

Call For Quotation(CFQ)

FOR EMPANELMENT OF CATERERS REGARDING TRAINING &
WORKSHOP AT DEHRADUN- UTTARAKHAND

CFQ No: UKHFWS/NHM/Empanelment (Caterers) /TRG/2017-18/4978

FROM

Office of Mission Director, National Health Mission, Uttarakhand Health & Family Welfare Society, a Department Of Directorate Health & Family Welfare, Govt. of Uttarakhand, Vill. Danda Lakhond, P.O. Gujrada, Near IT Park ,Sahastradhara Road, Dehradun, Uttarakhand-248001

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WORKSHOP AT DEHRADUN- UTTARAKHAND

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CFQ No: UKHFWS/NHM/Empanelment (Hotel/ Caterers) /TRG/2017-18/4978

Dated: 31/08/2018

1. Call For Quotation Notice

The Call for Quotation is invited through **UKHFWS** web portal system for empanelment of Caterers by National Health Mission (NHM), Uttarakhand, Dehradun. Call for Quotation notice and related requisites are also available on the website of Uttarakhand **www.ukhfws.org**. The documents to be submitted from 31/08/2018 to 13/09/2018 till 1300 hours.

Call For Quotation(CFQ)

**FOR EMPANELMENT OF CATERERS REGARDING TRAINING &
WORKSHOP AT DEHRADUN- UTTARAKHAND**

1. Publishing of CFQ Documents: 31/08/ 2018
2. Last date of Submission of Proposal: 13/09/ 2018
3. Selection Process: Call For Quotation

Note:

- 1- The NHM will not be responsible for any postal delays about non-receipt/non-delivery of the documents.
- 2- Incomplete documents are liable to be rejected

Mission Director, (NHM)
UKHFWS, Uttarakhand

2. APPLICANTS ELIGIBILITY CRITERIA/ REGISTRATION

For determining the eligibility of applicants for their pre-qualification here under, the following shall apply:

- a. Applicant should have compliance with the FASSAI License for Catering Services.
- b. The applicant must have atleast 1 years experience in reference to catering services at National or State level events.
- c. Registration of applicant has to be more than 3 years as on 1st April 2018.
- d. The applicant should have an established presence in the capital of Uttarakhand and New Delhi with presence of own office in the state of Uttarakhand & New Delhi.
- e. 2 to 3 applicants can be selected as per the provision of the services are met (explanation- if one bidder is satisfying one technical criteria under the lowest bid but not the other then the next applicant /company will be given a chance for the same under the lowest bid)
- f. The applicant should have a capacity to serve 50 packed meals to more than 1 site (e.g Directorate health, DHFWTC or any other specified location etc) simultaneously at any given time (for catering services) and is subject to inspection of the quality of the services by the head of Institute or any competent staff.
- g. Notwithstanding anything contained in this Call For Quotation (CFQ), the UKHFWS reserves the right to accept or reject any bid application and to annul the selection process and reject all applications at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- h. The UKHFWS reserves the right to reject any application and appropriate the application security if at any time, a material misrepresentation is made or uncovered, or the bidder does not provide, within the time specified by the UKHFWS or the supplemental information sought by the UKHFWS for evaluation of the application. In case it is found during the evaluation or at any time before signing of the MOU or after its execution and during the period of subsistence thereof, that one or more of the pre- qualification conditions, the bidder has made material misrepresentation or has given any materially incorrect or false information, the applicant shall be disqualified forthwith if not yet appointed as the empaneled applicant either by issuance of the Letter of Award (LOA) or signing of MOU. If the applicant/company has already been issued the LOA or has signed MOU, as the case may be, the same shall, not withstand anything to the contrary contained therein by a communication in writing by the UKHFWS to the applicant, without the UKHFWS being liable in any manner whatsoever to the bidder, as the case may be. In such an event, the UKHFWS shall forfeit and appropriate the application security or Performance Security, as the case may be.
- i. The UKHFWS reserves the right to verify all statements, information and documents submitted by the applicant in response to the CFQ. The applicant should have all the mentioned documents in **point a to d.** for physical verification.
- j. UKHFWS reserves the right to cancel the MOU at any point of time if found the quality of meals below the quality or if the guests register repeated complaint (3 complains will be the máximum limit) regarding the stay and food. (Point **No. 4.d** is also applicable in addition to the point)

3. AMENDMENT TO THE CFQ

- a) At any time prior to the deadline for submission of applications, the UKHFWS may, for any reason, whether at its own initiative or in response to clarifications requested by an applicant, modify the CFQ (Call for quotations) by the issuance of Addenda.
- b) Any addendum thus issued will be uploaded on UKHFWS website. Any addendum issued shall be binding to all bidder.
- c) In order to afford the applicant a reasonable time for taking an addendum into account, or for any other reason, the UKHFWS may, at its own discretion, extend the application to a due date.
- d) The selection through evaluation will be performed and only successful applicant will be addressed/called/invited for selection. Post selection of the bidder, the contract term will be minimum of 2 years period with renewal each year based on the performance and feedback

4. EMD & PERFORMANCE GUARANTEE (SECURITY DEPOSIT)

- a) **EMD-** The applicant is required to deposit an amount of Rs. 50 thousand (Rupees Fifty Thousand only for caterers) as an Earnest money deposit at the time of submission of the tender documents in a form of bank draft / demand draft drawn in favor of “**UKHFWS-NRHM Additionalities A/c**”, payable at Dehradun. Hard copies can be submitted to the Office of Mission Director-NHM-Uttarakhand through nationalized post/courier in a separate sealed envelope with the relevant documents on or before the last date of submission of bids.
- b) **Security Deposit-**The successful bidder shall within 14 days of the issuance of Notification of Award will submit a Performance Security Deposit equivalent of Rs. 1 Lakh (Rupees One Lakh only) for catering Services in a form of bank draft / demand draft drawn in favor of “**UKHFWS-NRHM Additionalities A/c**”, payable at Dehradun. Hard copies can be submitted to the Office of Mission Director-NHM-Uttarakhand through nationalized post/courier in a sealed envelope. The performance Security shall be denominated in Indian Rupees and will have following properties:-
 - a. Bank draft / demand draft drawn in favor of “UKHFWS-NRHM Additionalities A/c”, payable at Dehradun.
 - b. This performance security amount will be refunded after satisfactory completion of service agreement.
 - c. The performance security amount, if provided, in shape of Bank Guarantee, the validity of the same should be valid for 60 days beyond the contract period, the Bank Guarantee valid for a shorter period will be considered as major deviation and could lead to termination of contract and forfeiture of performance security amount.
 - d. In addition to other penal action, if the supplier fails to perform the services as per terms and conditions of contract (as per the Roles & Responsibilities of bidder) it will lead to termination of the contract and the performance security amount will be forfeited.

5. SERVICES & PAYMENT TERMS

- a. The applicant (to be called Service provider after successful selection) is going to provide the services as per Roles & Responsibilities stated by NHM-UK, which is going to be communicated either through mail or through Postal communication.
- b. Caterers will be contacted for the services to serve 50 packed meals to more than 1 site (e.g Directorate health, DHFWTC or any other specified location etc) simultaneously at any given time during training or conferences or seminars/workshops organized by the State. Formats for provision of quotation is attached in Annexure I & II.
- c. The bookings of the catering services related to the trainings/meeting/seminars/workshops organized for the State/GOI officials & staffs is subjected to the pre scheduled Trainings/Meetings directed by GOI which may vary each year as per the schedule. Thus the above statement clearly states that there is no provision or compulsion of catering services or fixed payment to the service provider by the UKHFWS in a monthly or yearly basis.
- d. National Health Mission may increase/decrease the booking requisition.
- e. All duties, taxes and other levies payable shall be included in the total price. The payment to the service provider will be made as per the bills produced in accordance to the GST bill norms.
- f. The applicant have to provide all the required documents such as company account holders name/ name of power of attorney, PAN number, TIN number, GST registration Certification copy, bank account number with name of the bank to the UKHFWS accounts department and should get registered in the same after been successfully selected.
- g. The bills should be produced to UKFWS within 5 days of the service rendered by the service provider. Thereafter the payment of the bills will be done by UKHFWS in 40 days from the date of the bills produced through PFMS/DBT mode.

6. FORMAT AND SIGNING OF APPLICATIONS –

- a. The applicant shall provide all the information sought under this CFQ (Call for Quotations).
- b. The UKHFWS will evaluate only those applications that are received in the required formats and complete in all respects.
- c. The application shall be typed or written in Ball point ink and signed by the authorized signatory of the Agency.
- d. All the alterations, omissions, additions or any other amendments made to the Application shall be initialed by the person signing the Application.

The contenders would provide all the information as per this CFQ document and in the specified formats. UKHFWS reserves the right to reject any proposal that is not in the specified formats.

Key Submissions of Proposal, which would include:

1. Annexure-I
2. Annexure-II
3. Annexure-III
4. Annexure-IV
5. Annexure-V
6. Annexure-VI

7. SETTLEMENT OF DISPUTES.

1) Amicable settlement

The parties shall use their best efforts to settle amicably all disputes arising out of or in connections with this agreement or the interpretation thereof.

2) Dispute resolution

a) Any dispute, difference or controversy of whatever nature howsoever arising under or out of or in relation to this agreement (including this interpretation) between the parties, and so notified in writing by either party of the other party (the “dispute”) shall, in the first instance be attempted to be resolved amicably in accordance with the conciliation procedure set forth in point no. 8 below.

b) The parties agree to use their best efforts for resolving all disputes arising under or in respect of this agreement promptly, equitably and in good faith, and further agree to provide each other with responsible access during normal business hours to all non privileged record, information and data pertaining to any dispute.

8. ARBRITRATION

In the events of any disputes between the parties and the parties are not able to settle as per point no. 7 above or in the event of one party is aggrieved by an action of the other party, either party may approach to the arbitrator. Chairman UKHFWS will have the rights to appoint an arbitrator who will be the sole arbitrator and the decision given by the arbitrator will be binding on both the parties.

9. PENALTY CLAUSE

On non compliance of the contract agreements the service provider will be subject to penalties which includes the following:

1. The performance guarantee/ security deposit as per point number 4.d can be withheld /forfeited by NHM-UK.
2. Black listing of the service provider to do further business with UKHFWS/NHM-UK.

10. ANNEXURE

Annexure -I- TECHNICAL PROPOSAL

A. EXPERIENCE:

1. The applicant must have atleast 1 year of experience in Catering services services at National or State level events, refer point 2.c.
 2. Registration of applicant has to be more than 3 years as on 1st April 2018.
 3. The applicant should have an established presence in the capital of Uttarakhand having its own office in the state.
 4. The bidder should have an experience to serve 50 packed meals to more than 1 site (e.g directorate health, DHFWTC or any other specified location etc) simultaneously at any given time (for catering services) and is subject to inspection of the quality of the services by the head of Institute or any competent staff.
 5. The distance from the Directorate & DHFWTC and the hotel facility will be counted as a Technical point of evaluation.
 6. A applicant black listed or placed under funding restriction by any Ministry or Department of the Government of India (GOI), State Government is not eligible for applying under the scheme.
- * All above related documents to be submitted in 2 attested copies for Technical Bidding/Evaluation.

B. ASSETS:

- The turnover of the applicant should have been 2 lakhs per annum for 3 year for catering services.
 - Minimum fixed assets of Rs. 5 Lakhs(catering services services) in the name of the applicant, in the form of land and /or building. This should be reflected in the latest audited balance sheet of the bidder and should be retained during the length of the contract.
 - Office premises where it want to operate:-The applicant should have following staff (like Manager/Accountant/Catering Professional/ housekeeping staff/ chef/ receptionist in the field of Catering services etc).
- *All above related documents to be submitted in 2 attested copies for Technical Bidding/Evaluation

C. JURISDICTION:

- Each applicant/company is allotted to operate in the district of Dehradun and New Delhi.
- Applicant/company who wish to apply for the empanelment of Catering services status must fulfill the eligibility criteria as mentioned above. A transparent and participatory process of selection is followed for identify suitable agencies for implementing projects under the scheme. In the events of any disputes between the parties and the parties are not able to settle as per point 7 & 8 or in the event of one party is aggrieved by an action of the other party, either party may approach competent courts situated at Uttarakhand State & New Delhi for seeking appropriate relief.

D. ROLES AND RESPONSIBILITIES OF THE APPLICANT/ COMPANY WHO WISH TO APPLY FOR THE EMPANELMENT OF HOTEL:

1. Detail attested copies (2 in number) of following Information to be submitted to UKHFWS- in addition to point A & B at pg 9.

1. Name of the Catering Service - Registered Name of the shop or restaurant/hotel.
2. Name and address of the owners with a note on their business antecedents

3. Complete postal address of the Catering Service with Telephone No. / Fax / E-mail
4. Status of the owners/ promoters-
 - (i) If associated with public /private limited company -copy of Memorandum and Articles of Association
 - (ii) If associated with partnership- copy of partnership deed and certificate of registration.
 - (iii) If associated with proprietor concern-Name and address of proprietor/ certificate of registration.
4. Date on which the Catering Service became operational.
6. Details of the Catering Service:
 - (i) Area (in sq. meters) with title- owned/ leased with copies of sale/ lease deed.
 - (ii) Copy of Land Use Permit / Licence to run Guest House from appropriate authority / Registration from local authorities
 - (iii) Details of Fire Fighting Measures/ Hydrants, etc.
 - (iv) Details of air-conditioning.
 - (vii) Facilities for power back-up (generators etc.)
 - (viii) Details of CCTV with data backup (mandatory for all public areas)
 - (ix) Segregated wet and dry garbage disposal system should be available
 - (x) Cleanliness & Hygiene: Front areas/ public areas, rooms, kitchen, store, pantry, refrigerator, dining area.
 - (xi) RO treated/UV treated water / Branded bottled water to be made available for guests. Availability of 24 hours water. RO treated/UV treated water to be used for cooking.
 - (xii) Pest control of all front of the house, guest rooms, kitchen (where permitted), staff facilities and back areas to be done regularly.
7. Certificates / No Objection Certificates (attested copies) of License from Food & Health Department (FSSAI License).

*** All the above details are subject to physical verification and inspection included in technical Bidding Process.**

2. Desirable Services

- (i) Staff quality with 10% of the staff experienced or one year certificate course from the Catering Management Institute
- (ii) To provide hygienic & palatable packed vegetarian meals including multiple varieties (North Indian & South Indian) with 2 time tea and snacks (samosa) during the event day which satisfies the standards of the UKHFWS. The meals also include packed mineral water of 250 ml, 3 times during the event day. Meals to be delivered in Stainless Steel Plates as illustrations given below-



- (iii) Delivery of the meals at the venue of the event by the catering company with deputed 2-3 Human resource staffs for managing distribution & management of the meals.

Annexure - II "Quotation for Meals"							
To	Date of CFQ:						
S. No	Item Description/ Requirements	Basic Rate (Per Unit)	Discount (per Unit) if any	Net Rate (per Unit)	GST (%)	Total Cost (Per Unit) (inclusive of taxes)	Amount (INR)
1	Working Lunch during training / workshop (Dal, Dry vegetable , panner, Roti, Sweet, achar, salad etc..)						
2	Working Lunch with Two time tea and snacks (cookies, samosa or cutlet) during training / workshop (Dal, Dry vegetable , panner, Roti, Sweet, achar, salad etc..)						
3	3 times meals (Breakfast, Lunch and dinner) for Training/ workshop						
4	3 times meals (Breakfast, Lunch and dinner) for Training/ workshop and with two time tea with cookies						
5	Working Lunch with High Tea						
	Total						
	Total						
	Other charges if any						
	Grand Total						
Name of the Vendor <u>Note:</u>							
Signature with Seal							
<p>1. All Columns are mandatory, in complete quoted will be treated as null and void.</p> <p>2. A Separate Covering letter on letter head will be required along with this quotation.</p> <p>* Kindly Note: All the above five categories include 2 time complementary 500 ml Bottled mineral water.</p>							

Annexure - III Details of Applicant

1.	Name of Organization	
2.	Name Of Owner/ Directors	
3.	Full Particulars of Registered Office	
4.	Address	
5.	Contact Telephone nos.	
6.	E. mail	
7.	PAN	
8.	Any other Particulars of Authorized Signatory-Aadhar Card	
9.	Name of Authorized Signatory	
10.	Designation of Authorized Signatory	
11.	Address of Authorized Signatory	
12.	Name Telephone and Mobile No. of the dealing representative:	
13.	Signature of authorized signatory	

Name-

Place:

Seal

Annexure - IV: Format for Affidavit

Format for Affidavit certifying that Entity/Promoter(s) / Director(s)/Members of Entity are not Blacklisted (On a Stamp Paper of INR 100)

Affidavit

I, M/s..... (the names and addresses of the registered office) hereby certify and confirm that we are not blacklisted/ barred/ convicted by State Health Society, Uttarakhand/ or any other entity of GOI or any other State Government/ Government of India/ any Government organization or any other funding agency for bid rigging /Cartelization/ corrupt or fraudulent practices/ unethical/ negligence of duty/ financial irregularity as on the _____(Date of Signing of Application).

We further confirm that we are aware that, our Application for empanelment of Caterers would be liable for rejection in case any material misrepresentation is made or discovered at any stage of the Selection Process or thereafter during the agreement period and the amounts to be paid till date shall stand forfeited without further intimation.

Dated this Day of, 2017.

Name of the Applicant

Signature of the Authority

Seal:

Annexure - V: Format for Power of Attorney

(On a Stamp Paper of INR 100)

We.....(Name and address of the registered office) do hereby constitute, appoint and authorize Mr/Ms..... (name and residential address, PAN and identity proof), duly approved by the Board of Directors in their meeting held on (Copy of board resolution enclosed), who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our application for “Application for empanelment of Caterers for.....”(name of district) including signing and submission of all documents and providing information/ responses to the State Health Society, Uttarakhand, representing us in all matters before State Health Society, Uttarakhand in all matters in connection with this bid. We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall always be deemed to have been done by us.
Dated this the day of 2017

For _____

(Name, Designation and Address of Authorized Signatory)

Accepted _____

(Signature)

(Name, Title and Address of the Nominated Attorney)

Date: _____

Annexure -VI

EARNEST MONEY DEPOSIT (EMD) FORM

To:
Mission Director,
NRHM, Uttarakhand

..... (Name of bidder)" has applied for the service, in
pursuance of Contract No.....dated,.....2018 to supply.....(Description of Goods
and Services) hereinafter will be called "the Contract".

And whereas it has been stipulated by you in the said Contract that the bidder shall furnish you with
an EMD by a recognized bank for the sum specified therein as EMD for compliance with the
obligations of UKHFWS in accordance with the contract and whereas we have agreed to
give UKHFWS the same in good faith. Therefore we hereby affirm to furnish the EMD of up to a
total of Rs..... (Amount of the EMD in Words and Figures) in favour of
“UKHFWS-NRHM Additionalties A/c”, payable at Dehradun..

Signature and Seal of
(Authorized Signatory)

.....
.....

Date.....20.....
Address:.....