



GOVERNMENT OF ASSAM
ASSAM HEALTH INFRASTRUCTURE DEVELOPMENT AND MANAGEMENT SOCIETY
4th Floor, Nayantara Supermarket, Sixmile, Guwahati-781022

RFQ for providing "Food & Catering services"
RFQ No.AHIDMS/JICA/AHSSP/Catering/106/2023/10 dated: 15/02/2024

E- tenders are invited in two bid system i.e. (i) Technical Bid, and (ii) Price Bid by The Assam Health Infrastructure Development and Management Society, 4th Floor, Nayantara Supermarket complex, Sixmile, Guwahati-781022 from experienced caterers/Restaurants/Hotels located in the area spread around **5 Kms** from its office premise located at Sixmile, to empanel them for providing "**Food & Catering services**" e.g. High Tea, Lunch and Dinner etc. during the programmes organized by AHIDM Society in the office premises and other places within Guwahati from time to time.

1. The bidding documents will be available online on <http://www.assamtenders.gov.in> from 15.02.2024. Bidders will be required to register on the website which is free of cost. For submission of bids, the bidders are required to have Digital Signature Certificate (DSC). Bids must be submitted online on <http://www.assamtenders.gov.in> on or before 14:00 hrs on 06.03.2024. Other details can be seen in the bidding document.
2. An EMD of **Rs.33,480.00** shall be required to be submitted along with a tender fee of **Rs.1000.00** through online on <http://www.assamtenders.gov.in> by selecting "pay online" option.
3. Tenders received after the above-mentioned date and time shall not be accepted.
4. Technical Bids shall be opened on 06/03/2024 at 16:00 hrs in the presence of the representatives of tenderers, who wish to be present during the technical opening.
5. Price Bid shall be opened for those tenderers only who qualifies technically and suitable date and time will be communicated later to the technically qualified tenderers.
6. Pre-bid meeting of the prospective tenderers/bidders will be held on 22/02/2024 at 1400 hrs. in the Conference Hall of AHIDMS. All interested tenderer are invited to attend the same.
7. AHIDMS reserves the right to accept or reject any offer or empanel more than one bidder without assigning any reasons thereof, and to amend the terms and conditions before award of the contract.

Sd/-

**Project Director,
AHIDMS**

Instructions to Bidder

1.0 Definitions: -

- 1.1 "AHIDMS" shall mean the Assam Health Infrastructure Development & Management Society, 4th Floor, Nayantara Supermarket Complex, Guwahati-781022 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 provider of required food and catering services e.g. experienced caterers/Restaurants/Hotels and shall include the legal representative of such individual or the persons or the permitted assignee of the same.
- 1.4 "Competent Authority" means Project Director of AHIDMS and his nominated representative.

2.0 Instructions To Bidder For Providing Catering Services

- 2.1 The caterer located in the area spread around **5 Kms** from AHIDMS Society, Nayantara Supermarket Complex, Sixmile, Guwahati- 781022 only shall be eligible for submission of tender.
- 2.2 The caterer should have an experience of at least three years; out of the total experience, at least two years should provide food & catering services for programmes organized by State/Central Govt. Departments/ Institutions / PSUs or any other organization. Documentary evidence to that extent is to be provided as part of the Technical bid.
- 2.3 All prospective bidders may submit their Technical Bid, Price Bid in prescribed proforma attached in the tender document and the EMD through online on <http://www.assamtenders.gov.in> on or before 14:00 hrs on 06.03.2024.
- 2.4 An EMD of Rs.33,480.00 shall be required to be submitted online along with a tender fee of Rs.1000.00 on <http://www.assamtenders.gov.in> by selecting "pay online" option.
EMD of all tenderers will be refunded without interest after issue of the award letter for empanelment. AHIDMS reserves the right to forfeit the EMD amount in case the successful bidder withdraws their offer within the bid validity or subsequent to placement of order.
- 2.5 Price Bids shall be opened for those tenders only which qualify technically and on the basis of recommendation by the Bid Evaluation committee. Suitable date and time for opening price bids shall be communicated to the technically qualified tenders subsequently.
- 2.6 **AHIDMS shall be empanelling suitable caterers (Numbers not specified)** from Guwahati which are located in the area spread around

- 5 Kms from AHIDM Society at Sixmile for providing "**Food & Catering services**" for various Programmes in office premises or any other place within the limits of Guwahati.
- 2.7 The caterer should have items to serve buffet like tables with table cloth, crockery, cutlery as part of chafing dishes to serve not less than 100 persons at a time and a service van to transport the items to the place of the meeting, which will be occasional by nature.
- 2.8 The caterer should have **proper in-house** arrangements to provide meals as per the requirement and also should be able to provide well furnished **air conditioned conference room of 60-seater capacity with dining facility** for extending such services in their facility.
- 2.9 Tenders received without EMD & Tender fee amount and 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 the opening of Technical Bid.
- 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 (PREMIUM, STANDARD & Normal tea), Lunch and Dinners (Veg. & Non-Veg.) and packed lunch 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 guaranteed no. of persons may be taken as **15** for each serving of High Tea/ Lunch/ Dinner and 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 a performance security deposit of Rs. 50,000/- by way of DD / Bank Guarantee in favour of Assam Health Infrastructure Development & Management Society" 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 performance 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 in full or part without obtaining the consent from the authority in writing.
- 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 AHIDMS reserves the right to modify and / or amend any of the above stipulated conditions / criteria depending upon its requirement. AHIDMS also reserves the right to cancel the tender without assigning any reason thereof.
- 2.21 The empaneled caterer(s) shall be responsible to make arrangement of the meals only on the written/mail request of the authorized officer of AHIDMS.
- 2.22 Initially the period of empanelment of caterer would be for one year from the date of receipt of award 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, the committee of AHIDMS shall visit the establishment of eligible caterers, to check the facilities like Pantry, cooking areas, conference hall and its facility provided by each bidder. In case the committee finds any of the facilities mentioned above unsuitable, the offer of the bidder shall be cancelled.
- 2.25** On the basis of the report of the committee, the offers shall be shortlisted to provide services on quoted/negotiated rates and other terms & conditions.
- 2.26** AHIDMS 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 AHIDMS.

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 on table service without any additional cost.
 - ii. Tables with tablecloth 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, which may be occasionally required.
 - iv. The caterer shall provide enough waiters in proper uniform to serve to guests.
 - v. Drinking water (only mineral water) and tissue paper / napkins shall be provided by the caterer without any additional cost.
- 3.2 The quality of the meal shall be of high class. It should not cause any health problem to the guests. AHIDMS will make necessary recovery in case the quality of food creates health issues on consumption.
- 3.3 Electricity supply and running tap water at the venue of the programme (provided this is required beyond the caterer's facility) shall be provided by AHIDMS 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 AHIDM Society. The Caterer shall submit the bills to Project Director, AHIDMS.

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 GST
- c. Income Tax Registration
- d. Registration with Safety & Food License by Dept. of Food and Safety Govt. of Assam and having valid FSSAI certificate.
- e. Average annual turnover during the last three years, ending in 31st March, 2023 should be at least INR 15 Lakh.

- f. Experiences of providing catering services for at least two years immediately out of the last three years, for catering in programmes organized by a State Govt. Department/ Central Govt. Department/institution/ PSU or any other organization.

6.0 DOCUMENTS TO BE ACCOMPANIED IN TECHNICAL BID:

The Technical Bid shall comprise of the following documents:-

- a) Earnest Money Deposit (EMD) of Rs.33,480/-.
- b) Tender fee deposit of Rs.1000/-.
- c) Photocopy of the valid ownership certificate.
- d) Photocopy of valid GST Registration certificate in the name of registered owner.
- e) Photocopy of PAN and Income Tax Certificate in the name of registered owner.
- f) Audited Balance sheet for last three financial years or CA certificate showing turnover
- g) Photocopy of the valid license issued by Food safety and Standards Authority of India (FSSAI) / Deptt. Of Food and Safety Govt. of Assam.
- h) Photocopy of 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 State Govt. Department/ Central Govt. Department/institution/ PSU or any other organization.
- i) Photograph of Pantry Area, Dish washing areas, Conference rooms/halls and photograph of previously performed program with State Govt. Department/ Central Govt. Department/institution/ PSU or any other organization(if any)

7.0 Evaluation Criteria :

The Price bid of the technically qualified bidders shall be opened and the price bid of the technically unqualified bidders shall not be opened. For the evaluation purpose Total Amount appeared in the Price Bid format shall be added and the lowest quoted technically qualified bidder after addition shall be emerged as successful bidder. AHIDMS may empanel more than one bidder subject to their overall quoted price is within 10% variance with the lowest quoted technically qualified bidder. However such empanelled bidder must agree to match the price with the lowest quoted bidder.

8.0 ARBITRATION: -

If any disputes or differences relating to the interpretation, termination and meaning of the words, terms, scope, and instructions, mentioned in tender document/contract and as to the quality of work or performance of the bidder/tenderer, any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to tender document/contract, scope, instructions, orders or these conditions; or otherwise concerning the performance of the contract or the validity or the breach thereof, shall be referred by either party to the Project Director of the AHIDM Society who shall refer the matter for adjudication to the Sole Arbitrator. There shall be no objection to the said appointment of the Arbitrator. The award of the Sole Arbitrator shall be final and binding on the parties.

In case, the Arbitrator so appointed dies, neglect or refuses to act as an Arbitrator or is otherwise unable to act for any reason whatsoever, it shall be lawful for the Project director of AHIDM Society to appoint another Arbitrator in place of such Arbitrator in the manner as aforesaid, who shall be entitled to proceed with the reference from the stage where the earlier arbitrator left the proceeding.

The venue of the Arbitration shall be at Guwahati and shall be governed by provisions of the Arbitration & Conciliation Act 1996 as amended by the Arbitration & Conciliation (Amendment) Act 2015 (3 of 2016) and amended from time to time.

Terms & Conditions accepted.

(Signature of bidder)
Authorized Signatory with seal

SCHEDULE 'A'

TECHNICAL BID

1. EMD of **Rs.33,480.00** /- (Rs.Thirty Three lakh Four Hundred Eighty only).
2. Tender fee deposit of Rs.1000/-.
3. Photocopy of the valid ownership certificate.
4. Photocopy of valid GST Registration certificate in the name of registered owner.
5. Photocopy of PAN or Income Tax Registration Certificate in the name of registered owner.
6. Audited Balance sheet for last three financial years.
7. Photocopy of the valid certificate of registration from competent authority from FSSAI / Govt. of Assam
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/ State Govt. Department / institution / PSU or any other organization
9. Signed and stamped copy of the terms and conditions of the tender document.
10. Photograph of Pantry Area, Dish washing areas, Conference rooms/halls and photograph of previously performed program with State Govt. Department/ Central Govt. Department/institution/ PSU or any other organization(if any)

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

The price bid format shall be available in excel format under the financial folder. Bidder has to fill the format and upload the same under the financial format.

- N.B :**
- 1.The rates are to be quoted excluding GST
 2. No other taxes will be applicable except GST.
 3. The Minimum guaranteed no. of persons may be taken as 15 for each serving of High Tea/ Lunch/ Dinner.

Annexure 'C'

Details of items included in the menu

Sl. No	Particulars	Items included
1.	High Tea (PREMIUM)	i. Tea/Coffee. ii. One pc. Veg. Sandwich/ Spring roll. iii. One pc. baked samosa or Piyaj/dal kachori iv. One pc. Khandvi / Dhokla v. Roasted Badam or Kaju (10 nos. in each plate) vi. One pc. dry Sweet (Kalakand/kajuburfi) vii. One pc Brownie viii. Cookies (Sweet & Salted) & pitha (khola/ghila), laddoo (coconut) ix. Package drinking water
	High Tea (STANDARD)	i. Tea/Coffee ii. One pc. Veg. Sandwich / Spring roll. iii. One pc. baked samosa or Piyaj/dal kachori iv. One pc. Dhokla or Khandvi v. One pc. Malai chamcham / pastry. vi. Cookies (Sweet & Salted) & pitha (khola/ghila), laddoo (coconut) vii. Package drinking water
	Normal Tea	Tea, coffee with Cookies (sweet & salted), Pitha (Khola/ghila & narikal laddoo) or one pc dry sweet (Kaju burfi/kalakand)
2.	Lunch /Dinner	i. One Soup (Veg.) ii. One paneer Dish.(Kadhai/Butter/Matar) iii. One seasonal Mix veg. iv. One dal v. One malai kofta vi. One raita or curd item vii. Salad, sprouts, pappad, chatni, achar viii. Two rice item (plain steam rice and veg. Pulao) ix. Tawa / Tandoori Roti/ Naan/ laccha x. Two items in dessert (ice cream/halwa/fruit cream/ rasmalai/ rabdi with jalebi/Faludakulfi/ Rasgulla/ Gulab jammun) etc. 20 Ltr jar with dispenser & Bio degradable Glass. (Water jar shall be returned).
3.	Non Veg Lunch / Dinner	The Non- veg. menu shall remain as per sl. no.2 above (Veg Lunch/Dinner) plus One non-veg soup (preferably chicken) and One of the following non-veg options from the below items: Option1: one chicken(Kadhai/Butter/Curry) And one Local fish (Kalia / Tenga/Baked)

		<p>Option2: one mutton(Kosha/Roganjosh/Curry)</p> <p>Option shall be choose as per requirement.</p>
4.	Packed Lunch	<ul style="list-style-type: none"> i. Two Tava Roti/02 paratha ii. Rice (Steamed /Jeera) iii. One Dal iv. One Paneer dish (Kadhai/Butter/Matar) OR One Chicken dish (Kadhai/Butter/Curry) v. Seasonal Vegetable vi. Green Salad and achaar vii. Potato crisp /Papad viii. One piece Sweet (Rasgulla/Gulabjamun) with curd. ix. 20 Ltr jar with dispenser & Bio degradable Glass. (Water jar shall be returned)

In High Tea / lunch / Dinner if any item is added other than the above, it shall be chargeable extra at actual (MRP or Rate Card basis).