

THIMPHU TECHPARK LIMITED (TTPL)

BABESA, THIMPHU

**BIDDING DOCUMENTS FOR
THE OPERATION OF CANTEEN IN TOP FLOOR OF THE
FIRST BUILDING**

April 2019

BIDDING INSTRUCTIONS AND TERMS OF REFERENCE FOR THE CONTRACT OF CANTEEN OPERATION

INSTRUCTION TO BIDDERS

1. Background information

Thimphu TechPark's first building consists of about 60,000 sq ft of built up area most of which is leased out to FDI companies employing up to a total of about 600 people. The construction of the second building was started from the end of 2017 and it is going to be completed by 30 June 2019.

The canteen is located at the top floor of the first building. The rent for the canteen is fixed at Nu. 20,000 a month. This bidding document is for the operation of this canteen.

The second canteen will be located at the basement of the new building. The rent for this canteen is fixed at Nu. 15,000 per month as the seating area is smaller than that of the first. It is expected to be ready for operation by 1 August 2019 or earlier.

The operation of the canteens will be outsourced to two different operators to promote healthy competition and better quality of service.

2. Scope of Bid and Eligibility

The Invitation of Bid is open to applicants who meets the following criteria.

All bidders shall:

- a. Be a Bhutanese Citizen
- b. Have a valid trade license and be experienced in operating restaurants or catering services

3. Bid security

A bidder must furnish a bid security of Nu. 10,000 (Ngultrum Ten Thousand) only in the form of warrant, demand draft or unconditional Bank Guarantee valid till 60 days, addressed to the Chief Executive Officer, TTPL. Any bid not accompanied by bid security shall be treated as non responsive. The bid security of the unsuccessful bidders shall be returned within fifteen (15) working days after award of contract to the successful bidder. The bid security of the successful bidder shall be returned immediately after the submission of performance security and signing of contract agreement by the successful bidder.

4. Bid validity

The bid should be valid for 60 (Sixty) days from the date of opening of bid document.

5. Submission of Bids

5.1. The quotation shall be submitted in a **Sealed Envelope** marked '**Confidential** –

Bid document for the first canteen' and shall comprise the following:

- a. Duly filled and signed 'Items for Quotation' form with prices in a separate sealed envelope marked 'Financial Proposal'.
- b. Duly filled and signed 'Technical Proposal' form in a separate sealed envelope marked 'Technical Proposal'.
- c. The required bid security;
- d. Valid trade license
- e. Valid tax clearance certificate
- f. Copy of citizenship ID Card of the bidder
- g. Signed bidding document acknowledging you have understood all the terms and conditions
- h. Any other requirements specified in this document or that may be useful in supporting your bid

5.2 The sealed bid containing the signed documents mentioned in 5.1 should be submitted to the following address:

**The Procurement Officer
Thimphu TechPark Ltd.
PO Box 633, Thimphu, Bhutan.
Tel. # 02-350052**

6. Signing of Bid

Bid documents must be signed by the bidder or its authorized representative.

7. Deadline for submission of Bid

The Bid must be submitted on or before 12:00 Noon, 15th May 2019 and will be opened on the same day at 2.30 PM in presence of the bidders or their representatives, who choose to attend in TTPL Conference Hall at Babesa, Thimphu.

8. Selection and Award of Contract

8.1 Contract shall be evaluated by the Tender Committee of TTPL based on the following areas, and the contract will be awarded to the bidder whose bid scores the highest percentage from the following evaluations.

- a. Evaluation of technical proposal - (maximum score: 40%)

Evaluation of technical proposal shall take place before opening the financial bids. TTPL may contact the bidders to seek clarifications during the evaluation of technical proposal. If a bidder scores less than 30 out of 40 in the technical evaluation, his/her financial bid shall not even be opened.

- b. Overall evaluation of the financial proposal - (maximum score: 60%).

8.2 The award will be made to the bidder who is offering the lowest evaluated and acceptable price that meets the specifications and all the requirements of the purchaser. The successful bidder will sign a contract as per attached form of contract

and terms and conditions of supply.

8.3 The tender committee shall evaluate the bids fairly and transparently and its decision shall be final and binding.

9. Notification of Award

The successful bidder shall be notified in writing within 15 days from the date of opening.

10. Award of Contract and signing of Contract

On receipt of letter of acceptance from the bidder, the bidder shall be required to sign the contract within 7 days from the date of issuance of notification of award. The Work Order for the same will be awarded on the same day.

11. Security Deposit

The selected bidder shall make a security deposit equivalent to two months' rental fees and it will be returned back after the expiry of contract period.

12. Handing Over of Canteen Premise

The canteen premise shall be handed over to the successful bidder with effect from 1 July 2019 after the signing of contract is completed.

TERMS AND CONDITIONS

1. Rent

- 1.1 Monthly rent is fixed at Nu 20,000 (Twenty thousand only).
- 1.2 The operator shall be required to furnish sum of Nu. 40,000/- (Nu. forty thousand) only as security deposit, at the time of awarded of contract.
- 1.3 Payment of rent shall be in the form of cash/cheque and should be paid latest by 10th of every succeeding month. Default of payment shall attract penal interest as per rule.
- 1.4 The Operator shall be responsible for payment for the electricity bill, however.
- 1.5 The rent should be deposited on or before the 10th of every month to the accounts section. In case the monthly rent is not deposited within the said time, a late fee of 24% per annum for the delayed period shall be charged.

2. Execution of Contract

- 2.1 The Contract shall commence to be executed from the 1st July 2019 to 30th June 2021 for the initial period of 2(Two) years. However, before the end of first year, it shall be subject to review of its services. If the review finds that it has been failing to provide services of the expected standard, its contract may be terminated at the end of the first year.
- 2.2 The selected canteen operator shall make a security deposit equivalent to two

- months' rent at the time of signing the contract.
- 2.3 If the Canteen Operator wishes to vacate the premise or leave the contract, two months' advance notice shall be given in writing to the management or in lieu pay two months' rent.
 - 2.4 The employer reserves the right to terminate the contract by giving one month's advance notice to the Canteen Operator if the canteen services are not found to be up to the required standard or quality including hygiene, or if the operator is in breach of the terms of the contract.
 - 2.5 The canteen committee shall conduct regular meeting with the canteen operator and staff (monthly/quarterly) or as and when required.
 - 2.6 This canteen shall not have monopoly in the IT Park compound because there will be another canteen in the other building. Further, TTPL reserves the right to allow a third food outlet within the compound if there is demand from the people working in the Tech Park.

3. Provisions

- 3.1 The Canteen Operator shall be provided canteen premise with furniture, fixtures and fittings in working condition. The Canteen Operator shall hand over all the rooms with, furniture, fixtures and fittings in working condition on vacating the premise.
- 3.2 The Canteen Operator should provide all basic amenities for the canteen, like gas & Stoves, Water Filter, Fridge, Crockery and Racks which are not provided by the employer.
- 3.3 The Canteen Operator shall comply with all the rules and regulations issued by the management of Thimphu TechPark from time to time.
- 3.4 The Canteen Operator shall allow the office representatives to inspect the property and carry out any repair works as and when necessary.
- 3.5 Subletting the Canteen shall not be allowed and would be considered as the breach of contract.

4. Operating hours

- 4.1 The Canteen shall remain open from 8.00 AM to 7:00 PM daily including weekends and holidays and shall only close when all companies operating from the Tech Park are not working. Besides, the canteen operator shall strive to render services to those staff who work at night on shifts.

5. Accountability

- 5.1 The office management shall not be held responsible or accountable for the dues of any kind against the consumption made by any individual of TTPL or any company located at the Tech Park.
- 5.2 The Office management shall be accountable for the bills pertaining to the consumption made for official purpose based on the orders through signed official slips or supply orders.
- 5.3 The Operator shall publish a menu card with agreed rates and shall not sell any item at a rate higher than the agreed rates in the contract. Operator shall ensure that food products are sold at MRP for items not specified in the Menu.
- 5.4 The Operator shall be responsible for providing all food/snacks/ refreshments items

mentioned in the menu based on the quoted rate for all official catering and daily menu as and when required.

6. Services and Tariff

- 6.1 Priority for catering services shall be given to the official orders as and when required.
- 6.2 The Canteen Operator shall follow decorum of the office in their service activities.
- 6.3 The Canteen Operator shall ensure that the items are available for services on order against the rate quoted for specific items.
- 6.4 The tender is open for the bidders to specify and quote for items not specified in the attached list of the items.
- 6.5 No revision of price on any item shall be allowed without prior consent of the TTPL during the term of the contract.

7. Maintenance of Property and Hygiene

- 7.1 The Operator shall be responsible for maintaining hygienic environment in the canteen as well as in the utensils they use, foods they prepare. They shall always maintain high standard of hygiene as well as catering.
- 7.2 The Operator must:
 - a) Prevent wastage of water and electricity,
 - b) Take care of the fixtures & fittings; and
 - c) Keep the canteen and its surrounding clean and make it mandatory.
 - d) Always dispose off the wastes in a proper manner
- 7.3 The Canteen Operator shall inform TTPL should the canteen need any repair. The canteen Operator shall not take up any repair or alteration at his/her free will.

8. Restriction

- 8.1 The Canteen is a NO SMOKING area and smoking is strictly prohibited.
- 8.2 No person shall be allowed to lodge in the IT Park building.
- 8.3 Sale of liquors, alcohols, beers and tobacco products is strictly prohibited.

Acknowledgement by bidder:

I hereby acknowledge that I have read and understood all the terms and conditions for the contract.

Signature of Bidder
Name of Bidder
Date

Annexure A
TECHNICAL PROPOSAL FORM (Total 40 marks)

1. Commitment for Quality of Service: 10 Marks

- 1.1 Describe four things you will do to ensure quality and cleanliness of food served. E.g. ways to ensure no worms, flies or hairs are found in the food. (2 marks)

- 1.2 Describe two ways how you would ensure prompt and polite customer service (2 Marks)

- 1.3 The Canteen must remain open from 8.00 AM to 7:00 PM daily including weekends and holidays and shall only close when all companies operating from the Tech Park are not working. Besides, the canteen operator shall strive to render services to those staff who work at night on shifts. Can you meet this requirement and how? (2 Marks)

- 1.4 You will need sufficient manpower to serve the customers. How many cooks and waiters will you employ? This is a commitment you will have to fulfil as per the contract to be signed. (2 Marks).

- 1.5 Will you be able to serve all the items that has been mentioned in the financial form? (2 Marks).

2. Commitment for Fire Safety and Cleanliness: 5 Marks

- 2.1 List fire safety measures you would take with your gas cylinders, gas stoves and electrical connections etc. (1)

- 2.2 How will you train your staff on fire safety? (1.5)

2.3 It is the responsibility of the canteen operator to keep the entrance area of the canteen right from the top of stairs till the canteen main door besides the canteen space. How many times will you clean this space from 9 to 5 pm? (1.5)

2.4 How will you keep the kitchen and the food that you serve will be clean without any worms & flies? (1)

3. Commitment to make investments to improve the canteen service (10 Marks)

List the investments you will make to improve the canteen service in the form a table like the one given below. One item has been filled in as an example.

Investment item	Approximate cost	By when will it be done
<i>Indoor potted plants</i>	<i>Nu. 2000</i>	<i>By 15th August 2019</i>

4. Technical details (15 marks)

SL No	Particulars	Details to be filled by the bidder
1	Name of bidder or his/her representative	
2	Citizenship ID Card No.	
3	Address with the telephone, fax numbers, Email and Names of the contact persons	
4	No. of years of relevant experience (Show documentary proof):	
5	Details of experience (e.g. names of canteens or restaurants operated including location)	
6	Name of the chef/cook to be employed	
7	Details of experience of chef/cook to be employed	
8	Number of waiter/waitresses to be employed (Minimum required is two)	
9	Names of waitresses to be employed	
10	Present address of residence of the bidder and whether he/she would be willing to move to a location closer to the IT Park if his/her bid is successful.	

Annexure B
FINANCIAL PROPOSAL FORM (Menu details)

Package:1 Catering for trainings/seminars

Sl. No.	Item Description	Rate for 1 to 20 heads (per head)	Rate for 20 to 40 heads (per head)	Rate for 40 to 100 heads (per head)
1	Rice with 3 different Meat Items, 3 Vegetable items, Dal/Jaju, Salad/Ezay, pakaged drink (for Executives)			
2	Rice/Nan, 2 different Meat Items, 3 Vegetable items, Dal/Jaju, Salad/Ezay and pakaged drink (per head)			
3	Rice, 1 Meat item, 1 Vegetable item, Dal/Jaju & Salad/Ezay and packaged drink (per head)			
4	1 tea with Momo/samosa (per head)			
5	1 tea with biscuits (per head)			
	Total			

	Total For Package 1 (Include all the three rates)	
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Package: 2 Menu for General Official Catering (Tea & Drinks)

Sl. No.	Item Description	No. of Item/Unit	Rate per plate/ cup
1	Milk Tea	Standard Cup	
2	Milk Coffee	Standard Cup	
3	Black Tea	Standard Cup	
4	Black Coffee	Standard Cup	
5	Suja	Standard Cup	
6	Bottled water (1000 ml)	per bottle	
7	Bottled water (500 ml)	per bottle	
8	Jumpy or dew fresh Juice (tetra pak)	per piece	
9	Coke/Spirit/Fanta (150 ml Bottle)	per bottle	
	Total For Package 2		

Package: 3 Menu for Official Catering (Snacks)

Sl. No.	Item Description	No. of Item/Unit	Rate (in Nu.)
1	Momo (veg./non-veg.)	5 pcs per plate	
2	Pokora (Cheese/paneer)	3 pcs per plate	
3	Puri with Veg. item	3 pcs per plate	
4	Samosa	3 pcs per plate	
5	Shellroti	4pcs per plate	
6	Chilli Chop per pc	per piece	
7	Alu chop	3 pcs per plate	
8	Biscuits (Standard quality type)	5 pcs per plate	
9	Local cookies/khapzay (standard quality types)	3pcs per plate	
10	"T" Momo with (Veg./Non-veg. curry)	2pcs per plate	
11	Desi	Standard Cup	
12	Shamday (veg./non-veg.)	Standard Cup	
	Total for Package 3		

Package: 4 General Menu (Non-Vegetarian)

Sl. No.	Item Description	No. of Item/Unit	Rate (in Nu.)
1	Rice (white) plain	per head	
2	Rice (Red) plain	per head	
3	Fried Rice (non-veg.)	standard plate	
4	Egg Fried Rice	standard plate	
5	Pork Paa	Min 3pcs/plate	
6	Pork curry	Standard plate	
7	Pork chilli	standard plate	
8	Shikam Paa	Min 3pcs/plate	
9	Sikam curry	Standard plate	
10	Sikam datsi	standard plate	
11	Pork Ribs	Min 3pcs/plate	
12	Pork Kangchung	standard plate	
13	Beef paa	Min 3pcs/plate	
14	Shakam paa	Min 3pcs/plate	
15	Shakam curry	per plate	
16	Shakam datsi	per plate	
17	Beef curry	standard plate	
18	Beef chilli	standard plate	
19	Beef liver	standard plate	
20	Fish fried (wet)	standard plate	
21	Fish curry (wet)	standard plate	
22	Dry fish	Min 3pcs/plate	
23	Chicken paa	Min 3pcs/plate	
24	Chicken chilli	standard plate	

25	Chicken maru	standard plate	
26	Chicken fried	Min 3pcs/plate	
27	Egg curry	standard plate	
28	Butter fried Egg cheese	standard plate	
29	Liver fry	per plate	
30	Juma fry	5 pcs /plate	
31	Omlette	per egg	
32	Boiled egg	per pc	
	Total for Package 4		

Package: 5 General Menu (Vegetarian)

Sl. No.	Item Description	No. of Item/Unit	Rate (in Nu.)
1	Vegetable Fried Rice	standard plate	
2	Mixed vegetable curry	standard plate	
3	Mixed vegetable fried	standard plate	
4	Mixed vegetable cheese	standard plate	
5	Plain vegetable curry	standard plate	
6	Plain vegetable fried	standard plate	
7	Plain vegetable cheese	standard plate	
8	Boiled/steamed vegetable item	standard plate	
9	Ema datsi	standard plate	
10	Shamu datsi	standard plate	
11	Mutter paneer	standard plate	
12	Saag datsi	standard plate	
13	Kewa datsi	standard plate	
14	Aludum	standard plate	
15	Dal/Jaju	standard plate	
16	French fry	standard plate	
17	Daw	Per glass	
	Total for Package 5		

Package: 6 General menu (fast food & noodles)

Sl. No.	Item Description	No. of Item/Unit	Rate per plate/ cup
1	Non-veg. Koka with egg	min 1 egg	
2	Veg Koka	per plate	
3	Roti with non-veg. item	4 pcs / plate	
4	Roti with veg.	4 pcs /plate	
5	Puri with non-veg. item	4 pcs / plate	
6	Puri with veg.	4 pcs /plate	
7	Bhathup (non-veg.)	standard plate	
8	Bhathup (veg.)	standard plate	
10	Meggi/waiwai (plain)	standard plate	
11	Vegetable Chowmein	standard plate	
12	Koka/waiwai chowmein	standard plate	
13	Chana (fried)	standard plate	
	Total for Package 6		

Summary of Cost

Sl No	Particular	Amount (Nu)
1	Total for Package 1	
2	Total for Package 2	
3	Total for Package 3	
4	Total for Package 4	
5	Total for Package 5	
6	Total for Package 6	
	Grand Total	