

TENDER
DOCUMENTS FOR
MANAGING &
OPERATING
COLLEGE CANTEEN AT UPPER
HOSTEL
FACILITY

AT THE COLLEGE OF NATURAL
RESOURCES, LOBESA, PUNAKHA

May 2022

Invitation for Quotation (IFQ)

Interested eligible bidders are invited to submit their bids for Managing and Operating the College Wet Canteen at its campus at Lobesa for College's 1000+ students at the college campus.

To get a competent bidder who can provide good quality/assorted food options and professional catering services, the monthly rent for the use of the premises for the Canteen has been fixed to only Nu.15,000/month.

With increased activities, events, conferences, and other programmes during the non-academic session which are now only for a maximum of a month and a half, the Canteen services are required to be run/operated at full scale almost continually throughout the year.

Tender documents may be obtained **free of charge** and can be downloaded from our website at www.cnr.edu.bt. Tenders will be available from 17 May 2022 onwards, and the tender submission deadline is 27 May 2022 on or before 10:00 am and will open on the same day at 10:30 am.

The tentative timelines for the operations of the canteen under this contract shall be as follows

- Tentative contract signing date: **20 June 2022**
- Commencement of services: **1 July 2022**

For further information or to arrange for a site visit, you may contact us at **02-376269** or **77244434**

1. Contract Terms and Conditions

- 1.1 Bidders are invited to submit a priced bid for the tender of College Wet Canteen [BoQ attached]
- 1.2 The bidder(s) must quote for all the items under this invitation. Price quotations will be evaluated for all the items and contracts awarded to the firm offering the lowest evaluated price.
- 1.3 The bidder(s) shall submit one original of the priced quotation with the Form of Bid and clearly marked ORIGINAL. In addition, the bidder(s) should also submit one copy marked as COPY. The quotation including all documents in the attached format should be sealed in an envelope and addressed to and delivered at the following address.

Your quotation in the required format should be addressed and submitted to:

The President
College of Natural Resources
Royal University of Bhutan
Lobesa: Bhutan
#02-376249

- 1.4 Bid security of **Nu.45,000/-** must be submitted in the form of cash or demand draft or unconditional bank guarantee in favour of the CNR valid for at least 12 months. This fee is refundable if the contractor's bid is not accepted or shall be credited toward the security deposit amount in case the bid is accepted.
- 1.5 Quotations by fax or by electronic means are not acceptable.
- 1.6 Bidders must fill up the BoQ both in original and copy as provided.
- 1.7 The quotation should be submitted as per the following instructions and in accordance with the attached Contract. The attached Terms and Conditions are an integral part of the Contract.
 - 1.7.1 Price: all prices shall be quoted in Ngultrum.
 - 1.7.2 Evaluation of quotation: offers determined to be substantially responsive to the requirement will be evaluated by comparison of their quoted prices. In evaluating the

quotations, the purchaser will determine for each quotation the evaluated price by adjusting the price quotation by making any corrections for any arithmetical errors as follows:

- i. Where there is a discrepancy between amounts in figures and in words, the amount in words will govern.
- ii. Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate as quoted shall govern unless in the opinion of the purchaser there is an obviously gross misplacement of the decimal point in the unit rate, in which case the line-item total as quoted shall govern, and the unit rate shall be corrected.
- iii. If the bidder refuses to accept the correction, this quotation will be rejected.
- iv. The selected bidder will be intimated in writing.

1.7.3 Award of purchase order:

- i. Since the contract of the award shall be awarded based on the grand total and not item-wise, the bidders are asked to quote for all the items listed in the BoQ. Failure to quote for a single item will lead to the rejection of the bid.
- ii. The award will be made to the bidder who is offering the lowest evaluated price that meets the requirement. The successful bidder will sign a contract as per the attached form of contract and terms and conditions of supply.

1.7.4 Termination of contract: The purchaser may in written notice terminate the contract agreement in whole at any time for its convenience

- i. If the Bidder fails to perform as per the terms and conditions specified in the contract agreement.
- ii. If the Bidder fails to perform any other obligation(s) under the contract agreement
- iii. If the Bidder does not take any remedial action within a period of 10 calendar days after the receipt of a notice of default from the purchaser specifying the nature of the default (s)
- iv. If the Bidder in the judgment of the purchaser has engaged in any corrupt or fraudulent practices in competing for or in executing the tasks under this contract agreement.

1.7.5 Validity of the offers: quotation(s) shall be valid for a period of one year from the deadline of receipt of the award letter and subject to renewal for only one year based on the feedback received on the services provided.

1.7.6 The quotation(s) will be opened in the presence of bidders or their representatives who choose to attend at the specified venue and time.

1.7.7 The Purchaser is not bound to accept the lowest bid and reserves the right to accept or reject any or all the bids without assigning any reason whatsoever.

- 1.7.8 Payment will be made on submitting the bills/ invoice after completion of each activity.
- 1.7.9 Documents required to be submitted as part of the Quotation **(The original and copy (ies) of the quotation submitted by the bidder shall comprise the following):**

- (a) A duly completed and signed priced quotation as per the Schedule of Items and the Priced Quotation.
- (b) A valid Trade License
- (c) A valid Tax Clearance Certificate.
- (d) The required bid security and
- (e) Each bidder submitting a bid should submit his / her experience and technical qualifications, including but not limited to as per annexure II.
 - i. prior experience in managing food facilities,
 - ii. financial ability to provide adequate working capital, vehicles, and
 - iii. Evidence of ability to hire and maintain appropriate staff. (The submission should include the proposed number of workers to be engaged in the facility, their experience, and relevant details)

2. General Conditions of the Contract

2.1 Facilities:

- 2.1.1 The College will provide the canteen space and available furniture
- 2.1.2 The successful bidder must purchase the other things required that are not available.
(Note: *The prospective bidders are advised to inspect the canteen physically*).

2.2 General Terms and Conditions

- 2.2.1 In anticipation that the bidder shall provide good quality/assorted food options and professional catering services at the most reasonable rate, the monthly rent for the use of the premises for the Canteen has been fixed to only Nu.15,000/month, payable irrespective of the holidays/vacations. This shall be the fee/rent that the bidder agrees to pay the CNR for the right to operate the Canteen and use the facilities.
- 2.2.2 The College Canteen Committee (CCC) shall be the ultimate decision-making authority. CCC shall oversee the affairs of the canteen and ensure the implementation of the terms and conditions of the contract.
- 2.2.3 The CCC shall carry out overall monitoring of the canteen including quality of food, price, cleanliness/hygiene and service etc. at least twice a month with one routine and one ad-hoc. The routine monitoring will take place on the first Monday of every month.
- 2.2.4 The contract period for operating the canteen is for a term of one year and subject

to the extension of only one year if services are found satisfactory after which the contract period shall be terminated.

- 2.2.5 The Canteen should be open on all 7 days of the week and should be open from 7 AM to 8:30 PM. The Canteen should be closed by 8:30 PM. Operation beyond this timing is not permissible under normal circumstances and shall require approval in advance, especially during events such as college catering. It must provide adequate and appropriate hours for breakfast, lunch, and dinner for the CNR community. Further, the timing should be long enough during lunch hours to accommodate students/staff and other visitors.
- 2.2.6 The bidder shall be responsible for payment for the electricity bill.
- 2.2.7 The bidder should arrange their own logistics including residential facilities.
- 2.2.8 Subletting of contract/license directly or indirectly is not permissible and shall result in premature termination of contract or imposition of penalty, including forfeiture of security deposit.
- 2.2.9 The bidder shall not make any structural additions/alterations to the facilities provided by the college without written sanctions from the College Management.
- 2.2.10 The bidder shall be responsible for maintenance of the Canteen, furniture and electrical equipment provided by the college. The facilities provided to the bidder should be returned in good condition at the expiry/termination of the contract.
- 2.2.11 The bidder shall publish a menu card with agreed rates and shall not sell any item at a rate higher than the agreed rates in the contract.
- 2.2.12 The bidder shall be responsible for providing all food/snacks/ refreshments items mentioned in the menu based on the quoted rate for all official catering and daily menu as and when required.
- 2.2.13 The bidder shall hand over all items as per the inventory list prepared at the initial handing taking over of the canteen facilities to the college. Any loss or damages to the facilities/property at the end of the expiry of the lease or upon termination, the bidder shall either repair or replace and make good.
- 2.2.14 The bidder shall be responsible for payment of all applicable levies and taxes including BST and Services Charges. The bidder will be responsible for all the government requirements and obligations.
- 2.2.15 The service charge is not applicable for the services provided in the canteen and for catering services provided to the college community.
- 2.2.16 The bidder shall not use the name of the college for the Canteen including the title of the bills/cash memos, etc., although the Canteen is within the premises of the CNR.
- 2.2.17 Special permission shall be sought from the college to operate apart from the college program within the canteen.
- 2.2.18 In special instances, the college reserves the right to cater from different

hoteliers/catering agents depending on the nature of guests and dignitaries visiting the college.

2.2.19 The rental charge must be paid to the college finance section within the 24th day of the month without fail. Failing to deposit shall lead to Nu. 500/- (Five Hundred) only as a penalty for 1 day at the maximum of 10 days after which it shall lead to the termination of the contract.

2.2.20 If the force majeure affects the performance of the contract, the bidder shall promptly notify the CCC and submit to the CCC a sufficient and valid proof of force majeure within a month period after the end of force majeure. Otherwise, the corresponding liability shall not be waived or exempted. However, the bidder shall continue to perform other obligations under this contract which have not been affected by such force majeure.

2.2.21 **Under no circumstances will the bidder serve any alcoholic drinks/Tobacco products** of any kind to anyone on the CNR campus. Violation of this stipulation will result in immediate termination of the contract with no liability to the CNR whatsoever and forfeiture of the Security Deposit.

2.3 Human Resources

2.3.1 All workers including the manager should be trained in food handling or possess a food handling certificate. A copy of the food handling certificate of all the workers should be provided once the contract is awarded.

2.3.2 The bidder should have an **Appearance and Dress Code policy** in place for its workers. Workers should have a uniform dress code preferably national dress and it is also crucial for their attire and appearance to comply with local regulatory requirements of the BAFRA. Moreover, the personal hygiene, physical appearance, and attitude of the workers should form an important part of this policy. The bidder will need to provide its workers with all the headgears, aprons, hand gloves, and other necessary utilities to be used regularly while serving and handling food items.

2.3.4 If the contract is not renewed, the bidder agrees to fully cooperate in all aspects of the transition to a new bidder, including a review of all practices and any outstanding service issues. The Bidder will turn over facilities, equipment, furniture, etc. in the same condition as first received, having replaced all broken/damaged items.

2.4 Hygiene and Cleanliness

2.4.1 The bidder shall ensure that they have a Valid Food Handlers' License for all their kitchen staff. In the event of a change in kitchen staff, the Bidder shall inform the college of the change. The incoming staff shall mandatorily have to have a Valid Food Handlers' License. The Bidder shall be held accountable for any food

poisoning/contamination.

- 2.4.2 The bidder should have adequate numbers as well as use standard tableware and crockery not only designed for functionality but also for fine everyday dining and catering purposes. The use of porcelain/ china/ or related products (basically which are easy to wash and do not leave stains and oil) is highly recommended. Plastic products (in a form of cups, serving bowls, plates, etc.) are not recommended and shall require prior consultation with CNR. To provide catering services for college activities and events, the Bidder will need to have all utensils and crockery items such as 1-2 buffet sets, serving trays, utensils & related crockery items that are of standard/acceptable quality and the use of plastic utensils will not be permitted for catering services.
- 2.4.3 The bidder is required to maintain the highest standard of hygiene both for the food and surroundings. The Bidder shall be responsible for general cleanliness and hygiene of canteen facilities, crockery, and cooking utensils in the kitchen. The bidder will need to manage the cooking and wet waste on its own. In any case, all waste should be segregated and disposed of properly. Proper bins with lids should be used.
- 2.4.4 The bidder shall ensure the cleanliness of tablecloths, and windows/doors curtain; ensure that all the staffs wear clean and proper aprons and long hair must be tied back away from the face.
- 2.4.5 The bidder should not entertain any person inside the kitchen other than cooks and waiters.
- 2.4.6 The bidder shall not serve stale/expired food items. They shall ensure adequate tissue/napkin papers are placed on the dining tables.
- 2.4.7 The bidder shall display **NO SMOKING SIGN** in the canteen and shall not sell tobacco items, alcohol, and other prohibited items in the canteen.
- 2.4.8 The bidder shall be responsible to arrange all the logistic arrangements in case of the venue is requested outside the canteen. The Bidder shall also be responsible to manage full-time water in the canteen even if there is a water problem on campus.
- 2.4.9 Standards for the canteen shall be in conformity with the rules of regulations of the Bhutan Agriculture and Food Regulatory Authority (BAFRA).

Contract Agreement

[The successful Bidder shall fill in this form in accordance with the instructions indicated]

THIS CONTRACT AGREEMENT made the *[insert number]* day of *[insert month]*, *[insert year]*,

BETWEEN

(1) *[insert complete name of Purchaser]*, a *[insert description of type of legal entity, for example, an agency of the Ministry of of the Government of Bhutan, or corporation incorporated under the laws of Bhutan]* and having its principal place

of business at *[insert address of Purchaser]* (hereinafter called “the Purchaser”), and

(2) *[insert name of Bidder]*, a corporation incorporated under the laws of *[insert: country of Bidder]* and having its principal place of business at *[insert: address of Bidder]* (hereinafter called “the Bidder”).

WHEREAS the Purchaser invited Bids for certain Goods and ancillary services, viz., *[insert brief description of Goods and Services]* and has accepted a Bid by the Bidder for the supply of those Goods and Services in the sum of *[insert Contract Price in words and figures, expressed in the Contract currency/ies]* (hereinafter called “the Contract Price”).

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.

The following documents shall constitute the Contract between the Purchaser and the Bidder, and each shall be read and construed as an integral part of the Contract, viz.:

- (a) This Contract Agreement;
- (b) Terms and Conditions;
- (c) Technical Requirements (including Schedule of Supply and Technical Specifications);
- (e) The Bidder’s Bid and original Price Schedules;
- (f) The Purchaser’s Notification of Award of Contract;
- (g) The form of Performance Security;
- (h) The form of Bank Guarantee for Advance Payment;

(i) *[insert here any other document(s) forming part of the Contract]*

This Contract shall prevail over all other Contract documents. In the event of any discrepancy or inconsistency within the Contract documents, then the documents shall prevail in the order listed above.

In consideration of the payments to be made by the Purchaser to the Bidder as hereinafter mentioned, the Bidder hereby covenants with the Purchaser to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

The Purchaser hereby covenants to pay the Bidder in consideration of the provision of the Goods and Related Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with the laws of Bhutan on the day, month and year indicated above.

For and on behalf of the Purchaser

Signed: *[insert signature]*

in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert signature]*

[insert identification of official witness]

For and on behalf of the Bidder

Signed: *[insert signature of authorized representative(s) of the Bidder]* in the capacity of *[insert title or other appropriate designation]*

in the presence of *[insert signature]*

[insert identification of official witness]

Annexure I

Bill of Quantity

The Bidder must render its acceptance of the monthly rental charge of Nu. 15,000/- by filling in the following form.

Criteria

Rates for Common Items in Canteen and Standard Catering Rates:

The bidder is asked to provide its best rates for some of the common items for sale in the Canteen in the prescribed format below.

*Please note the list includes only common items and is not exhaustive. **Bidders are welcome and encouraged to provide additional choices** in Menu and are also allowed to introduce items during the contract period. However, the rates for additional items on the Menu should be agreed upon mutually as mentioned in the contract terms above.*

Sl.No	Item Description	Unit	Rate/Unit in Nu
1	Rice + 2 Meat Items + 2 Veg items + Jaju/Dal + Salad/Ezay + 500ml mineral water	per head	
2	Rice + 1 Meat Items + 1 Veg items + Jaju/Dal + Salad/Ezay + 500ml mineral water	per head	
3	Rice + 1 Meat Items + 1 Veg items + Jaju/Dal + 500ml mineral water	per head	
4	Simple lunch: Rice + 1 veg item & dhal/jaju	Per head	
5	Simple lunch: Rice + 1 non-veg item & dhal/jaju	Per head	
6	Veg curry	per phob	
7	Non-veg curry	per phob	
8	Datsi fry	per phob	
9	Mineral Water Big (1000ml)	per bottle	
10	Mineral Water Small (500ml)	per bottle	
11	Mineral Water (1000ml)	per crt	
12	Mineral Water (500ml)	per crt	
13	Milk Tea	single cup	
14	Suja	single cup	
15	Milk Tea	Double Cup	

16	Suja	Double Cup	
17	Milk Coffee	single cup	
18	Milk Coffee	Double Cup	
19	Black Coffee	single cup	
20	Black Coffee	Double Cup	
21	Black Tea	single cup	
22	Black Tea	Double Cup	
23	Shamdey	per phob	
24	Dresee	per phob	
25	Plain koka with vegetables	per plate	
26	Koka with egg	per plate	
27	Plain koka chowmein	per plate	
28	Koka Chowmein with egg	per plate	
29	Veg Chowmein	per plate	
30	Plain maggi with vegetable	per plate	
31	Maggi with egg	per plate	
32	Veg bathub	per plate	
33	Non-veg bathub	per plate	
34	Veg momo	5pcs/plate	
35	Non-veg momo	5pcs/plate	
36	Veg fry momo	5pcs/plate	
37	Non-veg fry momo	5pcs/plate	
38	Aloo paratha	per piece	
39	Aloo Chop	3pcs/plate	
40	Pokara	3pcs/plate	
41	Samosa	3pcs/plate	
42	Aloo dum	per plate	
43	Channa Fry	per plate	
44	Vegetable spring roll	per piece	
45	Veg sandwich	per piece	
46	Non-veg sandwich	per piece	
47	Omelete	per piece	
48	Plain egg fry	per piece	
49	Egg pounch	per piece	
50	Plain boil egg	per piece	
51	Veg Fry Rice with ezzay	per plate	
52	Non-veg Fry Rice with ezzay	per plate	

53	Roti with veg curry	3pcs/plate	
54	Roti with non-veg curry	3pcs/plate	
55	Puri with veg curry	3pcs/plate	
56	Puri with non-veg curry	3pcs/plate	

Sl. No	Item	Rate	Remarks
1	Rice		
i	SK Gold		25kg
2	Cooking oil		
i	1L		
ii	2L		
iii	5L		
3	Life Boy Soap		
i	175g		per no
ii	100g		per no
4	Detol Soap		
i	120g		per no
ii	75g		per no
5	Cloth washing soap		
i	Square shape		per no
ii	Rectangle shape		per no
6	Cold gate 100ml		per no
7	Pepsodent 100 ml		per no
8	Toilet paper		
i	1 roll		
ii	6 rolls		
iii	10 rolls		
9	Coke		
i	1ltr		
ii	Medium size		
iii	Smallest size		
10	Orange Juice 1L		

11	lemon juice 1L		
12	Pineapple 1L		
13	Daldha		
I	1kg		
14	Incense stick		
15	Sugar cracker		
16	Koka (veg and non-veg)	Per pkt	
17	Maggi	Per pkt	
16	Good Day biscuit		
17	Sugar 1 kg		
18	Salt 1kg		
19	Cheese		Large block
20	Cheese	Per slice	
21	Coffee		
20	Milk powder 1 kg		

Additional Items from Bidder's Side

Sl.No	Item Description	Unit	Rate/Unit in Nu
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			

Annexure II-Other Details

i.Name of the Establishment as in Trade License:

ii.Name of the Proprietor:

iii.License No.

Year of Establishment:

iv.Address:

v.Name of the authorize person who will oversee the Canteen:

vi.Contact number of authorize person:

vii.Please state your experiences in managing food facilities/restaurants in the past:

viii.Please state your financial capability and the firm's potential to provide adequate

working capital, vehicles etc:

ix.Please specify the number of staff and their composition/mix you intend to have with

you on a full-time basis