

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.

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

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| 1. Tender document download/Sale date/time | 1000 Hrs. onwards 21 January 2025 |
| 2. Pre-Bid Meeting | 1600 Hrs. on 28 January 2025 |
| 3. Tender document download/sale end date/time | 1200 Hrs. on 10 February 2025 |
| 4. Last date and time for receipt of bids | 1500 Hrs. on 10 February 2025 |
| 5. Date and time for opening of Prequalification -cum-technical bid | 1600 Hrs. on 11 February 2025 |
| 6. Service to be provided | Catering Service Providers who will provide fixed menu-based catering services for the NHSRC.

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. |
| 7. Period / Extension of Contract | |
| 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 **10 February 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. EVALUATION CRITERIA

a. Technical Evaluation /Pre- Pre-Qualification Evaluation Criteria of Technical bids

S.No	Particulars	Requirement
1.	Name of the Firm /Organization	
2.	Address and Contact No.	
3.	Date of Establishment /Incorporation	
4.	Registered Partnership deed in case of firm or LLP/Memorandum of Association in case of company	
5.	Food Safety and Standards Authority of India (FSSAI) certificate	
6.	PAN No. allotted by Income Tax Dept. (Please enclose attested photocopy).	

7.	Labour License Nos. and validity under various provisions of Labour Laws. (Please enclose attested photocopy of certificate.	
8.	GST /Service Tax Registration No. (Please enclose attested photocopy of certificate)	
9.	E.P.F. Registration No. (Please enclose attested photocopy of certificate)	
10.	ESI No. (Please enclose attested photocopy of certificate)	
11.	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) enclosed Copy of the audited Statement	
12.	Working experience in catering work in Govt. Organizations Only (in Years)	
13.	Latest feedback/ Appreciation from present/ past catering institutions	
14.	Litigations, if any, connected with Catering Work	
15.	Sourcing of Ingredients/Freshness of Ingredients (attach documentary proof thereof)	
16.	Non-Black Listing Declaration (on company/firm letter head)	

b. Evaluation of Financial bids:

As per the Financial Proforma attached at **Annexure: II**

5. General Terms and Conditions

5.1 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.

5.2 Penalty / Termination Clause

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

5.3 Payment Terms

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

5.4 Confidentiality

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

5.5 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 interested firms meeting the pre-qualification criteria are required to submit their Tender in sealed envelopes. The Tender should contain the following documents:

3. 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

4. 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.

5 Latest feedback/appreciation letter from present/past govt. institutions may be enclosed along with the application.

6. 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)

7. 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. 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.
2. The caterer has to provide good quality crockery to serve/display the food.
3. The staff/waiters should be neatly dressed and presentable.
4. 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.

**Declaration for Accepting Terms and Conditions
(Firm/company letter head)**

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.

Date:
Place:

Signature
Along with official seal and address

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

<u>Menu</u>				
<u>Main Course</u>				<u>Hi- Tea</u>
<u>Indian Menu</u>		<u>South Indian Menu</u>	<u>Chinese Menu</u>	<u>Snacks</u>
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**