

Tender Ref: NHSRC/Admin-Gen/0075/Vol-III

Date: 15 December 2025

TENDER NOTICE: Empanelment of Catering Service Providers

Introduction

1. On behalf of the Executive Director, NHSRC, the Indenter (hereinafter referred as **Centre**), Tenders are invited for Empanelment of catering Service Provider for NHSRC as per details given below: -

- (a) Tender are invited on **TWO BID SYSTEM** as per **Para 163 of GFR 2017** and on **'Quality and Cost Based Selection (QCBS) as per Para 192 of GFR 2017'**.
- (b) To be commercially registered 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 and having working experience with Govt. of India / State Govt./ Any other reputed public Institution/ Body in Delhi/ NCR subject to the Terms and Conditions of the Contract as notified in the tender document available on the official NHSRC website www.nhsrccindia.com.
- (c) Eligible and interested agencies may send their Tenders latest by **1700 Hrs. on 05/01/2026** to **The Principal Administrative Officer, National Health Systems Resource Centre, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi – 110067**.

2. **General Terms & Conditions.**

- (a) Telegraphic/ Telex/ Fax/ Email and letterhead quotations are not acceptable and will be rejected.
- (b) The Vendor shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in tender document. Any failure on the part of the contractor to observe the prescribed procedure and any attempt to canvas for the work will prejudice the contractor's quotation summarily rejected.
- (c) NHSRC has right to reject, withdraw/ revoke/ cancel whole or any part of tender at any stage without assigning any reason.
- (d) Conditional Bids shall not be accepted for evaluation and summarily rejected.
- (e) Offer will be accepted in Two Separate Sealed envelopes superscribed: -
 - (i) Technical Bid containing relevant documents.
 - (ii) Financial Bid containing Price Schedule.

(f) Both the envelope should be enclosed in a single sealed envelope, which is superscribed, as “TECHNICAL & FINANCIAL PROPOSALS FOR Empanelment of Catering Service” ADDRESSED to PAO, NHSRC, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi-110067.

(g) Refer **Appendix-F** for Statutory and Legal Clauses applicable to all bidders.

3. **Timeline for Tender process**: -

| | | | |
|-----|---|---|---|
| (a) | Tender documents download date/time with effect from | : | 1000 Hrs. on 15/12/2025 |
| (b) | Pre-bid meeting | : | 1500 Hs. on 23/12/2025 |
| (c) | Tender documents download end date/time | : | 1700 Hrs. on 05/01/2026 |
| (d) | Last date and time for receipt of bids | : | 1700 Hrs. on 05/01/2026 |
| (e) | Date and time for opening of Technical Bid | : | 1500 Hrs. on 07/01/2026 |
| (f) | Date and time for opening of Financial Bid | : | Will be intimated separately to the technically qualified bidders |
| (g) | Website for downloading RFP documents, corrigendum etc. | : | www.nhsrindia.org |
| (h) | Validity of bid offers | : | 180 days from date of opening of pre-qualification-cum-technical bid |
| (i) | Method of selection | : | Quality and Cost Based Selection (QCBS) (60:40) (Technical- 60 , Financial- 40) |
| (j) | Bids/queries to be addressed to | : | Principal Administrative Officer National Health Systems Resource Centre, NIHFW Campus, Baba Gang Nath Marg, Munirka, New Delhi – 110 067 e-mail: admin@nhsrindia.org |
| (k) | Total Contract Value | : | Rs. 50,00,000/- |
| (l) | Performance Bank Guarantee | : | 3% of the Total Contract Value i.e., Rs. 1,50,000/- |

4. **Period / Extension of Contract**. The initial contract shall be for a period of one year from the date of signing the agreement. Any further extension to the contract shall be subject to the rules and regulations stipulated in **General Financial Rules (GFR) - 2017** and **Manual for Procurement of Consultancy and Other Services - Jun 2022**.

5. Validity of tender offers shall be for 180 days from the opening of technical bid.

6. **Services to be Provided / Job Specifications**.

The empanelled Catering Service Provider shall be responsible for providing catering services for various official meetings, workshops, trainings, and events organized by NHSRC at its premises or any other venue as communicated from time to time. Services to be provided along with responsibilities and obligations of the vendors are given as per **Appendix-A** attached.

7. **Submission of Tender Documents.**

- (a) The Vendor should go through all the terms & conditions laid down in the bid documents latest by **1700 hrs 05/01/2026**.
- (b) The vendor should read and agreed the terms & conditions as laid down in the bid documents before submitting the bids.
- (c) Submission of the bids shall be treated as acceptance of all terms and conditions stipulated in the original / downloaded tender document.
- (d) Original/downloaded tender document shall be duly filled in, signed and stamped by the Vendor or his authorized representative. All documents submitted should be self-attested with seal of the Vendor.
- (e) Any deviations in submission of the laid down documents mentioned in the bid documents will lead to disqualification of the bid.
- (f) In case the date of opening of tenders is declared a holiday for unexpected reasons, the tenders shall be opened at the same time on the next working day.
- (g) All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the Vendor or his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.
- (h) The Tender document can be downloaded from the website www.nhsrccindia.org and may be sent by registered post or may be dropped in Tender Box in this office kept at the reception desk latest by 1700 Hrs. on 05/01/2026. No bids shall be accepted after due date.
- (j) Vendors are requested to see the tender site www.nhsrccindia.org regularly before due date of submission for any probable corrigendum which could be uploaded subsequently against this tender. The responsibility of keeping themselves updated in terms of corrigendum if any, rely with the vendor.
- (k) NHSRC shall not be responsible for any postal delays.
- (l) Technical Bids shall be opened at the given date and time in the presence of tenderers or their authorised representatives, if they wish to attend. (only 1 representative is allowed).

Necessary Documents Required for Technical Bid & Financial Bid Qualification

8. **Technical Bid**. The following documents are required to be submitted in the **Technical Bid Qualification** as per **Appendix-B**. In case of non-submission of requisite document(s) or providing of incomplete details by the Vendor, the bid is liable to be rejected during the evaluation without any further reference, whatsoever: -

- (a) Covering letter clearly indicating the list of enclosures (**as per sample attached as Annexure-I**).
- (b) Original/downloaded tender document duly filled in, signed and stamped by the Vendor or authorized representative of the Vendor.
- (c) Additional Information of the Vendor duly signed by the Vendor or authorized representative of the Vendor in the format as given in **Annexure-II**.
- (d) Attested Copy of Income Tax Return along with audited documents for the last three financial years, PAN number, GST Registration Certificate with latest copy of challan of Service Tax/GST of the Vendor as per **Annexure-III**.
- (e) Undertaking on non-judicial stamp paper of Rs.100/- duly notarized and signed by the Vendor or authorized representative of the Vendor for accepting the Terms and Conditions of the Tender document and to comply with them as per **Annexure-IV**.
- (f) The bidder should have good financial standing with an average turnover of Rs. 1 crore per year based on last three years balance sheet. Last three years proof of turnover required to be submitted in the form of Income Tax Return and certified copy of Chartered Accountant.
- (g) He/she should never be blacklisted from any of the Government agencies/state Government/PSUs/Private Agencies. In this regard an affidavit duly authenticated by the company owner should be attached as per **Annexure – V**.
- (h) The Vendor shall give proof of successfully providing of the similar services i.e. certified copies of the work order for any other Govt. Organisations/Institutions of repute private institutions in Delhi/ NCR in the last ten (10) years along-with endorsement from the concerned Institution in **Annexure – VI**.
- (i) The Vendor should have registered office in Delhi/NCR. The proof of the same shall be submitted in the form of Electricity Bill/Rent Agreement/Property Tax etc.
- (j) Technical Scoring Sheet is attached at **Appendix-C**.

9. **Financial Bid**. The Financial Bids must be submitted in the prescribed format as given at **Appendix-D** in consideration with the following points and nowhere else: -

- (a) **Rates** should be quoted per person per meal (breakfast/lunch/snacks/high tea/dinner, as applicable) and must be inclusive of all applicable taxes, transportation, packaging, service charges, and any other incidental expenses.

(b) **Service Locations:** The services will primarily be required within NHSRC office. Any services provided outside NHSRC office Delhi/NCR shall be treated as outstation services and will be governed by mutually agreed terms and rates.

(c) **Minimum Order/Delivery:** The minimum order quantity (number of meals/participants) will be indicated by NHSRC for each event or meeting. No additional transportation or delivery charges shall be payable for services rendered within NHSRC premises.

(d) **Rate Validity:** The quoted rates shall remain firm and valid for the entire duration of empanelment/contract period. Any revision of rates during the contract period shall not be entertained.

(e) **Determination of Lowest Bidder:** The lowest vendor (L-1) shall be identified solely on the basis of the **lowest overall rate quoted in Appendix-D** of the Financial Bid.

(f) **Payment Terms:** Payment shall be made on event/meeting basis against submission of duly verified invoices and supporting documents. Payments shall be based on actual number of meals/services provided and certified by the concerned division/official.

Evaluation Process

10. **Evaluation Criteria and Final Selection.** A duly constituted Tender Evaluation Committee will evaluate the Technical & Commercial Bids. **The Evaluation Criteria and Final Selection shall be based on Quality and Cost Based Selection (QCBS).** 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 | Quality of Ingredients | Annexure-VII | |
| | For quality of Ingredients | | 10 |
| 03 | Annual financial turnover (gross) of the firm (in the last three financial years) ended on 31 st March 2025 (Annexure 2) | | 20 |
| | Rs.1 crore | 10 | |
| | For each additional turnover of 50 Lakhs, 02 marks shall be awarded up to a maximum of 10 marks | | |
| 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) | | 20 |
| | For 10 years of working experience in catering work in Govt. Organizations | 10 | |
| | For each additional experience of 01 year in Govt Organizations / PSUs / Defence Sector / reputed academic institutes, 02 marks will be awarded up to a maximum of 10 marks | | |
| 05 | Pre-Qualification Criteria | | 10 |
| | Valid labour license / Catering Licence issued by Ministry of Labour or applicable Statutory Body. | 5 | |
| | For Food Safety and Standards Authority of India (FSSAI) certificate additional 5 marks will be provided. | | |
| | Total | | 60 |

(a) **Evaluation of Technical Bid**

(i) **The score of technical evaluation will be allotted a weightage of 60%. The evaluation shall consist of the following stages as mentioned at Appendix-C.**

(ii) **Bidders with Technical Proposal Marks (TPM) of 70 out of 100 or scoring of 42 and above out of 60 will qualify for the evaluation in the commercial process / Financial Evaluation. These “Qualified Agencies/ 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 70 or scoring of 42.**

(iii) **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 | 60 | $(60/60) * 100 = 100$ | Qualified |
| Bidder 2 | 50 | $(50/60) * 100 = 83.33$ | Qualified |
| Bidder 3 | 42 | $(42/60) * 100 = 70.00$ | Qualified |
| Bidder 4 | 41 | $(41/60) * 100 = 68.33$ | Not Qualified |

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

(b) **Evaluation of Financial bids**. The Financial Bid should be submitted as per **Appendix-D** in a separate sealed cover kept inside the main cover. The Commercial Bids of those tenderers who are found technically compliant will be opened on a specified date and time to be intimated to the eligible tenderers only.

(i) **The score of financial evaluation will be allotted a weightage of 40%.**

(ii) **Financial Bids of only those bidders, whose Technical Proposal Marks (TPM) are 70 or scored at least 42 in the Technical Evaluation, in addition to fulfilling qualification criteria mentioned in their BID, will be opened.**

(iii) **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 | 125 | $(100/125) * 100 = 80.00$ |
| Bidder 4 | 100 | 100 |

(c) Final Evaluation

(i) 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**

(ii) **Combined Technical and Financial marks = $(0.6 \times \text{Technical Proposal Marks (TPM)}) + (0.4 \times \text{Financial Proposal Marks (FPM)})$**

(iii) **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 | $(0.6 * 100) + (0.4 * 90.90) = 96.36$ | H1 |
| Bidder 2 | 83.33 | 83.33 | $(0.6 * 83.33) + (0.4 * 83.33) = 83.32$ | H2 |
| Bidder 3 | 70.00 | 80.00 | $(0.6 * 70) + (0.4 * 80) = 74$ | H3 |

(d) Award of the work

(i) 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.

(ii) **Tie-breaking Clause:** In case two or more bidders score equal marks in their Combined Technical and Financial marks, **then the ranking will be made based on their marks on “Submission of Appreciation Letter / Recommendation Letters” as mentioned at Annexure-VI.** If the tie remains further, **then the tie-breaking will be done based on proof of Appreciation Letter / Recommendation Letters from Govt./State Govt./ PSU's or other reputed bodies in New Delhi / NCR,** as decided by the duly constituted committee.

(e) **Other Additional Important Points for Evaluation.**

- (i) The evaluation of tenders will be made first on basis of technical information and then on the basis of Commercial/financial information.
- (ii) NHSRC shall carry out detailed evaluation of the substantially responsive bids. The Vendors shall check the bid to determine whether they are complete in all respect.
- (iii) Arithmetical errors shall be rectified on the following basis: -
- If there is discrepancy between the Unit price and quantity, the unit price shall prevail, and the total price shall be corrected by the NHSRC.
 - If there is a discrepancy between words and figures, the amount in words shall prevail.
- (iv) A bid determined as substantially non-responsive shall be rejected by the NHSRC.
- (v) NHSRC shall evaluate in detail and compare the bids which are substantially responsive.
- (vi) The evaluation of the ranking shall be carried out solely on the basis of quoted rates in **Appendix-D**.
- (vii) The distribution of tendered quantity amongst the technically and commercially complied Vendors shall be based on merits of each case.

Misc Points / Important Instructions

11. **Performance Guarantee (PG)**. Successful Vendor shall have to furnish the Performance Guarantee @ 3% of the estimated annual contract value. The same is to be deposited in the form of Demand Draft only, in favour of National Health Systems Resource Centre within 7 working days from the day of signing of the contract. Delay in submission of Performance Guarantee shall attract a penalty of Rs. 200/- per working day from the date of signing of the contract. The Performance Guarantee shall be released post 60 days on satisfactory completion of all contractual obligation.

12. **Integrity Pact**. The vendor/agency applying is required to sign Integrity Pact as per Performa given at **Appendix-E**. The same is to be attached with the covering letter.

13. **Penalty Clause**

- (a) The service provider shall ensure timely delivery, quality, and hygiene standards as per the scope of work. In case of deficiency in service, NHSRC reserves the right to impose penalties as detailed below:

| Sl. No | Nature of Default / Deficiency | Penalty Amount (₹) |
|--------|--|---------------------|
| I. | Delay in delivery of food beyond scheduled time (up to 30 minutes) | ₹500 per instance |
| II. | Delay beyond 30 minutes or non-delivery of ordered items | ₹1,000 per instance |

| Sl. No | Nature of Default / Deficiency | Penalty Amount (₹) |
|--------|---|---|
| III. | Poor quality of food / stale food / non-adherence to menu | ₹1,000 per instance and cost of food rejected shall be borne by the vendor |
| IV. | Improper hygiene or cleanliness in food handling, serving, or staff uniform | ₹500 per instance |
| V. | Non-deployment of sufficient service staff during event/function | ₹500 per instance |
| VI. | Failure to provide biodegradable / clean disposable cutlery, plates, or napkins | ₹300 per instance |
| VII. | Any complaint from NHSRC staff / committee regarding behavior or service of vendor personnel found valid after verification | ₹500 per instance |
| VIII. | Repetition of deficiencies more than three (3) times during the contract period | May lead to termination of empanelment and forfeiture of Performance Security Deposit |

- (b) NHSRC reserves the right to deduct the penalty amount from the monthly bills or Performance Security, as deemed appropriate.
- (c) In case of persistent default or unsatisfactory performance, NHSRC reserves the right to terminate the empanelment without prior notice.

In case of serious misconduct, the contract shall be terminated without serving any notice. In other cases, one-month notice shall be applicable for seeking to withdraw of services.

14. **Subletting of work.** The firm shall not assign or sublet the work or any part of it to any other person or party. The tender is not transferable only one tender shall be submitted by one tenderer.

15. **Tax Deduction at Source.** Statutory deductions shall be governed as per prevailing Income Tax Rules.

16. **Communication of Acceptance.**

(a) Acceptance of tender by the Indenter will be communicated by registered letter/ speed post/e-mail or a formal letter of 'Acceptance of Bid' or 'Work Order'. The award of work order, when issued to successful Vendor, constitutes the contract with collateral supports from terms and conditions of the tender limitation notices as well as formal agreement on non-judicial stamp paper if any, all of which finally form the contractual obligations to be adhered to/ performed by the Vendor. Non-performance of any such obligations make the Vendor liable for consequential effects.

(b) The name of successful Vendor will be published on NHSRC web site.

(c) The Contract / Agreement on a non-judicial stamp paper of Rs. 100/- will be signed by the successful Vendor within 15 days from the date of issue of the 'Acceptance of Bid' or Work Order.

17. **Annulment of Award.** Failure of the successful Vendor to comply with the terms and conditions of the contract/work order shall constitute sufficient ground for the annulment of the award at any time during the period of contract and forfeiture of the PG. The PG is liable to be forfeited if the Vendor withdraws or impairs or derogates the bid in any respect within the period of validity of this offer.

18. **Disclaimer.** The near relatives of employees of NHSRC are prohibited from participation in this tender. The near relatives for this purpose are defined as: -

- (a) Members of a Hindu Undivided Family.
- (b) The one is related to the other in the manner as father, mother, sons(s), son's wife (daughter-in-law), Daughter(s) and daughter's husband (son-in-law), brother (s) and brother's wife, sister(s) and sister's husband (brother-in-law).
- (c) Their husband or wife.
- (d) **NHSRC reserves the right to disqualify any agency found not suitable in their previous engagement with NHSRC.**

19. **Indemnification.**

- (a) The Vendor shall, at its own expense, defend and indemnify NHSRC against all third-party claims.
- (b) The Vendor shall expeditiously settle any such claims and shall have full rights to defend itself there from. NHSRC shall not pay any compensation to a third party resulting from any infringement and the Vendor shall be fully responsible for the same, including all expenses and court and legal fees.

20. **Payment Terms and Conditions.** The term 'payment' mentioned in this part includes all types of payment due to the contractor arising on of this contract excluding Earnest Money and Security Deposit governed by separate clauses of the contract: -

- (a) All payments shall be made by cheque/bank transfer only at each stage on completion of the event.
- (b) Payment of Bills would take 2-to-3-week time on an average after submission of bills. However, no interest or penalty would be paid by NHSRC in case of delay in payment due to official reasons.
- (c) No payment shall be made in advance or any loan from any bank or financial institutions shall be recommended on the basis of the order of Award of work.
- (d) The bills shall be submitted within 2 working days from the completion of the event/meeting to the authority specified in contract and other related reports/documents if applicable.
- (e) Bill should be supplied by clear event/meeting name and date with the name of the division.

21. **Jurisdiction.** Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all action and proceeding arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil jurisdiction in this behalf at NCT of Delhi and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s). Prior to this effort may be made to settlement of dispute through the Commercial Courts, Commercial Division and Commercial Appellate Division of High Court.

22. **Arbitration.** All disputes and differences of any nature arising out of this agreement, whether during its terms or after expiry thereof or prior termination as the case will be resolved amicably in the first instance by both parties. Unresolved differences or disputes shall be settled by sole arbitrator to be appointed mutually. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act 1996, any statutory modification thereof and rules made there under. The award of arbitration shall be final and binding to both parties. The decision of sole arbitration shall be final on every matter arising hereunder. The venue of the arbitration shall be New Delhi/Delhi only.

23. **Notices.** Any notice, request, or consent sought pursuant to the tender shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by Registered/speed post, email, or facsimile to such Party like the Indenter or Vendor.

24. **Exclusive Right of The Executive Director, NHSRC.** The Executive Director, NHSRC, reserves all rights to reject any tender including of those tenderers who fail to comply with the instructions, without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific tenderer. The decisions of NHSRC shall be final and binding. NHSRC reserves the right to award the Tender to one or more than one vendor. NHSRC also reserves the right to amend, modify add or delete any terms and conditions of the Tender in the interest of the organisation without assigning any reason and the same will be intimated to all concern.

SERVICES TO BE PROVIDED: JOB SPECIFICATIONS

1. A. General Requirements

- (i) The agency shall provide hygienically prepared, fresh, and good-quality food and beverages as per the menu approved by NHSRC.
- (ii) Food shall be prepared in clean, well-maintained kitchen premises, following all food safety and hygiene standards prescribed under FSSAI norms.
- (iii) The agency shall have enough cooks and service staff to prepare and serve the food.
- (iv) Although Indian cuisine will be preferred for most occasions, the chef deployed by the agency should be proficient in preparing a variety of cuisines, including Indian, Continental, Chinese, and South Indian dishes.
- (v) The service provider shall arrange all required crockery, cutlery, glassware, disposable plates/cups, serving spoons, tablecloths, etc., for smooth conduct of catering services.
- (vi) The service staff shall be well-groomed, courteous, and dressed in proper uniform with identification badges.
- (vii) The agency shall ensure timely setup, serving, and clearance of food and beverages as per event schedule.
- (viii) Transportation, loading, unloading, and arrangement of food items at the venue shall be the responsibility of the service provider.
- (ix) The agency shall make its own arrangements for fuel, utensils, heating equipment, and safe food transport (where applicable).
- (x) Proper disposal of waste (food waste, disposable plates, etc.) shall be ensured immediately after completion of service, maintaining cleanliness at the venue.

B. Types of Services

The catering services may include one or more of the following:

- (i) Tea/Coffee Service – with snacks (biscuits, cookies, samosa, sandwich, pakora, etc.) as required.
- (ii) Working Lunch / Buffet Lunch / Dinner – vegetarian or non-vegetarian, as specified by NHSRC.
- (iii) High Tea / Conference Catering – including beverages, snacks, sweets, and fruits as per menu finalized for the event.
- (iv) Packed Meal / Packed Snacks – for training programs, workshops, or field visits.
- (v) Special Menu Items – as per requirement for VIP meetings, celebrations, or official functions.

C. Quality Assurance

- (i) The agency must use branded and quality ingredients, with no use of stale or reheated food.

- (ii) All cooking oils, packaged food, and beverages must be FSSAI-approved and within expiry date.
- (iii) NHSRC reserves the right to inspect the kitchen premises and sample the food at any time for quality assurance.
- (iv) Any deviation from approved quality or delay in service may lead to deduction in payment or termination of empanelment.

D. Other Terms

- (i) The service provider shall ensure adequate manpower deployment depending on the size and type of event.
- (ii) The agency shall maintain punctuality and cleanliness at all times.
- (iii) All consumables and manpower costs shall be included in the quoted rates and no extra charges shall be payable.

Checklist for Technical Bid

Tender reference No. _____ Due for opening on:
Name of the Service _____ No's: - _____

Following documents are required to be submitted in the Pre- Qualification cum Technical Bid in a Sealed Envelope. Super scribed **"TECHNICAL BID"**

| S. No. | Items to be submitted | Remarks |
|---------------|--|----------------|
| 1. | Covering letter indicating the list of all enclosures Annexure - I | |
| 2. | Original/downloaded tender document duly filled in, signed and stamped by the Vendor or his authorized representative of the Vendor. | |
| 3. | Additional Information of the Vendor duly signed by the Vendor or authorized representative of the Vendor in the Proformas and format as given in Annexure – II | |
| 4. | Latest /Valid Authorization from the Principal Company/Manufacturer to the Vendor for its brands/products; | |
| 5. | Attested Copies of following Annexure-III i) Income Tax Return for the last three years along with audited documents ii) PAN Card iii) Service Tax/ GST Registration Certificate and latest challan of Service Tax/GST | |
| 6. | Undertaking to accept Terms and Conditions of the Tender document and to comply with them as per Annexure-IV (on non-judicial stamp paper of denomination of Rs. 100/-) | |
| 7. | Affidavit Certifying that the Bidder is Not Blacklisted/Debarred or Not Indulged in Corrupt or Fraudulent Practices as per Annexure-V | |
| 8. | Proof of successfully providing of the similar services i.e. certified copies of the work order for providing similar services for any other Govt. Institutions or reputed private institutions in Delhi or NCR in the recent past (during last three years) along-with endorsement from the concerned Institution. Annexure-VI | |
| 9. | Integrity Pact Appendix-E | |

SIGNATURE OF VENDOR
(PROP. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm

(FOR OFFICIAL USE ONLY)

Bid (PQB) Accepted for further processing.

*** Bid rejected (Reasons for rejection.....)**

SPECIMEN OF COVERING LETTER

To,

The Principal Administrative Officer
National Health systems Resource Centre
NIFHW Campus, Baba Gangnath Marg, Munirka,
New Delhi 110067

Subject: Submission of Bid for “EMPANELMENT OF CATERING SERVICE PROVIDER FOR NHSRC”

Sir/Madam,

1. With reference to the above-mentioned tender, I/we hereby submit our bid for **“EMPANELMENT OF CATERING SERVICE PROVIDER FOR NHSRC”** as per the terms and conditions laid down in the tender document.
2. We have thoroughly examined and understood all the instructions, terms and conditions mentioned in the bid document and hereby agree to abide by the same.
3. Please find below the list of enclosures submitted along with this covering letter for your kind perusal: -
 - (a) Bid Covering Letter (this letter) as per **Annexure-I**.
 - (b) Original/downloaded tender document duly filled in, signed and stamped by the Vendor or authorized representative of the Vendor.
 - (c) Additional Information as per **Annexure-II**.
 - (d) Attested Copy of Statutory Documents as per **Annexure-III**.
 - (e) Undertaking on non-judicial stamp paper of Rs.100/- as per **Annexure-IV**.
 - (f) Copy of Recommendation / Appreciation Letter from Central Govt/State Govt./ PSU or any reputed bodies etc.
 - (g) Certified copies of the work order for any other Govt. Organisations/Institutions of repute private institutions in Delhi/ NCR in the last three years along-with **endorsement from the concerned Institution**.
 - (h) An affidavit regarding non blacklisting as per **Annexure-V**.
 - (k) Integrity Pact as per **Appendix-E**.
 - (l) Any other documents as required in the bid.
 - (m) Details of the all Appendix & Annexures as per bid.
4. Kindly consider our bid for further evaluation.

Thanking you,

Yours faithfully,

Signature:
Full Name:
Designation:
Company/Firm Name:
Address:
Contact No. & Email ID:
Date:

TECHNICAL BID
Additional Information

(To be submitted to PAO, NHSRC, NIHFW Campus, Baba Gang Nath Marg, New Delhi, so as to reach before the last date and time of the closing of the bid)

Due for Opening on (Time): _____

1. Name & Address of Vendor/ Indian Agent:
2. Name & Address of the Registered Office/
Local Office/Kitchen of the Vendor:
3. Copy of valid Labour Licence, Copy of PF/ESIC Registration, Licence issued by Public Health Officer
4. Copy of certificate issue by Food Safety and Standards Authority of India (FSSAI).
5. Income Tax Permanent Accounts Number (PAN) of the Vendor:
6. Name & Address of Banker of the Vendor:
7. Business Name and constitution of the Vendor firm.
Also state if the firm is registered under

- (a) The Indian Companies Act, 1956
- (b) The Indian Partnership Act, 1932
- (c) Any other act,
- (d) If not (privately owned) who are the owners.
(Please give full Names and Address)

8. For partnership firms state whether they are registered or not registered under Indian Partnership Act.1932. Should the answer to this question by a partnership firm be in the affirmative, please state further: -

(a) Whether by the partnership agreement authority to refer disputes concerning the business of the partnership to arbitration has been conferred on the Partner who has signed the tender.

(b) If the answer to (i) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed the tender to refer dispute concerning business of the partnership to arbitration.

9. State whether business dealing with you have been banned by any Central/State Government Organization/Private Organisation. If so, give details.

Signature of witness

Full Name and Address of Witness

Signature of Vendor

1. Full name & address of the
Person signing (In BLOCK
LETTER)

2. Whether signing as Proprietor/
Partner/Constituted Attorney /
duly authorized by company.

Income Tax Return & PAN Number

Tender _____ **Due for opening on:**

Name of the Service Agency _____

Self-Attested Copies of IT Return & PAN Number, as required by this Tender Enquiry is being submitted along with this tender as per details given below: -

| Description | Remarks |
|--|----------------|
| Copies of Income Tax Returns along with audited documents for the Assessment for last three years (FY 2022-23, 2023-24 & 2024-25). | |
| Copy of Permanent Account Number (PAN) | |
| Copy of Service Tax / GST Registration Number | |

SIGNATURE OF VENDOR
(PROP. / Partner/ Authorized Signatory)

Name & Address with Seal of the firm

UNDERTAKING

(To be submitted on Rs. 100/- stamp paper)

Declaration by the Vendor

I/We _____ hereby declare that: -

1. I/We am/are the provider of light motor vehicles on hire basis duly recognized by the Department of Tourism, Govt. of India/State Govt./Any other reputed Public Institution/Body have examined the above-mentioned tender document including amendment/corrigendum (if any) the receipt of which is hereby confirmed.
2. I/We do hereby offer to provide the vehicles at the prices and rates mentioned in the price bid.
3. I/We agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.
4. I/We have carefully read and understood all the Terms and Conditions of the tender and shall abide by them.
5. I/We agree for all clauses and payment terms & conditions of this tender enquiry. In case any condition put forth by us is against the terms & conditions of tender, the same shall be treated as to be having no effect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
6. I/We agree that in the event of any dispute or differences, the decision of the Executive Director, NHSRC New Delhi shall be final and binding on me/us.
7. The tender document has been downloaded from the official website i.e. www.nhsrccindia.org in for bidding purpose and is a true copy of the original.
8. I/we hereby undertake that none of my relative (s) as defined in Disclaimer Clause of Annexure I is/are employed/engaged with NHSRC.

SIGNATURE OF VENDOR

(PROP. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm

Affidavit Certifying That the Bidder is Not Blacklisted/Debarred or Not Indulged in Corrupt or Fraudulent Practices

(On Rs.100 Non-Judicial Stamp Paper)

1. **Non-Blacklisting Declaration.** I/We have not been debarred, blacklisted, suspended, or otherwise barred from participating in any tendering or procurement process by any department of the Central Government/ State Government/ PSU/ Semi-Government Organization/ Private Sector Organization, either at present or in the past.
2. **Integrity Declaration.** I/We have not directly, indirectly, or through any agent engaged in or indulged in any corrupt, fraudulent, coercive, undesirable, or restrictive practices in connection with any tender, Request for Proposal (RFP), or agreement issued by or entered into with any government department, authority, or public sector enterprise (Central or State).
3. **Criminal Record Declaration.** I/We hereby confirm that no criminal case is pending against the bidder, and none of the proprietors/partners/directors/key personnel of the bidding entity have ever been convicted or are currently under investigation for any criminal offence by any court of law or enforcement agency in India or abroad.
4. **Legal Proceedings Declaration.** I/We further confirm that there are no legal proceedings or cases pending or filed against us, either in the past or at present, in any court of law, tribunal, or any other competent authority, which may affect our ability to perform or fulfil contractual obligations.
5. I/We understand that if any of the above declarations are found to be false, misleading, or violated at any stage, it shall lead to immediate termination of the contract without any liability on the part of the purchaser/client, in addition to any other legal action deemed appropriate.

Place:

Date:

Signature of the Authorized Signatory
(Name, Designation, and Company Seal)

Annexure-VI
(Refer Para 8(h) of Tender)

FORMAT FOR PROOF OF SIMILAR SERVICES PROVIDED

(To be submitted on the letterhead of the bidding agency and duly certified by the authorized signatory)

1. Name of the Vendor / Agency: _____

2. Registered Office Address: _____

Contact Person: _____

Phone / Mobile: _____

Email: _____

Details of Similar Catering Services Provided During the Last Ten (10) Years

| Sl. No. | Name of Client / Organization | Type of Organization (Govt. / PSU / Autonomous Body / Private Institution) | Contract / Work Order No. & Date | Contract Value (₹) | Period of Contract | Contact Person & Designation of Client (with Phone / Email) |
|---------|-------------------------------|---|----------------------------------|-----------------------|--------------------|--|
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Note: Submission of Proof of the above is mandatory.

Place:

Date:

Signature of the Authorized Signatory
(Name, Designation, and Company Seal)

Appendix-C
(Refer Para 8 (j) of Tender)

SCORE SHEET OF TECHNICAL EVALUATION FOR EMPANELMENT OF CATERING SERVICE PROVIDER

| Sl. No | Name of Agency | Quality of Ingredients | Average Annual financial turnover (gross) of the firm (in the last 3 F.Y.) ended on 31 st March 2025 For Rs.1 Crore (10 marks) For each additional turnover of 50 Lakhs, 02 marks shall be awarded up to a maximum of 10 marks (10 marks) (Annexure-VII) (Total: 10 Marks) | For 10 years of working experience in catering work in Govt. Organizations (10 marks) For each additional experience of 01 year in Govt Organizations / PSUs / Defence Sector / reputed academic institutes, 02 marks will be awarded up to a maximum of 10 marks (10 Marks) (Annexure-IV) (Total: 20 Marks) | Valid labour license, PF/ESIC registration, and applicable license by Public Health Officer etc. (5 Marks) For Food Safety and Standards Authority of India (FSSAI) certificate additional 10 marks will be provided. (5 Marks) (Annexure-II) (Total: 10 Marks) | Total (60) | Remarks |
|--------|----------------|------------------------|---|---|--|---------------|---------|
| | | (Max. Mark 10) | (Max. Mark 20) | (Max. Mark 20) | (Max. Mark 10) | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

Note: Non submission of any of the above-mentioned documents along with the bid will lead to disqualification of the bid.

No correspondence in this regard shall be entertained.

FORMAT FOR SUBMISSION OF LIST OF BRANDS USED

(To be submitted on the Letterhead of the Bidding Agency)

Date: _____

To,
The Principal Administrative Officer
National Health Systems Resource Centre (NHSRC)
Baba Gang Nath Marg,
Murirka, New Delhi – 110 067

Subject: Submission of List of Brands Used – Technical Evaluation Requirement

Sir/Madam,

In compliance with tender requirements, we hereby submit the details of brands used for procurement of raw materials for catering services.

A. LIST OF BRANDS USED FOR MAJOR INGREDIENTS

| Sl. No. | Ingredient Category | Specific Item | Brand Name Used | Type |
|---------|-----------------------|----------------------------|----------------------|-------------|
| 1 | Dairy Products | Milk | | |
| 2 | Dairy Products | Curd | | |
| 3 | Oil | Refined Oil | | |
| 4 | Grains | Rice (Basmati/Non-Basmati) | | |
| 5 | Flour | Wheat Flour (Atta) | | |
| 6 | Pulses | Arhar/Moong/Chana Dal | | |
| 7 | Spices | All dry spices | | |
| 8 | Snacks Ingredients | Besan / Suji / Maida | | |
| 9 | Vegetables | Fresh Produce | Daily Mandi Purchase | Not branded |
| 10 | Non-Veg | Chicken/Mutton | Verified Supplier | FSSAI No. |
| 11 | Frozen Items (if any) | — | — | |
| 12 | Beverages | Tea / Coffee | | |
| 13 | Water | Packaged Drinking Water | | |

(Additional rows may be added as required)

Note:

- (i) The bidders may add additional Ingredient Category in the format above.
(ii) Any modification/alteration in the format above shall lead to the disqualification.

B. DECLARATION

We certify that the above-mentioned brands are used consistently and procured from authorized suppliers.
All items are FSSAI-approved and within expiry date.

Authorized Signatory: _____

Name: _____

Designation: _____

Company Seal

FINANCIAL BID

* To be submitted in a Separate Sealed Envelope superscribed as “FINANCIAL BID”

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 (dal + paneer + 1 veg) + Rice (Pulao / Jeera Rice) + Assorted Breads + Raita + Salad + Pickles + 2 Dessert items | 1 non-veg (mutton) item + 3 Veg Items (dal + paneer + 1 veg) + Rice (Pulao / Jeera Rice) + Assorted Breads + Raita + Salad + Pickles + 2 Dessert items | Idli + Masala Dosa + Medhu Vada + 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 Snacks 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**

SIGNATURE OF VENDOR
(PROP. / Partner/ Authorized Signatory)
Name & Address with Seal of the firm

INTEGRITY PACT

between

National Health Systems Resource Centre (NHSRC) and _____

1. It is hereby agreed between NHSRC and _____ that both parties will adhere to the following guidelines of this Integrity Pact: -

- (a) As the Principal (NHSRC/ its representative) will promise not to seek or accept any benefit, which is not legally available.
- (b) The bidder will promise not to offer any benefit to the employees of the principal (NHSRC) not available legally.
- (c) NHSRC (Principal) will treat all bidders with equity and reason.
- (d) Bidders will not enter into any undisclosed agreement or understanding with other bidders with respect to prices, specifications, certifications, subsidiary contract etc.
- (e) Bidders will not pass any information provided by NHSRC (Principal) as part of business relationships to others and will not commit any offence under PC/ IPC Acts.
- (f) Foreign bidders will disclose the name and address of agents and representatives in India and Indian bidders to disclose their foreign principals or associates.
- (g) Bidders will disclose the payments to be made by them to agents/ brokers or any other intermediary.
- (h) Bidders will disclose any transgressions with any other public/ govt organization that may impinge on the anti-corruption principle. The date of such transgression, for the purpose of disclosure by the bidders in this regard, would be the date on which cognizance of the said transgression was taken by the competent authority. The period for which such transgression(s) is/ are to be reported by the bidders shall be the last three years to be reckoned from date of bid submission. The transgression(s) for which cognizance was taken even before the said period of three years, but are pending conclusion, shall also be reported by the bidders.

2. Any violation of the Integrity Pact would entail disqualification of the bidders and exclusion from future business dealings, as per the existing provisions of GFR 2017, PC Act 1998 and other Financial Rules/ Guidelines etc. as may be applicable to the organization concerned.

3. A person/ bidder signing the Integrity Pact shall not approach the Courts while representing the matters to Independent External Monitors and he/ she will await their decision on the matter.

Signature of the Bidder

(Name & Address of Agency)

Authorised Signatory

NHSRC

STATUTORY AND LEGAL CLAUSES

1. Force Majeure

Neither any party shall be liable for any failure or delay in performance under this Contract due to causes beyond their reasonable control, including but not limited to acts of God, war, strikes, epidemics, fire, flood, or government restrictions. The affected party shall notify the other in writing within seven (7) days of such occurrence and make all reasonable efforts to resume obligations promptly.

2. Termination for Convenience

NHSRC reserves the right to terminate the Contract, in whole or in part, by giving thirty (30) days' written notice without assigning any reason. The Vendor shall be entitled to payment for work satisfactorily performed prior to termination but shall not claim compensation for loss of anticipated profits or termination costs.

3. Labour Law Compliance

The Vendor shall comply with all applicable labour laws including the Contract Labour (Regulation and Abolition) Act, 1970, the Employees' State Insurance Act, 1948, the Employees' Provident Fund and Miscellaneous Provisions Act, 1952, and the Payment of Wages Act, 1936. The Vendor shall indemnify NHSRC against any claims arising out of non-compliance.

4. Environmental Compliance

The Vendor shall ensure use of biodegradable or eco-friendly materials and avoid single use plastics, in compliance with the Plastic Waste Management Rules, 2016. All waste generated during services shall be disposed of responsibly and in accordance with local environmental norms.

5. Limitation of Liability

The total liability of the Vendor under this Contract, whether in contract, tort, or otherwise, shall not exceed the total value of the Contract. In no event shall either party be liable for indirect or consequential damages.

6. Confidentiality and Data Protection

The Vendor shall maintain confidentiality of all information obtained during the course of the engagement and shall not disclose or use such information for any purpose other than performance of this Contract. This obligation shall survive the termination or expiry of this Contract.