

MEGHALAYA HOUSE NEW DELHI

TENDER FOR CATERING SERVICES at Meghalaya House, Dr.A.P.J.Abdul Kalam Road, New Delhi

TENDER NOTICE

Sealed Tender affixing a Court Fee Stamp of ₹.100/- (Rupees One Hundred) for providing catering services at Meghalaya House, 9 Dr. A.P.J.Abdul Kalam Road, New Delhi, are hereby invited by the Resident Commissioner, Government of Meghalaya, Meghalaya House, New Delhi from reputed organizations having experience as prescribed here under, in running catering services in VIP Guest House of Central/State Govt./PSUs. **Tender Document will be issued on production of Experience Certificate.**

Sl. No.	Tender Notice No.	No. RCG.6/Pt.II/2021/2
1.	Name of the work	Providing Catering Service
2.	Tender is available & Sealed tenders deposited at	9, Dr. A.P.J.Abdul Kalam Road, Meghalaya House, New Delhi
3.	Cost of Tender	₹ 500/- in the form of cash or pay order/Demand Draft of a schedule bank, in favour of Additional Resident Commissioner, Meghalaya House, New Delhi
4.	Earnest Money Deposit	₹ 10,000/- (Rupees Ten Thousand only) in form of pay order/Demand Draft of a schedule bank, in favour of Additional Resident Commissioner, Meghalaya House, New Delhi
5.	Sale of the Tender	From 15 th March 2021 to 5 th April, 2021 upto 3:00 p.m
6.	Last date & time of submission of tender	9 th April, 2021 up to 03.30 pm
7.	Opening of tender (technical bid)	9 th April, 2021 at 4.30 pm
8.	Validity of the tender	120 days from opening of the Tender

1. Government of Meghalaya will not be responsible for loss in transit or postal delay.
2. Right to give preference or accept or reject any or all the offers without assigning any reason, whatsoever is reserved by the Resident Commissioner, Government of Meghalaya.
3. Tender Document is not transferable.

MEGHALAYA HOUSE New Delhi

TENDER NOTICE

Sealed tenders for catering services at Meghalaya House, Dr. A.P.J. Abdul Kalam Road, New Delhi are hereby invited by the Resident Commissioner, Government of Meghalaya, from reputed organizations having experience in catering services at VIP Guest House of Central/State Government/PSUs. Detailed tender document will be issued by the Joint Resident Commissioner, Meghalaya House, 9, Dr. A.P.J. Abdul Kalam Road, New Delhi – 110011, on payment of prescribed fees of ₹500/- (Five Hundred only) in the form of cash or pay order/Demand Draft of a Scheduled bank in favor of Additional Resident Commissioner, Meghalaya House, New Delhi during Office Hours up to 3.00 pm on 5th April, 2021. The sealed offers as per the tendering procedure in the tender document shall be accepted before 3.30 pm on 9th April, 2021.

1. Meghalaya House will not be responsible for loss in transit or delay caused by postal department or courier service agencies.
2. Right to give preference or accept or reject any or all the offers without assigning any reason whatsoever is reserved by Resident Commissioner.
3. Rate Quoted by tenderers will remain valid for 120 days from opening of the tender.
4. Detailed Tender Document will be issued on production of minimum 3 years' experience certificate of providing catering of VIP Guest House of Central / State Government/PSUs.
5. Tender Document is not transferable.
6. Offers received without EMD as prescribed shall be treated as invalid and rejected.
7. Conditional offers and offers which are not responsive to the requirement of tender document are liable to be rejected.

**Terms and conditions of the Contract for Catering Services in
Meghalaya House, 9 DR A.P.J.Abdul Kalam Road, New Delhi for the
Year 2021-2022**

1. The Contractor will provide good quality Catering Services by engaging experienced cooks and other manpower in the Canteen of Meghalaya House and provide wholesome and good quality food and beverages in accordance with the menu and as per the approved rates.
2. The contractor will look after catering needs of the guests as per the order received from the guests and should use standard quality of ingredients for cooking. The eatables served by the contractor to the guests shall be of good quality & completely hygienic. Raw materials like tea, coffee, masala, ghee, refined oil and eatables like bread, butter, jam, etc to be served to the guests shall be fresh and of good quality. Contractor should provide tissue papers / toothpicks / saunf etc. while serving the guests.
3. The contractor will ensure that the employees engaged by him have no criminal record and are trained in catering / nutrition technique, well mannered, polite, bear good conduct, neatly dressed, physically fit and free from communicable diseases. The Contractor shall provide summer and winter uniforms, shoes, etc. to his staff engaged for the above services, at his own cost and expenses and shall ensure that the staff wears the same in clean condition while on duty. It may be clarified that Meghalaya House will not be able to provide accommodation to the contractor's staff.
4. Normally, the contractor will serve food items and beverages in the dining hall. However, room service may also be provided if desired by the guests. For room service, Room Bearers will be provided by the Meghalaya House. For serving in the dining hall, the contractor will have to deploy his own staff.
5. The Meghalaya House will provide the following items for catering services:
 - Kitchen Utensils including cooking stove and PNG connection except PNG bill
 - Crockery for Rooms
 - Cutlery for Rooms
 - Serving dishes
 - Toaster and other such appliances as may be required

The Meghalaya House is equipped the kitchen, pantry and dining room with the following items:

- a. Deep Freezer / Refrigerator
- b. Water Cooler
- c. Geyser
- d. Storage Cupboards
- e. Work tables
- f. Service Counter and Service Stations
- g. Furniture & fixtures
- h. Electrical and plumbing fittings etc.

6. **The Contractor will be responsible for the maintenance, service and normal upkeep of the above mentioned items / equipments. In the event of breakdown of any equipment etc., the Contractor will bear the cost of the repairs for the same.** However, the equipments will be replaced by Meghalaya House if the same are beyond reasonable repairs. The Contractor will be responsible for providing consumables required for preparation of food items and beverages, as well as cooking gas etc. at his own cost.

7. The safety and security of all equipment and items will be the Contractor's responsibility. The Contractor shall be responsible for and with all possible speed, make good any loss/damage thereto arising from any cause other than the accepted risk and shall deliver in their proper condition at the time of the expiry of the contract. An inventory of these will be made out and signed by the Contractor and Meghalaya House.

8. **The Contractor will be responsible for maintaining high standard of hygiene and cleanliness in the kitchen, dining hall and store room and ensure full observance of all relevant regulations of Delhi Government/local authorities. The day to day cleanliness and maintenance of the canteen / kitchen/ pantry / dinning room will be the exclusive responsibility of the Contractor.**

9. The Canteen is open for all.

10. The Contractor is to use his/her own crockery for serving guests in the Canteen. However, the crockeries for serving in the rooms will be provided by the Resident Commissioner, Meghalaya House

11. The equipment and other facilities provided to the Contractor shall not be used by the Contractor for any other purpose. However, the contractor may be asked by the Meghalaya House management to provide catering for conferences, meetings, official parties etc at the Guest House at rates to be decided by mutual consultation. Contractor will

augment additional manpower to cater such parties, if required. However, this does not debar the management to engage any other caterer for providing such services.

12. Bills for the meals and extra services will be presented by the Contractor to the visitors staying in the Meghalaya House, except for declared State Guest by the Government. The Contractor will be solely responsible for collecting payment directly from the guests towards the cost of food and beverages supplied to them. He will be required to issue printed payment receipts to the guests. He will also maintain a register on the basis of such payment receipts on regular basis. The Register and other records pertaining to Catering services in the Meghalaya house kept by him shall be open for inspection by the management of Meghalaya House.

13. The Contractor will pay salary, allowances, compensation, etc. to his employees and the Meghalaya House will not be responsible for payment of anything to the employees of the Caterer / Contractor. The Contractor should be financially sound which is to be supported by Bank Statement & Balance Sheet for the last 3 (three) years. The management of Meghalaya House shall not be liable / responsible for any incident / occurrence / injury caused to the person / deployed by the Contractor for rendering services under the contract. In case the Contractor or any of his employees fails to fulfill his/their obligation to the satisfaction of the management of Meghalaya House, for any reason whatsoever, the Contractor shall pay by way of liquidated damages to be decided by the Resident Commissioner, for the period concerned.

14. The management of Meghalaya House through its designated officials will test and taste the food & beverages, ingredients to keep a check on the quality of food & beverages being prepared and supplied any time they consider necessary / advisable. The Resident Commissioner shall be the sole authority to decide and judge the quality of service rendered by the Contractor and all other matters and his decision shall be final & binding. The kitchen, store room, equipment / implements etc. placed at the disposal of the Contractor including the articles kept by him for preparation of food items and beverages shall also be open for inspection by the management of Meghalaya House.

15. The Contractor shall obtain necessary license, permit, consent, sanction, etc. as may be required or called for from / by local or any other authorities for doing such work. The Contractor shall comply with all applicable laws, rules and regulations in force. The

Contractor will solely be responsible for all payments and observance and compliance of relevant provisions of law, rules, regulations etc. in respect of his employees and Meghalaya House will have no responsibilities, whatsoever, as regards such employees. The Contractor shall bear all taxes, rates, charges, fees, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Contractor shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. to the Meghalaya House from time to time.

16. Earnest money to be deposited in the form of Demand Draft of Rs.10,000/- only in favour of Additional Resident Commissioner, Meghalaya House, New Delhi drawn on any nationalized / scheduled bank which will be refunded to the unsuccessful tenderers. The earnest money will be retained as security in the case of successful tenderer to whom contract is awarded.

17. **The period of contract will be for 1 (one) year**, which may be extended by mutual agreement between the Meghalaya House and the Contractor.

18. Consumption or sale of alcohol or tobacco in the premises of the Meghalaya House by the Contractor or his employees is strictly forbidden. In the event of violation of this directive, he shall be liable to be fined upto Rs. 1000.00 for each occasion and the contract may also be liable to be terminated.

19. The Meghalaya House will normally provide water, free of cost, to the Contractor for rendering Catering services. However, the Meghalaya House reserves the right to recover actual electricity charges consumed as per the Sub-meter from the Contractor.

20. The Contractor will deposit a bank guarantee for Rs. 50, 000 (Rupees fifty thousand) only at the commencement of the agreement with the Meghalaya House which, at the time of termination or the expiry of the agreement, shall be free to deduct such amount as required to make good the loss or breakage of the items, if any, of the kitchen / dining hall / store room and equipment etc. or structure in the Meghalaya House.

21. The Contractor shall maintain a suggestion book and the suggestions recorded therein will be given due consideration.

22. The Contractor shall keep the Meghalaya House indemnified against all the claims and liabilities.

23. The Contractor shall not assigns or sub-contract of these contracts. In case of violation/contravention, the Meghalaya House reserves the right to terminate the contract forthwith. The Meghalaya House also reserves the right to terminate this contract at any time by giving one months' notice in writing.

24. The food and beverages to be provided will be as per the standard menu and the rates as per the Annexure – I and as revised with the approval of the Resident Commissioner from time to time.

25. The contractor shall also prepare an ala Carte menu comprising of additional Veg & Non – Veg dishes in consultation with the Resident Commissioner or any officer authorized by the Resident Commissioner. Such an approved ala Carte menu shall also be allowed to be operated and displayed separately in addition to the standard menu as indicated in Annexure – I. The rates for the items in this ala Carte menu should not exceed the rates for similar such items in any Grade – I Restaurant / Eating joints in Delhi and in any condition should be got approved by the Resident Commissioner or any officer authorized by the Resident Commissioner.

26. Any revision in the menu or the rates and the size of the servings shall require prior approval of the Resident Commissioner.

27. Aquaguard / RO filtered drinking water shall be supplied in all the rooms free of charge as per the demand of the guests. [In case the guest requests bottled water (Bisleri), the same shall be paid for by the guests.]

28. The contractor shall primarily cater to the inmates and their guests. The services to outside guests shall be subject to the conditions and restrictions imposed by the Resident Commissioner so as to ensure that the service to resident guests is not adversely affected.

29. The contractor will enter into an agreement with Meghalaya House that will incorporate the above mentioned terms and conditions.

SUBMISSION OF TENDER

Manner of submission of tender and its accompaniments

Tender is to be submitted in two separate sealed envelopes.

ENVELOPE NO 1(TECHNICAL BID)

The first envelope clearly marked as **"Envelope No. 1"** shall contain the following documents.

1. Documentary proof of providing minimum 5 years of unblemished catering services in medium size establishments / Guests houses.
2. Copy of experience certificate in catering line / service.
3. Copy of valid Licence under Shops and Establishment Act.
4. Undertaking to take up catering work for official functions / entertainment that may arise from time to time.
5. Earnest money deposit in the form of Demand Draft of Rs 10,000/-.
6. Bank Statement & Balance Sheet for the last 3 (three) years.
7. Operational Plan for the management of Canteen stating the number of employees proposed to be engaged and purpose of deployment.

ENVELOPE No. 2 (COMMERCIAL BID)

The second envelope clearly marked as **"ENVELOPE NO. 2"** shall contain the rate. The rate should be inclusive of Taxes.

SUBMISSION OF TENDER

1. The two sealed **Envelopes No.1 & No. 2** shall be again put together in one common cover and sealed.
2. The tenderer should ensure that their tender is received at the Meghalaya House office at 9 Dr. A.P.J.Abdul Kalam Road, New Delhi, on or before the stipulated date and time.
3. A Tender submitted without earnest money deposit shall be treated as invalid and rejected.

The Contractor, on award of the contract should execute an agreement in Rs. 100/- non judicial stamp paper with Meghalaya House incorporating the above terms and conditions.
