

TENDER DOCUMENT FOR CATERING SERVICES

**THE NATIONAL INSTITUTE FOR ENTREPRENEURSHIP AND
SMALL BUSINESS DEVELOPMENT (NIESBUD), A-23,
INSTITUTIONAL AREA, SECTOR 62, NOIDA 201309**

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**TENDER NOTICE FOR
CATERING SERVICES**

THE NATIONAL INSTITUTE FOR ENTREPRENEURSHIP AND SMALL BUSINESS DEVELOPMENT (NIESBUD) invites sealed tenders under **two-bid** system from reputed and experienced agencies for providing Catering Services at the above address.

The interested agencies are required to submit the technical and financial bid separately. The Bids in Sealed Cover-I containing “Technical Bid” and Sealed Cover-II containing “Financial Bid” should be placed in a third sealed cover subscribed “Tender for Catering Services” and should **reach NIESBUD on or before 15 November 2018 at 1500 h**. The technical bids shall be opened on the same day at 1700 h at NIESBUD.

The tender document containing eligibility criterion, terms & conditions etc. can be downloaded from www.niesbud.nic.in.

INVITATION OF APPLICATIONS FOR ENGAGEMENT FOR CATERING SERVICES

The Institute invites Technical Bids (ANNEXURE-I) & Financial Bids (ANNEXURE-II) for engagement of the parties, in the prescribed format, for rendering Catering Services for the 2 years (2018-19 & 2019-20) in NIESBUD, A-23, Sector – 62, NOIDA.

Last Date of Submission of Tender	:	15-11-2018 by 3 PM
Date and Time of Opening of Technical Bid	:	15-11-2018 at 5 PM
Date and Time of Opening of Financial Bid	:	17-11-2018 at 11 AM

CATERING SERVICES

The Services are primarily meant for the inmates of the Hostel of the Institute (maximum capacity 80) both National and International and non-residential participants attending different courses at the Institute.

Eligibility Conditions:

- 1) The party should be in the business of providing Catering Services to the inmates of the Hostel of Govt. /P.S.U./ reputed educational/ research institutions and/or big corporate houses for the last 5 years.
- 2) The Party should be free from all encumbrances, liabilities, disputes and litigations with respect to its ownership and shall have all required approvals/permissions from the competent authorities to participate in the bidding process.
- 3) A declaration to the effect that the Caterer has not been blacklisted by any of the Organization at any point of time and no criminal/civil case is pending against the said Caterer.
- 4) The party also having experience in serving inter-continental meals to the international participants *only needs to apply*.
- 5) The party should have annual turnover of at least Rs. 60 lakh during the last 3 financial years (2015-16, 2016-17 and 2017-18)
- 6) The party should have adequate qualified/experienced cooking/serving personnel, including continental meals/food, on its regular establishment strength.
- 7) The party should be registered under all statute like Food License, Labour, ESI & PF etc. as may be necessary/applicable for providing such services.

GENERAL INSTRUCTION

1. Tender Fee (Non-refundable) of Rs. 1,000/- (One Thousand Only) in the form of Bank Draft/Pay order drawn in the favor of "NIESBUD, NOIDA" should essentially be submitted to this office along with all documents before the closing date.

2. Earnest Money Deposit (EMD) of Rs. 1,00,000/- (One Lakh Only) in the form of Bank Draft/Pay order drawn in the favor of "NIESBUD, NOIDA" should essentially be submitted to this office before the closing date.

The EMD amount will be refunded to all the un-successful bidder in course of time and for successful bidder EMD amount will be adjusted in the Security Deposit amount of Rs. 2,00,000/-.

3. Received tender document without requisite tender fee and EMD amount will be treated disqualified
4. The successful bidder must submit the Security Deposit within 15 days of awarding the services.
5. The bidders shall submit their offers in two parts namely, "Technical Bid" and "Financial Bid", marked as such along with the bidder's name, strictly in the format given in this document. Both should be submitted in Tender method clearly mentioned as "Catering Tender".
6. The applications, from eligible parties, together with the copies of certificates, audited accounts etc. covering their eligibility for consideration all relevant documents of empanelment, be submitted only through the speed post/register post/courier at the Institute by November 15, 2018 (3.00 P.M.).
7. The Tender should be complete in all respects and should be duly signed. Late and delayed tenders due to any reason including postal delays shall not be considered at all. Offers sent through fax/ e-mail will not be accepted.
8. The Technical bid will be opened in the presence of authorized Official of the Party/Applicant.
9. Those party(s) will qualify the Technical Bid; will be eligible for the Financial Bid.
10. Any default by the bidder in respect of the tender terms & conditions will lead to rejection of the bid.
11. The Institute reserves the right to reject all or any application without assigning any reason or to prescribe suitable criteria for inviting financial bids from the parties.

Requirement

Menu: Day wise sample menu is required to be changed once in a month in consultation with the Officers of Catering Committee of NIESBUD and the students' representatives to bring in variety of food.

Food Serving Locations: Dinning Hall at Hostel Block

Food Serving Timings:

Breakfast:	From 7.30 am to 9.30 am
Tea break*:	From 11.00 am to 11.30 am
Lunch*:	From 1.00 pm to 2.00 pm
Dinner:	From 7.30 pm to 9.30 pm

*Timings may vary based on the Class / training schedule which will be informed in advance.

The count of students for serving the food will be provided by Administration of NIESBUD on daily basis.

Maintenance of the cooking equipment's is the responsibility of the Caterer only.

Manpower Deployment: The Caterer is required to deploy adequate persons for serving the food and for cleaning (removing the plates, used tumblers, cleaning the tables, used Crockery etc.) at all timings when the food is served. The basic cleaning should be taken care by the Caterer only.

Sanitation Items: The Caterer should provide the sanitation items like soap oil / hand wash liquids for washing the hands & tissue papers where the food is served. Replenishing of the items is the responsibility of the Caterer only.

Cutlery / Crockery for serving food: The Caterer should provide proper and required number of Cutlery/Crockery items like Glasses, serving bowls, plates etc., for serving the food. Replenishing of the items due to breakage/damage is the responsibility of the Caterer only.

Grooming: The Caterer should ensure that the team follows the uniform with shoe polished, wear the head caps and hand gloves. The male should present themselves with neatly shaved face.

Dustbins with Garbage covers: The Caterer should provide required dustbins and garbage covers at all the locations at food serving area and the disposal of garbage on daily basis is the responsibility of the Caterer only.

Storage of food items: Items like Jam, Pickles, Butter, Salt, and Sugar should be kept /stored properly in a neat and clean place near dining areas to avoid insects/mosquitoes. The items should be checked at regular intervals and should be replenished based on the requirement.

Medical tests & Insurance: Persons who prepare / serve food should maintain high degree of cleanliness and personal hygiene. They should be medically fit and suitable to cook and serve. They should be comprehensively insured by the Caterer for any accidents and injuries. No REIMBURSEMENT will be made.

Food Test Reports: The Caterer should, at his own cost, get the food tested at the laboratory specified by us and furnish a report of suitability at least once in SIX months or as and when demanded by us.

Inspection of Kitchen: The Caterer should allow NIESBUD representatives to inspect / check the kitchen at periodical intervals.

Statutory Requirements:

The Caterer shall be solely responsible to comply with all Acts, Laws, Rules and Regulations, as may be applicable from time to time in respect of providing catering services and shall pay all taxes, debts and / or levies as may be levied by the appropriate Government / Local Bodies and other authorities in this regard, and the Caterer shall indemnify the NIESBUD against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.

The vendor shall not sublet, transfer or assign the contract or any part thereof. The Contract / Agreement is *NON-TRANSFERABLE*.

The vendor shall comply with all the terms and conditions and ensure supply of the prescribed quantity and quality of food items during the service timings and in the event of any failure or breach of any of the conditions by the Service Provider and in case of deterioration in the quality of the food items or reduction in the quantity thereof, NIESBUD shall be at liberty to levy penalty of Rs.5,000/- per instance or the total food cost of that meal, as deemed appropriate, in case of hygiene Issues like Worms / Insects or any other harmful particles found in food served

Contract Period:

The contract will be for a period of TWO YEARS initially from the date of supply of food and may be extended with same terms and conditions for one more year based upon the satisfactory feedback from all the stakeholders of the NIESBUD.

During the contract period, NIESBUD will not entertain any request for revision of rates.

Terms for Termination of Contract: The food catering contract can be terminated by either side by giving a notice of not less than 60 days in advance without showing any reason for the termination of the contract.

Arbitration: In case of any dispute arising out of the terms and conditions of contract or assignment, the matter shall be referred to the Sole Arbitrator to be appointed by the Director General, NIESBUD as per the relevant Act and the award of the Sole Arbitrator will be binding on both the parties. The cost of such arbitration shall be shared by both the parties equally. Further, any legal dispute arising shall be settled in the court of competent jurisdiction located within the local limits of Noida.

Administrative Officer
0120-4017024
8527893438

TECHNICAL BID

1	Name of Tendering Company/Firm/Agency	
2	Name of Owner/Partners/Directors	
3.	Principal Business of the party	
4.	Full particulars of office	
a)	Address	
b)	Telephone No.	
c)	Fax No.	
d)	E-mail address	
5.	Registration details	
a)	License No. for doing the business	
b)	PAN No.	
c)	GST Registration No.	
6.	Details of Tender Fee	
a)	Amount (Rs.)	
b)	DD No. and Date	
c)	Drawn on Bank	
7.	Annual Turnover of the firm for last three years	
a)	2015-16	
b)	2016-17	
c)	2017-18	
8	Details of the Contracts handled during the last 5 years and in hand (involving serving inter-continental meals to the Hostel inmates of Govt./PSU/reputed educational/research Institute or International Clients)	
9.	Details of qualified personnel for rendering such services.	

Signature & Seal of the
Prop./Auth. Signatory

Date:

Place:

FINANCIAL BID

Sl. No.		Rate (Rs.) (per pax)
A.	Regular Requirement	
1.	Bed tea (unlimited tea, milk, sugar & coffee pouch)	
2.	Breakfast: Seasonal fruit, tetra pack fruity, dalia/milk with corn flakes, pratha with dahi/puri sabji, bread butter jam, boiled egg/omellete, tea and coffee.	
3.	Lunch/Dinner: Soup, rice/fried rice/pulao, chappati, seasonal vegetable/boiled veg/finger chips, daal, veg curry/Manchurian/chowmein, non-veg (chicken/fish), salad, papd, sweet (rasgulla/gulabjamun/ice cream)	
4.	Morning Tea with snacks	
5.	Evening Tea with cookies	
B.	Extra/other requirement	
a.	Non-veg (Chicken/fish)	
b.	Non-veg (mutton)	
c.	Veg. Curry (any one item)	
d.	Seasonal Veg.	
e.	High-tea Sweet item(branded), paneer pakoda/samosa/cutlet, Dhokla/Cheese patty/grilled cheese sandwich, mix pakoda, cookies (branded), wafers (branded), tea, coffee & cold drink	
f.	VIP Lunch Soup, rice/fried rice/pulao, chappati, seasonal vegetable/boiled veg/finger chips, daal, veg curry/Manchurian/chowmein, non-veg (chicken & boneless fish), salad, papd, sweet (rasgulla/gulabjamun & ice cream), fruits	
g.	Bread, butter & jam	
h.	Sweet (any one item)/cut fruit	
i.	Snacks (any one item)	
j.	Tea/coffee	
j.	Rajma/Chole/Kadi & Rice	
C.	Staff Tea (AM/PM) with cookies (branded) (2 time tea with cookies)	
	GST	
(Rupees _____)		
Only)		

*kindly mentioned all the rates neat & cleanly.

Signature & Seal of the
Prop./Auth. Signatory

Date:

Place: