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**NATIONAL SMALL INDUSTRIES CORPORATION LTD.**

(A GOVERNMENT OF INDIA ENTERPRISE)

**"NSIC BHAWAN", Okhla Industrial Estate**

**New Delhi -110 020**

## **Tender Document**

for

**" Providing Catering Services"**

for

**High Tea, Lunch and Dinners**

in

**Programmes organized**

by

**NSIC Head office**

**Starting Date of Sale/Downloading : 28.05.2014 (Office hours)**  
**of Tender document**

**Pre-bid meet : 12.06.2014 (at 3.00 p.m. in the**  
**room of DGM(Admn.)**

**Last date of receipt of tender : 16.06.2014 (Latest by 3.00**  
**P.M.)**

**Date of opening of Technical Bid : 16.06.2014 at 4.00 P.M.**

**Date of opening of Price Bid : To be communicated later**

**(M.P.Singh)**  
**Deputy General Manager(Admn)**

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**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 5 Kms from NSIC Head Office at Okhla Industrial Estate, New Delhi, for providing "**Catering services**" for High Tea, Lunch and Dinners organized by NSIC in 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 28.05.2014 to 16.06.2014 on all working days between 1000 hrs. to 1700 hrs. (upto 1500 hrs. on 16.06.2014) 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](http://www.nsic.co.in), however in such a 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 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 16-06-2014.

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

3. Tenders received after the above mentioned date and time shall not be accepted.
4. Technical Bids shall be opened on 16.06.2014 at 4.00 p.m. in presence of constituted committee of officers of NSIC and the representatives of tenderers.
5. 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.
6. **Pre-bid meeting** of the prospective bidders will be held on **12.06.2014 at 3.00 p.m.** in the room of Deputy General Manager (Admn.). All interested tenderer are invited to attend the same.

7. 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.

**Dy Gen. Manager (Admn.)**

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**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:27.05.2014

M/s.-----  
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**Sub:- Offers from reputed Hotels " 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 providing "**Catering services**" for the High Tea, Lunch and Dinners organized by NSIC in NSIC Head office and NTSC Okhla premises and also at other places in Delhi. The terms and conditions of the offer are enclosed herewith for your kind perusal and information.

The tender should be submitted in the 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 providing Catering Services**" and tagged together.

The tender should be submitted at the address given below on or before 16.06.2014 15:00 hrs. in sealed envelop.

**Deputy General Manager (Admn)**

**NSIC Bhawan,**

**Okhla Industrial Estate,**

**New Delhi-110 020**

Pre-Bid Meeting	:	<b>12.06.2014 (At 03.00 P.M. in the room of DGM-Admn.)</b>
Last date of receipt of tender	:	<b>16.06.2014 (Latest by 03.00 p.m.)</b>
<u>Date of opening of tender</u> :		
Technical Bid	:	<b>16.06.2014 (At 04.00 p.m.)</b>
Price Bid	:	<b>As communicated later</b>

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 "Corporation" 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 Corporation and his successors.
- 1.6 "Officer In Charge" shall mean the officer of the Corporation, 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 the Corporation.

#### **2.0 INSTRUCTIONS TO TENDERERS FOR PROVIDING CATERING SERVICES:-**

- 2.1 The caterer located in the area spread around 5 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 16.06.2014 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.
- 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 The corporation shall be empanelling suitable caterers (Nos. not specified) from Delhi which are located in the area spread around 5 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 outrightly.
- 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 The corporation reserves the right to modify and / or amend any of the above stipulated conditions / criteria depending upon its requirement. The corporation also reserves the right to cancel the tender without assigning any reason thereof.
- 2.21 The empanelled caterer shall be responsible to make arrangement of the meals only on the written request of the authorized officer of the Corporation.
- 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.
- 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.**
- 2.27 The corporation may terminate the contract by giving a notice of 30 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 the corporation.

### **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:-**

- 4.1 The bills raised by the caterer shall clearly mention the billing components (standard menu plus additional items per person) plus taxes etc.
- 4.2 The bill should be accompanied with the signatures of the officer in-charge of the programme and authorization letter from the Admn. Division.
- 4.3 The Caterer shall submit the bills to Admn. Division of the Corporation by 15<sup>th</sup> 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.
- 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:-**

- 7.1 Except where otherwise provided for in the contract, all questions and disputes relating to the meaning of the words, terms, specifications, operations, and instructions, mentioned in this contract and as to the quality of work or performance of the contractor, any other question, claim, right, matter, or thing whatsoever in any way arising out of or relating to the contract, specifications, operating instructions, orders or these conditions; or otherwise concerning the performance of the contract, the execution or failure to execute the same whether arising during the continuation of the contract or abandonment thereof, shall be referred to the sole arbitration of Functional Director of the Corporation or such officer as he may appoint to be the Arbitrator.
- 7.2 The Arbitrator shall have power to call for such evidence by way of affidavits or otherwise as he thinks proper and it shall be the duty of the parties hereto to do or cause to be done, all such things as may be necessary to enable the Arbitrator to make the award without any delay. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion. The Award of the Arbitrator shall be final, conclusive and binding on all parties to the contract.
- 7.3 The law under the Arbitration and Conciliation Act, 1996 shall be applicable to such proceedings.

**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).
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

Sl. 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)	

\* **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"><li>i. Tea, Coffee, Cold Drink (cans/bottles), Juices</li><li>ii. One pc. Veg. Sandwich / cocktail pizza / Bread rolls</li><li>iii. One pc. Paneer pakoda or samosa or matter kachori</li><li>iv. One pc. Dhokla or Khandvi</li><li>v. One pc. Rasmalai or rasgulla or Gulab jamun, pastry</li><li>vi. Cookies &amp; potato wafers</li></ul>
2.	Lunch /Dinner	<ul style="list-style-type: none"><li>i. One Soup (Veg.) or Jalgeera</li><li>ii. One paneer Dish.</li><li>iii. One seasonal dry veg.</li><li>iv. One dal</li><li>v. One raita or curd item</li><li>vi. Salad, pappd, chatni, achar</li><li>vii. one rice item (plain steam or jeera)</li><li>viii. Tava / Tandoori Roti, Missi, nan</li><li>ix. Two items in desert (ice cream, halwa, fruit cream, rasgulla, ras malai, rabid with jalebi, Faluda kulfi, Gulabjamun, sandesh etc.)</li></ul>
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.

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