200 gms	
30.	Vegetable per plate	200 gms	

S.No.	Items/Unit of measure	Qty.	Quoted Rate (Inclusive of all taxes)
31.	Dal Fry per plate	200 gms	
32.	Special Vegetable per plate	200 gms	
33.	Dal and Rice	200 gms	
34.	Raita/Curd	100 gms	
35.	Lays Chips, Biscuits, Cold Drinks/Beverages & other packed items	Standard weight as displayed on the packet by original manufacturer	

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:

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

Authorized Signatory
(Name & Designation)
With stamp

Place & Date: