

NCHMCT, NOIDA

TENDER FOR CATERING SERVICES

Last date of submission : 26.11.2018
of Tender

Date of opening of Tender : 27.11.2018

Signing of Contract : 30.11.2018

Tender for Food Catering Services for a period of 2 years

National Council for Hotel Management & Catering Technology having its campus at A-34, Sector-62, Noida invites tenders from reputed Caterers for providing food catering services to about 50-60 students per day (based on the student batch size) for a period of 2 years. The number of persons can be increased during evaluation period , Official meetings and training etc.

1. TENDER DETAILS :

S.no.	Particulars	Date
1.	Release of tender notification in newspaper & NCHMCT website	15.11.2018
2.	Last date for submission of Technical and Financial Bids	26.11.2018
4.	Opening of Technical bids & Financial Bid	27.11.2018 at 2 pm
5.	Signing of Contract	Before 30 th November 2018
6.	Start of Catering services contract	01.12.2018

2. Eligibility Criteria & Document submission: The following are the minimum eligibility

criteria for the caterer to participate in the tender “**for providing Food Catering service to NCHMCT**”

- Should be based in proximity of 6 Kms from NCHMCT, Noida and with the registration of catering services under the relevant statutory /Act, either as a sole proprietor or a registered firm or a company to run food catering services.
- 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.
- Having Valid Food license
- Having Firm registration certificate
- Having GST Registration Certificate
- Having PAN
- Should have experience of serving to any educational institute / any Corporates / any PSU bodies for not less than 50 paxs per meal during minimum previous two years (FY 2015-16 to till date) – Copy of work orders/ Experience certificate should be submitted.
- The food Caterer should have executed Single / Multiple contracts totaling to a minimum of turnover of Rs.5 Lakhs in a financial year of the last two years (FY 2015-16 & 2016-17) . Latest financial statements/ITRs for a period of 2 years to be submitted.
- 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.
- Food preparation area should be within radius of 6 kms from NCHMCT, Noida Campus

3. Pre-Bid meeting: A Pre bid meeting will be conducted at NCHMCT as per the “Timelines for food catering tender” Interested bidders who would like to seek clarifications may attend the meeting.

4. Other Requirements:

a. **Menu:** Day wise sample menu is required to be changed once in a month in consultation with the Officers of NCHMCT and the student representatives to bring in variety of food.

b. **Food Serving Locations: Hostel Block & Dining Hall of NCHMCT**

c. **Food Serving Timings:**

- | | | |
|----------------|---|---|
| i. Breakfast | : | From 7.30 am to 9.30 am |
| ii. Tea break* | : | From 11.00 am to 11.30 am (For Seminar and Meetings only) |
| iii. Lunch* | : | From 1.00 pm to 2.00 pm |
| iv. Dinner | : | From 7.30 pm to 9.30 pm |

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

- d. The food should reach the venue 15 minutes before the scheduled time. No Delay will be entertained under any circumstances. However, the request for delay may be considered in unavoidable circumstances with prior information or approval from the competent authority of NCHMCT.
- e. The count of students for serving the food will be provided by NCHMCT representative on daily basis.
- f. **Items to be prepared LIVE:** Items like Puri, Dosa, Chapati, Omlet or any other food item (which are required to be cooked LIVE) should be prepared “LIVE” in NCHMCT Campus based on the menu. The Caterer is responsible for arranging required cooking equipment for preparing items “LIVE. Maintenance of the cooking equipment’s is the responsibility of the Caterer only.
5. **Manpower Deployment:** The Caterer is required to deploy 2 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.
6. **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.
7. **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.
8. **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.
9. **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.
10. **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.
11. **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.
12. **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.
13. **Inspection of Kitchen:** The Caterer should allow NCHMCT representatives to inspect / check the kitchen at periodical intervals.
14. **Other Terms and Conditions:** NCHMCT reserves the right to accept or reject any or all the tenders or cancel this process at any time without assigning any reason whatsoever.
- a. The bidders, who do not meet the eligibility criteria; or do not submit all the necessary documents in support of the eligibility criteria; or do not submit documents that are complete and valid - shall be disqualified and they would not be invited for participating in Technical bidding.
- b. The bidder is expected to read all instructions, terms and conditions in the tender document. Failure to furnish all information required or to submit a bid not substantially responsive to the tender document in every respect will be at the bidder’s risk and may result in the rejection of the bid. Incomplete bids, bids received late, bids not conforming to the specifications and instructions contained herein, will be rejected summarily.
- c. Prior to detailed evaluation, NCHMCT will determine the substantial responsiveness of each bid to the tender document. A substantially responsive bid is one which conforms to all the terms and conditions of the bidding/tender document and is without any material defects and deviations. If a bid is not substantially responsive, it will be rejected by NCHMCT and may not subsequently be made responsive by the bidder by

correction of the non-conformity. The Financial bids of only those bidders would be determined whose Technical bids have been found substantially responsive. NCHMCT will award the contract to the successful bidder who has been determined to have qualified in the technical and Financial evaluation based on **L-1 price**.

- d. Any form of canvassing/influencing will attract rejection of bid submitted by the bidder and the NCHMCT reserves the right to take such penal action (e.g. blacklisting the Bidder for the present and future etc.) as it deems fit. Not with standing anything contained above, the NCHMCT reserves the right to reject all or any bid as recommended by the Tender Committee and is not bound to divulge any reason to the unsuccessful bidders.

15. Statutory Requirements:

- i) 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 NCHMCT against all claims, loss, damage and costs thereof in case of any breach of any of these Acts, Laws, Rules and Regulations.
- ii) The vendor shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the NCHMCT. The Contract / Agreement is **NON-TRANSFERABLE**.
- iii) 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, NCHMCT 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.

16. Bid Submission:

- Technical and Financial Bids should be submitted in separate sealed envelopes (as per Performa Annexed with the Tender Document).
- A Demand Draft of Rs. 500 on account of Tender Document fee (NON REFUNDABLE) should be enclosed alongwith Technical Bid and a Demand Draft 15,000/- for EMD should be enclosed alongwith Financial Bid. Both Demand Drafts should be in favor of NCHMCT, Payable at Noida.
- For bid forms and other details, please visit **www.nchm.nic.in**
- For further details, please contact to Executive Officer (A&F)/Deputy Director (I/C) , NCHMCT , Telephone no. 0120-2590611, email id : eoaf-nchm@nic.in

17. Tender fee :

Interested bidders are required to submit a non-refundable Tender Cost / Tender Processing fee of **Rs. 500/-** (Rupees five hundred only) in f/o **NCHMCT** payable at Noida.

18. Earnest Money Deposit:

- i. Interested bidders are required to pay a refundable amount of Rs.15,000/- (Rupees Fifteen thousand only) towards EMD with Financial Bid
- ii. EMD of bidder will be forfeited if the bidder withdraws or amends its bid or impairs or derogated from the bid in any respect within the period of validity of its bid. Further, if the successful bidder fails to furnish the required Performance Security within the specified period, its EMD will be forfeited.
- iii. EMD furnished by all unsuccessful bidders will be returned to them without any interest whatsoever, after finalization of the contract. EMD of the successful bidder(s) will be adjusted against Performance Security.

19. Evaluation of Bids:

The authorized Committee of the NCHMCT may visit and inspect the technically qualified bidders premises to inspect food preparation area, to check hygiene factors, to check the availability of required kitchen equipment & all other requirements to serve the food to the NCHMCT.

20. Performance Bank Guarantee:

- a. The successful bidder will have to furnish performance bank guarantee of Rs. 1,00,000/- (Rupees One lakh) in the form of bank guarantee. This amount will be refunded in the last payment, i.e. at the end of the contract period.
- b. Performance Bank Guarantee will be forfeited if the firm fails to perform any of the terms or conditions of the contract, besides the firm may also be blacklisted
- c. Performance Bank Guarantee should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier
- d. Performance Bank Guarantee amount will be refunded to the Caterer without any interest, whatsoever after it duly performs and completes the contract in all respects.

21. Bill Payments:

- a. The Caterer is required to maintain all records with regard to the supply of food and should get it verified by NCHMCT representative on regular basis.
- b. Payments shall be made on monthly basis through online mode within 30 working days on receiving the bills/invoices with all supporting documents from the caterer. TDS and other taxes will be applicable as per government rules.
- c. The caterer shall not be entitled to any increase on the quoted rates or any other rights or claim whatsoever by reason of any representation, explanation or statement or alleged representation, promise or guarantee given or alleged to have been given to him by any person.

22. Contract Period:

- a. 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 NCHMCT.
- b. During the contract period, NCHMCT will not entertain any request for revision of rates.

23. 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.

24. 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, NCHMCT 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.

25. Security Deposit: NCHMCT will not pay any deposits (security, advance etc.) to the Food catering contractor.

ANNEXURE – I**PROFORMA OF TECHNICAL BID**

(To be submitted on letter head of the firm in a separate sealed cover alongwith DD of Rs. 500/- in f/o NCHMCT payable at Noida)

1.	Name of Tendering Company/ Firm/Agency	
2	Name of Owner/Partners/Directors	
3	Full Particulars of Office Address:	
	Telephone No:	
	Mobile No :	
	Email ID :	
4	Registration Details	
	PAN/ GIR NO:	
	GST Registration No.	
5	Details of Tender Fee	
	Amount (Rs.)	
	Demand Draft No. & Date	
6	Annual Turnover of the firm for last two years	2016-17 :
		2017-18 :
7	Work Experience certificate alongwith list of Clintage where Catering services have been/ are being provided	

Signature of Owner/Managing Partner/Director of the Firm

Name: _____

Firm's Seal

Address & Ph. No.

Date:

ANNEXURE – II**PROFORMA OF FINANCIAL BID****(To be submitted by the firm in a separate sealed cover along with DD of Rs. 15000/- in f/o NCHMCT payable at Noida)**

Brand of Ingredient should be used by the contractor

Sl. No.	Ingredients	Required Brand for NCHMCT	Acceptance of Contractor
1	Rice	Basmati (Pouna) or equivalent brand	
2	Wheat Flour	Ashirvad or Rajdhani or equivalent Brand	
3	Dal (Cereals)	Kendriya Bhandar/ NAFED/ HAFED/ Safal packed	
4	Bread (Brown)	Britania, Harvest Gold	
5	Corn Flacks (Normal)	Mohan	
6	Milk	Mother dairy (toned)	
7	Butter (no margarine will be allowed)	Amul, Mother Dairy	
8	Paneer	Mother Dairy or Amul	
9	Mastered Oil	Fortune	
10	Refined Oil	ITC Sunflower/ Fortune	
11	Cheese	Amul	
12	Powder Masala	TATA, MDH, Everest	
13	Papad	Lijjat / Rajhans	
14	Pickle	Priya/ Tops	
15	Sugar	Kendriya Bhandar/ NAFED/ HAFED	
16	Sugar Cubes	Mohana/ Supreme	
17	Tea	Tea- Red Level, Tea Leaf – Green Level Herbal Tea – Organic (any flavor)	
18	Coffee	Nescafe Filter Coffee – Brue	

FOR STUDENTS (Guaranteed pax 50 for lunch 30 for BF. Snacks and Dinner except vacation period. Vacation period will be announced well in advance for the convenience of the contractor)

	Rates per pax
BREAK FAST WITH TEA (any one combination per day) 1. Vegetable Cutlets/ Eggs omelette, Bread with Butter/ Jam/ Oats 2. Idli/ Wada, Sambhar, Chutney 3. Puri & Chholey 4. Stuffed Parantha, Dahi / Pickle 5. Poha, Chutney, Boiled Egg	
LUNCH AND DINNER (VEG) - One seasonal sabji - One Dal - Rice - Chapati - Salad/ Papad - Raita/ Curd Note: Non-Veg(Chicken/Mutton/Fish in addition to the above items) twice in a week in dinner only	No separate rate for Non-veg item be quoted.
SNACKS (per day combination) Mon: Veg Roll +Coffee Tues: Noodles +Tea Wed : Vermicelli + Tea Thurs :Samosa +Tea Fri : Aloo Sandwich +Tea Sat : Bread Pakoda + Tea Sun : Poha +Tea	
Tea/ Coffee	
Total	

FOR GUEST- at Guest House or meetings only (Only on count of Guest)

Number of Guests to be informed to the contractor in advance

	Rate per pax
Breakfast display (when there is guest) 1) Fruit (either Banana or Cut Papaya) 2) Corn Flacks 3) Hot Milk 4) Brown Bread + Butter(sassy) + Jam(sassy) 5) Stuffed Parantha or Bhature or Puri 6) Dahi or Cholley or Sabji (Combination with above) 7) Idli or Bada 8) Sambhar 9) Tea Licker + Sugar Pouch 10) Black Coffee + Sugar pouch + Sugar free pouch 11) Hot Water + Tea pouch + Sugar + Sugar Free pouch Live Kitchen: 1) Omlet and Fried Egg and Dosa Note: Display is not possible in case the number of guests are up to 5. In such case the contractor can take the option from the guests out of the above menu and serve accordingly. However in case the number of guests are 6 or more, the full display to be made as at above.	

<p>LUNCH (VEG) – Common for all category of guests</p> <ul style="list-style-type: none"> - One seasonal sabji - One gravy veg. - One Dal - Rice - Chapati - Salad - Papad - Raita/ Curd - Sweets / Ice Cream 	Rate for Common Guest
<p>LUNCH (VEG) – for special category of guests only</p> <p>(Statar)</p> <ul style="list-style-type: none"> - One soup - Stater (Veg Cutlet / Brinjal Cutlet / Fish Finger / Boneless Chicken Pakora) combination of one veg and another non-veg item <p>(Salad)</p> <ul style="list-style-type: none"> - Green Salad - Sprout - Papad - Achar/ Chatni <p>(Main Course)</p> <ul style="list-style-type: none"> - One seasonal sabji - One gravy veg. - Assorted Vegetable - One Dal - Rice - Chapati/ Assorted Bread - Raita/ Curd - Sweets / Ice Cream 	
<p>Non Veg, if added to Lunch or Dinner</p> <p>One non veg item – Chicken/ Mutton/ Fish</p>	Rate for only Non-Veg Item
<p>SNACKS + TEA (Either of one combination)</p> <ul style="list-style-type: none"> - Veg Roll +Coffee & Tea - Pasta +Tea & Coffee - Vermicelli + Tea & Coffee - Samosa +Tea & Coffee - Aloo Sandwich (grilled) +Tea & Coffee - Bread Pakoda + Tea & Coffee - Poha +Tea & Coffee 	

DINNER (VEG) <ul style="list-style-type: none"> - One seasonal sabji - One gravy veg. - One Dal - Rice - Chapati/ Assorted Bread - Salad / Papad - Raita/ Curd - Ice cream/ Sweets 	
PACKEGED DRINKING WATER as per actual & other Beverage Service as per actual <ul style="list-style-type: none"> - 250 ml Pack bottle - 500 ml bottle 	
TOTAL	

Note: Special Menu rates, if any, on any occasion, shall be decided by the Committee and Caterer.

Terms of the Contract:

- The terms of the contract should be as per tender document published in website .
- The contract is terminable at any point of time, if the services are not found satisfactory.
- The crockeries and cutleries will be provided by the contractor.
- The raw-materials, to be used, should be branded.
- The quality of the food should be maintained.
- The contractor may establish his kitchen in the space provided at our guest house, however, the said set-up should not be used as base kitchen to run his other business.
- The payment will be made for the items, as per requisition, as per the availability of guest in the guest room.

Note: Special Menu rates , if any, on any occasion, shall be decided by the committee and Caterer

(Signature of the Proprietor/ Firm)
With Stamp