

Request for Proposal
Selection of Catering Service Provider

Tender No. QCI/08/19/RFP/02



QUALITY COUNCIL OF INDIA

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Introduction

Quality Council of India (QCI):

The Quality Council of India (QCI) is a pioneering experiment of the Government of India in setting up organizations in partnership with the Indian industry. The aim of QCI is to lead nationwide quality movement in India by involving all stakeholders for emphasis on adherence to quality standards in all spheres of activities primarily for promoting and protecting interests of the nation and its citizens.

To achieve this, QCI is playing a pivotal role in propagating, adoption and adherence to quality standards in all important spheres of activities including education, healthcare, environment protection, governance, social sectors, infrastructure sector and such other areas of organized activities that have significant bearing in improving the quality of life and well-being of the citizens of India

Quality Council of India is an autonomous organization under the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India. It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation Programmes and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

Request for Proposal

Quality Council of India invites applications from eligible and reputed Firms for providing catering services to QCI staff.

Applicant Firms may note the following:

- a) This Request for Proposals would not be binding on QCI in any form.
- b) Bidders are advised to study all instructions, forms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- c) The bidder may, at their discretion, submit their suggestions on the objectives and scope of the work or service, timelines projected in the enquiry along with their interest. Suggestions and inputs so received in the RFP may not form part of evaluation and shortlisting criteria. However, QCI reserves the right to accept/ reject any or all suggestions/ inputs. The bidders/ shortlisted bidders shall have no right or claim in this regard.
- d) This shall in no way guarantee allotment of work to the shortlisted Firms. QCI reserves the right to adopt measures deemed fit for allotment of work as and when deemed fit.
- e) The Applicants must submit their applications in accordance with the requirements contained in this RFP document.
- f) This RFP does not bind QCI to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award or for preparing this RFP.
- g) QCI reserves the right to update, amend and supplement the information in this document including qualification process before the last date and time of submission of applications.

Application Submission:

S.No.	Information	Details
1.	Addressee and the address at which the application is to be submitted	Sh. F.C. Srivastava Assistant Director, Accounts & Administration Quality Council of India 2 nd Floor, Institution of Engineers, New Delhi-110002
2.	Date of issue of this Request for Proposal	August 30, 2019
3.	Last date and time for submission of Applications	September 23, 2019, 5.00 PM.
4.	Validity of the Application	90 days from the last date of application
5.	Contact Person for clarification	Mr. Ankur Malik ankur.nabet@qcin.org

Scope of Work:

The purpose of this RFP is to invite proposals from established and reputed Catering Service Providers to provide catering services for its Staff/Officials/Visitors in its Office Premises at Quality Council of India, 4 Deen Dayal Upadhaya Marg, New Delhi-110002.

1. The Contractor (Successful bidder) shall prepare and serve approx. 250 breakfast, Lunches and evening snacks to officers & executives on all working days (6 days a week). QCI reserves the right to increase or decrease no. of meals served to its employees.
2. The lunch will be served to the Officers/official visitors and staff on all days. The contractor will be liable for penalty for its inability to serve lunch/dinner on any day unless the reasons are beyond his control.
3. In addition to lunch, QCI may ask for event-based services from the contractor for meeting requirement of snacks / special lunch / tea/coffee etc., for various official meetings. The Contractor is expected to equip himself with resources and manpower to cater to such additional requirements.
4. Menu for the week will be fixed by Canteen Committee and will be changed every month. Canteen Committee may advise the contractor from time to time to improve upon the catering services.
5. The quality of articles of food & beverage and provisions shall be of good standard and should be purchased from approved vendors. Masalas and other spices shall be branded and should have FPO registration. QCI's authorized representatives will have authority to inspect such articles of food and provisions and will have full powers to order discontinuance of use of such articles of food and provision, which are found to be of unsatisfactory standard and on grounds of hygiene.
6. QCI will provide the required space of 1200 sq. ft. for Kitchen/Pantry/dining and furniture in the dining areas, on a fixed monthly rent of upto Rs. 75,000.
7. The Service Provider will source gas, utensils, refrigerator, ovens, food ingredients, service staff, labour etc. at their own cost, prepare the food items in the kitchen based at the space given in office in a hygienic manner. The serving crockery, cutlery etc. will be provided by the Service Provider. The staff should have a proper uniform and wear gloves and caps for hygiene.

8. The Service provider will be responsible for removal of the garbage and must keep the assigned premises clean.
9. A sample Lunch Menu is given in this RFP. Weekly Menu will be submitted by the Service Provider to QCI's Officer in-charge of Catering Services for approval. The approved menu (which will be provided to you, will be served in the Pantry).
10. Infrastructure and facilities to be provided by QCI
 - a. Main pantry with buffet food warmer
 - b. Dining area with tables, chairs and counters
 - c. Electricity connections/points for Electrical Equipment/Infrastructure, Water Purifier, etc.
11. It shall be the duty of the Service Provider to properly handle various gadgets etc. provided by QCI. He shall bring to the notice of QCI, the repairs and maintenance work that are required to be undertaken from time to time. If any repairs of the equipment are to be made on account of mishandling/negligence of the workmen, except normal wear and tear, the said items shall be repaired by the Contractor at his cost.
12. Kitchen - Cleanliness & Hygiene
 - a) Highest standard of hygiene is to be maintained. The cleanliness and maintenance of the utensils used for cooking is to be strictly ensured. QCI shall have the right to visit & inspect the base kitchen without prior information to the Service Provider. Any lapses with regard to cleanliness, hygiene & quality of raw material used for cooking & food shall attract penalty solely at the discretion of QCI.
 - b) In office pantry, proper maintenance of water cooler and other gadgets shall be the responsibility of Service Provider.
 - c) The Service Provider will have to bear the cost of cleaning materials and will ensure use of quality cleaning materials.
 - d) QCI reserves the right to conduct surprise inspections/measures deemed fit to ensure healthy and good quality food for its employees.
13. The Service provider should have an insurance for staff for any accident and injuries.
14. The Service Provider should conduct pest control at regular intervals.

Standard Menu

S. No.	Particulars	Details
1	Breakfast/Snacks	Sample Menu to be suggested by the Caterer
2	Veg/Non-Veg Lunch	
3	Evening Snacks	

Pre-qualification Criteria

Bidders are expected to meet the following prequalification criteria. Application failing to either meet these criteria or not furnishing the requisite supporting documents/documentary evidence is liable to be summarily rejected. QCI shall evaluate the prequalification proposal with reference to the information and supporting documents furnished.

S. No	Eligibility Criteria*	Supporting Document Required	Yes / No and Deviation, if any

1	Bidder should be a sole proprietorship concern, partnership firm or company registered in India. and should be in existence for at least 3 years.	Certificate of Registration/Incorporation under the respective Acts in India and the respective Memorandum of Association/Partnership Deed.	
2	The agency must be registered in India with appropriate tax and other administrative authorities.	GST Registration Certificate PAN Card Labour License No PF Registration No. ESIC Registration No.	
3	Bidder should have executed at least two similar catering contracts for reputed organizations like Central/State Govt. Organizations, Financial Institutions, Public sector banks / undertakings, MNCs and large private sector companies having 200+ employee strength and should have executed at least three such contracts of a minimum period of 2 years.	Sanction Order/Empanelment Letter of such contracts	
4	The Service Provider should not have been black-listed by any of its clients during the last three years.	The bidder shall give a declaration to this effect that they have not been black listed by any of its clients as on date of submission of the tender	
5	List of Current Manpower employed and manpower to be deployed at QCI Premises on daily basis.	Self-Declaration with name of Employee and their role.	
6	The Service Provider should be located within Delhi, NCR.	Self-declaration with Addresses and contact details of the service centers	
7	The Service Provider should have a minimum annual turnover of 2 Crore in the last three financial years i.e., 2016-17, 2017-18 and 2018-19.	Financial Statements for last three years and Income Tax Returns	
8	Compliance related to Municipal Corporation Heath License to serve food, License from Department of Food Safety, Govt. of NCT Of Delhi, Fire NOC, Police NOC shall be the obligation of the supplier (whichever applicable)	Copy of License and NOC	
9	No pending cases or violation of any statutory laws related to illegal activities or financial fraud.	Must Submit a declaration.	

*Exceptions shall be made for Startups recognized by the DPIIT under the Startup India Action Plan under the experience and turnover criteria.

Term of Contract

The term of the contract awarded through this process of tendering shall be 1 year. The contract shall be extendable on the basis of satisfactory performance. QCI reserves the right to terminate the contract with 1 month notice in case of faulty/insufficient performance/breach of contract. The Service Provider can also leave the contract by giving six months' notice.

Evaluation of proposals

All proposal received by QCI shall be evaluated as per the below mentioned evaluation criteria:

S.No.	Particulars	Maximum Marks
1	Bidder should have experience in providing Catering Services for at least 3 Years till 31-July 2019 (longevity will derive points).	10 + 5
2	Service Provider having necessary experience in providing catering services to reputed organizations like Central/State Govt. organizations, public sector banks / undertakings, MNCs & large private sector companies and having 200+ employee strength and should have executed at least two such contracts of a minimum period of 2 years	15
3	Client continuity (Min 2 years without break)	15
4	Site visit to the clients where cooked food is served (not prepared at client place).	10
5	Site visit of the existing kitchen, where food is prepared and served in the attached premise to the client	15
	Total Technical Marks	70

The Bidders shall be short listed after the evaluation of their Technical Bids. Financial bids of only such shortlisted bidders will be opened. The final selection of the bidders shall be done on Quality Cost Based System (QCBS) with 70% weightage to the technical parameters and 30% weightage to the financial parameters. Contract shall be awarded to the bidder with the highest QCBS Score i.e. the H1 Bidder.

Rejection of Application:

The application is liable to be rejected if:

1. Not in prescribed forms and not containing all required details.
2. Not properly sealed and signed as per requirements.
3. Received after the expiry of due date and time.
4. Missing of any supporting document(s) with the Proposal.

Clarifications on bid Document/RFP

Before bidding, the Bidders are requested to carefully examine the Bid Documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, gap(s) and/or discrepancy between any of the Bid Documents, they should forthwith refer the matter in writing to QCI for necessary clarifications within the specified time. QCI's decision in this regard shall be final, conclusive and binding on all the bidders or offers.

Signing of Contract

Signing of the Contract shall follow the notification of the acceptance. However, QCI may negotiate certain terms with the successful Bidder before signing of the Contract. The signing of contract shall be completed within 7 days of receipt of notification of the acceptance of bid.

Discharge of Bid Security (EMD)

Upon the successful Bidder signing the Contract/Agreement, EMD of successful bidder whose tender has been accepted by QCI shall be adjusted towards Security Deposit till the expiry of the contract. The Security Deposit shall not bear any interest and such amount shall be forfeited in the event of any refusal or delay on the part of the successful bidder to sign and execute the agreement for commencement of contract in case their bid is accepted and any sort of non-compliance with the terms of services agreed upon. The Bid Security to unsuccessful bidders shall be discharged after the Bid validity period. The Bid security / EMD shall not bear any interest.

Failure to abide by the Agreement / Contract

The conditions stipulated in the Agreement/Contract shall be strictly adhered to and any breach / violation thereof will entail termination of the Contract without prejudice to the other rights of QCI including recovery of penalties as specified in this RFP or Agreement / Contract.

Annulment of Award

Failure of the successful Bidder to comply with the requirements of this RFP shall constitute sufficient ground for the annulment of the award and forfeiture of the Bid Security, in which event QCI may at its sole discretion, make the award to the next best evaluated bidder or any other bidder or call for new Bids.

Indemnity

The Bidder/Vendor shall execute and furnish to QCI, a deed of indemnity in favour of the QCI in a form and manner, as may be decided and shall indemnify QCI against all third party claims. The Bidder/Vendor shall, at their own expense, defend and indemnify QCI against all third party claims or infringement.

The Bidder/Vendor shall expeditiously extinguish any such claims and shall have full rights to defend itself there from. If QCI is required to pay compensation to a third party resulting from such claim / infringement, the supplier shall be fully responsible for, including all expenses

and court and legal fees. QCI will give notice to the Bidder/Vendor of any such claim without delay, provide reasonable assistance to the Bidder/Vendor in disposing of the claim, and shall at no time admit to any liability for or express any intent to settle the claim.

Contract Amendments

No variation in or modification of the terms of the Contract shall be made except by written mutual consent signed by both the Parties i.e. the Vendor/Bidder and QCI.

Contract Prices

The prices stated, shall remain valid for the contract period. QCI may give orders for additions at the same price. Any reduction in prices due to the principal reducing the prices, reduction in duties, taxes etc., by the Government, shall be passed on to QCI during the validity period.

The contract prices shall be reviewed only after the expiry of the first term and in case of consideration for extension of time.

The bill shall be done of the monthly basis and billing address will be Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi 110002

Submission of Technical Bid:

The technical bid should contain the following details:

- Earnest Money Deposit (EMD)
- Supporting documents mentioned in the pre-qualification criteria
- Any other detail that the bidder may like to provide

Other Terms and Conditions:

1	Earnest Money Deposit	Rs. 50,000 shall be paid in the form of demand draft in favor of the Quality Council of India payable at New Delhi.
2	Performance Bank Guarantee	5% of the actual contract value
3	Date of commencement	Within 15 days of letter of award from the Client
4	Term of Contract	1 year
5	Payment Terms	Billing to be done at the end of each month
6	Location	Quality Council of India, Indian Child Welfare Building, 4 Deen Dayal Upadhyaya Marg, New Delhi-110002

Documents required:

The proposal should contain the following information:

- a) The Supporting documents mentioned above in the pre-qualification section along with the annexures to this document.
- b) Organization Profile
- c) Proposed project plan with timelines for completion
- d) Any other details that the bidder may like to provide.

Financial Bid

S. No.	Particulars	Details	Per Person Price
1	Breakfast/Snacks	Sample Menu to be suggested by the Caterer	
2	Veg/Non-Veg Lunch		
3	Evening Snacks		

Disclaimer

- a. The QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered and returned unopened to the applicant.
- b. The QCI reserves the right
 - To reject any/all applications without assigning any reasons thereof.
 - To relax or waive any of the conditions stipulated in this document as deemed necessary in the best interest of the QCI without assigning any reasons thereof.
 - To include any other item in the Scope of work at any time after consultation with applicants or otherwise.

Submission Details

Interested parties may send their applications along with the profile and other details (Separately sealed technical and financial Bid) inside a sealed envelope super-scribing “**Application for Selection of Catering Service Provider**” to Assistant Director (Accounts), Quality Council of India, Institution of Engineers Building, 2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi 110002 latest by September 16, 2019, 5PM.

For any further queries, you may please contact the below mentioned person:

Mr. Ankur Malik: ankur.nabet@qcin.org

Annexure-I

Application

Date:

To,
Assistant Director
Accounts & Administration
Quality Council of India
2nd Floor, Institution of Engineers
Bahadur Shah Zafar Marg
New Delhi-110002

Subject: Application for Engagement as Catering Agency

Dear Sir,

Having examined the pre-qualification document indicating scope of works, I/We hereby submit our proposal together with all the necessary information and relevant documents for engaging us with QCI for the providing Catering Services to QCI.

The proposal is made by me/us on behalf of.....
(Company/Firm/Association of individuals) in the capacity of duly authorized to submit the proposal.

I/We understand that QCI reserves the right to reject any proposal without assigning any reasons thereof. I/We undertake that all the information furnished by me/us in the proposal is true to the best of me/our knowledge and belief. If any of the information is found to be false on subsequent verification, I/We undertake that I/We may be excluded from the list of shortlisted Firms.

AUTHORISED SIGNATORY
(Name and Designation)

Name of Firm:

Address:

e-mail id:

Contact details:

Annexure-II

Company Profile:

1	Name of the Applicant Firm	
2	Ownership	
3	Type of Organization: Proprietorship/Partnership firm/ Public Limited Company/ Pvt. Limited Company/ Limited Liability Partnership/Society/Others (please specify and attach proof)	
4	(i) PAN Number (ii) GST Number (iii) Licence Number	
5	Name and Designation of Key Management Person(s)	
6	Date & Year of establishment of firm	
7	Number of years of experience in Catering Services	
8	Number of Permanent Employees for Catering Services	
9	Any other important information about the organization	
10	Details of the three similar assignments with client details and value of the service	

Financial Information

Details	Financial year 2016-17	Financial year 2017-18	Financial year 2018-19
Revenue (in INR crores)			
Profit before tax (in INR crores)			
Revenue from Catering services			
Other relevant information			
Mandatory supporting documents	Financial statements for the last three financial years (Please include only the sections on P&L, revenue and the assets, not statements.		

Signature with Seal