

NSIC

ISO 9001:2008

NSIC

ISO 9001:2008

NATIONAL SMALL INDUSTRIES CORPORATION LTD.

(A GOVERNMENT OF INDIA ENTERPRISE)

"NSIC BHAWAN", Okhla Industrial Estate

New Delhi -110 020

Tender Document

for

"Empanelment of Caterers"

for

High Tea, Lunch and Dinners

in

Programmes organized

by

NSIC Head office

Starting Date of Sale/Downloading : 03.11.2014 (Office hours)
of Tender document

Pre-bid meet : 05.11.2014 (at 3.00 p.m. in the
room of DGM(Admn.)

Last date of receipt of tender : 17.11.2014 (Latest by 3.00 P.M.)

Date of opening of Technical Bid : 17.11.2014 at 4.00 P.M.

Date of opening of Price Bid : To be communicated later

(Sanjay Rautela)
Deputy General Manager(Admn)

NSIC

ISO 9001:2008

NSIC

ISO 9001:2008

THE NATIONAL SMALL INDUSTRIES CORPORATION LTD.,

(A GOVERNMENT OF INDIA ENTERPRISE)

NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE

NEW DELHI –110020.

REQUEST FOR OFFER

Sealed tenders are invited by The National Small Industries Corporation Ltd, New Delhi-110020 from experienced caterers located in the area spread around 15 Kms from NSIC Head Office at Okhla Industrial Estate, New Delhi, to empanel them for providing "**Catering services**" for High Tea, Lunch and Dinners etc. organized by NSIC at NSIC Head office and NTSC Okhla premises and other places in Delhi from time to time under two bid system i.e. (i) Technical Bid, and (ii) Price Bid.

1. Details of terms & conditions for tenderer can be obtained from the address given below from 03.11.2014 to 17.11.2014 on all working days between 1000 hrs. to 1700 hrs. (up to 1500 hrs. on 17.11.2014) against the payment of Rs. 1000 in cash or D.D. in favour of "The National Small Industries Corporation Ltd." payable at "New Delhi". The tender document may be downloaded from website www.nsic.co.in, however in such case, Rs.1000/-per tender has to be deposited in cash or DD drawn on National Small Industries Corporation Limited, New Delhi, to become eligible to submit the same.
2. The sealed tender, super scribed at the top of envelopes as "**Offers for empanelment for providing Catering Services**", containing Technical Bid, Price Bid, DD of Rs.1000/- (if any) and DD of Rs.5000/- as EMD in separate envelop, should be submitted at the address given below or if sent by post or courier. It should reach at the address below, latest by 1500 hrs on 17.11-2014.

**Deputy General Manager (Admn)
NSIC Bhawan,
Okhla Industrial Estate,
New Delhi-110 020**

3. Service Providers having EM-II or registered with NSIC under its SPRS will be issued tender form free of cost & will be exempted from deposit of EMD.
4. Tenders received after the above mentioned date and time shall not be accepted.
5. Technical Bids shall be opened on 17.11.2014 at 4.00 p.m. in the presence of constituted committee of officers of NSIC and the representatives of tenderers.
6. Price Bid shall be opened for those tenders only who qualifies technically and also on the basis of the report of the constituted committee of officers and suitable date and time will be communicated later on to the technically qualified tenders.
7. **Pre-bid meeting** of the prospective bidders will be held on **05.11.2014 at 3.00 p.m.** in the room of Deputy General Manager (Admn.). All interested tenderer are invited to attend the same.
8. NSIC reserves the right to accept or reject any offer, or empanel more than one caterer without assigning any reasons thereof, and to amend the terms and conditions before award of the contract.

Dy Gen. Manager (Admn.)

NSIC

ISO 9001:2008

NSIC

ISO 9001:2008

THE NATIONAL SMALL INDUSTRIES CORPORATION Ltd.,

(A GOVERNMENT OF INDIA ENTERPRISE)

NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE

NEW DELHI –110020

No: SIC/ADMN/5(54)/2013-14

Dated: 03.11.2014

M/s.-----

Sub:- Offers from reputed Caterers for “empanelment for providing Catering services” For NSIC officials/Guests at Delhi.

Sir,

We are pleased to invite tender under two bid system i.e. (i) Technical Bid, and (ii) Price Bid from experienced (minimum two years in Central Govt. Deptt./ Institution/ PSUs or any other organization of repute) caterers for their empanelment for providing “**Catering services**” for the High Tea, Lunch and Dinners organized by NSIC at NSIC Head office and NTSC Okhla premises and also at other places in Delhi. The terms and conditions of the offer & copy of agreement are enclosed herewith for your kind perusal and information.

Tender should be submitted in prescribed Performa of Technical Bid, Price Bid in separate sealed envelopes. EMD as prescribed also should be submitted in a separate sealed envelop. All three envelops should clearly be super scribed at the top as “**Tender for empanelment for providing Catering Services**” and tagged together.

The tender should be submitted at the address given below on or before 10.11.2014 15:00 hrs. in sealed envelop.

**Deputy General Manager (Admn)
NSIC Bhawan, Okhla Industrial Estate,
New Delhi-110 020**

Pre-Bid Meeting	:	05.11.2014 (At 03.00 P.M. in the room of DGM-Admn.)
Last date of receipt of tender	:	17.11.2014 (Latest by 03.00 p.m.)
<u>Date of opening of tender</u> :		
Technical Bid	:	17.11.2014 (At 04.00 p.m.)
Price Bid	:	As communicated later

NSIC reserves the right to accept or reject any offer, without assigning any reasons thereof, and to amend the terms and conditions before award of the contract.

Thanking you,

Yours faithfully,

Dy Gen. Manager (Admn.)

The terms and conditions for the contract

1.0 Definitions:-

- 1.1 "NSIC" shall mean the National Small Industries Corporation Ltd. (A Govt. of India Enterprise) Okhla Industrial Estate, New Delhi-110020, and shall include their legal representatives, successors and permitted assignees.
- 1.2 "Contract" means and includes the documents forming the tender and acceptance thereof together with the documents referred to therein including the conditions.
- 1.3 "Caterer" shall mean the service provider for catering services and shall include the legal representative of such individual or the persons composing such hotel or the permitted assignee of the same.
- 1.5 "Competent Authority" means Chairman cum Managing Director of NSIC and his successors.
- 1.6 "Officer In Charge" shall mean the officer of NSIC, designated by "Competent Authority." as the case may be, who shall supervise and be in-charge of such works.
- 1.7 "Care Taking Section" shall mean the Administration Division of NSIC.

2.0 INSTRUCTIONS TO TENDERERS FOR PROVIDING CATERING SERVICES:-

- 2.1 The caterer located in the area spread around 15 Kms from NSIC Head Office at Okhla Industrial Estate, New Delhi-110020 only shall be eligible for submission of tender.
- 2.2 The caterer should have an experience of at least two years out of the last three years of providing catering services for programmes organized by Central Govt. Departments/ Institutions / PSUs or any other organization of repute.
- 2.3 All prospective bidders may submit their Technical Bid, Price Bid and also the EMD in separate sealed envelopes in the performa attached with the tender document but tagged together, addressed to Deputy General Manager (Administration), NSIC Ltd., Okhla Industrial Estate, New Delhi-110020 on or before 17.11.2014 up to 3.00 p.m.
- 2.4 The tenders shall be accompanied with a DD / Pay Order for Rs. 5000.00 (Rupees five thousand only) drawn in the favour of **"The National Small Industries Corporation Ltd."** payable at **"New Delhi"** being the Earnest Money Deposit for the above mentioned job. EMD of all tenderers shall be refunded without interest within fifteen days from the date of the issue of the award letter for empanelment. Service Providers registered under MSMEDI Act with DIC or registered with NSIC under its SPRS will be issued tender form free of cost & will be exempted from deposit of EMD.
- 2.5 Price Bids shall be opened for those tenders only which qualify technically and also on the basis of the report of the constituted committee of officers. Suitable date and time for opening price bids shall be communicated to the technically qualified tenders subsequently .
- 2.6 **NSIC shall be empanelling suitable caterers (Nos. not specified)** from Delhi which are located in the area spread around 15 Kms from NSIC Head Office at Okhla Industrial Estate, New Delhi for providing **"Catering services"** for various Programmes in NSIC Head office and NTSC Okhla premises or any other place in the limits of NCT of Delhi.

- 2.7 The caterer should have buffet related items, tables with table cloth, tandoor, refrigerator, Oven, crockery and cutlery to serve not less than 200 persons at a time and also a service van to transport the items from its place to the place of the meeting.
- 2.8 The caterer should have proper in-house arrangements to provide meals as per the requirement.
- 2.9 **Date of issue of DD for EMD should not be before the date of publishing of tender notice.** Tenders received without relevant documents for meeting eligibility requirements shall not be considered for opening of price bid.
- 2.10 The tenders shall be valid for a period of 90 days from the date of its opening.
- 2.11 Interested parties are requested to quote their **most competitive rates** (as per the format specified in **Schedule 'B'**).
- 2.12 The Rates should be quoted separately for High Tea, Lunch and Dinners (Veg. & Non-Veg.) as per the standard menu as mentioned in the '**Schedule 'C'**'. **The rates quoted should be excluding the taxes (as applicable).**
- 2.13 The Minimum no. of persons shall be taken as 15. The rates shall be same for a gathering of at least 15 persons or more.
- 2.14 Technical & Price Bids shall have to be submitted in the Format as per **Schedule 'A'** and **Schedule 'B'** respectively.
- 2.15 The successful tenderer shall deposit security deposit of Rs. 25,000/- in cash or Fixed Deposit (pledged in favour of NSIC Ltd. New Delhi) / Bank Guarantee from any Nationalized Bank which shall only be released after three months from the date of the completion of the contract. The security deposit shall be interest free.
- 2.16 The security amount shall be forfeited if the caterer refuses to supply the order of catering without any genuine reason or without prior notice.
- 2.17 Conditional tenders shall be rejected out-rightly.
- 2.18 The caterer shall not sub-contract the services of personnel sponsored by them.
- 2.19 Either party shall be entitled to terminate the contract by giving 30 days notice in writing to the other party without prejudice to other rights and remedies available to it.
- 2.20 NSIC reserves the right to modify and / or amend any of the above stipulated conditions / criteria depending upon its requirement. NSIC also reserves the right to cancel the tender without assigning any reason thereof.
- 2.21 The empanelled caterer/s shall be responsible to make arrangement of the meals only on the written request of the authorized officer of NSIC.
- 2.22 Initially the period of empanelment of caterer would be for two years from the date of receipt of letter which shall be extendable on the basis of performance and mutual agreement. (Format Enclosed)
- 2.23 The bidders should have the compliance of all the relevant Laws, Acts and regulations as applicable from time to time.
- 2.24 After opening the technical bid, a committee of officers of NSIC shall visit the establishment of caterers which qualify technically, to check the facilities provided by each one.
- 2.25 On the basis of the report of the committee, the offers shall be shortlisted and invited for negotiations to provide services on similar rates and other terms & conditions.
- 2.26 **Preference shall be given to Micro and Small Enterprises registered under MSMEDI Act. or under SPRS of NSIC**

- 2.27 NSIC may terminate the contract by giving a notice of 15 days in case of breach of any of the terms in the contract or any one or more clauses or if the proprietor of the caterer becomes insolvent or fails / neglects to carry out instructions of NSIC.

3.0 INSTRUCTIONS RELATING TO CATERING ARRANGEMENTS:

- 3.1 The caterer shall have to make the arrangement of catering and shall **not be paid separately** for the following items:-
- i. High tea / Lunch / Dinner shall be served in buffet system generally. However in special cases high tea may be required to be served inside the meeting hall.
 - ii. Tables with table cloth and other utensils for serving and crockery shall be provided by the caterer without any additional charges.
 - iii. The caterer shall arrange tandoor and other heating arrangement at the site of lunch / dinner.
 - iv. The caterer shall provide sufficient no. of waiters in proper uniform to serve to guests.
 - v. Drinking water(only mineral water) and tissue paper / napkins shall be provided by the caterer.
- 3.2 The quality of the meal shall be of high class. It should not cause any health problem to the guests.
- 3.3 Electricity supply and running tap water at the venue of the programme shall be provided by NSIC free of charge for running the equipments to store the cooked items.

4.0 TERMS OF PAYMENT:-

The bills raised by the caterer shall clearly mention the billing components (standard menu plus additional items per person) plus taxes etc. The bill should be accompanied with the signatures of the officer in-charge of the programme and booking order duly issued by authorized signatory from the Admin Division. The Caterer shall submit the bills to Admin Division of NSIC by 15th of following month.

5.0 ELIGIBILITY CRITERIA FOR BIDDERS: -

In order to become eligible, the caterers should have the following qualifications:-

- a. Registration of ownership
- b. Registration for Service Tax
- c. Income Tax Registration
- d. Registration under VAT
- e. Registration for issue of Safety & Food Licence by Deptt of Food and Safety Govt. of NCT of Delhi.
- f. Experience certificate of providing catering services for at least two years immediately out of the last three years, for catering in programmes organized by a Central Govt. Department/ institution/ PSU or any other organization of repute in India.

6.0 DOCUMENTS TO BE ACCOMPANIED IN TECHNICAL BID: The Technical Bid shall comprise of the following documents: -

- a) EMD of Rs.5,000/- through D.D. / Pay order or Copy of EM-Part II as a proof of registration under MSMEDI Act/ Registration certificate under SPRS of NSIC.
- b) Photo Copy of the ownership certificate.
- c) Photo Copy of Service Tax Registration certificate in the name of registered owner.
- d) Photo Copy of VAT Registration certificate in the name of registered owner
- e) Photo Copy of PAN or Income Tax Certificate in the name of registered owner.
- f) Photo Copy of the Safety and Food Licence issued by Deptt. of Food and Safety Govt. of NCT of Delhi.

7.0 **ARBITRATION:-** Any dispute or difference what so ever arising between the parties out of relating to the construction, meaning, scope, operation or effect of this contract / agreement or the validity or the breach thereof shall be adjudicated by sole arbitration of Chairman cum Managing Director of NSIC or such officer as he may appoint as an arbitrator and the award made in pursuance there of shall be binding on the parties. The venue of arbitration proceeding shall be New Delhi. The arbitration proceedings will be held according to the Laws of India applicable from time to time.

Dy Gen. Manager (Admn.)

Terms & Conditions accepted

Signature
Authorized Signatory with seal

SCHEDULE 'A'

TECHNICAL BID

1. EMD of Rs. 5000/- (Rs.Five thousand only) or Copy of EM-Part II as a proof of registration under MSMEDI Act/ Registration certificate under SPRS of NSIC.
2. Photocopy of the ownership certificate.
3. Photocopy of Service Tax Registration certificate in the name of registered owner.
4. Photocopy of PAN or Income Tax Registration Certificate in the name of registered owner.
5. Photo Copy of VAT Registration certificate in the name of registered owner
6. Photocopy of the certificate of registration from Health Department of the Govt of Delhi.
7. Photocopy of the Registration of MSME (EM Part-II).(Not mandatory)
8. Experience certificate of providing catering services for at least two years immediately out of the last three years, for programmes organized by a Central Govt. Department / institution / PSU or any other organization of repute in India)
9. Signed and stamped copy of the terms and conditions of the tender document.

Note: Tenderer must enclose self attested copies of the aforesaid documents

Date :

Place:

Signature
Authorized Signatory of the bidder
(With name and Stamp)

Schedule -B

Price Bid

SI. No.	Particulars	Rates per person
1.	High Tea (items as per menu in Annex. C)	
2.	Lunch Veg. (items as per menu in Annex. C)	
3.	Lunch Non-Veg. (Veg. menu as per sl.2 above plus one non- veg. dish and non-veg. soup)	
4.	Dinner Veg. (items as per menu in Annex. C)	
5.	Dinner Non- Veg. (Veg. menu as per sl.4 above plus one non- veg. dish and non-veg. soup)	
6.	Tea / Coffee/ Cold Drink with 2 cookies.	
7.	Packed Lunch (items as per menu in Annex. C)	

* The rates shall be for minimum 15 persons or more.

Date :

Place:

Signature
Authorized Signatory of the bidder
(With name and Stamp)

Annexure 'C'

Details of items included in the menu

Sl. No.	Particulars	Items included
1.	High Tea	<ul style="list-style-type: none">i. Tea, Coffee or Cold Drink (cans/bottles), Juicesii. One pc. Veg. Sandwich / cocktail pizza / Bread rollsiii. One pc. Paneer pakoda or samosa or matter kachoriiv. One pc. Dhokla or Khandviv. One pc. Rasmalai or rasgulla or Gulab jamun, pastryvi. Cookies & potato wafers
2.	Lunch /Dinner	<ul style="list-style-type: none">i. One Soup (Veg.) or Jalgeeraii. One paneer Dish.iii. One seasonal dry veg.iv. One dalv. One raita or curd itemvi. Salad, pappd, chatni, acharvii. one rice item (plain steam or jeera)viii. Tava / Tandoori Roti, Missi, nanix. Two items in desert (ice cream, halwa, fruit cream, rasgulla, ras malai, rabid with jalebi, Faluda kulfi, Gulabjamun, sandesh etc.)
3.	Non Veg Lunch / Dinner	The veg. menu shall remain as per sl. no.2 above. One non-veg. (preferably chicken) soup and one non-veg. (preferably chicken item) dish shall be added as per requirement.
4	Packed Lunch	<ul style="list-style-type: none">i. Four Tava Rotiii. Rice 100 gramiii. One Daliv. One Paneer/Seasonal Vegetablev. Saladvi. One Sweet piece (Kaju burfi)

* In High Tea / lunch / Dinner if any item is added other than the above, it shall be chargeable extra.

Agreement for Catering Services empanelment

This agreement is executed on this date _____.2014 between The National Small Industries Corporation Ltd. (A Govt. of India Enterprise), a company incorporated under the Companies Act 1956 and having its Head Office at Okhla Industrial Estate, New Delhi- 110 020 (hereinafter referred as NSIC) which expression shall include its successors and assigns, of the one part

AND

M/s -----a proprietorship/ Partnership/ Pvt. Ltd. / Ltd. Concern, having its registered office at _____, acting through Shri _____, authorized vide GPA/ Board Resolution dated _____ hereinafter referred to as the Caterer, which expression shall include his successors, representatives and assignees, of the other part.

Whereas M/s _____ shall be providing Catering services to the officers and guests of NSIC on the advice of Administration Division of NSIC Head Office on the agreed terms and conditions from _____ to _____.

NOW IT IS agreed by and between the parties as under: -

1. The Agreement for providing Catering Service for the officers and guests of NSIC shall be effective from _____.2014 to _____ to have come into force on __ day of the month of _____ of the year 2014.
2. The Agreement shall be valid for the period from _____.2014 to _____ for a period of 24 months, which may further be extended with the consent of both the parties for further period of 24 months on the similar terms and conditions.
3. The Caterer shall supply food items to NSIC officers and guests, after receiving order duly issued by authorized signatory of NSIC.
4. The Caterer will provide and maintain the quality of Catering arrangements as per satisfaction of NSIC.
5. The Caterer will provide the services for the entire period as mentioned at serial no.1 above on the following rates: -

Sl. No.	Particulars (Details as per Annx.I)	Rates per person
1.	High Tea	
2.	Lunch Veg.	
3.	Lunch Non-Veg. (Veg. menu as per sl.2 above plus one non-veg. dish and non-veg. soup)	
4.	Dinner Veg.	
5.	Dinner Non- Veg. (Veg. menu as per sl.4 above plus one non-veg. dish and non-veg. soup)	
6.	Tea / Coffee/ Cold Drink with 2 cookies.	
7.	Packed Lunch	

6. The charges as per Sl. 5, above does not include taxes. Taxes as admissible shall be extra.
7. The bills raised by the caterer shall clearly mention the billing components (standard menu plus additional items per person) plus taxes etc. The bill should be accompanied with the signatures of the officer in-charge of the programme and

booking order duly issued by authorized signatory from the Admin Division. The Caterer shall submit the bills to Admin Division of NSIC by 15th of following month.

8. The authorized signatory for placing the order will be Deputy General Manager (Admin) or in his absence Chief Manager (Admin)
9. No sub-contracting by the Caterer shall be allowed for providing the Services as prescribed vide this agreement.
10. During the currency of agreement caterer should have valid licenses/ registration etc.
11. Either party to the agreement shall be entitled to terminate the agreement by giving 30 days notice in writing to the other party without prejudice to other rights & remedies available to it.
12. In case caterer fails to supply the services/ items ordered, the caterer will be liable to pay the expenditure incurred by NSIC in making alternate arrangements + 20% of said expenditure as penalty.
13. NSIC shall have right to terminate the agreement by giving notice of 15 days in case of breach of any of the terms in the agreement, tender document and non-compliance of any statutory obligations/ regulations or if the Caterer becomes insolvent or fails /neglect to carry out the instructions of NSIC.
14. The Caterer agrees to the deductions on account of statutory obligations.
15. The Caterer shall comply with all Acts, by laws and statutory regulations applicable from time to time in the Union Territory of Delhi with regard to performance of work and NSIC shall have no liability in this regard.
16. Any dispute or difference whatsoever arising between the parties out of relating to the construction, meaning, scope, operation or effect of this contract / agreement or the validity or the breach thereof shall be adjudicated by sole arbitration of Chairman cum Managing Director of NSIC or such officer as he may appoint as an arbitrator and the award made in pursuance thereof shall be binding on the parties. The venue of arbitration proceeding shall be New Delhi. The arbitration proceedings will be held according to the Laws of India applicable from time to time.
17. This agreement shall be governed by the law of India and the parties submit to the non-exclusive jurisdiction of the Courts of Delhi.

For and on behalf of

_____ Representative, M/s _____ _____ _____	----- For National Small Scale Industries Corporation Ltd. NSIC Bhawan, New Delhi-110 020.

Witness (Name & address)

Witness (Name & address)

Details of items included in the menu

Sl. No.	Particulars	Items included
1.	High Tea	i. Tea, Coffee or Cold Drink (canes/botteles), Juices ii. One pc. Veg. Sandwich / cocktail pizza / Bread rolls iii. One pc. Paneer pakoda or samosa or matter kachori iv. One pc. Dhokla or Khandvi v. One pc. Rasmalai or rasgulla or Gulab jamun, pastry vi. Cookies & potato wafers
2.	Lunch /Dinner	i. One Soup (Veg.) or Jalgeera ii. One paneer Dish. iii. One seasonal dry veg. iv. One dal v. One raita or curd item vi. Salad, pappd, chatni, achar vii. one rice item (plain steam or jeera) viii. Tava / Tandoori Roti, Missi, nan ix. Two items in desert (ice cream, halwa, fruit cream, rasgulla, ras malai, rabid with jalebi, Faluda kulfi, Gulabjamun, sandesh etc.)
3.	Non Veg Lunch / Dinner	The veg. menu shall remain as per sl. no.2 above. One non-veg. (preferably chicken) soup and one non-veg. (preferably chicken item) dish shall be added as per requirement.
4	Packed Lunch	vii. Four Tava Roti viii. Rice 100 gram ix. One Dal x. One Paneer/Seasonal Vegetable xi. Salad xii. One Sweet piece (Kaju burfi)

* In High Tea / lunch / Dinner if any item is added other than the above, it shall be chargeable extra.