

Tender Document for Empanelment of Catering Services on Fixed Menu

At

National Health Systems Resource Centre (NHSRC),
NIHFW Campus, Baba Gang Nath Marg, Block F, Munirka, New Delhi, 110067

1. Introduction

1.1 Background and Purpose

This tender is issued for the empanelment of catering service providers who will provide fixed menu-based catering services for the National Health Systems Resource Centre (NHSRC). The catering services will be required for various events and daily operations, depending on the needs of the organization. This tender is issued under the **Quality and Cost Based Selection (QCBS)** method.

The offers shall be submitted in a TWO-BID SYSTEM (Technical Bid and Financial/Price Bid) by reputed and experienced bidders, functioning in the New Delhi Region with sound financial background having valid licenses/sanctions and experience in this field along with institutional/organizational performance record. The selected agencies shall provide catering service initially for 12 months, which may be extended up to a maximum of three years on a yearly basis based on satisfactory performance and at the discretion of the NHSRC.

[Schedule to the Invitation of Tender](#)

- | | | |
|---|---|---|
| 1. Tender document download/Sale date/time | : | 1000 Hrs. onwards 13 Dec 2024 |
| 2. Pre-Bid Meeting | : | 1600 Hrs. on 20 Dec 2024 |
| 3. Tender document download/sale end date/time | : | 1200 Hrs. on 2 nd Jan 2025 |
| 4. Last date and time for receipt of bids | : | 1500 Hrs. on 2 nd Jan 2024 |
| 5. Date and time for opening of Prequalification -cum-technical bid | : | 1600 Hrs. on 3 rd Jan 2024 |
| 6. Service to be provided | : | Catering Service Providers who will provide fixed menu-based catering services for the NHSRC. |
| 7. Period / Extension of Contract | : | Up to 01 Year from the date of the Award of the contract with an option of extension for a maximum period of two years at the same rate, terms, and conditions subject to the provision of satisfactory services and at the sole discretion of NHSRC. |
| 8. Validity of tender offers | : | 90 days from the date of opening of prequalification - cum-technical bid. |

1.2 Scope of Work

The selected catering service provider will be responsible for providing high-quality, hygienic, and timely catering services according to the prescribed fixed menu. The scope of work includes but is not limited to:

- Preparation of food items as per the fixed menu.
- Timely delivery and service during events and/or daily operations.
- Ensuring adherence to quality standards, food safety regulations, and hygiene.
- Managing equipment, staff, and other logistics.
- Collection and disposal of used items after service.

2. Invitation for Bids

2.1 Eligible Bidders

This tender is open to all experienced catering service providers who meet the eligibility criteria specified herein. Bidders must have experience in providing catering services to Government Organizations, Corporate Organizations, Educational Institutions, or similar large-scale clients.

2.2 Bid Submission Deadline

The last date for submission of bids is 2nd January 2025.

2.3 Contact Information for submission of Bids:

The sealed envelope should be submitted:

**By post to: “The Principal Administrative Officer”
National Health Systems Resource Centre (NHSRC)
NIHFW Campus, Baba Gang Nath Marg
Block F, Munirka,
New Delhi, 110067**

(OR)

In person at the reception of the NHSRC

3. Technical Bid Pre-Qualifying Criteria:

The contractor having an experience of minimum ten (10) years of catering services in a Govt. sector/ PSUs/ Educational Institutions/ Private academic Institutions of repute (Attach experience certificates along with the technical bid).

b) The contractor should have an average annual turnover of a minimum of Rs. 50 Lakhs in the last three financial years in catering services (Please attach ITR/Relevant documents for the last three financial years i.e., 2021-22, 2022-23 & 2023-24)

c) The contractor should have valid 1) Goods and Service Registration No. 2) PAN and 3) Food License (FSSAI) Registration No. in the firm's or proprietor's name.

d) The agency should have a legal entity and should not ever been blacklisted by the Govt. or Non. Govt. Agencies. Enclose self-declaration duly signed and stamped on the letterhead of the agency.

e) The Contractor has to fill the Technical Bid Form in the prescribed format as Annexure 2 and provide supporting documents mentioned above, duly self-attested. The Technical Bid without above information and valid supporting documents shall not be considered for evaluation of the Financial Bid.

4. EVALUATION CRITERIA AND FINAL SELECTION

1. Evaluation shall be based on Combined Quality Cum Cost Based System (QCBS) as under:

The score of technical evaluation will be allotted a weightage of 60%, while the score of financial evaluation will be allotted a weightage of 40%. The evaluation shall consist of the following stages:

a. Evaluation of Technical bids

The technical marks will be arrived at after the evaluation of technical bids as per the section Parameters for Technical Marks on the QCBS method. The technical evaluation of the bids to arrive at Technical Marks will be done strictly as per the matrix shown in Table 1:

Table 1: Technical / Pre- Pre-Qualification Evaluation Criteria

Sl. No	Particulars	Allocation of Marks	Total Marks
01	Sourcing of Ingredients		10
	High-quality, locally sourced For caterers using Organic Ingredients 05 additional marks will be awarded	05	
02	Freshness		10
	Use of fresh vs. processed ingredients For caterers using fresh ingredients 05 additional marks will be awarded	05	
03	Average Annual financial turnover (gross) of the firm (in the last three financial years) ended on 31st March 2024 (Annexure 2)		10
	Rs.50 Lakhs For each additional turnover of 50 Lakhs, 01 marks shall be awarded up to a maximum of 05 marks	05	
04	Total 10 years of experience in catering work in Govt. Organizations , PSUs, Defence Sector, Reputed Academic institutes such as Central University, IIT, IIIT, JNU, IIM, AIIMS, NIT, UGC Autonomous Institution (Annexure -3)		10
	For 10 years of working experience in catering work in Govt. Organizations For each additional experience of 01 year in Govt Organizations / PSUs / Defence Sector / reputed academic institutes, 01 marks will be awarded up to a maximum of 5 marks	05	
05	Mobile Kitchen		10
	Caterers having Mobile Kitchen will be given preference For the mobile kitchen equipped with modern and efficient appliances to ensure smooth operations and quick service additional 01 mark will be awarded for every single appliance for a maximum of up to 05 marks.	05	
05	Continuous experience (in last 10 years) in Govt. organizations/ PSUs / Defence Sector etc. (Annexure -3)		10
	2 years on a continuous basis For each additional continuous experience of 01 years in the same institution, 01 marks will be awarded up to a maximum of 05 marks. (The continuous experience will be taken into account only for a particular govt. organization / PSU / reputed educational/research institution where the maximum years of service was provided)	05	
Total			60

Bidders with Technical Proposal Marks (TPM) of 50 and above out of 100 will qualify for the evaluation in the commercial process / Financial Evaluation. These “Qualified Companies” will be considered further for Financial/Commercial Evaluation”. The Proposal shall be rejected if it does not achieve the minimum Technical Proposal Marks of 50 (fifty) marks.

Technical Proposal Marks (TPM) = (Technical Proposal under consideration/Highest Technical bid) x 100 The Technical Proposal with the highest marks will be given a technical mark of 100 and other proposals will be given technical marks that are inversely proportional to their marks.

Illustration for Technical Proposal Marks

Bidder	Technical marks	Technical Proposal Marks (TPM)	Status
Bidder 1	70	$(70/70) * 100 = 100$	Qualified
Bidder 2	60	$(60/70) * 100 = 85.71$	Qualified
Bidder 3	50	$(50/70) * 100 = 71.42$	Qualified
Bidder 4	30	$(45/70) * 100 = 42.86$	Not Qualified

The bidders' QCBS technical Marks shall be declared and notified for the opening of their financial bids and unsuccessful financial bids returned.

b. Evaluation of Financial bids

Financial Bids of only those bidders, whose marks are at least 50 in the Technical Proposal Marks, in addition to fulfilling qualification criteria mentioned in their BID, will be opened

The rate per plate quoted in the Financial Bid (Annexure – 5) must be reasonable and valid till the completion of the contract and any extended period as requirement of the NHSRC.

Financial Proposal Marks (FPM) = (Lowest Financial Bid / Financial Bid under consideration) x 100. Proposal with the lowest cost will be given a financial score of 100 and other proposals will be given financial scores that are inversely proportional to their prices.

Illustration for Financial Proposal Marks

Bidder	Financial Bid Amount (Rs.)	Financial Proposal Marks (FPM)
Bidder 1	110	$(100/110) * 100 = 90.90$
Bidder 2	120	$(100/120) * 100 = 83.33$
Bidder 3	100	100

c. Final Evaluation

The final evaluation will be made on the basis of the following:

- Weightage for the Technical Proposal: 0.6
- Weightage for the Financial Proposal: 0.4

Combined Technical and Financial marks = (0.6 x Technical Proposal Marks (TPM)) + (0.4 x Financial Proposal Marks (FPM))

Highest Marks basis: On the basis of the combined weighted marks for quality and cost, the bidder shall be ranked in terms of the total marks obtained. The proposal obtaining the highest total combined marks in the evaluation of quality and cost will be ranked as H-1 followed by the proposals securing lesser marks as H-2, H-

3 etc. The proposal securing the highest combined marks and ranked H-1 shall be recommended for the award of the contract.

Illustration for Final Evaluation

Bidder	Technical Proposal Marks (TPM)	Financial Proposal Marks (FPM)	Highest Marks (Considered up to two decimal points)	Rank
Bidder 1	100	90.90	$(0.6*100) + (0.4*90.90) = 98.18$	H1
Bidder 2	85.71	83.33	$(0.6*85.71) + (0.4*83.33) = 85.24$	H2
Bidder 3	71.42	100	$(0.6*71.42) + (0.4*100) = 77.14$	H3

d. Award of the work

The Bidder with the highest aggregate score/ Highest Marks and ranked H-1 on the merit of evaluation shall be recommended for award of contract.

Tie-breaking Clause: In case two or more caterers score equal marks in their Combined Technical and Financial marks, then the ranking will be made based on their marks in Sl. No. 4 of Table 1 i.e. continuous experience in reputed Govt./Educational/Research institutions. If the tie remains further, then the tie-breaking will be done based on their experience in Govt. institutions in New Delhi / NCR, as decided by the duly constituted committee.

5. General Terms and Conditions

5.1 Validity of the Bid

This Bid must be valid for a period of 3 months from the last date of submission.

5.2 Award of Contract

The successful bidder will be issued a formal contract detailing the terms of service, payment schedules, and other conditions. The empanelment is valid for 1 year, with the possibility of renewal based on performance.

5.3 Termination Clause

The contract may be terminated by the NHSRC in case of non-performance, breach of terms, or failure to meet quality standards.

5.4 Payment Terms

Payments will be made on the completion of an event or as per the agreement terms, after the satisfactory completion of services.

5.5 Confidentiality

The selected bidder must maintain confidentiality regarding all information shared by NHSRC during the contract.

5.6 Dispute Resolution

In case of any disputes, the matter will be resolved through mutual negotiation, and in case of failure, it will be referred to arbitration under the jurisdiction of Delhi.

6. HOW TO SUBMIT?

1. The bid should be submitted in a TWO-BID SYSTEM (a separate envelope for Technical Bid and a separate envelope for Financial/Price Bid; and both the envelopes should be sealed and covered by a master envelope)
2. The application should be typewritten. The applicant's name, signature, and official stamp should appear on each page of the application.
3. Overwriting should be avoided. Correction, if any shall be made by neatly crossing out, initialling, dating and rewriting. All pages of the pre-qualification document shall be signed, NUMBERED and submitted as a package with signed letter of transmittal.
4. The interested firms meeting the pre-qualification criteria (Mentioned in Section 2) are required to submit their Tender in sealed envelopes. The Tender should contain the following documents:
 - i. Letter of transmittal (Annexure 1)
 - ii. Prequalification-cum-technical information along with all supporting documents (Annexure 2 and all necessary documents mentioned therein such as:
 - a. Food Safety and Standards Authority of India (FSSAI) certificate
 - b. Valid labour license, PF/ESIC registration, and applicable license by Public Health Officer etc.
 - c. Registered Partnership deed in case of firm or LLP/Memorandum of Association in case of company
 - d. Profit & Loss Statement Certified by Chartered Accountant for last three years.
 - e. Details of all works of a similar nature completed in the last five years (Annexure 3)
 - f. Declaration for accepting fixed comprehensive menu rate (Annexure 4).
 - g. Latest Performance Certificate from present/past clients (if any).
 - h. Any other authenticated certificates, testimonials and proof of experience should be produced along with the tender
5. All the pages of the Tender document including the supporting documents and copy of certificates/document should be signed by the authorized person of the Firm along with the seal of the firm.
6. All information called for in the enclosed forms should be furnished against the respective columns in the forms given in Annexure 1- 4. If information is furnished in a separate document, a reference to the same should be given against respective columns in such cases. If any particulars/ query is not applicable in the case of an applicant, it should be stated as "Not Applicable". However, the applicants are cautioned that not giving complete information called for in the application forms or not giving it in clear terms or making any change in the prescribed forms or deliberately suppressing the information may result in the applicant being summarily disqualified.
7. References, information, and certificates from the respective clients certifying the suitability, technical know-how, or capability of the applicant should be signed by a responsible person.
8. Latest feedback/appreciation letter from present/past govt. institutions may be enclosed along with the application.

9. The master envelope should be super-scribed as a "Tender document for providing catering services in the National Health Systems Resource Centre." Submitted by: (Name, Address, email and Telephone number of the firm)

10. The sealed master envelope should be submitted by

Post to "The Principal Administrative Officer"

**National Health Systems Resource Centre (NHSRC)
NIHFW Campus, Baba Gang Nath Marg
Block F, Munirka,
New Delhi, 110067**

OR

In person at the reception of NHSRC

7. ACCEPTANCE AND REJECTION

The NHSRC reserves the right to shortlist/reject any or all tenders and accept the whole or any part of the tender without assigning any reason. A tender that does not fulfill any of the conditions as per these or with incomplete documents in any respect will be rejected summarily.

8. AWARD OF CONTRACT

1 The merit list will be prepared based on the combined QCBS score as per the evaluation criteria mentioned in the bid.

2. The Bidder with the highest aggregate score/ Highest Marks and ranked H-1 on the merit of evaluation shall be recommended for award of contract.

3. Once the work order awarding the contract is sent to the caterer, they must be ready to serve in NHSRC as per the requirement of the NHSRC.

4. The caterer has to provide good quality crockery to serve/display the food.

5. The staff/waiters should be neatly dressed and presentable.

6. Competent Authority reserves the following rights:

a. To review the performance of agency/agencies every semester (six months) by an evaluation committee to be formed by the Competent Authority upon which the Competent Authority may terminate the contract by giving one month notice and allocate the said Mess to Remaining Empanelled agencies according to merit.

d. By accepting the work order from NHSRC, the contractor will be deemed to have entered into an agreement with NHSRC whereby the contractor has agreed to accept all the terms and conditions set upon in this tender. There will be no separate agreement between NHSRC and the contractor other than the work order acceptance mechanism.

e. The decision of NHSRC will be final in awarding the contracts.

PRE-QUALIFICATION-CUM-TECHNICAL INFORMATION

LETTER OF TRANSMITTAL

[To be submitted in the organizational letterhead]

Date:

From

(Full Address of the Applicant)

To:

The Principal Administrative Officer
National Health Systems Resource Center,
NIHFW Campus,
Baba Gang Nath Marg,
Munirika, New Delhi 67

SUBJECT: Submission of pre-qualification application for providing catering services in the National Health Systems Resource Center (NHSRC).

Sir,

Having examined the details given in the Tender Document Ref. No. _____ dated _____ for providing catering services in the National Health Systems Resource Center, published on the NHSRC website, we hereby submit the pre-qualification documents.

1. We hereby certify that all the statements made, and information supplied in the enclosed forms and accompanying statements are true and correct.
2. We have furnished all information and details necessary for pre-qualification and have no further pertinent information to supply.
3. We undertake that, if any information or document is found to be false or forged, my application/empanelment is liable to be rejected / cancelled by NHSRC at any point of time.

Enclosures: nos.

Date of submission:

Signature of Applicant

Name of the Organization

(Company seal)

Annexure - 2

BASIC TECHNICAL DETAILS			
(To be submitted along with the documents for the technical bid)			
1.	Name of the Caterer/Catering Firm:		
	Complete Address:		
2.	Phone No.:	E-mail ID:	
	Name of Contact Person/ representative of the firm:		
	Designation:	Mobile number:	
3.	Provide the details and attach copies as documentary proof (signed)		Details
	Catering/Labour License No:		
	Catering/Firm Registration No:		
	Valid FSSAI Registration No.		
	PAN No:		
	TAN No:		
	ESI No:		
	EPF No:		
GST No:			
4.	Fill in the value and attach documentary proof thereof	High Quality / Locally Sourced	Organic Ingredients
a)	Sourcing of Ingredients		
		Fresh Ingredients	Processed Ingredients
b)	Freshness of Ingredients		
		Value in number	Attached at page no.
c)	Annual financial turn-over (gross) of the firm (in the last 3 financial years ended on 31st March 2024) Copy of audited Statement of Profit and Loss Accounts certified by Chartered Accountant should be enclosed	2021-22:	
		2022-23:	
		2023-24:	
		Average	
d)	Working experience in catering work in Govt. Organizations Only (in Years)		
		Yes/No.	List of Modern Equipment's in Mobile Kitchen
e)	Availability of Mobile Kitchen		
e)	The longest continuous experience in reputed institutions, government organizations, and other similar establishments (Supporting documents should be provided with the name of		

	the institution, duration, number of students catered, and type of service provided)		
f)	The firm's Experience in catering services in years		
g)	Total experience in catering work in reputed institutes / Autonomous Organizations /PSU/ GOVT. Organizations.		
h)	No. of Events/ Meetings (Enclose list of work handled up to March 2024 and ongoing work separately with all the relevant documents) (List to be included with name of the organization, duration, number of people, catered, type of service provided)		
i)	Total experience of catering work in reputed academic institutes in Tamil Nadu/ Puducherry region (Supporting documents should be provided with name of the institution, duration, number of students catered, type of service provided)		
j)	No. of Food Courts/dining facilities run in non-academic establishments (Enclose list of work handled up to March 2024 and ongoing work separately with all the relevant documents. List to be included with name of the origination duration, type of service provided)		
5.	Please state Yes/No/NA and attach the documentary proof thereof for the following particulars:	Yes/No/NA	Attached at Page no.
a)	GST/Service Tax Certificate		
b)	Food Safety and Standards Authority of India (FSSAI) certificate		
c)	Labour License certificate		
d)	PF/ESIC registration		
e)	Registered Partnership deed in case of firm or LLP/Memorandum of Association in case of company		
f)	Shop & Establishment Registration Certificate (if any)		
g)	Quality Certification obtained for the Food courts/ Dining facilities/Catering services provided (if any)		
h)	Latest feedback/ Appreciation from present/ past catering institutions		
i)	Litigations, if any, connected with Catering Work		
j)	Any other information, caterer wishes to provide in support of their credentials (Details, if any, to be furnished separately)		

Note: Please use separate sheets if the space provided above is not sufficient. Signed documentary proof for statements are compulsory. Bids without the information and relevant documents mentioned above will be rejected without further consideration.

PLEASE NOTE THAT THE SUBMISSION OF ANY OTHER DOCUMENTS OTHER THAN THE ASKED SHALL LEAD TO DISQUALIFICATION.

Details of all Works of a Similar Nature Completed /On-going as on the last date of submission

Sl.No.	Name of the Organization	Nature of organization (Govt/PSU/ Private)	Scope of Work and Dining Capacity	Date of Commencement as per Contract	End date of the contract	Period of contract (in years)	Name, address And telephone of the officer to whom reference may be made	Remarks

Date of submission:

Signature of Applicant

Name of the Organization (Company seal)

Declaration for Accepting Terms and Conditions

From

(Full Address of the Applicant)

To:

The Principal Administrative Officer
National Health Systems Resource Center,
NIHFW Campus,
Baba Gang Nath Marg,
Munirika, New Delhi 67

This is to certify that we are willing to provide mess food/catering services in NHSRC (Reference to your Tender No. _____ dated _____) for the comprehensive menu as per the list enclosed and as per terms and conditions of the tender document. We hereby agree to all the terms and conditions mentioned in the tender document.

Further we hereby undertake that there are _____ pages, serially numbered, in the tender including supporting documents.

(Please number all the pages including blank page, if any)

Date:
Place:

Signature
Along with official seal and address

(TO BE SUBMITTED IN A SEPARATE SEALED COVER)**Format for Rate Submission:**

Menu				
Main Course				Hi- Tea
Indian Menu		South Indian Menu	Chinese Menu	Snacks
1 non-veg (chicken) item + 3 Veg Items + Rice (Pulao / Jeera Rice) + Assorted Breads + Raita + Salad + Pickles + 2 Dessert items	1 non-veg (mutton) item + 3 Veg Items (inc 1 daal) + Rice (Pulao / Jeera Rice) + Assorted Breads + Raita + Salad + Pickles + 2 Dessert items	Idli + Masala Dosa + Dahi Bhalla + Lemon Rice + Sambhar + 2 Dessert items + 250 ml *2 water bottle	Fried Rice + Manchurian + Spring Roll + Chilly Chicken + Veg Noodles + 2 Dessert items+ 250 ml *2 water bottle	<u>Morning Tea:</u> Tea/Coffee with 2 Snack and Cookies <u>Evening Tea:</u> Tea/Coffee with Cookies
Rs.	Rs.	Rs.	Rs.	Rs.
Tax:	Tax:	Tax:	Tax:	Tax:
Total: Rs.	Total: Rs.	Total: Rs.	Total: Rs.	Total: Rs.

- **Extra Water Bottles on actual consumption**
- **For Financial Evaluation purposes the Highest amount of Main Course + Hi-Tea will be considered**