



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

REQUEST FOR BID for providing "**Food & Catering services**"
RFB No. AHIDMS/JICA/AHSSP/Catering/106/2023/34 dated: **22/07/2024**

Sealed 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. Details of terms & conditions of the tender can be obtained from the address given below on all working days (except 2nd & 4th Saturday & Sunday) between 1000 hrs. to 1730 hrs. from **23/07/2024**. The tender document may also be downloaded from AHIDM Society's website www.ahidms.gov.in and www.sppp.assam.gov.in
2. The sealed tender, super scribed at the top of envelops as "**Offers for empanelment for providing Food & Catering Services**", containing Technical Bid and EMD amount of INR 33,480.00 in a separate envelop, Price Bid in a 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 1400 hrs. on **20/08/2024**.
Project Director, Assam Health Infrastructure Development and Management Society, 4th Floor, Nayantara Supermarket Complex, Guwahati-781022
3. Tenders received after the above-mentioned date and time shall not be accepted.
4. Technical Bids shall be opened on **20/08/2024** at 1600 hrs in the presence of Bid evaluation committee and 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 **31/07/2024** 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.


Project Director, AHIDMS

The terms and conditions for the contract

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/bidder" 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 Tenderers For Providing Catering Services

- 2.1 The caterer located in the area spread around **5 Kms** from AHIDM 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 documents and the EMD in separate sealed envelopes inside the technical bid envelop and addressed to Project Director, 4th Floor, Nayantara supermarket Complex, Sixmile, Guwahati -781022 on or before /07/2024 up to 1500 hrs.
- 2.4 The tenders shall be accompanied with a DD / Pay Order for Rs. 33,480.00 (Rupees Thirty Three Thousand Four Hundred Eighty only) drawn in the favor of "**Assam Health Infrastructure Development & Management Society (AHIDMS)**" payable at "**Guwahati**" being the Earnest Money Deposit for the above-mentioned job. 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 must 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 **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 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 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 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, 2024 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) D.D/ Pay order for Earnest Money Deposit (EMD) of Rs.33,480/-.
- b) Photocopy of the valid ownership certificate.
- c) Photocopy of valid GST Registration certificate in the name of registered owner.
- d) Photocopy of PAN and Income Tax Certificate in the name of registered owner.
- e) Audited Balance sheet for last three financial years or CA certificate showing turnover
- f) Photocopy of the valid license issued by Food safety and Standards Authority of India (FSSAI) / Deptt. Of Food and Safety Govt. of Assam.
- g) 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.
- h) 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 (A) and Total Amount (B) 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

Project Director

SCHEDULE 'A'

TECHNICAL BID

1. EMD of Rs. 33,480/- (Rupees Thirty Three Thousand Four Hundred Eighty only).
2. Photocopy of the valid ownership certificate.
3. Photocopy of valid GST Registration certificate in the name of registered owner.
4. Photocopy of PAN or Income Tax Registration Certificate in the name of registered owner.
5. Audited Balance sheet for last three financial years.
6. Photocopy of the valid certificate of registration from competent authority from FSSAI / Govt. of Assam
7. 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
8. Signed and stamped copy of the terms and conditions of the tender document.
9. 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**

Sl. No.	Item Description	Quantity	Units	Rate (Rs.)	Amount (Rs)
1	2	4	5	6	7
1	High Tea (Premium):				
1.01	Inside Bidders Premise (Per Person)	1	Nos		
1.02	Outside Bidders Premise within 5KM (Per Person)	1	Nos		
2	High Tea (Standard):				
2.01	Inside bidders premise (per person)	1	Nos		
2.02	Outside bidders premise within 5KM (per person)	1	Nos		
3	Normal Tea				
3.01	Inside bidders premise (per person)	1	Nos		
3.02	Outside bidders premise within 5KM (per person)	1	Nos		
4	Lunch/Dinner - Veg.				
4.01	Inside bidders premise (per person)	1	Nos		
4.02	Outside bidders premise within 5KM (per person)	1	Nos		
5	Lunch/Dinner - Non Veg.				
5.01	Inside bidders premise (per person)	1	Nos		
5.02	Outside bidders premise within 5KM (per person)	1	Nos		

6	Packed Lunch				
6.01	Inside bidders premise (per person)	1	Nos		
6.02	Outside bidders premise within 5KM (per person)	1	Nos		
7	Furnished air conditioned conference room of 60-seater capacity with audio system, mic, Projector & Screen or 80inch LED TV with HDMI connection facility (Without Food)	1	Nos		
Total Amount (TA):					
Total Amount in Figures:					
Total Amount in Words:					

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. However, in the financial bid format above, bidder has to quote for one (1) unit only for determining the unit price and for evaluation purpose.
4. For the evaluation purpose Total Amount (TA) shall be considered. Technically qualified bidder who quotes lowest Total Amount (TA) shall be emerged as successful bidder.
5. In case of arithmetical error by the bidder, the same shall be corrected during the financial evaluation.
6. In case, if any bidder, does not quote for any of the items, the highest quoted rate for that respective item shall be adopted for evaluation.
7. Please note that bidder's who do not have permanent arrangement for conference hall and in house dinning facility shall not be considered for evaluation.
8. Order for item no.3, which is " Normal Tea" shall not be placed as a stand alone item, order for this item may be placed along with Lunch/Dinner.

Date:

Place:

Signature:

Authorized Signatory of the bidder (With name and Stamp)

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/ Cutlet. iii. One pc. baked samosa or Piyaj/dal kachori. iv. One pc. Khandvi / Dhokla. v. Roasted Almond or Kaju (8 nos. in each plate) vi. One pc. dry Sweet (Kalakand/dry golla) 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/ Cutlet. iii. Roasted Almond or Kaju (8 nos. in each plate) iv. One pc. Dhokla or Khandvi v. One pc. dry Sweet (Kalakand/dry golla) OR One pc Brownie. 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 (Kalakand/dry golla)
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 / Rasgulla/ Gulab jamun) etc. xi. 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:

		<p>Option1: one chicken(Kadhai/Butter/Curry) And one Local fish (Kalia / Tenga/Baked)</p> <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 Tawa/ Tandoori Roti 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 achar 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).