



भारतीय गुणवत्ता परिषद्

द्वितीय तल, इंस्टीट्यूशन ऑफ इंजीनियर्स भवन,
२, बहादुर शाह जफर मार्ग, नई दिल्ली - ११०००२

Quality Council of India

2nd Floor, Institution of Engineers Building,
2, Bahadur Shah Zafar Marg, New Delhi - 110 002

Date 27th February 2025

BUYER ADDED BID SPECIFIC TERMS AND CONDITIONS

Name of the work: "Request for Proposal for Engagement of a Service Provider for providing catering services to QCI"

GeM Bid No: GEM/2025/B/5968971

The bid is governed by the terms and conditions in the following order of precedence (i.e in case of same clause, the clause mentioned in Corrigendum 1 will supersede the clause mentioned in RFP)

- Corrigendum 1 with response to Queries
- Original RFP

Corrigendum 1 – Request for Proposal for “Engagement of a Service Provider for providing catering services to QCI”

This is with reference to the GeM bid reference no. GEM/2025/B/5968971 and RFP ref. no. QCI/ADMIN/0225/417 for “Request for Proposal for Engagement of a Service Provider for providing catering services to QCI”. Below are the changes in mentioned clauses issued vide this corrigendum notification:

S. no.	Clause no./ Reference	Original Clause	Changes/Amendment (Deletion are indicated with a strikethrough)
1	Clause II: Scope of Work & Deliverables	Clause III: Scope of work and Deliverables: 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, 2nd & 3rd Floor of Tower J and 1st & 2nd Floor of Tower K, World Trade Centre Nauroji Nagar New Delhi -110029 and project management units (PMUs) in Central Delhi	Clause III: Scope of work and Deliverables: 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, 2nd & 3rd Floor of Tower J and 1st & 2nd Floor of Tower K, World Trade Centre Nauroji Nagar New Delhi -110029 and project management units (PMUs) in Central Delhi.
2.	Subclause 1. (e) Clause III: Scope of Work & Deliverables	The agency must have a nutritionist and experienced chef in kitchen on their own payroll to work on this contract.	The agency must have a nutritionist and experienced chef in kitchen on their own payroll to work on this contract as per the details given below: 1. Nutritionist Requirements: a) Qualifications: Must hold a master’s degree or higher in Nutrition & Dietetics from a recognized university. b) Experience: Minimum 5 years of experience in menu planning, dietary assessments, and food quality control in institutional or large- scale catering services. c) Certifications: Must be FSSAI-certified in food safety and hygiene. d) Responsibilities: <ul style="list-style-type: none"> Conduct regular monthly reviews of the menu to ensure nutritional balance. Ensure compliance with dietary standards, including calorie intake, portion control, and health-focused meal planning. Monitor the use of fresh and high- quality ingredients as per FSSAI guidelines. Provide recommendations for special dietary needs (e.g., diabetes-friendly, low-carb, gluten-free options). 2. Chef Requirements: a) Qualifications: Degree/Diploma in Culinary Arts or Hotel Management from a recognized institute. b) Experience: Minimum 7 years of experience in professional kitchens, with at least 3 years in a leadership role in institutional or corporate catering. c) Employment Type: Must be on the payroll of the service provider (no outsourcing or subcontracting). d) Specialization: Experience in multi-cuisine meal preparation, including North Indian, South Indian, Continental, and Asian cuisine. e) Responsibilities:

			<ul style="list-style-type: none">• Oversee the daily kitchen operations and ensure high-quality food preparation.• Ensure strict adherence to hygiene and safety protocols as per FSSAI standards.• Supervise kitchen staff, maintain inventory, and implement quality control measures.• Coordinate with the nutritionist to align meals with dietary and health standards.																																													
3.	Clause V: Evaluation Criteria	<p>Evaluation Criteria Evaluation of the bids will be done in two-stages namely Technical Evaluation (comprising pre- qualification check and technical presentation) and financial evaluation based on LCS basis. The technical evaluation shall be based on the following criteria:</p> <table><tr><th>S.NO</th><th>Criteria</th><th>Marks</th></tr><tr><td>1.</td><td>Three catering contracts presently handling/ contracts handled during last 5 years of the value ₹3 crores each (for one year) for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, autonomous bodies, or private organizations with work orders (10marks each contract) <i>Note: Bidders should submit work order/ contract/ agreement issued by client clearly depicting value of work, duration, client name on client letterhead for evaluation of this criterion</i></td><td>30</td></tr><tr><td>2.</td><td>Catering contract handled/handling from past 5 years for any Central / State Govt Organization / PSU / Statutory / Autonomous Organization / Public Listed Company/ Private organizations of repute, with the following range of employees: ➤ 5 marks - serving > or = 500 people for one contract ➤ 4 marks - serving < 500 and > or = 400 people for one contract ➤ 3 marks – serving < 400 and > or = 300 people for one contract ➤ 2 marks - serving < 300 and > or = 200 people for one contract ➤ 1 mark - serving < 200 and > or = 100 people for one contract <i>Note: Bidders should submit work order/ contract/ agreement issued by client clearly depicting no. of people, duration, client name on client letterhead for evaluation of this criterion</i></td><td>15</td></tr><tr><td>3.</td><td>Satisfactory service certificates to be produced from any two of the existing major clients with details of contact person, phone no., email id. etc. (5 marks per client)</td><td>10</td></tr><tr><td>4.</td><td>Average Annual Turnover from catering services ➤ > or = ₹ 10 Crore and up to ₹ 15 Crore – 5 marks ➤ More than ₹ 15 Crore and up to ₹ 20 Crore – 10 marks ➤ More than ₹ 20 Crore and up to ₹ 25 Crore – 15 marks ➤ More than ₹ 25 Crore – 20 marks</td><td>20</td></tr><tr><td>5.</td><td>Profile of Nutritionist</td><td>10</td></tr><tr><td>6.</td><td>QCI will conduct an onsite inspection exercise to check the quality of services (Site Visit in Delhi-NCR) (10 marks per visit)</td><td>20</td></tr><tr><td colspan="2">Technical Score</td><td>100</td></tr></table>	S.NO	Criteria	Marks	1.	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The number is like to grow in upcoming months considering the organizational plans.</p> <p>Hence, the participant agencies are required to quote for the below mentioned number of officials/professionals as well in the cost breakup document:</p> <table><tr><th>S. No.</th><th>Particulars</th><th>Rate (₹)*</th><th>Quantity</th><th>Total</th></tr><tr><td>1.</td><td>Breakfast</td><td></td><td rowspan="3">801-1000</td><td rowspan="3"></td></tr><tr><td>2.</td><td>Lunch</td><td></td></tr><tr><td>3.</td><td>Evening Snack</td><td></td></tr></table> <table><tr><th>S. No.</th><th>Particulars</th><th>Rate (₹)*</th><th>Quantity</th><th>Total</th></tr><tr><td>1.</td><td>Breakfast</td><td></td><td rowspan="2">1001- 1200</td><td rowspan="2"></td></tr><tr><td>2.</td><td>Lunch</td><td></td></tr></table>	S. No.	Particulars	Rate (₹)*	Quantit	Total Amount Per Day (₹)*	1.	Breakfast		800		2.	Lunch		3.	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(A)</td><td>This amount should be put in “Financial bid” section on the GeM portal</td></tr></table> <p>Notes:</p> <ul style="list-style-type: none">Only the value of (A) should be entered in the “Financial Bid” section on the GeM portal, and this will be considered as the final cost for evaluation.The rates must be inclusive of GST, transportation, and disposable cutlery.The number of officials/professionals currently engaged with QCI is expected to increase in the coming months based on organizational expansion plans.In addition to the final bid amount (A), bidders are required to submit cost estimates for the following projected headcount (as a part of format for financial document indicating price break-up): <p>➤ For 801-1000 Officials/Professionals</p> <table><tr><th>S. 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	<p>Clause VIII: Submission of Proposal A. Technical Bid</p>	<p>Technical Bid: <i>Signed and stamped Form-1, 2, 3, and 4 attached as Annexure-A</i></p>	<p>Technical Bid: Signed and stamped Forms 1, 2, 3, and 4 <u>A, B C & D</u> attached as Annexure-A.</p>

Response to pre-bid queries

S. No.	Clause no., Page no.	Original clause in RFP document	The point on which Clarification required	Reason for amendment (if any)	QCI Response
1	Clause III on page 5 of RFQ	Clause III: Scope of work and Deliverables: 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, 2 nd & 3rd Floor of Tower J and 1st & 2nd Floor of Tower K, World Trade Centre Nauroji Nagar New Delhi -110029 and project management units (PMUs) in Central Delhi	Exact number of project management units (PMUs) to be covered under catering services.	To estimate the number of people requiring catering services in PMUs.	Please refer to attached Corrigendum-1
2	Clause III, subclause 1. (f) on page 6	The agency must use Eco-Friendly, Oil and water resistant, Food Grade, 100% biodegradable and compostable cutlery (plates, spoons, bowls etc.) to serve breakfast, lunch and snacks.	Is it mandatory to use 100% biodegradable and compostable cutlery, or can regular washable cutlery be used?	NA	The RFP conditions shall remain unchanged
3	Clause III, subclause 1. (e) on page 6	The agency must have a nutritionist and experienced chef in kitchen on their own payroll to work on this contract.	Experience criteria for the Nutritionist Profile for regular menu review.	Experience criteria for the nutritionist to be included in the RFP for regular menu review.	Please refer to attached Corrigendum-1
4	Clause V pages 11 & 12	V. Evaluation Criteria	The full clause needs to be revised.	NA	Please refer to attached Corrigendum-1
5	Clause VII subclause 7. on page 14	Site Visit: The bidder may visit the site with prior approval of QCI to have a better understanding of the scope of work. The request to be submitted at procurement@qcin.org at least one day before the proposed site visit date along with the Authorization letter of the person visiting the site. The bidders will be allowed to visit the site from date of issue of this tender until day before the last date of submission.	Clarification on the date of site visit.	NA	Dates of Site visit: 28 th February 2025 and 3 rd March 2025

Reference Number: QCI/ADMIN/0225/417

**Request for Proposal
for
Engagement of a Service Provider for providing
catering services to QCI**



QUALITY COUNCIL OF INDIA

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Tender Notice

1. Quality Council of India invites proposals for **“Engagement of a Service Provider for providing catering services to QCI”**
2. The content of this Request for Proposal (RFP) enlists the requirements of the QCI. It includes the Bidding Terms which details out all that may be needed by the potential bidders to understand the terms and bidding process and explain the contractual terms that the QCI wishes to specify at this stage.
3. After the submission of the Technical and Financial Proposals according to the instructions provided in the sections below, the bids will be evaluated through a two-stage process.
4. The Documents to be submitted:
 - A. The “Technical Bid” shall contain the following:
 - i. Signed and stamped Form-1, 2, 3, and 4 attached as Annexure-A
 - ii. EMD details (Bid security as per RFP)
 - iii. Original Power of Attorney for the Authorised Representative
 - iv. All the supporting documents as detailed in pre-qualification criteria
 - v. Contract/ Agreement/ Work Orders issued by Client in support for experience of similar works detailed in Clause IV (sub-clause 4) and Clause V (sub-clause 1 and 2)
 - vi. Satisfactory service certificates as detailed in Clause V (sub-clause 3)
 - vii. Profile of Nutritionist
 - viii. Compliance sheet (as given in Annexure-A) to be signed by authorised signatory – ***no price/rate shall be mentioned in the item compliance sheet/Non-compliance to this will be liable for rejection.***
 - ix. Any other details that the bidder may like to provide.
 - B. The “Financial Bid” shall contain the following:
 - i. The bidder should submit the proposal as per the format through online mode only in relevant sections in GeM Portal (<https://gem.gov.in>)
5. The Technical Bids and Financial Bids may be submitted on GeM as per the guidelines mentioned in this RFP.

Tender Summary

S. No.	Item	Details
1.	Project Scope	Engagement of a Service Provider for providing catering services to QCI
2.	Contract Duration	Initially for 1 year, with the possibility of annual extensions (for a maximum of two years) on the same terms and conditions, including consideration, based on the performance of the service provider and/or the requirements of QCI.
3.	Performance Bank Guarantee	5% of the Contract value
4.	Method of Evaluation	Evaluation of the bids will be done in two-stages namely Technical Evaluation (comprising pre-qualification check and technical evaluation/presentation) and financial evaluation based on Least Cost System (LCS) basis.
5.	Earnest Money Deposit (EMD)	₹ 6,00,000
6.	Bid Validity	120 days
7.	Last Date for Submission of Proposal	As per the GeM portal
8.	Pre-bid queries	To be submitted to procurement@qcinqin.org as per format given in Annexure-A

I. INTRODUCTION

Quality Council of India (QCI)

QCI was established as an autonomous non-profit organization by the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Govt. of India in partnership with the Indian Industry. QCI plays 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.

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.

It functions through its five constituent Boards and Project Implementation Divisions to establish National Accreditation Programme and Third-Party Assessment models with an aim to improve the quality ecosystem of the nation.

II. OBJECTIVES

The primary objective of this engagement is seeking proposals from agencies of experienced catering agency to provide the catering services. The selected vendor will be responsible for providing catering services that meet the highest standards of quality and satisfaction for our employees. The key requirements for the catering services include:

1. Provision of nutritious meals for breakfast, lunch, and evening snacks.
2. Adherence to food safety and hygiene standards, in accordance with FSSAI standards
3. Timely delivery and setup of meals at designated locations.
4. Capable and well-trained staff for food service.

III. SCOPE OF WORK AND DELIVERABLES

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, 2nd & 3rd Floor of Tower J and 1st & 2nd Floor of Tower K, World Trade Centre Nauroji Nagar New Delhi -110029** and project management units (PMUs) in Central Delhi. The scope of work for the agency shall include the following:

1. The detailed scope of work is as follows:

- a) The agency (successful bidder) shall prepare and serve approx. 800 (+/-30%) breakfast, lunches, and evening snacks to officers and employees on all working days (5 days a week). The food shall be served on Saturdays also on requirement basis. The number of meals to be served on Saturdays shall be on actual attendance which shall be informed in advance. QCI reserves the right to increase or decrease no. of meals served to its employees.
- b) The hours of service as mentioned herein are as follows:

Particulars	Time
Breakfast with Tea / Coffee	9:00 A.M. to 11: 00 A.M.
Lunch	1:00 A.M. to 3:00 P.M.
Evening Snacks	4:30 P.M. to 6:30 P.M.

- c) QCI may ask for event-based services from the agency for meeting requirement of snacks /special lunch/tea/coffee etc., for various official meetings/specials days /festivals. The agency is expected to equip itself with resources and manpower to cater to such additional requirements.

- d) The Menu will be fixed by Food Committee and may be changed every month. Food Committee may advise the agency from time to time to improve upon the catering services.
- e) The agency must have a nutritionist and experienced chef in kitchen on their own payroll to work on this contract.
- f) QCI will provide the required space of approx..1200 sq. ft. at **QCI, Indian Council of Child Welfare Building, 4 Deen Dayal Upadhyay Marg, New Delhi, 110002** for kitchen with equipment on a fixed monthly rent of up to ₹ 86,250 plus GST with 10% annual increment. The list of items available in the kitchen area is attached as Annexure-I. **It shall be the responsibility of the selected agency to transport the food from the kitchen location to the office location at no additional cost.** The agency must ensure that the fresh and warm food is served at the office location without any delay. The selected agency is liable for the repair and maintenance of the kitchen equipment. The agency will be liable for penalty for its inability to serve on any day unless the reasons are beyond its control and inform in advance to the designated officials at QCI. No outside/leftover cooked food shall be served in any subsequent meal. No artificial colouring agent shall be added to any of the food items. Also, the food cooked should be sufficient. If any employee/professional of QCI is unable to get food due to insufficient quantity cooked, the agency shall have to make immediate alternate arrangements. The agency must use Eco-Friendly, Oil and water resistant, Food Grade, 100% biodegradable and compostable cutlery (plates, spoons, bowls etc)to serve breakfast, lunch and snacks.
- g) Trained cooks with experience of cooking multiple cuisines like North/South Indian, Chinese etc should be engaged.
- h) The quality of articles of food, beverage and provisions shall be of good standard and should be purchased from reputed vendors. Masalas and other spices shall be branded and should have Farmer Producer Organization (FPO) registration. QCI's authorized representatives will have authority to inspect such articles of food and provisions and will have full powers to order discontinuation of use of such articles of food and provision, which are found to be of unsatisfactory standard and on grounds of hygiene. The service provider must commit to use high-quality ingredients, including freshness, sourcing, and handling.
- i) In addition to items to be provided by the QCI in kitchen area (Annexure 1), the agency will source cooking 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 agency. The staff should have a proper uniform and wear gloves and caps for hygiene. It shall be duty of the service provider to arrange all necessary catering equipment and utensils, ensuring they are in good working condition and meet safety standards.
- j) Infrastructure and facilities to be provided by QCI:
 - i. Main pantry with buffet food warmer (bain marie)
 - ii. Dining area with tables, chairs and counters
 - iii. Electricity connections/points for Electrical Equipment/Infrastructure, Water Purifier/Dispenser, etc.
- k) The Service provider will be responsible for removal of the garbage and must keep the assigned premises clean.

Kitchen - Cleanliness and Hygiene

- i. 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 and inspect the base kitchen without prior information to the Service Provider. Any lapses with regard to the cleanliness, hygiene and quality of raw material used for cooking and food shall attract penalty solely at the discretion of QCI.

- ii. In office pantry, proper maintenance of water cooler and other gadgets shall be the responsibility of Service Provider.
 - iii. The Service Provider will have to bear the cost of cleaning materials and will ensure use of quality cleaning materials.
 - iv. QCI reserves the right to conduct surprise inspections/measures deemed fit to ensure healthy and good quality food for its employees.
- l) The Service provider should have an insurance for staff for any accident and injuries.
 - m) The Service Provider should conduct pest control of the kitchen area at regular intervals.
 - n) QCI reserves right to periodically perform the testing of sample of food/ingredients from the NABL accredited laboratory.
 - o) The indicative menu is given below:

Menu - A (First and Third Week)							
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Breakfast		Sambhar Vada, Coconut Chutney/ Matar Kulcha	Sooji+Besan Veg Chilla	Puri, Sabzi, Pickle	Paneer Paratha, Curd, Pickle	Idly, Sambhar, Coconut- peanut Chutney	Aloo Paratha, Curd, Pickle
	Common Breakfast						
		Scrambled egg, Brown Bread (with jam/butter), Jaggery Powder/Sugar, Sprouts, Hot Milk, Oats	Tomato Soup with croutons (bread crumbs), Brown Bread (with jam/butter), Sprouts, Banana/Fruits	Boiled egg, Sprouts, Brown Bread(with jam/butter), Jaggery Powder/Sugar, Hot Milk, Corn Flakes	Corn Soup, Sprouts, Brown Bread(with jam/butter), Banana/Fruits	Scrambled egg, Brown Bread (with jam/butter), Jaggery Powder/Sugar, Sprouts, Hot Milk, Oats	Sprouts, Brown Bread(with jam/butter), Jaggery Powder/Sugar, Banana/Fruits, Corn Flakes, hot milk
Lunch	Main Course Vegetable (Gravy)	Corn Palak	Paneer Butter Masala	Mushroom Masala	Palak Chole	Rajma	Kadhai Paneer
	Main Course Vegetable (Dry)	Aloo Beans	Lauki Bhujia	Aloo Methi	Mix Veg	Aloo Gobhi Matar	Gajar Matar
	Main Course - Dal	Toor Dal	Curry Pakora	Chana Dal	Kulthi Dal	Toor Dal	Dal Fry
	Rice & Breads	Jeera Rice, Chappati	Steam Rice, Chappati	Matar Pulav, Paratha	Steam Rice, Chappati	Veg Palav, Paratha	Lemon Rice, Roti
	Dessert	Gulab Jamun	Moong Halwa	Milletts Barfi	Kheer	Shahi Toast	Besan Ladoo
	Accompaniment	Cucumber Raita, Salad, Pickle, Ragi chips	Boondi Raita, Salad, Pickle, Roasted Papad	Onion Raita, Salad, Pickle, Ragi Chips	Butter Milk, Salad, Pickle, Roasted Papad	Boondi Raita, Salad, Pickle, Ragi Chips	Veg Raita, Salad, Pickle, Roasted Papad
	Main Course (Non Veg)	Chicken Butter Masala	-	Egg Curry	-	Kadhai Chicken	
Snacks		Bread Pakora	Samosa	Corn Chaat	Bhel Puri	Mix Pakora	Grilled Potato Sandwich
		Green Chutney, Ketchup	Green Chutney, Ketchup	-		Green Chutney, Ketchup	Green Chutney, Ketchup

Menu - B (Second and Fourth Week)							
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Breakfast		Uttapam, Coconut Chutney, Mix-Veg Sambhar	Methi Paratha, Tamato Chutney	Poha, Jalebi, Bhujia	Sattu Paratha, Tomato-onion Chutney, Pickle	Chola Puri	Dhokla, Dhaniya Chutney
		Common Breakfast					
		Scrambled egg, Brown Bread (with jam/butter), Jaggery Powder/Sugar, Sprouts, Dalia-Milk	Tomato Soup with croutons (bread crumbs), Brown Bread (with jam/butter), Sprouts, Banana/Fruits	Boiled egg, Sprouts, Brown Bread (with jam/butter), Jaggery Powder/Sugar, Hot Milk, Corn Flakes	Corn Soup, Sprouts, Brown Bread (with jam/butter), Banana/Fruits	Scrambled egg, Brown Bread (with jam/butter), Jaggery Powder/Sugar, Sprouts, Dalia-Milk	Sprouts, Brown Bread (with jam/butter), Jaggery Powder/Sugar, Banana/Fruits, Corn Flakes
Lunch	Main Course Vegetable (Gravy)	Matar Paneer	Veg Korma	Palak Paneer	Methi Malai Matar	Veg Manchurian	Aloo Gobhi
	Main Course Vegetable (Dry)	Aloo Soyabean	Aloo Gajar	Besan Shimla	Baigan Fry	Paneer Bhurji	Patagobhi Bhujia
	Main Course - Dal	Kala Chana	Kulthi Dal	Chana Dal	Mixed Dal		Toor Dal
	Rice & Breads	Jeera Rice, Chappati	Steam Rice, Chappati	Matar Pulav, Chappati	Steam Rice, Chappati	Fried Rice, Paratha	Steam Rice
	Dessert	Gazar Halwa	Moong Daal Barfi	Till Ladoo	Gulab Jamun	Millets Ladoo	Moong Dal Halwa
	Accompaniment	Cucumber Raita, Salad, Pickle, Ragi chips	Boondi Raita, Salad, Pickle, Roasted Papad	Onion Raita, Salad, Pickle, Ragi Chips	Butter Milk, Salad, Pickle, Roasted Papad	Boondi Raita, Salad, Pickle, Ragi Chips	Veg Raita, Salad, Pickle, Roasted Papad
	Main Course (Non Veg)	Egg Curry	-	Chicken Butter Masala	-	Chicken Curry	
Snacks		Mixed Chana Masala Chat	Onion Kachori	Sattu Litti (Fried), Chokha (Aloo- Baigan- Tamatar)	Fried Idly	Chaat Papdi	Samosa
			Green Chutney	Green Chutney	Green Chutney		Coconut Chutney, Ketchup

IV. PRE - QUALIFICATION CRITERIA

S. No.	Particulars	Specific Requirements	Documents Required
1.	Legal Entity	<p>The Bidder(s) interested in participating in the Selection Process must be a duly registered legal entity in India, under any one of the following categories: -</p> <ul style="list-style-type: none"> • A Limited Liability Partnership (“LLP”) registered under the LLP Act, 2008; • an Indian Company (“Company”) registered under the Companies Act, 1956/ 2013; • a “Partnership Firm” registered under the Indian Partnership Act, 1932; • a Sole Proprietorship firm, registered as such under the Applicable Laws of India <p>With minimum 3 years of existence at the time of submission of the bid.</p>	<p>Registration documents of the Bidder as a company/firm or any legal entity along with:</p> <ul style="list-style-type: none"> • Incorporation Certificate of the company • PAN Card of the registered legal entity • GST certificate of the registered legal entity • Certified copy of registered Partnership Deed; copy of Statement filed in the Register of Firms disclosing names, addresses and relevant details of ALL partners of the Partnership Firm • MSME Certificate (if applicable) • Any other supporting document, as may be required
2.	Registration	<p>Bidders should have applicable and valid registrations with:</p> <ol style="list-style-type: none"> a) Income Tax (PAN No), b) Goods & Service Tax (GST No), c) Labour License under section 12 (1) of the Contract Labour regulation and Abolition) Act, 1970 d) Employees Provident Fund Organization (EPF) Registration e) Employees State Insurance Corporation (ESIC) Registration f) Valid certificate from the Health Department/ Food Safety and Standards Authority of India (FSSAI) for Catering Services g) Any licenses required for the local operations h) Should have HRA (Hygiene Rating Agency) certification 	<ul style="list-style-type: none"> • Certified copies of supporting documents to be attached. Please note that all the relevant certificates should be valid as on date of opening of tender. • Copy of Compliance related to Municipal Corporation Health 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
3.	Annual Turnover	<p>Average turnover of at least ₹ 10 crores generated in the past three (3) financial years (2021-22, 2022-23 and 2023-24) from catering services.</p>	<ul style="list-style-type: none"> • Turnover certificate by CA (original) with FRN Number and UDIN Number for FYs 2021-22, 2022-23 and 2023-24; or • Audited financial statements for the last three financial years (i.e., 2021-22, 2022-23 and 2023-24) to support the claim

4.	Work experience	<p>The applicant should have experience of serving at least 500 or above people per day in Govt./Public Sector Undertaking/Autonomous Bodies/ Private corporate house /Universities/ Colleges.</p> <p>The applicant must have 'Similar Completed Work' carried out during last 05 years ending 31.03.2024 either of the following:</p> <ol style="list-style-type: none"> Three Similar Completed/ongoing works each one having "Annual Contract Value" not less than ₹ 1.5 Crores, Or Two Similar Completed/ongoing works each one having "Annual Contract Value" not less than ₹ 2 Crores Or, One Similar Completed works each one having "Annual Contract Value" not less than ₹ 3 Crores 	<ul style="list-style-type: none"> Contract/ Agreement/ Work Orders from client(s) that clearly states the details of the scope of work, date of commencement, details of design and development of portal related services and support activities undertaken and all other essential details of the contract Client Certificate on the client's letterhead signed by the issuing authority providing the details of the project/contract. The document should clearly define the scope of work, value of the order, and duration of the order.
5.	Local Presence	The applicant agency must have an operational kitchen serving around 300 people in Delhi NCR Area.	Valid proof of address <ul style="list-style-type: none"> Work order from the client Rent Agreement/Lease GST
6.	Solvency Certificate	The bidding entity must submit solvency certificate as on current Financial Year i.e. 2024-25	Copy of certificate; certified by CA/Bank to be submitted.
7.	Non-Blacklisting	The bidding entity must not be blacklisted / terminated / debarred by any state or central government or their agencies and should not have been found guilty of any criminal offence by any court of law, in the last three (3) years.	As per format in Annexure-A (Form 4) signed and stamped on company letterhead

Interested Bidders submitting their proposals are expected to meet the above pre-qualification criteria. In case any Bidder fails to either meet all these criteria or does not furnish the requisite supporting documents/ documentary evidence in support thereof, the bid is liable to be summarily rejected.

V. EVALUATION CRITERIA

Evaluation of the bids will be done in two-stages namely Technical Evaluation (comprising pre- qualification check and technical presentation) and financial evaluation based on LCS basis. The technical evaluation shall be based on the following criteria:

S. No.	Criteria	Maximum Marks
1.	Three catering contracts presently handling/ contracts handled during last 5 years of the value ₹3 crores each (for one year) for Central or State Govt., Union Territory, PSU, CPSU, SPSU, Central universities, autonomous bodies, or private organizations with work orders (10 marks each contract) <i>Note: Bidders should submit work order/ contract/ agreement issued by client clearly depicting value of work, duration, client name on client letterhead for evaluation of this criterion</i>	30
2.	Catering contract handled/handling from past 5 years for any Central / State Govt Organization / PSU / Statutory / Autonomous Organization / Public Listed Company/ Private organizations of repute, with the following range of employees:	15

	5 marks - serving > or = 500 people for one contract 4 marks - serving < 500 and > or = 400 people for one contract 3 marks – serving < 400 and > or = 300 people for one contract 2 marks - serving < 300 and > or = 200 people for one contract 1 mark - serving < 200 and > or = 100 people for one contract <i>Note: Bidders should submit work order/ contract/ agreement issued by client clearly depicting no. of people, duration, client name on client letterhead for evaluation of this criterion</i>	
3.	Satisfactory service certificates to be produced from any two of the existing major clients with details of contact person, phone no., email id. etc. (5 marks per client)	10
4.	Average Annual Turnover from catering services a) > or = ₹ 10 Crore and up to ₹ 15 Crore – 5 marks b) More than ₹ 15 Crore and up to ₹ 20 Crore – 10 marks c) More than ₹ 20 Crore and up to ₹ 25 Crore – 15 marks d) More than ₹ 25 Crore – 20 marks	20
5.	Profile of Nutritionist	10
6.	QCI will conduct an onsite inspection exercise to check the quality of services (Site Visit in Delhi-NCR) (10 marks per visit)	20
Technical Score		100

Minimum marks required for technical qualification is 70 out of 100.

During technical evaluation, the technical presentation round will focus on the clarity of understanding of our requirement, and details of experience of the participating bidders. The agencies who qualify the pre-qualification criteria shall only be called for the technical presentation round.

VI. METHOD OF SELECTION

1. The bids shall be evaluated on Least Cost System (LCS).
2. The financial bids of only those bidders who qualify for the technical evaluation will be opened.
3. The contract shall be awarded to the bidder with lowest cost i.e., L1 bidder.

VII. TERMS AND CONDITIONS

1. **Contract Duration:** The contract will be initially assigned for a period of one (01) year. The contract period may be extended further, subject to satisfactory performance of the agency on the same terms and conditions and the requirements of QCI for another 2 years.
2. **Authorization of Signatory:** The Bid may be signed either by the Principal Officer of the service providing firm or his duly Authorized Representative, in which case he/she shall submit a certificate of authority. All certificates and documents (including any clarifications sought and any subsequent correspondence) received hereby, shall, as far as possible, be furnished and signed by the Representative or the Principal Officer. The Principal Officer/ authorized representative of the firm shall sign the proposal and initial all pages of the original Technical Proposal. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign. The power or authorization, or any other document consisting of adequate proof of the ability of the signatory to bind the Bidder shall be annexed to the Bid.
3. **Earnest Money Deposit (EMD)/ Bid Security:** Bidders shall submit, along with their Bids, Bid Security (EMD) of ₹ 6,00,000 as per the details mentioned below:
 - i. By demand draft in favor of Quality Council of India, payable at New Delhi, or
 - ii. Deposit through RTGS/ NEFT as detail under**: -

For payment of EMD through Bank transfer: -

Name of the Bank	ICICI Bank, Gurgaon Millennium Plaza Branch
Name of the Account	Quality Council of India
Saving Bank Account	739301000237
IFSC Code	ICIC0007393

Note:

- i. NO CHEQUES WILL BE ACCEPTED. **The applicant whose EMD has been deposited by NEFT/RTGS, must enclose the transaction details/ evidence along with their technical bid, otherwise the bid will be rejected.**
- ii. Bid security in any other form will not be entertained.
- iii. No interest will be payable to the Bidder on the amount of the EMD. Unsuccessful Bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days of completion of the process
- iv. In case bid is submitted without the bid security then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned. The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - Bidder does not respond to requests for clarification of its Proposal.
 - Bidder fails to provide required information during the evaluation process or is found to be nonresponsive.
 - In the case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

Note: MSEs (Micro and Small) are exempted from paying Earnest Money Deposit. In this case participants are required to submit valid MSE registration certificates (Udyog Aadhaar) to avail exemption.

4. EMD Refund:

For Unsuccessful Bidders: The EMD of all unsuccessful bidders would be refunded without interest by QCI on finalization of the bid in all respects by the successful bidders within 45 days after finalization of tender.

For Successful Bidders: The EMD of successful bidders would be returned without interest upon submission of Performance Bank Guarantee by the successful bidders. The above-mentioned refund would be completed within 30 days of the issue of the work order to the successful bidder.

In case a bid is submitted without the bid EMD then QCI reserves the right to reject the bid without providing opportunity for any further correspondence to the bidder concerned.

- 5. Performance Bank Guarantee:** QCI shall require the selected service provider to provide a Performance Bank Guarantee, within 30 days of the notification of award, for a value equivalent to 5% of the contract value. The Performance Guarantee shall contain a claim period of three months from the last date as per the contract duration. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the submission of deliverables.

The selected bidder can submit e-PBG OR physical copy of Performance Guarantee should be submitted at QCI-HO within 15 days from the notification of award. The selected bidder would be required to send SFMS code while creation of PBG to the IFSC code provided by QCI.

In case the selected bidder fails to submit a Performance Guarantee within the time stipulated, the purchaser at its discretion may cancel the order placed on the selected bidder without giving any notice. Purchaser shall invoke the performance guarantee in case the selected bidder fails to discharge their contractual obligations during the period or purchaser incurs any loss due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

6. **Presentation:** As a part of Evaluation of proposals submitted by the applicants, QCI may seek further information or a presentation from the bidders for evaluation purposes.
7. **Site Visit:** The bidder may visit the site with prior approval of QCI to have a better understanding of the scope of work. The request to be submitted at procurement@qcini.org at least one day before the proposed site visit date along with the Authorization letter of the person visiting the site. The bidders will be allowed to visit the site from date of issue of this tender until day before the last date of submission.
- Kitchen site:** QCI, Indian Council of Child Welfare Building, 4 Deen Dayal Upadhyay Marg, New Delhi, 110002
- Delivery site:** Quality Council of India, 2nd & 3rd Floor of Tower J and 1st & 2nd Floor of Tower K, World Trade Centre Nauroji Nagar New Delhi -110029
8. **Payment Terms:**
- Payment shall be made on submission of monthly invoices within 30 days of receipt of invoice complete in all respect.
 - Invoicing should be done on actuals (plate counts)
 - Penalty imposed as per Food Committee recommendations will be applicable, post approval of QCI Finance Head. An indicative penalty framework is attached as Annexure 2
 - Incorrect Invoices, Under/Over Payment: In case an invoice is found to have been rendered incorrectly after payment, any underpayment or overpayment will be recoverable by or from the Service provider, as the case may be, and, without limiting recourse to other available means, may be offset against any amount subsequently due by QCI to the Service provider under this contract.
9. **Amendments to RFP:** At any time prior to the last date for receipt of applications, QCI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP document by an amendment. In order to provide prospective applicants reasonable time to take the proposed amendments into account while preparing their proposals, QCI may at its discretion extend the last date for the receipt of proposals and/or make other changes in the requirements set out in the RFP. Any such amendment shall be communicated to the service providers.
10. **Conflict of Interest:**
- The bidder shall not have a conflict of interest that may affect the Selection Process, or the work envisaged under this RFP (the "Conflict of Interest"). Any Applicant found to have a Conflict of Interest shall be disqualified.
 - QCI requires that the Service Provider provides professional, objective, and impartial advice and at all times hold the QCI's interest paramount, avoid conflicts with other assignments or its own interests, and act without any consideration for future work.
 - The Service Provider shall not accept or engage in any assignment that would be in conflict with its prior or current obligations to other clients, or that may place it in a position of not being able to carry out the assignment in the best interests of the QCI.
 - In the event that a Service Provider identifies a potential conflict of interest, they shall make a disclosure to QCI as soon as any potential conflict comes to their notice but in no case later than 7 (seven) days from the receipt of such proposals and any breach of this obligation of disclosure shall be construed as Conflict of Interest. QCI shall, upon being notified by the Service Provider under this Clause, decide whether it wishes to terminate this service or otherwise, and convey its decision to the service provider within a period not exceeding 15 (fifteen) days.
11. **Fraud/Corruption:** QCI requires that the bidders participating in the selection process adhere to the highest ethical standards, both during the selection process and throughout the execution of the Contract. In pursuance of this policy, QCI defines, for the purpose of this paragraph, the terms set forth as applicable to both the parties:

- i. "Corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value (whether in cash or kind) to influence the action of a public official in the selection process or in Contract execution.
 - ii. "Fraudulent practice" means a misrepresentation or omission of facts in order to influence a selection process or the execution of a Contract.
 - iii. "Collusive practices" means a scheme or arrangement between two or more bidders with or without the knowledge of QCI, designed to establish prices at artificial, non-competitive levels.
 - iv. "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process or affect the execution of a Contract. QCI will reject a proposal for award if it comes to know that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the Contract in question; and
 - v. QCI will terminate the Contract, if already awarded and will declare the bidder ineligible, either indefinitely or for a stipulated period of time, to be awarded a Contract, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Contract.
12. **Termination of Contract:**
- i. **Termination for Default**
QCI reserves the right to terminate / short close the contract, without prejudice to any other remedy for breach of contract, by giving 30 days' notice if the Service Provider fails to perform any obligation(s) under the contract and if the Service Provider, does not cure their failure within a period of 7 days (or such longer period as QCI may authorize in writing) after receipt of the default notice from QCI.
 - ii. **Termination for Insolvency**
QCI may at any time terminate the contract by giving written notice without compensation to the Service Provider, if the Service Provider becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to QCI.
 - iii. **Termination for Convenience**
QCI may by written notice sent to Service Provider, terminate the contract, in whole or part, at any time for its convenience, by giving 30 days' notice. However, the payment shall be released to the extent to which performance of work executed as determined by Service Provider till the date upon which such termination becomes effective.
 - iv. The Service Provider may terminate this contract, or any particular Services, by giving 30 days' written notice to QCI, if the Service Provider reasonably determines that the Service Provider can no longer provide the Services in accordance with applicable law or professional obligations.
13. The bidder should adhere to laws of land and rules, regulations and guidelines prescribed by various regulatory, statutory and Government authorities which are applicable to respective business, obligations and subject matters of the contract. QCI reserves the right to conduct an audit / on-going audit of the services provided by the bidder. QCI reserves the right to ascertain information from organizations to which the bidders have rendered their services for execution of similar projects.
14. **Language:** The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern. All correspondence and documents relating to the Proposal exchanged by the bidder and QCI shall also be written in the English language.
15. **Companies' Personnel:** The service provider shall employ and provide at its own cost such qualified and experienced audit personnel as are required to carry out the Services. Their salaries, claims, insurance, damages, compensation, travel etc. will be the liability of the service provider(s) and QCI will in no way be responsible for any such claims/ damages.

16. **Ethics:** QCI expects all assessors, Service Provider to show highest ethical standards during the course of the assignment; if any complaints/information regarding any incident of bribery, corrupt payment, an unauthorized offer etc., is brought to the fore, the Service Provider shall take the necessary action (to the extent of expulsion/removal) as per its organization rules and laws applicable at that time; QCI is absolved of any liability/claim arising out of any such above situations; all personnel should have signed the code of conduct with the Service Provider and any conflict of interest shall be declared to QCI.
17. The contract will be awarded to the service provider whose proposal conforms to this RFP and is, in the opinion of QCI, the most advantageous and represents the best value to the assignment, price and other factors considered.
18. **Written Undertakings:** QCI may at any time require the Service Provider and its employees/advisors/professionals/ contractors, to whom confidential information may be disclosed in the course of execution of contract, to give a written undertaking in the form of a deed reasonably accepted to QCI and relating to the use and non-disclosure of the confidential information relating to QCI or any Government Department or relating to any Ministry and or such other information that QCI suggests to be confidential. Upon receiving a request aforesaid the Service Provider must promptly arrange for all such undertakings to be given to QCI.
19. **Validity of Proposals:** The proposals shall remain valid for a period of 90 days from the last date of submission. In exceptional circumstances, QCI may solicit the bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A bidder consenting to such request shall not be required nor permitted to modify its Proposal.
20. **Security:** The Service Provider shall not disclose the details of this Contract with any third party at any point of time unless required by law. That the Service Provider and its employees/professionals/personnel are only authorized to access the information shared and or collected under this project and no third party shall have any access to any information either written or oral without the written consent of QCI.

The Service Provider shall ensure that all the data collected and processed and information received under this project or during the execution of this project and or required to be shared with QCI, by the Service Provider under this Contract shall be in totally secure mode and that the Service Provider shall take all necessary steps to prohibit any unauthorized sharing/publishing of data in the public domain or with any other party or person who is not authorized by QCI to receive such information and or data. That the Service Provider shall ensure that all the data collected, and information received under this contract shall be used only for the purpose of execution of this contract and once the purpose of this contract is fulfilled then all the papers, drawings, notes, memoranda, manuals, specifications, designs, devices, documents, diskettes, CD's, DVD's. Tapes, Trade Secrets and any other material on any media containing or disclosing any confidential or proprietary technical or business information shared during the course of execution of this contract shall be returned to QCI.

21. **Maintenance of Confidentiality:**
 - i. The bidder(s) must not divulge any confidential information and assure that reasonable steps are taken to provide for the safe custody of any and confidential information in its possession and to prevent unauthorized access thereto or use thereof. The shortlisted bidder(s) must not, without the prior written consent of QCI, disclose any confidential information of QCI or any government department or relating to any ministry or any other party. In giving written consent to the disclosure of confidential information, QCI may impose such conditions as it thinks fit, and the bidder must comply with these conditions. Confidentiality clause shall survive for a longer period of one year after the termination of contract or contract expiry period.

- ii. No part of this document including the Annexure can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of QCI, except to the extent required for submitting the bid. The information contained in this document is only disclosed for the purposes of enabling potential service providers to submit a proposal to QCI. This document should not therefore be used for any other purpose. These documents contain proprietary information furnished for evaluation purposes only; except with the written permission of the QCI, such information may not be published, disclosed, or used for any other purpose. The bidding firms acknowledge and agree that this document and all portions thereof, including, but not limited to, any copyright, trade secret and other intellectual property rights relating thereto, are and at all times shall remain the sole property of QCI. The title and full ownership rights in the information contained herein and all portions thereof are reserved to and at all times shall remain with QCI. service providers must agree to take utmost care in protecting the proprietary and confidential nature of the information contained herein.
22. QCI reserves the right to accept or reject any bid, to annul the entire bid process or reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected service provider(s) or any obligation to inform the affected service provider(s) the grounds for such decision. QCI also reserves the right to negotiate with the successful service provider, if necessary.
23. **Subcontracting:** There must be no further subcontracting without prior written consent of QCI; all manpower deployed by the Service provider shall be on-roll employees of the Service provider or must have a direct employment contract with the Service provider.
24. **Removal of Data:** The Service Provider must ensure that its employees/ professionals' subcontractors and/ personnel do not:
- i. remove any data or allow any data concerned with this contract to be removed from the places as notified/directed by QCI; or
 - ii. take any data or allow any data to be taken outside of India, without QCI's prior written consent.
25. **Access by QCI:**
- i. The QCI may, at all reasonable times and on giving reasonable notice to the Service Provider access the premises of the Service Provider to the extent relevant to the performance of this contract; require the provision by the Service Provider, its employees, personnel or professionals agents of records and information in a data format and storage medium accessible by the QCI by use of the Service Provider existing computer hardware and software; inspect and copy documentation, books and records, however stored, in the custody or under the control of the Service Provider, its employees, agents, professional or personnel; and require assistance in respect of any inquiry in to or concerning the Services or this Contract.
 - ii. For these purposes an inquiry includes any audit whether administrative or statutory review 'audit or inquiry (whether within or external to the Department), any request for information directed to the QCI by any authority or Government Department or any Ministry and any inquiry conducted by Parliament or any Parliamentary committee.
 - iii. The Service Provider must provide access to its computer hardware and software to the extent necessary for the Service Provider to exercise its rights under this clause, and provide QCI with any reasonable assistance requested by the Service Provider to use that hardware and software provided that any proprietary information including confidential information like profit margins, overheads and other such confidential information about its employees, sub-contractors, organization would not be made available.
26. During evaluation, QCI may, at its discretion, ask the respondents for clarifications on their proposals. The firms/agencies are required to respond within the time frame prescribed by QCI.
27. QCI may at its sole discretion and at any time during the evaluation of proposal, disqualify any respondent, if the firm:

- i. Submitted the proposal after the response deadline
 - ii. Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements
 - iii. Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years.
 - iv. Submitted a proposal that is not accompanied by required documentation or is non-responsive, failed to provide clarifications related thereto, when sought
 - v. Submitted more than one proposal
 - vi. Was declared ineligible by the Government of India/State/UT Government for corrupt and fraudulent practices.
28. **Force Majeure:** Neither party shall be held responsible for non-fulfillment of their respective obligations due to the exigency of one or more of the force majeure events such as but not limited to Acts of God, war, flood, earthquakes, strike, lockouts, epidemics, pandemics, riots, civil commotion etc., provided on the occurrence and cessation of any such events. The affected party thereby shall give a notice in writing to the other party within one week of such occurrence or cessation. If the force majeure conditions continue beyond six months, the parties may then mutually decide about the future course of action.
- Force Majeure shall not include:
- i. any event which is caused by the negligence or intentional action of a Party or by or of such Party's agents or employees, nor
 - ii. any event which a diligent Party could reasonably have been expected both to take into account at the time of the signing of the Contract and avoid or overcome with utmost persistent effort in the carrying out of its obligations hereunder.
 - iii. Insufficiency of funds or manpower or inability to make any payment required for execution of services under this Contract.
29. **Indemnity:** Service Provider undertakes to indemnify QCI from and any losses that QCI may incur due to any deficiency in services rendered by Service Provider or any instance of corruption or improper payment.
30. **Taxes & Duties:** The service provider shall be liable to pay all direct and indirect taxes, duties, fees and other impositions levied under the laws of India.
31. **Rescinding of Work order:** The work order issued by QCI to Service Provider for the above scope can be withdrawn at any time by giving a notice period of 7 days if an Service Provider fails to perform/execute work as per the requirements specified in this document after two warnings (served in writing) or in case of non-compliance/breach of any of the terms and conditions of this order.
32. QCI, by issuance of this RFP does not necessarily indicate or imply that the project will be commenced. The service provider will absolve QCI of all responsibilities if the project does not start within a stipulated time frame. QCI reserves the right to withdraw this assignment any time without prior consultation or intimation to the service provider.
33. The service provider shall not make any alteration / changes in the bid after the closing time and date. Unsolicited correspondence from the service provider will not be considered.
34. The service provider shall be deemed to have complied with all clauses in this RFP. Evaluation shall be carried out on the available information in the bid and QCI is not liable to seek clarifications on the documents not submitted as part of the bid.
35. The firms / agencies submitting their proposals would be responsible for all of its expenses, costs and risks incurred towards preparation and submission of their proposals, attending any pre-proposal meeting and visiting the site or any other location in connection therewith. QCI shall, in no case, be responsible or liable for any such costs whatsoever, regardless of the outcome of the process.

36. **Disclaimer:** QCI shall not be responsible for any late receipt of applications for any reasons whatsoever. The applications received late will not be considered. 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
 - To adopt method deemed fit to evaluate the proposals
 - To select multiple Service Provider for the project for allocation of work in different areas if it meets the essential criteria for qualification.

VIII. SUBMISSION OF PROPOSALS

The intending Service Provider is expected to prepare proposals covering the following aspects:

A. Technical Bid

- Signed and stamped Form-1, 2, 3, and 4 attached as Annexure-A
- EMD details (Bid security as per RFP)
- Original Power of Attorney for the Authorised Representative
- All the supporting documents as detailed in pre-qualification criteria
- Contract/ Agreement/ Work Orders issued by Client in support for experience of similar works detailed in Clause IV (sub-clause 4) and Clause V (sub-clause 1 and 2)
- Satisfactory service certificates as detailed in Clause V (sub-clause 3)
- Profile of Nutritionist
- Compliance sheet (as given in Annexure-A) to be signed by authorised signatory – no price/rate shall be mentioned in the item compliance sheet/Non-compliance to this will be liable for rejection.
- Any other details that the bidder may like to provide.

B. Financial Bid:

The bidders should submit the proposal as per the below format through online mode only in relevant sections in GeM Portal (<https://gem.gov.in>)

S. No.	Particulars	Rate (₹)*	Quantity	Total Amount Per Day (₹)*
1.	Breakfast		800	
2.	Lunch			
3.	Evening Snack			
Daily Total (₹) *				
Monthly Total (₹, approx. 22 days a month) *				
Annual Cost (₹, 22*12 months) <i>This amount is to be mentioned in the final cost offered.</i>				This amount should be put in “Financial bid” section on the GeM portal

* Inclusive of GST, transportation and disposable cutlery

The above is number of officials/professionals engaged with QCI as on date. The number is like to grow in upcoming months considering the organisational plans.

Hence, the participant agencies are required to quote for the below mentioned number of officials/professionals as well:

S. No.	Particulars	Rate (₹)*	Quantity	Total Amount Per Day (₹)*
1.	Breakfast		801-1000	
2.	Lunch			
3.	Evening Snack			

S. No.	Particulars	Rate (₹)*	Quantity	Total Amount Per Day (₹)*
1.	Breakfast		1001-1200	
2.	Lunch			
3.	Evening Snack			

* including GST, transportation and disposable cutlery

Additional Notes:

- Provide a detailed breakdown of the pricing structure, including all cost components (manpower, transportation, cost of raw material etc.), unit costs, resource allocations, overheads, and any assumptions.
- Ensure clarity on resource loading and service hours.
- Please mention the following in preparing your bid:
 - Dated this [date / month / year]
 - Authorized Signatory (in full and initials)
 - Name and title of signatory
 - Duly authorized to sign this proposal for and on behalf of [Name of service provider]
 - Name of the Firm
 - Address of the Firm

C. Submission Details

1. The Financial and Technical Proposals should be submitted separately in the given format and signed by the Authorized Signatory. Financial bid, if submitted along with the technical bid is liable to be rejected.
2. All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
3. All pages of the application shall be signed and stamped by the authorised signatory.
4. Please Note that Prices must not be indicated in the Technical Bid.
5. The proposals must be submitted on GeM only. The proposal submitted in any other form shall not be entertained.

For any queries, you may contact the below:

Procurement Team, QCI

Email id: procurement@qcin.org

Annexure-A

Form A: Covering letter with the Proposal in response to RFP Notice

(To be submitted on the Letterhead of the responding firm)

To,
Deputy Director (Finance & Accounts),
Quality Council of India,
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar Marg, New Delhi-110002

Subject: Submission of proposal in response to the RFP for “-_____”.

Dear Sir,

1. Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP dated ____ for “_____”, in full conformity with the said RFP document.
2. We attach our technical response and our financial quotation in a separate sealed cover as required by the RFP both of which together constitutes our proposal, in full conformity with the said RFP.
3. We undertake, if our proposal is accepted, to adhere to assign a team dedicate to this project.
4. We have read the provisions of RFP and confirm that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.
5. We undertake, if our proposal is accepted, to adhere to the scope of engagement or such modified plan as may subsequently be mutually agreed between us and QCI or its appointed representatives.
6. We agree to unconditionally accept all the terms and conditions set out in the RFP document and also agree to abide by this bid response for a maximum period of THREE MONTHS from the date fixed for bid opening and it shall remain binding upon us with full force and virtue, until within this period a formal contract is prepared and executed, this bids response, together with your written acceptance thereof in your notification of award, shall constitute a binding contract between us and QCI.
7. We affirm that the information contained in this proposal or any part thereof, including its exhibits, schedules, and other documents and instruments delivered or to be delivered to through this proposal is true, accurate, and complete.
8. This proposal includes all the information necessary to ensure that the statements therein do not in whole or in part mislead the QCI as to any material fact. We agree that QCI is not bound to accept the lowest or any bid response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ service specified in the bid response without assigning any reason whatsoever.

It is hereby confirmed that I/We are entitled to act on behalf of our corporation/company/firm/organization and empowered to sign this document as well as such other documents, which may be required in this connection.

Dated this Day of 2025 (Signature) (In the capacity of)

Duly authorized to sign the Bid Response for and on behalf of: (Name and Address of Company) Seal/Stamp of Bidder

{Place}

{Date}

Form B: Relevant Project Experience

S. No.	Name of the Project/ Engagement	Client Name	Duration (Period)	Approximate value of the assignment

Form C: Details of the responding firm

S. No.	Particulars	Details to be furnished	
1.	Details of responding Company		
	Name of the organisation:		
	Address		
	Name of the SPOC:		
	Mobile No. of the SPOC:	Fax	
	E-mail	Website	
2.	Information about responding Company		
	Status of Company (<i>Public Ltd. / Pvt. Ltd etc.</i>)		
	Details of Registration (<i>Ref e.g. ROC Ref #</i>)		Date
			Ref #
	Details of Service Tax Registration		Date
			Ref #
3.	Current Year Turnover (Rs Crores) from _____ Services in India;		
4.	Company Profile (Operations in India)		
4.1	Average turnover from Indian Operations from _____services in last three years	(Turnover in Rs Crores)	
4.2	Full-time professional staff engaged in similar projects	(Number of Staff)	
4.3	Extent of operations in India (national spread) i.e. number of offices in India (client specific / project specific offices should not be considered)	(Number of Offices in different cities/towns and their address)	

Form D: Format for Non-Blacklisting Undertaking

(To be submitted on the Letterhead of the responding firm)

To,
Deputy Director (Finance & Accounts),
Quality Council of India,
Institution of Engineers Building,
2nd Floor, 2, Bahadur Shah Zafar Marg,
New Delhi-110002

Subject: Non-Blacklisting declaration in connection with RFP Ref. No. _____ dated ____ for _____

Dear Sir,

This is to notify you that our Firm/Company/Organisation _____ intends to submit proposal in response to invitation for Tender Ref. No. _____ for <>. In accordance with the above, we declare that:

- a. We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this agreement
- b. We are not blacklisted by any Central/ State Government/ agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world for any kind of fraudulent activities.

Dated this Day of (Year)

(Signature) (In the capacity of)

Duly authorized to sign the Proposal Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of Bidder

Compliance Sheet

S. No.	Description	Compliance (Yes/No)
1.	The agency must have a nutritionist for regular review of menu and experienced chef in kitchen on their own payroll	
2.	The quality of articles of food, beverage and provisions shall be of good standard and should be purchased from reputed vendors	
3.	Masalas and other spices shall be branded and should have Farmer Producer Organization (FPO) registration	
4.	The agency will source cooking 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.	
5.	The staff should have a proper uniform and wear gloves and caps for hygiene	
6.	It shall be duty of the service provider to arrange all necessary catering equipment and utensils, ensuring they are in good working condition and meet safety standard	
7.	The agency must use Eco-Friendly, Oil and water resistant, Food Grade, 100% biodegradable and compostable cutlery (plates, spoons, bowls etc)to serve breakfast, lunch and snacks.	
8.	The Service provider will be responsible for removal of the garbage and must keep the assigned premises clean	
9.	In office pantry, proper maintenance of water cooler and other gadgets shall be the responsibility of Service Provider	
10.	The Service Provider will have to bear the cost of cleaning materials and will ensure use of quality cleaning materials.	
11.	The Service provider should have an insurance for staff for any accident and injuries	
12.	The Service Provider should conduct pest control of the kitchen area at regular intervals	
13.	The agency must consider all the cost involved such as transportation, cutlery, etc. while submitting the financial proposal	

Format for Pre-bid query form

S. No.	Clause no., Page no.	Original clause in RFP document	The point on which Clarification required	Reason for amendment (if any)

Bidders are required to submit their queries as per the above format on their letter head duly signed and also share the word file of the above to the procurement@qcin.org within 1 day from the date of conducting of pre-bid meeting.

Annexure-1: Items provided in kitchen area

S. No.	Items	Size	Qty.
1	Work Table	750X450X850+150MM	1
2	Three Sink Unit	1650X600X850+150MM	1
3	Wall Shelf	1650X300MM	2
4	Soiled Dish Landing Table with Garbage Chute	900X600X850+150MM	1
5	Clean Dish Rack	1050X450X1800MM	2
6	Soiled Dish Landing Table with Garbage Chute	500X500X850+150MM	1
7	Under Counter Refrigerator	350X600X850+150MM	1
8	Milk Boiler	20 Ltr	1
9	Idli Steamer	54 IDLY	1
10	Work Table with two under shelves	1050X400X850MM	2
11	Under Counter Refrigerator	1500X600X850MM	1
12	OHS	1500X300X300X450MM	1
13	Stock Pot Stove	550X550X550MM	1
14	Single Sink Unit	500X600X850+150MM	1
15	Two Burner Indian Range	1050X600X850+150MM	1
16	Work Table	400X600X850+150MM	1
17	Chapati Plate Cum Puffer	1200X600X850+150MM	1
18	Chapati Rolling Table	450X1050X850+150MM	1
19	Pot Rack	1200X600X1650MM	2
20	Clean Dish Rack	850X400X1800MM	
21	Work Table	1200X600X850+150MM	
22	Wall Shelf	1200X300MM	
23	Work Table with Sink	900X450X1800MM	
24	Wall Shelf	900X450X1800MM	
25	Storage Rack	900X450X1800MM	
26	Storage Rack	900X450X1800MM	
27	Potato Peeler	10 KG.	1
28	Pulverizer	2 HP.	
29	Wet Grinder	10 LTRS.	
30	Dough Kneading Machine	40 LTRS.	
31	Storage Rack	900X450X1800MM	
32	Four Door Refrigerator	1175X750X2100MM	
33	Service Counter	1200X700X850MM	
34	Bain Marie	1200X700X850MM	
35	Hot Bain Marie	1800X700X850MM	
36	Service Counter	1200X700X850MM	
37	Water Cooler	150 LTRS.	
38	Salad Counter	1950X480X850MM	
39	Microwave Oven	25 L IFB	1
40	Juice Counter	2400X480X850MM	1
41	S.S Grating	1800X300X75MM	5

Annexure-2: Penalty

Penalty Framework

QCI has in place a system whereby the Food Committee would give ratings on various parameters including food quality, service, cleanliness etc. The bidder should monitor the quality of food and services so that a desirable quality is ensured.

The QCI Food Committee shall review the performance of the service provider on the following mentioned parameters through monthly (or as deemed necessary by Food Committee Members) inspection visits.

Performance Evaluation

#	Parameters
1	Serving Area Check
2	Dining Area Check
3	Cooking Area Check
4	Grocery Storage Area Check
5	Dish washing area check
6	Waste management check
7	Kitchen Staff Hygiene Check

Scoring Scale: Sub-parameters are rated from 1 (Poor) to 5 (Excellent) based on inspections, inquiries, and employee feedback at the time of inspection.

Final Score (%): The average scores given by committee member(s) (who evaluated the premise) for each sub-parameter are summed and then divided by the maximum possible score for all parameters applicable to the specific premise.

Final Score (%) = $\sum (\text{Scores for Above Parameters}) \div \text{Total maximum score of Applicable Parameters}$

Based on the Total Score (%) obtained in the performance evaluation, the following performance rating will be given to the service provider.

Rating	%	Description
Critical	0-30	Findings indicate severe and immediate risks to food safety or hygiene, demanding urgent corrective measures to avoid serious repercussions.
Low	31-50	Findings reveal significant concerns affecting food safety or hygiene that require prompt attention and rectification to prevent escalation.
Moderate	51-80	Findings highlight moderate issues with implications for food safety or hygiene, necessitating timely corrective actions to maintain standards.
High	81-90	Findings suggest minor issues with food safety or hygiene, with minor improvements needed to address isolated concerns and enhance overall performance.
Advisory	Above 90	Findings present no issues with food safety or hygiene but emphasize opportunities for process efficiencies or recognition of best practices for continued excellence.

- a) The service provider is expected to get overall **“Advisory”** and at least **“High”** rating in all operational months.
- b) The Corrective Actions will be recommended by the QCI Food Committee with the Monthly Score (for **“High”** and below ratings) for service provider to improve upon the performance rating. The corrective actions suggested in the monthly audit report are to be acted upon within 45 days of the actions communicated to the vendor. An inaction on the corrective actions suggested within the stipulated time shall be penalised at the discretion of QCI Food Committee.
- c) **“Moderate”** rating in two consecutive operational months and **“Low”** and **“Critical”** in any month will attract an **additional penalty** and/or contract termination at the discretion of QCI Food committee.

PENALTIES FOR NON-COMPLIANCES

Apart from monthly performance evaluation, the service provider will be fined in case of violation of the following rules:

Food Quality and Hygiene

Condition	First Instance	Second Instance	Third Instance & Beyond
Veg and non-veg food stored/cooked/served in the same utensils.	10% of the day's total food order value	20% of the day's total food order value	40% of the day's total food order value
Objects like hair, rope, plastic, cloth, etc., found in food (objects that do not pose a severe health hazard)	5% of the day's total food order value	10% of the day's total food order value	15% of the day's total food order value
Hard and/or sharp objects like glass pieces, nails, hard plastic, stones, pebbles, etc. (objects that pose a severe health hazard)	20% of the day's total food order value	35% of the day's total food order value	50% of the day's total food order value
Usage of spoiled/stale food ingredients (rotten vegetables, infected grains, expired items, etc.)	10% of the day's total food order value	15% of the day's total food order value	20% of the day's total food order value
Usage of brands/items that are not FSSAI verified, including reuse of heated oil	5% of the day's total food order value	10% of the day's total food order value	15% of the day's total food order value
Presence of cockroaches, flies, insects, worms, etc., in cooked food (live/dead)	20% of the day's total food order value	35% of the day's total food order value	50% of the day's total food order value
Usage of unclean utensils and containers to cook/store food items	10% of the day's total food order value	20% of the day's total food order value	40% of the day's total food order value

Kitchen Area Hygiene

Condition	First Instance	Second Instance	Third Instance & Beyond
Unprofessional behaviour (consumption of prohibited substances, spitting of gutkha/pan masala, etc.)	Warning to be issued	10% of the day's total food order value	20% of the day's total food order value

Kitchen Staff Hygiene

Condition	First Instance	Second Instance	Third Instance & Beyond
Unhygienic practices (not wearing hairnets/gloves)	5% of the day's total food order value	10% of the day's total food order value	15% of the day's total food order value

Waste Management

Condition	First Instance	Second Instance	Third Instance & Beyond
Protocol violations regarding waste disposal (littering, non-segregation of waste, etc.)	5% of the day's total food order value	10% of the day's total food order value	20% of the day's total food order value

Others

Condition	First Instance	Second Instance	Third Instance & Beyond
Change of menu without valid reason and prior written permission from QCI Food Committee	1 st Warning to be issued	5% of the day's total food order value	10% of the day's total food order value

Remarks:

1. If the non-compliance occurs after the one-month window, it shall be treated as the first instance of non-compliance.
2. If the non-compliance occurs within one-month window of its previous date of occurrence, it shall be treated as the second instance of the same non-compliance.
3. Similarly, if a non-compliance continues to occur within a month of the previous instance, it will be counted as a third or further repeat (beyond) of the same violation.

Please note that the above instances are non-exhaustive and any other non-compliance not covered above shall be penalized at the discretion of the QCI Food Committee.